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**REPORT TO: COMMUNITIES COMMITTEE ON 27 AUGUST 2019**

**SUBJECT: HOUSING PERFORMANCE REPORT – QUARTERS 3, 4 AND ANNUALLY FOR 2018/19**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 To inform the Committee of the performance of the Housing Service for the period from 1 October 2018 to 31 March 2019 and the annual performance for 2018/19. This report also updates the Committee on the outcome of the Scottish Housing Regulator's recent review of its regulatory framework.
- 1.2 This report is submitted to Committee in terms of Sections III (A) (4) and (G) (15) of the Council's Scheme of Administration relating to public performance reporting and the Council's Performance Management Framework.

**2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:**

- i) scrutinises performance outlined in this report;**
- ii) agrees the recommended target changes for 2019/20 listed in APPENDIX II;**
- iii) agrees the suggested amendments to the performance framework listed in APPENDIX III;**
- iv) approves the first annual Assurance Statement in APPENDIX IV; and**
- v) notes that the annual performance report for tenants and other customers will be shared with this Committee in December 2019.**

**3. BACKGROUND**

- 3.1 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).

3.2 On 13 September 2016, this Committee approved a revised housing performance management framework (paragraph 14 of the Minute refers). A number of local and operational indicators were removed from the reports and these are now monitored by service managers. The performance achieved by the Housing Service in Quarter 3-4 and annually for 2018/19 is presented in **APPENDIX I**.

#### **4. SUMMARY OF PERFORMANCE**

4.1 The table below sets out the Council's performance which is monitored through 72 indicators across 6 service activities. For 26 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.

<b>Outcomes/Standards</b>	<b>No. of Indicators</b>	<b>Green Performing Well</b>	<b>Amber Close monitoring</b>	<b>Red Action Required</b>	<b>Annual PI/Data Only</b>
Customer/Landlord Relationship	10	0	0	6	4
Housing Quality and Maintenance	13	3	2	7	1
Neighbourhood and Community	3	0	2	1	0
Access to Housing and Support	32	6	2	1	23
Getting Good Value from Rents and Service Charges	10	2	2	2	4
Gypsy/Travellers	4	1	0	0	3
<b>Total</b>	<b>72</b>	<b>12</b>	<b>8</b>	<b>17</b>	<b>35</b>
<b>Percentage</b>	<b>100%</b>	<b>16.7%</b>	<b>11.1%</b>	<b>23.6%</b>	

#### **5. AREAS OF GOOD PERFORMANCE**

5.1 Performance against targets in Quarters 3-4 and annually for 2018/19 is generally good across most service activity areas.

##### **Housing Quality and Maintenance**

5.2 Good performance continues on response repairs timescales. The 4 hour target for the average time to complete emergency repairs (*indicator 2.7*) was achieved in Q3 (2.8 hours), Q4 (2.5 hours) and annually for 2018/19 (2.6 hours). Similarly, the 10 working day target for the average time to complete non-emergency repairs (*indicator 2.8*) was met in Q3 (7.4 working days), Q4 (8.1 working days) and annually for 2018/19 (7.5 working days).

5.3 At 31 March 2019, 100% of properties with a gas appliance had a gas safety record and check completed by the anniversary date (*indicator 2.8*).

### **Access to Housing and Support**

- 5.4 The 80 day target for the average time to complete applications for medical adaptations (*indicator 4.4*) was met in Q3 (55 days) and Q4 (65 days). The annual performance for 2018/19 was 45 days. However, major adaptations took an average of 184 days to complete. The budget and governance of adaptations to Council housing has now been transferred to the Moray Integration Joint Board (MIJB). The Housing Service continues to work closely with Health and Social Care Moray who are responsible for driving improvements and efficiencies in the delivery of adaptations. Since this area is the responsibility of the MIJB, it is proposed that this indicator is converted to a data only indicator and performance will be monitored through the maintenance partnership agreement.
- 5.5 The 100% target for the percentage of households requiring temporary accommodation to which an offer was made (*indicator 4.7*) was met throughout 2018/19.
- 5.6 The percentage of temporary accommodation offers refused (*indicator 4.8*) met the 7% target in Q3 (5.9%), Q4 (4.7%) and the annual performance for 2018/19 was close to target (7.5%). During the year, the Council reduced and eventually terminated the use of a private sector provider which was responsible for a high proportion of refusals.
- 5.7 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 2018/19 the targets were set at 40% of allocations to the homeless list, 40% to the waiting list and 20% to housing transfers. Each list has a small permitted variation of +/-5%. In 2018/19, 42% of allocations were made to the homeless list, 33% were made to the waiting list and 25% were made to the transfer list. New quota targets for 2019/20 were approved by this Committee on 28 May 2019 (paragraph 8 of the Minute refers) and are listed in **APPENDIX II**.

### **Getting Good Value from Rents and Service Charges**

- 5.8 Despite the full roll out of Universal Credit from June 2018, good performance in rent arrears has been maintained. The 2.8% target for gross rent arrears as a percentage of rent due (*indicator 5.3*) was met in Q3 (2.6%), Q4 (2.6%) and annually for 2018/19 (2.4%). The Housing Service has recently joined the Scottish Rent Forum which aims to mitigate the impact of Universal Credit and share good practice with other social landlords.

### **Gypsy/Travellers**

- 5.9 There was a significant reduction in the number of new encampments during Q3 and Q4. The 100% target for the percentage of new unauthorised encampments visited within target timescales (*indicator 6.2*) was met in Q3 (100%) and Q4 (100%). The annual performance for 2018/19 was 96%.

## **6. AREAS FOR IMPROVEMENT**

### **The Customer/Landlord Relationship**

- 6.1 The percentage of tenants satisfied with the overall service provided by their landlord (*indicator 1.1*) is drawn from the 2018 Tenant Survey. The result for this indicator at 79.6% is broadly similar to the 2015 survey.

- 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 frontline solution and a second stage tends to be more complex and requires investigation. The 100% target for responding to first stage complaints within 5 working days (*indicator 1.5a*) was not met in Q3 (75.6%) but there was an improvement in Q4 (84.8%). There was also a slight improvement in the annual performance for 2018/19 (78.7%). Analysis by officers has indicated that efforts to resolve first stage complaints have been adversely impacted by difficulties in making contact with tenants within the target timescale. The 100% target for responding to second stage complaints within the SPSO target of 20 working days (*indicator 1.5b*) was not met in Q3 (45.5%) and Q4 (62.5%). The annual performance for 2018/19 was 64.4%. Although there was a decrease in volume, the content of second stage complaints was often complex and involved, with responses requiring significant research and officer time.
- 6.3 The 90% target for responding to MSP enquiries (*indicator 1.7b*) was not achieved in Q3 (44.4%) or Q4 (65.8%). There was an improvement in the annual performance for 2018/19 (74.2%) despite a substantial increase in the number of enquiries received compared to the previous year. Officers are closely monitoring timescales on all complaints/MSP targets to ensure performance is improved during 2019/20.

#### **Housing Quality and Maintenance**

- 6.4 Changes have been made to the calculation for the percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (*indicator 2.1*) and the percentage meeting National Home Energy Rating (NHER)/Standard Assessment Procedure (SAP) ratings (*indicator 2.2a*) to align with the Scottish Housing Regulator's reporting method. In addition, a review of cloned data has confirmed that some Energy Performance Certificate (EPC) ratings have been overstated and 241 properties have been identified which do not meet the SHQS. It is intended to reduce these non-compliant properties to 141 during 2019/20 with the aim of completing the remainder during the following year. At 31 March 2019, 92.5% of the Council's stock met the SHQS. A full house condition survey during 2019/20 will include a comprehensive energy survey of the stock to provide accurate baseline data.
- 6.5 All social landlords in Scotland must bring their properties up to the Energy Efficiency Standard for Social Housing (EESH) by December 2020 (*indicator 2.2b*). At 31 March 2019, 57.4% of the Council's properties were EESH compliant which was below the target of 65.75%. A significant amount of the remaining properties require exceptionally high cost improvements in order to achieve the EESH and this will clearly be challenging within the context of existing budgets. A stock condition survey will be carried out during 2019/20 and on its completion Officers will consider how to address these high cost properties and review the potential to deliver the EESH. It should be noted that high cost properties can be exempted from EESH compliance and that this will be considered as part of the review. It is recommended that the existing target remains pending the outcome of the stock condition survey.

- 6.6 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. Performance was below the 90% target in Q3 (81.8%), Q4 (77.8%) and annually for 2018/19 (80.7%). During 2018/19 only 14 tenants expressed dissatisfaction and for a variety of reasons. The low number of responses makes it difficult to identify a pattern but the comments received mainly related to property condition, cleanliness and problems with heating. These issues will be addressed as part of the Council's ongoing void management improvement actions.
- 6.7 The percentage of tenants satisfied with the repairs and maintenance service (78.6%) (*indicator 2.14*) is drawn from the 2018 Tenant Survey. Improvement actions relating to the Tenant Survey form part of a separate item on this Committee's agenda.
- 6.8 The 98% target for completing planned maintenance works within the agreed programme (*indicator 7.6*) was not met for 2018/19. This was mainly due to a reduction in requirement for EESSH expenditure at mid-point in the year and a lack of progress on kitchen replacements due to resourcing issues within Building Services DLO. These issues were reported to Communities Committee as part of the report on the Housing Investment programme on 28 May 2019 relating to near-final 2018/19 expenditure (paragraph 13 of the draft Minute refers).

#### **Neighbourhood and Community**

- 6.9 There was a slight decrease in performance on antisocial behaviour (*indicator 3.4*) which met the 90% target in Q3 (94.2%) but fell during Q4 (72.8%). This had an impact on the annual performance for 2018/19 (87.1%). A review of antisocial behaviour processes will be carried out in 2019/20.

#### **Access to Housing and Support**

- 6.10 The 90% target for the percentage satisfied with the quality of temporary accommodation (*indicator 4.9*) was met in Q3 (92.3%) but was not achieved in Q4 (80%). The annual performance for 2018/19 was 85.5%. There was a low response rate with only four respondents expressing dissatisfaction with one having provided good feedback throughout the survey, suggesting they had simply selected the wrong box. The Scottish Government have recently consulted on temporary accommodation standards. The consultation ended on 14 August 2019 but implementation timescales are not yet known.

#### **Getting Good Value from Rents and Service Charges**

- 6.11 The percentage of rent lost due to voids (*indicator 5.4*) did not meet the 0.63% target in Q3 (0.83%), Q4 (0.78%) or annually for 2018/19 (0.85%). Similarly, the 32 day target for the average time to re-let empty properties (*indicator 5.6*) was not achieved in Q3 (47 days), Q4 (52 days) and annually for 2018/19 (48 days). The key driver of poor performance was the length of time to complete repairs to void properties. Officers have recently implemented a pilot in one housing management area which will include a range of measures to reduce repair time. A wider review of void procedures has been carried out during the year and was implemented on 1 July 2019.

## **7. PERFORMANCE TARGETS FOR 2019/20**

- 7.1 Performance targets across all indicators have been reviewed. Historical and national performance results have been considered and suggested target changes for 2019/20 are detailed in **APPENDIX II**. Indicators have been updated as set out in paragraph 8.2.

## **8. SCOTTISH SOCIAL HOUSING CHARTER PERFORMANCE**

- 8.1 The Scottish Housing Regulator (SHR) requires landlords to monitor progress against the outcomes and standards of the Scottish Social Housing Charter (SSHC). The Council's Annual Return on the Charter (ARC) was submitted in May 2019.

### **Statutory Performance Indicators**

- 8.2 Following a review of its regulatory framework, the SHR updated the statutory performance indicators for submission in the 2019/20 ARC. As a result some changes are required to the Housing Service's performance framework. Some indicators have been removed but it is proposed that these be converted to local indicators while the service considers whether these should continue to be monitored. The suggested amendments to the performance framework are set out in **APPENDIX III**. Only a few of the new indicators have suggested targets based on guidance or legislative requirements, the remainder may be considered for a target once national performance is known.

### **Annual Performance Report**

- 8.3 Social landlords must produce an annual report on their performance for tenants and other customers which details how they are achieving or progressing towards the outcomes and standards of the SSHC. The SHR expects tenants to be involved in decisions about the content and format of the report.
- 8.4 The Moray Tenants' Forum has agreed the format of this year's report and has also recommended that, in order to minimise costs, the report should only be available in paper form on request but would also be made available at access points, homeless hostels and for tenant representatives. The report will be publicised online, on social media and within the Tenants' Voice newsletter. As the report was only sent to tenants on request a low number of feedback forms were received from the 2017/18 report but these were all positive responses.
- 8.5 The SHR expect social landlords to make their annual performance report available by no later than 31 October 2019. The SHR will publish the ARC results for all landlords on 31 August 2019. The tight timescales between the SHR publication and drafting of the annual report does not fit well with the Committee cycle. It is intended to present a final version of the report to Committee in December 2019.

### **Annual Assurance Statement**

- 8.6 On 20 November 2018, this Committee was informed that the SHR would be asking social housing landlords to submit an assurance statement between April and October of each year (Paragraph 11 of the Minute refers).

- 8.7 The statement must be made by the landlord's governing body or relevant committee and be available to tenants and other service users. The statement will form the basis of the SHR's risk assessment and level of engagement with the landlord. The statement must:
- confirm the landlord meets all of the relevant requirements set out in its regulatory framework which can be found online at [www.scottishhousingregulator.gov.uk/for-landlords/regulatory-framework](http://www.scottishhousingregulator.gov.uk/for-landlords/regulatory-framework);
  - set out any areas of material non-compliance and describe improvement actions and timeframes for these;
  - confirm that appropriate evidence has been considered to support the level of assurance given by the governing body or Committee; and
  - confirm the date of the meeting of the governing body or Committee.
- 8.8 Landlords should also consider feedback from tenants and other service users as part of its assurance framework to gain an objective view of how the organisation is performing in terms of the 16 standards and outcomes within the Scottish Social Housing Charter.
- 8.9 In reaching a decision about non-compliance, the Committee must decide whether the issue is material. The Committee should consider whether an issue:
- seriously affects the interests and safety of tenants or other service users;
  - threatens the stability, efficient running or viability of service delivery arrangements; or
  - brings the landlord into disrepute, or raises public or stakeholder concern about the organisation or the social housing sector.
- 8.10 Landlords must notify the SHR if there are any material changes to the statement once it has been submitted. This could include new areas of non-compliance or positive developments such as the completion of planned improvement works.
- 8.11 In line with the guidance issued by the SHR on the content of the assurance statement, a draft has been prepared for the Committee to consider and approve. This can be found in **APPENDIX IV**. Since some properties have been identified which fail to meet the Scottish Housing Quality Standard as detailed in section 5.2, it is suggested that Housing Quality and Maintenance would be an area of non-compliance, and this is reflected in **APPENDIX IV**.

## 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 Q3-4 and annual performance for 2018/19. Where performance is below target, actions for improvement have been identified.**

**10.2 The report suggests amendments to the performance framework for 2019/20 and includes a draft of the Council's first assurance statement for consideration and approval prior to its submission to the Scottish Housing Regulator.**

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