



REPORT TO: COMMUNITIES COMMITTEE ON 8 DECEMBER 2015

SUBJECT: HOUSING PERFORMANCE – QUARTER 1 AND 2 OF 2015/16

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

1. REASON FOR REPORT

- 1.1 The purpose of this report is to outline the performance of the Housing Service for the period from 1 April 2015 to 30 September 2015.
- 1.2 The report is submitted to Committee in terms of Section III (G) (14) of the Council's Scheme of Administration relating to performance management for housing functions.

2. RECOMMENDATION

2.1 It is recommended that the Communities Committee:

- (i) scrutinises performance outlined in APPENDIX I;**
- (ii) welcomes the good performance achieved; and**
- (iii) notes the areas for improvement.**

3. BACKGROUND

- 3.1 On 23 April 2013, the Communities Committee approved a revised Performance Management Framework following the corporate review of performance management and following changes to performance reporting required by the Scottish Housing Regulator (paragraph 19 of the Minute refers).
- 3.2 On 22 May 2013, at a meeting of the Full Council, it was agreed that performance be reported on a 6 monthly basis and that information be included in performance reports showing the direction of travel (whether performance is improving or deteriorating) (paragraph 8 of the Minute refers). The performance achieved by the Housing Service in Quarters 1 and 2 for 2015/16 is presented in **APPENDIX I.**

4. **SUMMARY OF PERFORMANCE**

- 4.1 The table below sets out the Council's performance which is monitored through 70 indicators across 7 service activities. For 45 of these indicators, performance against target is reported to Committee on a six-monthly basis. The remaining 25 indicators are either reported against target on an annual basis or are contextual indicators included for information purposes only.

Outcomes/Standards	No. of Indicators	Green Performing Well	Amber Close monitoring	Red Action Required	Data or Annual Only
Customer/Landlord Relationship	8	0	0	3	5
Housing Quality and Maintenance	20	4	6	5	5
Neighbourhood and Community	3	0	2	0	1
Access to Housing and Support	15	4	4	2	5
Getting Good Value from Rents and Service Charges	16	6	2	2	6
Gypsy/Travellers	2	1	0	0	1
Building Services	6	2	0	2	2
Total	70 (100%)	17 (24.3%)	14 (20%)	14 (20%)	25 (35.7%)

4.2 **PERFORMANCE ANALYSIS – AREAS OF GOOD PERFORMANCE**

- 4.2.1 Performance against 2015/16 targets in Quarters 1 and 2 of 2015/16 was generally good across each of the 7 activity areas.

Housing Quality and Maintenance

- 4.2.2 The good performance on the average time to complete reactive repairs indicators continued in Quarter 1 and 2. The opti-time system has played a key role in driving efficiencies in the scheduling of repairs although some areas with the system have been identified for improvement in 2016/17. Emergency reactive repairs (*indicator 2.7*) were well within the Council's target time of 4 hours in Quarter 1 (2.67 hours) and Quarter 2 (2.25 hours). The 20 working day target for non-emergency reactive repairs (*indicator 2.8*) was also achieved in both Quarter 1 (5.9 working days) and Quarter 2 (6.5 working days).

- 4.2.3 The Housing Service achieved the 87% target for the percentage of reactive repairs completed right first time (*indicator 2.11*) in both Quarter 1 (90.7%) and Quarter 2 (90.1%). The Scottish Housing Regulator has issued revised guidance requiring that this indicator is now calculated on a cumulative basis. From Q3 onwards, the new guidance will be applied and this will provide a better representation of the performance over the financial year leading up to the submission of the Annual Return on the Charter for 2015/16.

Access to Housing and Support

- 4.2.4 Against a target of 95 days, the average time to complete medical adaptations (*indicator 4.4*) was 27 days in Quarter 1 and 41 days in Quarter 2. This indicator is a composite of both major and minor adaptations and performance fluctuates depending on the types of adaptations completed during any given period. In the first two quarters of 2015/16, the majority of adaptations completed by the service were minor and therefore less time is normally required to complete this work.
- 4.2.5 The Council continues to meet its statutory duty towards homeless households. The 100% target for households requiring temporary or emergency accommodation to which an offer has been made (*indicator 4.7*) was achieved in both Quarter 1 and 2.
- 4.2.6 Performance on quotas for allocations by group (housing waiting list, homeless and transfer) (*indicator 4.18*) were generally within the permitted variation of +/- 5% of target. In Quarter 1, 44.7% of lets went to homeless list applicants (target 40%), 39.8% to the waiting list (target 40%) and 15.5% to housing transfers (target 20%). In Quarter 2, 44.6% went to the homeless list, 33.1% to the waiting list and 22.3% to housing transfers.

Getting Good Value from Rents and Service Charges

- 4.2.7 The 95% target for rent collected as a percentage of total rent due (*indicator 5.2*) was exceeded in Quarter 1 (98.7%) and Quarter 2 (101.5%).
- 4.2.8 Good performance was achieved in gross rent arrears as a percentage of rent due (*indicator 5.3*) with the 2.8% target met in Quarter 1 (2.5%) and in Quarter 2 (2.8%).
- 4.2.9 The 32 day target for average time to re-let empty properties (*indicator 5.6*) was achieved in both Quarter 1 (26 days) and Quarter 2 (28 days). However, target timescales for some void turnaround periods (*indicator 5.7*) were not achieved due to delays caused by the need to carry out asbestos surveys in a number of properties. This was particularly evident in Quarter 2 for the 0-2 week (15.1% against a target of 30%) and 5-8 week timescales (41.5% against a target of 25%).

Gypsy/Travellers

- 4.2.10 The target was met for the time taken to visit new unauthorised encampments (*indicator 6.2*). Of the 34 unauthorised encampments reported in Quarters 1 and

Quarter 2, 100% were visited within the target timescale of 1 working day (or 2 working days for rural locations).

Building Services

- 4.2.11 The rate of overtime expenditure (*indicator 7.1*) target of 10.5% was achieved in both Quarter 1 (9.5%) and Quarter 2 (9.8%).
- 4.2.12 The percentage of sub-contractor expenditure against overall expenditure (*indicator 7.6*) met the 10% target in Quarter 1 (4.9%) and Quarter 2 (7.7%).

4.3 PERFORMANCE ANALYSIS – AREAS IDENTIFIED FOR IMPROVEMENT

The Customer/Landlord Relationship

- 4.3.1 The 100% target for responding to 1st stage complaints within the Scottish Public Services Ombudsman (SPSO) timescale of 5 working days (*indicator 1.5a*) was met in Quarter 1. However performance fell slightly in Quarter 2 to 93%. The 20 working day SPSO timescale for responding to 2nd stage complaints (*indicator 1.5b*) was not achieved in both quarters. Against a 100% target, performance was 76% in Quarter 1 and 57% in Quarter 2. A combination of staff absence and annual leave has had a negative impact on this performance and is an area earmarked for improvement by the service.
- 4.3.2 The performance in responding to MSP enquiries (*indicator 1.7b*) was below the 100% target in Quarter 1 (75%) and Quarter 2 (53%). This failure was again due to the same reasons provided in 4.3.1.

Housing Quality and Maintenance

- 4.3.3 The percentage of tenants satisfied with the standard of their home when moving in (*indicator 2.3*) was below the 90% target in Quarter 1 (74.2%) and Quarter 2 (64.1%). In setting this performance into context, 70 responses were received and only 13 indicated that they were fairly dissatisfied or very dissatisfied with the standard of their home. Of these, only 7 explained the reasons for their dissatisfaction, which related mainly to the standard of decoration and general condition of the property. It is proposed to look again at the Council's Letting Standard to establish whether the level of dissatisfaction is potentially a performance issue or whether the level of dissatisfaction is linked to the aspirations of some tenants.
- 4.3.4 Despite the good performance for the average time to complete emergency reactive repairs (*indicator 2.7*), the percentage completed within the target of 4 hours (*indicator 2.10a*) was below the 99.9% target in Quarter 1 (94.1%) and Quarter 2 (89.4%). The failures relate mainly to out of hours emergency call-outs and this can be linked in many cases to the geographical size of Moray. It is proposed to examine these failures in more detail with the aim of identifying better options to deal with emergency repairs in remote locations.
- 4.3.5 Performance on void repairs within 5, 10 and 15 days (*indicator 2.10e*) fell short of the 98% target in Quarter 1 (88.8%) and Quarter 2 (74.8%). Void repair

performance was particularly poor in East Moray as a result of peaks in void numbers and a lack of resources due to absence and other workload demands. Sub-contractors have been engaged to improve performance, as well as overtime working sanctioned for key trades. Managers are closely monitoring performance on a weekly basis.

- 4.3.6 Although the 100% target for the percentage of properties serviced by their anniversary date (*indicator 2.13*) was not achieved there has been a slight improvement since the previous quarter in Quarter 1 (99.98%) and Quarter 2 (99.74%). This indicator shows the servicing status of properties at the end of the reporting period and the result is affected by a small number of historical failures from the previous financial year. Close monitoring of performance through the gas safety partnership has identified that services due in 2015/16 so far have been carried out on time but gaining access continues to be the greatest challenge in achieving the target.
- 4.3.7 The performance in meeting Gas Safe Register standards for record keeping (*indicator 2.19*) was below the 100% target in Quarter 1 (10.3%) and Quarter 2 (33.3%). A new training schedule has been implemented through a series of “toolbox talks” to improve the completion of paperwork and address other issues. These are already starting to have a positive effect and the audits carried out in August show that 85.7% of cases audited meet the required standard. In addition to this the internal audit process has been improved and a significant improvement is expected from Quarter 3 onwards.

Access to Housing and Support

- 4.3.8 The 7% target for refusals of offers of temporary accommodation (*indicator 4.8*) was not met in Quarter 1 (22.5%) and Quarter 2 (17%). An analysis of the results identified that almost half of all refusals in the first two quarters were due to no shows at our private hostel accommodation (17 refusals), closely followed by refusals due to location (14 refusals). The reconfiguration of temporary accommodation stock from early 2016 is intended to improve refusal rates.

Building Services

- 4.3.9 Absences for craft and manual staff (*indicator 7.2*) were greater than the 3% target in Quarter 1 (6.6%) and Quarter 2 (7.4%). A significant rise in long term absences has caused an increase in absence rates. All cases are being dealt with in accordance with the Council's Absence Management Policy, with a number of cases progressing to occupational health and in a couple of cases ill health retirement. Managers are now provided with weekly absence reports in a bid to deal with all absences.
- 4.3.10 The number of reportable incidents (*indicator 7.4*) was slightly higher than the target of 1 incident per quarter with 2 incidents in both Quarter 1 and Quarter 2. Recent incidents involving a manual handling injury and cuts from hand tools have caused this poor performance. Risk assessments have been reviewed and training and guidance has been provided to staff.

5. ANNUAL INDICATORS

- 5.1 Following the transfer of antisocial behaviour to the Community Safety Team on 1 October 2015, the annual indicators on antisocial behaviour (*indicators 3.5a-d*) have been removed from table 4.1. In future, performance on antisocial behaviour will be reported separately through reports from the Community Safety Team. Indicator 3.4 will be retained as this is reported to the Scottish Housing Regulator as part of the Annual Report on the Charter.
- 5.2 There have been changes to the reporting of housing options cases which are being monitored by the Scottish Government through the PREVENT1 return which contain standardised outcomes. As a result, indicators 4.11biii and 4.11bv are no longer collected by the Housing Service and have not been included in table 4.1.

6. SUMMARY OF IMPLICATIONS

(a) Moray 2023 A Plan for the Future/Service Plan

The monitoring and management of performance assists the Council to continue to improve its housing services and manage its assets more effectively to provide the best outcomes for tenants and other customers. This contributes to the key objectives of the Moray 2023 plan by promoting safer communities and enabling adults to live healthier, sustainable independent lives safeguarded from harm. Improvements in service performance are 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 requirements/implications arising directly from this report.

(g) Equalities

An Equalities Impact Assessment is not required as the report is to inform the Committee on performance. There are no equalities implications arising directly from this report.

(h) Consultations

Consultation on this report has been carried out with the Head of Housing and Property and managers within Housing and Property, whose comments have been incorporated in this report.

7. CONCLUSION

- 7.1 This report provides an analysis of key areas of performance in relation to the Council's role as a landlord. Performance in relation to Quarter 1 and 2 of 2015/16 is set out for the Committee to consider. Performance in a number of areas is good but some areas for improvement have been identified.**

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Background Papers: Held by the authors

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