

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 23 JANUARY 2003

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 1st April 2002 to 30th September 2002.

2.0 INTRODUCTION

2.1 Set out below are details of the Department's Statutory Key Indicators for the period 1st April 2002 to 30th September 2002 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.

01/07/02-30/09/02			
Category	Target	The no of repairs carried out	The % of repairs carried out
Emergency	24 hours	9080	93.48%
Urgent	3 days	4369	74.83%

01/07/02-30/09/02	
The percentage of all repairs due to be completed within 24 hours that were completed within target	93.48%

Following the Repairs Service Review, members agreed to rationalise the repair categories, including changing target times, therefore the figures can

not be directly compared to previous years. For information the performance for 2001/02 is shown below.

2001/2002			
Category	Target	The no of repairs carried out	The % of repairs carried out
A	2 hours	11063	84.2%
B	24 hours	22853	72.8%
C	5 days	20482	80.5%
D	12 days	4345	76.3%
E	25 days	8645	65.3%

	2001/02
The percentage of all repairs due to be completed within 24 hours that were completed within target	76.5%

The Emergency category now includes all jobs previously reported under Categories A and B and a significant improvement in performance can be evidenced in comparison with the figure for 2001/02.

Although it is disappointing to note that the performance in Urgent repairs has deteriorated, this is against an improved target of 3 days compared to the previous target of 5 days. Both client and contractor are working together to ensure improved 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.

	2001/02	01/04/02-30/09/02
Void rent loss	3.72%	3.55%

This figure is affected by both the time taken to re-let routine voids and also the level of long term vacancies and demolitions.

As can be seen from Indicator 3 below there has been an improvement in re-let times across all 3 categories.

There persists a demand problem across a number of settlements and this in turn gives rise to a problem of long term voids. The demolition programme has gone some way to addressing this issue but there remain some intractable difficulties in certain areas. Notwithstanding this, there has been an improvement in this indicator in the first part of the year.

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	2001/02	01/04/02-30/09/02
< 2 Weeks	157	91
2-4 Weeks	743	381
> 4 Weeks	938	394

Percentage of houses re-let	2001/02	01/04/02-30/09/02
< 2 Weeks	8.5%	10.5%
2-4 Weeks	40.4%	44.0%
> 4 Weeks	51.0%	45.5%

	2001/02	01/04/02-30/09/02
Average time to re-let houses	78 days	62 days

Improvements in this area across all 3 categories have been recorded arising from a number of initiatives in an attempt to improve the overall product, strict monitoring of time with contractors carrying out repairs, and rationalising allocations processes to minimise any delays. There has also been a significant reduction in overall average time to re-let houses, although it should be noted that this figure is influenced significantly by individual re-lets to long term vacancies.

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.

	2001/02	01/04/02-30/09/02
Current tenant arrears as a percentage of the net amount of rent due in the year.	10.6%	9.70%

	2001/02	01/04/02-30/09/02
The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	6.53%	5.58%

There has been continuous improvement in this area since the introduction of Orchard Rents and Arrears Modules and also with the improved performance in Housing Benefit Administration.

Significant improvements in the amount of additional money collected have been diminished to a degree, in percentage terms, by the reduced

level of Rental Income arising from a higher than anticipated level of house sales.

3.4 INDICATOR 5 – HOUSE SALES

The percentage of house sales completed within time bands

The percentage of house sales completed	2001/02	01/04/02-30/09/02
Up to 20 weeks	62.6%	35.4%
21 to 26 weeks	27.4%	55.0%
27 to 32 weeks	4.9%	7.5%
33 weeks and more	5.1%	2.1%

	2001/02	01/04/02-30/09/02
Average time to sell houses	21.2 weeks	22.6 weeks

There has been a significant increase in the number of Right to Buy applications, which has resulted in the increased processing time.

3.5 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.

	2001/02	01/04/02-30/09/02
The total number of homeless households in priority need per 10,000 households	82.5	140.3

The number of households provided with temporary accommodation	2001/02	01/04/02-30/09/02
Hostels	91.5%	70.8%
Council furnished dwellings	5.9%	9.7%
Bed and Breakfast	2.6%	19.5%
Other	0%	0%

The average length of stay in each type of accommodation in days	2001/02	01/04/02-30/09/02
Hostels	27	22
Council furnished dwellings	42	19
Bed and Breakfast	1	3
Other	0	

Members will be aware of changes in legislation which impose additional duties on Councils to provide temporary accommodation to those not in

priority need. The effect of this will be more obvious in the full year submission, but already an increase in presentations is evident.

A wider variety of temporary accommodation is now being used but throughput time has not been adversely affected. Indeed, there have been some significant improvements in turnaround time in both hostel accommodation and in furnished dwellings

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.
- II. Note that a further report on the annual figures for 2002/2003 will be produced in due course.

James Lavery
Director of Homes and Technical Services
January 2003

LIST OF BACKGROUND PAPERS

Nil

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

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