



REPORT TO: COMMUNITIES COMMITTEE ON 24 JANUARY 2017

SUBJECT: HOUSING PERFORMANCE REPORT – QUARTERS 1 AND 2 OF 2016/17

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 2016 to 30 September 2016.
- 1.2 The report is submitted to Committee in terms of Section III (F) (15) 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 this report;**
- (ii) welcomes the good performance achieved; and**
- (iii) notes the areas for improvement.**

3. BACKGROUND

- 3.1 On 22 May 2013, Moray Council agreed that information relating to performance indicators 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).
- 3.2 On 13 September 2016, this Committee approved a revised housing performance management framework (paragraph 14 of the Minute refers). The number of local and operational indicators were reduced and is now monitored by service managers. The performance achieved by the Housing Service in Quarters 1 and 2 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	2	0	1	7
Housing Quality and Maintenance	13	3	2	1	7
Neighbourhood and Community	3	0	0	2	1
Access to Housing and Support	32	4	1	4	23
Getting Good Value from Rents and Service Charges	10	3	1	1	5
Gypsy/Travellers	4	1	0	0	3
Total	72 (100%)	13 (18.1%)	4 (5.6%)	9 (12.5%)	46 (63.9%)

4.2 AREAS OF GOOD PERFORMANCE

4.2.1 Performance against 2016/17 targets in Quarters 1 and 2 of 2016/17 was generally good across each of the 6 service activity areas.

The Customer/Landlord Relationship

4.2.2 The 100% target for responding to MSP complaints (*indicator 1.7b*) was not met in Q1 (87.5%) but was achieved in Q2 (100%). The significant improvement in response times when compared to the previous year can be attributed to changes in the timescales given to staff to draft responses and the improved arrangements in place to monitor these from 1 April 2016.

Housing Quality and Maintenance

4.2.3 The average time to complete emergency repairs (*indicator 2.7*) remained well within the Council's target time of 4 hours in both Q1 (2.4 hours) and Q2 (2.29 hours). The 20 working days target for non-emergency repairs (*indicator 2.8*) was also achieved by a substantial margin in both Q1 (6.3 working days) and Q2 (6.5 working days). The DLO Management Team are currently examining whether the current 20 day target should reduce in 2017/18 or whether Building Services have too much staff resources allocated to this function. It is important that a balance is drawn between the good performance, the extra cost that this involves and the potential detriment that this is having on other service areas within the DLO. Any proposed changes to the existing target timescales will be included within the annual performance report due to be presented to this Committee early in 2017/18.

4.2.4 The percentage of response repairs completed right first time (*indicator 2.11*) achieved the 90% target in Q1 (92.7%) and Q2 (90.3%). This indicator is known to be particularly difficult to measure and performance in this area is

possibly understated. However, the current calculation method remains the most robust option available at this time.

Access to Housing and Support

- 4.2.5 The 80 day target was achieved in Q1 (19 days) and Q2 (33 days) for the time to complete medical adaptations (*indicator 4.4*). However, this indicator is a composite of both major and minor adaptations. Performance on major adaptations was 205 days in Q1 and 248 days in Q2. Work to develop proposals to improve performance on major adaptations has been delayed due to the resignation of the Adaptations Project Officer. The Adaptations Governance Group, comprising key representatives of the Integrated Joint Board and Housing will meet in January 2017 to agree an approach to fill the vacancy which to date has proved problematic. Meantime, officers continue to implement a range of actions to improve timescales for the completion of key stages within the major adaptations delivery process.
- 4.2.6 The 100% target for making offers to households requiring temporary or emergency accommodation (*indicator 4.7*) was achieved in Q1 and Q2.
- 4.2.7 Satisfaction with the quality of temporary accommodation (*indicator 4.9*) remains high and efforts continue to improve the low response rate. The percentage of homeless households who were satisfied with the quality of their accommodation was slightly below the 90% target in Q1 (81.8%) but achieved it in Q2 (92.9%). Service managers regularly review feedback and implement improvement actions where necessary.

Getting Good Value from Rents and Service Charges

- 4.2.8 The rent collected as a percentage of total rent due (*indicator 5.2*) measures the total amount of rent collected from both current and former tenants over the reporting period as a proportion of the total amount of rent due. The 95% target was exceeded in both Q1 (103.1%) and Q2 (99.7%).
- 4.2.9 Good performance in void management continues. The percentage of rent lost due to voids (*indicator 5.4*) met the 0.63% target in Q1 (0.56%) and Q2 (0.55%). The 32 day target for average time to re-let empty properties (*indicator 5.6*) was also achieved in both Q1 (32 days) and Q2 (28 days).

Gypsy/Travellers

- 4.2.10 The target for the time taken to visit new unauthorised encampments (*indicator 6.2*) was met. Of the 21 new unauthorised encampments in Quarters 1 and 2, 100% were visited within the target timescale of 1 working day (or 2 working days for rural locations).

4.3 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 not met in Q1 (93.33%) but was achieved in Q2 (100%). The 20 working day SPSO timescale for responding to 2nd stage complaints (*indicator 1.5b*) was below the 100% target in both quarters – 77.78% in Q1 and 86.67% in Q2 although this is an improvement on the performance achieved in 2015/16. Late responses were due mainly to the complexity involved in some complaints and also there was a delay in two responses due to a corporate complaints system upgrade which failed to notify the housing service timeously of a complaint.

Housing Quality and Maintenance

- 4.3.2 The percentage of tenants satisfied with the standard of their home when moving in (*indicator 2.3*) was below the 90% target in Q1 (79.41%) but there was a slight improvement in Q2 (82.61%). The condition of void properties have been subject to a more stringent appraisal against the letting standard during final inspection and it is possible that this has helped improve satisfaction levels.
- 4.3.3 The percentage of properties that require a gas safety record which had been serviced by the anniversary date (*indicator 2.13*) was close to the 100% target in Q1 (99.92%) and Q2 (99.89%). The failure to service in time was caused by human error and measures to prevent this from recurring have since been implemented.

Neighbourhood and Community

- 4.3.4 The percentage of tenancy offers refused during the year (*indicator 3.2*) did not meet the 30% target in Q1 (33.3%) and Q2 (37.9%). This indicator does fluctuate and is often affected by the types of properties that become available for re-let and the individual aspirations of prospective tenants. These are clearly factors that are beyond the control of Officers. In both Q1 and Q2, location was the most common reason for refusing an offer, followed by property type and personal reasons. In the current reporting year to date, 86% of all refusals were on first offers (the Council makes two reasonable offers of accommodation) but only 19% of the reasons given were considered reasonable grounds for refusal in line with the Council's Allocations Policy.
- 4.3.5 The 95% target for resolving neighbour disputes and antisocial behaviour cases within 20 working days (*indicator 3.4*) was not met in Q1 (63.9%) or Q2 (87.9%). A review of the antisocial behaviour policy in relation to locally agreed response times is included on this Committee's agenda.

Access to Housing and Support

- 4.3.6 The 7% target for refusals of offers of temporary accommodation (*indicator 4.8*) was not met in Q1 (11.2%) and Q2 (15.4%). Location continues to be a main driver for refusals. The Housing Service is continually reconfiguring its

stock (size, type and location) to best meet demand. The service has also reduced its reliance on a privately run hostel but this still accounted for 35% of refusals in Q2.

- 4.3.7 Performance in relation to the percentage of housing applications admitted to the list within 10 days (*indicator 4.15*) did not meet the 100% target in Q1 (98.3%) or Q2 (94.9%). This drop in performance can be attributed to an ICT system issue which failed to notify the Council that some new housing applications had been received. A manual workaround is now in place and the external ICT supplier is currently trying to resolve this fault.
- 4.3.8 The Council operates three lists for housing applicants (housing waiting, homeless and transfer) and uses quotas to guide the number of allocations made to each list (*indicator 4.18*). Quotas are set annually and in 2016/17, 40% of allocations were to be made to those on the homeless list, 40% to the waiting list and 20% to housing transfers. Each list has a small permitted variation of +/-5%. The targets for allocations made to the homeless and waiting lists were not met. Homeless households received 51% of offers in Q1 and 54.8% in Q2. This reflects the current pressures being faced by the Council in terms of both responding to and dealing with homelessness. Waiting list applicants received 33.7% of offers in Q1 and 27.9% of offers in Q2. The 20% (+/-5%) target for the transfer list (*indicator 4.18c*) was achieved in both Q1 (15.3%) and Q2 (17.3%).

Getting Good Value from Rents and Service Charges

- 4.3.9 There was a slight decrease in performance (*indicator 5.4*) for current tenants' arrears between quarters 1 and 2. As a percentage of net rent, the target of 3.5% was achieved in Q1 (3.3%) but was slightly below target in Q2 (4%). The outturn in Q2 however is due to a technical issue rather than an actual increase in rent arrears. Due to the timing of some direct debit reconciliations at the end of each reporting period, payments received at a weekend cannot be processed on time and this incorrectly shows some tenants falling into arrears for that week which only corrects during the following week.

5. SUMMARY OF IMPLICATIONS

(a) Moray 2026: A Plan for the Future and Moray Corporate Plan 2015 - 2017

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 requirements/implications arising directly from this report.

(g) Equalities

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 senior managers within Housing and Property including the Asset Manager, the Building Services Manager, the Housing Services Manager, the Housing Strategy and Development Manager and Lissa Rowan, Committee Services Officer, whose comments have been incorporated in this report.

6. CONCLUSION

- 6.1 This report provides an analysis of key areas of performance in relation to the Council's role as a landlord. Performance in relation to Q1 and Q2 of 2016/17 is set out for this Committee to consider. Performance in a number of areas is good but some areas for improvement have been identified.**

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