

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 25 JANUARY 2006

PERFORMANCE INDICATORS

Report by Executive Director of Neighbourhood Services

1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to inform members of the Service's performance in relation to Statutory Key Performance Indicators for the half year from 1st April 2005 to 30th September 2005.

2. INTRODUCTION

- 2.1 Set out below are details of the Statutory Key Indicators for the period 1st April 2005 to 30th September 2005 and comments thereon. Performance figures for the financial year 2004/2005 and for the period 1st April 2004 to 30th September 2004 are also provided for information.

3. PERFORMANCE

3.1 INDICATOR 1 – RESPONSE REPAIRS

- a) The target response time for each priority category set by the Council.
- b) The number of repairs carried out in each category.
- c) The percentage of repairs completed within the target response time for each priority category.
- d) The percentage of all repairs due to be completed within 24 hours that were completed within target.

Emergency (24 hours)	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
The no of repairs carried out	12460	30305	13541
The % of repairs carried out	90%	87%	87%

Urgent (3 days)	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
The no of repairs carried out	8483	13647	7714
The % of repairs carried out	79%	74%	74%

- 3.1.1 The performance of the contractor in meeting timescales has remained consistent with the year end performance and further improvements in this area will be difficult to achieve without a review of the service. A report setting out proposals by the Repair Partner Group for service improvement will be submitted to an early meeting of this committee.

3.2 INDICATOR 2 - MANAGING TENANCY CHANGES

The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year.

	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
Void rent loss	2.12%	1.9%	2.09%

3.2.1 The Void Rent Loss position has improved slightly from the mid term point in the previous year but has slipped back a little from the year end position. Performance in returning voids timeously over the early part of the summer has now been resolved and it is anticipated that the year end out-turn figure will reflect this as well as the completion of the clearance programmes in Riccarton West and Longpark.

3.3 INDICATOR 3 - RE-LET ANALYSIS

Council House re-lets analysed by bands.

Not Low Demand stock

Number of houses re-let	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
Under 2 Weeks	n/a	n/a	16.0%
2 to 4 Weeks	n/a	n/a	37.4%
5 to 8 Weeks	n/a	n/a	24.4%
9 to 16 Weeks	n/a	n/a	14.0%
Over 16 Weeks	n/a	n/a	8.2%
Average time to re-let	n/a	n/a	66 days

Low Demand Stock

Percentage of houses re-let	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
Under 2 Weeks	n/a	n/a	12.4%
2 to 4 Weeks	n/a	n/a	25.7%
5 to 8 Weeks	n/a	n/a	22.9%
9 to 16 Weeks	n/a	n/a	23.8%
17 to 32 Weeks	n/a	n/a	7.6%
33 to 52 Weeks	n/a	n/a	2.9%
Over 52 Weeks	n/a	n/a	4.8%
Average time to re-let	n/a	n/a	94 days

For Low Demand Stock

	01/04/04-30/09/04	2004/05	01/04/05-30/09/05
Number un-let at end of year	n/a	n/a	152
Average period these dwellings had been un-let at year end	n/a	n/a	113 weeks
Number of dwellings considered low demand at year end (**)	n/a	n/a	680
Number above considered low demand at start of year (**)	n/a	n/a	471
Number above that were not actively re-let because they were part of a disposal strategy	n/a	n/a	0

(**) includes both void and occupied properties but excludes houses approved for demolition, disposal or void through fire, flood or structural damage.

The information required to be gathered and reported for Indicator 3 has been changed by Audit Scotland and as such no comparative data is available.

- 3.3.1** This indicator seeks to differentiate the Council's performance in re-letting voids which are deemed to be low demand from those which are regarded as not low demand. The criteria to identify low demand range from the size of the Waiting List for specific areas and house types to tenancy turnover and refusal rates. While the indicator attempts, as far as possible, to be prescriptive, it is recognised within the industry that there is potential for local interpretation and discretion and it is likely therefore that there will be some re-calibration within this indicator at some point in the future.

3.4 INDICATOR 4 – RENT ARREARS

- a) **Current tenant arrears as a percentage of the net amount of rent due in the year.**
 b) **The percentage of current tenants owing more than 13 weeks rent at year-end, excluding those owing less than £250.**

	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
Current tenant arrears as a percentage of the net amount of rent due in the year.	5.4%	4.6%	4.9%

	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	2.1%	0.9%	1.7%

- 3.4.1** This indicator shows an improvement in performance at the mid point in comparison with the previous year. There is a slight decrease in performance from the year end figure, however, this reflects an annual trend for the arrears level to go up following the two four day weeks in September. It is anticipated that the year end figure will show an outturn improvement on the previous year.

3.5 INDICATOR 5 – HOUSE SALES

- a) **The percentage of house sales completed within 26 weeks.**
 b) **The average time for council house sales.**

	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
The percentage of house sales completed within 26 weeks	68%	56%	53.2%

	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
Average time for council house sales	26 weeks	28 weeks	27.5 weeks

3.5.1 The implementation of the Abolition of Feudal Tenure(Scotland) Act 2000 and the Title Conditions (Scotland) Act 2003 have impacted on the processes and procedures in relation to the above, exacerbated by an increased rate of applications in the early part of the year. Revised procedures are now well established and the rate of applications has eased. Accordingly, performance in this area has begun to improve and an overall improvement is anticipated on last year's outturn figure.

3.6 INDICATOR 6 – HOMELESSNESS

- a) **The number of households assessed as homeless or potentially homeless during the year.**
- b) **The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless.**
- c) **The number of cases reassessed as homeless or potentially homeless within 12 months of a previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year.**

	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
The number of households assessed as homeless or potentially homeless during the year	381	874	420

	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	6.7 weeks	9.3 weeks	10.4 weeks

	01/04/04-30/09/04	2004/2005	01/04/05-30/09/05
The number of cases reassessed as homeless or potentially homeless within 12 months of a previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year	24.7 %	20.3%	16.0%

3.6.1 The number of homeless presentations has increased from the mid point in the previous year which reflects the national trend. The increase in the time taken until completion of duty not only reflects the increasing number of presentations but also the reducing availability of properties. A future report to Committee on the Allocations Policy will identify this as an area which requires to be addressed. For the purposes of reporting on this indicator, we refer to the last action taken to deal with the Homelessness of the individual which, in terms of our Homeless Strategy, may well be more than is required to fulfil our

statutory obligation. The number of cases re-assessed as Homeless is significantly reduced from the mid point of the previous year and continues to decrease. There has been, nationally, some discussion on the definition of repeat Homelessness with reference to the parameters of the extended family. It may be, therefore, that further guidance on this will affect future reporting.

4. FINANCIAL AND LEGAL IMPLICATIONS

4.1 Nil

5. RECOMMENDATIONS

5.1 It is recommended that the Committee:

- (i) Note the contents of this report:
- (ii) Note that a further report on the annual figures for 2005/2006 will be produced in due course.

William Stafford
Executive Director of Neighbourhood Services

5 January 2006

CMCA/GD/LA

LIST OF BACKGROUND PAPERS

Nil

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