



REPORT TO: COMMUNITIES COMMITTEE ON 12 DECEMBER 2017

SUBJECT: HOUSING PERFORMANCE REPORT – QUARTERS 1 AND 2 FOR 2017/18

**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 2017 to 30 September 2017.
- 1.2 This report is submitted to Committee in terms of Section III (G) (15) of the Council's Scheme of Administration relating to developing and monitoring the Council's Performance Management Framework.

2. RECOMMENDATION

2.1 It is recommended that the Communities Committee:

- (i) **scrutinises and notes 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 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 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	0	0	3	7
Housing Quality and Maintenance	13	3	2	1	7
Neighbourhood and Community	3	1	1	0	1
Access to Housing and Support	32	4	2	3	23
Getting Good Value from Rents and Service Charges	10	3	2	0	5
Gypsy/Travellers	4	1	0	0	3
Total Reported at six months	72 26	12	7	7	46
%	100%	46%	27%	27%	

5. AREAS OF GOOD PERFORMANCE

- 5.1 Performance against targets in Quarters 1 and 2 of 2017/18 is generally good across each of the 6 service activity areas.

Housing Quality and Maintenance

- 5.2 Good performance continues on response repair timescales. The target timescale of 4 hours for emergency repairs (*indicator 2.7*) was achieved in Q1 (2.33 hours) and Q2 (2.42 hours). The target timescale of 10 working days for non-emergency repairs (*indicator 2.8*) was achieved in Q1 (7.5 working days) and Q2 (8.7 days).

- 5.3 The percentage of repairs appointments kept (*indicator 2.12*) was close to meeting the 95% target in Q1 (93.6%) but was achieved in Q2 (95.1%). Building Services DLO has taken action to improve performance on this indicator, including phoning tenants when appointments are being rearranged.

- 5.4 The performance for the percentage of properties that require a completed gas safety record by the anniversary date (*indicator 2.13*) was slightly below the 100% target in Q1 (99.94%) and Q2 (99.98%). This is due to the calculation method for statutory reporting purposes which includes failures within the last 12 months. Gas performance is being closely monitored by

service managers and no new failures have been identified during the current reporting year.

Getting Good Value from Rents and Service Charges

- 5.5 There was good performance on void management. The 0.63% target for the percentage of rent loss (*indicator 5.4*) was achieved in Q1 (0.56%) and Q2 (0.41%). The average re-let time (*indicator 5.6*) was better than the 32 day target in Q1 (30 days) and Q2 (30 days). The Housing Service has been carrying out a review of its void management procedures to identify improvement actions and deliver efficiencies. The new procedures are scheduled for implementation early in 2018 and void management continues to be an area where improvements are sought.

Gypsy/Travellers

- 5.6 The 100% target for the time taken to visit new unauthorised encampments (*indicator 6.2*) was met. Of the 17 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).

6. AREAS FOR IMPROVEMENT

The Customer/Landlord Relationship

- 6.1 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. A second stage complaint 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 60% in Q1 and 52.38% in Q2. The 100% target for responding to second stage complaints within the SPSO timescale of 20 working days (*indicator 1.5b*) was 53.85% in Q1 and 53.85% in Q2. Introduction of the new Lagan system and changes in personnel have had a knock on effect to the complaints compliance in the last two quarters.

Housing Quality and Maintenance

- 6.2 The percentage of tenants satisfied with the standard of their home when moving in (*indicator 2.3*) is gathered from surveys sent to all new tenants. The 90% target was not met in Q1 (82.76%) and Q2 (73.33%). Of the 44 tenants responding in Q1 and Q2, 5 expressed dissatisfaction with only 3 of those providing an explanation. The reasons for dissatisfaction include poor overall appearance, minor repairs not being picked up during the void period and overgrown gardens. Officers are carrying out a compliance audit to provide reassurance that voids are meeting the Council's Letting Standard.

Access to Housing and Support

- 6.3 The 80 day target for the average time to complete medical adaptations (*indicator 4.4*) was 26 days in Q1 and 38 days in Q2. This indicator is a composite of both major and minor adaptations. Although performance has improved, the average time taken to complete major adaptations has increased from 162 to 185 days. The Adaptations Working Group which

involves officers from housing and the Integration Joint Board has been working on a new policy and governance framework for adaptations. This is presented for consideration within a separate report on this Committee agenda.

- 6.4 The 7% target for refusing offers of temporary accommodation (*indicator 4.8*) was achieved in Q1 (5.3%) but increased in Q2 (11%). The service regularly reviews temporary accommodation provision to better meet demand by providing properties that meet households' needs in terms of size, type and location.
- 6.5 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 2017/18, 40% of allocations are 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 were not met for allocations to the homeless list in Q1 (47.7%) and Q2 (51.8%). This reflects pressures in terms of responding to homelessness and avoiding the use of bed and breakfast accommodation. Allocations to the waiting list in Q1 (34.2%) and Q2 (25.9%) did not meet target. However, allocations to transfer applicants met target in Q1 (18%) and Q2 (22.4%).

Getting Good Value from Rents and Service Charges

- 6.6 Performance on gross rent arrears as a percentage of rent due (*indicator 5.3*) was consistent in Q1 (2.8%) but was slightly higher than the 2.8% target in Q2 (3.02%). Occasionally, the timing of direct debit payments can give slightly misleading results for this indicator. At the end of Q2, all those paying by Direct Debit were one week in arrears but the indicator returned to normal levels when the payment was received the following week.

7. 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 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, the Research and Information Officer attached to Housing, and the Committee Services Officer (Caroline Howie) whose comments where relevant to their areas of responsibility have been incorporated in this report.

8. CONCLUSION

- 8.1 This report provides an analysis of key areas of performance in relation to the Council's role as a landlord. Performance for Q1 and Q2 of 2017/18 is set out for this Committee to consider. Where performance is below target, actions for improvement have been identified.

Author of Report: Daska Murray, Senior Housing Officer (Information)

Background Papers: Held by the author

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