

# EAST AYRSHIRE COUNCIL

## HOUSING COMMITTEE – 6 SEPTEMBER 2006

### STATUTORY 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 Performance Indicators for the year from 1<sup>st</sup> April 2005 to 31<sup>st</sup> March 2006.

## 2. INTRODUCTION

- 2.1 Set out below are details of the Service's Statutory Performance Indicators for the period 1<sup>st</sup> April 2005 to 31<sup>st</sup> March 2006 and the performance for the financial years 2003/2004 and 2004/2005 are also provided for information.

## 3 PERFORMANCE

### 3.1.0 Indicator 1 – Response Repairs

<b>a. Emergency (24 Hours)</b>	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
Number of repairs carried out	30039	30305	27951
The % of repairs completed in target	86.2%	87.0%	88.9%

<b>b. Urgent (3 Days)</b>	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
Number of repairs carried out	16174	13647	19999
The % of repairs completed in target	75.2%	73.6%	74.5%

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>c. The % of repairs due to be completed within 24 hours that were completed within target</b>	86.2%	87.0%	88.9%

- 3.1.1 Although there has been improvements in overall repairs performance from the position of several years ago, there has been little movement in this particular indicator in the past couple of years in meeting targeted timescales for response repairs, albeit performance in programmed work has improved both in numbers being carried out and in meeting performance targets.

- 3.1.2 The Council approved the setting up of the Repairs Improvement Partnership with tenant representation to address, among other issues, performance and volume of jobs across response categories which can be barriers to performance improvement. A report was approved by Housing Committee on 17 May 2006 endorsing the recommendations arising from this exercise. Work is now underway to implement these recommendations as part of a

wider Best Value Service Review of the Property Maintenance Service, results of which will be reported to members in due course

**3.1.3** The Response Repairs Statutory Performance Indicator is listed as transitional and is expected to be changed or replaced in the foreseeable future

**3.2.0 Indicator 2 - Managing Tenancy Changes**

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>The total annual rent loss due to voids as a percentage of the total amount of rent due in the year</b>	1.8%	1.9%	3.1%

**3.2.1** There has been continued improvement in this indicator over several years. A policy on Void Management was approved by Housing Committee in March 2006. This codified the current practices in place and detailed the 'Lettable Standards' applicable to void houses being prepared for re-let.

**3.3.0 Indicator 3 - Re-Let Analysis**

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

<b>a. For stock which is not low demand - number of houses re-let</b>	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>&lt; 2 Weeks</b>	197	n/a	n/a
<b>2-4 Weeks</b>	392	n/a	n/a
<b>5-8 Weeks</b>	415	n/a	n/a
<b>9-16 Weeks</b>	176	n/a	n/a
<b>&gt; 16 Weeks</b>	91	n/a	n/a

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>Average re-let time</b>	59 days	n/a	n/a

<b>b. For low demand stock - number of houses re-let</b>	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>&lt; 2 Weeks</b>	36	n/a	n/a
<b>2-4 Weeks</b>	69	n/a	n/a
<b>5-8 Weeks</b>	74	n/a	n/a
<b>9-16 Weeks</b>	58	n/a	n/a
<b>17-32 Weeks</b>	30	n/a	n/a
<b>33-52 Weeks</b>	16	n/a	n/a
<b>&gt; 52 Weeks</b>	13	n/a	n/a

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>Average re-let time</b>	102 days	n/a	n/a

<b>c. For low demand stock</b>	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>Number un-let at year end</b>	98	n/a	n/a
<b>Average period properties were void</b>	1228 days	n/a	n/a

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>d. Number of dwellings considered low demand at year end</b>	792	n/a	n/a

<b>e. Number at (d) considered low demand at start of year</b>	363	n/a	n/a
<b>f. Number at (d) not actively re-let due to a disposal strategy</b>	0	n/a	n/a

**3.3.1** This is a changed Statutory Performance Indicator and as such there is no comparable data for previous years. The indicator now separates low demand properties from other properties and is designed to recognise performance in re-letting low demand houses and also to remove any perceived disincentive to re-let long term voids due to the effect this might have had on reported performance. It is important to note that the numbers of houses at (d) above includes tenanted houses. The 'low demand' status can fluctuate throughout the year, depending on turnover rates and numbers on the Waiting List.

#### **3.4.0 Indicator 4 – Rent Arrears**

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>a. Current tenant arrears as a percentage of the net amount of rent due in the year.</b>	4.3%	4.6%	4.9%

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>b. The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250</b>	0.8%	0.9%	1.3%

**3.4.1** This indicator has shown improvements over several years. The low numbers of cases over £250 provides evidence of a robust approach to dealing with arrears at the earliest opportunity.

**3.4.2** From 2006/07 this indicator will change to include performance information pertaining to Former Tenant Arrears

#### **3.5.0 Indicator 5 – Council House Sales**

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>a. The percentage of house sales completed within 26 weeks</b>	62%	56%	36%

	<b>05/06</b>	<b>04/05</b>	<b>03/04</b>
<b>b. Average time for council house sales</b>	26 weeks	28 weeks	31 weeks

**3.5.1** The review of processes and procedures in response to changes detailed in the Abolition of Feudal Reform (Scotland) Act 2000 and the Title Conditions (Scotland) Act 2003 had a negative impact on indicator performance at the start of 2005/06. A further review of processes in August 2005 had a positive impact on performance and this is anticipated to continue in 2006/07.

**3.5.2** Legal Services have concluded their Best Value Service Review and it is anticipated that continued performance improvements will result from the implementation of its recommendations.

### 3.6.0 Indicator 6 – Homelessness

	05/06	04/05	03/04
a. The number of households assessed as homeless or potentially homeless during the year	911	874	762

	05/06	04/05	03/04
b. The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	11.4 weeks	9.3 weeks	6.3 weeks

	05/06	04/05	03/04
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	9.2%	20.3%	23.0%

**3.6.1** The increase in Homeless presentations reflects, to a large degree, national trends. It is anticipated that this will decrease in future years as the long term needs of homeless people are addressed through a variety of measures including the removal of the test of priority need.

**3.6.2** The increase in time for completion of duty reflects the decreasing availability of stock to provide permanent accommodation. The complexity of some of the cases being dealt with often requires a co-ordinated multi agency approach to ensure that support mechanisms are in place prior to commencing the tenancy

**3.6.3** The significant improvement in repeat homelessness is largely due to the success in establishing more enduring tenancies with the assistance of Housing Support. It should also be noted that clarification on the definition for inclusion within this category proved to have a positive impact on this indicator.

## **4. FINANCIAL IMPLICATIONS**

**4.1** There are no financial implications.

## **5. LEGAL AUTHORITY / IMPLICATIONS**

**5.1** East Ayrshire Council has a statutory requirement under the Local Government Act 1992 and Local Government in Scotland Act 2003 to provide end of year Statutory Performance Indicator information to Audit Scotland prepared in accordance with the Statutory Performance Indicators Guide 2005/06 published in December 2004.

## **6. POLICY IMPLICATIONS**

- 6.1** The Statutory Performance Indicator results for 2005/06 support the Council's commitment to Best Value and continuous improvement.

## **7. RISK IMPLICATIONS**

- 7.1** There are no risk implications.

## **8. RECOMMENDATIONS**

- 8.1** It is recommended that Committee:

- (i) Note the contents of this report; and
- (ii) Note that a further report on the half year figures for April to September 2006 will be submitted for members consideration in due course.

William Stafford  
Executive Director of Neighbourhood Services

16 August 2006

### **LIST OF BACKGROUND PAPERS**

Nil

Anyone requiring additional information should contact Gerry Darroch, Housing Services Manager – [gerry.darroch@east-ayrshire.gov.uk](mailto:gerry.darroch@east-ayrshire.gov.uk)

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