

The Highland Council
Community Services Committee

5 February 2015

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| Agenda Item | 9 |
| Report No | COM 6/15 |

Community Service Performance Report - 1 April to 31 December 2014

Report by the Director of Community Services

Summary

This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators during the first nine months of 2014/15. The report also proposes further performance reporting on a range of functions which will be brought to the next committee

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords. These replaced statutory performance indicators for Housing from April 2013.
- 1.2 This report provides information on performance based on the agreed reporting framework. Information on the key performance indicators is set out in the report below. Information on other performance indicators for housing management is presented in tabular format at Appendix 1.
- 1.3 Further housing performance information is available at Ward level on the Council's intranet.
http://ntintra1/miweb/current/ward_reporting/ward_reporting_home_page.htm
- 1.4 Within Appendix 1 we have included information on the Scottish Housing Regulator Scottish Average as a benchmark, where available.
- 1.5 In order to provide a more informative Performance report we will in future provide statistical information on a range of other functions undertaken by Community Services. The table below provides information on the data we will provide:

| | Frequency |
|-------------------------------|------------------|
| Waste recycling | Quarterly |
| Enforcement notices issued | Quarterly |
| Dog nuisance cases dealt with | Quarterly |
| Grounds maintenance standards | Quarterly |
| Public convenience standards | Quarterly |
| Road defects (potholes) | Quarterly |
| Noise nuisance complaints | Quarterly |
| Gully cleaning | Quarterly |

- 1.6 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 (lagan). Unfortunately December data was not available at time of print. In October and November we received 136 stage 1 complaints - 19% were resolved at first point of contact, 42.6% were replied to within the 5 working day deadline and a further 20.5% were replied to after agreement with the customer to extend the deadline to 10 working days, this was to allow a more thorough investigation of the initial complaint. All 7 of the stage 2 complaints received in October and November were replied to within the 20 day deadline.

3. Repairs

- 3.1 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 limited historical data.
- 3.2 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 14 hours for an emergency and 8 days for non-emergency.

Table 1

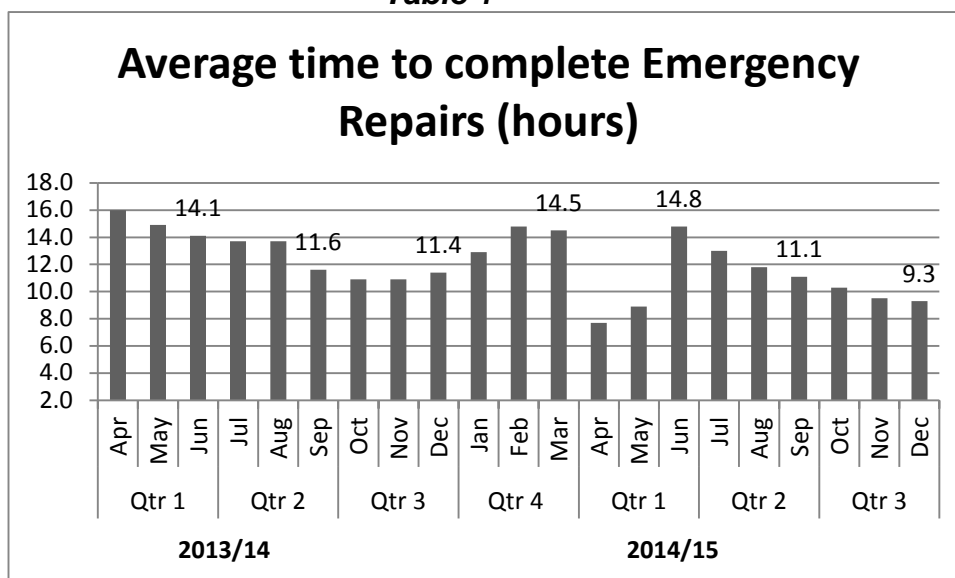
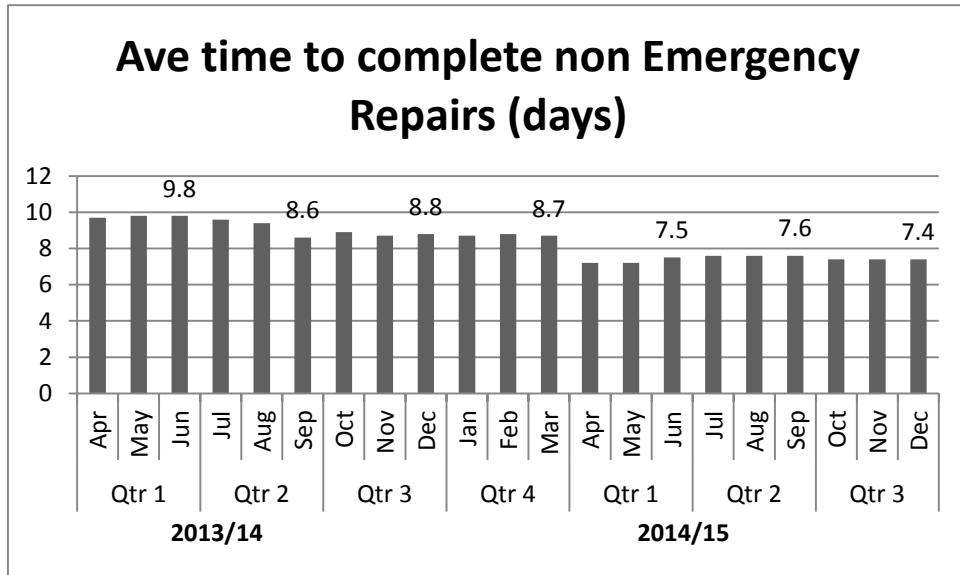


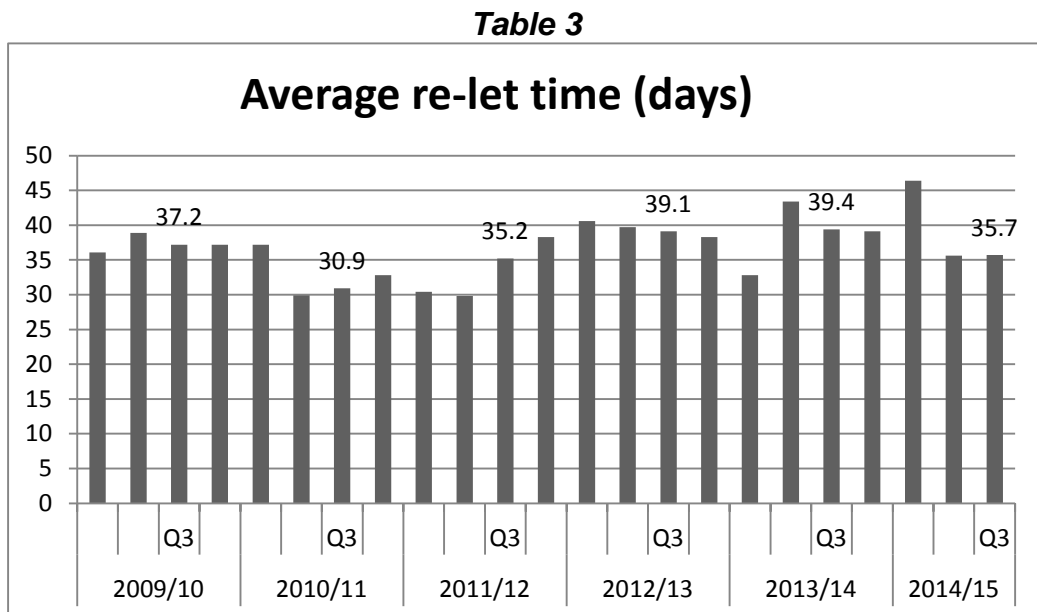
Table 2



3.3 We undertake a routine satisfaction survey of completed repairs with tenants and the result to end of December shows 86% of the 722 people surveyed replied that their repair was completed ‘right first time’. This has increased from 85% in the previous quarter. We also ask ‘How satisfied are you with the overall quality of work’ to which 87% replied positively, compared to 88%% in the previous quarter.

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 the previous years for comparison.



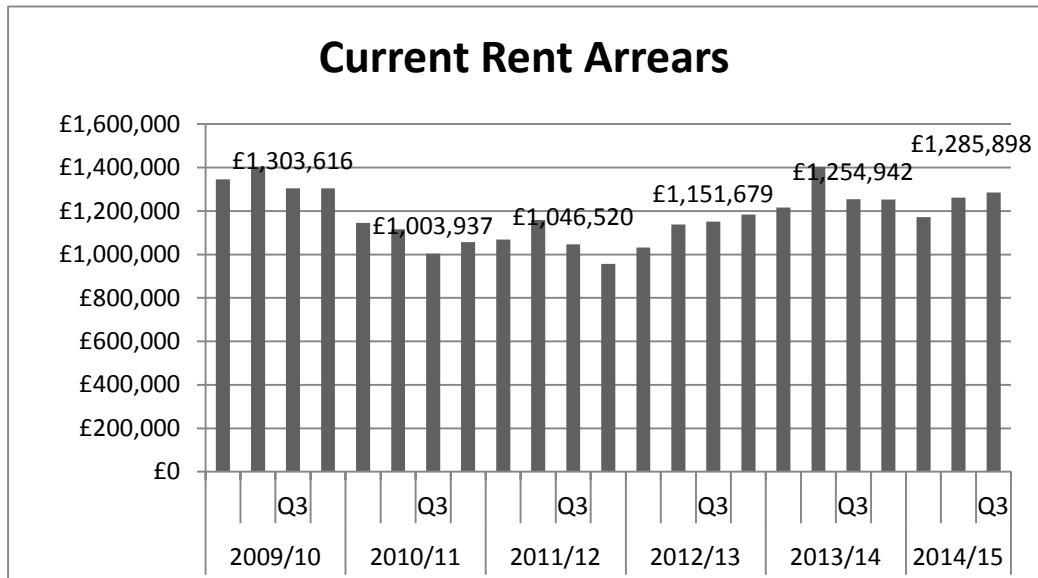
4.2 Performance on reletting void houses is showing signs of improvement, however, we still have not achieved the 35 day target.

4.3 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

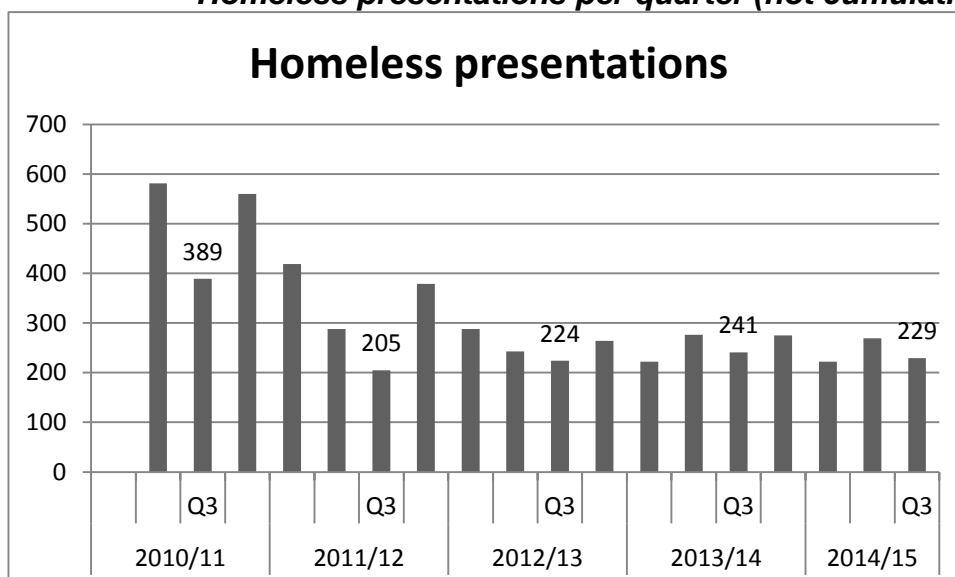


5.2 There has been a slight increase in rent arrears from last quarter. Staff are continuing to prioritise rent arrears work. Further information on Scottish Social Housing Charter arrears indicators is provided in Appendix 1.

6 Homelessness/Homeless Prevention

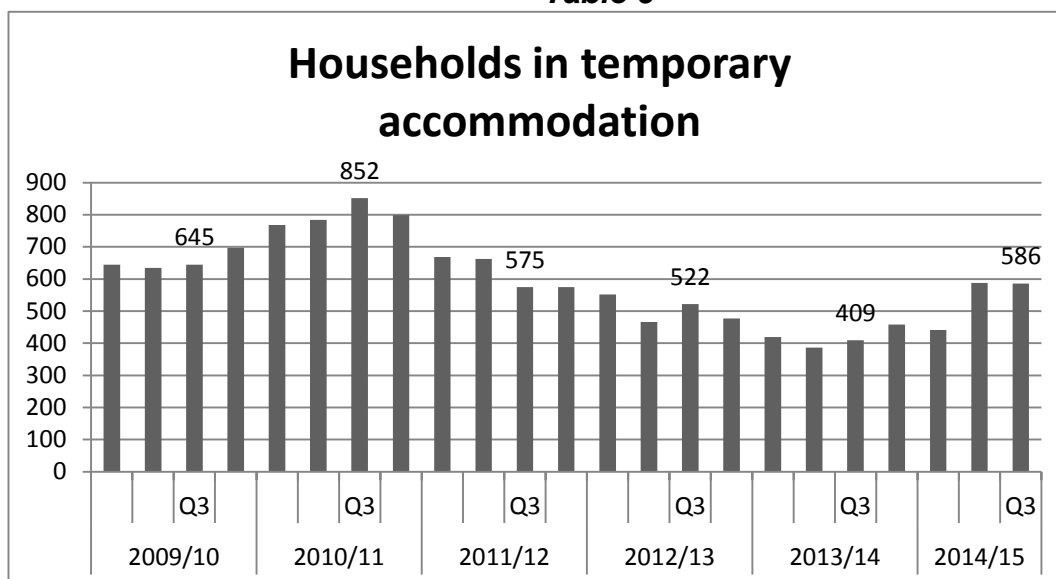
6.1 Performance information on homelessness is noted in tables 5 and 6 below and again additional information regarding temporary accommodation is provided in Appendix 1.

Table 5
Homeless presentations per quarter (not cumulative)



6.2 We are unable to provide data prior to 2010.

Table 6



6.3 Over the past 3 years the numbers in temporary accommodation has been decreasing. However, this year has started to see a slight increase.

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 Community Service staff absence is 2.9 days sickness per employee. Unfortunately the Highland wide data for quarter 3 is not yet available. We have a number of staff off long term sick with non-work related illness together with some short term absence which is dealt with in line with the Council absence management policy.

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 known specific equality, climate change/Carbon Clever; rural, or Gaelic risk or implications arising from this report.

10. Recommendation

10.1 Committee is invited to note:

- (1) the information provided on housing performance from 1 April to 31 December 2014; and
- (2) the additional performance information that will be reported to the next Community Services committee.

Designation: Director of Community Services

Date: 20 January 2015

Author: Caroline Campbell, Performance and Building Maintenance Manager

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

Appendix 1

| SHR Indicator | RAG | SHR Scottish Average | Target | 2014/15 | | | 2013/14 | |
|--|-------|----------------------|---------------|---------|--------|-------|---------|--------|
| | | | | Qtr 3 | Qtr 2 | Qtr 1 | Qtr 4 | Qtr 3 |
| Ave time to complete emergency repairs (hours) SHR11 | Green | 6.9 | 14 | 9.31 | 11.07 | 14.76 | 14.50 | 11.38 |
| Ave time to complete non emergency repairs (days) SHR12/HSN4 | Green | 8.2 | 8 | 7.53 | 7.58 | 7.86 | 8.74 | 8.78 |
| Reactive repairs carried out first time SHR13 | | 87.2 | 92 | 92.63 | 91.71 | 90.77 | 90.63 | 89.91 |
| Repairs appointments kept SHR14 | Amber | 92.9 | 95 | 92.92 | 92.73 | 92.90 | 92.22 | 92.20 |
| Rent collected as % of rent due SHR30 | Green | 99 | 98 | 99.32 | 99.33 | 99.55 | 100.87 | 99.73 |
| Gross rent arrears as % of rent due SHR31 | Green | 5.1 | 5 | 4.53 | 4.46 | 4.26 | 4.36 | 5.04 |
| Ave time taken to re-let SHR35 (days) | Amber | 35.7 | 35 | 39.22 | 38.87 | 46.44 | 37.62 | 41.70 |
| % of lettable houses becoming vacant SHR21 | | 9.7 | No target set | 10.98 | 11.23 | 11.25 | 11.43 | 11.52 |
| % court actions which resulted in eviction SHR24 | Green | 12.2 | 10 | 8.33 | 7.59 | 10.00 | 9.47 | 10.42 |
| ASB cases reported and resolved SHR19 Qtr | Red | 75.9 | 85 | 65.25 | 53.54 | 33.39 | 67.45 | 64.17 |
| Tenancy offers refused SHR18 | | 42.2 | No target set | 29.64 | 30.69 | 36.92 | 35.79 | 33.88 |
| % of approved applications for medical adap SHR22 Qtr | | 83.3 | No target set | 70.69 | 32.65 | 12.81 | 68.61 | 33.67 |
| Ave days to complete medical adap applications (days) SHR23 Qtr | Red | 60.8 | 50 | 50.80 | 58.12 | 49.95 | 51.90 | 43.58 |
| % of new tenancies sustained for more than a year SHR20 | Amber | 87.7 | 90 | 86.90 | 85.36 | 86.30 | 86.40 | 84.10 |
| % households requiring temp/eme accomm who receive offer SHR26 Qtr | Amber | 107.3 | 100 | 99.00 | 100.00 | 98.10 | 100.00 | 100.00 |
| % temp/eme accomm offers refused SHR27 Qtr | | 7.3 | No target set | 6.30 | 6.60 | 4.20 | 18.30 | 18.20 |
| Ave time in temp/eme accomm (weeks) SHR 25 Qtr | Red | 14.4 | 40 | 15.36 | 15.31 | 21.00 | 11.45 | 7.76 |
| Homelessness - Presentations received in period SHR | | | No target set | 229 | 269 | 222 | 249 | 265 |
| Number of Prevention cases SHR | | | No target set | 1355 | 986 | 488 | 2211 | 1590 |