

**The Highland Council**  
**Community Services Committee**  
**5 November 2015**

Agenda Item	9
Report No	COM 56/15

**Community Services Performance Report - 1 April 2015 to 30 September 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 half 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 together with benchmarking data where available.
- 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](http://dev-highland.dev.jadu.net/intranet/hsg/ward_reporting/housing_repairs_arrears_voids.htm)

**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).
- 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

**Table 1**

3.1	2015/16		2014/15			
	Qtr 2	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1
Household Waste – Collected (Tonnes)	36794	35358	28199	29391	35937	36949
Household Waste – Composted %	15.8	15.2	7.1	10.0	16.4	18.3
Household Waste – Recycled %	31.9	32.0	32.6	32.8	32.7	32.4
<b>Total Composted and Recycled %</b>	<b>47.4</b>	<b>47.2</b>	<b>39.7</b>	<b>42.8</b>	<b>49.1</b>	<b>50.7</b>

3.2 Waste arisings after years of decline are now on the increase which reflects the generally improving economy. When comparing recycling and composted figures for the same period in 2014/15 figures are slightly down. We are working towards a Scottish National Target of 60% waste recycled/composted by 2020.

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 During Q2 a successful joint initiative with the Dogs Trust resulted in 503 dog owners taking advantage of the free microchipping events at Wick, Thurso, Milton, Tain, Inverness and Nairn. Our Dog Wardens were in attendance at the sessions providing information about responsible dog ownership especially targeting the “Grab it, Bag it and Bin It” message re dog fouling.

4.2 Two Fixed Penalty Notices were issued during the quarter – these related to flytipping.

4.3 The number of stray dogs dealt with during the quarter was slightly higher than the same period in 14/15 – i.e.74 compared to 54 but there was a reduction in the number of overall dog related complaints – down to 246 from 252 for Q2 last year. The number of Dog Control Notices issued increased from 11 up to 13 compared to the same period in 14/15. The number of pest control service requests remained fairly static (182 compared to 181) as does the overall number of pest control enquiries for advice – 86 compared to 85 in the same quarter last year.

### 5. Dog Nuisance cases

**Table 2**

5.1	2015/16		2014/15			
	Qtr 2	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1
Number of dog control complaints	246	210	189	172	252	257
Number of dogs caught	74	64	62	53	54	57

## 6. Grounds Maintenance

**Table 3**

6.1

Grounds Maintenance Performance Report (All tasks - Highland-wide - all service providers)					Wards 1 to 22
Table 5	Performance Monitoring		Breached Standard Notices		
April 2015 - Mar 2016	Validation Inspections	Pass Rate	Issued	No. completed within Notice Period	% completed within Notice Period
April	214	70%	65	54	83%
May	284	52%	133	89	67%
June	394	51%	187	142	76%
July	105	43%	45	14	31%
August	350	59%	97	45	46%
September	212	38%	108	68	63%
October	38	26%	27	4	15%
November	0	-	0	0	-
December	0	-	0	0	-
January	0	-	0	0	-
February	0	-	0	0	-
March	0	-	0	0	-
<b>Year to Date</b>	<b>1597</b>	<b>53%</b>	<b>662</b>	<b>416</b>	<b>63%</b>

## 7. Public Convenience Cleaning

*Table 4*

7.1

Public Convenience Cleaning and Performance Report Highland-wide In-House					Wards 1 to 22
Table 4	Performance Monitoring		Breached Standard Notices		
April 2015 - Mar 2016	Validation Inspections	Pass Rate	Issued	No. completed within Notice Period	% completed within Notice Period
April	1	100%	0	0	-
May	2	50%	1	1	100%
June	2	100%	0	0	-
July	1	100%	0	0	-
August	2	100%	0	0	-
September	6	50%	3	0	0%
October	0	-	0	0	-
November	0	-	0	0	-
December	0	-	0	0	-
January	0	-	0	0	-
February	0	-	0	0	-
March	0	-	0	0	-
<b>Year to Date</b>	<b>14</b>	<b>71%</b>	<b>4</b>	<b>1</b>	<b>25%</b>

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. Officers are working closely with service providers to ensure compliance is achieved.

## 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 – Qtr 2					
		Defect Response Category					
		Total	1	2H	2M	2L	3
<b>A (D+M)</b>	Number of pothole instructions <b>created</b>	<b>503</b>	9	58	348	63	25
The following instructions were <b>created and completed</b> in quarter 2.							
<b>B</b>	Number of pothole instructions <b>completed within</b> response time	<b>100</b>	5	30	60	3	2
<b>C</b>	Number of pothole instructions <b>completed outwith</b> response time	<b>26</b>	2	12	12	0	0
<b>D (B+C)</b>	<b>Total</b> no. instructions <b>completed</b> in quarter	<b>126</b>	7	42	72	3	2
The following instructions were <b>created before</b> the beginning of quarter 2 but completed within the quarter.							
<b>E</b>	Number of pothole instructions <b>completed within</b> response time	<b>30</b>	1	1	13	13	2
<b>F</b>	Number of pothole instructions <b>completed outwith</b> response time	<b>123</b>	1	5	99	18	0
<b>G (E+F)</b>	<b>Total</b> no. instructions <b>completed</b> in quarter	<b>153</b>	2	6	112	31	2
The following are <b>totals</b> for completed instructions in the quarter ( <b>D + G</b> ).							
<b>H (B+E)</b>	Number of pothole instructions <b>completed within</b> response time	<b>132</b>	6	31	73	16	4
<b>I (C+F)</b>	Number of pothole instructions <b>completed outwith</b> response time	<b>149</b>	3	17	111	18	0
<b>J (H+I)</b>	<b>Total</b> no. instructions <b>completed</b> in quarter	<b>281</b>	9	48	184	34	4
The figures below are for instructions created in quarter 2 only.							
<b>K</b>	Number still <b>outstanding</b> but <b>within</b> response time	<b>142</b>	0	0	89	30	23
<b>L</b>	Number still <b>outstanding</b> which are <b>outwith</b> response time	<b>235</b>	2	16	187	30	0
<b>M (K+L)</b>	<b>Total</b> no. instructions <b>outstanding</b> in quarter	<b>377</b>	2	16	276	60	23

8.3 The decrease in the number of pothole instructions raised in quarter 2 of 2015/16 is to be expected during the summer months and is similar to the same quarter of 2014/15. The Service is encouraging reporting of potholes by members of the public, through the Service Centre and on-line. 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 31<sup>st</sup> March 2015.

9.2 The new contract commenced in July 2015 and work had been ongoing to prepare the new tracking system.

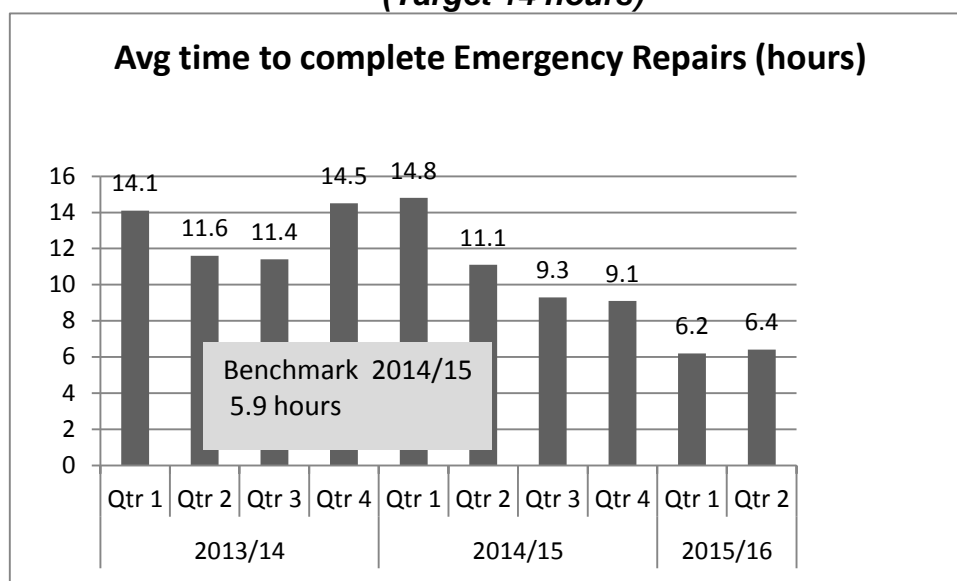
9.3 The Gully emptiers have had the tracking devices fitted and the system is being tested and verified for accuracy. It is anticipated that formal reporting will commence on or around 1<sup>st</sup> December.

## 10. Housing 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.

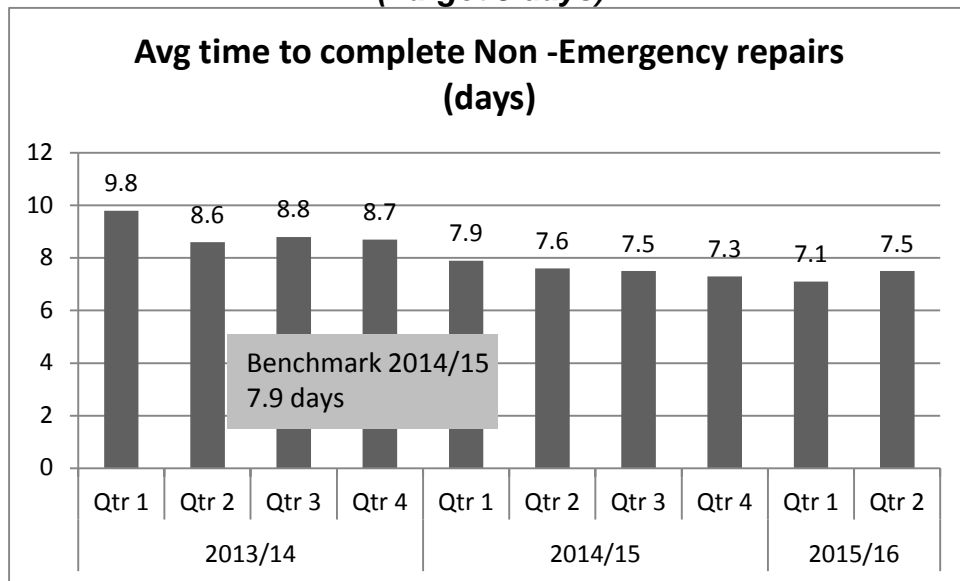
10.2 Table 6 details performance on the average time taken to complete emergency repairs and Table 7 details the average time taken to complete non-emergency repairs. Further information relating to repairs indicators covering repairs quality and appointments are contained in **Appendix 1**.

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 In relation to benchmark information it should be noted that there will be differences between what Councils categorise under emergency and routine repairs.

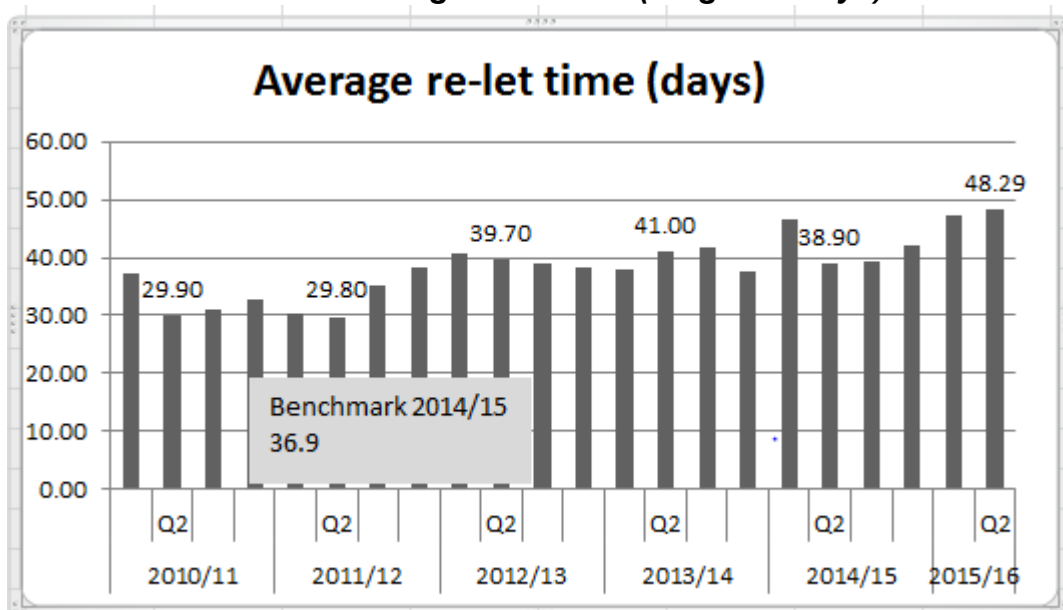
10.6 We undertake a routine satisfaction survey of completed repairs with tenants and the results to end of September shows 92% of the 2402 people surveyed replied that their repair was completed 'right first time'. We also ask 'How satisfied are you with the overall quality of work' to which 91.9% replied positively, compared to 93.2%% 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 Void teams have been created in each of the areas and a more collaborative approach is being taken. Monthly monitoring of voids at Ward and Area level is ongoing and initial findings are that the relet times are beginning to show improvement.

11.4 The table below compares relet times by Area office in quarter 1 and quarter 2. Generally there is an improvement in all Areas, with the exception of Caithness and Sutherland.

	<b>Qtr 1</b>	<b>Qtr 2</b>
Badenoch and Strathspey	40.67	36.81
Caithness	77.71	90.33
Inverness	41.55	30.40
Lochaber	40.92	32.18
Nairn	27.23	21.00
Ross, Cromarty and Skye	35.27	27.81
Sutherland	24.86	37.04
<b>Average relet time</b>	<b>47.26</b>	<b>48.29</b>
Voids at end of quarter	172	156

11.5 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. In Sutherland there were 2 properties which were void for a long period of time, one which required major works and had been PIE (performance indicator exempt) for a time but which remained void for a lengthy period and a further property which was categorised as hard to let.

11.6 PIE (performance indicator exempt) properties will be reported to Area Committees.

11.7 By removing the data for Wick and Landward Caithness the Highland wide void relet time goes from 36.89 days in quarter 1 down to 29.64 in quarter 2.

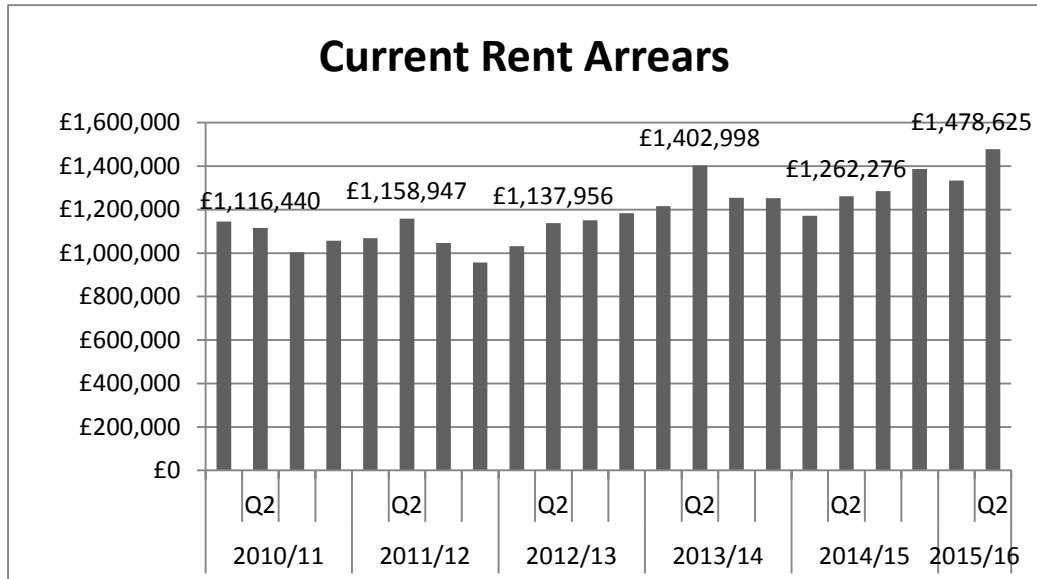
11.8 Further information on tenancy management issues such as void rent loss and percentage of lettable properties becoming vacant can be found in **Appendix 1**.

## **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**

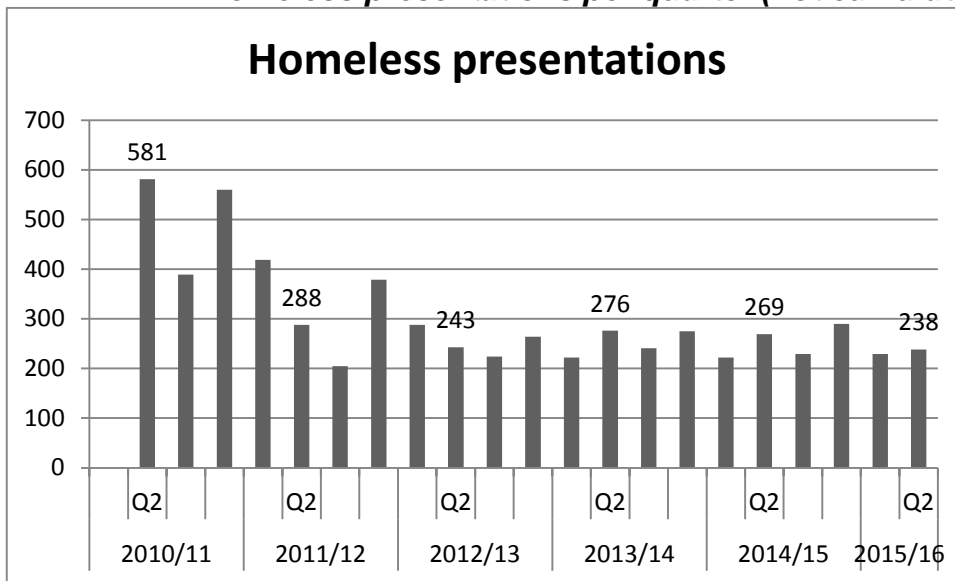


- 12.2 The impact of Universal Credit and other welfare reform changes on Council tenants presents a concern. The previous Committee report updated Members that the number of cases affected is continuing to rise as Universal Credit has rolled out to all areas across Highland and an extended client group in Inverness. We can expect to see a gradual increase in arrears as tenants naturally migrate onto Universal Credit between now and 2020.
- 12.3 We could see a peak in arrears depending on the DWP approach to mass migration to Universal Credit from existing legacy benefits.
- 12.4 All Universal Credit claimants have to wait 5 weeks before they receive their first Universal Credit payment during which time their arrears will accrue.
- 12.5 The average rent arrear for a tenant on Universal Credit is around 2.5 times the average rent arrear across all Council tenants.
- 12.6 There are no guarantees that the landlord will receive a payment on behalf of a tenant even if direct payments have been put in place.
- 12.7 We will continue to monitor all cases and provide advice and support on a case by case basis to all affected households.

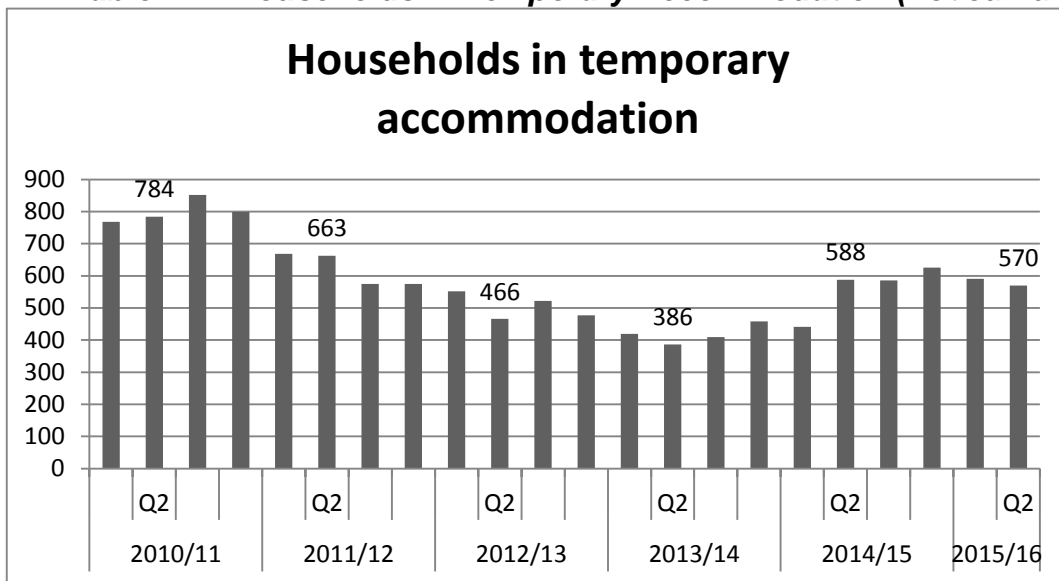
**13. Homelessness**

- 13.1 Performance information on homelessness is noted in tables 10 and 11 and again additional information regarding temporary accommodation is provided in **Appendix 1**.

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



**Table 11 – Households in Temporary Accommodation (not cumulative)**



13.3 There is a slight decrease in the numbers in temporary accommodation this quarter down to 570 from 591 in the previous quarter.

**14. Staff Absence**

14.1 Community Service staff absence is 2.8 days sickness per employee. Unfortunately the Highland figure is not yet available. 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 September 2015.

Designation: Director of Community Services

Date: 23 October 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	Scottish Avg	RAG	Target	Qtr2	Qtr1	Qtr4	Qtr3	Qtr2
CMS - 5 days			80		35.8	50.3	48.4	43.1
CMS - 20 days			80		43.1	62.5	72.2	59.5
CMS FOI Legislative			80		62.7	89.4	94.2	94.9

Absence CMS Qtr		Amber	2.7	2.8	3.0	3.4	2.9	3.1
Absence CMS Environmental & Regulatory Services Qtr		Red	2.5	2.9	3.8	4.4	3.5	3.4
Absence CMS Housing Qtr		Amber	2.5	2.6	1.0	1.4	1.5	0.3
Absence CMS Performance & Building Maintenance Qtr		Red	2.5	3.3	2.8	3.5	3.4	3.1
Absence CMS Roads & Transport Qtr		Amber	2.5	2.6	2.6	2.8	2.9	2.9
Absence CMS INV Area Community Services Qtr		Red	2.5	3.6	2.4	2.5	2.0	2.5
Absence CMS S R&C Area Community Services Qtr		Green	2.5	2.4	3.6	3.3	2.6	3.0
Absence CMS C&S Area Community Services Qtr		Green	2.5	2.2	1.9	2.2	2.3	2.6
Absence CMS L,N, B&S Area Community Services Qtr		Green	2.5	1.5	2.9	3.9	2.9	4.7

Invoices Payment <10 days Qtr CMS		Red	80	61.3	47.4	84.1	82.2	84.5
Invoices Payment within 30 days Qtr CMS		Green	90	92.5	91.6	94.9	94.7	95.6

Household Waste - Collected Qtr (Tonnes)		Green	36500	36794	35358	28199	29391	35937
% Household waste recycled and composted Qtr		Amber	50	47.7	47.3	39.7	42.8	49.1
Household Waste - Composted Qtr		Green	15	15.8	15.2	7.1	10.0	16.4
Household Waste - Recycled Qtr		Amber	35	31.9	32.0	32.6	32.8	32.7
Municipal waste recycled and composted Qtr		Red	50	44.9	44.2	37.2	39.9	45.8
Municipal waste - composted Qtr		Amber	15	14.7	14.2	6.9	9.4	15.1
Municipal waste - recycled Qtr		Red	36	30.2	30.1	30.2	30.5	30.7
Number of formal enforcement actions - quarterly		Green	8	18	14	8	22	18
Pest Complaints - quarterly		Green	58	86	114	58	55	85
Pest service requests completed - quarterly		Green	76	182	156	76	107	181
Number of Dog control complaints - quarterly		Green	189	246	210	189	172	252
Number of Dogs caught - quarterly		Green	62	74	64	62	53	54

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

Grounds Maintenance Monitoring Inspections				53	56	54	72.5	73.1
Grounds Maintenance Inspections Breached standards				63	71	27	69.2	62.4
Public Convenience Cleaning Inspections				71	65	33	60.0	66.7
standards				25	92	90	58.3	78.6

Avg. time to complete emergency repairs (hours) SHR11	5.9	Green	14	6.4	6.2	9.1	9.3	11.1
Avg. time to complete non emergency repairs (days) SHR12/HSN4	7.9	Green	8	7.5	7.1	7.3	7.5	7.6
Reactive repairs carried out first time SHR13	90.2	Green	92	95.2	95.4	93.8	92.6	91.7
Repairs appointments kept SHR14	92.4	Amber	95	94.2	93.9	92.6	92.9	92.7
Repairs completed at first visit - survey		Green	75	92.3	92.1	82.8	85.9	85.6

Rent collected as % of rent due SHR30	99.5	Green	98	99.3	101.7	98.8	99.3	99.3
Gross rent arrears as % of rent due SHR31	5.3	Green	5	4.6	4.2	4.1	4.5	4.5
% rent loss through voids - HSN2/SHR34	1.1	Red	1	1.3	1.8	0.9	1.0	1.1
% of lettable houses becoming vacant SHR21	8.9	Amber	9.7	11.1	11.2	11.2	11.0	11.2

% of new tenancies sustained for more than a year SHR20	88.8	Amber	90	86.8	87.4	87.0	86.9	86.8
Tenancy offers refused SHR18	42	Amber	31	31.4	25.8	28.9	29.6	30.7
Ave time (days) taken to re-let SHR35	36.9	Red	35	48.3	47.3	42.0	39.2	38.9
ASB cases reported and resolved SHR19 Qtr	83.2	Red	85	67.0	35.2	76.3	65.2	53.5
% court actions which resulted in eviction SHR24	14.7	Green	10	9.5	7.6	8.8	8.3	7.6

Avg. days to complete medical adap applications (days) SHR23 Qtr	54.8	Red	50	62.3	100.0	54.1	50.8	58.1
% of approved applications for medical adap SHR22 Qtr	84.3	Green	80	37.1	18.0	63.5	70.7	32.6

Homelessness - Presentations received in period SHR				238	229	290	229	269
% households requiring temp/eme accomm who receive offer SHR26 Qtr		Green	100	100	100	100	99.0	100
% temp/eme accomm offers refused SHR27 Qtr		Amber	32	9.1	12.0	6.8	6.3	6.6
Ave time in temp/eme accomm (weeks) SHR 25 Qtr	12.9	Red	10	15.6	15.7	16.1	15.4	15.3
No of housing options cases opened				482	481			
No of housing options cases closed				580	704			
Homelessness - decision notifications within 28 days qtr		Red	100		93.2	94.1	95.4	95.9
Unsuitable accommodation - homelessness		Green	0	0	4	0	0	0
Homelessness - households in temporary accommodation			626		591	626	586	588
Homelessness - Number waiting to be housed			686	630	647	686	621	620
Homelessness - reassessed % 12 mths completion of duty- permanent accommodation			4		3.5	2	2.6	3.8

RTB - ave time to sell houses weeks		Red	26	38.2	35.8	28.2	29.7	26.5
RTB - % completed within 26 weeks		Red	60	45.5	33.3	36.4	53.3	64.3
RTB - Number of applications received				33	32	26	16	41
RTB - Number of sales completed				11	9	11	15	14

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

### Defect Response Category

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 <sup>(1)</sup> .
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