Agenda Item	**9**
Report No	**COM 44/16**

The Highland Council

Community Services Committee

3 November 2016

Community Services Performance Report - 1 April 2016 to 30 September 2016

Report by the Director of Community Services

Summary

This report provides information on how Community Services performed in relation to performance indicators to 30 September 2016.

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://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2

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. We are also required to report on the percentage of complaints upheld.

2.2 Complaints are recorded though the Council's corporate complaints system (netcall).

2.3 ***Table 1***

		2016/17		2014/15			
	Target	Q2	Q1	Q4	Q3	Q2	Q1
Stage 1 (5 days)	80%		45.7	46.6	42.2	21.6	34.9
Stage 2 (20 days)	80%		100	64	56.3	46.2	38.4

3. Waste Management

Table 2

3.1

		2016/17		2015/16				2014/15	
	Target	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr3
Household Waste – Collected (Tonnes)	36,500	**37,347**	36047	29166	29815	36794	35358	28199	29391
Household Waste – Composted %	15%	**17.3**	14.8	6.4	9.4	15.8	15.2	7.1	10.0
Household Waste – Recycled %	35%	**31.8**	32.7	32.8	32.8	31.9	32.0	32.6	32.8
Total Composted and Recycled %	**50%**	**49.1**	**47.5**	**39.2**	**42.2**	**47.7**	**47.2**	**39.7**	**42.8**

3.2 Due to the timing of this report it is too early in the month for us to have the full data information, so the figures provided are an estimate and should be treated as such. The figures will be updated in the Q3 report.

3.3 The recycling rate shows a slight increase mainly due to the increased amount of green waste generated during this quarter compared to the same period in 2015/16.

4. Enforcement Notices

4.1 There were 2 fixed penalty notices for flytipping issued during the quarter and 9 Dog Control Notices.

4.2 The number of pest control service requests reduced from 182 in the previous year to 137 but the number of pest control enquiries increased from 86 to 130 compared to Q2 last year.

5. Dog Nuisance cases

Table 3

5.1

	2016/17		2015/16				2014/15			
	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1
Number of dog control complaints	143	137	167	203	246	210	189	172	252	257
Number of dogs caught	71	42	62	81	74	64	62	53	54	57

The number of stray dogs dealt with during the quarter was slightly down on the same period in 15/16 – i.e.71 compared to 74 in Q2 of 2015/16. There has however been a significant reduction in the number of overall dog related complaints – down to 143 compared to 246 in Q2 last year. The number of Dog Control Notices issued also decreased significantly from 16 in Q2 of 15/16 to 9 for Q2 this year.

6. Grounds Maintenance and Public Convenience Cleaning

6.1 The information detailed in **Appendix 2** shows the percentage of inspections which have been carried out and the percentage where standards have not been met. 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.

6.2 The results of the inspections are distorted due to inspections being driven by enquiries/complaints regarding service standards, particularly on one contractor, rather than an inspection regime which will randomly sample the entire work area. This will be addressed for the new cutting season.

7. Road defects (potholes)

7.1 The following data is taken from the Roads and Transport 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 3**. Some instructions may be completed but have not yet been closed off in the asset management system.

7.2 The following table shows the number of pothole instructions per defect response category for quarter 2 as at 31/09/16.

Table 4	**2016/17 – Qtr 2**					
	Defect Response Category					
	Total	**1**	**2H**	**2M**	**2L**	**3**
Number of pothole instructions **created**	**476**	6	52	238	172	8
Total no. instructions **completed**	**260**	8	50	178	24	0

7.3 The following table shows the total number of instructions for each quarter.

Table 5	**2016/17**		**2015/16**			
	Qtr 2	Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr1
Number of pothole instructions **created**	476	1221	1089	737	503	1380
Number of pothole instructions **completed**	260	926	712	815	281	580

7.4 The decrease in the number of pothole instructions raised in quarter 2 of 2016/17 is to be expected during the spring/ summer months. 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. The Service has recently invested in spray injection technology by purchasing a specialised vehicle to effect a more durable pothole repair.

8. Gully cleaning

8.1 The tracking system on the gully emptying machines has now been tested and results are being verified and collated.

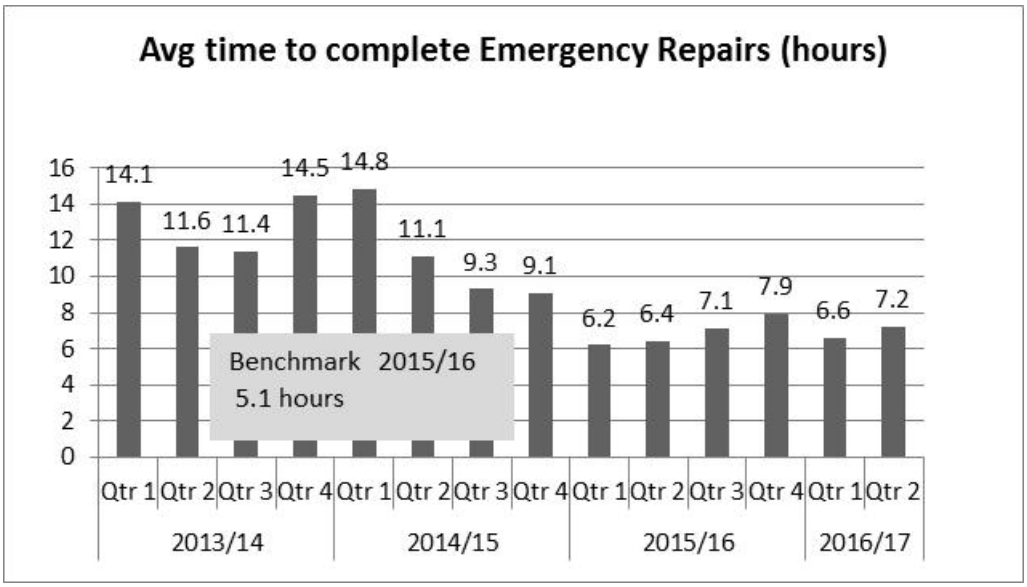
8.2 A formal report of outputs achieved to date together with the gully inventory at a local area level will be presented to the February Committee.

9. Housing Repairs

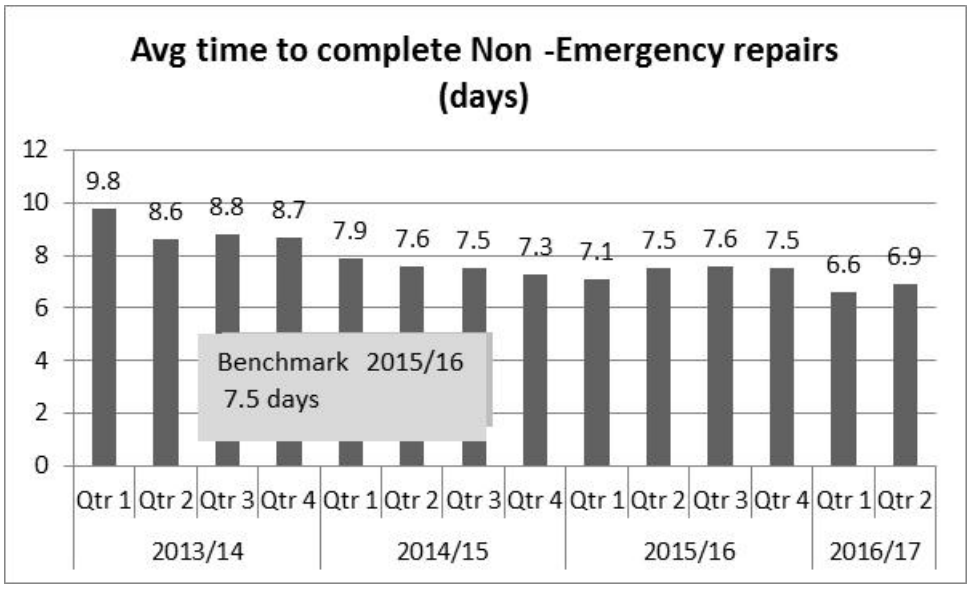
9.1 The key current indicators for measuring repairs performance are considered to be the average time taken to complete emergency and non-emergency repairs.

9.2 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. Both graphs contain national benchmark figures for these indicators based on published 2014/15 figures.

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



9.4 ***Table 7 – Average time to complete Non-Emergency Repairs (Target 8 days)***

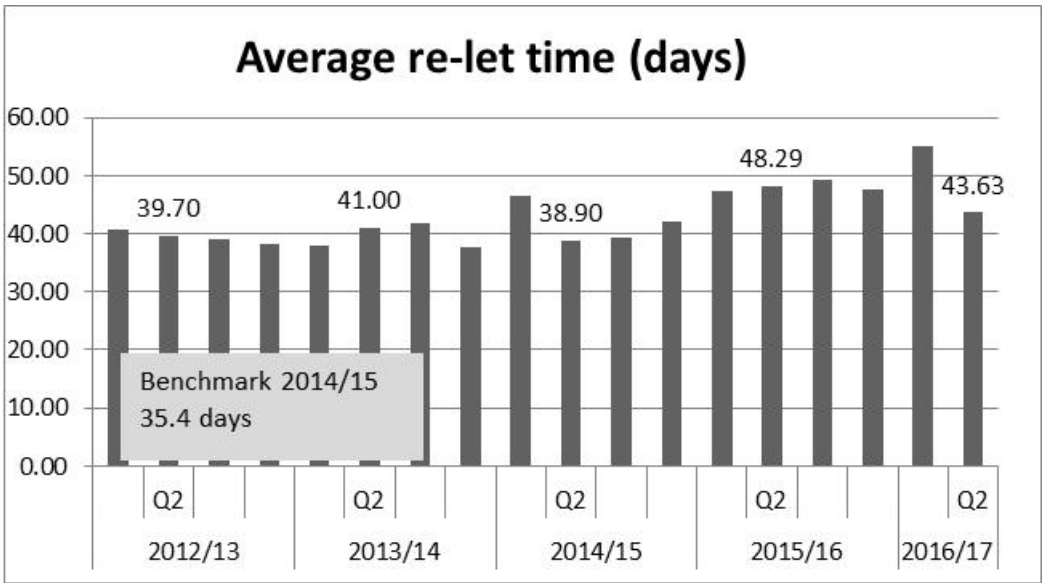


9.5 Average performance on repairs remains within the target timescales.

10. Tenancy Management

10.1 Table 8 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.

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



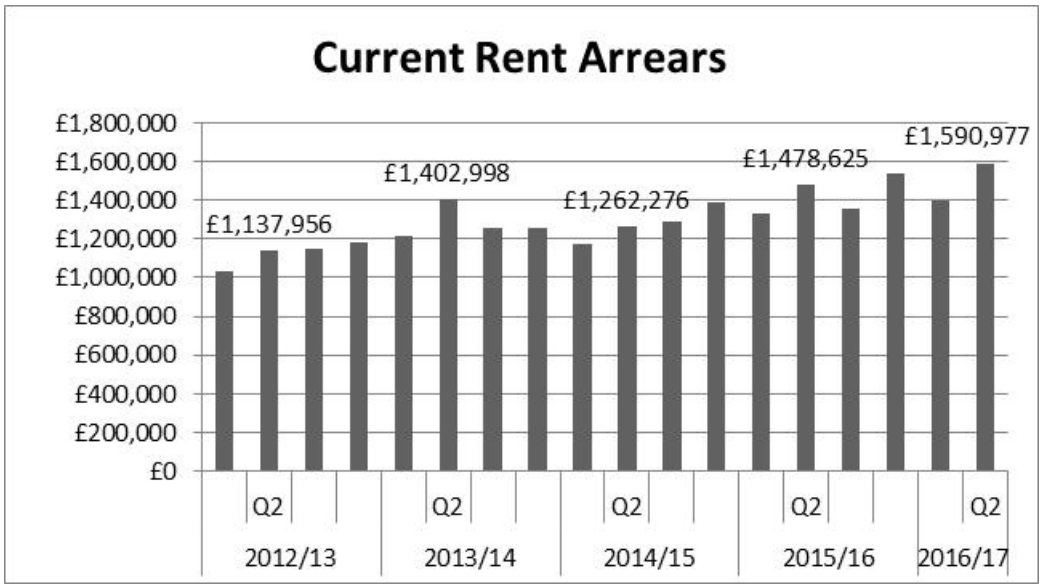
10.3 We have seen a reduction in reletting time in the last quarter, and performance is better than for the same quarter in the previous year. Improving reletting times continues to be a key priority for local housing teams.

10.4 Members are also asked to consent to disposal of 58 Foyers Road Kinlochleven. This 2 bed flat requires significant repairs to bring up to a lettable standard. Demand for flats in Kinlochleven is low and reletting times lengthy. Local Ward Members confirm that they are content to support disposal of this property.

11. Rent Arrears

11.1 The key performance indicator for rent arrears is considered to be the value of current arrears. Table 9 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

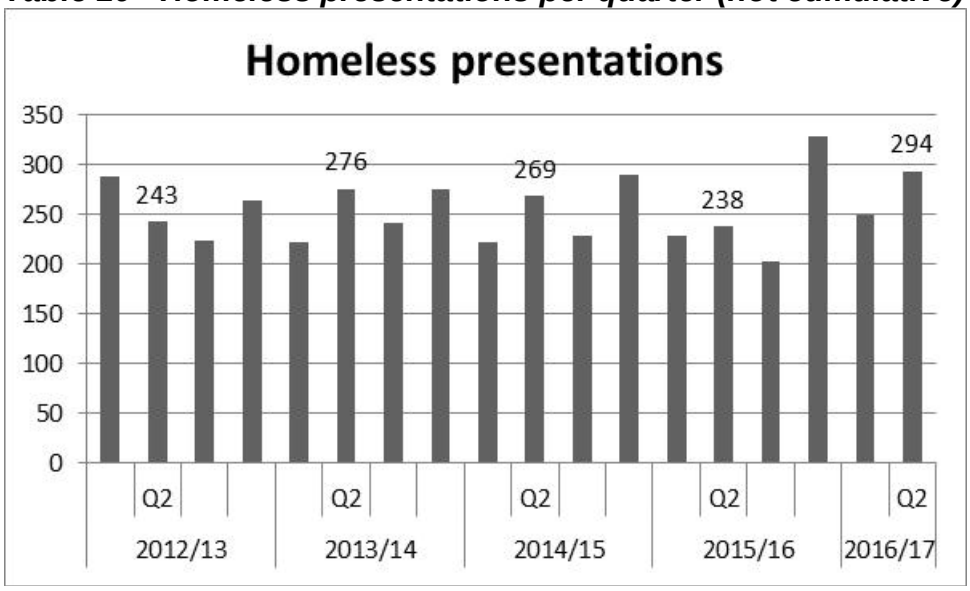


11.2 As previously reported we are seeing a gradual increase in rent arrears. This does reflect a national trend and there are likely to be a number of external factors involved, such as the impact of welfare reform. We are currently undertaking a more detailed analysis of rent arrears and it is intended to review current policy and practice to inform consideration of actions that could help reduce arrears. Further details will be reported to Committee in early 2017.

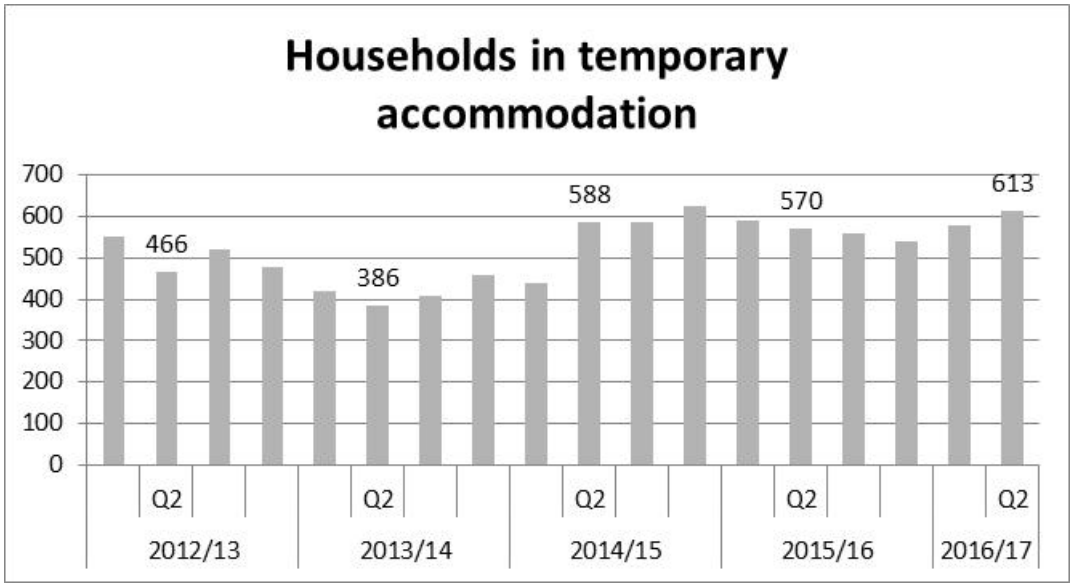
12. Homelessness

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

Table 10 - Homeless presentations per quarter (not cumulative)



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



12.1 Homeless presentations have been relatively stable over the last 3 years, although recent quarterly figures suggest that we are beginning to see an increase in numbers. This was anticipated as a result of new national guidance on homelessness and housing options. Similarly we are seeing an increase in the number of households in temporary accommodation. A number of initiatives are in place to improve our services to homeless households, and these are subject to separate regular reports to Committee.

13. Staff Absence

13.1 Table 12 records performance against the absence target for the Service. Work is on-going to develop targets that are reflective of each part of the Service and focus on improvements and savings related to reduction in absence.

Staff absence details are not available at the time of writing the report.

Table 12

Target – average days lost/employee	2015/16		2014/15			
	Q2	Q1	Q4	Q3	Q2	Q1
2.5 days			3.6	2.7	3	3

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

13.3 The Community Service's Workforce Planning Action Plan has an action to improve attendance management (an update on our Workforce Planning Action Plan will be presented to the November committee). Managers have undertaken specific training in attendance management with the objective of dealing more effectively with attendance issues.

14. Implications

14.1 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.

14.2 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.

14.3 Equality, Climate Change/Carbon Clever, Rural, Risk and Gaelic
There are no other known specific equality, climate change/carbon clever, rural or Gaelic implications arising from this report.

Recommendation

Members are invited to:

- note the information provided on Community Services performance from 1 April to 30 September 2016;
- consent to disposal of 58 Foyers Road Kinlochleven, as outlined at 10.4.

Designation:	Director of Community Services
Date:	11 October 2016
Author:	Caroline Campbell, Head of Performance and Resources
Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Appendix 1

	Scottish Average	RAG	Target	2016/17		2015/16			
				Q2	Q1	Q4	Q3	Q2	Q1
% of high risk food businesses inspected for Food Hygiene purposes		Green	100 %	100	100	100	100.0	100.0	100.0
% of consultant's submissions response within 28 days		Red	100.0 %	94.1	86.1	52.2	92.3	87.5	100.0
Avg. time to complete emergency repairs (hours) SHR11	5.1	Green	14.0	7.2	6.6	7.9	7.1	6.4	6.2
Avg. time to complete non-emergency repairs (days) SHR12/HSN4	7.5	Green	8.0	6.9	6.6	7.5	7.6	7.5	7.1
Reactive repairs carried out first time SHR13	91.3	Green	92.0 %	94.7	94.7	95.5	94.9	95.2	95.4
Repairs appointments kept SHR14	93.5	Red	95.0 %	86.2	82.8	93.3	93.7	94.2	93.9
Repairs completed at first visit		Green	75 %	94	93.2	86.1	92.9	92.4	92.2
Rent collected as % of rent due SHR30	99.5	Green	98.0 %	99.5	100.9	98.5	99.8	99.3	101.7
Gross rent arrears as % of rent due SHR31	5.3	Green	5.0 %	5.1	4.7	4.8	4.4	4.6	4.2
% rent loss through voids - HSN2/SHR34	1	Red	1.0 %	1.3	1.7	1	1.2	1.3	1.8
Ave time (days) taken to re-let SHR35	35.4	Red	35.00	43.63	49.32	47.5	49.28	48.29	47.26
ASB cases reported and resolved SHR19 Qtr	86.6	Red	85.0 %	55.6	46.2	81.2	82.5	67.0	35.2
Avg. days to complete medical applications SHR23 Qtr	49.9	Red	50	59	53.1	70.2	64.4	62.3	100.0
Ave time in temporary accommodation (weeks) SHR 25 Qtr	13.1	Red	10.0	15.4	15.4	15.1	15.5	15.6	15.7
Unsuitable accommodation - homelessness		Green	0	0	2	0	0	0	4
Homelessness - households in temporary accommodation			550	613	579	541	561	570	591

Appendix 2

Highland-Wide Wards 1-22	**2016-17 Quarter 2**							
	Total No. of Insps.	Pass Insps.	Fail Insps	Pass Rate (%)	Remedial Notices issued	Default Notices Issued	Notices addressed within time	% Notices addressed within time
Grounds – Contracted Grass Cutting (**ISS**)	389	130	259	33	216	43	187	72
Grounds – Contracted Grass Cutting (**Golders**)	30	19	11	63	11	0	11	100
Grounds – Contracted Grass (**DLO**)	60	36	24	60	23	1	3	13
Grounds – Retained Grass Cutting	36	9	27	25	4	23	2	7
Grounds – SLA Work	59	10	49	17	32	17	5	10
PCs – Contracted Cleaning	40	14	26	35	18	8	23	88
PCs – Highland Comfort Schemes	1	0	1	0	1	0	1	100
PCs – In-House Cleaning	0	0	0	0	0	0	0	0

Appendix 3

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(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 / Impact	Low	Medium	High
Negligible	2L	2L	2L
Low	2L	2M	2M
Noticeable	2M	2H	2H
High	2M	2H	**1**