



REPORT TO: COMMUNITIES COMMITTEE ON 22 AUGUST 2017

SUBJECT: HOUSING PERFORMANCE REPORT – QUARTERS 3, 4 AND ANNUALLY FOR 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 October 2016 to 31 March 2017 and the annual performance for 2016/17.

1.2 This report is submitted to Committee in terms of Section III (G) (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 and notes performance outlined in this report; and**
- (ii) agrees the recommended target changes for 2017/18 listed in APPENDIX II.**

3. BACKGROUND

3.1 On 22 May 2013, Moray Council agreed that information relating to 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).

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 was reduced and this is now monitored by service managers. The performance achieved by the Housing Service in Quarters 3 and 4 and the 2016/17 annual performance 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	1	0	2	7
Housing Quality and Maintenance	13	4	4	2	3
Neighbourhood and Community	3	1	0	1	1
Access to Housing and Support	32	5	3	1	23
Getting Good Value from Rents and Service Charges	10	4	1	0	5
Gypsy/Travellers	4	1	0	0	3
Total	72	16	8	6	42
%	100%	53%	27%	20%	

5. **AREAS OF GOOD PERFORMANCE**

- 5.1 Performance against targets in Quarters 3, 4 and annually for 2016/17 is generally good across each of the 6 service activity areas.

The Customer/Landlord Relationship

- 5.2 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 and a second stage tends to be more complex and requires investigation. The 100% target for responding to first stage complaints within 5 working days (*indicator 1.5a*) was not met in Q3 (90.48%) but was achieved in Q4 (100%). The annual performance was 96.47%. The 100% target for responding to second stage complaints within the SPSO timescale of 20 working days (*indicator 1.5b*) was not met in Q3 (83.33%) and Q4 (90%). The annual performance for 2016/17 was 85.42% which is better than the previous year (57.35%). There has been a significant improvement in responding to both first and second stage complaints as a result of changes in timescales given to staff to draft responses and improved monitoring arrangements. Although slightly less than in the previous year, the majority of complaints in 2016/17 related to the repairs and maintenance service (59%).

Housing Quality and Maintenance

- 5.3 Good performance continued on response repair timescales. The 4 hour target timescale to complete emergency repairs (*indicator 2.7*) was achieved in Q3 (2.57 hours), Q4 (2.38 hours) and annually for 2016/17 (2.43 hours). The 20 working day target for non-emergency repairs (*indicator 2.8*) was achieved in Q3 (6.7 working days), Q4 (6.6 working days) and annually for 2016/17 (6.4 working days). The DLO Management Team has reviewed the response repairs performance and has recommended a reduction of the 20 day target to 10 days in 2017/18. This reduction is in line with the performance of other local authorities.

Neighbourhood and Community

- 5.4 The Council makes two reasonable offers of accommodation to applicants on the housing list. If these are not accepted, the application is suspended from receiving further offers of housing for six months. The 30% target for the percentage of tenancy offers refused (*indicator 3.2*) was not met in Q3 (34.4%) but improved in Q4 (26.3%). The annual performance was slightly above the target at 33.1% but this remains comparable with the best performing local authorities. The most common reasons for refusal were property location and personal reasons.

Access to Housing and Support

- 5.5 The 100% target for the percentage of households requiring temporary accommodation to whom an offer was made (*indicator 4.7*) was met in Q3, Q4 and annually for 2016/17.
- 5.6 The 7% target for refusing offers of temporary accommodation (*indicator 4.8*) was not met in Q3 (12.1%) but improved during Q4 (5.4%). The annual performance of 11.1% was also an improvement compared with previous years. The reconfiguration of temporary accommodation stock and reduction of units at the privately owned hostel may be having a positive effect on refusal rates.
- 5.7 The percentage of homeless households satisfied with the quality of temporary accommodation (*indicator 4.9*) fell in Q3 (69.2%) but improved in Q4 (93.8%) with the annual result (89.8%) almost reaching the 90% target. Three households returning surveys in 2016/17 said they were dissatisfied but only one respondent explained the reason, which was due to property condition and noisy neighbours.
- 5.8 The 100% target for admitting housing applications to the list within 10 days (*indicator 4.15*) was met in both Q3 and Q4. The annual performance (99.5%) was affected by a system issue earlier in the year which failed to identify some new applications for processing. A manual check is now routinely carried out until the issue can be resolved by the IT supplier.

Getting Good Value from Rents and Service Charges

- 5.9 Good performance continues on the value for money indicators. The 95% target for rent collected as a percentage of total rent due (*indicator 5.2*) was met in Q3 (103%), Q4 (100.4%) and annually (99.5%). This indicator includes the rent collected from both current and former tenants. It is recommended

that the target for this indicator for 2017/18 be increased to 97% which may prove challenging given the potential impact of Universal Credit.

- 5.10 Performance on gross rent arrears as a percentage of rent due (*indicator 5.3*) was also strong in Q3 (2.5%), Q4 (2.5%) and annually (2.5%) against a target of 2.8%.
- 5.11 The good performance in managing voids (empty properties) was also sustained. The percentage of rent lost due to voids (*indicator 5.4*) met the 0.63% target in Q3 (0.59%), Q4 (0.45%) and annually (0.54%). The 32 day target to re-let empty properties (*indicator 5.6*) was met in Q3 (29 days) but increased in Q4 (34 days). However, the annual performance met the target at 31 days.

Gypsy/Travellers

- 5.12 The target for the time taken to visit new unauthorised encampments (*indicator 6.2*) was met. Of the 2 new unauthorised encampments in Quarters 3 and 4, 100% were visited within the target timescale of 1 working day (or 2 working days for rural locations). The annual performance was also 100%.

6. AREAS FOR IMPROVEMENT

The Customer/Landlord Relationship

- 6.1 The 100% target for responding to MSP enquiries (*indicator 1.7b*) was not met in Q3 (86.36%), Q4 (86.96%) and annually (89.74%). The delay in responding to MSP enquires was mainly due to the increasing volume of enquiries most of which relate to housing applications and allocations. It is recommended that the 2017/18 target be reduced to 90% to reflect the pressure that the increasing volume has on resources and the potential impact this has on complaints handling performance.

Housing Quality and Maintenance

- 6.2 All social landlords in Scotland must bring their properties up to the Energy Efficiency Standard for Social Housing (ESSH) by December 2020 (*indicator 2.2b*). For 2016/17, it was intended to have 66% of the Council's housing stock fully meeting the standard. As at 31 March 2017, only 52.65% achieved this. Further work carried out by the Asset Manager identified that the original cloned data used to estimate overall initial stock compliance was overstated. To address this, it will be necessary to re-prioritise some areas of the housing investment programme over the next two years to ensure that the 2020 ESSH deadline is achieved. Any financial implications arising from this will be included within the annual Housing Revenue Account budgets for 2018/19 and 2019/20.
- 6.3 The percentage of tenants satisfied with the standard of their home when moving in (*indicator 2.3*) is gathered through feedback surveys which are sent to all new tenants. Performance was below the 90% target in Q3 (73.33%) but improved slightly in Q4 (77.78%). The annual performance is similar to previous years at 78.26%. Housing staff continue to assess properties against the agreed letting standard in an attempt to meet tenant expectations

however there are sometimes a range of issues which affect tenants views on what is 'satisfactory' in terms of the standard of a property.

- 6.4 The percentage of properties that require a completed gas safety record by the anniversary date (*indicator 2.13*) was close to the 100% target in Q3 (99.89%), Q4 (99.92%) and annually (99.92%). Four properties were not renewed by the anniversary date; two were due to human error and the other two were due to the tenant removing a safety device to cap the gas supply without the Council's knowledge. Additional processes have been implemented to prevent a reoccurrence and the frequency of checks on capped gas supplies has been increased.

Neighbourhood and Community

- 6.5 The 95% target for resolving neighbour disputes and antisocial behaviour cases within 20 working days (*indicator 3.4*) was met in Q3 (96.8%) but was not met in Q4 (78.1%) or annually (77.5%). Antisocial behaviour was transferred to the Community Safety Team in October 2015 and this is the first full reporting year under the new working arrangements. The team issue satisfaction surveys to those making complaints. Although the target was not met, the survey feedback indicates that the multi-disciplinary resolution approach is producing better outcomes for customers generally with satisfaction rates above 90%. The resolution timescales within the policy were reviewed in 2016/17 to reflect the new ways of working. Following a consultation with tenants, the Communities Committee agreed new resolution target timescales to be implemented from 3 April 2017 (paragraph 8 of the Minute of Committee on 7 March 2017 refers). The most serious Category A complaints will continue with a target of 20 working days, Category B will be extended to 35 working days and Category C will be extended to 40 working days. It is recommended that the overall target for resolving complaints in 2017/18 be reduced to 90% in line with the Scottish average.

Access to Housing and Support

- 6.6 The 80 day target for the average time to complete medical adaptations (*indicator 4.4*) was 57 days in Q3 and 57 days in Q4. The annual performance was 43 days. This target is a composite of both major and minor adaptations. Major adaptations are now taking an average of 239 days to complete and improvement is still required in this area. The budget and governance of adaptations has now been transferred to the Integration Joint Board. The Board has established an Adaptations Governance Group with a remit that includes performance and efficiency in relation to the delivery of adaptations. Housing has a representative on this group, which met for the first time on 9 May 2017 and which is expected to review the processes surrounding major adaptations and drive improvements during the coming year. It is likely that the group will also review the performance targets for adaptations. In the meantime, officers in Housing and Property will continue to identify local actions that will improve the speed of delivery at the various stages in the delivery process.
- 6.7 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*). 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 target for allocations made to the homeless list was not met. Homeless households received 60.8% of offers in Q3, 52.9% in Q4 and 54.9% for 2016/17. This reflects the current pressures being faced by the Council in terms of both responding to and dealing with homelessness. Waiting list applicants received 25.8% of offers in Q3, 32.2% in Q4 and 29.8% for 2016/17. Transfer list applicants received 13.4% of offers in Q3, 14.9% in Q4 and 15.3% for 2016/17.

7. PERFORMANCE TARGETS FOR 2016/17

- 7.1 Performance targets across all indicators have been reviewed and changes to only a small number are recommended. **APPENDIX II** provides details of the targets set for 2016/17 and any proposed changes for 2017/18. The rationale for amending agreed targets is contained within the body of this report.

8. SCOTTISH SOCIAL HOUSING CHARTER PERFORMANCE

- 8.1 The Scottish Housing Regulator (SHR) requires social landlords to monitor progress against the outcomes and standards of the Scottish Social Housing Charter by submitting performance data on an annual basis. The Council's Annual Return on the Charter (ARC) was submitted in May 2017 with results for all landlords due to be published on 31 August 2017.
- 8.2 Social landlords must also produce a report on their performance for their tenants and other service users which details how they are achieving or progressing towards the Charter outcomes and standards.
- 8.3 The SHR expects tenants to be involved in decisions about the format of the report. At a meeting of the Moray Tenants Forum on 13 June 2017, tenant representatives were asked for their views to assist with the development of the 2016/17 report. Tenant representatives felt that the existing format of the report worked well and therefore it should remain broadly similar but with the addition of more images.
- 8.4 The Housing Service also received 106 feedback forms following the issue of the 2015/16 annual performance report. The feedback forms generally reflect the Forum's views:
- 80% felt the report was relevant to them;
 - 93% felt the content was detailed enough;
 - 94% felt the report was easy to understand; and
 - 90% felt the design was very good or good.
- 8.5 The SHR expects social landlords to make their annual report available by no later than 31 October 2017. Officers are currently working on the development of the 2016/17 report which includes comparisons with national data which is due to be published by the SHR in August 2017. Due to the timescales involved, the final version will need to be completed in advance of the next meeting of the Committee. Although it will not be feasible to seek the Committee's approval prior to publication, the Convenor, Leader, Chair and

Depute Chair of the Communities Committee will be consulted on the final draft prior to issue. A copy of the finalised report will be available for this Committee on 17 October 2017.

- 8.6 It is proposed that subject to this Committee's approval, a copy of this report will be posted to tenants. The report will also be made available on the Council's website and other public places (such as Access Points and homeless hostels). Alternative formats are available on request (large print, Braille, other languages and/or any other media).

9. **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

The cost of producing the annual report to tenants and other customers is £5,898. Adequate provision has been made available within the HRA budget to meet both the printing and distribution of the annual 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, senior managers within Housing and Property and the Committee Services Officer (Caroline Howie) whose comments where relevant to their areas of responsibility have been incorporated in this report.

10. CONCLUSION

- 10.1 This report provides an analysis of key areas of performance in relation to the Council's role as a landlord. Performance during 2016/17 in relation to Q3, Q4 and for the year is set out for this Committee to consider. Where performance is below target, actions for improvement have been identified. Proposed targets for 2017/18 are presented for the Committee's approval. The report also updates Committee on the development of the annual performance report to tenants and other customers.**

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