

The Highland Council
Community Services Committee
20 August 2015

Agenda Item	8
Report No	COM 36/15

Community Services Performance Report - 1 April 2015 to 30 June 2015

Report by the Director of Community Services

Summary

This report provides information on how Community Services performed in relation to performance indicators during the first quarter of 2015/16.

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords.
- 1.2 Further relevant Performance Indicators for Community Services, whilst not all statutory, are also provided within this report.
- 1.3 Information on the key performance indicators is set out in the report below.
- 1.4 Further housing performance information is available at Ward level on the Council's intranet.
http://dev-highland.dev.jadu.net/intranet/hsg/ward_reporting/housing_repairs_arrears_voids.htm
- 1.5 Information on other performance indicators for Community Services are presented in tabular format at **Appendix 1**.

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 though the Council's corporate complaints system (Iagan).
- 2.3 At the time of writing this report the Corporate performance figures on complaints and Freedom Of Information requests are not available. A verbal update will be provided at Committee.

3 Waste Management

3.1

Table 1

	2015/16	2014/15				2013/14
	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1	Qtr 4
Household Waste – Collected (Tonnes)	37317	28199	29391	35937	36949	28305
Household Waste – Composted	15.0	7.1	10.0	16.4	18.3	7.4
Household Waste – Recycled	30.4	32.6	32.8	32.7	32.4	33.3

Municipal Waste – Composted	14.62	6.96	9.36	15.11	17.16	7.25
Municipal Waste – Recycled	29.92	30.30	30.53	30.73	30.51	31.07

- 3.2 Waste arisings after years of decline are now on the increase which reflects the generally improving economy. The bad weather has seen significant reductions in green waste for composting and is also probably responsible for a dip in the presentation of DIY waste at recycling centres. Dry Mixed recyclate is currently stockpiled and will show in the 2nd quarter results.
- 3.3 We continue to seek ways to improve the recycling rate and anticipate the addition of new materials to the blue bin.

4 Enforcement notices

- 4.1 There were no formal Enforcement Campaigns carried out during Q1. However 10 Fixed Penalty Notices were issued for the following offences - flytipping (4), littering (5) and dog fouling (1). The number of stray dogs dealt with during the quarter was slightly higher than the same period in 14/15 – i.e. 64 compared to 57 but there was a reduction in the number of overall dog related complaints – down to 210 from 257 for Q1 last year. The number of Dog Control Notices issued also reduced in Q1 compared to last year from 11 down to 4. The number of pest control service requests remained fairly static (156 compared to 159) but there was an increase in the overall number of pest control enquiries for advice – 114 compared to 81 in the same quarter last year.

5 Dog Nuisance cases

Table 2

	2015/16	2014/15			
	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1
Number of dog control complaints	210	189	172	252	257
Number of dogs caught	64	62	53	54	57

6 Grounds Maintenance

Table 3

Grounds Maintenance Performance Report					
	Performance Monitoring		Breached Standard Notices		
2014/15	Validation Inspections	Pass Rate %	Issued	No. completed within Notice Period	% completed within Notice Period
Qtr 1	856	67	281	225	80
Qtr 2	899	73	189	118	62
Qtr 3	404	73	65	45	69
Qtr 4	131	54	60	16	27
Year	2290	69%	595	404	68%
2015/16					
Qtr 1	892	57%	384	285	74%

7 Public Convenience Cleaning

Table 4

Public Convenience Performance Report					
	Performance Monitoring		Breached Standard Notices		
2014/15	Validation Inspections	Pass Rate %	Issued	No. completed within Notice Period	% completed within Notice Period
Qtr 1	58	62	18	7	39
Qtr 2	69	67	28	22	79
Qtr 3	30	60	12	7	58
Qtr 4	30	33	21	19	90
Year	187	54%	79	55	70%
2015/16					
Qtr 1	38	63%	14	11	79%

7.2 The information detailed in 6.1 and 7.1 above shows the number of inspections which have been carried out and the percentage where standards have not been met. Within the Service Level Agreements for the 2 measures above we have a timescale for breached standards to be rectified. If the standards are not met within those timescales then financial penalties are incurred.

8 Road defects (potholes)

8.1 The following data is taken from the Roads and Community Works asset management database. The figures relate to the number of pothole repair instructions and not the total number of potholes encountered; a single instruction can be raised for multiple potholes. Note that the response time for an instruction created within a specific quarter may roll into another quarter. A table of the response times is contained in **Appendix 2**. Some instructions may be completed but have not yet been closed off in the asset management system.

Table 5

	2015/16	2014/15			
	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr1
Number of pothole instructions created	1380	1158	387	528	802
Number of pothole instructions completed within response time	202	201	64	79	126
Number of pothole instructions completed outwith response time	378	656	22	397	266

8.3 There is a trend of increased potholes in quarter 1 due to damage caused to roads by winter weather. The Service is encouraging reporting of potholes by members of the public, through the Service Centre and on-line. Staff are reminded that these types of defects are to be logged in the appropriate recording systems. The Roads Innovation Fund is aiming to find more cost effective and permanent ways to effect

repairs.

9 Gully cleaning

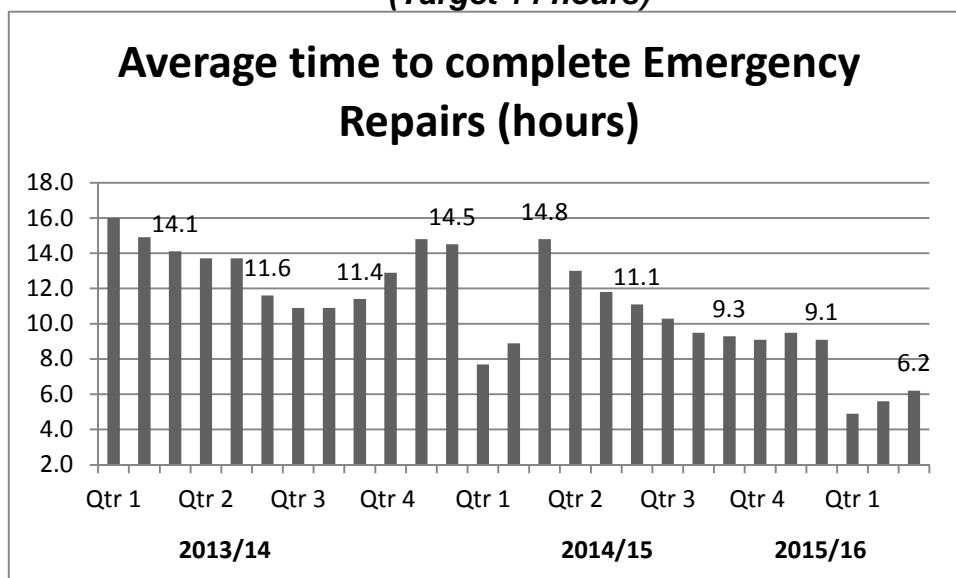
- 9.1 The figures included in the May performance report were obtained through a trial system the operation of which terminated on 31st March 2015.
- 9.2 The new contract did not start until July 2015 and it is only now that the gully emptiers are ready to have the new tracking system installed. Once data is available it will be reported to Committee.
- 9.3 Community Services are working to improve the efficiency of the gully emptying process through better identification of problematic zones and those streets where annual cleaning may not be a priority. Fleet utilisation is also being examined.

10 Repairs

- 10.1 The key current indicators for measuring repairs performance are considered to be the average time taken to complete emergency and non-emergency repairs.
- 10.2 Table 6 details performance on the average time taken to complete emergency repairs and Table 7 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**.

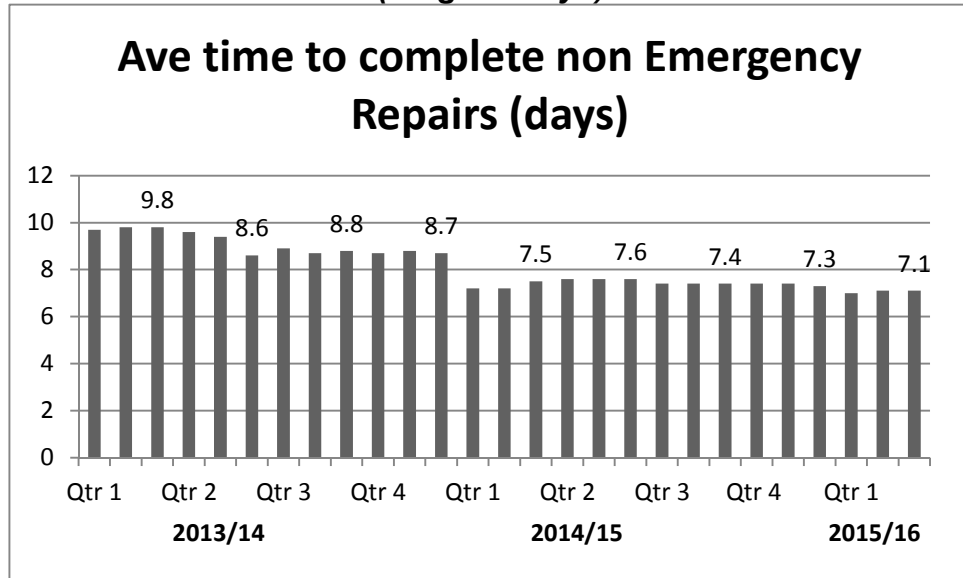
10.3

**Table 6 – Average time to complete Emergency Repairs
(Target 14 hours)**



10.4

Table 7 – Average time to complete non-Emergency Repairs (Target 8 days)



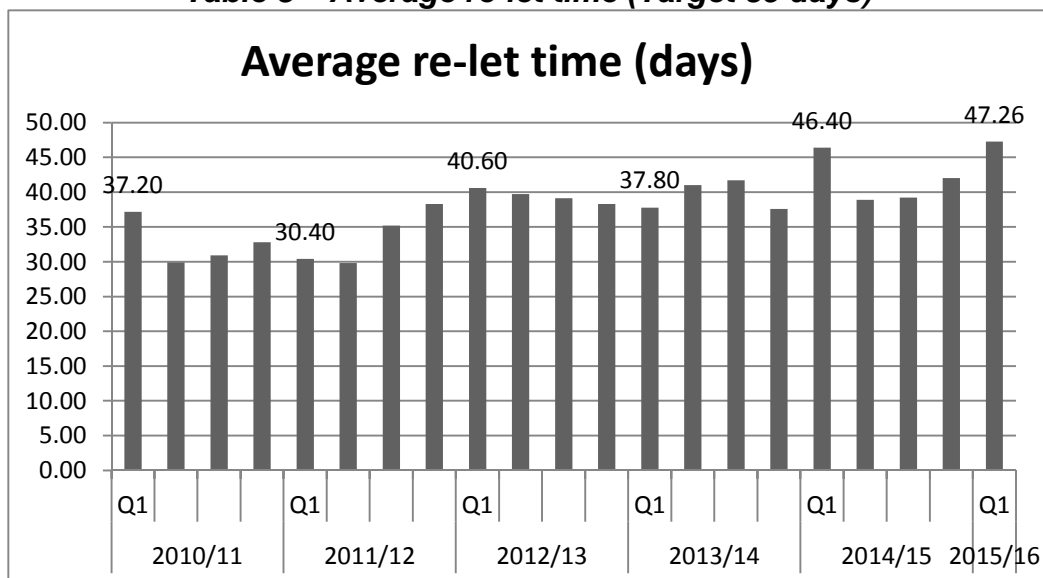
10.5 We undertake a routine satisfaction survey of completed repairs with tenants and the results to end of June shows 92% of the 1200 people surveyed replied that their repair was completed 'right first time'. We also ask 'How satisfied are you with the overall quality of work' to which 93.2% replied positively, compared to 88.3%% in the previous quarter.

11. Tenancy Management

11.1 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.

11.2

Table 8 – Average re-let time (Target 35 days)



11.3 Performance on reletting void houses is still giving us cause for concern. Void teams have been created in each of the areas and a more collaborative approach is being taken.

11.4 We have areas that are categorised as 'hard to let' with many properties marked as low demand, i.e. those refused three times or more. We adopted a Choice Based Letting Plan for all of Caithness with the exception of Thurso houses and this is

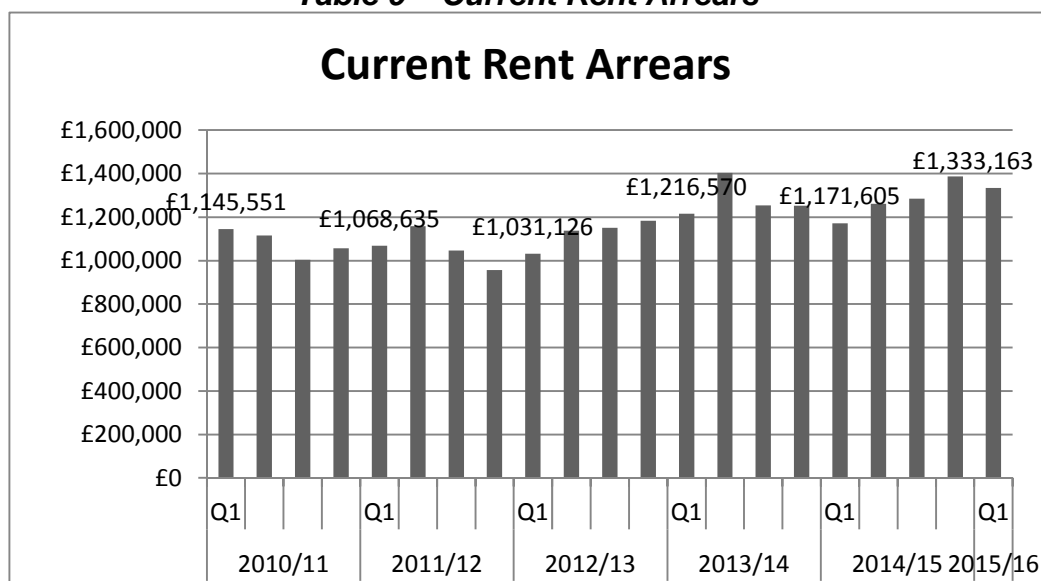
starting to improve the voids figure for that area. Further initiatives are being developed to make the properties more attractive to potential tenants.

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

12 Rent Arrears

- 12.1 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 9 – Current Rent Arrears



- 12.2 The impact of Universal Credit and other welfare reform changes on Council Tenants presents a concern. The number of cases affected is continuing to rise as Universal Credit has rolled out to all areas across Highland and an extended client group in Inverness. All Universal Credit claimants have to wait 5 weeks before they receive their first Universal Credit payment during which time their arrears will accrue.

The average rent arrear for a tenant on Universal Credit is around 2.5 times the average rent arrear across all Council tenants.

To help mitigate the impact, the Council recently participated in a successful DWP test and learn project which aimed to improve the process for landlords applying for direct payments. This process has now been rolled out nationally and should assist with the reduction of rent arrears for tenants who are vulnerable or have accrued two months or more of rent arrears.

There are no guarantees however that the landlord will receive a payment on behalf of a tenant even if direct payments have been put in place.

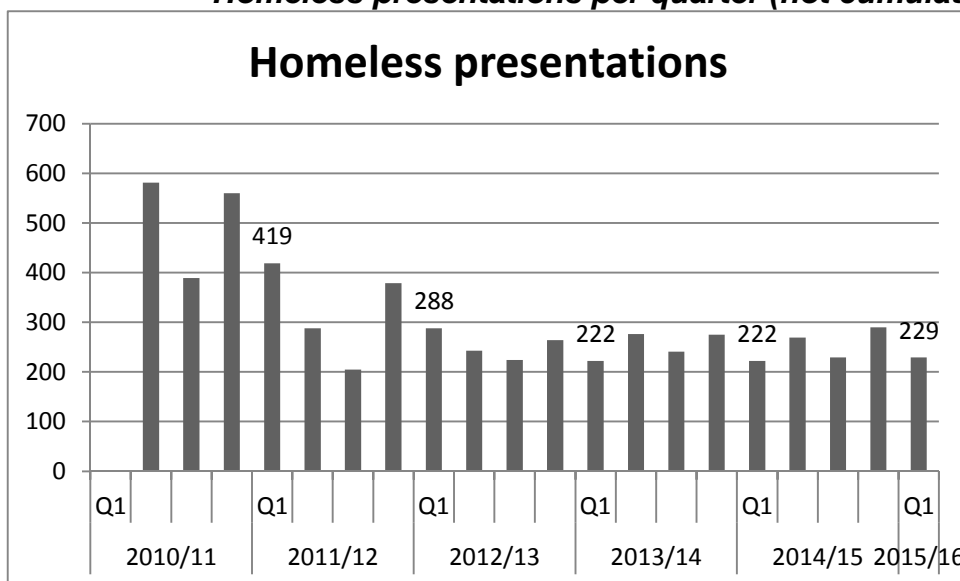
We will continue to monitor all cases and provide advice and support on a case by case basis to all affected households.

13 Homelessness

- 13.1 Performance information on homelessness is noted in tables 5 and 6 below and again additional information regarding temporary accommodation is provided in

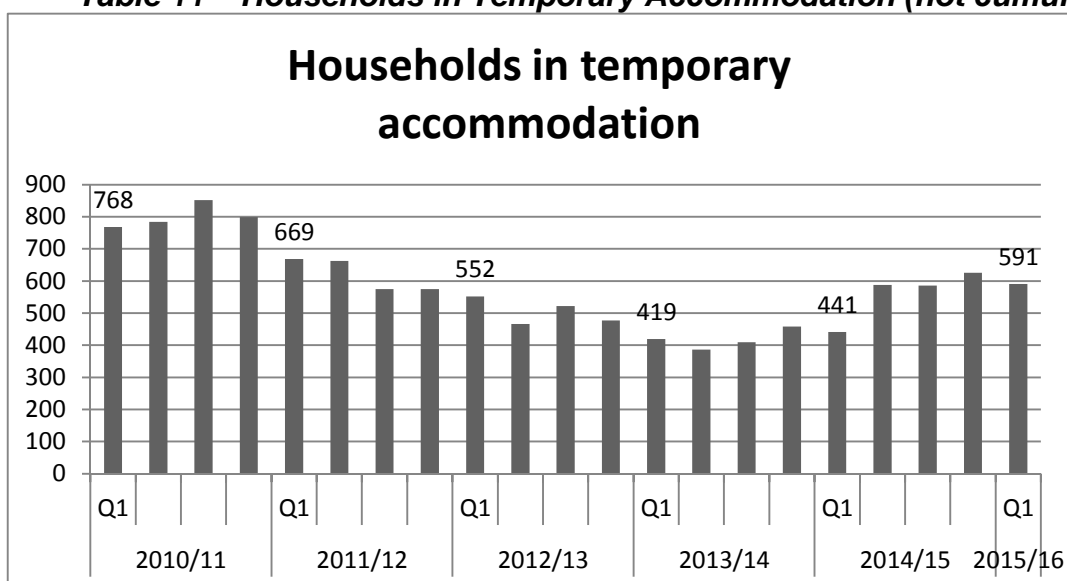
Appendix 1.

**Table 10 -
Homeless presentations per quarter (not cumulative)**



13.2 We are unable to provide data prior to 2010.

Table 11 – Households in Temporary Accommodation (not cumulative)



13.3 There is a slight decrease in the numbers in temporary accommodation this quarter however the trend over the previous 2 years has been an increase.

14. Staff Absence

14.1 Community Service staff absence is 3.0 days sickness per employee compared with the Highland figure of 2.47. The breakdown of absence by function is not available at this time and will be updated in future reports. We have a number of staff absent on long term sick with non-work related illness together with some short term absence which is dealt with in line with the Council's absence management policy.

14.2 The age profile across the Service is high, and combined with a high proportion of manual workers, reducing the absence rate is always challenging.

14.3 The Community Services Workforce Planning Action Plan has an action to improve attendance management. Middle managers are undertaking specific training in attendance management with the objective of dealing effectively with attendance issues.

15. Implications

15.1 **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.

15.2 **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.

15.3 There are no known specific equality, climate change/carbon clever; rural, risks or Gaelic implications arising from this report.

Recommendation

Committee is invited to:

- (i) Note the information provided on Community Services performance from 1 April to 30 June 2015

Designation: Director of Community Services

Date: 6 August 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

CMS Performance Indicators	RAG	Target	2015/16	2014/15			
			Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
CMS - 5 days		80		50.3	48.4	43.1	49.0
CMS - 20 days		320		62.5	72.2	59.5	64.7
CMS FOI Legislative		80		89.4	94.2	94.9	95.4

Absence CMS Qtr				3.4	3.0	3.1	3.1
Absence CMS Environmental & Regulatory Services Qtr		2.5		4.4	3.5	3.4	3.2
Absence CMS Performance & Building Maintenance Qtr		2.5		3.5	3.4	3.1	2.5
Absence CMS Roads & Transport Qtr		2.5		2.8	2.9	2.9	2.3
Absence CMS L,N, B&S Area Community Services Qtr		2.5		3.3	3.5	3.8	5.3
Absence CMS Housing Qtr		2.5		1.4	1.5	0.3	0.3
Absence CMS S R&C Area Community Services Qtr		2.5		3.3	2.6	3.0	3.0
Absence CMS INV Area Community Services Qtr		2.5		2.5	2.0	2.5	2.6
Absence CMS C&S Area Community Services Qtr		2.5		2.2	2.3	2.6	3.4

Invoices Payment <10 days Qtr CMS	Red	80	47.4	84.1	82.2	84.5	85.0
Invoices Payment within 30 days Qtr CMS	Green	90	15.2	94.9	94.7	95.6	96.3

Household Waste - Collected Qtr	Green	36500	37317	28199	29391	35937	36949
% Household waste recycled and composted Qtr	Amber	50	45.4	39.7	42.8	49.1	50.8
Household Waste - Composted Qtr	Amber	60	15.0	7.1	10.0	16.4	18.3
Household Waste - Recycled Qtr	Amber	140	30.4	32.6	32.8	32.7	32.4
Municipal waste recycled and composted Qtr	Red	50	44.5	37.2	39.9	45.8	47.7
Municipal waste - recycled Qtr	Red	36	29.9	30.2	30.5	30.7	30.5
Municipal waste - composted Qtr	Amber	15	14.6	6.9	9.4	15.1	17.2
Number of formal enforcement actions - quarterly			14	8	22	18	37
Pest Complaints - quarterly			114	58	55	85	81
Pest service requests completed - quarterly			156	76	107	181	159
Number of Dog control complaints - quarterly			210	189	172	252	257
Number of Dogs caught - quarterly			64	62	53	54	57

% of high risk food businesses inspected for Food Hygiene purposes	Green	100	100.0	100.0	100.0	87.5	87.5
% of consultant's submissions response within 28 days - Contaminated Land	Green	100	100.0	100.0	100.0	66.7	37.5

Grounds Maintenance Monitoring Inspections			56.0	54.0	72.5	73.1	66.6
Grounds Maintenance Inspections Breached standards			71.0	27.0	69.2	62.4	80.1
Public Convenience Clearing Inspections			65.0	33.0	60.0	66.7	62.1
Public Convenience Clearing Inspections Breached standards			92.0	90.0	58.3	78.6	38.9

Avg. time to complete emergency repairs (hours) SHR11	Green	14	6.2	9.1	9.3	11.1	14.8
Avg. time to complete non emergency repairs (days) SHR12/HSN4	Green	8	7.1	7.3	7.5	7.6	7.9
Reactive repairs carried out first time SHR13	Green	92	95.4	93.8	92.6	91.7	90.8
Repairs appointments kept SHR14	Amber	95	93.9	92.6	92.9	92.7	92.9
Repairs completed at first visit - survey	Green	75	92.1	82.8	85.9	85.6	85.3

Rent collected as % of rent due SHR30	Green	98	101.7	98.8	99.3	99.3	99.6
Gross rent arrears as % of rent due SHR31	Green	5	4.2	4.1	4.5	4.5	4.3
% rent loss through voids - HSN2/SHR34	Red	1	1.8	0.9	1.0	1.1	1.2
% of lettable houses becoming vacant SHR21	Amber	9.7	11.2	11.2	11.0	11.2	11.2

% of new tenancies sustained for more than a year SHR20	Amber	90	87.4	87.0	86.9	86.8	86.3
Tenancy offers refused SHR18	Green	31	25.8	28.9	29.6	30.7	36.9
Ave time (days) taken to re-let SHR35	Red	35	47.3	42.0	39.2	38.9	46.4
ASB cases reported and resolved SHR19 Qtr	Red	85	35.2	76.3	65.2	53.5	33.4
% court actions which resulted in eviction SHR24	Green	10	7.6	8.8	8.3	7.6	10.0

Avg. days to complete medical adap applications (days) SHR23 Qtr	Red	50	100.0	54.1	50.8	58.1	49.9
% of approved applications for medical adap SHR22 Qtr	Green	80	18.0	63.5	70.7	32.6	12.8

Homelessness - Presentations received in period SHR	Green		229	290	229	269	222
% households requiring temp/eme accomm who receive offer SHR26 Qtr	Green	100	100.0	100.0	99.0	100.0	98.1
% temp/eme accomm offers refused SHR27 Qtr	Amber		12.0	6.8	6.3	6.6	4.2
Ave time in temp/eme accomm (weeks) SHR 25 Qtr	Red	10	15.7	16.1	15.4	15.3	21.0
No of housing options cases opened	Green		481				
No of housing options cases closed	Green		704				
Homelessness - decision notifications within 28 days qtr		100		94.1	95.4	95.9	97.1
Unsuitable accommodation - homelessness	Red	0	4.0	0.0	0.0	0.0	0.0
Homelessness - households in temporary accommodation	Green	626	591	626	586	588	441
Homelessness - Number waiting to be housed			647	686	621	620	624
Homelessness - reassessed % 12 mths completion of duty- permanent accommodation	Green	4		2.0	2.6	3.8	6.9

RTB - % completed within 26 weeks	Red	60	33.3	36.4	53.3	64.3	90.0
RTB - ave time to sell houses weeks	Red	26	35.8	28.2	29.7	26.5	18.1
RTB - Number of sales completed			9.0	11.0	15.0	14.0	10.0
RTB - Number of applications received			32.0	26.0	16.0	41.0	26.0

- Complaints, FOIs and Absence stats are not available at this time.
- Figures for homelessness decisions and reassessments are awaited from the Scottish Government.

Road Defect Response Times

The table below states the response times used for road defects recorded in the asset management system.

Category	Description	Response
1	Immediate / imminent hazard or risk of short term structural deterioration.	Immediate action to protect public if necessary. At least temporary repair within 24 hours ⁽¹⁾ .
2H	High level of hazard or risk.	7 days
2M	Medium level of hazard or risk.	21 days
2L	Low level of hazard or risk.	42 days
3	Negligible impact	Annual planned work as resources permit.

Note (1): 24 hours will be interpreted as the end of the following day.

The risk matrix in the table below is derived from the national guidance 'Well-maintained Highways: Code of Practice for Highway Maintenance Management', which is used to determine the level of risk for category 2 defects. Inspectors use their training and experience to determine which category a defect should be given.

Impact: the extent of damage likely to be caused should the risk become an incident.

Probability: the likelihood of users encountering the risk.

Probability	Low	Medium	High
Impact			
Negligible	2L	2L	2L
Low	2L	2M	2M
Noticeable	2M	2H	2H
High	2M	2H	1