

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 24 JANUARY 2007

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 Housing Service's performance in relation to Statutory Key Performance indicators for the half year from 1 April 2006 to 30 September 2006.

2. INTRODUCTION

- 2.1 Set out below are details of the Statutory Key Indicators for the period 1 April 2006 to 30 September 2006. Performance figures for the financial years 2004/2005 and 2005/2006 and for the period 1 April 2005 to 30 September 2005 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)	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
The no of repairs carried out	30,305	13,541	30,039	13,342
The % of repairs carried out	87%	87%	86%	89%
Urgent (3 days)	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
The no of repairs carried out	13,647	7,714	16,174	7,335
The % of repairs carried out	74%	74%	75%	75%

- 3.1.1 A report on progress on delivering the agreed action plan to improve the Housing repairs service was considered at the last meeting of this Committee held in November 2006. As part of the Cross Cutting Service Review of Property Maintenance a lean systems approach has been adopted to assist with process re-engineering and systems thinking to ensure our repairs processes are more effective, streamlined and robust with the goal of delivering an improved repairs service and a further report on progress will be submitted to the next meeting for members consideration.

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.

	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
Void rent loss	1.9%	2.09%	1.8%	1.5%

3.2.1 This indicator reflects the reducing levels of void properties and the successful completion of demolition programmes within the initiative areas of Longpark and Riccarton West. A continuing focus on improved void processes has also contributed to this indicator.

3.3 INDICATOR 3 - RE-LET ANALYSIS

Council House re-lets analysed by bands.

Not Low Demand stock

Number of houses re-let	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
Under 2 Weeks	n/a	16.0%	15.5%	19.6%
2 to 4 Weeks	n/a	37.4%	30.8%	40.6%
5 to 8 Weeks	n/a	24.4%	32.7%	30.7%
9 to 16 Weeks	n/a	14.0%	13.8%	7.5%
Over 16 Weeks	n/a	8.2%	7.2%	1.6%
Average time to re-let	n/a	63 days	59 days	31 days

Low Demand Stock

Percentage of houses re-let	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
Under 2 Weeks	n/a	12.4%	12.2%	13.3%
2 to 4 Weeks	n/a	25.7%	23.3%	22.8%
5 to 8 Weeks	n/a	22.9%	25.0%	31.0%
9 to 16 Weeks	n/a	23.8%	19.6%	12.7%
17 to 32 Weeks	n/a	7.6%	10.1%	1.2%
33 to 52 Weeks	n/a	2.9%	5.4%	2.5%
Over 52 Weeks	n/a	4.8%	4.4%	16.5%
Average time to re-let	n/a	94 days	102 days	246 days

3.3.1 This is a new indicator which was introduced in 05/06. Overall performance in 'low demand' re-lets has shown improvement; however, the percentage of re-lets over 1 year and the Average days to re-let low demand properties has not improved due to the reintroduction of some very long-term voids back into the letting pool as they became viable due to an increase in demand. However the overall picture of this indicator is one of continuing improvement.

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.

	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
Current tenant arrears as a percentage of the net amount of rent due in the year.	4.6%	4.9%	4.3%	5.1%

	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	0.9%	1.7%	0.8%	1.9%

3.4.1 Arrears management has been a success for Housing in East Ayrshire for some time. Since 2000/01 current arrears as a percentage of net rent has decreased from 14.1% to its current level. In 2005/06 East Ayrshire were in the top quartile for indicator 4a. Last year Audit Scotland highlighted East Ayrshire as a top performing authority for Arrears Management and comparative figures show East Ayrshire as the authority who submitted the best results in Scotland for indicator 4b in 2005/06. The current arrears figure has been adversely affected by the increased burdens on the Housing Benefits Section in adopting full Verification Framework compliance. Close liaison with Housing Benefit to minimise any delays associated with review and the supply of client information should assist in reduced process times.

3.5 INDICATOR 5 – HOUSE SALES

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

	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
The percentage of house sales completed within 26 weeks	56%	53.2%	63%	94%

	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
Average time for council house sales	28 weeks	28 weeks	26 weeks	20 weeks

3.5.1 The processes and procedures for 'right to buy' sales have been reviewed and improved as part of the Legal services Best Value Service Review which has led to an improvement in processing times. A slight downturn in applications has also contributed to improved processing timescales.

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.

	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
The number of households assessed as homeless or potentially homeless during the year	874	420	911	409

	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	9.3 weeks	10.4 weeks	11.4 weeks	11.2 weeks

	2004/2005	01/04/05 30/09/05	2005/2006	01/04/06 30/09/06
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	20.3%	16.0%	9.2%	12.2%

3.6.1 The latest half year figure indicates a slight drop in the level of presentations in comparison with the same stage in 2005 and there has been an improvement in the number of days between presentation and completion of duty compared with the year end figure. Although this figure has risen in the past few years East Ayrshire were still in the top quartile for this indicator in 2005/06. The indicator for repeat homelessness has fallen generally over the past few years and although there has been a slight rise in this figure it is not significant in the wider picture and it is thought likely that when seasonal factors are taken into consideration this figure will be close to the 05/06 figure when the SPI is recorded in March 2007.

4. FINANCIAL IMPLICATIONS

4.1 Nil

5. LEGAL IMPLICATIONS

5.1 Nil

6. Recommendations

6.1 It is recommended that the Committee:

- (i) note the contents of this report; and
- (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

8 January 2007

LIST OF BACKGROUND PAPERS

Nil

For further information please contact Gerry Darroch, Housing Services Manager on 01563 554873

Implementation Officer – chris.mcaleavey@east-ayrshire.gov.uk