

Housing

2008/2009

Orkney Islands

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
1 RESPONSE REPAIRS						
Category 1						
i.	Target response time for this category		24 hr			
ii.	Number of repairs in this category		123			
iii.	Number completed within target time	117				
Category 2						
i.	Target response time for this category		3 days			
ii.	Number of repairs in this category		163			
iii.	Number completed within target time	152				
Category 3						
i.	Target response time for this category		20 Days			
ii.	Number of repairs in this category		1,016			
iii.	Number completed within target time	921				
Category 4						
i.	Target response time for this category					
ii.	Number of repairs in this category					
iii.	Number completed within target time					
Category 5						
i.	Target response time for this category					
ii.	Number of repairs in this category					
iii.	Number completed within target time					
Category 6						
i.	Target response time for this category					
ii.	Number of repairs in this category					
iii.	Number completed within target time					
All categories						
d) i.	Total number of response repairs		1,302			
ii.	Number of housing response repairs completed within target		1,190			
iii.	Percentage completed within target times			91.4 %	-	-

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Housing Quality							
2	The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria						
	Number of council dwellings	796					
i.	Tolerable standard		796	100.0 %	-	-	-
ii.	Free from serious disrepair		789	99.1 %	-	-	-
iii.	Energy efficient		150	18.8 %	-	-	-
iv.	Modern facilities and services		740	93.0 %	-	-	-
v.	Healthy, safe and secure		336	42.2 %	-	-	-
vi.	Total dwellings meeting SHQS		56	7.0 %	-	-	-
MANAGING TENANCY CHANGES							
3 a)	Percentage of rent due in the year that was lost due to voids			2.3 %	1.2%	1.0%	1.5%
b)	Amount of rent loss due to voids		£ 38,283,00				
c)	Gross annual rent debit (rent due in the year)		£ 1,655,499,00				

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				05/06	06/07	07/08	
4 a) Dwellings which are not low demand Number of houses re-let that took: i. less than 2 weeks ii. 2-4 weeks iii. 5-8 weeks iv. 9-16 weeks v. More than 16 weeks vi. Total number of houses re-let vii. Total number of days to re-let houses viii. Average time to re-let houses		4					
		9					
		17					
		4					
		2					
		36					
		1,788 days					
				50 days	43 days	53 days	43 days
	b) Dwellings which are low demand Number of houses re-let that took: i. less than 2 weeks ii. 2-4 weeks iii. 5-8 weeks iv. 9-16 weeks v. 17-32 weeks vi. 33-52 weeks vii. More than 52 weeks viii. Total number of houses re-let ix. Total number of days to re-let houses x. Average time to re-let houses		0				
			4				
		8					
		5					
		1					
		2					
		2					
		22					
		3,836 days					
				174 days	No Service	336 days	75 days
c) i. Number of low demand houses remaining un-let at year end		5					
ii. Number of days and average time that these houses had been un-let at year end		1,114 days	223 days	392 days	17 days	114 days	
d) Number of dwellings considered to be low demand at year end		151					
e) The number at d) above considered to be low demand at the start of the year		156					
f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy		0					

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	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
RENT MANAGEMENT						
5 a) i.	Amount of current tenants' rent arrears	£ 26,751.00				
ii.	Net annual rent debit	£ 852,572.00				
iii.	Current tenants' arrears as a percentage of net rent due		3.1 %	2.4%	2.8%	3.7%
b) i.	Number of current tenants	691				
ii.	Number of current tenants owing more than 13 weeks rent excluding those owing less than £250	15				
iii.	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250		2.2 %	2.2%	2.5%	3.1%
c) i.	Number of tenants giving up their tenancy during the year	85				
ii.	The number and proportion of those tenants that were in rent arrears	33	38.8 %	-	27.6	33.9
d) i.	Average weekly rent	£ 46.43				
ii.	Total debt owed by tenants leaving their tenancies with arrears	£ 13,531				
iii.	Average debt owed by tenants leaving their tenancies with arrears	£ 410.03				
iv.	Average number of weeks rent owed by tenants leaving in arrears		8.8	-	5.4	9.2
e) i.	Amount of former tenant arrears	£ 73,267				
ii.	Amount and percentage of former tenant arrears written off or collected during the year	£ 16,750	22.9 %	-	33.4	10.7

COUNCIL HOUSE SALES		House sales					
6	The number and percentage of house sales completed within 26 weeks		1	16.7 %	20.0%	5.9%	6.7%
a)	Total council house sales		6				
b)	Total time to sell houses	217 weeks					
c)	Average time to sell houses			36 weeks	44 weeks	41 weeks	37 weeks

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				05/06	06/07	07/08
HOMELESSNESS						
7 a) Permanent accomodation						
i. Number of households assessed during the year		44				
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation		36	81.8 %	-	-	-
iii. Number and percentage who are housed		15	34.1 %	-	-	-
iv. Number of cases reassessed within 12 months of completion of duty		0				
Number of cases assessed during the year		44				
% of cases reassessed			0.0 %	-	-	-
Temporary accomodation						
v. Number of households assessed during the year		12				
vi. Number and percentage of decision notifications issued within 28 days of date of initial presentation		11	91.7 %	-	-	-
vii. Number of cases reassessed within 12 months of completion of duty		2				
Number of cases assessed during the year		12				
% of cases reassessed			16.7 %	-	-	-
b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy for at least 12 months			90.6	-	-	-

Housing

Response Repairs

S

HS 1: Response repairs:

- a) The number of response repairs completed during the year
- b) The overall % of repairs completed within the target times
- c) The repairs categories used by the council and the target times for each

Definitions

Include all jobbing repair works based on a schedule of rates contract or day works **except** such work for which no job order was raised because the council:

- had previously chosen to defer the work to a planned maintenance programme or,
- had advised the tenant that the repair work would not be undertaken due to financial constraints or,
- had undertaken the work as void repairs.

'Response time': the target elapsed time between the earliest date or time a request is received in the client department (from either a tenant or council inspector) until the work is satisfactorily completed in the opinion of the client. Only repairs completed within the reporting year are to be included.

A repair has to be done to the client's satisfaction, and thus the indicator captures both efficiency and quality aspects of the repairs service. The housing service has to notify the contractor what work should be done. This means that meeting the target time requires both the housing department and the contractor to work effectively.

Source

Audit trail records of computerised repairs processing system and routine management information reports.

Tenants' handbook, Housing Management Plans and leaflets on repairs services.

Interpretation

The indicator shows the number of response repairs undertaken by the council in the year, and the overall proportion of these undertaken within the target times established by the council for different types of repair.

Each council determines the number of categories required and the timescale for each of them will be based on an assessment of the trade-off between the preferred level of service delivery and the level of resources available. For emergency and urgent repairs, where danger would arise or damage could be caused, there is limited flexibility in target setting. For the majority of work, which is of a more routine nature, shifts in local priorities for any or all categories may result in alteration of target timescales between years. Many councils may use the same term for a repair category (eg 'urgent') but the timescale associated with it may vary between them

Housing Quality

N

HS 2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria.

Criteria	Number	Percentage
Tolerable standard		
Free from serious disrepair		
Energy efficient		
Modern facilities and services		
Healthy, safe and secure		
Total dwellings meeting SHQS		

b) the total number of dwellings owned by the council.

Definitions

This indicator should be reported in accordance with information provided to Communities Scotland in the Scottish Housing Quality Standard (SHQS) progress summary return at the end of the year for which it applies.

The total number of dwellings owned by the council should be the number at the end of the reporting year.

Details of the assessment criteria and the standards required to meet each of these is set out in a letter from the Scottish Executive Development Department (4 February 2004) available

in a letter from the Scottish Executive Development Department (4 February 2004) available at: <http://www.scotland.gov.uk/consultations/housing/msshletter.pdf>

Further clarification on elements of the standard was given in a subsequent letter dated 28 July 2004, available at: <http://www.scotland.gov.uk/Resource/Doc/47060/0028724.pdf>

Councils should consider this guidance when deciding what elements a dwelling passes or fails on and if overall a dwelling passes or fails the SHQS.

The Housing (Scotland) Act 2006 extends the scope of the tolerable standard by adding two new elements. The new definition is due to apply from around mid-2008. Communities Scotland will shortly circulate draft statutory guidance on the tolerable standard, for consultation. You will be able to access it at <http://www.communitiesscotland.gov.uk> The guidance will give practical advice to local authorities and other housing professionals who assess houses against the tolerable standard.

Source

Property database

Interpretation

The indicator shows progress against meeting the Scottish Government's target that all council dwellings meet the SQHS by 2015 as part of the broader expectation placed on all landlords.

Each council's SHQS delivery plan will take account of a wide range of factors including available resources, the current state of repair of dwellings and the appropriate sequence of work to meet the target. Therefore, it is likely that considerable improvement in stock condition will be achieved against one or more criteria before dwellings fully meet the overall target standard, particularly in the early years of the delivery plan. Therefore, it may be some time before a council reports significant change in the overall proportion of dwellings fully meeting the standard.

Care must be taken to consider the range and timing of programmed work being undertaken by each council before seeking to compare progress between councils in meeting the standard. Therefore, the indicator shows progress in meeting each of the five criteria as well as the overall standard

Managing Tenancy Changes

HS 3: The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year.

Definitions

'Total amount of rent due in the year' is the total annual charges levied by the council in respect of rent and services for the housing stock held on the HRA that are available for let. No deductions are to be made for housing benefit or rent written off.

A 'Void' is any house held on the HRA which has no tenant for any period of time. A property may be counted as a void on one or more occasions during the year.

For this indicator, voids exclude:

- empty properties subject to a Housing Committee decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished
- empty properties where an insurance claim was raised due to fire or flood damage
- empty properties awaiting or undergoing major structural works (eg modernisation) during which period it would be unsafe for them to be occupied
- houses held for decanting tenants
- lock-ups and garages.

Source

Property database and rent accounting system.

Interpretation

This indicator reveals the level of rent loss due to houses remaining empty when they are available for letting. The efficiency with which a council undertakes the process of managing changes in tenancy (particularly, the time taken to identify new tenants, and the time taken to identify and carry out any repairs necessary before a new tenant can move in) is an important determinant of performance. Some properties are less desirable than others, and so will remain empty for longer. Some of the factors that may affect the re-letting process and increase rent losses include:

- the condition of the property

- the condition of the property
- the type of property (eg tenement flat)
- the location of the property
- the level of demand for council housing in an area.

HS 4: a) Stock which is not low demand - the number of dwellings that were re-let within the following time bands.

Void period	Number of houses relet
Less than 2 wks	
2 – 4 wks	
5 – 8 weeks	
9 – 16 weeks	
More than 16 weeks	
Average re-let times	days

b) Low demand stock - the number of dwellings that were re-let within the following time bands.

Void period	Number of houses relet
Less than 2 wks	
2 – 4 weeks	
5 – 8 weeks	
9 – 16 weeks	
17 – 32 weeks	
33 – 52 weeks	
more than 52 weeks	
Average re-let times	days

- c) For low demand stock,**
- the number remaining un-let at the year end
 - the average period these dwellings had been un-let at the year end
- d) The number of dwellings considered to be low demand at the year end? (includes both void and occupied properties)**
- e) The number at d) above considered to be low demand at the start of the year? (includes both void and occupied properties)**
- f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy.**

Definitions

Low Demand

A low demand property (void or occupied) is a property where one or more of the following symptoms are exhibited:

- a small or non-existent waiting list for the property
- tenancy offers on a dwelling are frequently refused for reasons other than personal reasons
- higher than normal rates of tenancy turnover for a property in an area.

When considering if a property is low demand the following guidance should be taken into account.

- The definition of a low demand property relates to an individual dwelling (ie house, flat, apartment, tenement etc. (Note: if a complete group of dwellings is identified as low demand, the total number of dwellings must be counted)
- One or more of the criteria must be present for a property to be considered low demand
- A small or non-existent waiting list is determined by comparing the number of applicants on the waiting list for the property against the number of applicants on the waiting lists for other properties in the same letting area i.e. the definition of 'small' may vary across each letting area and is to be determined by each organisation. It should be borne in mind that

letting area and is to be determined by each organisation. It should be borne in mind that there might be small or non-existent waiting lists for properties that are not low-demand- this may be due to the fact that there is little turn over for a property, which may act as a deterrent for applicants.

- Tenancy offers 'frequently refused' is defined as applying to properties where the offer of a tenancy is refused 3 or more times before it is let. In considering this definition the reasons for refusal must be for reasons other than personal reasons. 'Personal reasons' are defined as a non-property or letting area related reason.
- 'Higher than normal rates of tenancy turnover' is defined as a property with a higher rate of tenancy turnover than the average for the letting area to which it belongs plus 3 e.g. if the average tenancy turnover for the area is 2 then a property which has had a turnover of 5 tenancies in the reporting year would be higher than normal

An 'area' is defined as each letting area within the total council area.
Low-demand properties that are not actively being re-let must be subject to a Council/Committee decision that they are not to be let because they are surplus to long-term requirements, and a disposal strategy to transfer, dispose of, demolish or reconfigure the properties is in place.

Void/void period

A void is any property held on the HRA that has no tenant for a period of time. A property may be counted as void on more than one occasion during the year.

For this indicator, voids exclude:

- empty properties where an insurance claim was raised due to fire or flood damage
- empty properties awaiting or undergoing major structural works (eg modernisation) during which period it would be unsafe for them to be occupied. NB Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in the reporting of voids)
- houses held for decanting tenants
- lock-ups and garages
- properties that are or were empty and the subject of a Council/Committee decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of, demolished or reconfigured.

The void period is the time – measured in calendar days – between the date of termination of a previous tenancy or repossession, and the start date of a new tenancy.

'Less than 2 weeks' means up to 13 days.

2 - 4 weeks means 14 - 28 days

5 - 8 weeks means 29 - 56 days etc.

Re-lets where no void period occurred are to be included in the 'less than 2 weeks' band. One week is 7 calendar days. Mutual exchanges and successions are not to be included.

Source

Council housing property database and rent accounting system.

Interpretation

This indicator shows the efficiency of a council in re-letting properties. It separates out low demand from other properties to allow councils to be compared on an equal basis.

There are many factors that contribute to the problem of low demand properties such as:

- poor or unpopular design or condition of individual properties/blocks or estates
- poor quality or availability of local services
- inaccessible location
- stigma/poor perception of area

anti-social behaviour/difficult neighbours.

Rent Management

HS 5:

- a) Current tenant arrears as a percentage of the net amount of rent due in the year**
- b) The percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250**
- c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears**
- d) The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent**

average weekly rent

e) The proportion of arrears owed by former tenants that was either written off or collected during the year.

Definitions

'Net amount of rent due' ie Net Annual Debit, is the total annual charges levied by the council in respect of rent and services for the housing and other stock held on the HRA, net of both Housing Benefit and rent loss due to voids. (All void houses (do not apply the exclusions in indicator 2 above) are to be included in the calculation of rent loss due to voids for this indicator.)

Rent arrears relating to garages, lock-ups and service charges are to be included in part a) of this indicator.

For all parts of this indicator rent is Net rent and joint tenancies should be counted as single tenants.

Part a) Rent that is lawfully due and is unpaid by current tenants. Exclude from rent arrears all Housing Benefit overpayments.

Part b) The denominator should exclude those tenancies where only a garage is let.

Where a dwelling and a garage (eg lockup) are let separately to the same tenant(s) these should be treated as a single tenancy for the purpose of calculating the number of tenancies.

'More than 13 weeks rent' is more than 13 weeks net rent at year-end.

The indicator is concerned with the council's management of rent arrears. Therefore, rent paid in advance by some tenants, should not be used to offset the overall gross level of arrears shown.

For parts c) and d) exclude those tenants owing less than 1 full week's net rent at the point that the tenancy is given up.

For part d) "average debt owed" is the sum of the debt owed by tenants leaving their tenancy or being evicted (at the point that the tenancies are given up) divided by the number of tenants leaving or being evicted with arrears. The council's average weekly rent is the weighted average weekly rent.

Part e) is based on the value of the former tenant arrears written off at the year end, plus the amount of former tenant arrears collected throughout the year as a percentage of the former tenant arrears at start of the year plus the value of any former tenant arrears (at the point the tenancy was terminated) occurring throughout the year.

NB The average debt owed should not be assessed on the basis of the amount outstanding at the year end since some recovery may have taken place by then.

Source

Rent accounting system and/or Housing Committee minutes.

Interpretation

Part a) of this indicator is a measure of the council's performance in collecting rent due to it from its current tenants. Actions which a council can take to improve rent collection levels include:

maximising the number of arrears to payment

- effective management of the rent arrears recovery process (including the timing of action on arrears cases, the effectiveness of communication with tenants, and the efficiency of monitoring procedures)
- debt counselling services.

Not all those who are entitled to Housing Benefit actually claim it. Thus, the level of uptake of Housing Benefit by tenants, which can be influenced by a council's actions, and the eligibility of tenants for Housing Benefit are also key factors.

Part b) shows the level of serious arrears cases

Parts c) and d) show the extent to which tenants are leaving their tenancy with rent arrears and the extent of those arrears. Good rent management processes will help to keep arrears down and, therefore, reduce the extent to which tenants either leave their tenancies in arrears or are evicted as a result of arrears.

Part e) indicates the extent to which councils are successful in managing arrears owed by former tenants.

Council house Sales

US 6.

HS 6:

- a) The percentage of house sales completed within 26 weeks
 b) The average time for council house sales

Definitions

The indicator includes all council house sales completed under the Right to Buy legislation during the reporting year.

'Time taken' is the number of completed weeks (7 calendar days) from the date the council receives the formal purchase application to the date on which payment of the purchase price is made in exchange for delivery of a valid title.

Source

House sales records. Scottish Executive Development Department, Sales and Transfers of Dwellings by Housing Authorities Form S3.

Interpretation

This measure gives an indication of the overall performance of a council in processing council house sales. The period after the council makes an offer to sell is included in the indicator and, therefore, any delay in an applicant's response to an offer will affect the time taken. However, it is the council's own management processes (resting primarily with legal staff), and the level of resources devoted to this activity which are the more significant in determining performance.

C

Homelessness**HS 7: a)**

	Council duty to secure	
	permanent accommodation for household	temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation
i. Number of households assessed during year		
ii. % of decision notifications issued within 28 days of date of initial presentation		
iii. the % who are housed		
iv. % of cases reassessed within 12 months of completion of duty		

- b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.

Definitions

The number of households assessed during the year is the number for which assessments were completed during the year regardless of whether the process started late in the previous year.

In part a) ii notification should be within 28 days of the date of application. This includes:

- notifications to those people whom the council determines to be not homeless and for whom the duty is only to provide information and advice
- interim replies in cases where the decision will take longer because special inquiries have to be carried out).

Where contact is lost with the applicant during the process and no final determination is made, they should not be counted in the denominator

The number re-housed includes those housed by Registered Social Landlords through a section 5 referral (Housing (Scotland) Act 2001) or other nomination arrangements, as well as those housed in Council stock.

The percentage of cases reassessed within 12 months represents the number of applications assessed as homeless or potentially homeless within 12 months of a previous application by the same household (also resulting in a homeless/potentially homeless assessment) being closed, as a proportion of the number of applications assessed as homeless/potentially homeless during the year. A household is considered to be the same if the adults and family circumstances (whether the household includes children or not, although the number of children need not be the same) are the same.

Part b) of the indicator applies only to councils with their own housing stock and shows the proportion of lets either terminated during the year or still in place at the year end where the tenancy was sustained for a period of at least 12 months. To report this, councils will need to identify:

- the number of tenancies provided in its own stock during the previous year to those for which it had a duty to find permanent accommodation
- the number of these tenancies still in place at least 12 months from the date of the start of the tenancy.

Sources

Council homelessness case records and HL1 returns

Interpretation

The level of homelessness that councils have to deal with is less than the actual level of homelessness because of under-reporting. Nevertheless, government initiatives to improve the rights of homeless people and to provide them with greater access to services may be expected to lead to an increase in recorded homelessness applications.

This indicator deals with aspects of the council's duty in relation to the current homelessness legislation. Part a) of the indicator shows:

- the number of assessments undertaken and which of the two groups applicants were assessed as being in
- the efficiency of the council's assessment and notification processes following an applicant's initial presentation
- the proportion of those for which the council recognised a duty to secure permanent accommodation that it was successful in housing
- and the effectiveness of the council's actions in the discharge of its duty for each group.

Part b) of the indicator looks at the sustainability of lets which commenced during the previous year for homeless people for whom the council provided permanent accommodation.

The ability of councils to improve both their efficiency and their effectiveness will be affected by, for example, the availability of appropriate accommodation