

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 3 SEPTEMBER 2003

PERFORMANCE INDICATORS

Report by Director of Homes & 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 2002 to 31st March 2003.

2. INTRODUCTION

- 2.1 The report contains details of the Department's Statutory Key Performance Indicators for last year (1st April 2002 to 31st March 2003) and comments thereon. Performance for the financial years 1999/2000, 2000/2001 and 2001/2002 are also provided for comparison.
- 2.2 Comparable information with other Scottish Authorities for 2002/2003 will not be available until January 2004. This information will be reflected in the report which will be submitted to a further committee, on the performance of the department for the period 1st April 2003 – 30th September 2004.

3. STATUTORY KEY PERFORMANCE INDICATORS

- 3.1 INDICATOR 1 – RESPONSE REPAIRS.

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

Category	Target
Emergency	24 hours
Urgent	3 days

b) Number of repairs carried out in each category

Category	Target	No. of repairs carried out
Emergency	24 hours	33,175
Urgent	3 days	18,348

Following the Repairs Service Review members agreed to rationalise the repair categories, including changing target times. Consequently, performance cannot be directly compared to previous years.

Nevertheless, details of repairs performance are shown for the years 1999 to 2002

Category	Target	1999/2000	2000/2001	2001/2002
A	2 hours	FTR*	9973	11063
B	24 hours	FTR*	24254	22853
C	5 days	23621	22160	20482
D	12 days	19134	6973	4345
E	25 days	19695	14790	8645

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

Category	Target	% of repairs carried out within target
Emergency	24 hours	83.3%
Urgent	3 days	70.4%

For information details are shown for the years 1999 to 2002

Category	Target	1999/2000	2000/2001	2001/2002
A	2 hours	FTR*	61.8%	84.2%
B	24 hours	FTR*	56.3%	72.8%
C	5 days	38.5%	59.0%	80.5%
D	12 days	39.3%	46.1%	76.3%
E	25 days	34.7%	55.3%	65.3%

* FTR = Failure to report

d) Percentage of repairs completed within 24 hours

Period	2000/01	2001/2002	2002/2003
Percentage of repairs completed within 24 hours	57.9%	76.5%	83.3%

The Service Review has led to an improvement in performance in the Emergency category (24 hours). The timescale to carry out Urgent repairs has been reduced from 5 to 3 days and this is reflected in a reduction in the performance level in this category.

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	1999/2000	2000/2001	2001/2002	2002/2003
Rent Loss	3.78%	4.57%	3.72%	3.90%

The department has been concentrating on both improving the standard of vacant houses and focusing on those vacancies for which there is a demand. To this end, the Department has piloted the introduction of a “Lettable Standard” which extended un-let periods at the early stages of its development. In addition the Council closed its offices over the Christmas and New Year period this year for the first time and therefore there was no opportunity to re-let houses over that 2 week period.

3.3 INDICATOR 3 – RE-LET ANALYSIS

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

Number of houses re-let

Time- bands	1999/2000	2000/2001	2001/2002	2002/2003
< 2weeks	44	60	157	169
2-4 weeks	394	376	743	720
> 4weeks	947	1202	938	926

Percentage of houses re-let

Time- bands	1999/2000	2000/2001	2001/2002	2002/2003
< 2weeks	3.2%	3.7%	8.5%	9.3%
2-4 weeks	28.4%	23.0%	40.4%	39.7%
> 4weeks	68.4%	73.4%	51.0%	51.0%

Area teams have been able to re-let a number of long time voids, as a result of the work within the Pathfinder areas. Despite the perverse effect letting long term voids can have on this indicator, the Department has still managed to reduce the average re-let time, across all re-lets, by 11%.

3.4 INDICATOR 4 – CURRENT ARREARS

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

Period	1999/2000	2000/2001	2001/2002	2002/2003
Rent Arrears	12.6%	14.1%	10.6%	7.8%

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

Period	1999/2000	2000/2001	2001/2002	2002/2003
Percentage of tenants owing >13 weeks rent, excluding those owing < £250	7.6%	9.4%	6.5%	4.8%

Internal procedures have been further refined in the course of the year to further reduce administration time thereby allowing more officer time in the field pursuing debt. Continuing improvements in the administration of Housing Benefits, including the introduction of new IT-based systems, have assisted in the continuing reduction in current arrears.

3.5 INDICATOR 5 – HOUSE SALES

The percentage of house sales completed within the following timescales (n.b. 1999/2000 change definition changed)

% with in time bands	2000/2001	2001/2002	2002/2003
Up to 20 weeks	55.5%	62.6%	22.5%
21 to 26 weeks	36.9%	27.4%	46.5%
27 to 32 weeks	4.9%	4.9%	22.2%
33 weeks and more	2.6%	5.1%	8.8%

The Orchard Right to Buy module was introduced at the beginning of the financial year and consequently for a time two separate systems had to be managed until all earlier applications had been processed through the previous manual system. This had an adverse effect on performance. The new Housing (Scotland) Act 2001 increased the rate of applications received and at the same time the *Modernised Right to Buy* introduced additional procedural requirements. The combined effect reduced performance from previous years.

3.6 INDICATOR 6 – HOMELESSNESS

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

1999/2000	2000/2001	2001/2002	2002/2003
84.8	71.4	82.5	82.2

b) The total number of households provided with temporary accommodation

Type of Accommodation	1999/2000		2000/2001		2001/2002		2002/2003	
Hostels	258	93.1%	247	87.6%	280	91.5%	318	76.6%
Council Furnished	18	6.5%	33	11.7%	18	5.9%	41	9.9%
Bed & Breakfast	1	0.4%	2	0.7%	8	2.6%	56	13.5%
Other	0	0	0	0	0	0	0	0

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

Type of Accommodation	1999/2000	2000/2001	2001/2002	2002/2003
Hostels	24	26	27	24
Council Furnished	57	62	42	50
Bed & Breakfast	14	1	1	4
Other	0	0	0	0

The Housing (Scotland) Act 2001 requires local authorities to provide temporary accommodation, where there is a requirement for this, to all applicants who present themselves as homeless, regardless of whether or not there is a priority need established. This change came into effect on 30 September 2002. In the past year there has been a 34.8% increase in homeless presentations which resulted in an increased use of Bed and Breakfast accommodation for a limited period after the effective date of the legislative change.

4. CONCLUSION

- 4.1 There have been a number of improvements in performance across the Statutory Key Performance Indicators, which has been achieved through the actions approved by members and the concerted efforts of staff. It is anticipated that the Department will build on these achievements with continued improved performance over coming years. For those areas where performance has not improved this in the main has been due to external factors over which the department has no control.

5. FINANCIAL, POLICY AND LEGAL IMPLICATIONS

- 5.1 Nil.

6. RECOMMENDATIONS

- 6.1 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 2003 – 30th September 2003

James Lavery
Director of Homes & Technical Services
August 2003

Background Papers

Nil

For further information please contact Joseph Cassidy on 01563 576617

Implementation Officer: Chris McAleavey, Head of Homes