

Communities, Housing and Public Protection Committee Performance Report Appendix A

Operations and Protective Services

Building Services

1. Customer – Building Services

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.18%		99.14%		99.06%		90%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	91.3%		85.11%		83.33%		80%

Performance Indicator	Q3 2020/21		Q4 2021/22		Q1 2022/22		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	129		124		110		
% of complaints resolved within timescale stage 1 and 2) - Building Services	57.4%		58.1%		40.9%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	26.4%		37.1%		40%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		2		0		

*Lessons learnt referred to throughout this Appendix are lasting actions taken/changes made to resolve an issue and to prevent future re-occurrence for example amending an existing procedure or revising training processes. When a complaint has been upheld, action would be taken in the form of an apology or staff discussion/advice, but these actions are not classified as lessons learnt.

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2. Processes – Building Services

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	3.4		3.38		3.39		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	8.47		8.79		8.84		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	91.83%		91.9%		92.36%		90%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	97%		97.5%		97.5%		100%

3. Staff – Building Services

Performance Indicator	Q3 2020/21		Q4 2021/22		Q1 2022/22		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	0		1		0		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	2		4		2		

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Building Services	3.3						10
Establishment actual FTE	410.52		409.83		414.37		

4. Finance & Controls – Building Services

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	24.5%		32.1%		40.4%		100%

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Facilities	1		1		1		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		100%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	100%		0%		100%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		0		

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2021/22		Q1 2022/23 Target
	Value	Status	Value	Status	Value	Status	
*Number of school lunches served in the year - Primary (YTD)	657,968		1,003,545		384,245		277,000

*The expansion of free school meal provision and increasing pupil rolls at schools across the city have combined to see more school meals being served in our Primary schools. The service will continue to monitor pupil rolls and meal uptakes as we work through the year and will revise targets appropriately.

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Performance Indicator	Current Status	2022/23 Target
All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations		100%
<p>The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 came into effect from April 2021. Our School Catering service aims for 100% compliance with the regulations to ensure that whilst in school, our children and young people are receiving the nutrition they require to be effective learners. We have set this as a service standard particular to Aberdeen City Council's school catering service and there is no comparative benchmarking information which we can use to compare performance with other local authorities. Performance is not reported as a metric, but the intention of the measure is to highlight to Committee any reports received on nutritional non-compliance from Education Scotland's school inspection visits.</p>		

2. Processes – Facilities Management

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	100%		57.9%		90.2%		80%
% Response cleaning alerts responded to within priority timescales	100%		100%		100%		80%
% Void cleaning alerts responded to within priority timescales	100%		71.4%		100%		80%

Performance Indicator	Current Status	2022/23 Target
We will deliver 39 weeks contracted school cleaning		95%
<p>Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 38 weeks of school term plus the five annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service. No issues identified.</p>		

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3. Staff – Facilities Management

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter)	1		1		1		
Accidents - Non-Reportable - Employees (No Quarter)	6		6		3		

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Facilities	11.7		11.2		12.3		10
Establishment actual FTE	500.36		504.16		505.46		
Establishment actual FTE (Catering)	158.11		159.03		161.67		
Establishment actual FTE (Cleaning)	226.15		226.49		227.04		
Establishment actual FTE (Janitorial)	63.4		64.34		63.44		
Establishment actual FTE (Office & Building Management)	15.89		16.89		16.89		
Establishment actual FTE (Passenger Transport Unit)	33.14		34.04		33.05		

* We are aware that the above reported performance of the 12-month rolling average for working days lost due to sickness absence per FTE, is not fully accurate due to current system constraints relating to the calculation of FTE and variable working patterns for some staff. In some cases the actual absence rate is lower than the reported figure. This does not impact on attendance management for staff and their respective managers. Officers are working with the vendor to resolve this anomaly.

4. Finance & Controls - Facilities Management

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0
Staff Costs - % Spend to Date (FYB)	26%		34.6%		43.3%		100%

Protective Services

1. Customer – Protective Services

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	0		0		5		
% of complaints resolved within timescale - Protective Services	No Complaints Q3/4				100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services					40%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services					0		

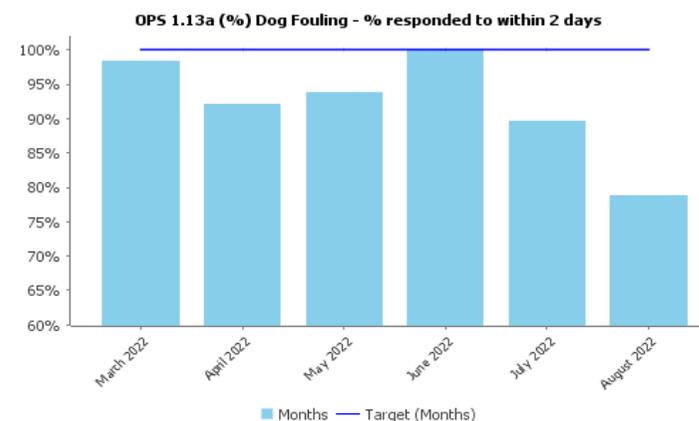
2. Processes - Protective Services

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	94.3%		100%		91.7%		100%
High Priority Pest Control % responded to within 2 days	98.9%		100%		100%		100%
High Priority Public Health % responded to within 2 days	97.3%		94.8%		95.6%		100%

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Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Dog Fouling - % responded to within 2 days	100%		89.7%		78.8%		100%

Dog Fouling - % responded to within 2 days



Why is this important?

Dog fouling can have a serious impact on public health. This measure takes into account complaints relating to fouling in open public spaces and communal shared areas of domestic properties.

Benchmark Information:

This measure is not currently benchmarked.

Target:

Due to the seriousness of the complaints to which this PI relates, the target is set at a 100% response within 2 working days .

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This is what the data is saying:

78.8% of dog fouling service requests were responded to within 2 days, representing 26 of the 33 requests received.

This is the trend:

This is a significant fall in performance which consistently achieved 90-100% in recent years. Performance fell from 100% in June to 89.7% in July, before falling further to its August level of 78.8%.

This is the impact:

Some of the consequences of this performance are:

- An inconsistent customer experience
- Some customers are experiencing a longer wait for a response, potentially resulting in poorer customer satisfaction levels.

These are the next steps we are taking for improvement:

The fall in performance over the summer has been caused in part by staff leave which increased pressure on remaining dog wardens. A large part of the Dog Warden resource has been taken up by enforcement action, investigations and preparation of reports for the Procurator Fiscal. This has meant the resource to respond to dog fouling complaints has been impacted. We would expect performance to return to the usual and consistent high level when the work required to carry out other enforcement duties lessens and this has indeed already been reflected in performance for September when 100% of dog fouling complaints were responded to within the required 2 days.

Responsible officer:

Hazel Stevenson

Last Updated:

August 2022

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Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	92.1%		85.8%		72.9%		80%
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	No activity Q3		2.2%		5.1%		5%
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date			6.3%		19.6%		5%

*Since the beginning of April 2020, an exemption from the Food Law Code of Practice (Scotland) has been granted in relation to routine food inspections. Work is ongoing in relation to the restart process and how this will be achieved. As part of this work, Protective Services will aim to identify the most appropriate PIs to capture food hygiene data based on the new risk rating system which came into force on 01/07/2019. This system now rates premises across 3 types of business based on the type of operations undertaken and 5 compliance categories, giving 15 separate ratings.

3. Staff - Protective Services

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	1.2		1.1		1		10
Establishment actual FTE	62.16		61.66		61.66		

4. Finance & Controls - Protective Services

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	98.4%		93.3%		95.9%		95%

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	25.5%		33.6%		41.9%		100%

Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Service	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	107		48		48		
% of complaints resolved within timescale – Customer Experience	86.9%		87.5%		89.6%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	30.2%		37.5%		39.6%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	10		2		4		

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2. Processes – Customer Experience

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	11.23		11.53		12.23		12
Correct amount of Housing Benefit paid to customer (monthly)	97.11%		96.5%		100%		95%
% Customer Contact Centre calls answered within 60 seconds	76.84%		78.68%		76.87%		70%
Percentage of invoices sampled and paid within 30 days	87.64%		81.21%		85.33%		90%

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*% Crisis Grant applications processed within 2 working days	92.43%		69.45%		53.83%		90%
*% Community Care Grant applications processed within 15 working days	50.5%		54.52%		42.68%		50%

*The Scottish Welfare Fund team seen an overall 9% increase in applications in Q1 22/23 compared with Q1 21/22. In addition, resource had to be allocated to assist with the administration of Self-Isolation Support Grants (795 claims). The team also had 2 FTE vacancies which equates to a 29% reduction in normal staffing levels during Q1. Staffing levels have returned to a full complement during September and the assistance provided with the administration of Self-Isolation Support Grants is now minimal. Therefore, it is expected that moving forward our Service Standards will be achieved.

3. Staff – Customer Experience

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		

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Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	3.8		4		4.3		5
Establishment actual FTE	335.54		335.42		334.34		

4. Finance & Controls – Customer Experience

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£43.5m		£53m		£64.9m		£62.9m
Staff Costs - % Spend to Date (FYB)	25.7%		34.1%		42.7%		100%

Data and Insights

1. Customer – Data and Insights

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Data and Insights	0		0		0		
% of complaints resolved within timescale – Data and Insights	No complaints Q3/Q4/Q1						75%
% of complaints with at least one point upheld (stage 1 and 2) – Data and Insights							
Total No. of lessons learnt identified (stage 1 and 2) – Data and Insights							

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2. Processes – Data and Insights

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% Reported Data Protection incidents receiving an initial response within 24 business hours	100%		100%		100%		95%

3. Staff – Data and Insights

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month Quarter – Data and Insights)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Data and Insights)	0		0		0		

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.2		0.2		0.3		5
Establishment actual FTE	29.89		29.89		32.29		

4. Finance & Controls – Data and Insights

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	25%		33.2%		41.5%		100%

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Digital and Technology

1. Customer – Digital and Technology

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	2		0		3		
% of complaints resolved within timescale – Digital and Technology	100%		No complaints Q4		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	0%				100%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0				0		

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	132 sec.		69 sec.		165 sec.		150 sec.
Abandonment Rate % (IT Helpdesk)	19.57%		11.5%		26.36%		30%

2. Processes – Digital and Technology

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability- average (monthly)	99.5%		99.5%		99.5%		99.5%
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	78.7%		90%		84.9%		65%
% Priority 1 and 2 incidents closed in timescale	82.6%		100%		25%		99.5%
% Priority 3 – 5 incidents closed in timescale	80.7%		84%		82.3%		95%

3. Staff – Digital and Technology

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	0.4		0.4		0.4		5
Establishment actual FTE	91.34		91.36		91.12		

4. Finance & Controls – Digital and Technology

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	25.5%		34%		42.7%		100%

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	73		47		67		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	65.8%		68.1%		82.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	38.9%		36.2%		43.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	3		3		4		

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	61.5%		66.7%		63.3%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	69.2%		76.2%		73.3%		85%
Financial Inclusion - No of open cases per month	182		229		200		
Financial Inclusion - No of enquiries per month	308		218		239		
Number of visits to libraries - person	26,102		28,837		35,544		
Number of visits to libraries - virtual	102,345		115,206		122,804		
% Libraries open during agreed opening hours	100%		99.3%		100%		98%

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis)	3.9%		3.9%		3.9%		4.0%
YTD % of Unintentional homeless decisions reached within 21 Days	73%		70%		65%		100%
YTD Average length of journey in days for applicants assessed as unintentionally homeless	105.1		109		107.3		100
YTD Percentage of anti-social behaviour cases reported which were resolved	82.3%		86%		87.7%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	100%		100%		100%		100%
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	279		323		278		
The YTD number of Legal repossessions following decree (Arrears) - Citywide	6		6		8		
Applications processed 28 days YTD %	99.2%		100%		100%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	94%		91.4%		90.7%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	86%		83.4%		82.1%		93.5%
The YTD Average time taken to re-let all properties (Citywide - days)	163.3		166.1		167.9		98.8
Voids Available for Offer Month Number - Citywide	1,081		1,108		1,126		
Welfare Rights - % of Successful Appeals	40%		83.3%		88.9%		
HMO License Applications Pending	176		177		184		
HMO Licenses in force	1,003		1,004		986		
% Library item requests satisfied within 21 days	80.4%		76.5%		80.8%		85%

YTD % of Unintentional homeless decisions reached within 21 Days



HOUKPIHL3 YTD % of Unintentional homeless decisions reached within 21 Days (RRTP)



Why is this important?

The Scottish Social Housing Charter was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter outcome **12** – Homeless People - stipulates that Local councils perform their duties to homelessness people so that:
Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes' and that people at risk of losing their homes get advice on preventing homelessness.

Benchmark Information:

2021-22

- The YTD % of Unintentional homeless decisions reached within 21 Days **94%**. This is a local measure and no benchmarking is available.

Target:

2022-23

- The YTD % of Unintentional homeless decisions reached within 21 Days is set at **100%**

This is what the data is saying:

Year to date there have been 506 homeless households assessed as unintentionally homeless. Of these 65% (329) were assessed within the 21 days local target. The average days to make a decision remains under target at 17 days. During the first 6 months of this year there has been a 21% (147) increase in homeless applications compared to the same period last year.

This is the trend:

The number of decisions made within 21 days has reduced from 97% achieved during the same period the previous year. Last financial year the average time it took to make a decision was 10 days. This is the highest number of homeless applications since the first two quarters of 2017. The increase in applications has been driven by a 40% increase in applicants becoming homeless from secure accommodation with the largest rise from private rented tenancies, where there has been a 69% increase. Despite the increase in decision times this year the average homeless journey time has not yet been affected and currently remains unchanged at **105** days. However, as more outcomes are secured, and more cases are closed there is a risk that the homeless journey will be impacted by the poorer performance over time.

This is the impact:

- Risk of failing to deliver on the key strategic outcomes set within the Local Outcome Improvement Plan and Rapid Rehousing Transition Plan.
- Homeless people spend longer periods in transition which prolongs the homeless journey
- Homeless people spend longer periods of time in temporary accommodation which can exacerbate existing demands and associated costs. This can also increase the risk of breaching our duties in accordance with the unsuitable accommodation order.
- Increase costs to the Council in providing temporary accommodation for more households and for longer periods of time.

These are the next steps we are taking for improvement:

Since the start of the year the Housing Options Team has completed numerous rounds of recruitment to increase the number of Housing Options Officers in line with previously agreed business cases. The Housing Options Team are now almost at full capacity although with a number of new staff members still completing their induction and training. We anticipate that as officers complete their training and begin to take on caseloads, we will see a return to previous levels. Recruitment in other key service areas to prevent homelessness, and homeless representations is also under way, and it is anticipated that this will also assist in speeding up the application process and reducing the workload of the Housing Options Team making decisions on statutory homeless cases.

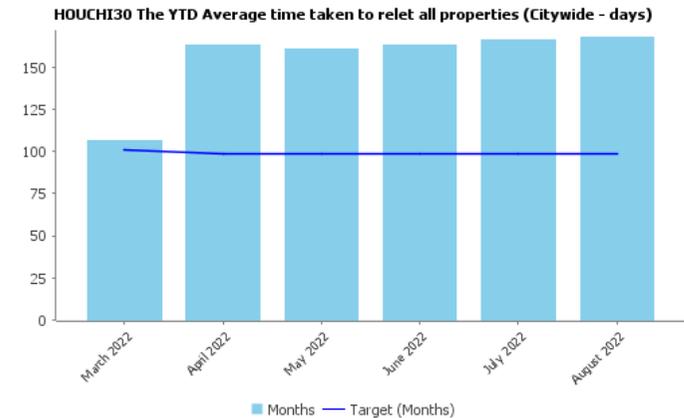
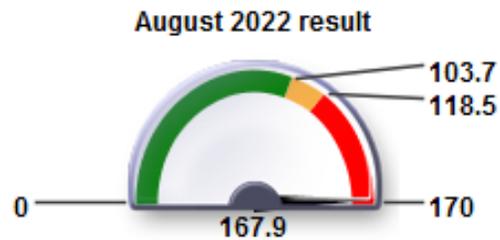
Responsible officer:

Graeme Gardner

Last Updated:

August 2022

Average time taken to Relet all properties



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter Outcome 4 – Quality of Housing stipulates that Social Landlords ensure that: ‘tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

Charter Outcome 10 – Access to Housing – stipulates that Social Landlords ensure that: People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Charter outcome 13 – Value for Money - stipulates that Social Landlords manager their business so that: Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Benchmark Information:

2021-22
Average relet tims was **106.72** days, the Scottish Average for 2021/22 was **51.57** days

Target:**2022/23**

Average number of days to relet all properties is set at **98.75** days.

This is what the data is saying:

For the reporting year 2022/23 the average relet time YTD is **167.9** days, an increase on the **163.4** days last reported to Committee.

This is the trend:

Average relet times for the last 3 years show **69.55** days in 2019-20, **113.9** days in 2020-21 and **106.7** days in 2021/22.

The number of properties relet as at 31st August 2022 is **792** a decrease when compared to the same period last year where **864** properties had been relet in an average of **101.23** days.

The relet times show that of the **792** properties let **287 (36.2%)** had been void for over 200 days with the longest being void for **792** days. **135 (17.0%)** properties were relet within the Scottish Local Authority average for 202/21 of **51.57** days.

This is the impact:

Some of the consequences of this performance are:

- Loss of rental income to the Council.
- New tenants are experiencing lengthy periods of time to wait from when being made an offer of accommodation to the time they can move in resulting in overall poorer satisfaction levels.
- Homeless people are spending long periods of time in temporary accommodation.

These are the next steps we are taking for improvement:

Addressing voids performance continues to be a priority for services. In response to this we have developed a new corporate improvement project led at Chief Officer level with oversight being provided through a Housing Improvement Group which is chaired by the Director of Customer.

Our Improvement Plan is now led at Chief Officer level and has an extensive range of actions intended to transform performance. Actions include:

- Assigning additional resources for voids repairs. Building Services continue to prioritise deployment of its workforce to void repair work which is also contributing to the anticipated performance transformation. An additional external contractor has also been commissioned to address the backlogs incurred with carrying out full décor in certain properties.
- Use of digital technologies to support more efficient processes. Currently at the testing stage of implementing Choice Based Letting. The aim of this is to reduce unnecessary refusals and to provide an enhanced customer experience.
- Increasing inspection regimes. Additional and more robust inspections of properties to minimise properties returned in poor condition at termination. This will include meeting outgoing tenants on the final day and will coincide with the routine first inspection of the property.
- Implementing our new Housing and Support service with the emphasis on creating and delivering an enhanced approach to tenancy sustainment and letting processes.
- Reviewing temporary accommodation processes and using current availability of properties to further reduce requirements.
- Establishment of an Officer/Elected Member Working Group in August 2022. This new group has now met twice

- Disaggregation of the current centralised Housing Property Officers back out to Locality Housing Offices on 31 October 2022. This will create increased capacity to accommodate more lease signing appointments.

Responsible officer:

Last Updated:

Martin Smith/Graham Williamson

August 2022

3. Staff – Early Intervention and Community Empowerment

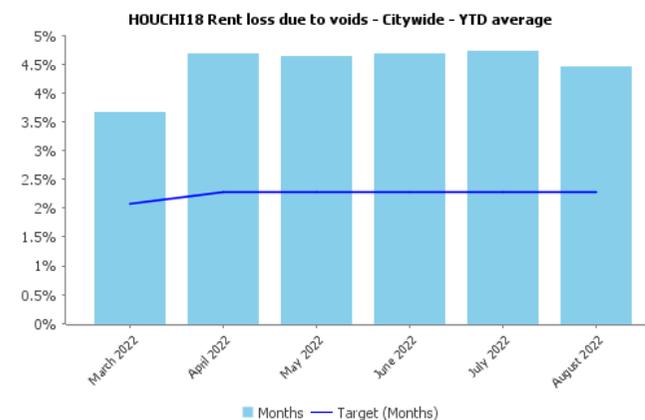
Performance Indicator	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	4		1		2		

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	6.9		6.8		6.9		8
Establishment actual FTE	387.66		391.17		388.02		

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Jun 2022		Jul 2022		Aug 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	22.3%		28.8%		37.3%		100%
Financial Inclusion - Total Financial Gains Achieved per month	£500,826		£501,318		£527,006		
Gross rent Arrears as a percentage of Rent due	14.65%		15.45%		16.08%		19.2%
Rent loss due to voids - Citywide - YTD average	4.68%		4.73%		4.46%		2.28%

Rent Loss Due To Voids



Why is this important?

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Charter Outcome 4 – Quality of Housing stipulates that Social Landlords ensure that:

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People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Charter outcome 13 – Value for Money - stipulates that Social Landlords manage their business so that:

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Benchmark Information:

2021/22

Rent Loss due to Voids was **3.66%** the Scottish Average for 2021/22 was **1.43%**

Target:**2022/23**Rent Loss due to Voids is set at **2.28%****This is what the data is saying:**The YTD Void Rent Loss figure as at the 31st August 2022 for 2022/23 is **£1,791,335** this equates to **4.46%** of the gross debit (rent due).**This is the trend:**Void Rent Loss has steadily increased year on year from **1.86%** (**£1,623,519**) in 2019-20, **2.53%** (**£2,306,569**) in 2020-21 and **3.66%** (**£3,355,121**) in 2021/22.

The number of void properties and the lengthy relet times has a direct impact on the substantial increase in the void rent loss.

The 3-year trend shows the increase year on year of the relet times from **69.5** days in 2019-20, **113.9** days in 2020-21 to **167.9** days as at 31st August 2022.As at the 1st October 2022 the gross voids figure was sitting at **1,565** and of those **1,117** were available to relet with an average days void of **148** days. The remaining **448** properties are currently unable to be relet (UTBR) due to major works/modernisation and upgrades.The average weekly termination of tenancies is higher (**37.3**) when compared with the average weekly relet figures (**34.4**).The first phase of the Summerhill new builds (**128** properties) are due to come into stock on the 11th November and 2nd December 22, this along with the seasonal trend in the reduction of relets over the Christmas period it is forecasted that the voids figure is set to increase further.**This is the impact:**

Some of the consequences of this performance are:

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Responsible officer:

Last Updated:

Martin Smith/Graham Williamson

August 2022

Corporate

1. Customer – Corporate

Performance Indicator – Corporate	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
No. of Non-complex Subject Access Requests received	57		57		79		
% Non-complex Subject Access Requests responded to within 1 month	80.7%		80.7%		72.2%		80%
No. of Complex Subject Access Requests received	2		1		2		
% Complex Subject Access Requests responded to within 3 months	100%		100%		0%		70%
No. of Environmental Information Regulation requests received	80		71		47		
% of Environmental Info Requests replied to within 20 working days - Corporate	90%		87.3%		85.1%		85%
No. of Freedom of Information requests received	263		221		342		
% of Freedom of Information requests replied to within 20 working days - Corporate	84.8%		87.8%		86.3%		85%
No. of Access to School Records requests received	0		1		2		
% Access to School Records requests responded to within 15 school days	No requests Q3		100%		100%		100%
No. of Data Protection Right requests received	3		2		9		

Performance Indicator – Corporate	Q3 2021/22		Q4 2021/22		Q1 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% Data Protection Right requests responded to within 1 month	100%		100%		88.9%		100%

Traffic Light Icons Used

	On target or within 5% of target
	Within 5% and 20% of target and being monitored
	Below 20% of target and being actively pursued
	Data only – target not appropriate