

**EAST AYRSHIRE COUNCIL**  
**HOUSING COMMITTEE – 28 MARCH 2001**

**PERFORMANCE INDICATORS**

**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 performance in relation to Statutory Key Performance Indicators for the half year from 1st April 2000 to 30<sup>th</sup> September 2000.

**2.0 INTRODUCTION**

- 2.1 Set out below are details of the Departments performance for statutory key indicators 2,3,4,5 and 6 for the period 1<sup>st</sup> April 2000 to 30<sup>th</sup> September 2000 and comments thereon. Indicator 1 was previously reported to Committee in January 2000 and therefore has not been included.

Performance for the financial year 1999/2000 is also provided for comparison.

Comparable information from other authorities is not available for the half year, however for information performance for the year 1999/2000 is measured against that of neighbouring authorities, North Ayrshire and South Ayrshire. .

**3.0 STATUTORY KEY PERFORMANCE INDICATORS**

**3.1 INDICATOR 2- VOID RENT LOSS**

**The total rent loss due to voids expressed as a percentage of the total amount of rent due in the year**

	1999/2000	1/4/00-30/9/00
<b>Void rent loss</b>	3.8%	4.6%

Concern with respect to this indicator has been highlighted in previous reports to Committee and specifically in the report to the January committee " Void Management" where the trend of declining demand across a number of areas throughout the district was noted. Committee

approved further consultation on these measures with the objective of finding long-term solutions for areas of declining or non-existent demand.

Although more recent indicators suggest that the problem of spiraling void rent loss has been arrested as a result of a combination of accelerated systems afforded by Orchard Allocations Module, relaxed restrictions on access to the waiting list and more vigorous marketing of vacant houses, the core problem of long term voids with no demand will require more radical solutions.

The following table compares East Ayrshire Council's performance for 1999/2000 with those of North Ayrshire and South Ayrshire.

Authority	Void Rent Loss
East Ayrshire	3.8%
North Ayrshire	1.9%
South Ayrshire	1.7%

### 3.2 INDICATOR 3 RE-LET ANALYSIS

#### a) Time taken by the council to relet houses analysed by time-bands

Number of house relet by time bands	1999/2000	1/4/00-30/9/00
< 2 weeks	44	25
2-4 weeks	394	142
> 4 weeks	947	546

Percentage of house relet by time band	1999/2000	1/4/00-30/9/00
< 2 weeks	3.2%	3.5%
2-4 weeks	28.4%	19.9%
> 4 weeks	68.4%	76.6%

The Accounts Commission changed the time bands for this indicator in 1999 therefore the figures can only be compared to those for 1999/2000. However for information, the figures for the category, which has remained constant, are shown below.

Percentage of house relet within less than 2 weeks	1999/2000	1/4/00-30/9/00
< 2 weeks	3.2%	3.5%

The issue of relets is closely related to indicator 2 void rent loss and is similarly affected by low demand

There are however other issues which have had a direct influence on this indicator, notably the introduction of the Orchard Allocations Module in September and the run-down of the predecessor systems. The resource requirement for this exercise was considerable and involved the same officers who would, normally, devote their time to allocating houses.

The positive aspects of the Orchard Allocations Module are now beginning to show an upturn in performance in this area and we therefore anticipate some improvement on the mid year figure.

The following table compares East Ayrshire Council's performance for 1999/2000 with those of North Ayrshire and South Ayrshire.

Authority	Percentage of houses which took more than 4 weeks to relet
East Ayrshire	68.4%
North Ayrshire	85.8%
South Ayrshire	67.3%

### 3.3 INDICATOR 4 – CURRENT ARREARS

a) Current tenant arrears as a percentage of the net amount of rent due in the year

<b>Period</b>	<b>1999/2000</b>	<b>1/4/00-30/9/00</b>
<b>Rent Arrears</b>	12.6%	15.2%

As previously reported, with regard to this indicator, there have been a number of problems identified with regard to Housing Benefit Administration over an extended period which has had a direct bearing on rent arrears. Arrears, which have built up over this period, will take some time to recover and the recovery process takes account of multiple debt problems, including Council Tax Arrears. There are indications that many of the Housing Benefit problems are being addressed and that some improvements in the year-end should arise therefrom. It is also noted that Review procedures have now become established within Housing Benefit administration, but the culture of responding to reviews is less well established. The more rigorous verification processes have also affected the speed at which claims are dealt with and arrears can accrue as a result of this.

The scheduled introduction of the Orchard Rents and Arrears Module on 1<sup>st</sup> April 2001 will make a considerable difference to the administration of arrears. At present officers are working with cumbersome manual systems, which require a degree of editing of information before any action can be taken. The Orchard Module will accelerate the arrears management process significantly, as well as remove any bottlenecks, which have increased with the growth in arrears

It is anticipated that a continuation of the above, along with enhanced liaison arrangements with Housing Benefit, will slowly reverse the upward trend. There is some recent evidence that the rise in arrears has now been halted.

For information the following table compares East Ayrshire's take-up of Housing Benefit for 1999/2000 with that of North Ayrshire and South Ayrshire.

<b>Authority</b>	<b>Take up of Housing Benefit 1999/2000</b>
<b>East Ayrshire</b>	49%
<b>North Ayrshire</b>	66%
<b>South Ayrshire</b>	66%

The following table compares East Ayrshire Council's performance for 1999/2000 with those of North Ayrshire and South Ayrshire

Authority	Current tenant arrears as a percentage of the net amount of rent due in the year
East Ayrshire	12.6%
North Ayrshire	14.3%
South Ayrshire	14.3%

**b) The percentage of current tenants owing more than 13 weeks rent , excluding those owing less than £250**

Period	1999/2000	1/4/00-30/9/00
Percentage of tenants owing > 13 weeks rent excluding those owing < £ 250	7.6%	9.3%

This indicator is closely related to 4(a) above and has risen exponentially as a result. The priority for officers working on arrears, at present, is to focus on this category, especially those at the higher end and current liaison arrangements with Housing Benefit are also directed to this objective

The following table compares East Ayrshire Council's performance for 1999/2000 with those of North Ayrshire and South Ayrshire

Authority	The percentage of current tenants owing more than 13 weeks rent , excluding those owing less than £250
East Ayrshire	7.6%
North Ayrshire	9.1%
South Ayrshire	8.5%

### 3.4 INDICATOR 5 – HOUSE SALES

**The percentage of house sales completed within the following timescales**

Period	1/4/00 –30/9/00
< 20 weeks	57%
21 –26 weeks	36%
27- 32 weeks	5%
< 32 weeks	2%

Direct comparisons with the previous year are not possible, as the indicator bands have been changed. However for information the figures which have remained constant are shown below.

Period	1999/2000	1/4/00-30/9/00
< 26 weeks	91%	93%
> 27 weeks	9%	7%

The majority of council house sales continue to be processed within the national target time of 26 weeks.

The following table compares East Ayrshire Council's performance for 1999/2000 with those of North Ayrshire and South Ayrshire

Authority	The percentage of house sales completed within less than 26 weeks
East Ayrshire	91%
North Ayrshire	59.5%
South Ayrshire	55.9%

This indicator is administered by the Legal Services

### 3.5 INDICATOR 6 HOMELESSNESS

#### a) The total number of homeless households in priority need per 10, 000 households

Period	1999/2000	1/4/00-30/9/00
The total number of homeless households in priority need per 10, 000 households	85	39

The following table compares East Ayrshire Council's performance for 1999/2000 with those of North Ayrshire and South Ayrshire

Authority	The total number of homeless households in priority need per 10, 000 households
East Ayrshire	85
North Ayrshire	64
South Ayrshire	80

**b) The percentage of households provided with temporary accommodation**

The percentage of households provided with temporary accommodation	1999/00	1/4/00-30/9/00
Hostels	93.1%	88.3%
Council Furnished Dwelling	6.5%	11.7%
Bed and Breakfast	0.4%	0%
Other	0%	0%

The following table compares East Ayrshire Council's performance for 1999/2000 with those of North Ayrshire and South Ayrshire

The percentage of households provided with temporary accommodation	Hostels	Council Furnished	Bed and Breakfast	Other
East Ayrshire	93.1%	6.5%	0.4%	0%
North Ayrshire	15.3%	5.3%	79.3%	0%
South Ayrshire	24.9%	14.9%	57.1%	3.1%

**c) The average length of stay in days in temporary accommodation**

The average length of stay in days in temporary accommodation	1999/00	1/4/00-30/9/00
Hostels	24	26
Council Furnished dwelling	57	80
Bed and Breakfast	14	0
Other	0	0

The following table compares East Ayrshire Council's performance for 1999/2000 with those of North Ayrshire and South Ayrshire

The average length of stay in days in temporary accommodation	Hostel	Council Furnished	Bed and Breakfast	Other
East Ayrshire	24	57	14	0
North Ayrshire	33	60	28	0
South Ayrshire	59	131	38	105

#### **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 on the annual figures for 2000/01 will be produced in due course

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 9<sup>TH</sup> March 2001

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

Nil

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

**AGENDA**