

**CHAIRMAN'S REPORT TO AUDIT AND PERFORMANCE REVIEW  
COMMITTEE ON SERVICE PERFORMANCE– 6 FEBRUARY 2008**

**HOUSING SERVICES**

**1. Overall summary of performance**

- 1.1 This report covers key performance indicators for Housing Services and covers the third quarter reporting period between 1 October 2007 and 31 December 2007.
- 1.2 The Housing Service's performance is presented across 8 areas of activity and involve 37 indicators. At this stage in the year, 20 are regarded as performing well, 1 requires close monitoring, 5 require action if the target is to be met.

<b>Service</b>	<b>No. of Indicators</b>	<b>Green Performing Well</b>	<b>Amber Close monitoring</b>	<b>Red Action Required</b>	<b>Annual PI's</b>
Strategy/ Enabling	2				2
Private Sector Housing Grants	8				8
Tenant Participation	0				
Building Services	3	1	1		1
Property Management	7	7			
Housing Management	7	6		1	
Gypsy/ Travellers	1	1			
Homelessness /Allocations	9	5		4	
<b>Total</b>	<b>37 (100%)</b>	<b>20 (54.1%)</b>	<b>1 (2.7%)</b>	<b>5 (13.5%)</b>	<b>11 (29.7%)</b>

**2. Areas of good performance**

- 2.1 Good performance can be identified across a range of activities, with all indicators for property management and Gypsy/Travellers being assessed as 'green'.
- 2.2 In Building Services, housing management and allocations/homelessness, whilst some targets are not being fully achieved, performance on a significant number of indicators is good.

2.3 In December 2007, Audit Scotland published performance information for all Councils for 2006/07. This enables the Council to consider its performance compared to others. In relation to performance considered in this report, the Committee will be pleased to note that the Council's performance-

- on rent loss due to voids in 2006/07 was ranked 2<sup>nd</sup> in Scotland;
- on the percentage of not low demand properties let within 4 weeks was ranked 5<sup>th</sup>;
- on the average time to relet not low demand properties was ranked 5<sup>th</sup>;
- on the percentage of current tenant arrears was ranked 2<sup>nd</sup>.

### **3. Areas of performance identified for improvement and how this will be achieved**

#### 3.1 Housing management

Indicator 1: Arrears as a percentage of net rent due

Arrears levels pre Christmas 2007 were at 3.9%. This increased sharply over the holiday period to 4.4%. This is slightly better than performance for the same period in 2006/07 (4.6%). In the week following the New Year, arrears have reduced to 3.6%. The Arrears Action Plan continues to be implemented. As part of this, settling in visits to new tenants after six weeks of the tenancy have commenced.

#### 3.2 Allocations/homelessness

Indicator 1: Percentage of relets within 2-4 weeks and 5-8 weeks

Performance in relation to two relet categories is deemed to require action, although it should be noted that the Housing Service has achieved the rent loss target for empty property in Q3. The Committee has previously been advised that a review of the Council's Void Management Policy and Procedures is underway, with a report anticipated to the Housing Sub Committee in March 2008.

#### 3.3 Allocations/homelessness

Indicator 3: Percentage of homeless applications assessed within 28 days

This target has proved challenging for the Housing Service, given the level of homeless applications received, the complexity of cases and the increasing workload to discharge the Council's homelessness duties. Earlier reports to Policy Committee and the Audit and Performance Review Committee have indicated that workload pressures are being assessed. Proposals to address these will be presented to the Council meeting in February 2008.

#### 3.4 Allocations/homelessness

#### Indicator 4: Percentage of repeat applications

The level of repeat applications in homelessness reflects the shortage of housing opportunities in Moray. Action to tackle this is pursued through the Council's Local Housing Strategy, Homelessness Strategy and Strategic Housing Investment Plan.

#### **4. Conclusion**

- 4.1 This report has set out the activities in which performance is assessed as being good, with targets achieved. It has identified those activities where action is being implemented to address performance issues identified in the report. Overall, the Housing Service continues to perform well in relation to Council agreed targets and in comparison with other local authorities in Scotland.

Author of Report: Jill Stewart, Chief Housing Officer

Background Papers: Held in Service Development Team

Ref: APRC/JS/TS – Q3 AA – 6 February 2008

Signatures: \_\_\_\_\_

Designation: Chairman of Policy Committee

Name: Councillor McGillivray