

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 31 JANUARY 2001

INDICATOR 1 - RESPONSE REPAIRS

Report by Director of Homes and Technical Services

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to inform members of the Department's current performance in relation to Indicator 1, Response Repairs from 1st April 2000 to 30th September 2000.

2. INTRODUCTION

- 2.1 Council have agreed that regular reports would be submitted to Housing Committee on the Department's performance on Indicator 1, Response Repairs.
- 2.2 The report contains details of the Department's performance for the first two quarters, 1st April 2000 to 30th September 2000.

3. CURRENT PERFORMANCE

3.1 Number of repairs carried out in each category per month

Category	Response time	1 st Quarter			2 nd Quarter		
		April 2000	May 2000	June 2000	July 2000	August 2000	September 2000
A	2 hours	721	771	695	670	761	747
B	24 hours	970	1049	977	780	768	790
C	5 days	1645	2142	2082	1419	1909	1669
D	10 days	730	742	987	533	648	641
E	25 days	1091	1585	1831	1338	1584	982
Total		5157	6289	6572	4740	5761	4829

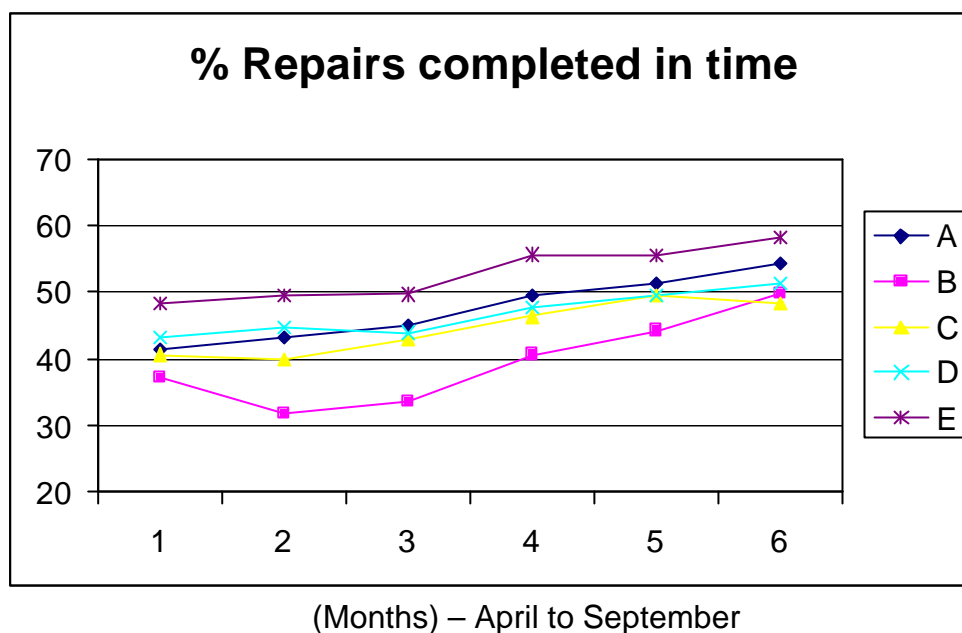
3.2 Emergency repairs as a percentage of all repairs

1 st Quarter			2 nd Quarter		
April 2000	May 2000	June 2000	July 2000	August 2000	September 2000
32.8	28.9	25.4	30.5	29.9	31.8

There are no discernible trends in the number of repairs completed each month, however the emergency repairs as a percentage of all repairs show little variation.

3.3 Percentage of Repairs completed within the target response time for each priority category

Category	Response time	1 st Quarter			2 nd Quarter		
		1/4/00-30/4/00	1/4/00-31/5/00	1/4/00-30/6/00	1/4/00-31/7/00	1/4/00-31/8/00	1/4/00-30/9/00
A	2 hours	41.5	43.1	45.1	49.5	51.2	53.0
B	24 hours	37.2	31.8	33.6	40.6	44.2	47.6
C	5 days	40.7	40.0	42.9	46.4	46.6	47.9
D	10 days	43.3	44.8	44.0	47.7	49.6	51.4
E	25 days	48.3	49.5	49.7	55.7	55.5	56.5



The performance shows an overall improvement across all repairs categories. This can be attributed to the implementation of the actions identified in the Service Review and the Best Value Performance Management Plan.

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 will be submitted on the performance for the third quarter

James Lavery,
 Director of Homes and Technical Services
 15 January 2001

LIST OF BACKGROUND PAPERS

Nil

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

AGENDA