

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

HOUSING AND COMMUNITIES SCRUTINY COMMITTEE – 13 MAY 2024

EXECUTIVE DIRECTOR, HOUSING & SOCIAL INVESTMENT

**PERFORMANCE INFORMATION FOR THE HOUSING & SOCIAL INVESTMENT
DIRECTORATE**

This report and its appendices are provided at the request of the Housing and Communities Select Committee, to allow the Committee to consider the Housing Needs, Housing Management and the Social Investment and Property Performance Updates up to the end of March 2024.

FOR DISCUSSION

1 EXECUTIVE SUMMARY

- 1.1 This report – and its appendices – provide a set of performance updates relating to the work of the Council’s Housing & Social Investment Directorate.
- 1.2 The Select Committee is recommended to:
- 1.3 To consider the attached report and decide whether the Committee wishes to make any comments or recommendations to the Leadership Team regarding its contents.

2. BACKGROUND

- 2.1 The Housing & Social Investment Directorate comprises three departments, each led by a Director that reports to the Executive Director for Housing & Social Investment:
 - **Housing Management**, which fulfils the Council’s landlord functions and more widely supports tenants and leaseholders in Council homes.
 - **Housing Needs**, which supports people at risk of homelessness, finds accommodation for those experiencing homelessness, and allocates social rented homes in the borough. This department also hosts the housing strategy and policy function, and coordinates council-wide work supporting asylum seekers, refugees and others with no recourse to public funds.
 - **Social Investment & Property**, which manages the Council’s operational and commercial property portfolio, delivers capital projects (including the development of new council homes), and co-ordinates the Council-wide work on social investment.

- 2.2 The data attached to this report sets out the performance data which is used by the Directorate management team as a management tool. It comprises two appendices:
- Appendix 1, which sets out the performance data for the Housing Management and Housing Needs departments.
 - Appendix 2, which sets out the performance data for the Social Investment & Property department.
- 2.3 The data in these reports relates to performance up to the end of Q4 in 2023/24, i.e. up to the end of March 2024. This is the second such annual report to the Committee. It was agreed at the Committee meeting that considered the first report (in March 2023) that officers would circulate a performance update to Committee members each autumn (covering Quarter 1 and Quarter in the year i.e. the period April – September), and a public report on performance to the Committee each spring.
- 2.4 The measures/performance indicators set out in the appendices are chosen as being those which – in the judgement of senior officers – together illustrate at headline level the effectiveness of the service in meeting the priorities and strategic objectives of the Council; the needs of residents and other stakeholders; and the Council’s statutory obligations.
- 2.5 For some indicators, the data shows a target which has either been set internally, or which reflects a statutory requirement. Some indicators do not lend themselves to target-setting but are still important to track – often to enable understanding of trends over time.

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Background Papers used in the preparation of this report:

None other than documents and reports referred to above

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