



REPORT TO: COMMUNITIES COMMITTEE ON 17 DECEMBER 2019

SUBJECT: HOUSING PERFORMANCE REPORT – QUARTERS 1 AND 2 FOR 2019/20

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1. REASON FOR REPORT

- 1.1 To inform the Committee of the Housing Service's performance for the period from 1 April 2019 to 30 September 2019.
- 1.2 This report is submitted to Committee in terms of Sections III (A) (4) and III (G) (15) of the Council's Scheme of Administration relating to contributing to public performance report; and developing and monitoring the Council's Performance Management Framework for the Communities Services.

2. REASON FOR URGENCY

- 2.1 This report is submitted to Committee in terms of the Local Government (Access to Information) Act 1985, on the Chair certifying that, in his/her opinion it requires to be considered on the grounds of urgency in order to give early consideration and scrutiny of the Housing Service's performance for the first two quarters of 2019/20.

3. RECOMMENDATION

- 3.1 **It is recommended that the Communities Committee scrutinises and notes performance outlined in this report.**

4. BACKGROUND

- 4.1 On 22 May 2013, Moray Council agreed that information relating to performance will be reported on a 6 monthly basis and will include information showing the direction of travel of performance indicators (whether performance is improving or deteriorating) (paragraph 8 of the Minute refers).
- 4.2 On 27 August 2019, this Committee approved a revised housing performance management framework (paragraph 11 of the Minute refers). The changes were necessary following a review of the Scottish Housing Regulator's (SHR) Regulatory Framework and statutory performance indicators reported through

the Annual Return on the Charter (ARC). The performance achieved by the Housing Service in Quarters 1 and 2 of 2019/20 is presented in **APPENDIX I**. It should be noted that as a result of the changes to the performance management framework some data may be unavailable while system reports are in the process of being developed. Historical data is not available for new indicators or where changes to the indicator mean it is no longer directly comparable with previous years.

5. **SUMMARY OF PERFORMANCE**

5.1 The table below sets out the Council's performance which is monitored through 73 indicators across 6 service activities. For 25 of these indicators, performance against target is reported to Committee on a six-monthly basis. The remaining indicators are either reported against target on an annual basis or are contextual indicators included for information only.

Outcomes/Standards	No. of Indicators	Green Performing Well	Amber Close monitoring	Red Action Required	Annual PI/Data Only
Customer/Landlord Relationship	10	2	0	1	7
Housing Quality and Maintenance	12	4	0	2	6
Neighbourhood and Community	3	0	2	0	1
Access to Housing and Support	34	7	1	0	26
Getting Good Value from Rents and Service Charges	10	3	0	2	5
Gypsy/Travellers	4	1	0	0	3
Total	73	17	3	5	48
Percentage of Targeted Indicators Reported in Q2	100%	68%	12%	20%	

6. **AREAS OF GOOD PERFORMANCE**

6.1 Performance against targets in Quarter 1 and 2 of 2019/20 is generally good across each of the 6 service activity areas.

The Customer/Landlord Relationship

6.2 Local authorities must follow a model complaints handling procedure developed by the Scottish Public Services Ombudsman (SPSO). A first stage complaint is more appropriate for an immediate resolution and dealt with through a front line solution. A second stage complaint tends to be more complex and requires investigation. The Housing Service's average time to give a full response to stage 1 complaints (*indicator 1.5c*) was within the 5 working day target in Q1 (4 working days) and Q2 (5 working days). The Housing Service's average time to give a full response to stage 2 complaints (*indicator 1.5d*) met the 20 working day target in Q1 (20 working days) and was close to the target in Q2 (22 working days).

- 6.3 There was a marked improvement in responding to MSP enquiries within the target time of 20 working days (*indicator 1.7b*) where the 90% target was achieved in both Q1 (93.6%) and Q2 (93.5%).

Housing Quality and Maintenance

- 6.4 Good performance continues on response repair timescales. The target timescale of 4 hours for emergency repairs (*indicator 2.7*) was achieved in both Q1 (2.3 hours) and Q2 (2.3 hours). The target timescale of 10 working days for non-emergency repairs (*indicator 2.8*) was achieved in both Q1 (8.9 working days) and Q2 (9.8 working days).
- 6.5 The percentage of repairs appointments kept (*indicator 2.12*) was slightly below the 95% target in Q1 (92.3%) but improved during Q2 (99.6%). Guidance has been issued to schedulers to ensure that tenants are called in advance of appointments or to check if re-arrangement is required.
- 6.6 The Council met its statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check (*indicator 2.13a*) in both Q1 and Q2.

Access to Housing and Support

- 6.7 The 100% target for the percentage of households requiring temporary accommodation to which an offer was made (*indicator 4.7*) was met in both Q1 and Q2.
- 6.8 The percentage of temporary accommodation offers refused (*indicator 4.8*) met the 7% target in Q1 (3.2%) and Q2 (2.2%). This improvement can be attributed to the termination on 31 March 2019 of a private sector contract responsible for a high proportion of refusals.
- 6.9 The 90% target for the percentage satisfied with the quality of temporary accommodation (*indicator 4.9*) was met in Q1 (94.7%) and Q2 (100%).
- 6.10 The Council operates three lists for housing applicants and uses quotas to guide the number of allocations made to each list (*indicator 4.18*). For 2019/20 the targets were set at 50% of allocations to the homeless list, 32% to the waiting list and 18% to housing transfers. Each list has a small permitted variation of +/-5%. In Q1, 55.8% of allocations were made to the homeless list, 23.3% were made to the waiting list and 20.8% were made to the transfer list. In Q2, 43.6% of allocations were made to the homeless list, 34% were made to the waiting list and 22.4% were made to the transfer list.

Getting Good Value from Rents and Service Charges

- 6.11 The 2.8% target for gross rent arrears as a percentage of rent due (*indicator 5.3*) was not achieved in Q1 (3.5%) but performance was affected by the timing of direct debit payments and returned to target in Q2 (2.8%).

Gypsy/Travellers

- 6.12 There was an increase in the number of new encampments during Q1 and Q2. The 100% target for the percentage of new unauthorised encampments

visited within target timescales (*indicator 6.2*) was met in Q1 (100%) and Q2 (100%).

7. AREAS FOR IMPROVEMENT

Housing Quality and Maintenance

7.1 The percentage of tenants satisfied with the standard of their home when moving in (*indicator 2.3*) is gathered from surveys sent to all new tenants. The 90% target was met in Q1 (90.9%) but not in Q2 (76.5%). Of the 56 tenants responding in Q1 and Q2, 6 expressed dissatisfaction but only 4 of those provided a reason for their dissatisfaction. The main reasons given were the overall condition, cleanliness and standard of decoration.

7.2 The 90% target for the percentage of repairs completed right first time (*indicator 2.11*) was not met in Q1 (83.4%) and Q2 (84%). Resourcing issues in core trades have affected performance on local target timescales which are considered as part of this indicator. Performance is also known to be understated due the job coding system which includes new repairs in the same category as right first time failures. Officers are working to address this issue as a job coding improvement

Getting Good Value from Rents and Service Charges

7.3 The percentage of rent lost due to voids (*indicator 5.4*) did not meet the 0.63% target in Q1 (0.99%) or Q2 (0.96%). Although there was a slight improvement, the 32 day target for the average time to re-let empty properties (*indicator 5.6*) was not achieved in Q1 (50 days) and Q2 (48 days). The key driver of poor performance was the length of time to complete repairs to void properties. In November 2019, a range of measures to reduce repair time were implemented following a successful pilot. A wider review of void procedures has been carried out during the year and was implemented on 1 July 2019.

8. OTHER PERFORMANCE REPORTING

8.1 The Council Landlord Report, produced by the Scottish Housing Regulator, is provided under a separate agenda item. This compares the Council's 2018/19 performance on key Scottish Social Housing Charter indicators with the Scottish average.

8.2 A further analysis of the Council's 2018/19 performance has been produced by the Scottish Housing Network. This analysis compares the Council performance across a broad range of indicators with a peer group of comparator local authorities and other Registered Social Landlords. In November 2019, the Scottish Housing Network presented the analysis to officers and representatives of the Moray Tenants Forum. The findings will be presented to this Committee in March 2020.

9. SUMMARY OF IMPLICATIONS

(a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The monitoring and management of performance assists the Council to continue to improve its housing services and helps to manage assets more effectively to provide the best outcomes for tenants and other service users. It also promotes safer communities and adults living healthier, sustainable independent lives safeguarded from harm, which meets the key objectives of the Corporate Plan and the Housing and Property Service Plan.

(b) Policy and Legal

Reporting on Scottish Social Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

(c) Financial implications

There are no financial implications arising directly from this report.

(d) Risk Implications

There are no risk implications arising directly from this report.

(e) Staffing Implications

There are no staffing implications arising directly from this report.

(f) Property

There are no property implications arising directly from this report.

(g) Equalities/Socio Economic Impact

There are no equalities/socio economic impact implications arising directly from this report.

(h) Consultations

Consultation on this report has been carried out with the Acting Head of Housing and Property, senior managers within Housing and Property and the Committee Services Officer (Caroline Howie) and comments, where relevant to their areas of responsibility, have been incorporated in this report.

10. CONCLUSION

10.1 This report provides an analysis of performance for Q1 and Q2 for 2019/20. Where performance is below target, actions for improvement have been identified.

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Background Papers: With author
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