

The Highland Council
Community Services Committee

28 April 2016

Agenda Item	6
Report No	COM 15/16

Community Services Performance Report - 1 April 2015 to 31 December 2015

Report by the Director of Community Services

Summary

This report provides information on how Community Services performed in relation to performance indicators to 31 December 2015.

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 together with benchmarking data where available.
- 1.4 Further housing performance information is available at Ward level on the Council's intranet
http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2

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 quarter 3 we received 201 complaints, 160 at stage 1 of which 42.7% were responded to within the 5 working day deadline. This is an improvement over Quarter 2 and will remain a priority for improvement within the Service. Of the 41 stage 2 complaints received, 57.4% were replied to within the 20 working day deadline which is again an improvement in performance from the previous quarter.

3. Waste Management

Table 1

3.1	2015/16			2014/15				
	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1	
	Household Waste – Collected (Tonnes)	29815	36794	35358	28199	29391	35937	36949
	Household Waste – Composted %	9.4	15.8	15.2	7.1	10.0	16.4	18.3
	Household Waste – Recycled %	32.8	31.9	32.0	32.6	32.8	32.7	32.4
	Total Composted and Recycled %	42.2	47.7	47.2	39.7	42.8	49.1	50.7

3.2 When comparing recycling and composted figures for the same period in 2014/15 figures are slightly down. We are working towards a Scottish National Target of 60% waste recycled/composted by 2020.

3.3 We continue to seek ways to improve the recycling rate and anticipate the addition of new materials to the blue bin will help with this target.

4. Enforcement Notices

4.1 There were 7 Fixed Penalty Notices issued during Q3 which related to dog fouling (2), littering (1) and fly tipping (4). Press releases promoting the **Grab it, Bag It, Bin It – Even in the Dark** message were issued during December.

4.2 The number of stray dogs dealt with during the Quarter significantly increased from the same period in 14/15 – i.e.81 compared to 53 and there was also an increase in the overall number of dog related complaints – up to 203 from 172 for Q3 last year. The number of Dog Control Notices issued during the quarter decreased from 8 to 7 compared to the same period in 14/15.

4.3 Pest control service requests reduced from 107 down to 85 with the enquiries remaining fairly static at 52 compared to 55 in the same quarter of 14/15.

5. Dog Nuisance cases

Table 2

5.1	2015/16			2014/15				
	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1	
	Number of dog control complaints	203	246	210	189	172	252	257
	Number of dogs caught	81	74	64	62	53	54	57

6. Grounds Maintenance and Public Convenience Cleaning

6.1 The information detailed in **Appendix 3** shows the number of inspections which have been carried out and the percentage where standards have not been met. If the standards are not met within those timescales then financial penalties are incurred. Officers are working closely with service providers to ensure compliance is achieved.

7. Road defects (potholes)

- 7.1 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 2**. Some instructions may be completed but have not yet been closed off in the asset management system.
- 7.2 The following table shows the number of pothole instructions per defect response category for quarter 3 as at 31/12/15.

Table 3

	2015/16 – Qtr 3					
	Defect Response Category					
	Total	1	2H	2M	2L	3
Number of pothole instructions created	737	14	26	651	37	9
Total no. instructions completed	815	13	34	557	208	3

- 7.3 The following table shows the total number of instructions for each quarter.

Table 4

	2015/16			2014/15			
	Qtr3	Qtr2	Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr1
Number of pothole instructions created	737	503	1380	1158	387	528	802
Number of pothole instructions completed	815	281	580	857	86	476	392

- 7.4 The increase in the number of pothole instructions raised in quarter 3 of 2015/16 is to be expected during the autumn/ winter months. The Service is encouraging reporting of potholes by members of the public, through the Service Centre and on-line. The Roads Innovation Fund is aiming to find more cost effective and permanent ways to effect repairs.

8. Gully cleaning

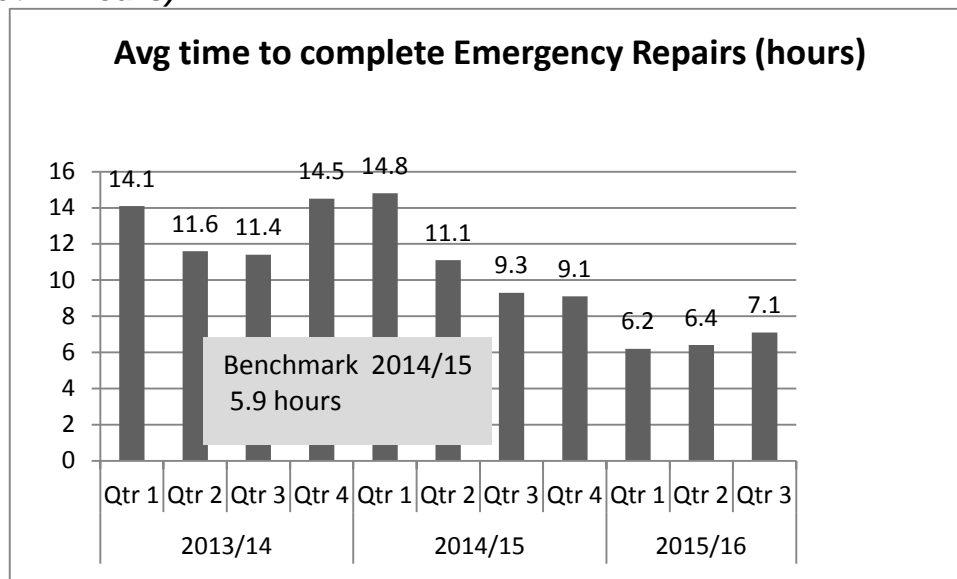
- 8.1 As has been previously reported to Committee, the Gully empties have been fitted with tracking systems. However, we have not yet verified the data from the trackers.
- 8.2 Formal reporting on the tracking system will be available for the year-end report to Committee in August.

9. Housing Repairs

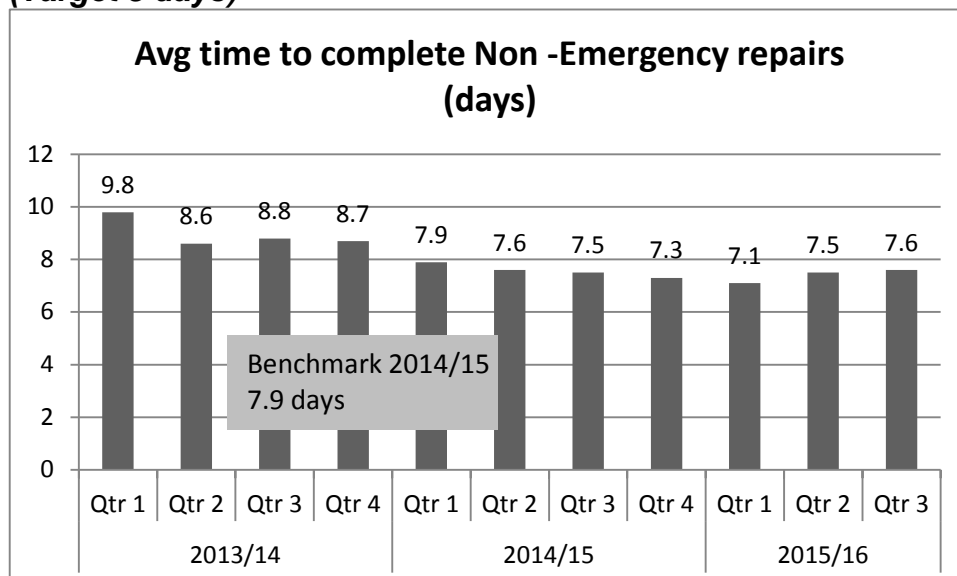
9.1 The key current indicators for measuring repairs performance are considered to be the average time taken to complete emergency and non-emergency repairs.

9.2 Table 5 details performance on the average time taken to complete emergency repairs and Table 6 details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2014/15 figures. Further information relating to repairs indicators covering repairs quality and appointments are contained in **Appendix 1**.

9.3 **Table 5 – Average time to complete Emergency Repairs** **(Target 14 hours)**



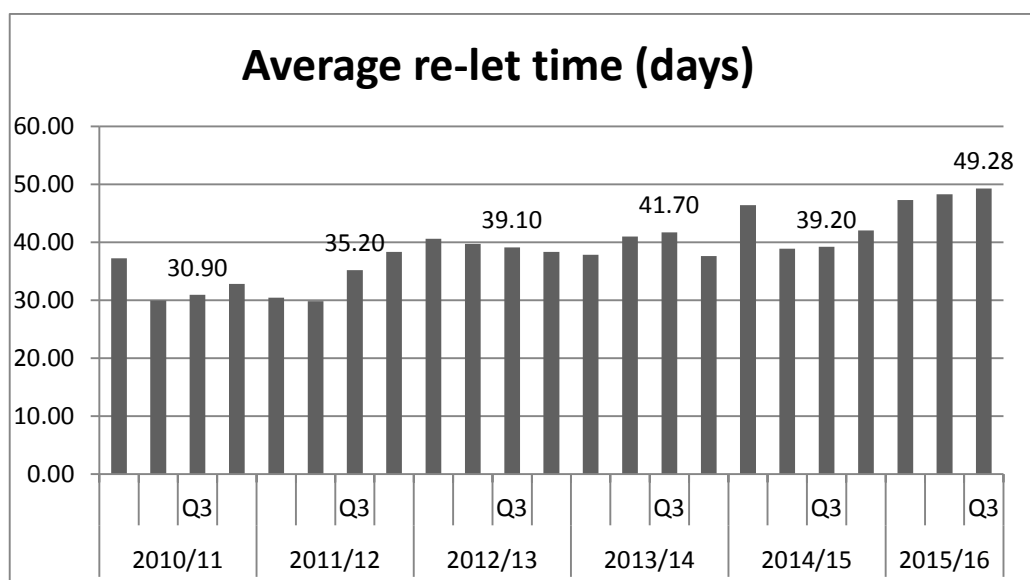
9.4 **Table 6 – Average time to complete Non-Emergency Repairs** **(Target 8 days)**



10. Tenancy Management

10.1 Table 7 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.

10.2 **Table 7 – Average re-let time (Target 35 days)**



10.3 Overall average relating times continue to be a concern despite changes to procedures and staffing arrangements. However relet times vary significantly between areas. The table below compares relet times by area. This shows that, with the exception of Caithness, all areas are at or below the Council target.

10.4 **Table 8 – Average re-let time by Ward**

	Qtr 1	Qtr 2	Qtr 3
Badenoch and Strathspey	40.67	36.81	31.04
Caithness	77.71	90.33	95.46
Inverness	41.55	30.40	30.36
Lochaber	40.92	32.18	32.87
Nairn	27.23	21.00	34.41
Ross and Cromarty	38.68	30.02	31.02
Skye	19.93	14.75	19.12
Sutherland	24.86	37.04	35.39
Average relet time	47.26	48.29	49.28
Voids at end of quarter	172	156	162

10.5 Re-let times in Caithness are related to often quite localised low housing demand, and further discussion is taking place with Members locally to consider approaches to addressing this issue.

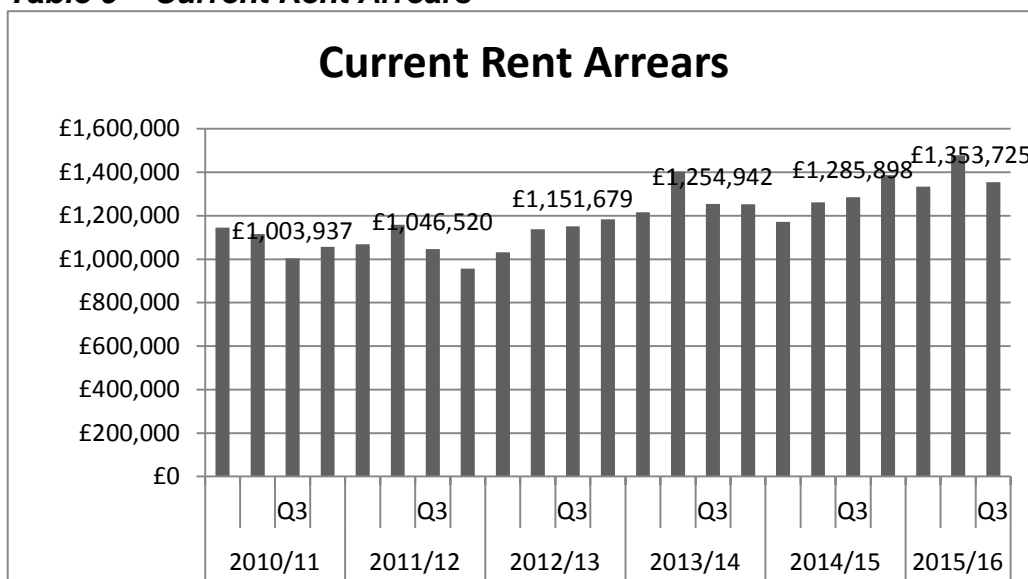
10.6 PIE (performance indicator exempt) properties are being reported to Area Committees.

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

11. Rent Arrears

- 11.1 The key performance indicator for rent arrears is considered to be the value of current arrears. Table 9 below provides information on current rent arrears going back 5 years and shows the comparative figure for the same quarter in previous years.

Table 9 – Current Rent Arrears

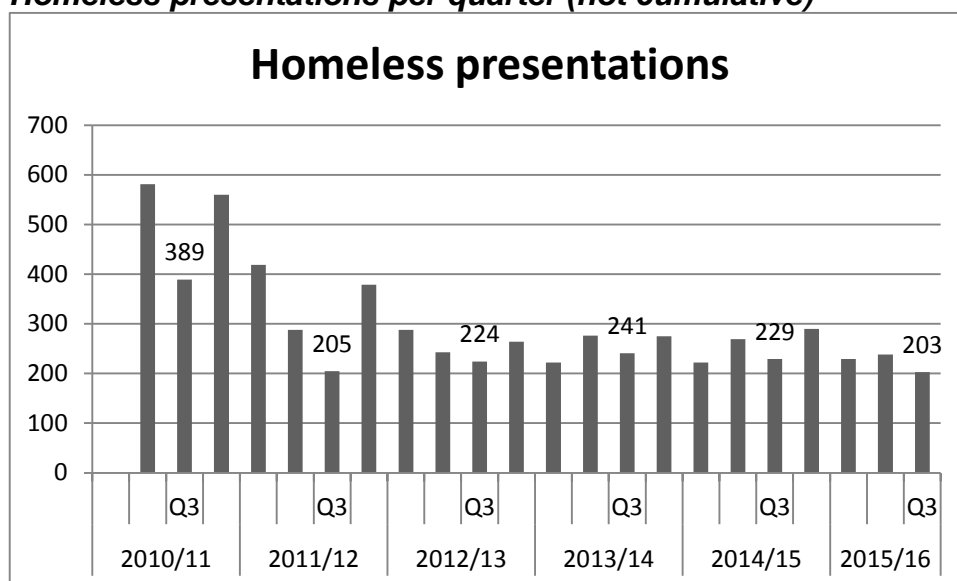


- 11.2 We remain concerned about the long term implications of Universal Credit and other welfare reform changes in relation to rent arrears. Experience to date is that tenants in receipt of Universal Credit are more likely to be in arrears than other tenants. As Universal Credit is extended to all tenants this will almost certainly affect arrears performance.
- 11.3 We are continuing to work with colleagues in the Finance Service and with the Department for Work and Pensions (DWP) in order to identify Universal Credit cases early and implement payment of housing costs to the Council where appropriate. In March 2016, we commenced the Universal Credit 'Trusted Partner' Pilot Project in Highland. This allows greater involvement by the Council as a landlord in the Universal Credit process and we hope it will enhance liaison with DWP and speed up the direct payment process in individual cases.
- 11.4 As shown in **Appendix 1** we have seen an increase in eviction cases over the last quarter and this is being investigated in more detail.

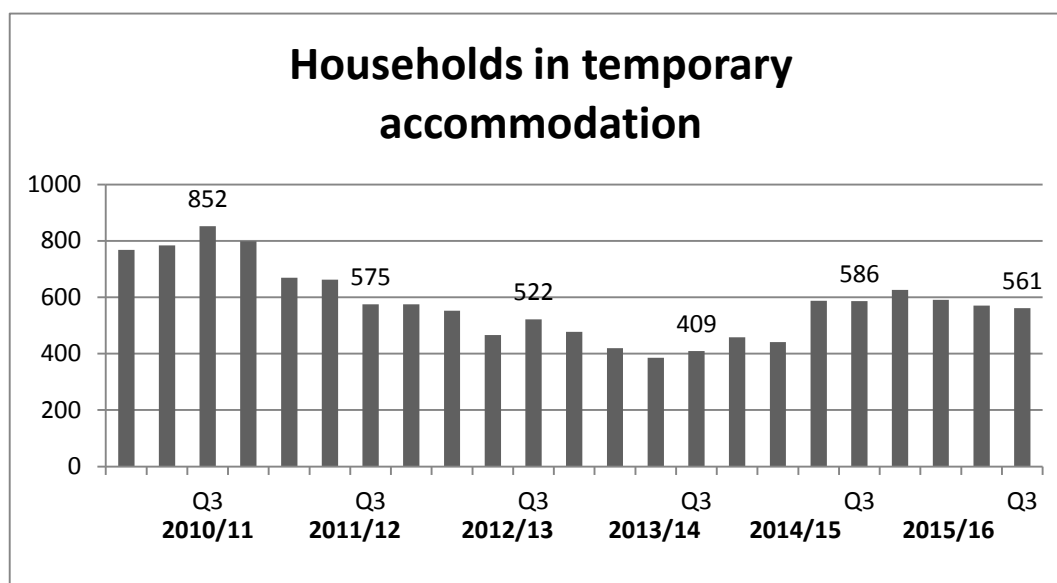
12. Homelessness

- 12.1 Performance information on homelessness is noted in tables 10 and 11 and again additional information regarding temporary accommodation is provided in **Appendix 1**.

**Table 10 -
Homeless presentations per quarter (not cumulative)**



12.2 Table 11 – Households in Temporary Accommodation (not cumulative)



12.3 Homeless presentations remain relatively stable, and there has been a slight downward trend in the numbers in temporary accommodation over the last 3 quarters.

13. Staff Absence

13.1 Community Service staff absence is 2.73 days sickness per employee, against the Highland figure of 1.20 days. We have a number of staff absent on 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.

13.2 The age profile across the Service is high, and combined with a high proportion of manual workers, reducing the absence rate remains challenging.

13.3 The Community Service's Workforce Planning Action Plan has an action to improve attendance management. Middle managers are undertaking specific training in attendance management with the objective of dealing more effectively with attendance issues.

14. Implications

14.1 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.

14.2 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.

14.3 Equality, Climate Change/Carbon Clever, Rural, Risk and Gaelic

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

Recommendation

Members are invited to note the information provided on Community Services performance from 1 April to 31 December 2015.

Designation: Director of Community Services

Date: 11 April 2016

Author: Caroline Campbell, Head of Performance and Resources

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

Appendix 1

CMS Performance Indicators	Scottish Avg	RAG	Target	2015/16			2014/15	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
CMS - 5 days		Red	80	42.7	21.6	34.9	50.3	48.4
CMS - 20 days		Red	80	57.4	46.2	38.9	62.5	72.2
CMS FOI Legislative		Red	80	62.5	61.0	62.7	89.4	94.2

Absence CMS Qtr		Red	2.5	2.7	3.0	3.0	3.4	2.9
Absence CMS Environmental & Regulatory Services Qtr		Red	2.5	2.3	2.9	3.8	4.4	3.5
Absence CMS Housing Qtr		Green	2.5	1.5	2.4	0.9	1.4	1.5
Absence CMS Performance & Building Maintenance Qtr		Green	2.5	2.1	3.3	2.8	3.5	3.4
Absence CMS Roads & Transport Qtr		Red	2.5	2.4	2.6	2.6	2.8	2.9
Absence CMS INV Area Community Services Qtr		Red	2.5	2.9	3.7	2.3	2.5	2.0
Absence CMS C&S Area Community Services Qtr		Red	2.5	3.1	2.3	1.9	2.2	2.3
Absence CMS L,N, B&S Area Community Services Qtr		Red	2.5	5.0	3.6	2.9	3.9	2.9
Absence CMS S R&C Area Community Services Qtr		Red	2.5	3.1	2.4	3.6	3.3	2.6

Invoices Payment <10 days Qtr CMS		Red	77	66.2	64.4	47.4	84.1	82.2
Invoices Payment within 30 days Qtr CMS		Amber	95	93.8	93.0	91.6	94.9	94.7

Household Waste - Collected Qtr		Red	36500	29815	37268	35400	28075	29391
% Household waste recycled and composted Qtr		Amber	50	42.1	49.3	48.0	39.3	42.8
Household Waste - Composted Qtr		Amber	15	9.4	16.1	15.2	6.6	10.0
Household Waste - Recycled Qtr		Amber	35	32.8	33.2	32.8	32.8	32.8
Municipal waste recycled and composted Qtr		Red	50	39.5	45.5	44.4	37.2	39.9
Municipal waste - composted Qtr		Red	15	8.6	14.9	14.1	6.9	9.4
Municipal waste - recycled Qtr		Red	35	30.9	30.6	30.2	30.2	30.5
Number of formal enforcement actions - quarterly				14.0	18.0	14.0	8.0	22.0
Pest Complaints - quarterly				17.0	28.0	38.0	22.0	14.0
Pest service requests completed - quarterly				24.0	48.0	58.0	22.0	24.0
Number of Dog control complaints - quarterly				203.0	246.0	210.0	189.0	172.0
Number of Dogs caught - quarterly				81.0	74.0	64.0	62.0	53.0

% of high risk food businesses inspected for Food Hygiene purposes		Green	100	100.0	100.0	100.0	100.0	100.0
% of consultant's submissions response within 28 days		Red	100	92.3	87.5	100.0	100.0	100.0

Grounds Maintenance Monitoring Inspections				40.0	47.0	45.0	54.0	72.5
Grounds Maintenance Inspections Breached standards				37.0	53.0	74.0	27.0	69.2
Public Convenience Cleaning Inspections				61.0	58.0	43.0	33.0	60.0
Public Convenience Cleaning Inspections Breached standards				68.0	85.0	94.0	90.0	58.3

CMS Performance Indicators	Scottish Avg	RAG	Target	2015/16			2014/15	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Monitor % spend against relevant HRA Capital Programme budget heading				48.9				

Avg. time to complete emergency repairs (hours) SHR11	5.9	Green	14	7.1	6.4	6.2	9.1	9.3
Avg. time to complete non emergency repairs (days) SHR12/HSN4	9.88	Green	8	7.6	7.5	7.1	7.3	7.5
Reactive repairs carried out first time SHR13	90.2	Green	92	94.9	95.2	95.4	93.8	92.6
Repairs appointments kept SHR14	92.4	Amber	95	93.7	94.2	93.9	92.6	92.9
Repairs completed at first visit - survey		Green	75	92.9	92.4	92.2	82.8	85.9

Rent collected as % of rent due SHR30	99.5	Green	98	99.8	99.3	101.7	98.8	99.3
Gross rent arrears as % of rent due SHR31	5.3	Green	5.0	4.4	4.6	4.2	4.1	4.5
% rent loss through voids - HSN2/SHR34	1.1	Red	1	1.2	1.3	1.8	0.9	1.0
% of lettable houses becoming vacant SHR21	8.9	Amber	9.7	10.9	11.1	11.2	11.2	11.0

% of new tenancies sustained for more than a year SHR20	88.8	Amber	90	86.2	86.8	87.4	87.0	86.9
Tenancy offers refused SHR18	42	Amber	31	31.2	31.4	25.8	28.9	29.6
Ave time (days) taken to re-let SHR35	36.9	Red	35	49.3	48.3	47.3	42.0	39.2
ASB cases reported and resolved SHR19 Qtr	83.2	Amber	85	82.5	67.0	35.2	76.3	65.2
% court actions which resulted in eviction SHR24	14.7	Green	10	12.0	9.5	7.6	8.8	8.3

Avg. days to complete medical adap applications (days) SHR23 Qtr	54.8	Red	50	64.4	62.3	100.0	54.1	50.8
% of approved applications for medical adap SHR22 Qtr	84.3	Red	80	39.5	37.1	18.0	63.5	70.7

Homelessness - Presentations received in period SHR				203.0	238.0	229.0	290.0	229.0
% households requiring temp/eme accomm who receive offer SHR26 Qtr		Green	100	100.0	100.0	100.0	100.0	99.0
% temp/eme accomm offers refused SHR27 Qtr				7.8	9.1	12.0	6.8	6.3
Ave time in temp/eme accomm (weeks) SHR 25 Qtr	12.9	Red	10	15.5	15.6	15.7	16.1	15.4
No of housing options cases opened		Green		384.0	482.0	481.0		
No of housing options cases closed		Green		418.0	580.0	624.0		
Homelessness - decision notifications within 28 days qtr		Red	100	81.9	82.6	93.2	94.1	95.4
Unsuitable accommodation - homelessness		Green	0	0.0	0.0	4.0	0.0	0.0
Homelessness - households in temporary accommodation		Green		561.0	570.0	591.0	626.0	586.0
Homelessness - Number waiting to be housed		Green		589.0	630.0	647.0	686.0	621.0
Homelessness - reassessed % 12 mths completion of duty- permanent accommodation		Green	4	2.7	2.5	3.5	2.0	2.6
Increase in the use of Council owned temporary accommodation				380.0				
Reduction in the use of b&b type temporary accommodation				137.0				

Defect Response Category

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 ⁽¹⁾ .
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

Appendix 3																						
Highland-wide Wards 1 - 22 (Table 1)	Quarter 1							Quarter 2							Quarter 3							
	Total No. of Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)	Remedial Notices issued	Default Notices issued	Notices addressed within time	Total No. of Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)	Remedial Notices issued	Default Notices issued	Notices addressed within time	Total No. of Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)	Remedial Notices issued	Default Notices issued	Notices addressed within time	
	709	403	306	57%	272	29	271	432	218	214	50%	126	41	115	115	68	47	59%	27	23	24	
	Grounds - Contracted Grass Cutting (ISS)	23	18	5	78%	5	0	5	89	55	34	62%	30	3	31	1	0	1	0%	0	0	0
	Grounds - Contracted Grass Cutting (Golders)	31	16	15	52%	14	1	14	28	26	2	93%	0	2	0	3	2	1	67%	0	1	0
	Grounds - Contracted Grass Cutting (DLO)	52	34	18	65%	10	10	6	10	8	2	80%	0	2	0	11	10	1	91%	1	1	0
	Grounds - Retained Grass Cutting	90	26	64	29%	30	40	9	130	55	75	42%	39	52	11	36	19	17	53%	13	7	3
	Grounds - SLA Work	36	19	17	53%	6	11	16	47	16	31	34%	24	7	28	35	13	22	37%	15	6	15
	PCs - Contracted Cleaning	1	1	0	100%	0	0	0	1	0	1	0%	1	0	1	2	1	1	50%	0	1	0
PCs - Highland Comfort Schemes	5	4	1	80%	1	0	1	8	6	2	75%	1	1	0	1	1	0	100%	0	0	0	
PCs - In-House Cleaning																						