

Report

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Report to:	Housing and Technical Resources Committee
Date of Meeting:	8 December 2010
Report by:	Chief Executive Executive Director (Housing and Technical Resources)

Subject:	Statutory Performance Indicators - 5 Year Comparison 2005-06 to 2009-10
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide an update on the audited Statutory Performance Indicators (SPIs) for the financial year 2009-10 and, where appropriate, show comparisons and explanations for Housing and Technical Resources performance 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 are noted.
- (2) that areas for improvement will be set out in the 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 2005-06 to 2009-10. 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. In order to provide the Housing and Technical Resources Committee with the necessary level of detail, Resource officers have provided information in terms of explanations regarding any variances year on year.

3.4. For the 2009-10 year, Audit Scotland revised the national requirements to report on performance by reducing the number of SPIs monitored by Councils from 59 to 25. Housing and Technical Resources have responsibility for reporting on 11 of the 25 remaining SPIs.

- 3.5. As in previous years the full list of South Lanarkshire Council's SPIs for 2009-10 will be published in the Annual Report and Accounts for 2009-10, and will also be available via the Council website.
- 3.6. This performance information for all Resources has been reported in full to the Executive Committee and Performance and Review Scrutiny Forum.

4. Detailed Information

- 4.1. Appendix A shows the Statutory Performance Indicators for Housing and Technical Resources for the period 2005-06 to 2009-10.
- 4.2. Appendix B shows the reported figures for each of the indicators from 2007-08 to 2009-10 along with narrative on the performance of each of the indicators. Appendix B also identifies which of the indicators have improved, declined or stayed the same in comparison with the 2008-09 results.
- 4.3. 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 2009-10 SPI results for all Scottish local authorities later this year.

5. Conclusion

- 5.1. The information included within this report confirms that:
 - ◆ there are a significant number of areas where performance improvements have been achieved over the five year period,
 - ◆ there are also a number of areas where future improvements in performance may be possible and that these are being progressed,
 - ◆ improvement measures as identified will be reviewed in the context of the SPI Prioritisation exercise being carried out by the Corporate Improvement Unit, and be used as a base for targeting improvement where appropriate.

6. Employee Implications

- 6.1. There are no employee implications.

7. Financial Implications

- 7.1. There are no financial implications.

8. Other Implications

- 8.1. There are no implications for sustainability or risk in terms of the information contained within this report.

9. Equality 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 was also no requirement to undertake any consultation in terms of the information contained in this report.

Archibald Strang
Chief Executive

Lindsay Freeland
Executive Director (Housing and Technical Resources)

17 November 2010

Link(s) to Council Values/Improvement Themes/Objectives

- ◆ Accountable, Effective and Efficient

Previous References

- ◆ Housing and Technical Resources Committee, 25 November 2009

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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HOUSING AND TECHNICAL RESOURCES

Ref	Housing Services	2009/10 S.P.I.	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.
14	Response Repairs (a) The number of response repairs completed during the year (b) The overall percentage of repairs completed within the target times	133,568 96.4%	142,296 96.4%	140,529 96.8%	106,096 98.4%	102,860 97.7%
15	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 Free from serious disrepair Energy efficient Modern facilities and services Healthy, safe and secure Total dwellings meeting Scottish Housing Quality Standard (b) The total number of dwellings owned by the Council	 100.0% 82.1% 77.6% 84.8% 96.4% 56.1% 25,833	 0.0% 0.6% 10.3% 14.0% 14.0% 65.9% 25,785	 N/C	 N/C	 N/C
16	Managing Tenancy Changes: Voids Total annual rent loss due to voids as a percentage of the total rent due in the year	1.0%	0.9%	0.9%	0.7%	0.8%
17	Managing Tenancy Changes: Relets Dwellings which are <u>not</u> low demand:- Average time to re-let Dwellings which <u>are</u> low demand:- Average time to re-let Average time that low demand houses had been un-let at year end	 23 days 48 days 113 days	 21 days 43 days 137 days (revised from 351 days submitted)	 25 days 36 days 108 days	 21 days 26 days 54 days	 27 days 45 days 93 days

HOUSING AND TECHNICAL RESOURCES

Ref	Housing Services	2009/10 S.P.I.	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.
18	Rent Arrears:- (a) Current tenant arrears as a percentage of the net amount of rent due in the year (b) Percentage of all tenants owing more than 13 weeks rent at year end, excluding those owing more than £250 (c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears (d) The average number of weeks rent owed by tenants leaving in arrears (e) The proportion of arrears owed by former tenants that that was either written off or collected during the year	3.7%	3.9%	3.9%	4.1%	4.1%
		2.4%	2.9%	2.5%	2.6%	2.2%
		44.7%	41.1%	41.2%	32.3%	N/C
		7.5	7.0	7.5	7.8	N/C
		38.6%	27.1%	36.7%	31.7%	N/C
19	Homelessness (a) Permanent accommodation i. Number of households assessed during year ii. Percentage of decision notifications issued within 28 days of date of initial presentation iii. The percentage who are housed iv. Percentage of cases reassessed within 12 months of completion of duty Temporary accommodation i. Number of households assessed during year ii. Percentage of decision notifications issued within 28 days of date of initial presentation iii. Number of cases reassessed within 12 months of completion of duty iv. Percentage of cases reassessed within 12 months of completion of duty (b) The proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	1,524	1,400	N/C	N/C	N/C
		96.6%	97.1%	N/C	N/C	N/C
		55.1%	52.4%	N/C	N/C	N/C
		6.4%	7.2%	N/C	N/C	N/C
		914	914	N/C	N/C	N/C
		97.7%	96.3%	N/C	N/C	N/C
		53	44	N/C	N/C	N/C
		5.8%	4.8%	N/C	N/C	N/C
		85.5%	87.0%	N/C	N/C	N/C

HOUSING AND TECHNICAL RESOURCES

Ref	Revenues	2009/10 S.P.I.	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.
5	Council Tax Collection Cost of Collecting Council Tax per dwelling	£13.71	£14.89	£13.22	£12.60	£11.82
6	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	£107.2m 94.9%	£107.6m 94.9%	£106.2m 95.2%	£101.6m 95.1%	£95.9m 94.8%
4	Housing Benefit and Council Tax Benefit The gross administration cost per case	£16.57	£16.52	£14.45	£13.86	£17.67
Ref	Technical Services	2009/10 S.P.I.	2008/09 S.P.I.	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.
3	Public Access The percentage of Council buildings which are suitable for and accessible by disabled people	89.6%	85.1%	79.0%	78.5%	74.3%
8	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	79.2% 85.3%	73.6% 82.0%	62.8% 79.8%	57.3% 74.5%	N/C N/C

HOUSING AND TECHNICAL RESOURCES

NB: Previous years Improvement / Decline / No Change in brackets.

Ref	SPI	Improvement / Decline / No Change	2009/10	2008/09	2007/08	Comments
14	<u>Response Repairs</u> (a) The number of response repairs completed during the year	Contextual	133,568	142,296	140,529	This is contextual data provided for the calculation of the indicator.
14	(b) The overall percentage of repairs completed within the target times	No Change (No Change)	96.4%	96.4%	96.8%	<u>2009/10 Performance</u> Although the number of repairs completed in the year has decreased the percentage of repairs completed within the target time has remained the same. The target for 2010/11 is 97%.
15	<u>Progress Towards the Scottish Housing Quality Standard</u> (a) Total dwellings meeting Scottish Housing Quality Standard	Decline (Not Comparable)	56.1%	65.9%	N/C	<u>2009/10 Performance and Improvement Measure for 2010/11 (and beyond)</u> The figure of 65.9% in 2008/9 was an estimate based on completions within the Housing Investment programme. The revised percentage of stock meeting the standard in 2009/10 was based on a stock condition survey carried out by external consultants Savills. Housing and Technical Resources are confident that the SHQS target will be met by the 2015 deadline as a result of continued investment through the Housing Improvement Programme. This is supported by Savills conclusions in their survey report. The target for 2010/11 is 59%.
15	(b) The total number of dwellings owned by the Council	Contextual	25,833	25,785	N/C	The increase in stock numbers between 2009-10 and the previous year is due in part to new build properties being added to the overall stock portfolio but also due to houses scheduled for demolition being included within the overall stock figure. These would normally be excluded from the calculation of overall stock owned by the Council and will be deducted in 2010/11.
16	<u>Managing Tenancy Changes: Voids</u> Total annual rent loss due to voids as a percentage of the total rent due in the year	Decline (No Change)	1.0%	0.9%	0.9%	<u>2009/10 Performance and Improvement Measure</u> In 2009/10 this indicator increased from 0.9% to 1.0% void rent loss as a percentage of total rent due. Management of the re-letting process remains a priority activity for Area Services and is subject to robust performance management reporting. Managers will continue to manage the re-letting process with the objective of minimising the period a house is lying empty. The target for 2010/11 is 0.8%.

Ref	SPI	Improvement / Decline / No Change	2009/10	2008/09	2007/08	Comments
17	<u>Managing Tenancy Changes: Relets</u> Average time to re-let dwellings which are not low demand.	Decline (Improve)	23 days	21 days	25 days	<u>2009/10 Performance and Improvement Measure for 2010/11</u> In 2009/10 the average time to re-let non low demand dwellings increased from 21 days to 23 days. Management of the re-letting process remains a priority activity for Area Services and is subject to robust performance management reporting. Managers will continue to manage the re-letting process with the objective of minimising the period a house is lying empty. The target set for this indicator does not distinguish between low and non low demand re-lets. The overall target for this indicator is 24 days.
17	<u>Managing Tenancy Changes: Relets</u> Average time to re-let dwellings which are low demand.	Decline (Improve)	48 days	43 days	45 days	<u>2009/10 Performance and Improvement Measure for 2010/11</u> In 2009/10 the average time to re-let low demand properties increased from 43 days to 48 days. Management of the re-letting process remains a priority activity for Area Services and is subject to robust performance management reporting. Managers will continue to manage the re-letting process with the objective of minimising the period a house is lying empty. The target set for this indicator does not distinguish between low and non low demand re-lets. The overall target for this indicator is 24 days.
17	<u>Managing Tenancy Changes: Relets</u> Average time that low demand houses had been un-let at year end	Improve (Decline)	113 days	137 days (revised from 351 days submitted)	108 days	<u>Improvement Measure into 2009/10</u> This indicator was not highlighted as a declining SPI in 2008/09 as the decline was due to an error in the calculation of the 2008/09 figure. No improvement measure was identified for this indicator last year. <u>2009/10 Performance</u> In 2008/09 this SPI was calculated without removing the un-let periods for 'initiative voids'. This error was identified in February 2010 therefore no amendments were made to the submitted figures. The revised figure for 2008/09 should be 137 days which would represent an improvement in 2009/10 of 24 days.

Ref	SPI	Improvement / Decline / No Change	2009/10	2008/09	2007/08	Comments
18	<u>Rent Arrears:-</u> (a) Current tenant arrears as a percentage of the net amount of rent due in the year	Improve (No Change)	3.7%	3.9%	3.9%	<u>2009/10 Performance</u> Current tenant arrears as a percentage of net rent due has decreased from 3.9% in 2008/09 to 3.7% in 2009/10. The target for 2010/11 is 3.9%.
18	(b) Percentage of all tenants owing more than 13 weeks rent at year end, excluding those owing more than £250	Improve (Decline)	2.4%	2.9%	2.5%	<u>Improvement Measure into 2009/10</u> This indicator was not highlighted as a declining SPI in 2008/09 therefore no improvement measure was identified. <u>2009/10 Performance</u> Percentage of all tenants owing more than 13 weeks rent decreased from 2.9% in 2008/09 to 2.4% in 2009/10. The target for 2010/11 is 2.5%.
18	(c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears	Decline (No Change)	44.7%	41.1%	41.2%	<u>2009/10 Performance and Improvement Measure for 2010/11</u> The percentage of tenants giving up their tenancy with arrears increased during 2009/10. The current economic climate has contributed to this indicator with the number of properties being abandoned up 17%. Increased visits to tenants by Estates management staff are being introduced to try to increase the number of stable tenancies.
18	(d) The average number of weeks rent owed by tenants leaving in arrears	Decline (Improve)	7.5	7.0	7.5	<u>2009/10 Performance and Improvement Measure for 2010/11</u> The average number of weeks rent owed by tenants leaving in arrears increased during 2009/10 from 7 weeks to 7.5 weeks. The current economic climate has contributed to this performance with tenants accruing more arrears prior to abandoning or being evicted from their properties. Housing and Technical Resources are increasing the number of visits to tenants by Estates management staff are being introduced to try and increase the number of stable tenancies and reduce the number of people giving up their tenancy with arrears.
18	(e) The proportion of arrears owed by former tenants that was either written off or collected during the year	Improve (Improve)	38.6%	27.1%	36.7%	<u>2009/10 Performance</u> The Councils collection rate for former tenants arrears increased from 27.1% in 2008/09 to 38.6% in 2009/10. The target collection rate for 2010/11 is 40%.

Ref	SPI	Improvement / Decline / No Change	2009/10	2008/09	2007/08	Comments
19	<u>Homelessness - Permanent accommodation</u> i. Number of households assessed during year ii. Percentage of decision notifications issued within 28 days of date of initial presentation	Contextual Decline (Not Comparable)	1,524 96.6%	1,400 97.1%	N/C N/C	<p>This is contextual data provided for the calculation of the indicator. <u>2009/10 Performance and Improvement Measure for 2010/11</u> The percentage of decision notifications made within 28 days has decreased from 97.1% in 2008/09 to 96.6% in 2009/10.</p> <p>The Council has a duty to provide advice and assistance and permanent housing for priority need applicants. The procedures were revised and re-launched in the Summer of 2009 and outcomes are being monitored carefully to ensure an improvement in this area. The target for this indicator is a combination of performance across permanent and temporary accommodation. The overall target for 2010/11 is 97%.</p>
19	<u>Homelessness - Permanent accommodation</u> iii. The percentage who are housed	Improve (Not Comparable)	55.1%	52.4%	N/C	<p><u>2009/10 Performance</u> The percentage of tenants housed in permanent accommodation has increased from 52.4% in 2008/09 to 55.1% in 2009/10.</p>
19	<u>Homelessness - Permanent accommodation</u> iv. Percentage of cases reassessed within 12 months of completion of duty	Improve (Not Comparable)	6.4%	7.2%	N/C	<p><u>2009/10 Performance</u> The percentage of permanent accommodation cases reassessed within 12 months decreased from 7.2% in 2008/09 to 6.4% in 2009/10. The target for this indicator is a combination of performance across permanent and temporary accommodation. The overall target for 2010/11 is 6%.</p>
19	<u>Homelessness - Temporary accommodation.</u> i. Number of households assessed during year ii. Percentage of decision notifications issued within 28 days of date of initial presentation	Contextual Improve (Not Comparable)	914 97.7%	914 96.3%	N/C N/C	<p>This is contextual data provided for the calculation of the indicator.</p> <p><u>2009/10 Performance</u> The percentage of temporary accommodation decision notifications issued within 28 days has increased from 96.3% in 2008/09 to 97.7% in 2009/10. The target for this indicator is a combination of performance across permanent and temporary accommodation. The overall target for 2010/11 is 97%.</p>

Ref	SPI	Improvement / Decline / No Change	2009/10	2008/09	2007/08	Comments
19	<p><u>Homelessness - Temporary accommodation,</u></p> <p>iii. Number of cases reassessed within 12 months of completion of duty</p> <p>iv. Percentage of cases reassessed within 12 months of completion of duty</p>	<p>Decline (Not Comparable)</p> <p>Decline (Not Comparable)</p>	<p>53</p> <p>5.8%</p>	<p>44</p> <p>4.8%</p>	<p>N/C</p> <p>N/C</p>	<p><u>2009/10 Performance and Improvement Measure for 2010/11</u> There were 53 repeat presentations in 2009/10 compared to 44 in 2008/09. This measure looks at the repeat presentations of applicants who have had a non priority or potentially homeless, priority decision. The council has a duty to provide advice and assistance and temporary accommodation for a reasonable period for this type of applicant. Housing and Technical Resources are aware that the advice and assistance processes have not been as robust as they could have been. The procedures were revised and relaunched in the Summer of 2009 and outcomes are being monitored to ensure improvement in this area.</p> <p>The target for this indicator is a combination of performance across permanent and temporary accommodation. The overall target for 2010/11 is 6%.</p>
19	(b) The proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	Decline (Not Comparable)	85.5%	87.0%	N/C	<p><u>2009/10 Performance and Improvement Measure for 2010/11</u> The tenancy sustainment figure has decreased from 87% down to 85.5%. This was a new SPI for 2008/09 and looks at all the homeless lets that were made in 2008/09 and then monitored to show how many managed to remain in their tenancy for more than 12 months. Support will continue to be provided for these applicants and improvement in level of sustainment is anticipated during 2010/2011. The target for this indicator is 88% or greater.</p>
4	<p><u>Housing Benefit and Council Tax Benefit</u> The gross administration cost per case</p>	Decline (Decline)	£16.57	£16.52	£14.45	<p><u>Improvement Measure into 2009/10</u> This indicator was highlighted as a declining SPI in 2008/09. No improvement measure was identified as a further increase was anticipated due to an ongoing increase in benefit caseload.</p> <p><u>2009/10 Performance and Improvement Measure for 2010/11</u> The gross cost per case has increased from £16.52 in 08/09 up to £16.57 this year. A Benefits and Revenues review has identified savings which should improve the performance of this indicator. The target for this indicator is 2010/11 is £17.90.</p>

Ref	SPI	Improvement / Decline / No Change	2009/10	2008/09	2007/08	Comments
5	<u>Council Tax Collection</u> Cost of Collecting Council Tax per dwelling	Improve (Decline)	£13.71	£14.89	£13.22	<p><u>Improvement Measure into 2009/10</u> This indicator was highlighted as a declining SPI in 2008/09 and the decline was attributed to an increase in uncontrollable costs and a decrease in Statutory Penalty income during the year. No specific improvement measure was identified for this indicator although uncontrollable costs were not expected to increase again. No specific improvement measure was identified for this indicator.</p> <p><u>2009/10 Performance</u> The cost of collecting Council Tax per dwelling has decreased from £14.89 in 2008/09 to £13.71 in 2009/10. The target for this indicator in 2010/11 is £15.80.</p>
6	<u>Council Tax Income</u> (a) Income due from Council Tax for the year excluding reliefs and rebate	Contextual	£107.2m	£107.6m	£106.2m	This is contextual data provided for the calculation of the indicator.
6	(b) The percentage of (a) that was received during the year	No Change (Decline)	94.9%	94.9%	95.2%	<p><u>Improvement Measure into 2009/10</u> This indicator was highlighted as a declining SPI in 2008/09 and the decline in performance was attributed to the current economic climate. No specific improvement measure was identified.</p> <p><u>2009/10 Performance</u> The percentage of Council Tax income received in the year has remained the same at 94.9%. The target for 2010/11 is 95%.</p>
3	<u>Public Access</u> The percentage of Council buildings which are suitable for and accessible by disabled people	Improve (Improve)	89.6%	85.1%	79.0%	<p><u>2009/10 Performance</u> The percentage of Council buildings which are suitable for and accessible by disabled people has increased from 85.1% in 2008/09 to 89.6% in 2009/10.</p>

Ref	SPI	Improvement / Decline / No Change	2009/10	2008/09	2007/08	Comments
8	Asset Management Condition and Suitability (a) The proportion of operational accommodation that is in a satisfactory condition	Improve (Improve)	79.2%	73.6%	62.8%	<u>2009/10 Performance</u> The proportion of operational accommodation that is in a satisfactory condition has increased from 73.6% in 2008/09 to 79.2% in 2009/10.
8	(b) The proportion of operational accommodation that is suitable for its current use	Improve (Improve)	85.3%	82.0%	79.8%	<u>2009/10 Performance</u> The proportion of operational accommodation that is suitable for current use has increased from 82.0% in 2008/09 to 85.3% in 2009/10.