

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE - 31 MAY 2000

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 from 1st April 1999 to 31st December 1999

2. INTRODUCTION

- 2.1. Set out below are details of the Department's Statutory Key Performance Indicators for the period 1st April 1999 to 31st December 1999, and comments thereon. Performance for the financial years 1997/98 and 1998/99 are also provided for comparison.
- 2.2. Where appropriate performance for the year 1998/99 is measured against that of a "family group" of other Scottish authorities as identified by the Accounts Commission in their publication of Benefits, Finance and Housing 1998/99. The Commission acknowledges that in making comparisons between councils, grouping councils into "families" takes account of the main factors outwith council's control and allows more of a like-for-like comparison than would be the case by comparing all Scottish councils with one another.
- 2.3. East Ayrshire Council participates in the Scottish Housing Best Value Network Group which comprises 15 authorities (see Appendix 1). Members of the group supply annual and quarterly performance information in respect of a range of housing functions for comparative purposes. Comments on this Authority's performance are also included where related data has been collated by this means.

3 STATUTORY KEY PERFORMANCE INDICATORS

3.1 INDICATOR 1 - RESPONSE REPAIRS.

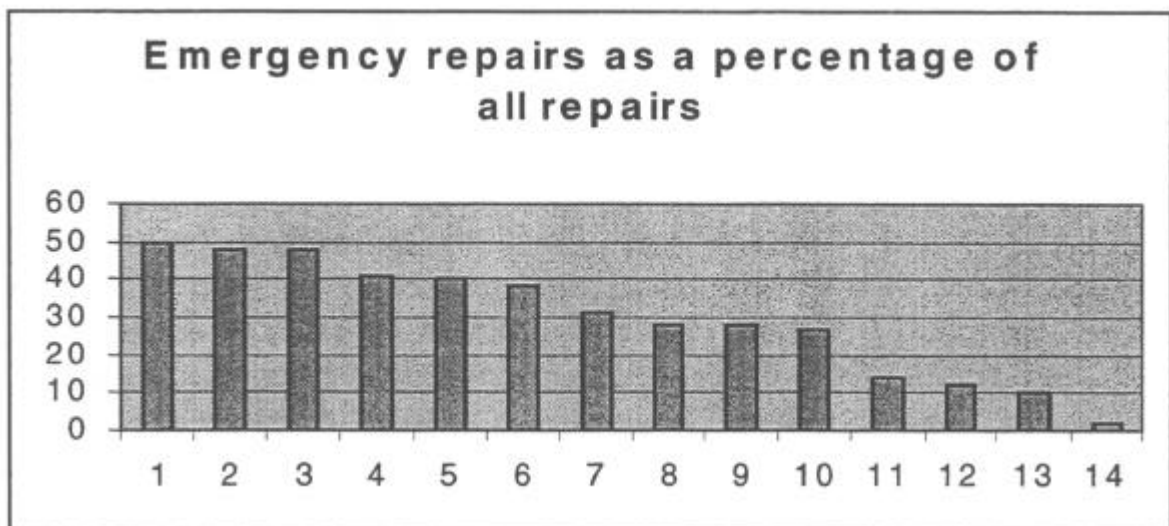
a) Target response time for each priority category set by the Council

b) Number of repairs carried out in each category

Category	Target	1997/98	1998/99	1/4/99 -31 /12/99
A	2 hours	861	5052	5188
B	24 hours	28177	38626	22608
C	3 days	14625	24126	17893
D	14 days	10213	13147	15109
E	25 days	17402	20200	15633

From a cost-effective point of view, the objective would be to carry out the majority of repairs within categories C to E, i.e. 3 to 25 days. On this basis the current figures show no clear trend. This situation forms part of the current Service Review of Repairs and Maintenance.

Shown below, for the purposes of benchmarking, are figures for emergency repairs as a percentage of total repairs for 14 of the 15 authorities participating in the networking group.

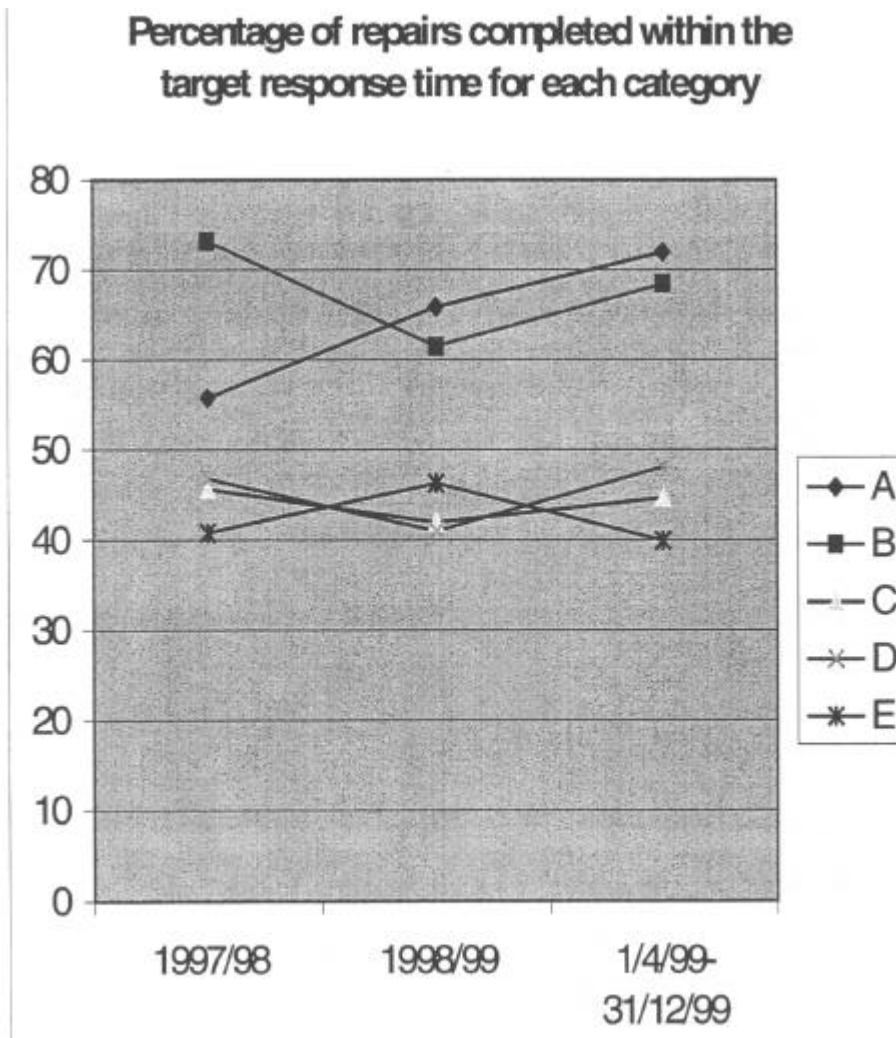


East Ayrshire is number 1. In order to maintain confidentiality other authorities have not been identified

This data clearly indicates that East Ayrshire is out of step in terms of repair categorisation. This affects the overall cost of repairs as emergencies cost more than routine.

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

Category	Target	1997/98	1998/99	1/4/99-31/12/99
A	2 hours	55.75%	65.83%	71.94%
B	24 hours	73.16%	61.52%	68.43%
C	3 days	45.65%	41.92%	44.65%
D	14 days	46.80%	40.94%	48.08%
E	25 days	40.79%	46.25%	39.90%



There is an improvement in the performance of Categories A, B, C & D but as expected performance on routine repairs (E) falls well below target and reasonable expectation. This is one area of activity where members and our customers rightly expect considerable improvement during the current financial year and recommendations to obtain these improvements will be brought forward shortly as part of the final report on the outcome of the Repairs Service Review

3.2 INDICATOR 2 - VOID RENT LOSS

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

Period	1997/98	1998/99	1/4/99 - 31/12/99
Rent Loss	3.28%	3.27%	3.92%

The decline in performance over the last year reflects a growing problem in difficult to let areas, as previously reported in October 1999. Members have approved a programme of selective demolitions during 2000/2001 of long term void properties. These works together with a series of management actions linked to the introduction of the New Allocations Policy, supported by the Orchard System, in July 2000, is intended to obtain tangible improvements in performance over this current financial year.

3.3 INDICATOR 3- RE-LET ANALYSIS

Time taken by the council to re-let houses analysed by time-bands

	1/4/99 - 31/12/99
Time-bands	Number of houses re-let
<2weeks	36
2-4 weeks	338
> 4 weeks	642

Percentage of houses re-let within time-bands

	1/4/99 - 31/12/99
Time-bands	Percentage of houses re-let
<2weeks	3.5
2-4 weeks	33.3
> 4weeks	63.2

The Accounts Commission has changed the time-bands for this indicator from < 2 weeks, 2-6 weeks and >6 weeks to < 2 weeks, 2-4 weeks and > 4 weeks, therefore the figures current period to date cannot be compared to previous years. However for information the figures for the category which has remained constant are shown below.

Percentage of house re-let within less than 2 weeks

Period 1	1997/98	1998/99	1/4/99-31/12/99
<2weeks	5.4	6.8	3.5

These figures show a decline in performance. However, this in large measure is attributable to the new Maintenance Contract arrangements, whereby two contractors are now responsible for each vacant house safety check and at the same time the specification for the check has been increased.

3.4 INDICATOR 4- CURRENT ARREARS

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

Period	1997/98	1998/99	1/4/99 -31/12/99
Rent Arrears	9.15%	10.6%	13.31%

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

Period	1997/98	1998/99	1/4/99 -31/12/99
Percentage of tenants owing >13 weeks rent, excluding those owing < £250	4%	5.8%	6.46%

The increase in arrears is in line with national trends, the Accounts Commission's publication Benefits, Finance and Housing states that In 1998/99, across Scotland the total net amount of rent due to councils was slightly over £451 million of which £37.2 million (8.2%) was in arrears. This represents the highest percentage current tenant arrears since 1993/94."

Whilst It is acknowledged that the performance is disappointing an action plan to address the problems has been put into place as reported to Committee in April 2000. This should have a positive effect on arrears levels. Members are reminded that the period which this report covers is the nine months up to the end of December, 1999.

Members considered and approved a report on arrears on 18th April, 2000. The issue has therefore begun to be addressed.

The following table compares East Ayrshire's performance for 1998/99 with those of the "family group" as published in Performance Information for Scotland 1998/99

Authority	Current tenant arrears as a percentage of the net rent due in the year	Percentage of tenants owing > 13 weeks rent excluding those owing <£250
Clackmananshire	5.7	4
East Ayrshire	10.6	5.8
East Dunbartonshire	17.7	11.9
East Renfrewshire	12.7	6.3
Falkirk	6.6	5.9
Fife	7.2	2.6
North Ayrshire	16.8	8.2
South Ayrshire	13	4.6
Stirling	11.8	8.2
West Lothian Average	5.6	4.2
Average	10.77	6.1

3.5 INDICATOR 5 - HOUSE SALES

The percentage of house sales completed within the following timescales

1/4/99 - 31/12/99	% WITH IN TIME BANDS
<26 weeks	97%
>27 weeks	3%

The Accounts Commission has changed this indicator from "the average time taken to complete a sale from initial application" to "the percentage of house sales completed within 26 weeks and 27 weeks and more. The figures for the current year cannot be compared to previous years.

For information the figures for 1997/98 and 1998/99 are shown below.

The average number of weeks to complete council house sales

1997/98	1998/99
22.8 weeks	19.4 weeks

This indicator is administered by Legal Services

3.6 INDICATOR 6- HOMELESSNESS

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

1/4/99-31/12/99	53.11
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The Accounts Commission has changed the definition from "the total number of homeless households in priority need" to "the total number of homeless households in priority need, per 10,000 households"

For information the following table estimates the total number of homeless households in priority need per 10,000 households.

1997/98	1998/99	1/4/99-31/12/99
82.5	97.5	53.11

While the above shows a downturn, it has to be remembered that the final figure is only for a nine month period and more significantly homeless priority does not represent the total number of homeless presentations. The number of young single homeless presentations continues to be an issue as was reported in the Rough Sleepers Initiative, the project for which is now underway.

b) The total number of households provided with temporary accommodation

Type of Accommodation	1997/98	1998/99	1/4/99 31/12/99
Hostels	175	295	207
Council Furnished Dwelling	21	32	22
Bed & Breakfast	21	2	0
Other	0	0	0

This shows a continuing trend of minimising the use Bed & Breakfast as temporary accommodation for homeless persons.

The following table compares East Ayrshire's performance for 1998/99 with those of the "family group" as published in Performance Information for Scotland 1998/99

Authority	No of households provided with Bed & Breakfast
Clackmananshire	38
East Ayrshire	2
East Dunbartonshire	70
East Renfrewshire	24
Falkirk	35
Fife	828
North Ayrshire	384
South Ayrshire	328
tirling	295
West Lothian	0
Average	200

East Ayrshire's performance compares favourably with those in the family group .

c) The average length of stay in temporary accommodation

Type of Accommodation 1	997/98	1998/99	1/4/99 31/12/99
Hostels	30	25	21
Council Furnished Dwelling	119	72	45
Bed & Breakfast	4	6	0
Other	0	0	0

The following table compares East Ayrshire's performance for 1998/99 with those of the "family group" as published in Performance Information for Scotland 1998/99.

The average length of stay in days in temporary accommodation

Authority	Hostel	Furnished	Bed & Breakfast
Clackmananshire	53	151	27
East Ayrshire	25	72	6
East	N/A	222	44
Dunbartonshire			
East Renfrewshire	177	56	29
Falkirk		N/A	40
Fife	28	76	30
North Ayrshire	26	40	22
South Ayrshire	63	93	49
Stirling	110	100	22
West Lothian	83	82	0
Average	70	93	29

East Ayrshire's performance compares favourably with those in the "family group."

4 FINANCIAL AND LEGAL IMPLICATIONS

4.1 Nil.

5 RECOMMENDATIONS

5.1 It is recommended that the Committee

- (i) note that a further report on the annual performance for 1999/2000 will be submitted to members in the September cycle of meetings; and
- (ii) otherwise note the contents of this report

James Lavery,
Director of Homes and Technical Services
17th MAY 2000
JC/MMcL

LIST OF BACKGROUND PAPERS

Nil

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

**SCOTTISH HOUSING BEST VALUE NETWORK GROUP
MEMBERS**

Angus
Clackmananshire
East Dunbartonshire
Falkirk
Midlothian
Perth & Kinross
Stirling
West Lothian
Argyll & Bute
East Ayrshire
East Lothian
Fife
Moray
South Ayrshire
West Dunbartonshire

AGENDA