

## SHBVN Benchmarking Report 2012/13

November 2013



## Introduction

Welcome to the latest in a series of regular briefings prepared by the Housing Strategy team on the big issues concerning housing. These briefings will be shared with staff, tenants and elected members and keep everyone up to date with regards the ever changing policy context that we are operating within.

The Housing Strategy section is responsible for:-

- Supporting the development of a culture of continuous improvement in Housing services and to facilitate opportunities to excel;
- Developing and implementing effective strategies for Housing and Community Safety Services within West Dunbartonshire;
- Developing the Council's housing strategy to ensure that it supports the delivery of our strategic priorities;
- Performance management within Housing and Community Safety services; and
- Promoting effective management and the involvement of tenants across all aspects of Housing Services.

For further information on Housing Strategy please telephone 01389 737889 or e-mail: [housing.strategy@west-dunbarton.gov.uk](mailto:housing.strategy@west-dunbarton.gov.uk)

## Briefing Note

### SHBVN Benchmarking Report 2012-13

#### Background:




Each year, Housing and Community Safety Services submit performance information to Audit Scotland as part of the Council's annual return of Statutory Performance Indicators. Housing and Community Safety Services also submit performance information to the Scottish Housing Best Value Network (SHBVN). This information is used to compare our performance against the other Network members (26 of the 32 Scottish local authorities plus, where appropriate, Glasgow Housing Association) and to identify areas for improvement. This process is referred to as 'benchmarking'

#### Key Points:

A summary of our performance in certain key areas for 2012/13 is provided below, along with an indication of whether this performance is improving or not and how we compared against other members of the SHBVN.

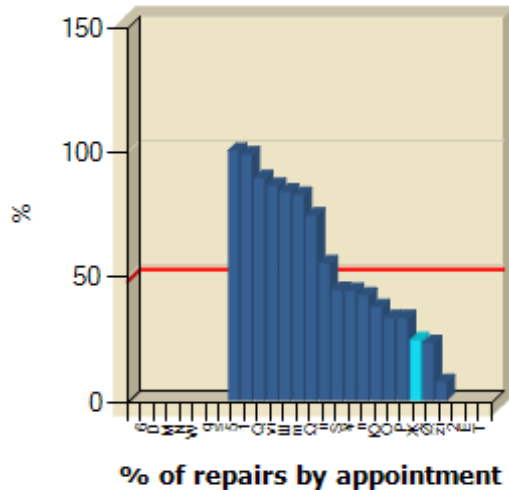
#### Response Repairs

Our performance of repairs completed within target timescales has been traditionally very strong, and remained high in 2012/13 at 95%. This is above the national average of 92.5% though means that West Dunbartonshire is now ranked at 8<sup>th</sup> nationally from 5<sup>th</sup> in 2011/12

Indicator	10/11	11/12	12/13	Scottish Average (last year)	Rank (last year)	
% of repairs completed within target times	96.7%	96.7%	95.0%	92.5% (93.1%)	8 <sup>th</sup> (5 <sup>th</sup> )	
Average time to complete non-emergency repairs	n/a	10 days	12 days	11 days (12.2 days)	8 <sup>th</sup> (13 <sup>th</sup> )	
Average time to complete emergency repairs	n/a	5.51 hours	3.27 hours	8.4 hours (7.45 hours)	8 <sup>th</sup> (10 <sup>th</sup> )	

The introduction of the Charter will result in increased focus on the average time taken to complete repairs. For both emergency and non-emergency repairs, West Dunbartonshire performed well in 2012/13, ranked at 8<sup>th</sup> in both categories.

The introduction of the Charter will present further challenges in relation to repairs being carried out right first time and being in a position to carry out repairs at a time convenient to tenants. As the graph below indicates, in 2012/13 only 24% of repairs were carried out by appointment.

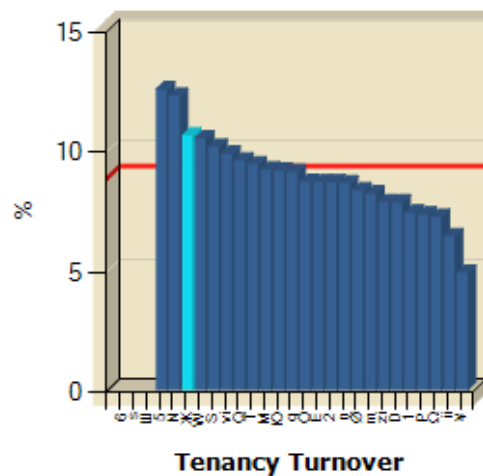
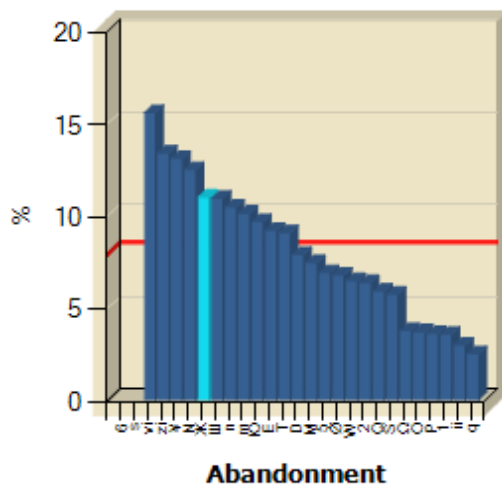


### Tenancy Sustainability

The number of tenancies ending within 12 months decreased slightly to 17.4% during 2012/13. However, this is above the Scottish average of 13.2% and means that West Dunbartonshire remains ranked at 21<sup>st</sup> of 24 landlords reporting data. This is disappointing and detailed analysis has been taking place in order to identify those tenancies that are failing and for what reasons, so that appropriate service responses can be developed.

Indicator	10/11	11/12	12/13	Scottish Average (last year)	Rank (last year)	
% of new tenancies terminated within 12 months	13%	17.6%	17.4%	13.2% (12.0%)	21 <sup>st</sup> (21 <sup>st</sup> )	⚠




The number of abandoned properties as a % of all tenancies ending in West Dunbartonshire is the 5<sup>th</sup> highest nationally and we have the 3<sup>rd</sup> highest tenancy turnover rate in the country.



Improving levels of tenancy sustainability will be a key focus for the service area and one of the key success indicators in relation to the increased deployment of Estate Management Staff within our housing areas.

## Void Management

Performance in relation to void management is concerning and, following a self assessment of the entire void process carried out in conjunction with tenants, a comprehensive action plan is currently being implemented. In addition, the Void Scrutiny Group will meet on a regular basis to monitor implementation of this action plan and consider what further actions are necessary in order to improve performance.

Indicator	10/11	11/12	12/13	Scottish Average (last year)	Rank (last year)	
Average days to let (Not Low Demand)	29	29	35	35 (34)	14 <sup>th</sup> (10 <sup>th</sup> )	
Average days to let (Low Demand)	110	89	109	63 (65)	22 <sup>nd</sup> (20 <sup>th</sup> )	
Percentage of rent lost due to voids	1.7%	2.04%	2.19%	1.4% (1.2%)	20 <sup>th</sup> (21 <sup>st</sup> )	




Satisfaction with the void standard remains high at 89% in 2012/13, above the Scottish average of 85%.

## Rent Collection Service

Current tenant rent arrears stood at 9.16% of net rent due, which represents an improvement in performance since last year. West Dunbartonshire ranks at 18<sup>th</sup> of 25 landlords reporting data. This is an improvement from 23<sup>rd</sup> in 2011/12, though is still below the Scottish average of 7.3%. This improvement in West Dunbartonshire while slight, occurred in the context of the average figure increasing from 6.4% in 2011/12 to 7.3% in 2012/13.





The number of tenants owing more than 13 weeks reduced to 3.6% which again is an improvement from 2011/12 and ranks West Dunbartonshire at 6<sup>th</sup> nationally. Again this is against the national trend, where the average figure increased from 4.7% in 2011/12 to 6.0% in 2012/13.

There has been an increase in the % of tenancies ending owing more than one week rent from 49.5% in 2011/12 to 53.0% in 2012/13.

Indicator	10/11	11/12	12/13	Scottish Average (last year)	Rank (last year)	
Current tenants rent arrears as a % of net rent due	9.2%	9.8%	9.16%	7.3% (6.4%)	18 <sup>th</sup> (23 <sup>rd</sup> )	
Percentage of current tenants owing more than 13 weeks rent (excluding those who owe less than £250)	4.0%	4.0%	3.6%	6.0% (4.7%)	6 <sup>th</sup> (10 <sup>th</sup> )	
Proportion of tenants terminating their tenancy owing more than one week rent	51.9%	49.5%	53.0%	42.1% (42.2%)	19 <sup>th</sup> (18 <sup>th</sup> )	

## Homeless Service

Performance in relation to Homelessness has traditionally been very strong. West Dunbartonshire was one of the first local authorities to meet the 2012 Scottish Government target of all unintentionally homeless households being entitled to permanent accommodation and performance against other key indicators in 2012/13 are outlined in the table below:

Indicator	10/11	11/12	12/13	Scottish Average (last year)	Rank (last year)	
Number of homeless presentations	2018	1551	1369	n/a	n/a	
Decisions made within 28 days (duty)	93.4%	95.2%	97.4%	85.4% (84.3%)	5 <sup>th</sup> (6 <sup>th</sup> )	
Average number of weeks to complete case	20.6	22.3	23.1	28.3 (27.8)	9 <sup>th</sup> (8 <sup>th</sup> )	
% of cases re-assessed within 12 months of completion of duty *	n/a	5.1%	5.5%	4.9% (5.2%)	17 <sup>th</sup> (22 <sup>nd</sup> )	

\*the SHBVN definition of this PI is different from the Audit Scotland SPI which is monitored monthly

There were 1369 homeless presentations in 2012/13, which is a 12% reduction since 2011/12 and follows on from a 23% drop the previous year. This is extremely positive and indicates that some of the homelessness prevention initiatives that have been undertaken are having a positive impact.

In relation to how quickly decisions were made, we continue to perform well above the national average in reaching decisions on homeless applications, with investigations being concluded and decisions made within the 28 day target in 97.4% of all cases. This is a further improvement from the previous year and ranks West Dunbartonshire at 5<sup>th</sup> nationally.

The level of repeat homelessness using the SHBVN's benchmarking definition, increased from 5.1% in 2011/12 to 5.5% in 2012/13. This remains above the national average figure of 4.9% and means we are ranked in 17<sup>th</sup> place nationally.

Overall performance in relation to homelessness remains strong, however our biggest challenge is to continue to reduce our levels of repeat homelessness and to continue to develop our recording and monitoring of our prevention activity.

**What it means for WDC:**

The SHBVN benchmarking results highlight both strengths and weaknesses across Housing and Community Safety services.

Further benchmarking data will be published via Housemark later in the year and this will provide another opportunity to assess performance.

Service specific workshops will then be arranged to identify weaknesses and develop an action plan aimed at improving performance.

Some benchmarking information was published as part of the [summer edition of the Housing News](#)

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