

Agenda Item	17
Report No	FHR/39/14

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

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

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 third 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 late 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 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 3 we received 99 stage 1 complaints of which 72.7% were replied to within the 5 day timescale. Of the 11 stage 2 complaints 81.8% (9) were

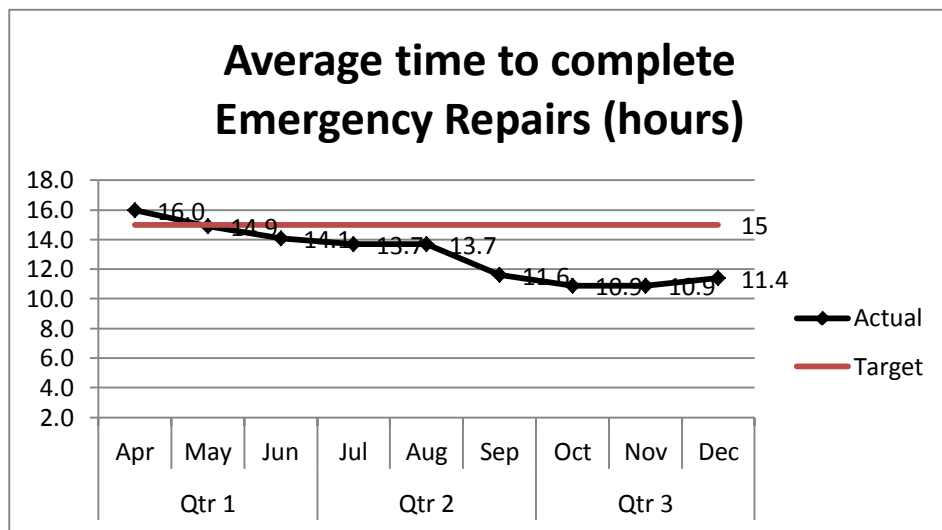
responded to within the 20 working day timescale.

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.

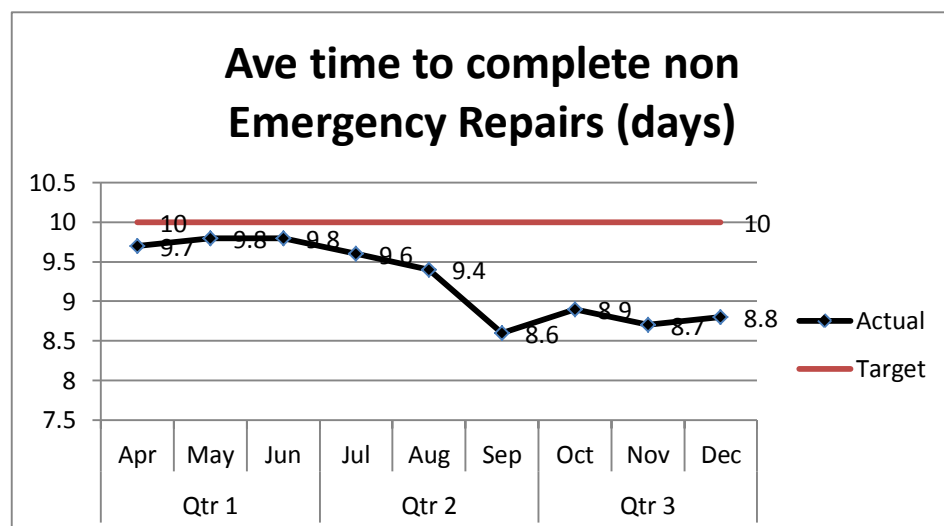
3.3 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Further information relating to repairs indicators covering repairs quality and appointments are contained in **Appendix 1**.

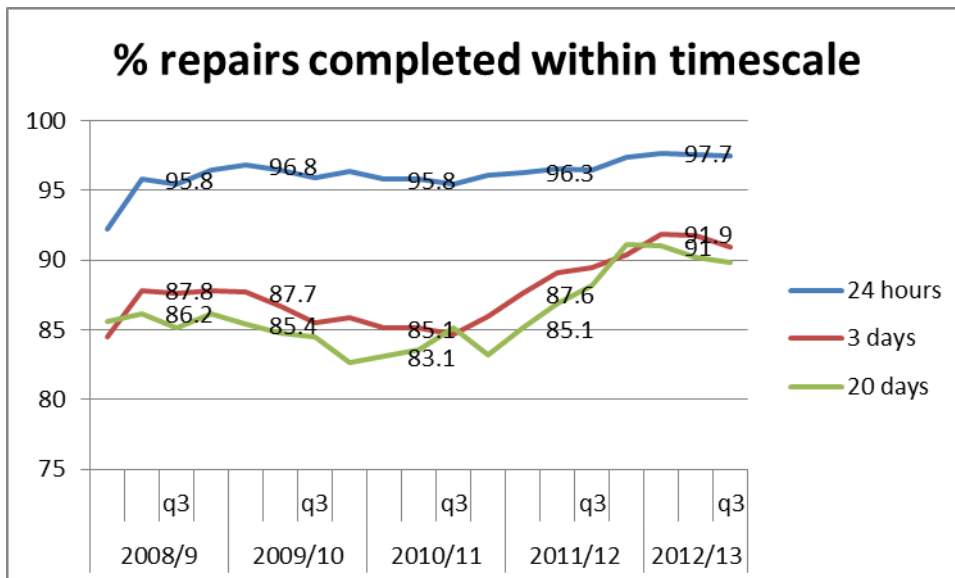
Table 1



3.3

Table 2





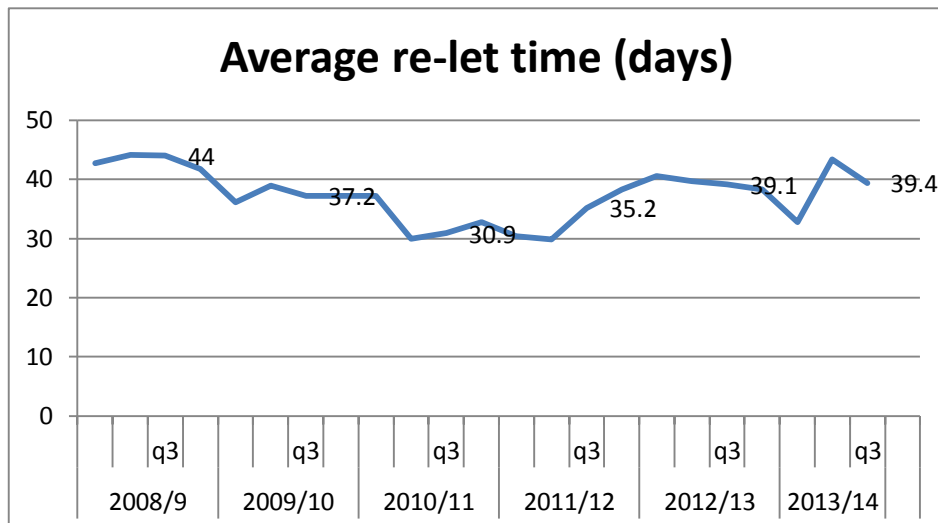
3.3 We undertake a satisfaction survey on a sample of our completed repairs and these show that there was an improvement in tenants satisfied with the completed repair up to 87% from 85% at Quarter 2.

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 improved since last quarter. However, this is a significant issue which the Service Management team remains focused on.

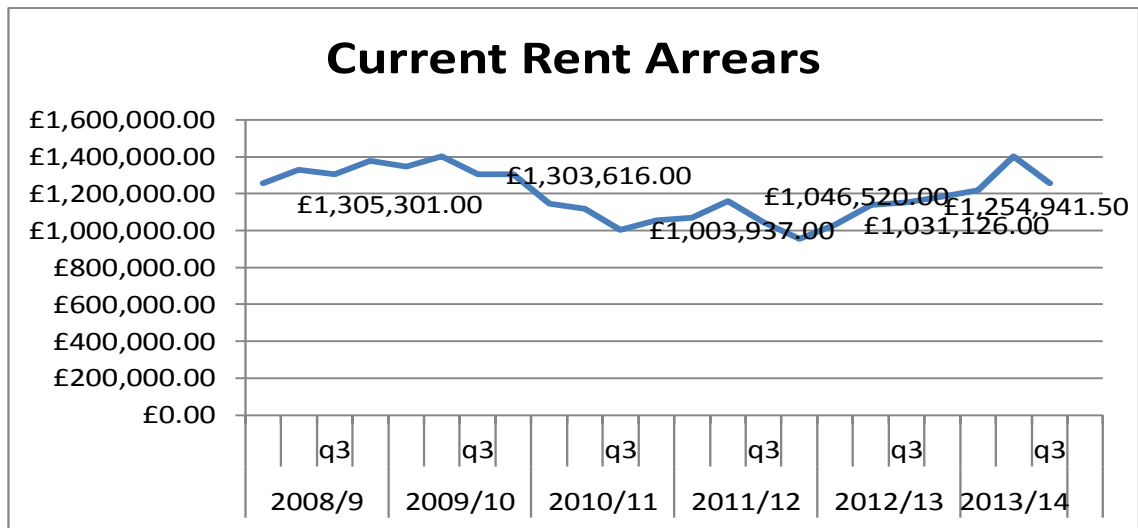
4.4 Further information on tenancy management issues such as void rent loss and percentage of lettable properties becoming vacant can be found in **Appendix 1**.

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

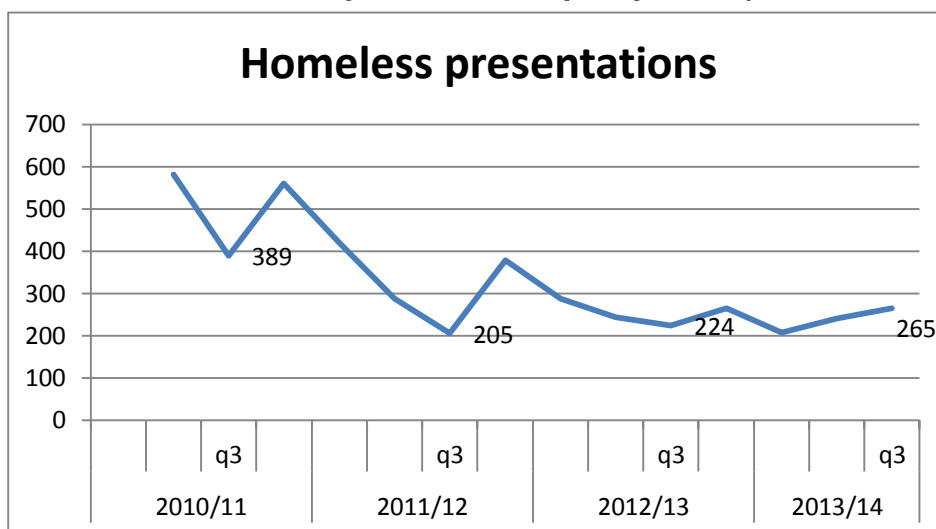


5.2 There has been a slight decrease in rent arrears from last quarter. There are a number of eternal factors affecting arrears. Staff are continuing to prioritise rent arrears work. Further information on Scottish Social Housing Charter arrears indicators is provided in **Appendix 1**.

6 Homelessness/Homeless Prevention

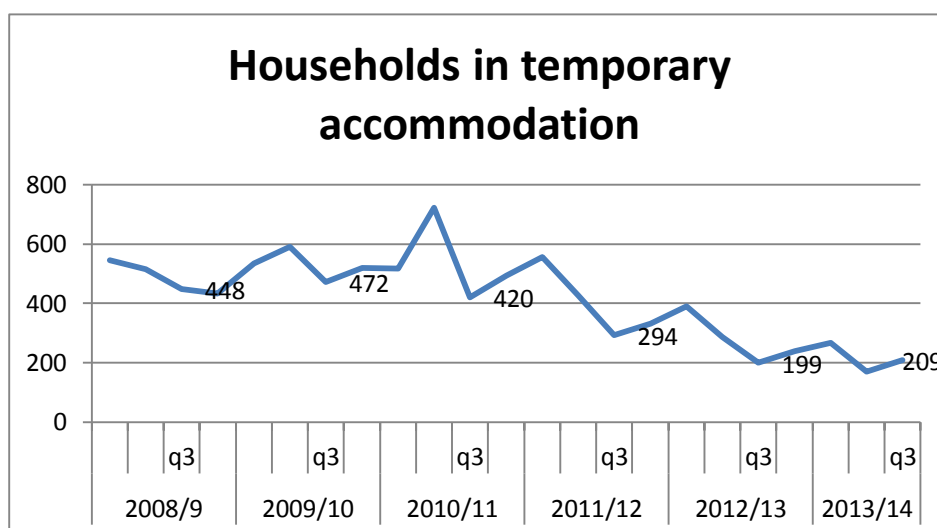
6.1 Performance information on homelessness is noted in tables 5 and 6 below and again additional information regarding temporary accommodation is provided in **Appendix 1**

Table 5
Homeless presentations per quarter (not cumulative)



6.2 We are unable to provide data prior to 2009 but overall homeless presentations are being maintained at a lower level than previously reported.

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 accommodation (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 2**.

9. Implications

9.1 **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.

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

10.1 Committee is asked to:

Note the information provided on housing performance from 1 April to 31 December 2013.

Designation: **Director of Community Services/Director of Planning and Development**

Date: 27 January 2014

Author: Caroline Campbell, Maintenance and Service Support Manager

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

Appendix 1

SSHC Indicator	13/14	Target	Q4 13/14	Qtr3	Q2 13/14	Q1 13/14
% court actions which resulted in eviction	Green	36		10.42	10.99	10.62
% households requiring temp/eme accomm who receive offer Qtr	Green	100		100.00	82.35	82.56
% of approved applications for medical adap Qtr	Green	18.6		33.67	23.55	10.77
% of lettable houses becoming vacant		no target set		11.52	11.53	11.24
% of new tenancies sustained for more than a year	Red	90		84.10	84.60	87.80
% rent loss through voids	Green	2		0.92	0.89	0.70
% temp/eme accomm offers refused Qtr				0.18	0.18	0.19
ASB cases reported and resolved Qtr	Green	85		64.17	40.77	24.44
Ave time in temp/eme accomm (weeks) Qtr	Green	52		7.72	6.54	12.23
Ave time taken to re-let	Red	35		41.71	41.00	37.84
Ave time to complete emergency repairs (hours)	Green	15		11.38	11.55	13.45
Ave time to complete medical adap applications (days) Qtr	Green	57		43.58	52.19	66.00
Ave time to complete non emergency repairs (days)	Green	10		8.78	8.63	10.01
Gross rent arrears as % of rent due	Amber	5		5.04	5.41	4.98
Reactive repairs carried out first time	Amber	92		89.91	89.49	89.38
Rent collected as % of rent due	Amber	98		99.73	98.03	99.02
Repairs appointments kept	Amber	95		92.20	92.09	92.53
Repairs completed at first visit	Red	75		64.86	71.54	76.49
Satisfaction with completed repair	Red	98		86.90	85.14	90.33
Tenancy offers refused		no target set		33.88	34.65	33.90

Sickness Absence

Average days sickness absence per employee

Housing & Property by Section

Quarter	RAG	Average FTE		Average Number of Days per Quarter											
				2011/12				2012/13				2013/14			
				2012/13	2013/14	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
H&P APTC	G	309.6	318.6	2.8	3.4	2.7	2.0	2.3	2.1	2.7	2.5	2.3	1.4	1.8	0.4
Bld Mainte	A	144.0	145.7	2.4	3.8	2.9	2.0	2.6	1.9	4.3	4.7	2.3	2.8	2.8	1.5
Wardens	R	29.1	29.4	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	G	482.8	493.6	2.6	3.3	2.7	2.0	2.5	2.0	3.1	3.0	2.3	1.9	2.4	0.7

Housing & Property by Section

ytd	RAG	Average FTE		Average Number of Days Cumulative											
				2011/12				2012/13				2013/14			
				2012/13	2013/14	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
H&P APTC	G	302.4	318.6	2.8	6.2	8.8	10.9	2.5	4.6	7.3	9.8	2.3	3.7	5.4	5.8
Bld Mainte	A	141.3	145.7	2.4	6.2	9.1	11.2	2.6	4.5	8.9	13.6	2.3	5.1	7.9	9.3
Wardens	R	28.9	29.4	0.9	0.9	2.6	4.2	1.1	2.6	3.9	4.5	2.3	5.5	12.7	12.7
Overall	G	472.5	493.6	2.6	5.9	8.6	10.6	2.5	4.5	7.6	10.6	2.3	4.2	6.6	7.3