

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 28 JANUARY 2004

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 2003 to 30th September 2003.

2.0 INTRODUCTION

2.1 Set out below are details of the Department's Statutory Key Indicators for the period 1st April 2003 to 30th September 2003 and comments thereon. Performance for the financial year 2002/2003 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.**

01/04/03-30/09/03			
Category	Target	The no of repairs carried out	The % of repairs carried out
Emergency	24 hours	12328	90%
Urgent	3 days	8794	75%

01/04/03-30/09/03	
The percentage of all repairs due to be completed within 24 hours that were completed within target	90%

2002/2003			
Category	Target	The no of repairs carried out	The % of repairs carried out
Emergency	24 hours	33175	83%
Urgent	3 Days	18348	70%

	2002/03
The percentage of all repairs due to be completed within 24 hours that were completed within target	83%

This indicator continues to demonstrate performance improvements across both categories with a 7% increase in meeting timescales for Emergency work and a 5% increase in meeting the urgent timescale on year end figures.

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.

	2002/03	01/04/03-30/09/03
Void rent loss	3.9%	3.76%

Improvement in this indicator reflects continuing progress in reducing timescales for re-letting houses (see Indicator 3 below) as well as the impact of the demolition programme in removing long-term voids from the stock.

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	2002/03	01/04/03-30/09/03
< 2 Weeks	169	94
2-4 Weeks	720	403
> 4 Weeks	926	432

Percentage of houses re-let	2002/03	01/04/03-30/09/03
< 2 Weeks	9.3%	10.1%
2-4 Weeks	39.7%	43.4%
> 4 Weeks	51.0%	46.5%

	2002/03	01/04/03-30/09/03
Average time to re-let houses	69 days	66 days

This indicator continues to show performance improvements despite the introduction of Lettable Standards across all areas. It should be noted that Audit Scotland propose to change this indicator to reflect performance in re-letting long term voids and to provide further analysis on those let outwith the 4 week timescale.

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.

	2002/03	01/04/03-30/09/03
Current tenant arrears as a percentage of the net amount of rent due in the year.	7.8%	6.8%

	2002/03	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	4.8%	3.6%

This indicator has demonstrated continuous improvement over a sustained period. The significant reduction in tenants owing more than 13 weeks rent reflects the progress made in dealing with arrears at high levels through early intervention. Further performance improvements in Housing Benefit processing timescales have also contributed.

3.5 INDICATOR 5 – HOUSE SALES

- a) The percentage of house sales completed within 26 weeks.
- b) The average time for council house sales.

	2002/03	01/04/03-30/09/03
The percentage of house sales completed within 26 weeks	69%	23%

	2002/03	01/04/03-30/09/03
Average time for council house sales	25 weeks	33 weeks

The anticipated level of and time-scale in reduction in council house sales following the initial impact of the legislative changes in the Housing (Scotland) Act 2001 failed to materialise. Moreover, the administrative processes have been significantly affected by this legislative change and timescales for processing have been adversely affected. It is however anticipated given the current level of application that there will be an improvement in the time-scales for processing in the latter half of the year.

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.

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

	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	43 Days

	01/04/03-30/09/03
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	20.97%

The detail of this indicator has changed and therefore there is no direct comparison with the previous year. Indications from benchmarking studies suggest that our performance in processing applicants from presentation to completion of duty compares very favourably with other authorities.

4.0 FINANCIAL IMPLICATIONS

4.1 Nil

5.0 LEGAL IMPLICATIONS

5.1 Nil

6.0 RECOMMENDATIONS

6.1 It is recommended that the Committee:

- i) Note the contents of this report;
- ii) Note that a further report on the annual figures for 2003/2004 will be produced in due course.

James Lavery
Director of Homes and Technical Services
January 2004

LIST OF BACKGROUND PAPERS

Nil

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

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