

**The Highland Council**  
**Community Services Committee**  
**4 June 2015**

Agenda Item	<b>5.ii</b>
Report No	<b>COM/18/15</b>

**Community Service Performance Report - 1 April 2014 to 31 March 2015**

**Report by the Director of Community Services**

**Summary**

This report provides information on how Community Services performed in relation to performance indicators during 2014/15.

**Appendix 3** details targets for 2015/16 and Members are asked to consider and approve these.

**1. Background**

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords.
- 1.2 Further relevant Performance Indicators for Community Services whilst not all statutory, are also provided within this report.
- 1.3 Information on the key performance indicators is set out in the report below.
- 1.4 Further housing performance information is available at Ward level on the Council's intranet.  
[http://ntintra1/miweb/current/ward\\_reporting/ward\\_reporting\\_home\\_page.htm](http://ntintra1/miweb/current/ward_reporting/ward_reporting_home_page.htm)
- 1.5 Information on other performance indicators for Community Services are presented in tabular format at **Appendix 1**.

**2 Complaints**

- 2.1 This indicator provides information on the percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord. We are also required to report on the percentage of complaints upheld.
- 2.2 Complaints are recorded though the Council's corporate complaints system (lagan).
- 2.3 In the final quarter of the year we received 185 complaints, 161 at stage 1 of which 50.3% were responded to within the 5 working day deadline. This is an improvement over the previous quarter which was 48.4%. Of the 24 stage 2 complaints received 62.5% were replied to within the 20 working day deadline which is a decline in performance from the previous quarter of 72.2. However in the final quarter of the year there were more stage 2 complaints received up to 24 from 18.

**3 Waste Management**

3.1

	2014/15				2013/14
	Qtr 4	Qtr3	Qtr 2	Qtr 1	Qtr 4
Household Waste – Collected (Tonnes)	28199	29391	35937	36949	28305
Household Waste – Composted	7.1	10.0	16.4	18.3	7.4
Household Waste – Recycled	32.6	32.8	32.7	32.4	33.3
Municipal Waste – Composted	6.96	9.36	15.11	17.16	7.25
Municipal Waste – Recycled	30.30	30.53	30.73	30.51	31.07

3.2 Seasonal fluctuations are due to better weather, increasing growth in the garden, additional DIY activity and visitor and holidaymaker numbers in quarters 1 & 2.

3.3 We continue to seek ways to improve the recycling rate and anticipate the addition of new materials to the blue bin. Further large increases in the rate would require additional collections which in turn would add to the financial burden of the service.

#### 4 Enforcement notices

4.1 Enforcement activity during Q4 this year focused on dog fouling with 39 patrols undertaken. 155 dog walkers were engaged with by the dog wardens /enforcement officers and encouragingly the vast majority of them had their dog bags with them and actively followed the “Grab it , Bag It, Bin It” procedures. Only 1 person was witnessed to not pick up after their dog had fouled. The overall number of Fixed Penalty Notices and Dog Control Notices issued during 14/15 rose from 41 in 13/14 to 85 in 14/15 (See Paragraph 5 below). The biggest increases were in the number of FPNs for littering which rose 6 fold from 6 to 36 (mainly relating to smoking and litter) and Dog Control Notices which rose from 13 to 28. There was a reduction in the number of FPNs issued for flytipping and a slight increase in the number of dog fouling FPNS issued.

#### 5 Dog Nuisance cases

5.1 The number of stray dogs handled by the Council reduced in 14/15 from 237 in the previous year to 226 in 14/15. However the number of dog related complaints rose from 708 to 870 with the biggest increase relating to concerns about dog control issues ( 118 cases investigated under the Control of Dogs (Scotland) Act 2010 compared to 97 in the previous year). The majority of these are dealt with by providing advice but, as detailed in Paragraph 4.1 above, 28 required that a Dog Control Notice was issued placing conditions on the owner of the dog to comply with in order to prevent any further incidents with the dog. Two breaches of Dog Control Notices were reported to the Procurator Fiscal resulting in one owner receiving a fine and being banned from keeping any dogs for a year and the other owner having sentence deferred for 6 months for good behaviour. All of these cases take up a considerable amount of officer time.

5.2

	2014/15				2013/14
	Qtr 4	Qtr3	Qtr 2	Qtr 1	Qtr 4
Number of dog control complaints	189	172	252	257	286
Number of dogs caught	62	53	54	57	53

## 6 Grounds Maintenance

6.1	<b>2014/15</b>				
	Qtr 4	Qtr3	Qtr 2	Qtr 1	
	Grounds Maintenance monitoring inspections	54%	73%	73%	67%
	Grounds Maintenance Inspections breached standards	27%	69%	62%	80%

## 7 Public Convenience Cleaning

7.1	<b>2014/15</b>				
	Qtr 4	Qtr3	Qtr 2	Qtr 1	
	Public Convenience cleaning inspections	33%	60%	67%	62%
	Public Convenience cleaning Inspections breached standards	90%	58%	79%	39%

7.2 The information detailed in 6.1 and 7.1 above shows the number of inspections which have been carried out and the percentage where standards have not been met. Within the Service Level Agreements for the 2 measures above we have a timescale for breached standards to be rectified. If the standards are not met within those timescales then financial penalties are incurred.

## 8 Road defects (potholes)

8.1 The following data is taken from the Roads and Community Works asset management database. The figures relate to the number of pothole repair instructions and not the total number of potholes encountered; a single instruction can be raised for multiple potholes. Note that the response time for an instruction created within a specific quarter may roll into another quarter. A table of the response times is contained in **Appendix 4**. Some instructions may be completed but have not yet been closed off in the asset management system.

8.2	<b>2014/15</b>					<b>2013/14</b>	
	Year	Qtr 4	Qtr 3	Qtr 2	Qtr1	Qtr 4	
	Number of pothole instructions created	2875	1158	387	528	802	611
	Number of pothole instructions completed within response time	470	201	64	79	126	151
	Number of pothole instructions completed outwith response time	1341	656	22	397	266	546

8.3 There is a significant difference between the number of pothole instructions raised in quarter 4 of 2013/14 and 2014/15. This correlates with reports of the deterioration of the road network over the last winter.

## 9 Noise nuisance complaints

9.1 April-March 13-14 The average time (hours) between the time of the

complaint and attendance on site:119 hours

April- March 14-15 The average time (hours) between the time of the complaint and attendance on site: 146 hours

This statutory PI was designed to measure performance where Councils have dedicated immediate response teams for noise complaints e.g. to respond to night time party noise. These are dealt with by the Police Scotland in Highland.

In general noise complaints received by Environmental Health e.g. noise from commercial premises, barking dogs are not an issue at the time of submission of the complaint (noise is not occurring) and attendance on site is only required at a later date. We will either arrange to attend when the noise is occurring or send out diary sheets to the complainant to further evaluate the extent of the issue before visiting to assess. Hence the variation in average time to attend on site.

- 9.2 Environmental Health are developing more meaningful performance measure to assess time to respond to a complainant and this will be reported to future committees.

## 10 Gully cleaning

- 10.1 The table below details the number of gullies cleaned.

	Q1	Q2	Q3	Q4	Total
B&S	0	951	0	0	<b>951</b>
Caithness	507	0	0	2053	<b>2560</b>
Inverness	1877	1941	1883	1465	<b>7166</b>
Lochaber	1194	0	1534	1394	<b>4122</b>
Nairn	0	0	1753	669	<b>2422</b>
R&C	2199	1853	794	75	<b>4921</b>
Skye	Vehicle used did not have telematics fitted				
Sutherland	0	708	0	0	<b>708</b>
Totals	<b>5777</b>	<b>5453</b>	<b>5964</b>	<b>5656</b>	<b>22850</b>

- 10.2 This represents 53% of the total number of gullies in Highland.

- 10.3 Community Services are working to improve the efficiency of the gully emptying process through better identification of problematic zones and those streets where annual cleaning may not be a priority. Fleet utilisation is also being examined.

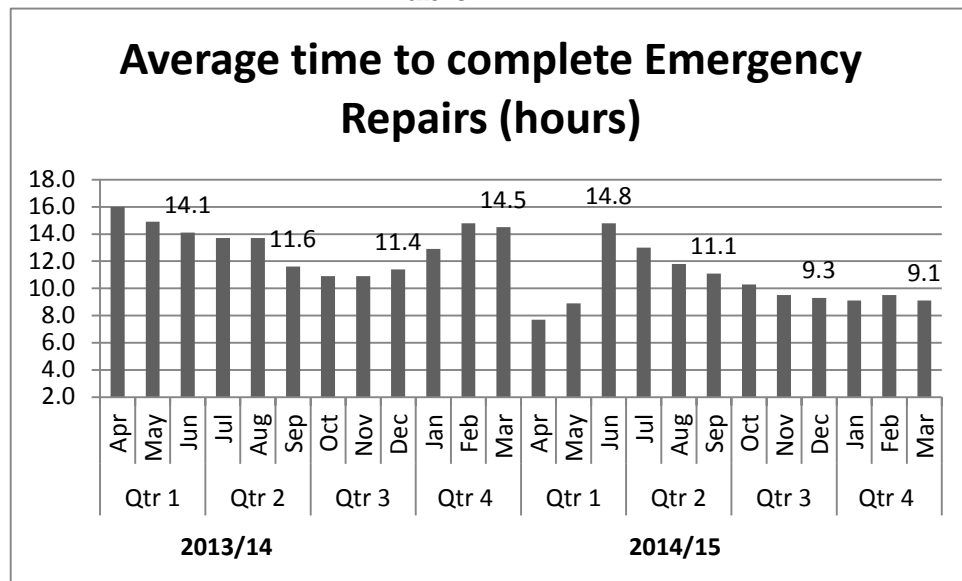
## 11 Repairs

- 11.1 The key current indicators for measuring repairs performance are considered to be the average time taken to complete emergency and non-emergency repairs.

- 11.2 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Further information relating to repairs indicators covering repairs quality and appointments are contained in **Appendix 1**.

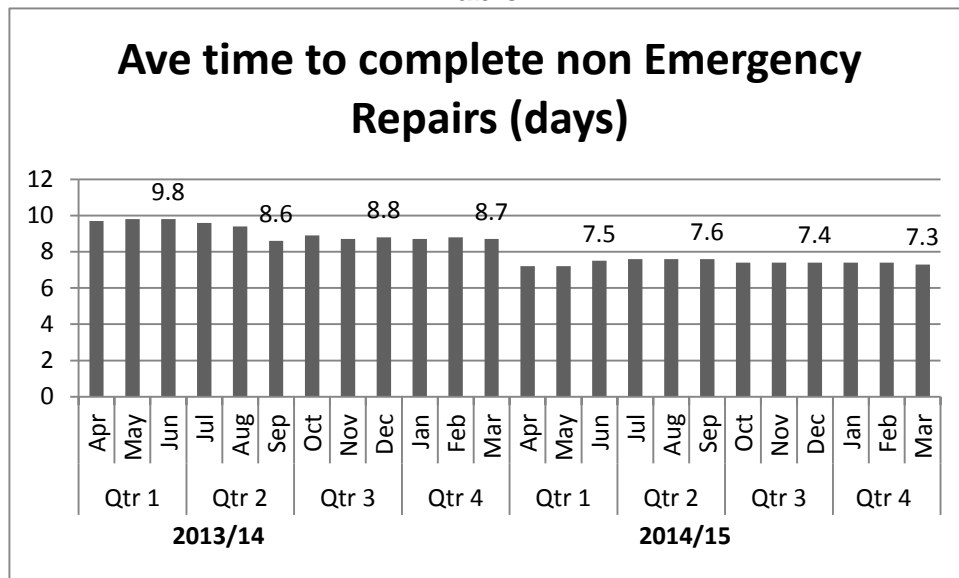
11.3

**Table 1**



11.4

**Table 2**



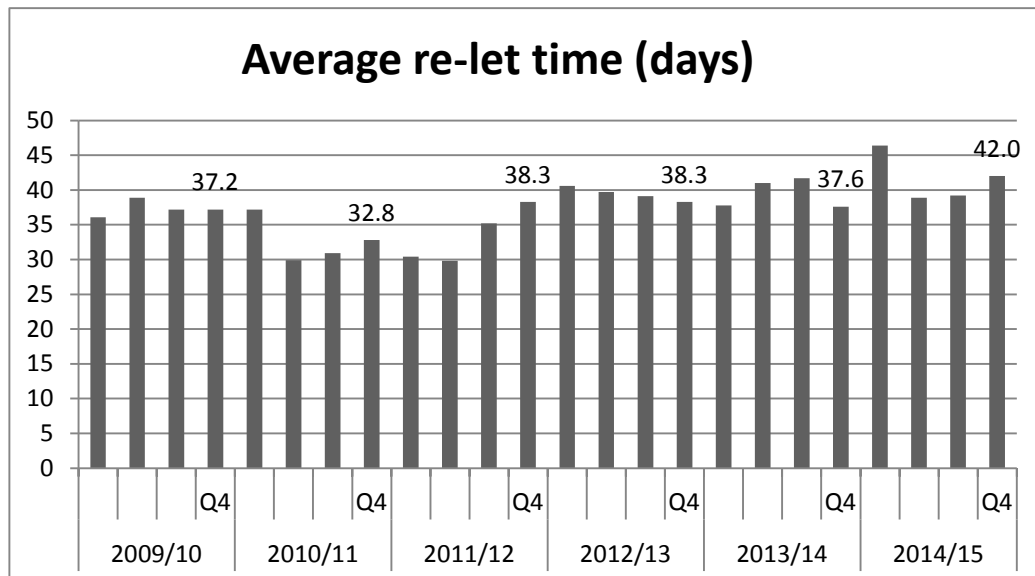
11.5 We undertake a routine satisfaction survey of completed repairs with tenants and the results to end of March shows 82.6% of the 1206 people surveyed replied that their repair was completed ‘right first time’. We also ask ‘How satisfied are you with the overall quality of work’ to which 88.3% replied positively, compared to 87%% in the previous quarter.

**12. Tenancy Management**

12.1 The table below provides information on the average re-let time showing the trend back 5 years and highlighting the same quarter in previous years for comparison.

12.2

**Table 3**



12.3 Performance on reletting void houses is still giving us cause for concern. Teams are being created in Areas. Void team maintenance officers will be trained to bring the voids up to the standard.

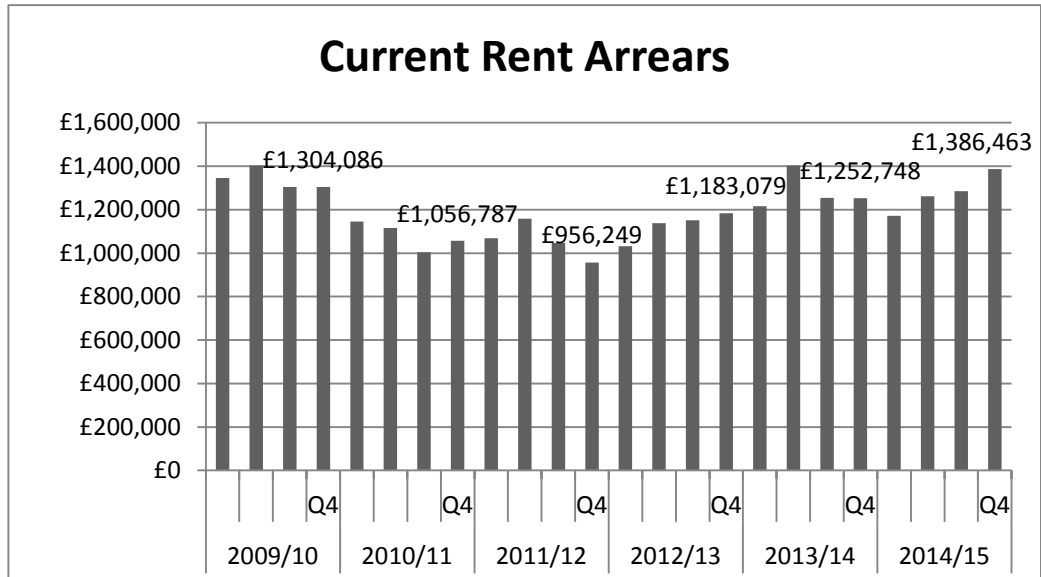
12.4 A tenant focus group reviewed our Empty Homes Standard and this has been up-dated in light of their comments. Associated tenant and staff guidance has been developed to ensure that the standard is applied consistently across Highland. Only works required to bring the property up the standard will be carried out at the void stage, improving void times and reducing costs. Full details of to standard are available in **Appendix 2**.

12.5 Further information on tenancy management issues such as void rent loss and percentage of lettable properties becoming vacant can be found in **Appendix 1**.

### 13 Rent Arrears

13.1 The key performance indicator for rent arrears is considered to be the value of current arrears. The table below provides information on current rent arrears going back 5 years and shows the comparative figure for the same quarter in previous years.

**Table 4**

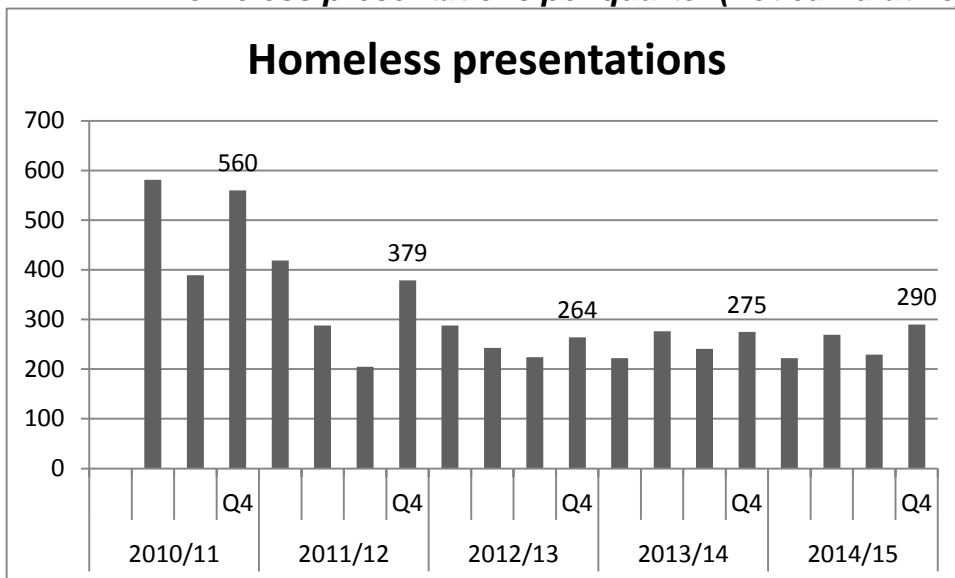


13.2 There has been a slight increase in rent arrears from last quarter. Trend is that arrears are increasing and some difficult cases and changes to universal credit makes it difficult to manage. However staff continue to prioritise rent arrears work. Further information on Scottish Social Housing Charter arrears indicators is provided in **Appendix 1**.

#### 14 Homelessness/Homeless Prevention

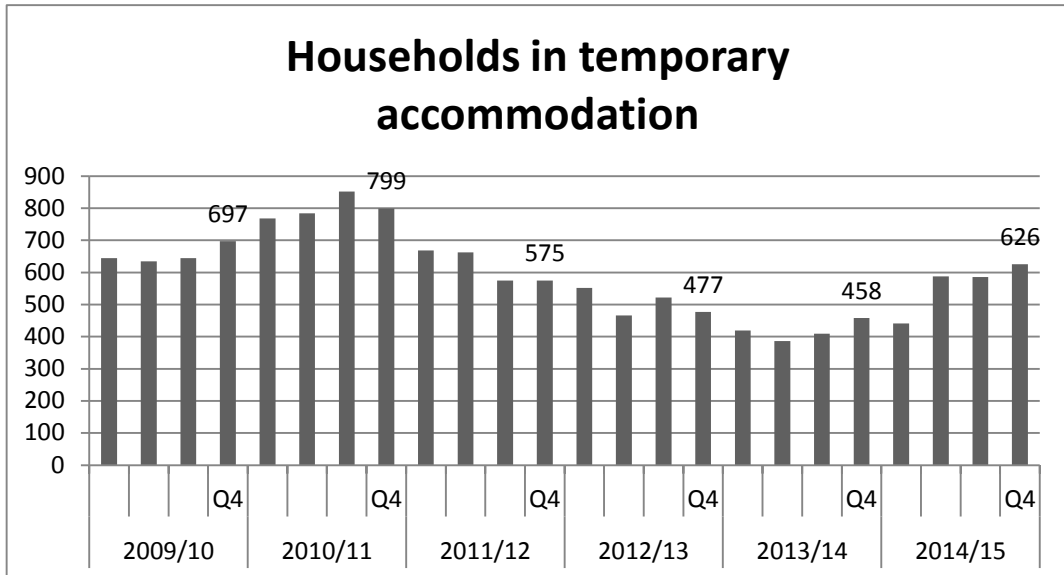
14.1 Performance information on homelessness is noted in tables 5 and 6 below and again additional information regarding temporary accommodation is provided in **Appendix 1**.

**Table 5**  
**Homeless presentations per quarter (not cumulative)**



14.2 We are unable to provide data prior to 2010.

**Table 6**



14.3 Over the past 3 years the numbers in temporary accommodation has been decreasing. However, this year has started to increase.

## 15. Staff Absence

15.1 Community Service staff absence is 3.37 days sickness per employee compared with the Highland figure of 2.47. We have a number of staff off long term sick with non-work related illness together with some short term absence which is dealt with in line with the Council's absence management policy.

## 16. Implications

16.1 **Resources:** There are resource implications arising from the need to set up new performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This will be managed within the current HRA budget.

16.2 **Legal:** The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

16.3 There are no known specific equality, climate change/carbon clever; rural, risks or Gaelic implications arising from this report.

### Recommendation

Committee is invited to:

- (i) Note the information provided on Community Services performance from 1 April to 31 March 2015
- (ii) Approve the targets for 2015/16 as detailed at **Appendix 3**

Designation: Director of Community Services



Date: 15 May 2015

Author: Caroline Campbell, Performance and Building Maintenance  
Manager

Background Papers: Scottish Housing Regulator: The Scottish Social Housing  
Charter: Indicators and Context Information

CMS Performance Indicators	RAG	Target	2014/15				2013/14	
			Qtr4	Qtr3	Qtr2	Qtr1	Qtr4	
CMS - 5 days	Red	80	50.31	48.35	43.13	49.04		
CMS - 20 days	Red	80	62.50	72.22	59.46	64.71		
CMS FOI Legislative	Green	80	89.42	94.19	94.87	95.41		
Household Waste - Collected Qtr	Green	0	28199	29391	35937	36949	28305	
% Household waste recycled and composted Qtr	Red	50	39.70	42.75	49.09	50.76	40.70	
Household Waste - Composted Qtr	Amber	15	7.09	9.98	16.38	18.35	7.39	
Household Waste - Recycled Qtr	Amber	35	32.61	32.78	32.71	32.41	33.31	
Municipal waste recycled and composted Qtr	Red	50	37.25	39.89	45.84	47.67	38.32	
Municipal waste - composted Qtr	Red	15	6.96	9.36	15.11	17.16	7.25	
Municipal waste - recycled Qtr	Red	35	30.30	30.53	30.73	30.51	31.07	
% of consultant's submissions response within 28 days	Green	100	100	100	66.7	37.5	75	
% of high risk food businesses inspected for Food Hygiene purposes	Green	100	100	100	87.5	87.5	100	
Number of formal enforcement actions - quarterly			8	22	18	37	20	
Pest Complaints - quarterly			58	55	85	81	43	
Pest service requests completed - quarterly			76	107	181	159	78	
Number of Dogs caught - quarterly			62	53	54	57	53	
Number of Dog control complaints - quarterly			189	172	252	257	286	
Grounds Maintenance Monitoring Inspections			54	73	73	67		
Grounds Maintenance Inspections Breached standards			27	69	62	80		
Public Convenience Cleaning Inspections			33	60	67	62		
Public Convenience Cleaning Inspections Breached standards			90	58	79	39		
Avg. time to complete emergency repairs (hours) SHR11	Green	14	9.06	9.31	11.07	14.76	14.50	
Avg. time to complete non emergency repairs (days) SHR12/HSN4	Green	8	7.32	7.53	7.58	7.86	8.74	
Reactive repairs carried out first time SHR13	Green	92	93.78	92.63	91.71	90.77	90.63	
Repairs appointments kept SHR14	Amber	95	92.63	92.92	92.73	92.90	92.22	
Ave time (days) taken to re-let SHR35	Red	35	42.01	39.22	38.87	46.44	37.62	
% rent loss through voids - HSN2/SHR34	Green	1.00	0.91	0.97	1.08	1.21	1.19	
% of lettable houses becoming vacant SHR21			11.22	10.99	11.23	11.25	11.43	
Tenancy offers refused SHR18			28.85	29.64	30.69	36.92	35.79	
% of new tenancies sustained for more than a year SHR20	Amber	90	87.00	86.92	86.76	86.30	86.40	
Rent collected as % of rent due SHR30	Green	98	98.78	99.32	99.33	99.55	100.87	
Gross rent arrears as % of rent due SHR31	Green	5	4.11	4.53	4.46	4.26	4.36	
% court actions which resulted in eviction SHR24	Green	10	8.77	8.33	7.59	10.00	9.47	
ASB cases reported and resolved SHR19 Qtr	Red	85	76.33	65.25	53.54	33.39	67.45	
Avg. days to complete medical adap applications (days) SHR23 Qtr	Amber	50	54.14	50.80	58.12	49.95	51.90	
% of approved applications for medical adap SHR22 Qtr			63.45	70.69	32.65	12.81	68.61	
Number of Prevention cases SHR			1978	1355	986	488	2211	
Homelessness - Presentations received in period SHR			290	229	269	222	249	
% households requiring temp/eme accomm who receive offer SHR26 Qtr		100	100	98.99	100	98.06	100	
% temp/eme accomm offers refused SHR27 Qtr			6.79	6.29	6.59	4.17	18.25	
Ave time in temp/eme accomm (weeks) SHR 25 Qtr	Red	10	16.06	15.36	15.31	21.00	11.45	
Invoices Payment within 30 days Qtr CMS	Green	90		94.74	95.62	96.32		
Invoices Payment <10 days Qtr CMS	Green	60		82.20	84.47	85.05		

### The Empty Homes Standard

#### General

This leaflet will give you an idea of what standard to expect when you move in to your new home.

- It is our duty as a Council to provide a property which is safe, warm and dry and has all the services you will need such as power, water and heating. The property should also be clean.
- Properties will not be redecorated. The decoration carried out by the previous tenant will be left if it is in reasonable condition. You may qualify for a decoration allowance if the wallpaper is badly torn, paintwork is badly scratched, if unusual colours or unusual materials have been used or if there is smoke discolouration. If this is particularly bad, we may also strip wallpaper and leave walls, ceilings and woodwork left ready for you to paint or paper. If you going into sheltered housing, or a property which has been adapted for you on medical grounds, we will not give you a decoration allowance, but will carry out any required redecoration work before you move in.
- It is our policy to re-let properties as quickly as possible. We may not have completed all non-essential repairs before you move in, but we will let you know if this is the case. Repairs which have to be done for health and safety reasons, or repairs which are difficult to do when the house is occupied will have been completed.
- If previous tenants have improved the property by installing showers, kitchen fittings, hard flooring or internal doors, we will leave these in place unless they are badly fitted, dangerous or in very poor condition, on the understanding that you take responsibility for their future removal, maintenance and renewal.
- Any disabled adaptations which have been made for a previous tenant will be left- we will not remove a walk in shower and put in a bath for instance;
- As a tenant of Highland Council there are some repairs which you are responsible for once you move in – your Repairs Book will list these. In general, if something is the responsibility of the tenant, we will not repair it when the property is being made ready for letting.

#### Inside the property:

- We will ensure that the property is free from penetrating and rising damp;
- We will make sure that all plaster work is in good condition;
- We will make sure the property is clean, particularly the kitchen and bathroom and that the floors have been swept or mopped where appropriate;
- We will make sure there is a bath or shower, toilet and wash hand basin in the property and that these are in a clean and safe condition. Any fittings such as showers left by former tenants will be left if they are safe, on the understanding that you take responsibility for their future removal, maintenance and renewal;
- We will make sure that kitchen units and worktops are clean and in good condition. Any improvements or fittings left by the former tenants will be left if they are safe on the understanding that you take responsibility for their future removal, maintenance and renewal;
- We will leave carpets and hard flooring laid by the previous tenant unless they are in a poor condition, on the understanding that you take responsibility for their removal, maintenance and renewal;
- We will leave blinds and curtain poles/tracks left by the previous tenant unless they are in a poor condition, on the understanding that you take responsibility for their removal, maintenance and renewal;
- We will ensure that outside doors and windows are wind and watertight , are secure and open and close easily;
- We will change the door locks before you move in and will provide you with two sets of keys;
- We will provide keys for window locks (if installed in your property);
- Internal doors are your responsibility – however, before you more in, we will make sure that they are free from holes or serious damage , that the handles and latches work and that they meet fire safety standards where required. This is on the understanding that you take responsibility for their future maintenance and renewal;

- The heating system will be safe and in working order and:
  - Where there is gas in the property we will arrange for a gas safety check to be carried out before the start of your tenancy and you will be provided with a copy of the gas safety certificate. We will provide a carbon monoxide detector to every gas heated property;
  - Where there is a solid fuel heating system, we will sweep the chimney – you will then be responsible for sweeping the chimney as required thereafter;
- We will check all electrics in your property to ensure they are in good working order and meet safety standards;
- We will provide one or two smoke detectors depending on the size of the property;
- We will make sure any internal glazing is intact and meets safety standards;
- We will make sure that all floors are safe and free from rot, protruding nails and other problems which could prevent the laying of carpets;
- We will make sure all skirting boards are in reasonable condition;
- We will make sure there are no polystyrene tiles in the property;
- We will make sure any banisters and balustrades are safe;

**Outside:**

- We will make sure that the roof and any chimneys are wind and watertight;
  - We will make sure that paths and steps between the front and back gates and front and back doors will be safe. Any other paths, such as those around the side of properties, will be your responsibility;
  - We will make sure that the garden is cleared of rubbish. We will not cut the grass unless it is so long that it would be difficult to cut with domestic equipment. We will not trim bushes or trees left by previous tenants;
  - Gates and boundary fences/walls will be checked to ensure that they are safe – however they may not be repaired or renewed as this type of repair is low priority and will only be done when there is enough money in the budget. You are responsible for the dividing fences/hedges;
  - We will not supply clothes poles or rotary driers in your own garden – however, if those left by the previous tenant are in good condition, we will leave them for your use on the understanding that you take responsibility for their removal, maintenance and renewal. We will provide clothes poles or rotary driers as appropriate in communal drying areas in flats;
  - We will ensure that gutters and downpipes are in good working order and free from leaks;
  - We will ensure any door entry system provided in flats is working and give you keys or codes where appropriate;
  - Repairs to any garages or sheds associated with the property are low priority and will only be done when there is enough money in the budget ;
  - We do not provide TV Aerials and satellite dishes unless your property is in a larger flatted block.
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## Performance Targets for 2015/16

<b>Indicator</b>	<b>SHR Indicator Number</b>	<b>Target 2015/16</b>
Average length of time taken to complete emergency repairs.	11.	14 hours
Average length of time taken to complete non-emergency repairs.	12.	8 days
Percentage of reactive repairs carried out in the last year completed right first time.	13.	92%
Percentage of repairs appointments kept.	14.	95%
Percentage of anti-social behaviour cases reported in the last year which were resolved within target timescales.	19.	85%
Percentage of new tenancies sustained for more than a year, by source of let.	20.	85%
The average time to complete applications for medical adaptations.	23.	50 days
Percentage of households for whom a homeless decision was made within 28 days		100%
Rent collected as percentage of total rent due in the reporting year.	30.	99%
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	31.	5%
Percentage of rent due lost through properties being empty during the last year	34.	1%
Average length of time taken to re-let properties in the last year.	35.	35 days
Number of households in temporary accommodation		Less than 400

### Road Defect Response Times

The table below states the response times used for road defects recorded in the asset management system.

Category	Description	Response
1	Immediate / imminent hazard or risk of short term structural deterioration.	Immediate action to protect public if necessary. At least temporary repair within 24 hours <sup>(1)</sup> .
2H	High level of hazard or risk.	7 days
2M	Medium level of hazard or risk.	21 days
2L	Low level of hazard or risk.	42 days
3	Negligible impact	Annual planned work as resources permit.

Note (1): 24 hours will be interpreted as the end of the following day.

The risk matrix in the table below is derived from the national guidance 'Well-maintained Highways: Code of Practice for Highway Maintenance Management', which is used to determine the level of risk for category 2 defects. Inspectors use their training and experience to determine which category a defect should be given.

**Impact:** the extent of damage likely to be caused should the risk become an incident.

**Probability:** the likelihood of users encountering the risk.

Probability	Low	Medium	High
Impact			
Negligible	2L	2L	2L
Low	2L	2M	2M
Noticeable	2M	2H	2H
High	2M	2H	1