

**EAST AYRSHIRE COUNCIL**  
**HOUSING COMMITTEE – 30 JANUARY 2002**

**PERFORMANCE INDICATORS**

**Report by Director of Homes and Technical 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<sup>st</sup> April 2001 to 30<sup>th</sup> September 2001.

**2.0 INTRODUCTION**

2.1 Set out below are details of the Department's Statutory Key Indicators for the period 1<sup>st</sup> April 2001 to 30<sup>th</sup> September 2001 and comments thereon. Performance for the financial year 2000/2001 is also provided for information.

**3.0 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.**

| <b>The number of repairs carried out in each category</b> | <b>2000/2001</b> | <b>1/04/01- 30/09/01</b> |
|---|------------------|--------------------------|
| A (2 hours)   | 9973             | 5644                     |
| B (24 hours)  | 24254            | 9213                     |
| C ( 5 days)   | 22160            | 9286                     |
| D (12 days)   | 6973             | 3173                     |
| E (25 days)   | 14790            | 4497                     |

The reduction in the number of category E jobs is due to an increased emphasis on programmed works, identified as part of the Repairs Service Review.

| <b>The percentage of repairs completed within the target response time for each priority category</b> | <b>2000/2001</b> | <b>01/04/01- 30/09/01</b> |
|---|------------------|---------------------------|
| A (2 hours)   | 61.8 %           | 83.95%                    |
| B (24 hours)  | 56.3 %           | 66.94%                    |
| C ( 5 days)   | 59.0 %           | 78.19%                    |
| D (12 days)   | 46.1%            | 71.88%                    |
| E (25 days)   | 55.3 %           | 63.89%                    |

|  | <b>2000/2001</b> | <b>01/04/01- 30/09/01</b> |
|--|------------------|---------------------------|
| <b>The percentage of all repairs due to be completed within 24 hours that were completed within target</b> | 57.9%            | 73.40%                    |

The number of repairs completed on time has improved across all categories, ranging from a 16% improvement in Category E repairs to a 55% improvement in Category D repairs.

The on-going implementation of the Repairs Service Review, the assessment and monitoring of the process, combined with improved performance by the Term contractors have all contributed to the significant improvement in performance.

### **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.**

|                       | <b>2000/2001</b> | <b>01/04/01-30/09/01</b> |
|-----------------------|------------------|--------------------------|
| <b>Void rent loss</b> | 4.59%            | 3.72%                    |

The rent loss due to voids has reduced by 19%. This has been achieved through the introduction of the Orchard Allocations Module, relaxed restrictions on access to the waiting list, by more vigorous marketing of vacant property and the demolition programme agreed by Committee.

However the core problem of areas of declining demand remains and radical solutions will be required to be considered to reverse this trend.

### 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 | 2000/2001 | 01/04/01-30/09/01 |
|-------------------------|-----------|-------------------|
| < 2 Weeks               | 60        | 79                |
| 2-4 Weeks               | 376       | 372               |
| > 4 Weeks               | 1202      | 400               |

| Percentage of houses re-let | 2000/2001 | 01/04/01-30/09/01 |
|-----------------------------|-----------|-------------------|
| < 2 Weeks                   | 3.7%      | 8.9%              |
| 2-4 Weeks                   | 23.0%     | 41.7%             |
| > 4 Weeks                   | 73.4%     | 49.4%             |

The number of houses let in less than 4 weeks has increased by a third, This improvement is in both the less than 2 weeks and 2-4 weeks categories. The significant improvement in performance results from the introduction of the Orchard Allocation Module and improved performance in completing void repairs.

### 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.

|   | 2000/2001 | 01/04/01- 30/09/01 |
|---|-----------|--------------------|
| Current tenant arrears as a percentage of the net amount of rent due in the year. | 14.1%     | 13.0%              |

|   | 2000/2001 | 01/04/01-30/09/01 |
|---|-----------|-------------------|
| The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250 | 9.4%      | 8.5%              |

The value of arrears has reduced by £209,320 in the period and the number of tenants who owe more than 13 weeks rent, has reduced from 1577 to 1385; this excludes those owing less than £250.

This improved performance is in contrast to national trends. It has resulted from improved liaison with Housing Benefit, improved monitoring and review arrangements through the introduction of the Orchard Rent and Arrears Module and improvements to the Cash Receipting system.

It is anticipated that through the implementation of the proposals agreed at the November Committee performance in this area will continue to improve.

### 3.5 INDICATOR 5 – HOUSE SALES

The percentage of house sales completed within time bands

| The percentage of house sales completed | 2000/2001 | 01/04/01-30/09/01 |
|---|-----------|-------------------|
| Up to 20 weeks                          | 55.5%     | 57.9%             |
| 21 to 26 weeks                          | 36.9%     | 33.0%             |
| 27 to 32 weeks                          | 4.9%      | 4.4%              |
| 33 weeks and more                       | 2.6%      | 4.7%              |

House sales continue to be processed promptly.

### 3.6 INDICATOR 6 – HOMELESSNESS

- a) The total number of homeless households in priority need per 10,000 households.
- b) The number of households provided with temporary accommodation.
- c) The average length of stay in each type of accommodation.

|  | 2000/2001 | 01/04/01-30/09/01 |
|--|-----------|-------------------|
| The total number of homeless households in priority need per 10,000 households | 71.4      | 39.0              |

| The number of households provided with temporary accommodation | 2000/2001 | 01/04/01-30/09/01 |
|--|-----------|-------------------|
| Hostels  | 247       | 127               |
| Council furnished dwellings                                    | 33        | 3                 |
| Bed and Breakfast  | 2         | 0                 |
| Other  | 0         | 0                 |

| The average length of stay in each type of accommodation in days | 2000/2001 | 01/04/01-30/09/01 |
|--|-----------|-------------------|
| Hostels  | 26        | 25                |
| Council furnished dwellings                                      | 62        | 19                |
| Bed and Breakfast  | 1         | 0                 |
| Other  | 0         | 0                 |

Proportionately there is an increase in the number of homeless priority need applicants. This is demand led.

The length of stay in hostel accommodation shows a slight reduction. The significant reduction in the length of stay in furnished accommodation reflects the individual needs of the clients.

There has been no requirement to use Bed and Breakfast accommodation

#### **4.0 FINANCIAL AND LEGAL IMPLICATIONS**

4.1 Nil

#### **5.0 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 2001/2002 will be produced in due course.

James Lavery  
Director of Homes and Technical Services  
11 January 2002

#### **LIST OF BACKGROUND PAPERS**

Nil

For further information please contact Joseph Cassidy, Policy Manager on 01563 576617

**AGENDA**