

Housing Services Performance Update 2015/16

Across Housing Services we are committed to providing high quality services and to strive to continuously improve these services for tenants and other customers.

This performance update outlines how we are performing against some key indicators around the Scottish Social Housing Charter outcomes.

If you are interested in learning more about how we assess our performance or want to be involved in some of the tenant scrutiny activities being developed, please contact either Stefan Kristmanns (01389 737545) or Jane Mack (01389 757281) at the Housing Development team or e-mail: stefan.kristmanns@west-dunbarton.gov.uk or jane.mack@west-dunbarton.gov.uk

Value for Money

West Dunbartonshire Council aims to ensure that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges that they pay.

This includes minimising the time houses are empty; managing arrears effectively; controlling costs; and giving better value for money by increasing the quality of services with minimum extra cost to tenants, owners and other customers.

We aim to let empty homes as quickly as possible to reduce the rent lost to the Council and to collect rent efficiently and manage arrears effectively.

Getting good value from rents and service charges

| Indicator | Description | 2014/15 | 2015/16 | Target | Trend | Target met |
|-----------|--|---------|---------|---------|-------|------------|
| 30 | Rent collected as a % of total rent due | 97.41% | 102.38% | 98.1% | ↑ | ✓ |
| 31 | Gross rent arrears as a % of rent due for the reporting year | 9.55% | 10.89% | 6.6% | ↓ | ● |
| 34 | % of rent due lost through properties being empty | 1.02% | 1.47% | 1% | ↓ | ● |
| 35 | Average length of time taken to re-let properties | 47 days | 50 days | 45 days | ↓ | ▲ |

Repairs, maintenance and improvements

West Dunbartonshire Council aims to ensure that tenants' homes are well maintained, with repairs and improvements carried out when required and with a reasonable choice about when work is done.

Repairs and maintenance

| Indicator | Description | 2014/15 | 2015/16 | Target | Trend | Target met |
|-----------|---|------------|------------|-----------|-------|------------|
| 10 | % of existing tenants satisfied with the quality of their home | 80% | 81% | 85% | ↑ | ▲ |
| 11 | Average length of time taken to complete emergency repairs | 3.84 hours | 3.8 hours | 3.8 hours | ↑ | ✓ |
| 12 | Average length of time taken to complete non-emergency repairs | 9.55 days | 10.58 days | 8 days | ↓ | ● |
| 13 | % of reactive repairs carried out in the last year Right First Time | 95.72% | 94.45% | 96% | ↓ | ▲ |
| 14 | % of repairs appointments kept | 94.31% | 92.33% | 95% | ↓ | ▲ |
| 15 | % of annual gas safety checks completed by the anniversary date | 99.74% | 99.41% | 100% | ↓ | ▲ |

Neighbourhood and community

One of our key aims is to work in partnership with other agencies to ensure that tenants live in well-maintained neighbourhoods where they feel safe, to resolve neighbour disputes and anti-social behaviour quickly and effectively and provide tenancy support where it is needed to help those that are facing difficulties remain in their home.

We also aim to ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Neighbourhood and community

| Indicator | Description | 2014/15 | 2015/16 | Target | Trend | Target met |
|-----------|---|-----------|-----------|---------|-----------|------------|
| 19 | % of cases resolved within locally agreed targets in the last year | 73.52% | 82% | 82% | ↑ | ✓ |
| 20 | % of new tenancies sustained for more than a year, by source of let | 87% | 87% | 87% | No change | ✓ |
| 21 | % of lettable houses that became vacant in the last year | 9.94% | 10.09% | 8.9% | ↓ | ▲ |
| 23 | The average time to complete applications for medical adaptations | 39.4 days | 38.3 days | 38 days | ↑ | ✓ |

Homelessness

The Homeless Service continues to deal with some of the most vulnerable and marginalised members of our communities. We aim to ensure that homeless people get prompt and easy access to help and advice, are provided with suitable good quality temporary accommodation and are offered support to help get and keep a home.

Homelessness

| Description | 2014/15 | 2015/16 | Target | Trend | Target met |
|---|---------|---------|--------|-------|------------|
| The number of incidences of homelessness in West Dunbartonshire | 1,250 | 1,122 | 1,218 | ↑ | ✓ |
| The number of incidences of youth homelessness in West Dunbartonshire | 382 | 381 | 380 | ↑ | ▲ |
| % of all homeless cases re-assessed within 12 months (repeat homelessness) | 10.1% | 10.5% | 8% | ↓ | ● |
| % of all homeless cases issued with notification of decision within 28 days of initial presentation | 96% | 86% | 98% | ↓ | ● |
| % of households requiring temporary accommodation to whom an offer was made | 87.3% | 99.9% | 100% | ↑ | ▲ |
| % of people satisfied with the quality of temporary accommodation | 85.7% | 90.2% | 89.7% | ↑ | ✓ |