

REPORT TO: COMMUNITIES COMMITTEE ON 19 AUGUST 2008

**SUBJECT: HOUSING QUARTERLY PERFORMANCE REPORT – QUARTER 1
2008/09**

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 This report to the Communities Committee outlines the performance of the Housing Service for the period 1 April to 30 June 2008.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to the Council's housing functions.

2. RECOMMENDATION

2.1 It is recommended that the Communities Committee:-

- (i) scrutinises performance outlined in this report; and**
- (ii) notes the actions being taken to seek improvements where required.**

3. BACKGROUND

- 3.1 The Housing Service has reported quarterly to Committee on a wide range of performance information for many years. The performance indicators reported include all statutory performance indicators which will be reported nationally, local indicators, agreed Service Standards along with their targets (where set). Following the establishment of a Housing Sub Committee in 2007, performance reports to the Communities Committee cover -

Building Services
Allocations
Homelessness
Private Sector Grants
Gypsy/Travellers
Complaints
MSP Enquiries

Performance information directly relating to the Council's landlord role will be presented to the Housing Sub Committee meeting on 8 September 2008.

- 3.2 **APPENDIX I** shows the performance of the housing service against agreed targets. **APPENDIX II** shows performance in relation to agreed Service Standards.

4. **SUMMARY OF PERFORMANCE**

4.1 The table below summarises performance in relation to agreed targets detailed in **APPENDIX I**. Some performance measured by the Service is not set against a target – the information provided may be more contextual, but nevertheless valuable when assessing the level of achievement. Performance should also be viewed in the broader context of tenant satisfaction and benchmarking results when compared to the performance of other local authorities.

4.2 The summary of performance for the period is presented within three headings:

- Green – performing well
- Amber – requiring close monitoring
- Red – requiring improvement action

Function	No. of PIs with targets set	Green Performing Well	Amber Close monitoring	Red Action Required
1. Building Services	3	1	2	0
2. Allocations	5	3	0	2
3. Homelessness	2	1	0	1
4. Gypsy/Travellers	1	1	0	0
5. Complaints	2	2	0	0
6. MSP enquiries	1	0	1	0
Total	14	8	3	3

4.3 In June 2008, the Communities Committee agreed changes to Housing Service Standards. The table below summarises performance in relation to the revised Service Standards, detailed in **APPENDIX II**.

Function	No. of PIs with targets set	Green Performing Well	Amber Close monitoring	Red Action Required
1. Building Services	1	1	0	0
2. Private Sector Grants	1	0	0	1
3. Gypsy /Travellers	1	1	0	0
4. Allocations	4	2	1	1
5. Homelessness	7	4	0	3
Total	14	8	1	5

5. **PERFORMANCE ANALYSIS**

5.1 **Areas of good performance**

- 5.1.1 Performance in relation to targets agreed by Committee is generally good across a number of activities, notably Building Services, Gypsy/Travellers, Complaints and MSP enquiries.
- 5.1.2 On 10 June 2008, the Communities Committee agreed targets for allocations linked to interim changes agreed to the Council's Allocations policy. As these changes have not yet been implemented, the performance report uses the targets agreed for 2007/08 pending the transition to the revised policy.
- 5.1.3 Performance in relation to Service Standards agreed by the Committee is good across a number of activities, notably Strategy/Enabling, Building Services, Allocations and Gypsy/Travellers.

5.2 Areas for performance identified for improvement

Building Services

- 5.2.1 In Building Services, the level of absences is above the target of 2.5% as a result of a small number of long term absences. The percentage of overtime expenditure is also in excess of the agreed target of 10.5%. This is as a result of several craft vacancies remaining unfilled.

Allocations

- 5.2.2 Within the allocations activity, performance on two indicators requires improvement action. In relation to the percentage of refusals of offers of housing (indicator 2d), the level of refusals has shown a slight increase over the past quarter. As with previous analyses of refusals, location appears to be the commonest theme. On the percentage of applicants admitted to the waiting list within a target of 28 days (indicator 2e), performance in Q1 is well below the target agreed. The performance reported has been adversely affected by extremely low levels of acceptances within 28 days in April and May 2008. This was mainly due to annual leave, other staff within that team leaving the Council's employment and data cleansing. Performance in June improved substantially to achieve 73% acceptances within 28 days. With the successful recruitment of additional staff agreed earlier this year, it is now anticipated that performance will continue to improve and be sustained.

Homelessness

- 5.2.3 There is one indicator within the homelessness activity identified for improvement. This relates to the decision making time on homeless applications (indicator 3j). Performance on this indicator has been subject to considerable scrutiny by Officers with measures introduced earlier this year to address this. A slight improvement has been achieved in Quarter 1, with further improvement projected with the appointment of staff agreed earlier this year.
- 5.2.4 In relation to service standards, performance on timescales for interviews continues to fall below targets, despite changes being introduced earlier this year to effect improvements. Investigation suggests that recording practices may

distort actual performance. Further investigation of this issue and corrective training if required will be completed during the next quarter to effect improvement.

Private Sector Grants

- 5.2.4 Expenditure in the first part of the financial year is historically low but will be closely monitored throughout the financial year.

6. SUMMARY OF IMPLICATIONS

- (a) **Corporate Development Plan/ Community Plan/ Service Improvement Plan**
Improving the quality of housing service provision is a priority within the Service Plan.
- (b) **Policy and Legal**
There are no legal implications arising from this report. The quality of the Council's housing services will be subject to inspection by The Scottish Housing Regulator during 2008/09.
- (c) **Resources (Financial, Risks, Staffing and Property)**
There are no direct financial, staffing or property implications arising from this report.
- (d) **Consultations**
Consultation on this report has been carried out with the Director of Community Services and managers within the Housing Service, whose comments have been incorporated in this report.

7. CONCLUSION

- 7.1 **This report has provided a comprehensive picture of performance in Housing Services for the first quarter of 2008/09. It has considered performance in relation to targets and where appropriate, drawn comparisons with previous performance and with the performance of other local authorities. While there are a number of areas where the potential for improvement has been identified, the Housing Service continues to perform well in relation to Statutory Performance Indicators. Improvement actions are identified where appropriate.**

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Background Papers: held by author

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