

Report

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Report to:	Housing and Technical Resources Committee
Date of Meeting:	25 November 2009
Report by:	Executive Director (Finance and Information Technology Resources) Executive Director (Housing and Technical Resources)

Subject:	Statutory Performance Indicators - 5 Year Comparison 2004-05 to 2008-09
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ update the Housing and Technical Resources Committee with the audited Statutory Performance Indicators (SPIs) for the financial year 2008-09 and, where appropriate, show comparisons and explanations for Housing and Technical Resources over the past five years.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that details of the performance information be noted.
- (2) that any areas for performance improvement be set out in the 2010/11 Resource and Service Plans.

3. Background

- 3.1. The Local Government Act 1992 saw the formal introduction of Statutory Performance Indicators into local authorities. The Accounts Commission for Scotland has a duty to direct authorities to publish information about their performance to enable comparisons to be made between the standards of performance achieved year on year. The performance indicators cover a range of activities carried out by local authorities.
- 3.2. The information included in this report is based on the Statutory Performance Indicators for the period 2004-05 to 2008-09. It should be noted that the figures have been audited by PriceWaterhouseCoopers (PWC) and submitted to Audit Scotland within the statutory timescales. It is not anticipated that there will be any changes to the results.
- 3.3. The report is produced annually and covers an historical five year period. In order to provide the Housing and Technical Resources Committee with the background to explanations are provided regarding any variances between this year and last.
- 3.4. For the 2008-09 year, there were changes to a small number of the SPIs. In addition, Audit Scotland introduced one new SPI in relation to Housing Quality Management.

- 3.5. As in previous years the full list of South Lanarkshire Council's SPIs for 2008-09 will be published in the Annual Report and Accounts for 2008-09, and will also be available via the Council website.
- 3.6. This performance information for all Resources has been reported in full to the CMT and the Executive Committee. In addition, the information will be reported to the Performance and Review Scrutiny Forum in December.

4. Detailed Information

- 4.1. Appendix A shows the full list of Statutory Performance Indicators relating to Housing and Technical Resources for the period 2004-05 to 2008-09.
- 4.2. Appendix B explains, in narrative, any significant movements between the 2007-08 and 2008-09 reported figures.
- 4.3. Appendix C lists the 14 SPIs reported for 2008-09 and identifies which of these have improved, declined, or stayed the same in comparison with results for 2007-08. During 2008-09, 4 indicators showed improved performance, 4 indicators reported a decline in performance, 2 remained the same and 4 were not comparable due to changes in the indicators.
- 4.4. Comparisons included within this report are restricted to a review of year on year for Housing and Technical Resources. Additional comparative analysis will be carried out when Audit Scotland publish the 2008-09 SPI results for all Scottish local authorities later this year.

5. Conclusion

- 5.1. The information included within this report confirms that:-
- there are areas where performance improvements have been achieved over the five year period, and,
 - there are areas where the Resource has noted that future improvements in performance may be possible and that these are being progressed.
- 5.2. As with previous reports on performance trends and annual Performance Improvement actions identified and included in Resource and Service Plans in future years.

6. Employee Implications

- 6.1. None.

7. Financial Implications

- 7.1. None.

8. Other Implications

- 8.1. None.

9. Equalities Impact Assessment and Consultation Arrangements

- 9.1. There is no requirement to carry out an impact assessment in terms of the proposals contained within this report.
- 9.2. There is also no requirement to undertake any consultation in terms of the information contained in this report.

Linda Hardie
Executive Director (Finance and Information Technology Resources)

Jim Hayton
Executive Director (Housing and Technical Resources)

24 September 2009

Link(s) to Council Objectives and Values

- ◆ Accountable, Effective and Efficient

Previous References

- ◆ Housing and Technical Resources Committee, 12 November 2008

List of Background Papers

- ◆ Audit Scotland SPI Direction
- ◆ Audit working files

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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APPENDIX A

HOUSING AND TECHNICAL RESOURCES RESOURCES

Ref	Housing Services	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.
HS1	Response Repairs (a) The number of response repairs completed during the year (b) The overall percentage of repairs completed within the target times (c) The repairs categories used by the Council and the target times for each:- Emergency (within 24 hours) Routine (within 30 working days) Appointment (to suit) Heating (within 24 hours) External Contractor (by appointment)	142,296	140,529	106,096	102,860	108,661
		96.4%	96.8%	98.4%	97.7%	97.5%
HS2	Progress Towards the Scottish Housing Quality Standard (a) The proportion of the Council's housing stock meeting the Scottish Housing Quality Standard by criteria:- Tolerable standard 0.0% Free from serious disrepair 0.6% Energy efficient 10.3% Modern facilities and services 14.0% Healthy, safe and secure 14.0% Total dwellings meeting Scottish Housing Quality Standard 65.9% (b) The total number of dwellings owned by the Council	25,785	N/C	N/C	N/C	N/C
HS3	Managing Tenancy Changes: Voids Total annual rent loss due to voids as a percentage of the total rent due in the year	0.9%	0.9%	0.7%	0.8%	1.1%
HS4	Managing Tenancy Changes: Relets Dwellings which are <u>not</u> low demand let within:- Less than 2 weeks 33.4% 2 – 4 weeks 47.8% Percentage of empty houses re-let within four weeks 81.2% 5 – 8 weeks 15.9%	33.4%	31.4%	35.4%	31.9%	N/C
		47.8%	40.8%	41.0%	36.0%	N/C
		81.2%	72.2%	76.4%	67.9%	N/C
		15.9%	22.4%	20.5%	26.2%	N/C

Ref	Housing Services	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.
HS4 (contd)	9 – 16 weeks	2.6%	4.2%	3.0%	4.8%	N/C
	More than 16 weeks	0.3%	1.2%	0.0%	1.2%	N/C
	Average time to re-let	21 days	25 days	21 days	27 days	N/C
	Dwellings which <u>are</u> low demand let within:-					
	Less than 2 weeks	19.2%	14.8%	23.7%	22.8%	N/C
	2 – 4 weeks	42.5%	36.9%	47.4%	29.9%	N/C
	5 – 8 weeks	20.5%	32.3%	23.3%	28.0%	N/C
	9 – 16 weeks	10.8%	14.1%	4.4%	13.4%	N/C
	17 – 32 weeks	4.9%	1.5%	0.7%	4.9%	N/C
	33 – 52 weeks	1.5%	0.4%	0.4%	0.4%	N/C
	More than 52 weeks	0.6%	0.0%	0.0%	0.8%	N/C
	Average time to re-let	43 days	36 days	26 days	45 days	N/C
	Average time that low demand houses had been un-let at year end	351 days	108 days	54 days	93 days	N/C
HS5	Rent Arrears:-					
	(a) Current tenant arrears as a percentage of the net amount of rent due in the year	3.9%	3.9%	4.1%	4.1%	4.4%
	(b) Percentage of all tenants owing more than 13 weeks rent at year end, excluding those owing more than £250	2.9%	2.5%	2.6%	2.2%	2.1%
	(c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears	41.1%	41.2%	32.3%	N/C	N/C
	(d) The average number of weeks rent owed by tenants leaving in arrears	7.0	7.5	7.8	N/C	N/C
	(e) The proportion of arrears owed by former tenants that that was either written off or collected during the year	27.1%	36.7%	31.7%	N/C	N/C
HS6	Council House Sales					
	(a) The percentage of Council House Sales completed within 26 weeks	97.4%	96.7%	97.7%	95.9%	91.8%
	(b) Average time to sell houses (weeks)	16 wks	19 wks	18 wks	18 wks	21 wks

Ref	Housing Services	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.
HS7	Homelessness					
	(a) Permanent accommodation					N/C
	i. Number of households assessed during year	1,400	N/C	N/C	N/C	N/C
	ii. Percentage of decision notifications issued within 28 days of date of initial presentation	97.1%	N/C	N/C	N/C	N/C
	iii. The percentage who are housed	52.4%	N/C	N/C	N/C	N/C
	iv. Percentage of cases reassessed within 12 months of completion of duty	7.2%	N/C	N/C	N/C	N/C
	Temporary accommodation,					
	i. Number of households assessed during year	914	N/C	N/C	N/C	N/C
	ii. Percentage of decision notifications issued within 28 days of date of initial presentation	96.3%	N/C	N/C	N/C	N/C
	iii. Number of cases reassessed within 12 months of completion of duty	44	N/C	N/C	N/C	N/C
	iv. Percentage of cases reassessed within 12 months of completion of duty	4.8%	N/C	N/C	N/C	N/C
	(b) The proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	87.0%	N/C	N/C	N/C	N/C

Ref	Revenues	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.
CM5	Council Tax Collection Cost of Collecting Council Tax per dwelling	£14.89	£13.22	£12.60	£11.82	£11.84
CM6	Council Tax Income (a) Income due from Council Tax for the year excluding reliefs and rebates (b) The percentage of (a) that was received during the year	£107.5m 94.9%	£106.2m 95.2%	£101.6m 95.1%	£95.9m 94.8%	£90.4m 94.6%
BA1	Housing Benefit and Council Tax Benefit The gross administration cost per case	£16.52	£14.45	£13.86	£17.67	£17.42
BA2	Average days to process claims The average number of days per case to process new Housing Benefit/Council Tax Benefit claims and change events	9.5 days	N/C	N/C	N/C	N/C
BA3	Percentage changes processed within the year The number and percentage of changes to customers' Housing Benefit/Council Tax Benefit entitlement that are processed within the year to estimate established by DWP	914.2	N/C	N/C	N/C	N/C

Ref	Technical Services	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.
CM4	Public Access The percentage of Council buildings which are suitable for and accessible by disabled people	85.1%	79.0%	78.5%	74.3%	79.2%
CM8	Asset Management Condition and Suitability (a) The proportion of operational accommodation that is in a satisfactory condition (b) The proportion of operational accommodation that is suitable for its current use	73.6% 82.0%	62.8% 79.8%	57.3% 74.5%	N/C N/C	N/C N/C

HOUSING AND TECHNICAL RESOURCES

*Housing***HS1. Response Repairs**

This indicator has been simplified this year and looks at the total number of response repairs completed and the percentage completed on time.

The overall percentage of repairs completed on time compared to last year has decreased slightly from 96.8% to 96.4% while at the same time, the number of repairs completed has increased by 1.3%.

HS2. Progress towards the Scottish Housing Quality Standard

This is a new indicator for 2008/09. The information on the SPI is held on a property database within the Academy Housing Management System. Data is input by the Housing Investment Team and Customer Liaison Officers on completed records during the year. At the year end, reconciliation is made between the stock improved, the attributes updated and the system records. Work is currently ongoing to complete the commissioning of a linked asset management system which will provide greater analysis and reporting capacity that is available from the mail system. 65.9% of dwellings owned by the Council met the SHQS as at 31 March 2009. It should be noted that the data on the breakdown of elements is for work completed during 2008/09. All council dwellings are due to meet SHQS by 2015.

HS3. Voids

The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year remained constant at 0.9%. However, the average time taken to relet houses has improved.

There was an increase in difficult to let/low demand properties during the period, particularly in the rural areas of Clydesdale and particular house types in certain communities.

This means that although performance in managing tenancy changes has improved, the longer void period for low demand stock has resulted in the average rent loss figure remaining unchanged.

HS4. Housing Re-Lets

The average time to re-let houses which were not low demand decreased from 25 days in 2007/08 to 21 days in 2008/09.

The average time to re-let low demand houses increased from 36 days in 2007/08 to 43 days in 2008/09.

The last 12 months has seen an increase in low demand housing stock. This increase has been most prevalent in some areas of rural Clydesdale where we are experiencing over supply of housing in some of these communities. We are conscious that these trends are influenced by wider social economic factors. Notwithstanding this, we are currently developing a number of housing management initiatives locally to address this situation. Vacant properties held to support the Council's regeneration programme continue to impact on this indicator and the number of properties continue to be held awaiting demolition/improvement or for supporting this activity through decant requirements.

At a more operational level, difficulties were experienced in letting certain types of housing this year that traditionally have not been considered to be low demand. Certain sheltered housing developments in Rutherglen in particular fall into this category.

HS5. Rent Arrears

The percentage of current tenant arrears as a percentage of the net amount of rent due in the year remained constant at 3.9%. This was in part due to the Council having a 53 weeks rent year during 2008/09, which helped to maintain our rent collection figure.

The percentage of current tenants owing more than 13 weeks rent at the year end, increased from 2.5% to 2.9%. Although the percentage of rent arrears did not increase, the number of tenants in serious cases did. This was partly due to the Council accepting affordable repayment arrangements as an alternative to pursuing evictions or the courts favouring repayment arrangements.

The proportion of tenants giving up their tenancy that were in arrears slightly decreased from 41.2% to 41.1%.

The percentage of arrears owed by former tenants that was either written off or collected during the year decreased from 36.7% to 27.1%. It has become more difficult to collect this type of debt in the current economic climate. The former tenant procedures will be reviewed during 2009/10.

HS6. Council House Sales

The percentage of house sales completed within 26 weeks increased from 96.7% in 2007/08 to 97.4% in 2008/09. The average time taken to complete council house sales decreased from 19 weeks to 16 weeks. Performance for this indicator is monitored on a 4 weekly basis and as a result, the average time to process a house sale has dropped.

HS7. Homelessness

This indicator has changed from the previous year, therefore, no comparison to previous figures can be provided. As a general comment the homelessness service has recently been reconfigured and a performance monitoring framework is currently being developed.

Benefits

BA1. Benefits Admin Costs

The gross administration cost per case has increased from £14.45 to £16.52. Increased overheads and an increase in benefit activity have contributed to the rise in cost per case.

BA2. Benefits – Average days to process

This is a new indicator for 2008/09 therefore no comparable data is available.

The average number of days per case to process new Housing Benefit/Council Tax Benefit claims and change events is 9.5 days for 2008/09. This performance is within the upper quartile as measured by the DWP.

BA3. Percentage of Changes compared to estimate established by DWP.

This is a new indicator for 2008/09 therefore no comparable data is available. However, the performance for 2008/09 is 3% above the target measured by DWP.

Council Tax

CM5. Cost of Collecting Council Tax

The cost of collecting Council Tax per dwelling increased from £13.22 to £14.89. This has risen due to an increase in Shared Office Accommodation and a decrease in Statutory Penalty income during the year.

CM6. Council Tax Collection Rate

The percentage of Council Tax collected has decreased from 95.2% to 94.9%. Although Council Tax charges did not increase in 2008/09, the net income due from Council Tax increased due to the addition of new properties to the Valuation Roll during the year.

Council Tax collection rates dropped due to the impact of the recession on South Lanarkshire households, in particular between December 2008 and March 2009.

Technical Services

CM4. Public Access

The percentage of council buildings suitable and accessible for disabled people increased from 79.0% to 85.1% in 2008/09. The number of non-compliant facilities has fallen from 125 to 88, mainly due to the schools programme, nurseries being operational or in the immediate programme (25 facilities) and the development of services in 10 sheltered housing complexes. There has also been a reduction in the total number of properties, with 11 closing and 7 becoming operational, giving an overall reduction of 4.

CM8. Asset Management

The percentage of operational accommodation that is in a satisfactory condition increased from 62.8% to 73.6%.

The percentage of operational accommodation that is suitable for its current use increased from 79.8% to 82.0%.

During 2008/09, condition surveys for all properties were completed as part of a 4 year rolling programme to review and update information. This resulted in the review of some property conditions which, along with the capital investment programme, the renewal of schools and other facilities, including the new South Lanarkshire Lifestyles Fairhill Centre, has resulted in improved conditions and suitability of operational properties.

APPENDIX C

HOUSING AND TECHNICAL RESOURCES

Ref	SPI	Improvement	Decline	No Change or Not comparable
HS1	Response Repairs			X
HS2	Progress towards the Scottish Housing Quality Standard			X
HS3	Voids			X
HS4	Housing Re-Lets		X	
HS5	Rent Arrears	X		
HS6	Council House Sales	X		
HS7	Homelessness			X
BA1	Benefits Admin Costs		X	
BA2	Benefit Processing			X
BA3	Benefit Changes to Entitlement			X
CM5	Council Tax Collection Costs		X	
CM6	Council Tax Collection Performance		X	
CM4	Public Access	X		
CM8	Asset Management	X		
	TOTAL:	4	4	6