

**REPORT TO: COMMUNITIES COMMITTEE ON 16 FEBRUARY 2010**

**SUBJECT: HOUSING QUARTERLY PERFORMANCE REPORT –  
3<sup>rd</sup> QUARTER 2009/10**

**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 October to 31 December 2010.
- 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 have covered -

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

- 3.2 On 2 July 2009, the Council approved changes to Committee reporting as a result of the revised performance management framework developed to address the needs of the Single Outcome Agreement, the Best Value 2 audit and the statutory performance indicators direction (paragraph 10 of the Minute refers). As part of this framework, service committees will receive performance information on service outcomes, service standards and statutory performance indicators. The reporting to service committees of other management performance

information will depend on an assessment of its value to the performance monitoring needs of the service committee.

- 3.3 On 1 September 2009, the Council approved Service Outcomes, Service Standards and Statutory Performance Indicators for all Council services. In relation to the Housing Service, the new reporting framework covers:

Building Services DLO  
Property Management  
Allocations and Homelessness  
Planning and Development  
Private Sector Housing Grants  
Gypsy/Travellers

- 3.4 The Housing Service performance indicators in relation to the revised performance management framework are incorporated in **APPENDIX I**. With the introduction of the new framework, the Housing Service carried out a review of the management information currently reported to Communities Committee. This resulted in some changes to the indicators previously reported. The revised quarterly performance report was presented to the Committee for the first time at its meeting on 1 December 2009. In addition to the service activities detailed in 3.3, **APPENDIX I** also includes indicators in relation to Complaints and MSP Enquiries

#### 4. **SUMMARY OF PERFORMANCE**

- 4.1 **APPENDIX I** presents performance indicators in relation to the three elements of the performance reporting framework: service outcomes, service standards and statutory performance indicators. It also includes local performance indicators considered to be important in the management of service performance. 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 tables below summarises performance in relation to service outcome, service standard and local indicator targets detailed in the **APPENDIX I**.
- 4.3 The summary of performance for the period is presented within three headings:
- Green – performing well
  - Amber – requiring close monitoring
  - Red – requiring improvement action

**Table1: Service Outcomes**

Function	No. of PIs with targets set	Green Performing Well	Amber Close monitoring	Red Action Required	Annual PI's
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Building Services	3	1	0	1	1
Property Management	4	3	0	0	1
Allocations & Homelessness	8	2	1	4	1
Planning & Development	1	0	0	0	1
<b>Total</b>	<b>16</b> <b>(100%)</b>	<b>6</b> <b>(38%)</b>	<b>1</b> <b>(6%)</b>	<b>5</b> <b>(31%)</b>	<b>4</b> <b>(25%)</b>

**Table 2: Service Standards**

Function	No. of PIs with targets set	Green Performing Well	Amber Close monitoring	Red Action Required	Annual PI's
Property Management	6	3	3	0	-
Allocations & Homelessness	8	2	2	4	-
Gypsy/Travellers	1	1	0	0	-
<b>Total</b>	<b>15</b> <b>(100%)</b>	<b>6</b> <b>(40%)</b>	<b>5</b> <b>(33%)</b>	<b>4</b> <b>(27%)</b>	<b>-</b>

**Table 3: Local Indicators**

Function	No. of PIs with targets set	Green Performing Well	Amber Close monitoring	Red Action Required	Annual PI's
Building Services	2	1	0	1	-
Property Management	4	1	2	1	-
Allocations & Homelessness	3	1	1	1	-
Planning & Development	1	0	0	0	1
Complaints	2	1	0	1	-
MSP Enquiries	2	1	0	1	-
<b>Total</b>	<b>14</b> <b>(100%)</b>	<b>5</b> <b>(36%)</b>	<b>3</b> <b>(21%)</b>	<b>5</b> <b>(36%)</b>	<b>1</b> <b>(7%)</b>

## 5. PERFORMANCE ANALYSIS

### 5.1 Areas of good performance

Performance in relation to targets agreed for 2009/10 is generally good across a number of activities, notably property management and gypsy/travellers.

- 5.1.1 In Homelessness, the quarterly target on the percentage of case assessed within 28 days (indicator 3.23) has been achieved for the first time in almost two years. This was a result of the Homelessness Service introducing improved case management measures during Quarter 2 of this year.
- 5.1.2 Also in Homelessness, Breaches of the Unsuitable Accommodation Order (indicator 3.38) continue to reduce with only 1 in Quarter 3 compared with 4 in Quarter 2 and 5 in Quarter 1. The Council has been increasing its overall provision of temporary accommodation and, where possible, prioritising families who are breaching the order for alternative accommodation.

## 5.2 Areas for performance identified for improvement

### **Building Services**

- 5.2.1 Performance on the rate of return on investment (indicator 1.1) is below target for this point in the financial year. A revised outturn forecast, prepared by Building Services and reported under separate cover to this Committee, envisages a slight reduction in the final rate of return.
- 5.2.2 Performance on the percentage of overtime expenditure (indicator 1.5) has again not met the target. This can be attributed to an increase in overtime in relation to flood re-instatement works and a seasonal upturn in out of hours repairs.

### **Property Management**

- 5.2.3 Performance on the local indicator percentage of properties serviced within 12 months (indicator 2.8) is below target. This is as a result of an increase in no access on initial service appointment visits. A number of improvement actions are now in place, such as call and text reminders on the eve of servicing.

### **Allocations & Homelessness**

- 5.2.4 The targets for the percentage of allocations to the Homeless Priority and the Transfer Lists (indicator 3.1) have not been achieved. The main reason for this was that Council tenants who were victims of the flooding in September 2009 were given priority for transfers. A total of 9 flood tenants accepted a transfer during Quarter 3.
- 5.2.5 Performance on void property indicators in the categories 2-4 weeks, 5-16 weeks and 9-16 weeks (indicators 3.3, 3.4, and 3.6) continues to fall below target. Following significant improvement in the previous quarter, performance on the houses let within 0-2 weeks (indicator 3.2) has also slipped below target. Officers are currently reviewing the new void procedures introduced in June 2009. A key aim of the review will be to identify the stages in the void path that are not meeting target timescales for completion. This will allow improvement actions to be implemented where required. It should be noted that void properties resulting from the recent flooding incident have been excluded from the reported figures.

- 5.2.6 Following improvement in the previous quarter, performance on the percentage of refusals of offers of housing (indicator 3.15) has again fallen below target. The main reasons for refusal in Quarter 3 were that the location and the property type offered were not acceptable. Those on the homeless priority list were most likely to refuse, followed by waiting list and the transfer list applicants. The approach that the Council takes towards homeless households can also impact on the number of refusals received each quarter. The Council continues to widen the areas of choice for these households and does not restrict the type of property they can be offered. The Allocation Policy allows applicants on the housing list two reasonable offers of accommodation. In Quarter 3, the vast majority of refusals were first refusals.
- 5.2.7 Performance on percentage of applicants reassessed as homeless within the year (repeat homeless cases) (indicator 3.22) continues to fall below target. A total of 11 applicants made repeat homeless applications during the period with the main reason for re-presentation being a further breakdown following a previous reconciliation with their family or partner. Four households were deemed to be more long term homeless cases for whom a range of complex issues added to chaotic lifestyles continued to contribute towards their ongoing homelessness.
- 5.2.8 The number of households 'not accommodated' (indicator 3.39) continues to fall below target. A total of 20 households could not be accommodated during Quarter 3 mainly as a result of there being no suitable accommodation available at the time of their homelessness. The majority of these households made their own arrangements, which included going to live with friends until such time that the Council was able to secure alternative accommodation. It should be noted, however, that four households were not initially accommodated mainly due to their past history, including instances of anti-social behaviour and, in one case, violence towards Council Staff. As a result, the Council could not get any other provider or Bed and Breakfast establishment to provide accommodation.

### **Complaints**

- 5.2.9 The number of complaints answered within 20 working days (indicator 6.5) has not met target. Members should note that only 1 complaint out of 11 was answered late at a time when staff priorities were taken up by the recent flooding.

### **MSP Enquiries**

- 5.2.10 Performance on the percentage of MSP enquiries answered within 20 working days (indicator 7.5) has slipped below target. Members should note that only 1 MSP enquiry out of 17 was answered late.

## **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 has been the 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, the Chief Housing Officer 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 third quarter of 2009/10. 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.**

Author of Report: Graeme Davidson, Housing Strategy & Policy Manager  
Daska Smith, Information Assistant

Background Papers: held by author

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