

The Highland Council
Community Services Committee

Agenda Item	8
Report No	COM 27/16

18 August 2016

Community Services Performance Report - 1 April 2016 to 30 June 2016

Report by the Director of Community Services

Summary

This report provides information on how Community Services performed in relation to performance indicators to 30 June 16.

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. **Appendix 1** contains summary information on key performance indicators. These have been reviewed in relation to housing indicators to reflect key indicators and targets associated with the draft Service Plan. Committee is asked to approve the performance targets for 2016/17
- 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. We are also required to report on the percentage of complaints upheld.
- 2.2 Complaints are recorded though the Council's corporate complaints system (netcall).
- 2.3 Due to the changeover in CRM systems Q1 data is not available at this time.

Table 1

		2015/16	2014/15			
	Target	Q1	Q4	Q3	Q2	Q1
Stage 1 (5 days)	80%		46.6	42.2	21.6	34.9
Stage 2 (20 days)	80%		64	56.3	46.2	38.4
FOI (20 days)	80%		74	62.5	61	62.7

3. Waste Management

Table 2

3.1		2016/17	2015/16				2014/15				
	Target	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1	
	Household Waste – Collected (Tonnes)	36,500	36047	29166	29815	36794	35358	28199	29391	35937	36949
	Household Waste – Composted %	60%	14.8	6.4	9.4	15.8	15.2	7.1	10.0	16.4	18.3
	Household Waste – Recycled %	35%	32.7	32.8	32.8	31.9	32.0	32.6	32.8	32.7	32.4
	Total Composted and Recycled %	50%	47.5	39.2	42.2	47.7	47.2	39.7	42.8	49.1	50.7

3.2 Household waste recycling rate remains largely unchanged notwithstanding the slight increase in waste arisings.

4. Enforcement Notices

4.1 There were 5 Fixed Penalty Notices for Fly tipping and 7 Dog Control Notices issued during Q1 of 16/17.

4.2 42 stray dogs were dealt with during the Quarter compared to 64 in the same period in 15/16. There was also a significant decrease in the overall number of dog-related complaints – 137 in Q1 of this year compared to 210 for Q1 last year.

4.3 Pest control service requests reduced from 107 to 85 compared with the previous year with the number of enquiries also showing a decrease from 156 down to 122 for Q1.

5. Dog Nuisance cases

Table 3

5.1	2016/17	2015/16				2014/15				
	Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr3	Qtr 2	Qtr 1	
	Number of dog control complaints	137	167	203	246	210	189	172	252	257
	Number of dogs caught	42	62	81	74	64	62	53	54	57

6. Grounds Maintenance and Public Convenience Cleaning

6.1 The information detailed in **Appendix 2** shows the percentage 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.

6.2 The results of the inspections are distorted due to inspections being driven by enquiries/complaints regarding service standards, particularly on one contractor,

rather than an inspection regime which will randomly sample the entire work area.

6.3 This will be addressed for the new cutting season.

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 3**. 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 1.

Table 4

	2016/17 – Qtr 1					
	Defect Response Category					
	Total	1	2H	2M	2L	3
Number of pothole instructions created	1221	4	123	714	367	13
Total no. instructions completed	926	4	124	612	182	4

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

Table 5

	2016/17	2015/16			
	Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr1
Number of pothole instructions created	1221	1089	737	503	1380
Number of pothole instructions completed	926	712	815	281	580

7.4 The increase in the number of pothole instructions raised in quarter 1 of 2016/17 is to be expected after 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; the Service has recently invested in spray injection technology (Jetpatcher) and the number of repairs is expected to increase in future quarters.

8. Gully cleaning

8.1 The tracking system on the gully emptying machines has now been tested and results are being verified and collated.

8.2 A formal report of outputs achieved to date together with the gully inventory at a

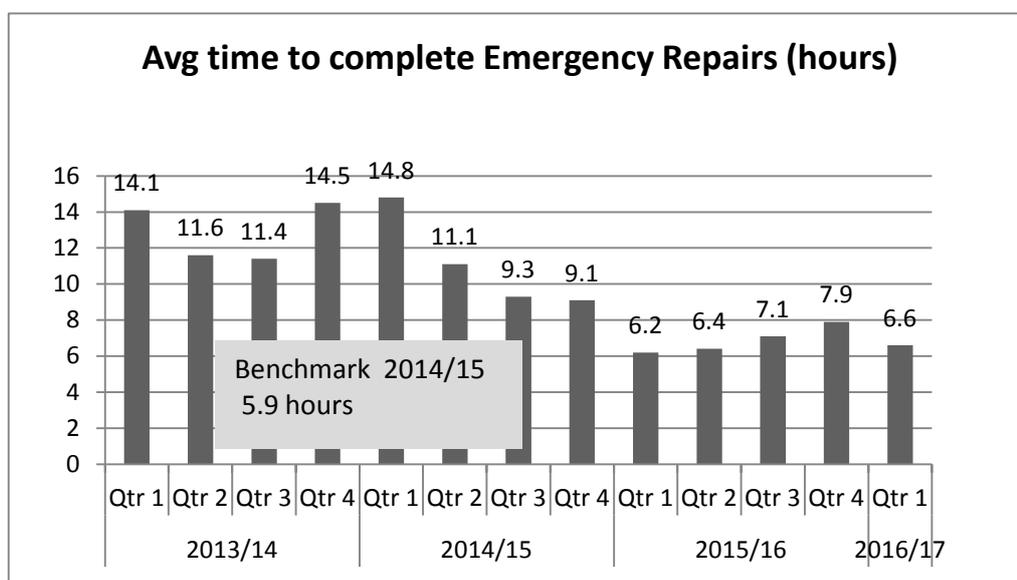
local area level will be presented to the November Committee.

9. Housing Repairs

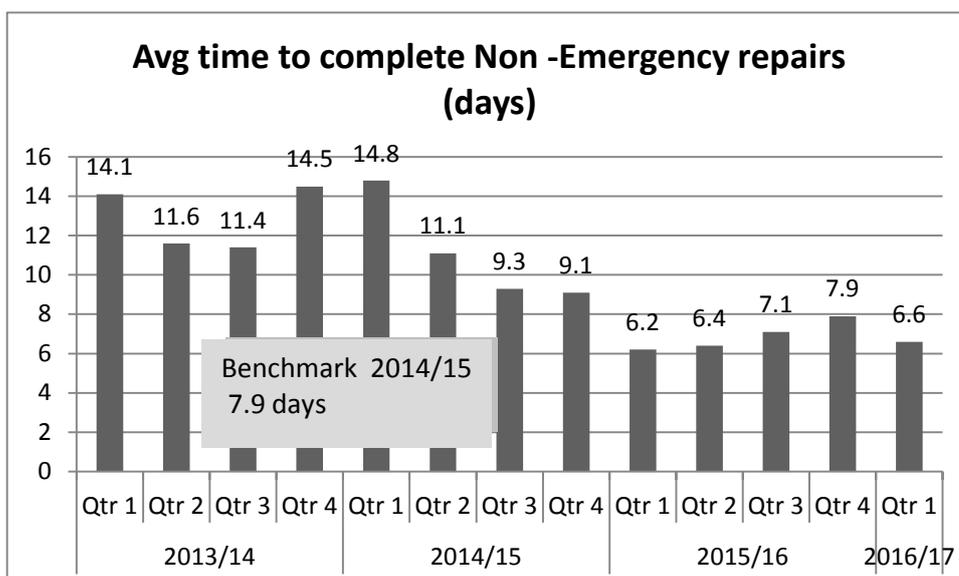
9.1 The key current indicators for measuring repairs performance are considered to be the average time taken to complete emergency and non-emergency repairs.

9.2 Table 6 details performance on the average time taken to complete emergency repairs and Table 7 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.

9.3 **Table 6 – Average time to complete Emergency Repairs (Target 14 hours)**



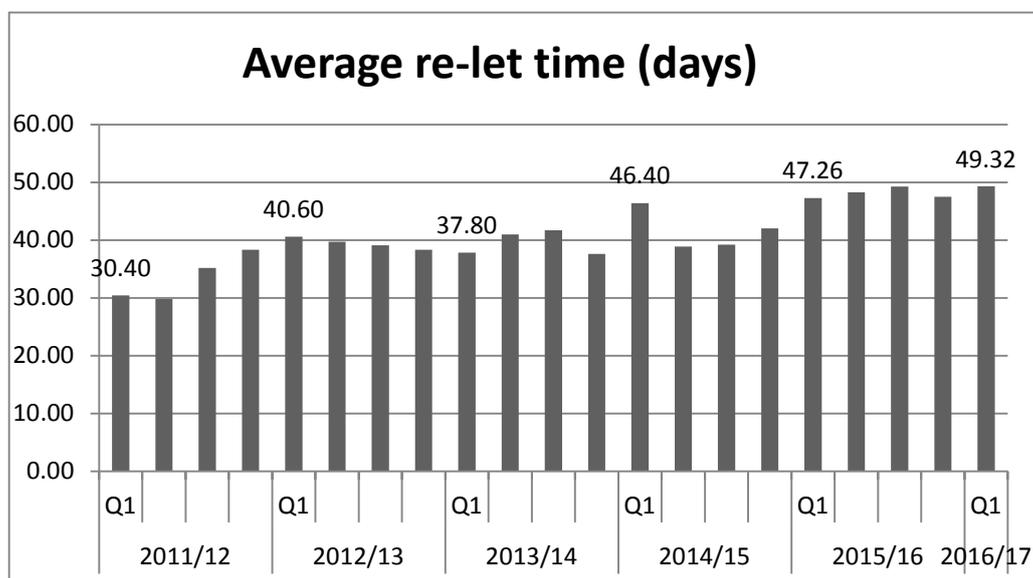
9.4 **Table 7 – Average time to complete Non-Emergency Repairs (Target 8 days)**



10. Tenancy Management

10.1 Table 8 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 8 – Average re-let time (Target 35 days)
Benchmark (14/15) 36.9 days**



10.3 Overall average reletting times continue to be a concern despite changes to procedures and staffing arrangements. However relet times vary significantly between areas. Local Committees receive and scrutinise information on local performance on reletting through quarterly Housing Performance Reports.

10.4 Re-let times in Caithness are the major factor in overall performance being below the Council target. These are related to often quite localised low housing demand, particularly within Wick. The Committee previously agreed that we should consider the disposal of surplus housing stock in Wick and this has been subject to discussion with local Members. It is now recommended that we begin a planned process for identifying and formally declaring specific low demand housing as surplus and available for disposal.

10.5 Initially it is recommended that 32, 34, 36 and 38 Kennedy Terrace, Wick should be declared surplus and placed on the market for sale. This is a long term empty '4-in-a-block' property for which there is no local demand. This will allow us to assess whether there is a market demand and consider further disposals.

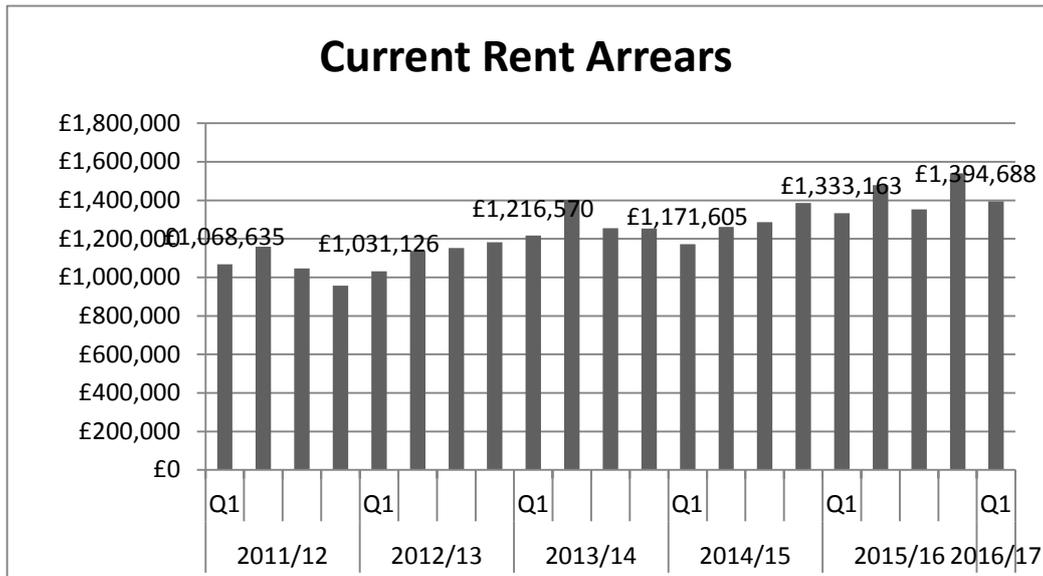
10.6 Where the disposal of a whole block is considered in future that might involve offering rehousing to any remaining tenants. Further proposals for disposal will be discussed fully with local Members prior to any recommendation made to the Community Services Committee for formal approval.

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 The impact of Universal Credit and other Welfare Reform changes continues to be a concern in relation to rent arrears.

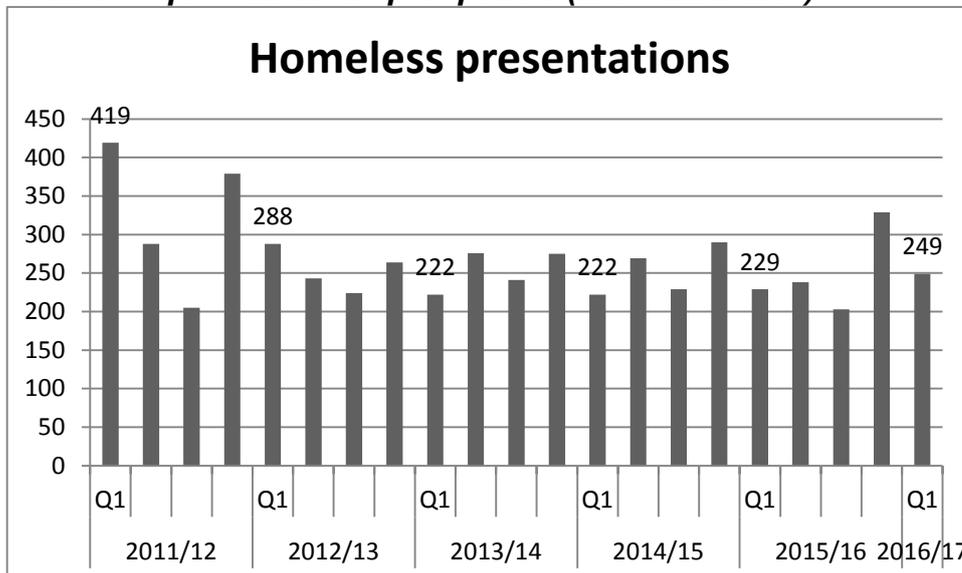
11.3 As the number of Universal Credit cases increases following the roll out of Full Service in the Inverness jobcentre catchment area from 29 June 2016 arrears management will become more challenging.

11.4 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.

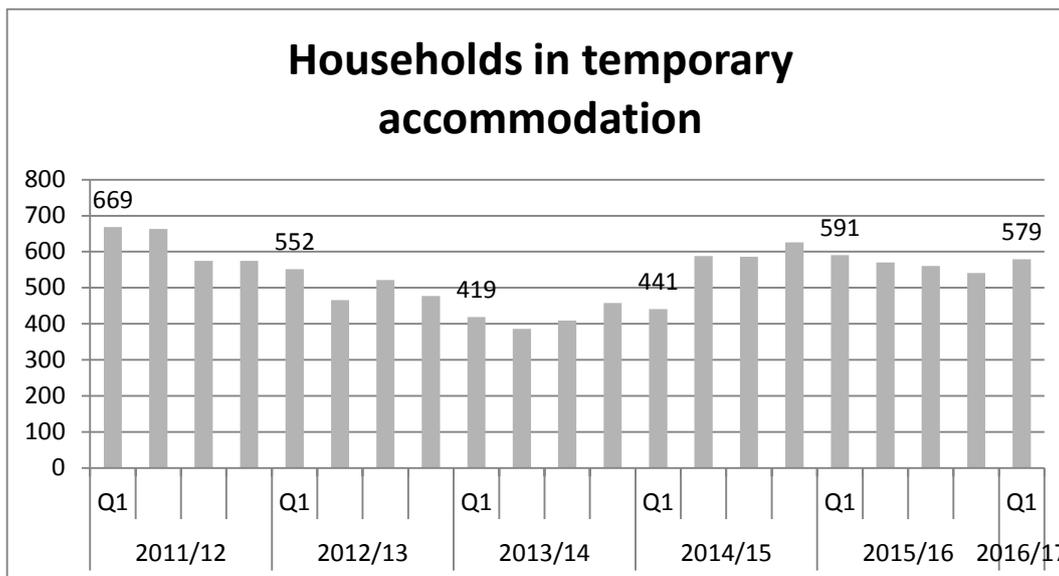
12. Homelessness

12.1 Performance information on homelessness is noted in tables 10 and 11 and 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. We are continuing to implement a number of changes to homelessness services and these are subject to a more detailed report to this meeting of the Committee.

13. Staff Absence

13.1 Table 12 records performance against the absence target for the Service. Work is on-going to develop targets that are reflective of each part of the Service and focus on improvements and savings related to reduction in absence.

Staff absence for quarter 1 is not available at the time of writing the report.

Table 12

Target – average days lost/employee	2015/16		2014/15		
	Q1	Q2	Q4	Q3	Q2
2.5 days			3.6	2.7	3

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 (an update on our Workforce Planning Action Plan will be presented to the November committee). 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 30 June 2016;
- approve the performance targets for 2016/17 set out in **Appendix 1**; and
- agree that numbers 32, 34, 36 and 38 Kennedy Terrace, Wick should be declared surplus and placed on the market for sale.

Designation: Director of Community Services

Date: 04 August 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

	Scottish Average	RAG	Target	2016/17	2015/16			
Household Waste - Collected Qtr		Amber	36,500	36047	29166	29768	37204	28075
% Household waste recycled and composted Qtr		Amber	50.00 %	47.5	39.2	42.1	49.3	48.0
Household Waste - Composted Qtr		Red	60.0 %	14.8	6.4	9.4	16.1	15.2
Household Waste - Recycled Qtr		Amber	35.0 %	32.7	32.8	32.7	32.1	32.1
Municipal waste recycled and composted Qtr		Red	51.0 %	44.7	36.7	39.5	45.5	44.4
Municipal waste - composted Qtr		Amber	15.00 %	13.82	5.97	8.6	14.9	14.1
Municipal waste - recycled Qtr		Red	36.00 %	30.9	30.7	30.7	30.4	30.1
Number of formal enforcement actions - quarterly				12	7	14	18	14
Pest service requests completed - quarterly				51	34	17	28	38
Pest Complaints - quarterly				56	31	24	48	58
Number of Dog control complaints - quarterly				137	167	203	246	210
Number of Dogs caught - quarterly				42	62	81	74	64
% of high risk food businesses inspected for Food Hygiene purposes		Green	100 %	100	100	100.0	100.0	100.0
% of consultant's submissions response within 28 days		Red	100.0 %	86.1	52.2	92.3	87.5	100.0
Grounds Maintenance Monitoring Inspections				52	47	40	47	45
Grounds Maintenance Inspections Breached standards				74	89	37	53	74
Public Convenience Cleaning Inspections				43	33	61	58	43
Public Convenience Cleaning Inspections Breached standards				94	90	68	85	94
Avg. time to complete emergency repairs (hours) SHR11	5.9	Green	14.0	6.6	7.9	7.1	6.4	6.2
Avg. time to complete non-emergency repairs (days) SHR12/HSN4	9.88	Green	8.0	6.6	7.5	7.6	7.5	7.1
Reactive repairs carried out first time SHR13	90.2	Green	92.0 %	94.7	95.5	94.9	95.2	95.4
Repairs appointments kept SHR14	92.4	Red	95.0 %	82.8	93.3	93.7	94.2	93.9
Repairs completed at first visit - survey		Green	75 %	93.2	86.1	92.9	92.4	92.2
Rent collected as % of rent due SHR30	99.5	Green	98.0 %	100.9	98.5	99.8	99.3	101.7
Gross rent arrears as % of rent due SHR31	5.3	Green	5.0 %	4.7	4.8	4.4	4.6	4.2
% rent loss through voids - HSN2/SHR34	1.1	Red	1.0 %	1.7	1	1.2	1.3	1.8
Ave time (days) taken to re-let SHR35	36.9	Red	35.00	49.32	47.5	49.28	48.29	47.26
ASB cases reported and resolved SHR19 Qtr	83.2	Red	85.0 %	46.2	81.2	82.5	67.0	35.2
Avg. days to complete medical applications SHR23 Qtr	54.8	Red	50	53.1	70.2	64.4	62.3	100.0
Homelessness - Presentations received in period SHR				249	329	203	238	229
Ave time in temporary accommodation (weeks) SHR 25 Qtr	12.9	Red	10.0	15.4	15.1	15.5	15.6	15.7
Unsuitable accommodation - homelessness		Red	0	2	0	0	0	4
Homelessness - households in temporary accommodation			550	579	541	561	570	591

Appendix 2

Highland-Wide Wards 1-22	2016-17 Quarter 1							
	Total No. of Insp.	Pass Insp.	Fail Insp	Pass Rate (%)	Remedial Notices issued	Default Notices Issued	Notices addressed within time	% Notices addressed within time
Grounds – Contracted Grass Cutting (ISS)	520	258	262	50%	240	22	195	74%
Grounds – Contracted Grass Cutting (Golders)	54	36	18	67%	17	1	17	94%
Grounds – Contracted Grass (DLO)	20	7	13	35%	9	4	1	8%
Grounds – Retained Grass Cutting	43	27	16	63%	4	12	1	6%
Grounds – SLA Work	82	20	62	24%	26	35	13	21%
PCs – Contracted Cleaning	23	13	10	57%	5	5	7	70%
PCs – Highland Comfort Schemes	1	1	0	100%	0	0	0	-
PCs – In-House Cleaning	1	1	0	100%	0	0	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