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**REPORT TO: COMMUNITIES COMMITTEE ON 20 NOVEMBER 2018**

**SUBJECT: HOUSING PERFORMANCE REPORT – QUARTERS 1 AND 2 FOR 2018/19**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 To inform the Committee of the Housing Service's performance for the period from 1 April 2018 to 30 September 2018.
- 1.2 This report is submitted to Committee in terms of Sections III (A) (4) and III (G) (15) of the Council's Scheme of Administration relating to contributing to public performance report; and developing and monitoring the Council's Performance Management Framework for the Communities Services.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Communities Committee scrutinises and notes performance outlined in this report.**

**3. BACKGROUND**

- 3.1 On 22 May 2013, Moray Council agreed that information relating to performance will be reported on a 6 monthly basis and will include information showing the direction of travel of performance indicators (whether performance is improving or deteriorating) (paragraph 8 of the Minute refers).
- 3.2 On 13 September 2016, this Committee approved a revised housing Performance management framework (paragraph 14 of the Minute refers). A number of local and operational indicators were omitted from the reports and these are now monitored by service managers. The performance achieved by the Housing Service in Quarters 1 and 2 of 2018/19 is presented in **APPENDIX I.**

**4. SUMMARY OF PERFORMANCE**

- 4.1 The table below sets out the Council's performance which is monitored through 72 indicators across 6 service activities. For 26 of these indicators, performance against target is reported to Committee on a six-monthly basis.

The remaining indicators are either reported against target on an annual basis or are contextual indicators included for information only.

Outcomes/standards	No. of Indicators	Green Performing Well	Amber Close Monitoring	Red Action Required	Data or Annual Only
Customer/Landlord Relationship	10	0	1	2	7
Housing Quality and Maintenance	13	3	2	1	7
Neighbourhood and Community	3	0	2	0	1
Access to Housing and Support	32	5	1	3	23
Getting Good Value from Rents and Service Charges	10	1	2	2	5
Gypsy/Travellers	4	1	0	0	3
<b>Total</b>	<b>72</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>46</b>
<b>Reported for Q2</b>	<b>26 (100%)</b>	<b>38%</b>	<b>31%</b>	<b>31%</b>	

## 5. AREAS OF GOOD PERFORMANCE

- 5.1 Performance against targets in Quarter 1 and 2 of 2018/19 is generally good across each of the 6 service activity areas.

### **The Customer/Landlord Relationship**

- 5.2 There was an improvement in performance against the 90% target for responding to MP/MSP enquiries within 20 working days (*indicator 1.7b*) at 100% in Q1 and 86.4% in Q2.

### **Housing Quality and Maintenance**

- 5.3 Good performance continues on response repair timescales. The target timescale of 4 hours for emergency repairs (*indicator 2.7*) was achieved in Q1 (2.4 hours) and Q2 (2.6 hours). The target timescale of 10 working days for non-emergency repairs (*indicator 2.8*) was achieved in Q1 (6.1 working days) and Q2 (7.3 working days).
- 5.4 The percentage of properties that require a gas safety record which was completed by the anniversary date (*indicator 2.13*) achieved the 100% target in both Q1 and Q2.

### **Neighbourhood and Community**

- 5.5 The 90% target for resolving antisocial behaviour cases within local target timescales (*indicator 3.4*) was met in Q1 (92.4%) and was close to meeting target in Q2 (89.3%).

### **Access to Housing and Support**

- 5.6 The 80 day target to complete adaptations for medical adaptations (*indicator 4.4*) was met in Q1 (20 days) and Q2 (42 days). This indicator is a composite of major and minor adaptations. There has been an improvement but performance on major adaptations remains slightly over the target in Q1 (120 days) and Q2 (177 days). The governance of adaptations is now the responsibility of the Integration Joint Board. Performance on adaptations is

considered by Moray Health and Social Care's Adaptations Governance Group. The Housing Service is represented on this group and will be working in partnership with Moray Health and Social Care to implement improvement actions in relation to major adaptations.

- 5.7 The 100% target for the percentage of households requiring temporary accommodation to which an offer was made (*indicator 4.7*) was met in Q1 and Q2.
- 5.8 The percentage of homeless households satisfied with the quality of temporary accommodation (*indicator 4.9*) was below the 90% target in Q1 (75%) but the target was achieved in Q2 (100%). There were no tenants dissatisfied in Q1 but two households were 'neither satisfied nor dissatisfied'. Of these, only one comment was received which explained that the property was acceptable for their needs.
- 5.9 The 100% target for admitting housing applications to the list (*indicator 4.15*) was met in Q1 and Q2.
- 5.10 The Council operates three lists for housing applicants and uses quotas to guide the number of allocations made to each list (*indicator 4.18*). These targets are currently set at 40% of allocations to the homeless list, 40% to the waiting list and 20% to housing transfers. Each list has a small permitted variation of +/-5%. In Q1, 36.2% of allocations were made to the homeless list, 35.4% to the waiting list and 28.5% to the transfer list. In Q2, 50% were made to the homeless list, 27% to the waiting list and 23% to the transfer list. Performance on the waiting list was slightly below target in Q2. This can be explained by the pressures in responding to and dealing with homelessness, which reduces the need for bed and breakfast accommodation and helps to control financial costs associated with temporary accommodation during peak periods.

#### **Getting Good Value from Rents and Service Charges**

- 5.11 Taking the full roll out of Universal Credit in June 2018 into consideration, performance on the rent collection indicators was better than expected. The 97% target for rent collected as a percentage of total rent due (*indicator 5.2*) was met in Q1 (97.7%) and in Q2 (100.3%). Gross rent arrears as a percentage of rent due (*indicator 5.3*) was close to the 2.8% target in Q1 (2.9%) and in Q2 (3%).

#### **Gypsy/Travellers**

- 5.12 The 100% target to visit new unauthorised encampments within 1 working day (or 2 working days for rural locations) (*indicator 6.2*) was met in both Q1 and Q2.

### **6. AREAS FOR IMPROVEMENT**

#### **The Customer/Landlord Relationship**

- 6.1 Local authorities must follow a model complaints handling procedure developed by the Scottish Public Services Ombudsman (SPSO). A first stage complaint is more appropriate for an immediate resolution and dealt with through a front line solution. A second stage complaint tends to be more complex and requires investigation.

- 6.2 The 100% target timescales for responding to first and second stage complaints were not achieved in both quarters. The percentage of first stage complaints responded to within 5 working days (*indicator 1.5a*) was 80% in Q1 and 72% in Q2. The percentage of second stage complaints responded to within the SPSO timescale of 20 working days (*indicator 1.5b*) was 69% in Q1 and 73% in Q2. The increase in the number of MP/MSP enquiries which requires the same timescale for response as a complaint is having a detrimental impact on this area of performance.

### **Housing Quality and Maintenance**

- 6.3 The percentage of tenants satisfied with the standard of their home when moving in (*indicator 2.3*) is gathered from surveys sent to all new tenants. The 90% target was not met in Q1 (82.9%) and Q2 (78.6%). Of the 63 tenants responding in Q1 and Q2, 9 expressed dissatisfaction but only 5 of those provided a reason for their dissatisfaction. The main reasons were that some work was not carried out while the property was empty, being dissatisfied with the condition of the property, being dissatisfied with the cleanliness and a boiler was condemned when the tenant moved in.

### **Access to Housing and Support**

- 6.4 The 7% target for refusing offers of temporary accommodation (*indicator 4.8*) was met in Q1 (7%) but was not achieved in Q2 (11.3%). Most refusals were for the Council's private hostel and were commonly refused due to location. The Council continues to reconfigure its supply of temporary accommodation during 2018/19.

### **Getting Good Value from Rents and Service Charges**

- 6.5 The 0.63% target for void rent loss (*indicator 5.4*) was not met in Q1 (1.02%) and Q2 (0.92%). Similarly the 32 day target to re-let void properties (*indicator 5.6*) was not achieved in Q1 (45 days) and Q2 (47 days). Peaks in voids and the content of work in part explain this performance but it is now the most pressing area within the Housing Service that requires improvement. Recent management changes are intended to improve performance and this will now be monitored weekly by the Housing Service and Building Services (DLO) to drive up performance.

## **7. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The monitoring and management of performance assists the Council to continue to improve its housing services and helps to manage assets more effectively to provide the best outcomes for tenants and other customers. It also promotes safer communities and adults living healthier, sustainable independent lives safeguarded from harm, which meets the key objectives of the Corporate Plan and the Housing and Property Service Plan.

### **(b) Policy and Legal**

Reporting on Scottish Social Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

### **(c) Financial implications**

There are no financial implications arising directly from this report.

**(d) Risk Implications**

There are no risk implications arising directly from this report.

**(e) Staffing Implications**

There are no staffing implications arising directly from this report.

**(f) Property**

There are no property implications arising directly from this report.

**(g) Equalities/Socio Economic Impact**

There are no equalities/socio economic impact implications arising directly from this report.

**(h) Consultations**

Consultation on this report has been carried out with the Head of Housing and Property, senior managers within Housing and Property, the Research and Information Officer attached to Housing, and the Committee Services Officer (Caroline Howie) whose comments where relevant to their areas of responsibility have been incorporated in this report.

**8. CONCLUSION**

- 8.1 This report provides an analysis of key areas of performance in relation to the Council's role as a landlord. Performance for Q1 and Q2 of 2018/19 is set out for this Committee to consider. Where performance is below target, actions for improvement have been identified.**

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Background Papers:	Held by the author
Ref:	