

Agenda Item	13
Report No	FHR/157/13

Housing and Property Services Performance Report - 1 April 2013 to 30 September 2013

Report by the Interim Director of Housing and Property

Summary

This report provides information on how the Housing and Property Service performed in relation to Scottish Social Housing Charter and other performance indicators during the second quarter of 2013/2014.

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use to form part of its scrutiny of landlords. These replace statutory performance indicators for housing from April 2013, with the Council required to make its first Annual Return on the Charter to the Scottish Housing Regulator and annual report to tenants in 2014.
- 1.2 The Committee agreed a performance reporting framework on 5 June 2013. Since then Members have requested information in a more straightforward format and which will allow comparison of trends on key indicators. This report presents information in a revised format. We have selected key performance indicators and presented performance information in the form of graphs. There are a number of other performance indicators for housing management performance. Information on these indicators is presented in tabular format at **Appendix 1**.
- 1.3 If this revised format is preferable then Members are asked to agree that this should also form the basis for future reports to the City/Area Committees.
- 1.4 In addition to the housing indicators the Service is required to report annually on the following statutory performance indicators:
 - Public Access
 - Properties that are in a satisfactory condition
 - Properties that are suitable for current use.
- 1.5 **Staff Absence:** The Service also reports on staff absence and actions taken to address attendance issues.

2 Complaints

- 2.1 This indicator provides information on the percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord. We are also required to report on the percentage of complaints upheld.

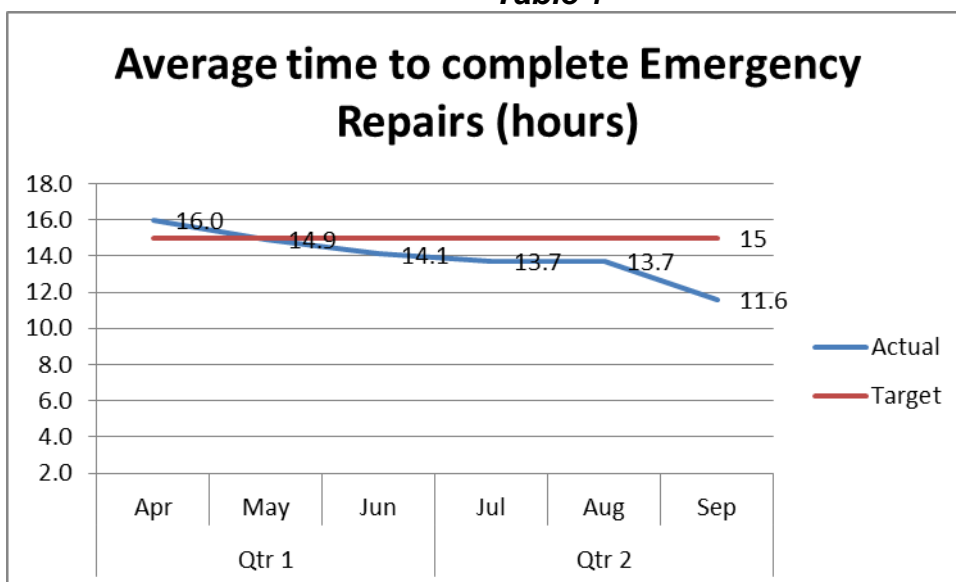
2.2 Complaints are recorded through the Council's corporate complaints system (Iagan). In quarter 2 we received 71 stage 1 complaints of which 90.1% were replied to within the 5 day timescale this compares with 63 stage 1 complaints of which 73% were replied to within the timescale in the previous quarter. Of the 10 stage 2 complaints 80%(9) were responded to within the 20 working day timescale, whilst in quarter 1 we had 3 complaints but only 63%(2) replied to within the deadline.

3. Repairs

3.2 The key current indicators for measuring repairs performance are considered to be the average time taken to complete emergency and non-emergency repairs. As these indicators only applied from 1 April 2013 we have no historical data. In order to give a sense of past trends **Appendix 2** provides historic data on performance against previous indicators.

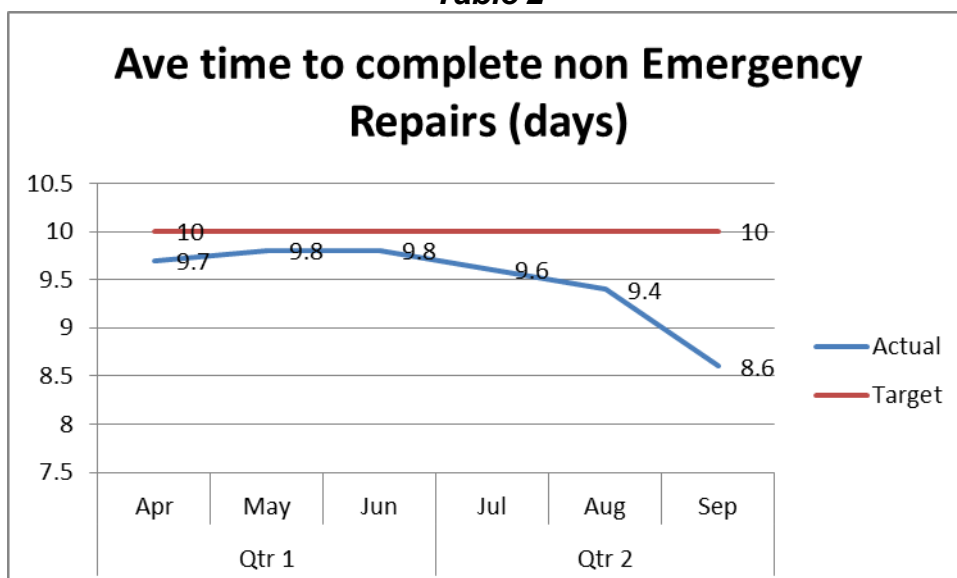
3.3 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Further information relating to repairs indicators covering repairs quality and appointments are contained in **Appendix 1**.

Table 1



3.3

Table 2



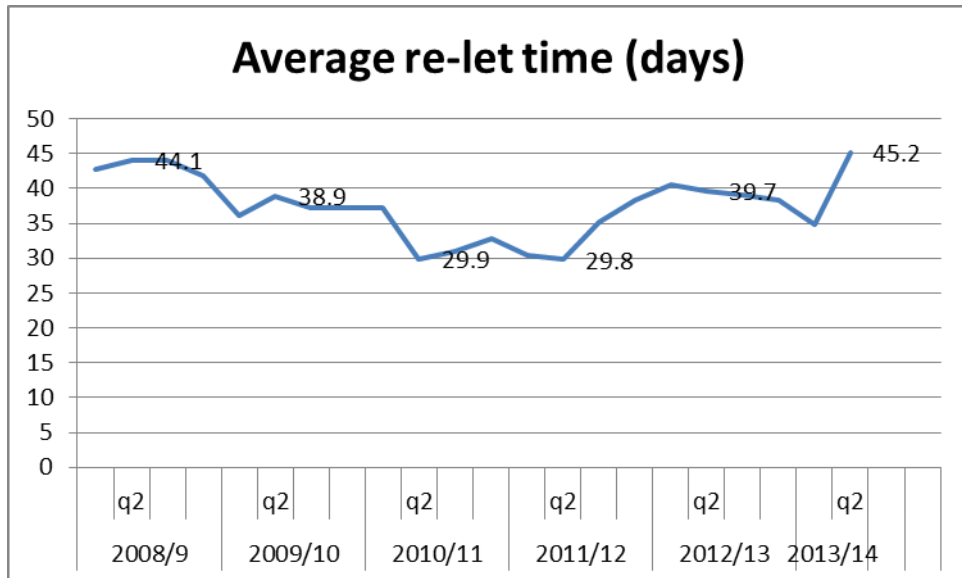
3.3 We undertake a satisfaction survey on a sample of our completed repairs and these show that there was a drop in tenants satisfied with the completed repair down to 85% from 89% at Quarter 2.

4. Tenancy Management

4.1 The table below provides information on the average re-let time showing the trend back 5 years and highlighting the same quarter in previous years for comparison.

4.2

Table 3



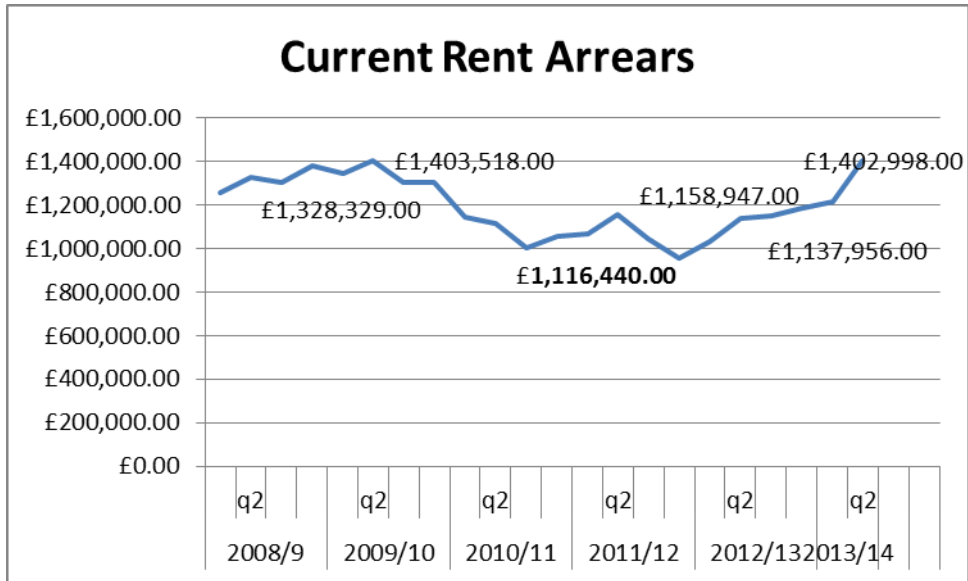
4.3 Performance on reletting void houses has reduced in the year to date. This is a significant issue which the Service Management team is currently focussing on with a view to improving performance.

4.4 Further information on tenancy management issues such as void rent loss and percentage of lettable properties becoming vacant can be found in **Appendix 1**.

5 Rent Arrears

5.1 The key performance indicator for rent arrears is considered to be the value of current arrears. The table below provides information on current rent arrears going back 5 years and shows the comparative figure for the same quarter in previous years.

Table 4



5.2 There has been an increase in rent arrears this year to date. There are a number of eternal factors affecting arrears. Staff are continuing to prioritise rent arrears work. Further information on Scottish Social Housing Charter arrears indicators is provided in **Appendix 1**.

6 Homelessness/Homeless Prevention

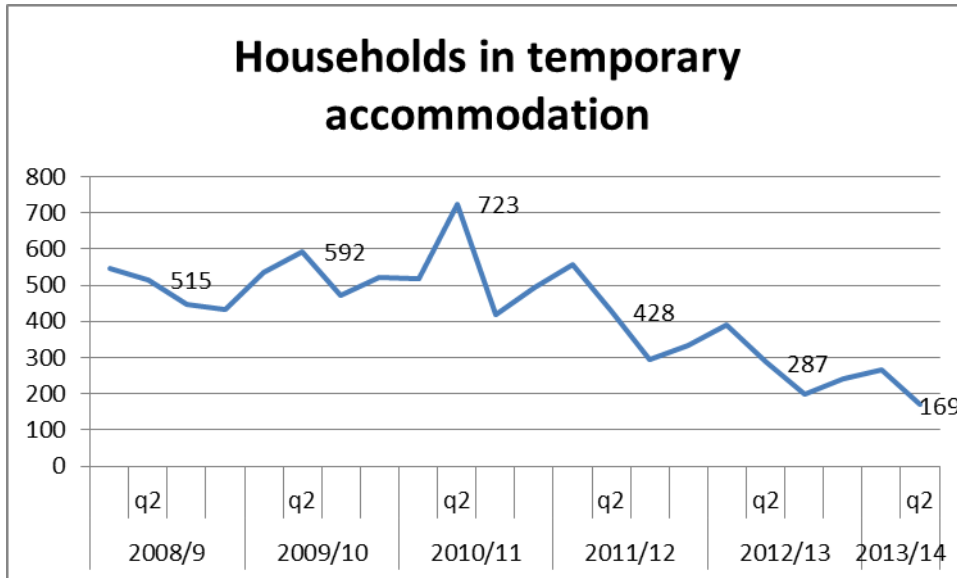
6.1 Performance information on homelessness is noted in tables 5 and 6 below and again additional information regarding temporary accommodation is provided in **Appendix 1**

Table 5
Homeless presentations per quarter (not cumulative)



6.2 We are unable to provide data prior to 2009 but overall homeless presentations are reducing.

Table 6



6.3 Over the past 3 years the numbers in temporary accommodation has been decreasing.

7. Other Performance Information

7.1 Further information on quarterly performance and other Scottish Social Housing Charter Indicators is summarised in **Appendix 1**. This includes information on the following indicators which were to be reported on a quarterly basis:

- % of new tenancies sustained for more than a year
- % rent loss through voids
- % Antisocial Behaviour cases responded to in time
- Average time in temporary/emergency accommodate (weeks)
- Average time taken to re-let (days)
- Average time to complete emergency repairs (hours)
- Average time to complete non-emergency repairs (days)
- Gross rent arrears as % of rent due
- Reactive repairs carried out first time
- Rent collected as % of rent due
- Repairs appointments kept
- Tenancy offers refused

8. Staff Absence

8.1 Information on sickness absence across the Housing and Property Service can be found in **Appendix 3**.

9. Implications

9.1 **Resources:** There are short term resource implications arising from the need to set up new performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This will be managed within the current HRA budget.

- 9.2 **Legal:** The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.
- 9.3 There are no specific equality, climate change/carbon clever or risk implications arising from this report

10. Recommendation

Committee is asked to:

- 10.1 Consider the revised format for quarterly reporting and whether future reports should be in this format
- 10.2 If the revised format is to be continued, agree that this should also form the basis for future quarterly reports to the City/Area Committees
- 10.3 Note the information provided on housing performance from 1 April to 30 September 2013.

Designation: **Interim Director of Housing and Property**

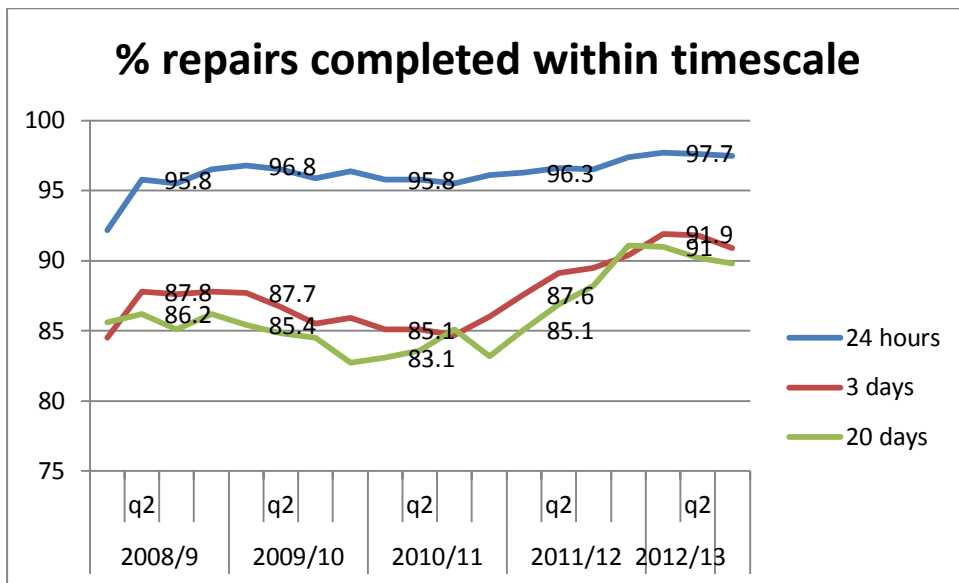
Date: 18 November 2013

Author: Caroline Campbell, Maintenance and Service Support Manager

Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Scottish Social Housing Charter Indicator	13/14	Target	Q4 13/14	Q3 13/14	Q2 13/14	Q1 13/14
% of new tenancies sustained for more than a year	Red	90			84.60	87.80
% rent loss through voids	Green	2			0.65	0.82
% ASB cases reported and resolved Qtr	Green	85			90.80	94.80
Ave time in temp/eme accomm (weeks) Qtr	Green	52			6.54	12.23
Ave time taken to re-let (days)	Red	35			43.40	41.30
Ave time to complete emergency repairs (hours)	Green	15			11.55	13.45
Ave time to complete non emergency repairs (days)	Green	10			8.63	10.01
Gross rent arrears as % of rent due	Green	5			4.98	5.08
Reactive repairs carried out first time	Amber	92			89.49	89.38
Rent collected as % of rent due	Green	98			97.78	99.02
Repairs appointments kept	Amber	95			92.09	92.67
Tenancy offers refused	No target set				34.65	33.90

Appendix 2



Sickness Absence

Appendix 3

Average days sickness absence per employee

Housing & Property by Section

Average Number of Days per Quarter

Quarter	RAG	Average FTE		2011/12				2012/13				2013/14			
		2012/13	2013/14	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
H&P APTC	G	309.6	320.5	2.8	3.4	2.7	2	2.3	2.1	2.7	2.5	2.3	1.3		
Bld Maintenance	A	144	145	2.4	3.8	2.9	2	2.6	1.9	4.3	4.7	2.3	2.8		
Wardens	R	29.1	29	0.9	0	1.7	1.6	1.1	1.5	1.4	0.6	2.3	3.2		
Overall	G	482.8	494.5	2.6	3.3	2.7	2	2.5	2	3.1	3	2.3	1.9		

Housing & Property by Section

Average Number of Days Cumulative

ytd	RAG	Average FTE		2011/12				2012/13				2013/14			
		2012/13	2013/14	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
H&P APTC	R	302.4	320.5	2.8	6.2	8.8	10.9	2.5	4.6	7.3	9.8	2.3	3.6		
Bld Maintenance	R	141.3	145	2.4	6.2	9.1	11.2	2.6	4.5	8.9	13.6	2.3	5.1		
Wardens	R	28.9	29	0.9	0.9	2.6	4.2	1.1	2.6	3.9	4.5	2.3	5.5		
Overall	R	472.5	494.5	2.6	5.9	8.6	10.6	2.5	4.5	7.6	10.6	2.3	4.2		