

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 26 JANUARY 2005

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 Department's performance in relation to Statutory Key Performance indicators for the half year from 1 April 2004 to 30 September 2004.

2. INTRODUCTION

- 2.1 Set out below are details of the Department's Statutory Key Indicators for the period 1 April 2004 to 30 September 2004. Performance figures for the financial year 2003/2004 and for the period 1 April 2003 to 30 September 2003 are also provided for information and comparison where appropriate.

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	2003/2004	01/04/03-30/09/03
The no of repairs carried out	12460	27951	12328
The % of repairs carried out	91%	88.9%	90%

Urgent (3 days)	01/04/04-30/09/04	2003/2004	01/04/03-30/09/03
The no of repairs carried out	8483	19999	8794
The % of repairs carried out	79%	74.5%	75%

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	2003/04	01/04/03-30/09/03
Void rent loss	2.12%	3.13%	3.76%

3.3 INDICATOR 3 - RE-LET ANALYSIS

The time taken by the council to re-let houses analysed by bands.

Number of houses re-let	01/04/04-30/09/04	2003/04	01/04/03-30/09/03
< 2 Weeks	105	154	94
2-4 Weeks	393	728	403
> 4 Weeks	311	869	432

Percentage of houses re-let	01/04/04-30/09/04	2003/04	01/04/03-30/09/03
< 2 Weeks	13%	8.8%	10.1%
2-4 Weeks	49%	41.6%	43.4%
> 4 Weeks	38%	49.6%	46.5%

	01/04/04-30/09/04	2003/04	01/04/03-30/09/03
Average time to re-let houses	60 days	73 days	66 days

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	2003/04	01/04/03-30/09/03
Current tenant arrears as a percentage of the net amount of rent due in the year.	5.4%	4.9%	6.8%

	01/04/04-30/09/04	2003/04	01/04/03-30/09/03
The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	2.1%	1.3%	3.6%

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	2003/04	01/04/03-30/09/03
The percentage of house sales completed within 26 weeks	68%	36%	23%

	01/04/04-30/09/04	2003/04	01/04/03-30/09/03
Average time for council house sales	26 weeks	31 weeks	33 weeks

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	2003/04	01/04/03-30/09/03
The number of households assessed as homeless or potentially homeless during the year	381	762	372

	01/04/04-30/09/04	2003/04	01/04/03-30/09/03
The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	47 Days	44 Days	43 Days

	01/04/04-30/09/04	2003/04	01/04/03-30/09/03
The number of cases reassessed as homeless or potentially homeless within 12 months of a	24.7 %	23 %	20.97%

previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year			
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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; and
- (ii) Note that a further report on the annual figures for 2004/2005 will be produced in due course.

William Stafford
Executive Director of Neighbourhood Services
7 January 2005

LIST OF BACKGROUND PAPERS

Nil

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

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