

The Highland Council
Community Services Committee
15 May 2014

Agenda Item	10
Report No	COM/09/14

Housing and Property Services Performance Report - 1 April 2013 to 31 March 2014

Report by the Director of Community Services and the Director Development and Infrastructure

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 year 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 in May 2014 and annual report to tenants in the Autumn.
- 1.2 The Finance, Housing and Resources 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 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.
- 1.4 **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 4 we received 97 stage 1 complaints, 81.4% of which were replied to within the 5 working day deadline. Of the 11 stage 2 complaints 54.5%

were replied to within the 20 days 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 Table 3 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**.

Both tables show that we are currently performing better than the targets set at the beginning of the year, which are 15 hours for an emergency and 10 days for non-emergency.

Table 1

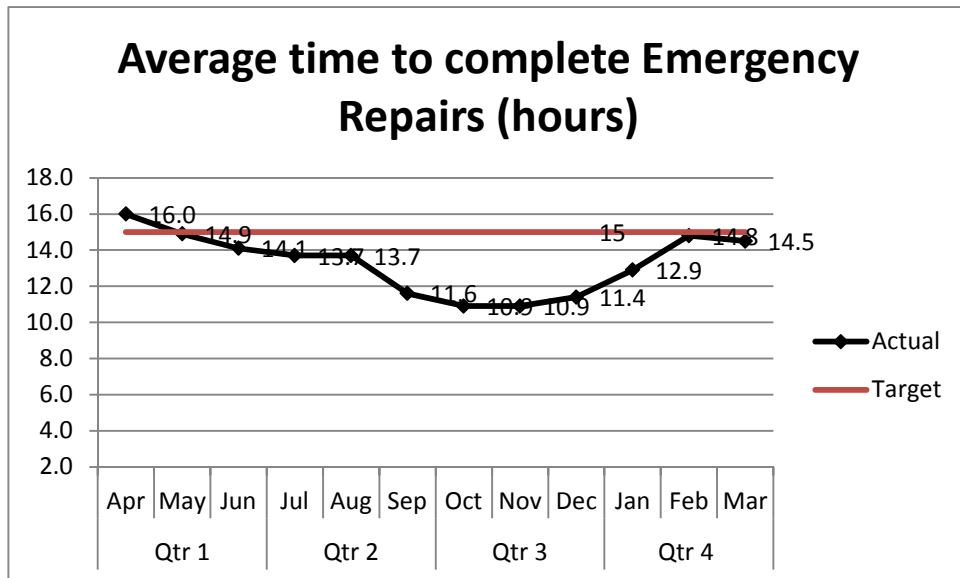
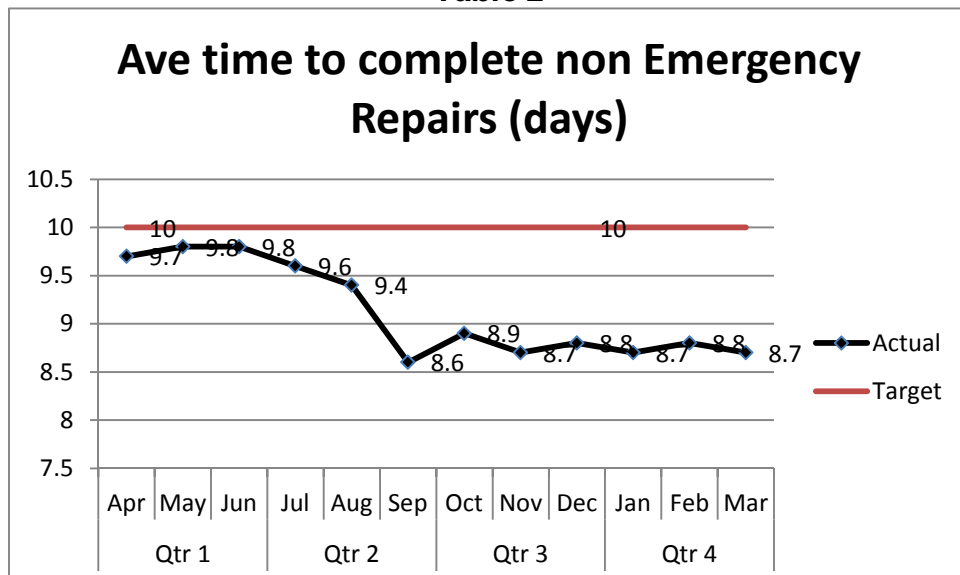
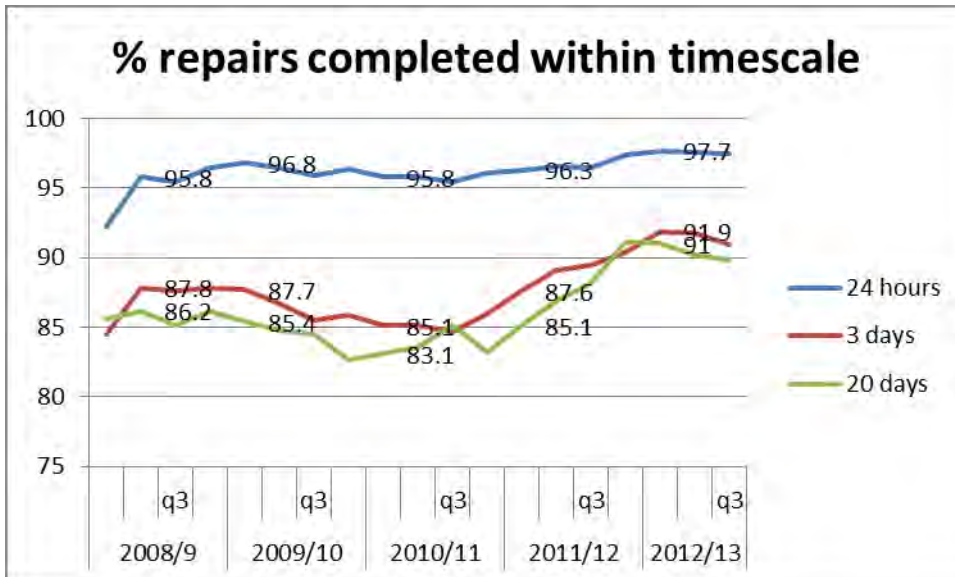


Table 2





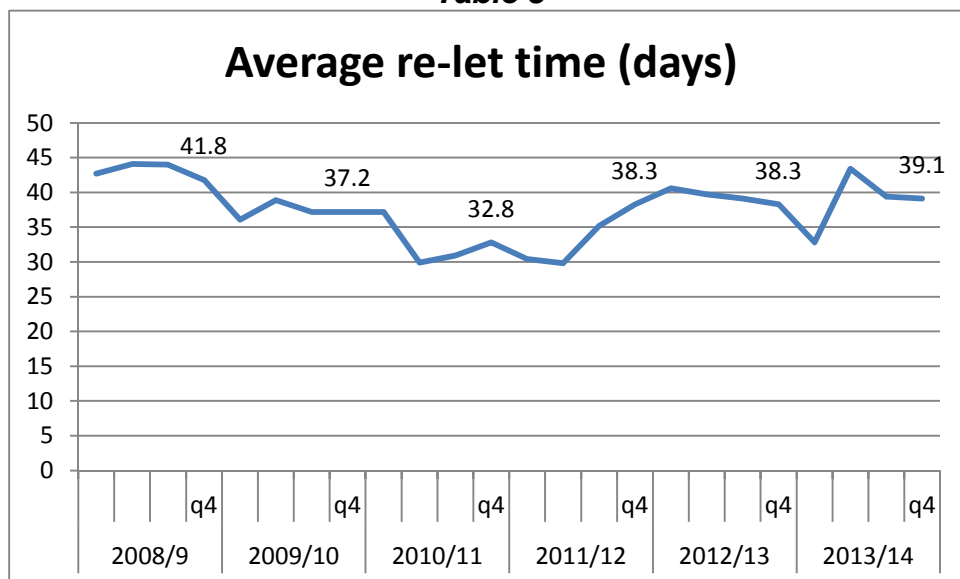
3.4 We undertake a satisfaction survey on a sample of our completed repairs and these show that there was an improvement in tenants satisfied with the completed repair, from 87% at Quarter 3 to 90% in quarter 4.

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 declined slightly since last quarter. Work is currently being undertaken to review the void process and investigate ways to reduce delays and improve performance.

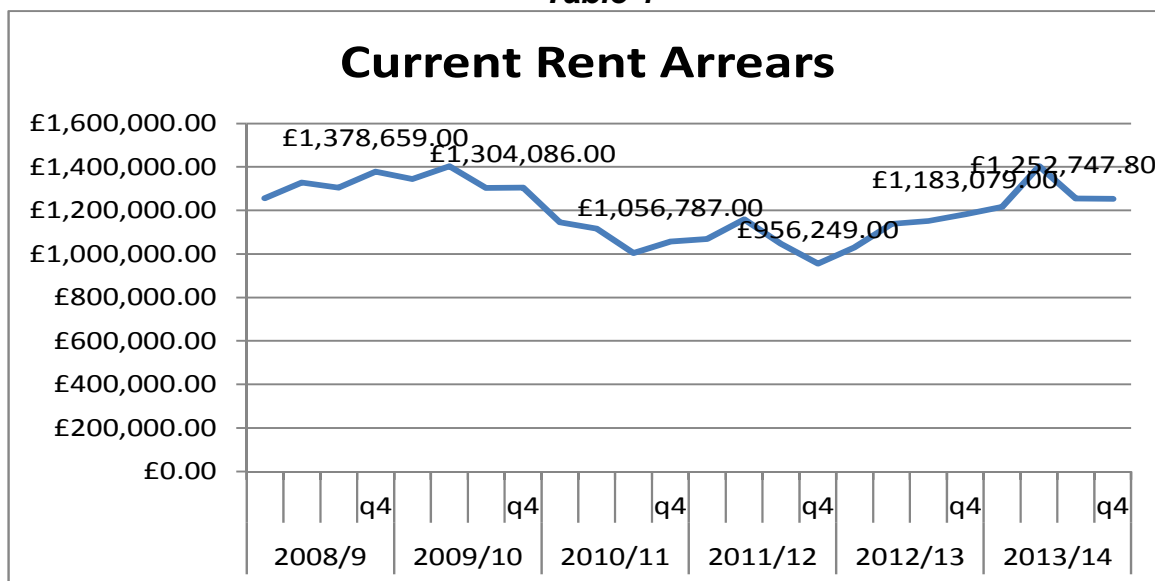
4.4 Further information on tenancy management issues such as void rent loss and percentage of lettable properties becoming vacant can be found in **Appendix 1**.

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

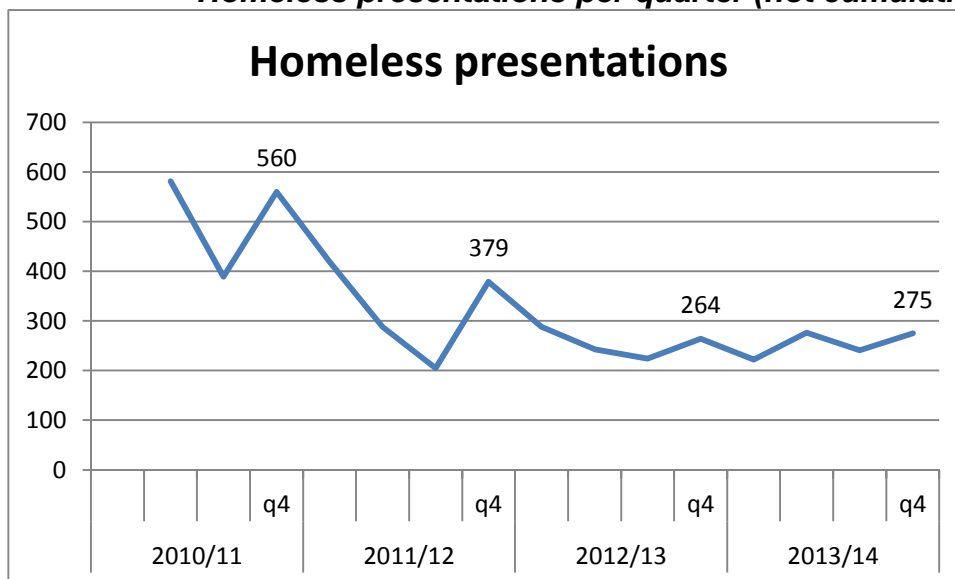


5.2 There has been a slight decrease in rent arrears from last quarter. There are a number of external factors affecting arrears. Staff are continuing to prioritise rent arrears work. Further information on Scottish Social Housing Charter arrears indicators is provided in **Appendix 1**.

6. Homelessness/Homeless Prevention

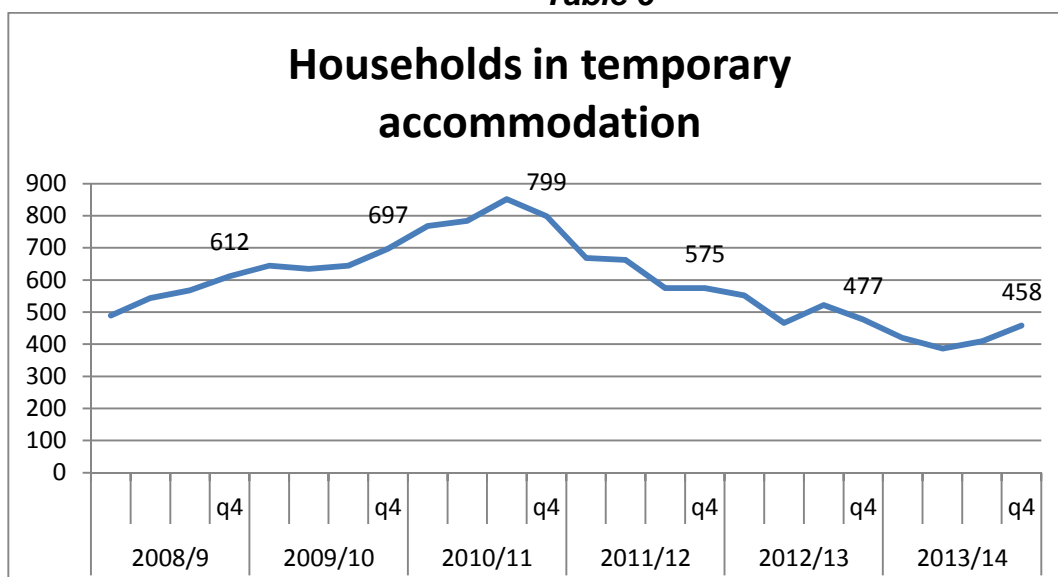
6.1 Performance information on homelessness is noted in tables 5 and 6 below and again additional information regarding temporary accommodation is provided in **Appendix 1**

Table 5
Homeless presentations per quarter (not cumulative)



6.2 We are unable to provide data prior to 2009 and although homeless presentations have been decreasing in past years they are showing signs of slightly increasing.

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. Property Indicators

Table: 6 Property Indicators

Table 6 outlines performance in relation to building use (non-housing). Updates will be provided annually.

	2010/11	2011/12	2012/13	2013/14	Target 2013/14
Public Access (Properties covered by the Disability Discrimination Act criteria)	91.1%	92.7%	94.3%	95.5%	95.6%
% Properties that are in a satisfactory condition	55%	60.5%	60.4%	58.0%	61%
% Properties that are suitable for current use	59.8%	61.9%	59.2%	58.1%	60%

9. Staff Absence

9.1 Information on sickness absence across the Housing and Property Service can be found in **Appendix 2**.

10. Implications

10.1 **Resources:** There are 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.

10.2 **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.

10.3 There are no known specific equality; climate change/carbon clever; risk; or Gaelic implications arising from this report.

Recommendation

Members are invited to note the information provided on housing performance from 1 April 2013 to 31 March 2014.

Designation: Director of Community Services/Director of Development and Infrastructure

Date: 6 May 2014

Author: Caroline Campbell, Performance and Building Maintenance Manager

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

SSHC Indicator	13/14	Target	Q4 13/14	Q3 13/14	Q2 13/14	Q1 13/14
% court actions which resulted in eviction	Green	36	9.47	10.42	10.99	10.62
% households requiring temp/eme accomm who receive offer Qtr	Green	100	100.00	100.00	82.35	82.56
% of approved applications for medical adap Qtr		No target set	68.61	33.67	23.55	10.77
% of lettable houses becoming vacant		No target set	11.43	11.52	11.53	11.24
% of new tenancies sustained for more than a year	Red	90	83.45	84.10	84.60	87.80
% rent loss through voids	Green	2	0.91	0.92	0.89	0.70
% temp/eme accomm offers refused Qtr		No target set	18.25	18.18	18.07	18.60
ASB cases reported and resolved Qtr	Green	85	67.45	64.17	40.77	24.44
Ave time in temp/eme accomm (weeks) Qtr	Green	52	11.45	7.76	6.54	12.23
Ave time taken to re-let	Red	35	42.01	41.70	40.99	37.83
Ave time to complete emergency repairs (hours)	Green	15	14.50	11.38	11.55	13.45
Ave time to complete medical adap applications (days) Qtr	Green	56	51.90	43.58	52.19	66.00
Ave time to complete non emergency repairs (days)	Green	10	8.74	8.78	8.63	10.01
Gross rent arrears as % of rent due	Green	5	4.36	5.04	5.41	4.98
Homelessness - Presentations received in period (per quarter)		under 1000 by 2017	275	241	276	222
Number of Prevention cases		No target set	2211	1590	913	615
Reactive repairs carried out first time	Amber	92	90.63	89.91	89.49	89.38
Rent collected as % of rent due	Amber	100	99.67	99.73	98.03	99.02
Repairs appointments kept	Amber	95	92.22	92.20	92.09	92.53
Repairs completed at first visit	Amber	75	73.37	64.86	71.54	76.49
Satisfaction with completed repair	Red	98	89.95	86.90	85.14	90.33
Tenancy offers refused		No target set	35.79	33.88	34.65	33.90

**Average days sickness absence per employee
Housing & Property by Section**

Quarter	RAG	Average Number of Days per Quarter													
		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	324.2	2.8	3.4	2.7	2.0	2.3	2.1	2.7	2.5	2.3	1.3	1.7	1.8
Bld Maintenance	R	144.0	146.0	2.4	3.8	2.9	2.0	2.6	1.9	4.3	4.7	2.3	2.8	2.8	4.3
Wardens	R	29.1	29.8	0.9	0.0	1.7	1.6	1.1	1.5	1.4	0.6	2.3	3.2	7.1	3.2
Overall	A	482.8	500.0	2.6	3.3	2.7	2.0	2.5	2.0	3.1	3.0	2.3	1.9	2.4	2.5

Housing & Property by Section

ytd	RAG	Average Number of Days Cumulative													
		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	302.4	324.2	2.8	6.2	8.8	10.9	2.5	4.6	7.3	9.8	2.3	3.6	5.3	7.1
Bld Maintenance	R	141.3	146.0	2.4	6.2	9.1	11.2	2.6	4.5	8.9	13.6	2.3	5.1	7.9	12.2
Wardens	R	28.9	29.8	0.9	0.9	2.6	4.2	1.1	2.6	3.9	4.5	2.3	5.5	12.7	14.7
Overall	G	472.5	500.0	2.6	5.9	8.6	10.6	2.5	4.5	7.6	10.6	2.3	4.2	6.5	9.0