

PP23. Corporate & Housing Services Performance Update

The panel considered a report by the Director of Corporate and Housing Services setting out a summary of performance for the period April to October 2016. Stuart Ritchie provided an overview of the report.

The panel asked if the Service used the tenant satisfaction survey as a tool to measure the impact of mobile working. Kenny Gillespie advised that the Service collected information on the mobile working pilot but that this was being done separately to the tenant satisfaction survey.

Members asked about the target in relation to rent arrears and asked why performance was slightly below target. Stuart Ritchie stated that the Service had set a two year target and that by the end of year one it was important to show progress toward meeting the target. If the target of 6% was met by the end of 2017/18 the Council would be in the top two quartiles of Scottish local authorities.

Further, members asked if the Service would aim to reach the Scottish Housing Regulator average for all social landlords of 5.26%. Paul Ferguson stated that the average was that of all social landlords and that some non-local authority social landlords had much lower arrears due to the nature of their particular client group. The Service's target was to be in the top half of Scottish Councils.

The panel asked about delays to the roll out of mobile working into the West area. Kenny Gillespie advised that the required interfaces were being developed by an external provider. Due to this reliance on the external provider there had been some delays. The interface would allow work instructions to be sent to a mobile device and show a change of colour to indicate when they are complete. This would eliminate some double data entry from the process which was currently in place.

Members highlighted that within the pilot area for the Work Scheduling Team 100% of appointments were kept. Kenny Gillespie stated that this related to 100% of appointments made being kept but that the Service still sought to have more of its work carried out by appointment.

The panel sought further information on the small jobs scheme. Kenny Gillespie stated that the scheme covered small repairs, was self financing and operated one day a week. Joinery, plumbing and electrical tasks could be carried out through the scheme. There was an agreed hourly rate for the work and for each household there was a maximum of seven different jobs per year.

Members asked when the Service reviews its targets, highlighting that in some areas the targets were being significantly exceeded. Stuart Ritchie stated that targets were reviewed and that there would be a new set of performance plans for 2017/18 based on the performance from 2016/17. This would also be informed by averages from national groups. He stated that there was no point setting unrealistically low targets in order to ensure their achievement.

The panel asked for an update in relation to the review of protocols and guidance available as part of the scrutiny process. Rose Mary Glackin advised that information was awaited from the Improvement Service on their approach to take this forward. Officers would review the content of the guidance once issued with a view to developing a mock committee in early 2017.

Members discussed the void standard and its impact. Kenny Gillespie stated that there had been a positive impact and that the new void standard had helped bring low demand properties back into use. This provided the Service with income from properties which were previously untenanted and hard to let. The condition of walls was an addition to the new void standard and included consideration of issues in plastering and the condition of wallpaper. This had led to a reduction in the number of complaints. Properties which were in a good decorative state were not altered at the void stage.

The panel asked about an issue with mobile working where work lines were issued and then disappeared from the mobile device before they were completed. Kenny Gillespie stated that during the transition to electronic work lines some lines were lost in the system but the Service had been checking on this. There had been some double visits to properties to ensure that the required work had been completed. This issue was now understood to have been rectified.

Decision

The performance panel noted the report.