

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 13 SEPTEMBER 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 March 2000.

2. INTRODUCTION

- 2.1 The report contains details of the Department's Statutory Key Performance Indicators for the period 1st April 1999 to 31st March 2000 and comments thereon. Performance for the financial years 1997/98 and 1998/99 are also provided for comparison.
- 2.2 Appendix 1 shows details of Local Indicators, numbers 1 & 6, for the period 1st April 1999 to 31st March 2000.
- 2.3 The average weekly rent level for Scottish Local Authorities for 2000/01 is tabled in Appendix 2.
- 2.4 East Ayrshire Council participates in the Scottish Housing Best Value Network Group which comprises of the 15 authorities listed in Appendix 3. 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 included where related data has been collated by this means.
- 2.5 The Accounts Commission in their publication "Benefits, Finance and Housing 1998/99" identified "family groups" of Scottish authorities. The Commission acknowledges that in making comparisons between councils, grouping councils into "families" takes account of the main factors outwith council control and allows more of a like-for-like comparison than would be the case by comparing all Scottish councils with one another. Where appropriate these authorities have been identified (see Appendix 4)

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	1999/2000
A	2 hours	*
B	24 hours	*
C	3 days	23621
D	10 days	19134
E	20 days	19695

*These figures were not reported to the Accounts Commission.

Categories A & B are emergency categories, which are measured in hours. As the IT system which was in place until 4th January 2000 was unable to verify the completed time of jobs, these categories were unable to be reported. With the introduction of the new IT system the data can now be collated and the indicator will be fully reported in the future.

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

Category	Target	1999/2000
A	2 hours	*
B	24 hours	*
C	3 days	38.5%
D	10 days	39.3%
E	20 days	34.7%

*These figures were not reported to the Accounts Commission.

An internal audit highlighted discrepancies between the completion date on the job ticket with the dates on the IT system. As a result of this the number of repairs completed in time have been adjusted downwards to take account of this audit giving a more cautious account of performance.

This indicator was not reported to the Accounts Commission in previous years, as the data was unreliable. Audit variations were highlighted, however the figures for performance were not adjusted in line with these findings. Contractors have been made aware of their obligations in relation to Performance Reporting and have given

assurances that they will meet their obligations, to enable performance to be reported in future, with confidence.

For information the following tables compare the figures before adjustment for 1999/2000 with those of previous years.

Number of repairs carried out in each category

Category	Target	1997/98	1998/99	1999/2000
A	2 hours	861	5052	6690
B	24 hours	28177	38626	24737
C	3 days	14625	24126	23621
D	14 days	10213	13147	19134
E	25 days	17402	20200	19695
TOTAL		71278	101151	93877

The decrease is in part due to the introduction of the new IT system, which has a single job number for all works, whilst previously there was a job number for each task.

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

Category	Target	1997/98	1998/99	1999/2000
A	2 hours	55.75%	65.83%	63.53%
B	24hours	73.16%	61.52%	66.27%
C	3 days	45.65%	41.92%	45.66%
D	14 days	46.80%	40.94%	46.96%
E	25days	40.79%	46.25%	41.04%

There is an improvement in categories B, C and D, however performance does not meet expectations. Members are aware that there is a full-scale review of the entire repairs service, Continuous improvement of the repairs service will be progressed by the implementation of the actions identified in the service review and the Best Value Performance Management Planning submission. Performance will continue to be monitored and reviewed at regular intervals.

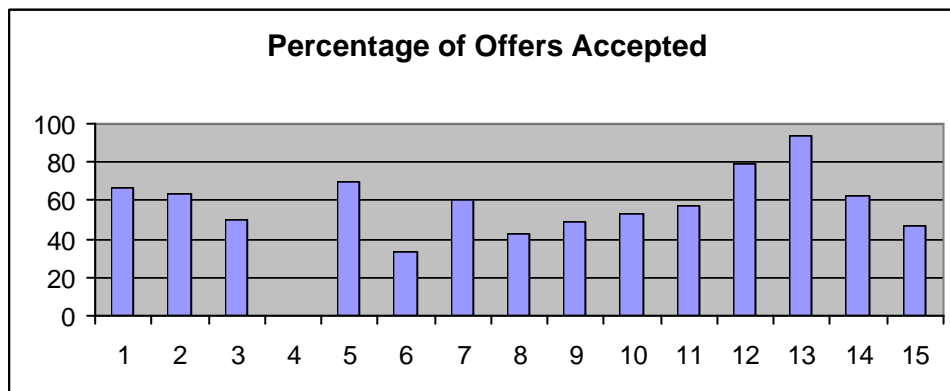
3.2 INDICATOR 2 – VOID RENT LOSS

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	1999/2000
Rent Loss	3.28%	3.27%	3.78%

The decline in performance over the last year reflects a growing problem in difficult to let areas. The approved programme of selective demolitions during 2000/2001 of long term void properties, the introduction of a new Allocations Policy in August 2000, along with supporting IT systems and a series of management actions will reverse the downward trends.

Shown below, for the purpose of benchmarking are figures for the percentage of offers accepted for 14 of the 15 authorities participating in the networking group. East Ayrshire is number 1; the members of the family group are numbers 2-8. In order to maintain confidentiality other authorities have not been identified.



The percentage of offers accepted (66%) is higher than the benchmarking average (59%), showing the commitment made by the Council to meeting the needs of applicants.

3.3 INDICATOR 3 – RE-LET ANALYSIS

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

Time- bands	Number of houses re-let	Percentage of houses re-let
< 2 weeks	44	3.2%
2- 4 weeks	394	28.4%
> 4 weeks	947	68.4%

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 for the 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 houses re-let within less than 2 weeks

Period	1997/98	1998/1999	1999/2000
< 2 weeks	5.4%	6.8%	3.2%

The decline in performance is, in part, attributable to a new maintenance Contract. All vacant houses are given a full gas safety check, which includes a service of equipment. On the advice of the safety officer this is carried out by a specialist contractor, not the measured maintenance contractor, resulting in two contractors being responsible for each vacant house. The specification for the electrical safety check has also been extended therefore the turnaround has increased.

There is also an increased incidence of contaminated and dangerous material (syringes etc) being found in vacated houses and special care has to be taken in the removal of these items, extending the turnaround period.

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	1998/1999	1999/2000
Rent Arrears	9.15%	10.6%	12.6%

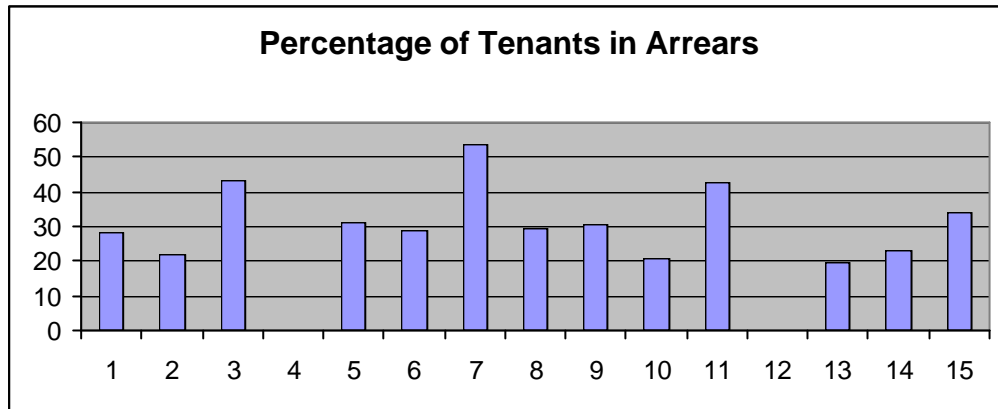
b) The percentage of current tenants owing more than 13 weeks rent, excluding those owing less than £250.

Period	1997/98	1998/1999	1999/2000
Percentage of tenants owing >13 weeks rent, excluding those owing < £250	4%	5.8%	7.6%

There have been significant problems in the course of the year with the processing of Housing Benefit claims. This led to the creation of a Member Officer Working Group, which addressed the serious issue of a backlog amounting to some 15,000 items in September 1999. At the mid point of this year indicator 4(a) rose to 12.75% and indicator 4 (b) to 8.8%

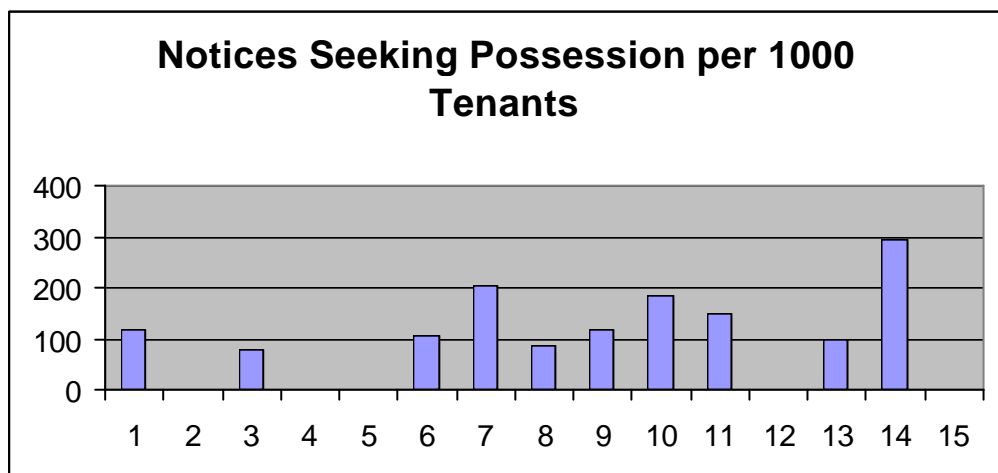
The department reported to the Housing Committee, in April 2000, that an action plan was in place to address the problem of rising arrears. This, along with some improvement in the administration of Housing Benefit has led to a reduction, since September, of 226 tenants (14%) who owed more than £250. It is anticipated that the downward trend now being evidenced will continue, albeit slowly. The reality is that arrears can accumulate quickly, but will reduce slowly even when sound management systems are in operation.

The following table shows, for the purpose of benchmarking, the percentage of all tenants in arrears, for 13 of the 15 participating members. East Ayrshire is number 1; the members of the family group are numbers 2-8. In order to maintain confidentiality other authorities have not been identified



This data shows that the percentage of tenants in arrears (28%) is slightly lower than the benchmarking average (30%).

The following table shows, for the purpose of benchmarking, the number of notices seeking possession per 1000 tenants for 10 of the 15 benchmarking partners.



The table shows that the number of notices served by the council is higher than the benchmarking average, illustrating the positive approach taken in tackling arrears.

3.5 INDICATOR 5 – HOUSE SALES

The percentage of house sales completed within the following timescales

1999/2000	% with in time bands
<26 weeks	91.3%
>27weeks	8.7%

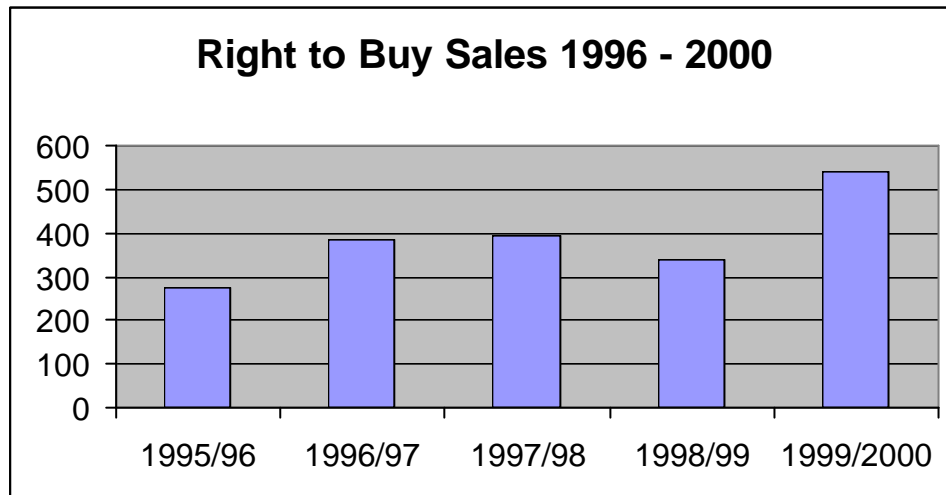
The Accounts Commission has changed this indicator from “the average time taken to complete a sale from initial application” to “the percentage of house sales completed within 26 weeks and 27 weeks and more”. The figures for the current year therefore cannot be compared to previous years.

For information the following table compares this year’s performance with that of previous years.

The average number of weeks to complete council house sales

1997/98	1998/1999	1999/2000
22.8 weeks	19.4 weeks	18.4 weeks

This indicator is administered by Legal Services



The above table highlights the significant increase in house sales in 1999/2000

3.6 INDICATOR 6 – HOMELESSNESS

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

1999/2000	84.8
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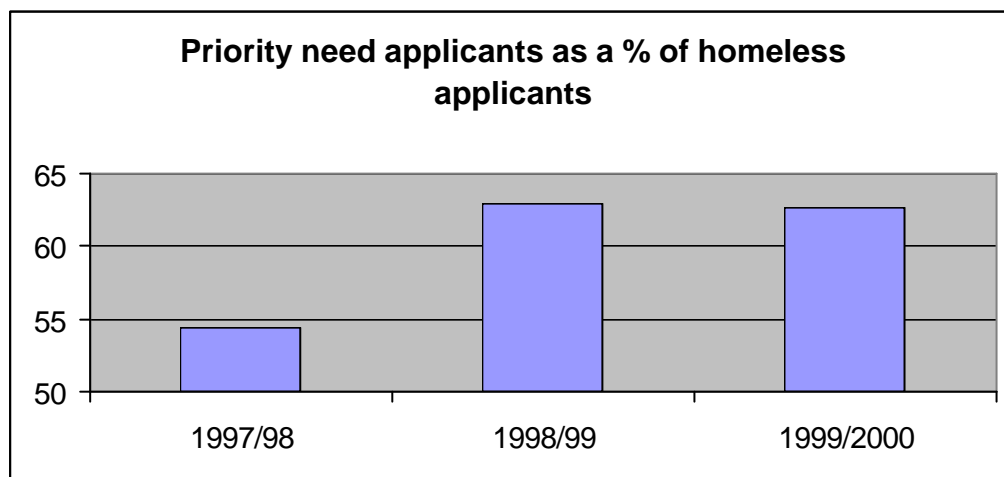
The Accounts Commission has changed the definition from “the total number of homeless households in priority needs” to “the total number of homeless households in priority need, per 10,000 households”.

For information the following table estimates the total number of homeless households in priority needs per 10,000 households for the previous two years against the actual for last year.

1997/98	1998/1999	1999/2000
82.5	97.5	84.8

This service is demand led and the reduction in priority cases reflects the reduction in homeless applicants, as detailed in the following table.

1997/98	1998/1999	1999/2000
789	806	707



The above table shows the number of priority applicants, as a percentage of homeless applicants for 1999/2000 is consistent with that for 1998/99 maintaining the increase from the previous year.

b) The total number of households provided with temporary accommodation

Type of Accommodation	1997/98	1998/1999	1999/2000
Hostels	175 (80.6%)	295 (89.7%)	258 (93.1%)
Council Furnished	21 (9.7%)	32 (9.7%)	18 (6.5%)
Bed & Breakfast	2 (9.7%)	2 (0.6%)	1 (0.4%).
Other	0	0	0

The reduction in the total number of households provided with temporary accommodation reflects the reduction in the number of applicants.

The best practice of minimising the use of bed and breakfast accommodation and maximising the use of hostel accommodation continues.

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

Type of Accommodation	1997/98	1998/1999	1999/2000
Hostels	30	25	24
Council Furnished	119	72	57
Bed & Breakfast	4	6	14
Other	0	0	0

The trend of minimising the time spent in Hostel and Council Furnished Accommodation continues.

The limited use of Bed & Breakfast accommodation (only one applicant during the year 1999/2000) the performance continues the Councils efforts to better meet the needs of the individual.

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 of the Department for the period 1st April 2000 – 30th September 2000

James Lavery,
Director of Homes and Technical Services
28 August 2000

CONVENTION OF SCOTTISH LOCAL AUTHORITIES
AVERAGE WEEKLY RENT LEVELS 2000/01

COUNCIL	AVERAGE WEEKLY RENT 2000/01
Edinburgh	45.69
Glasgow	45.23
Shetland	44.63
Highland	42.42
Inverclyde	41.94
Dundee	39.52
South Lanarkshire	39.15
Comhairle Nan Eilean Siar	39.05
Argyll & Bute	37.95
West Lothian	37.04
East Dumbartonshire	36.38
North Lanarkshire	36.33
Orkney	36.06
Stirling	35.95
Falkirk	35.59
West Dumbartonshire	35.39
Dumfries & Galloway	35.20
Aberdeen	35.09
South Ayrshire	34.70
East Renfrewshire	34.53
Renfrewshire	34.23
Fife	34.13
East Ayrshire	34.08
Scottish Borders	33.62
North Ayrshire	32.80
East Lothian	32.74
Aberdeenshire	32.72
Clackmannanshire	32.36
Perth & Kinross	31.59
Angus	31.00
Moray	30.08
Midlothian	28.62
Scotland	37.75

APPENDIX 3

SCOTTISH HOUSING BEST VALUE NETWORK GROUP MEMBERS

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

ACCOUNTS COMMISSION FAMILY GROUP

Clackmananshire
East Ayrshire
East Dunbartonshire
East Renfrewshire
Falkirk
Fife
North Ayrshire
South Ayrshire
Stirling
West Lothian

EAST AYRSHIRE COUNCIL

APPENDIX 1

REPORT ON DEPARTMENTAL NON-STATUTORY PERFORMANCE INDICATORS

SERVICE COMMITTEE PRO FORMA

DEPARTMENT OF HOMES & TECHNICAL SERVICES

<u>Indicator No.</u>	<u>Indicator Description</u>	Indicator Target	Period Measured	Outcome of Period	Outcome of Comparisons with Previous Period/ Benchmarking	Supplementary Information
			From To			
1	% Homeless in Temp Accommodation who are made offer within 3 months of determination	95%	1/4/99 31/3/00	99%	NA	NA
6	% of customers satisfied with Garden Maintenance Scheme	95%	1/4/99 31/3/00	95.5%	NA	NA

AGENDA

Appendix 1