

Angus Council Performs

Housing and Homelessness

In the following pages we provide information on a range of indicators that together provide an overview of the performance of Housing and Homelessness services in Angus. For each indicator we provide not only data but also a short explanation of our performance.

Numbers can only tell us so much about performance so every year we also publish a range of other things, such as news releases, web-pages and committee reports that might give you a better picture of the services we provide and the level of service that is delivered.

More information on Housing and Homelessness in Angus can be found in the following:

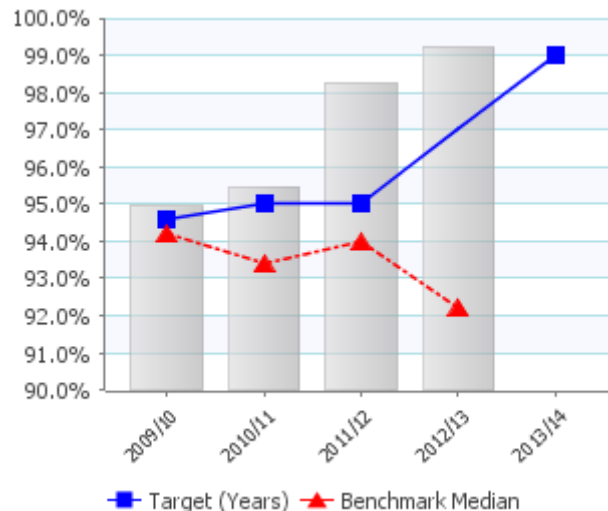
- [Housing](#) web-pages
- [Housing](#) committee reports
- [Housing Service - General Information](#) web-pages
- [Council House Allocation in Angus](#) web-pages
- [Housing Options Guide](#) web-page
- [Local Housing Strategy \(LHS\)](#) web-page
- [Downsizing Incentive Scheme \(DIS\)](#) web-page
- [Reporting a Housing Repair](#) web-page
- [Neighbour Problems and Anti-Social Behaviour](#) web-page
- [Rent - Paying](#) web-page
- [Homelessness](#) web-page
- [Tenant and Community Participation](#) web-page
- [Housing Performance Information](#) web-page
- [Neighbourhood Services Annual Report 2012/2013](#)

Housing response repairs % completed on time (SPI) (LGBF)

Our performance in this indicator is best in class and Angus continues to be top of the benchmark tables. It covers all our repair response times from our 2 hour emergency target to our 3 month complex repair target. Again a combination of robust management, local contractors, ACCESSLine and our out of hours service helps us meet the targets.

In 2012/13 our performance improved from 98.2% to 99.2% which increases customer satisfaction and ensures we meet our obligations in respect of the Right to Repair legislation.

These targets are set annually by our tenants via the Tenant's Scrutiny Panel.



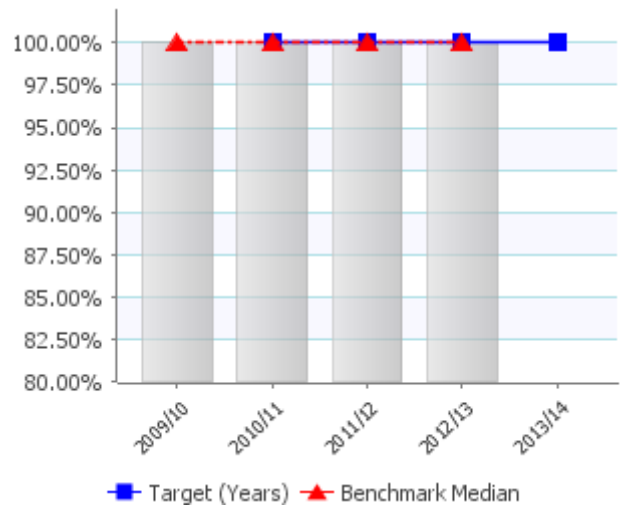
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	94.9%	94.6%	94.2%
2	2010/11	95.5%	95.0%	93.4%
3	2011/12	98.2%	95.0%	94.0%
4	2012/13	99.2%	98.0%	92.2%
5	2013/14	Blank	99.0%	Blank

% of council dwellings brought up to a tolerable standard (SPI)

The tolerable standard is one of five indicators which make up the overall Scottish Housing Quality Standard (SHQS). To meet the standard a dwelling must be fit for human habitation. This is a very broad definition and covers items such as having basic toilet and bathing facilities and being wind and watertight.

All Angus Council dwellings are of a 'tolerable standard' and have been for a number of years, meaning we achieve our target time after time. In the median (middle ranked) Scottish council all dwellings also meet the tolerable standard.

Our annual unplanned repairs and change of tenancy investment of £3.3 million ensures the stock is maintained at this level.



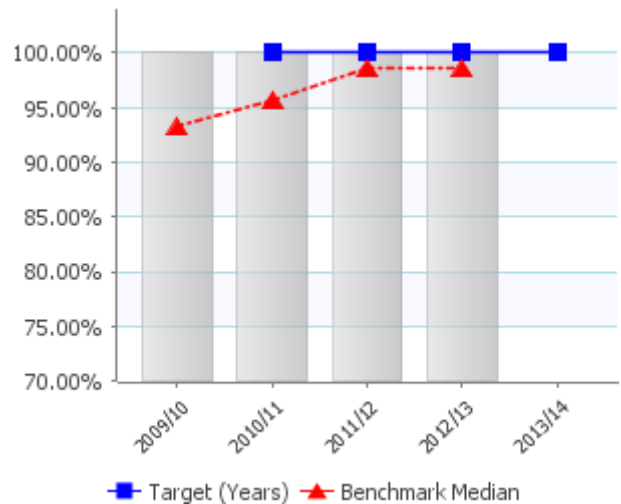
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	100.00%	Blank	100.00%
2	2010/11	100.00%	100.00%	100.00%
3	2011/12	100.00%	100.00%	100.00%
4	2012/13	100.00%	100.00%	100.00%
5	2013/14	Blank	100.00%	Blank

% of council dwellings free from serious disrepair (SPI)

The free from serious disrepair standard is one of five indicators which make up the overall Scottish Housing Quality Standard (SHQS). It is self explanatory and covers items such as foundations, wall structures, internal floor structures and roof structures.

As has been the case for a number of years all council dwellings are free from serious disrepair, which means we meet our target year after year. This is not the case in all Scottish councils, in 2012/13 in the median (middle ranked) Scottish council 98.52% dwellings were free from serious disrepair.

Our annual unplanned repairs and change of tenancy investment of £3.3 million ensures the stock is maintained at this level.

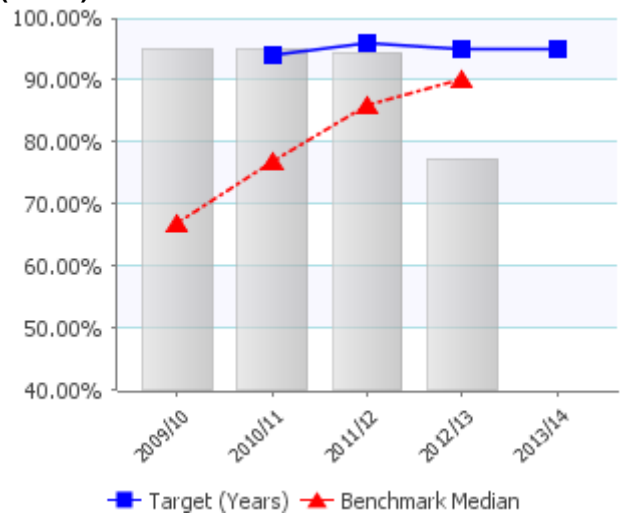


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	100.00%	Blank	93.20%
2	2010/11	100.00%	100.00%	95.70%
3	2011/12	100.00%	100.00%	98.59%
4	2012/13	100.00%	100.00%	98.52%
5	2013/14	Blank	100.00%	Blank

% of council dwellings that are energy efficient (SOA) (SPI) (LGBF)

The energy efficient standard is also one of five indicators which much make up the overall Scottish Housing Quality Standard (SHQS). To meet this standard dwellings must be well insulated and have efficient central heating systems.

In 2012/13 we adopted a new method for this indicator. Up to and including 2011/12 we calculated this indicator by looking at blocks of similar properties and rating them all in the same way according to guidance from the Scottish Government. To improve the accuracy of our data we have started to assess the information we hold against each of our council properties in order to award energy performance certificates. As there are 7776 properties it is going to take us about 2 years to complete. This new approach is regarded as best practice but it means that we can't compare the 2012/13 figure of 77.12% with those in previous years, our target or other councils using the old approach.



We want to be sure that we are planning our investments in the stock with confidence and have introduced this approach so that our future heating and energy efficiency programs are targeted correctly and that our customers benefit from the right type of improvement. Whilst the figure is relatively low this is due to the limited number of dwellings that have been assessed so far, our actual level of compliance is much higher but this will only be confirmed once we have completed our validation exercise.

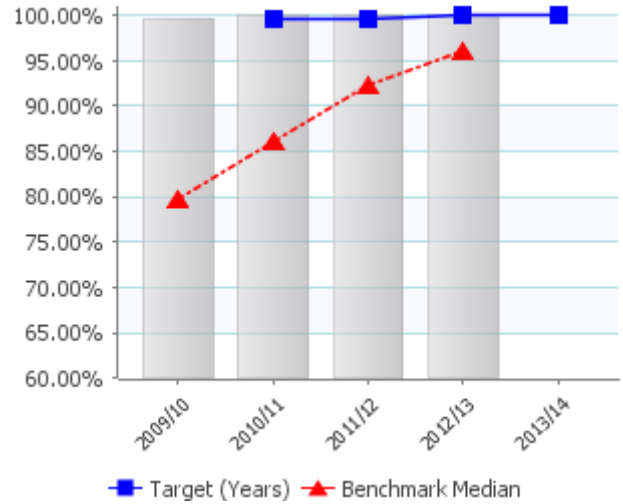
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	94.90%	Blank	67.00%
2	2010/11	94.99%	94.00%	77.00%
3	2011/12	94.32%	96.00%	86.07%
4	2012/13	77.12%	95.00%	90.15%
5	2013/14	Blank	95.00%	Blank

% of council dwellings that have modern facilities and services (SPI)

The modern facilities standard again is one of five indicators which much make up the overall Scottish Housing Quality Standard (SHQS). It covers items such as kitchens fittings and bathroom amenities. To meet the standard all items must in good and usable condition

2012/13 was the third year running in which 100% of council dwellings had modern facilities and services meeting our target. In 2012/13 the middle ranked Scottish council had 96.12% of dwellings meeting this standard.

Our annual unplanned repairs and change of tenancy investment of £3.3 million ensures the stock is maintained at this level.



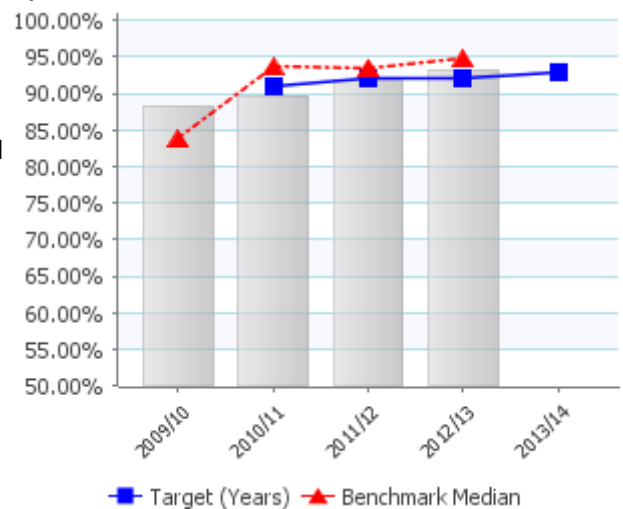
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	99.62%	Blank	79.80%
2	2010/11	100.00%	99.50%	86.20%
3	2011/12	100.00%	99.55%	92.25%
4	2012/13	100.00%	100.00%	96.12%
5	2013/14	Blank	100.00%	Blank

% of council dwellings that are healthy, safe and secure (SPI)

The healthy safe and secure standard is the final indicator which makes up the overall Scottish Housing Quality Standard (SHQS). It covers elements such as electrical and gas systems, smoke detectors, ventilation, stairwells and common entry systems. To meet this standard all items must be in good and safe order.

In 2012/13 93.17% of council dwellings were 'healthy, safe and secure' up from 91.74% in 2011/12 and beating our target of 92%. Unfortunately we didn't reach the 94.73% level of the middle ranked (median) Scottish council in 2012/13.

Our investment in new door entry systems over the following two years will see this figure increase to the overall target of 100%.

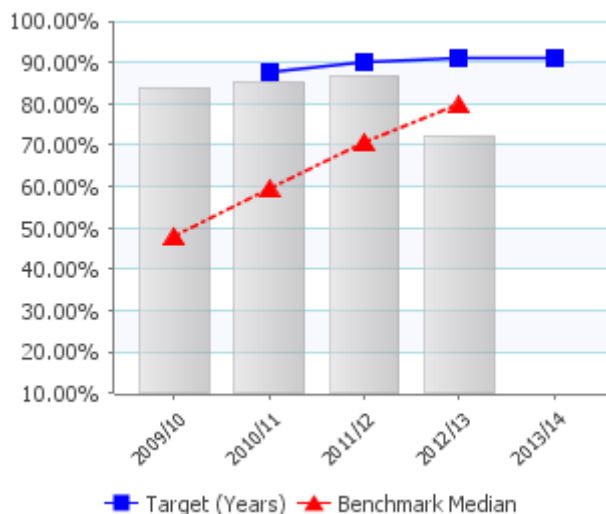


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	88.17%	Blank	83.80%
2	2010/11	89.73%	91.00%	93.60%
3	2011/12	91.74%	92.00%	93.56%
4	2012/13	93.17%	92.00%	94.73%
5	2013/14	Blank	93.00%	Blank

% of dwellings meeting SHQS (SOA) (SPI) (LGBF)

In 2012/13 we adopted a new method for the energy efficiency part of this indicator. Up to and including 2011/12 we calculated it by looking at blocks of properties and rating them all in the same way according to guidance from the Scottish Government. To improve the accuracy of our data we have started to assess the information we hold against each of our council properties in order to award energy performance certificates. As there are 7776 properties it is going to take us about 2 years to complete. This new approach is regarded as best practice but it means that we can't compare the 2012/13 figure of 72% with those in previous years, our target or other councils using the old approach.

We want to be sure that we are planning our investments in the stock with confidence and have introduced this approach so that our future heating and energy efficiency programs are targeted correctly and that our customers benefit from the right type of improvement. Whilst the figure is relatively low this is due to the limited number of dwellings that have been assessed so far, our actual level of compliance is much higher but this will only be confirmed once we have completed our validation exercise.

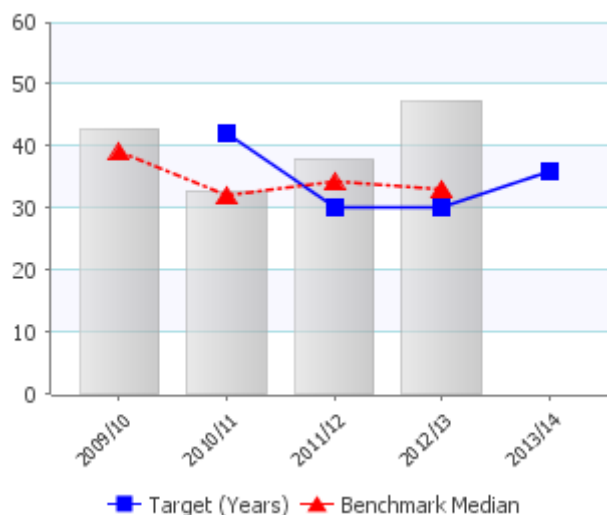


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	83.60%	Blank	47.90%
2	2010/11	85.09%	87.50%	59.40%
3	2011/12	86.68%	90.00%	70.82%
4	2012/13	72.00%	91.00%	79.67%
5	2013/14	Blank	91.00%	Blank

Average time to re-let not low demand houses (SPI)

The council relet 743 not low demand (NLD) properties in 2012/13, a 7.9% fall when compared to last year but the average time to relet a NLD property rose from 38 to 47 days.

While the average number of days to relet is rising, we're taking steps to speed up the property turnaround process and aim to improve our communication procedures when we make allocation offers to customers. We're also artificially creating empty properties through our incentive schemes such as the Downsizing and the New Build Allocation Policy that create a "chain" of allocations. We believe these policies inflates the average time because we find the last property in the chain takes much longer to allocate as they can be some of our less desirable stock.

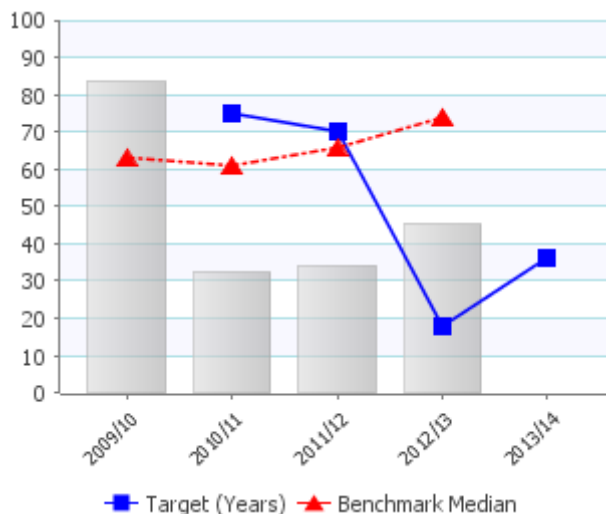


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	43	Blank	39
2	2010/11	33	42	32
3	2011/12	38	30	34
4	2012/13	47	30	33
5	2013/14	Blank	36	Blank

Average time to re-let low demand houses (SPI)

The council relet 81 low demand (LD) properties in 2012/2013, a 6.17% fall when compared to last year but the average time to relet a LD property rose from 34 to 45 days. While the average number of days to relet is rising, we're taking steps to speed up the turnaround process and aim to improve our communication procedures when we make allocation offers to customers.

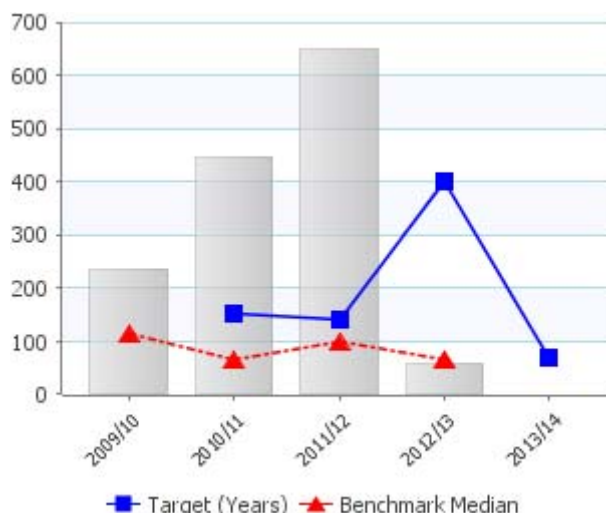
We are also artificially creating empty properties through our incentive schemes such as the Downsizing and the New Build Allocation Policy that create a "chain" of allocations. We believe these policies inflate the average time because we find the last property in the chain takes much longer to allocate as they can be some of our less desirable stock. In addition, a number of longer term voids were relet this year, which inflates the average time taken to relet.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	83	Blank	63
2	2010/11	32	75	61
3	2011/12	34	70	66
4	2012/13	45	18	74
5	2013/14	Blank	36	Blank

Average time that these houses remained un-let (SPI)

The number of low demand properties unlet at the end of the year fell by 52% to 12 properties. The dramatic fall in the average length of time homes sat unlet suggests that the low demand properties relet were void for a considerable period of time due to lack of demand. As those properties relet no longer fall within the indicator, and those properties remaining have sat void for an average of two months, the average time that houses remained un-let inevitably falls.

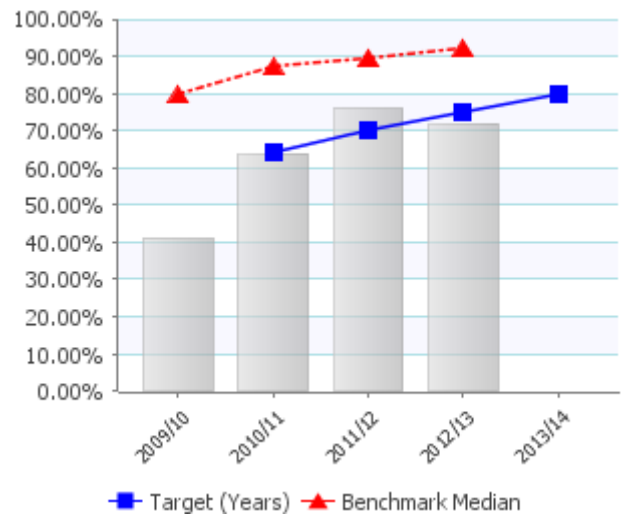


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	236	Blank	113
2	2010/11	447	150	64
3	2011/12	649	140	98
4	2012/13	58	400	66
5	2013/14	Blank	70	Blank

% of decision notifications issued within 28 days of date of initial presentation for permanent accommodation (SPI)

The numbers requiring assessment for permanent accommodation due to homelessness have reduced significantly between 2011/12 (728) and 2012/13 (532).

We believe this to be due to the establishment of the Young People’s Housing Options Service (YPHOS) which works to prevent homelessness amongst under 25s. Our performance has dropped slightly in this area, due to structural changes in the team – two members of staff moved to YPHOS, staff absences and recruitment/induction of new staff.

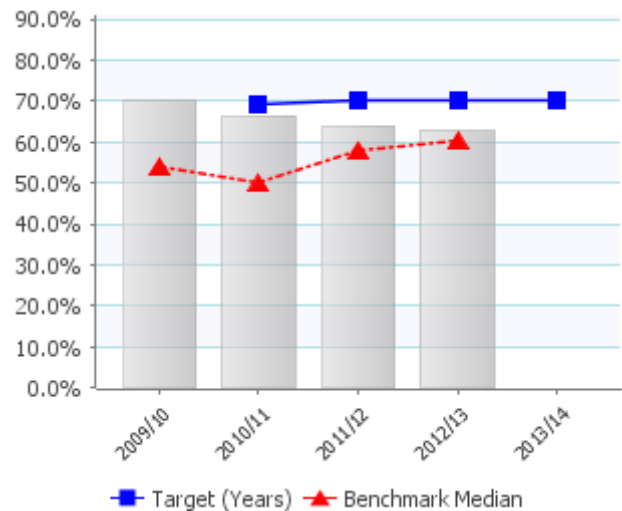


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	40.92%	Blank	79.60%
2	2010/11	63.91%	64.00%	87.10%
3	2011/12	75.96%	70.00%	89.52%
4	2012/13	71.99%	75.00%	92.13%
5	2013/14	Blank	80.00%	Blank

% who are housed into permanent accommodation (SPI)

Angus continues to perform well in securing permanent housing for a higher proportion of homeless households than the Scottish average.

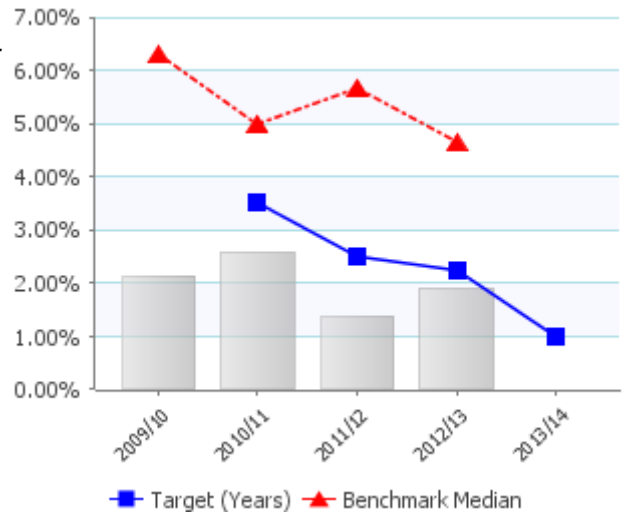
In 2012/13, the Council secured permanent accommodation for 463 households which is fewer than 2011/12 (596) but since the numbers of homeless applications reduced, was a higher proportion of homeless applicants.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	70.0%	Blank	54.0%
2	2010/11	66.4%	69.0%	50.0%
3	2011/12	63.9%	70.0%	58.1%
4	2012/13	62.7%	70.0%	60.4%
5	2013/14	Blank	70.0%	Blank

% of permanent accommodation cases reassessed (SPI)

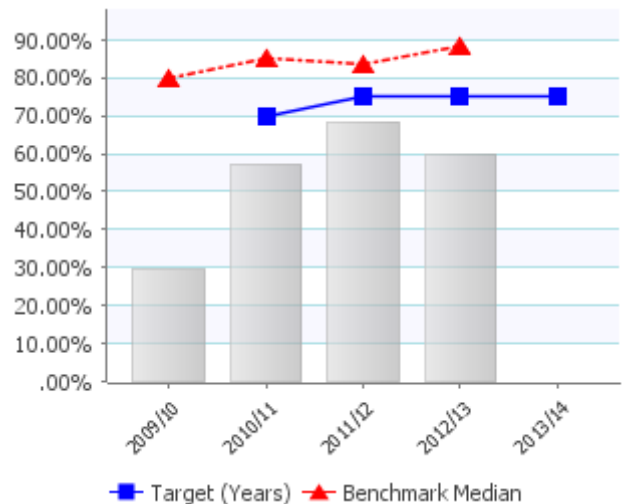
Angus continues to have fewer cases of repeat homelessness than the Scottish average. The number of repeat applicants for which we had a permanent duty fell from 40 to 27, but the rate has risen because fewer homeless applicants presented.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	2.14%	Blank	6.30%
2	2010/11	2.57%	3.50%	5.00%
3	2011/12	1.37%	2.50%	5.68%
4	2012/13	1.88%	2.25%	4.64%
5	2013/14	Blank	1.00%	Blank

% of decision notifications issued within 28 days of date of initial presentation for temporary accommodation (SPI)

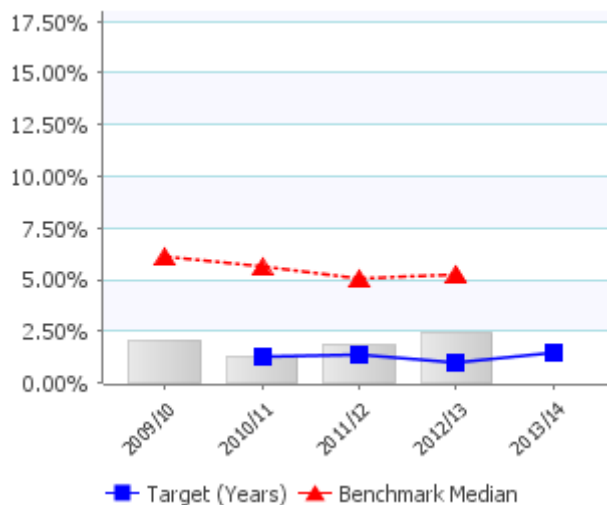
The numbers requiring assessment for temporary accommodation have fallen significantly from 385 to 207, again due to the establishment of Young People’s Housing Options Service (YPHOS). Our performance dropped slightly for the same reasons - structural changes in the team – two members of staff moved to YPHOS, staff absences and recruitment/induction of new staff.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	29.53%	Blank	80.00%
2	2010/11	57.08%	70.00%	85.20%
3	2011/12	68.31%	75.00%	83.54%
4	2012/13	59.90%	75.00%	88.35%
5	2013/14	Blank	75.00%	Blank

% of temporary accommodation cases reassessed (SPI)

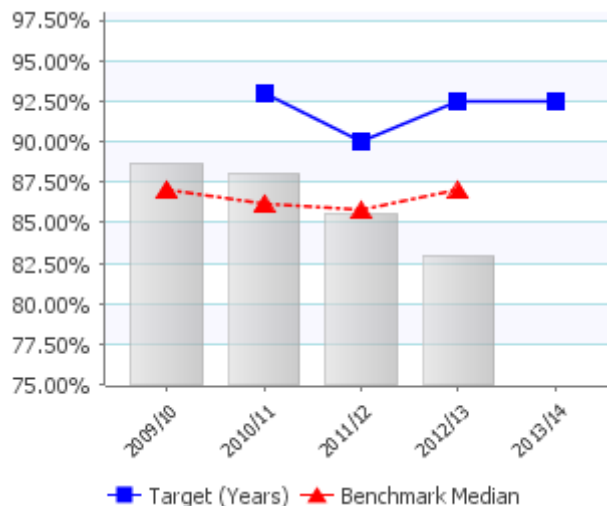
The number of repeat applicants for which we had a duty to provide temporary accommodation fell from 25 to 12, but the rate rose due to the fall in homeless presentations. Again, Angus continues to have fewer cases than the Scottish average.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	2.07%	Blank	6.10%
2	2010/11	1.27%	1.30%	5.60%
3	2011/12	1.82%	1.35%	5.05%
4	2012/13	2.42%	1.00%	5.28%
5	2013/14	Blank	1.50%	Blank

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

Angus continues to be slightly behind the Scottish average for this indicator. Of 427 tenancies started in 2011/12, 73 did not last more than 12 months. This is for a variety of reasons, not all negative. This indicator also includes any tenants who pass away in the first year of their tenancy. Community Housing Teams will be rolling out mid-term inspections to provide advice and support for tenants and Young People’s Housing Options Service (YPHOS) is following-up with young tenants after 3 months to try to improve sustainability.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	88.60%	Blank	87.10%
2	2010/11	88.00%	93.00%	86.20%
3	2011/12	85.50%	90.00%	85.75%
4	2012/13	82.90%	92.50%	87.00%
5	2013/14	Blank	92.50%	Blank

% emergency repairs completed in 2 hours (KPI)

Our performance in this indicator is also best in class and Angus continues to be top of the benchmark tables. Our target timescale of 2 hours is shorter than many other authorities but using a combination of robust management, local contractors, ACCESSLine and our out of hours service helps us meet this challenging target.

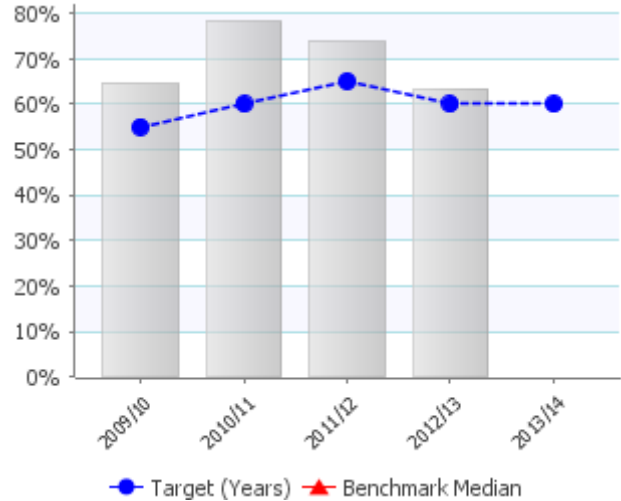
In 2012/13 our performance improved from 98.64% to 99.13% which increases customer satisfaction and ensures we meet our obligations in respect of the Right to Repair legislation.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	96.24%	Blank	Blank
2	2010/11	95.60%	95.00%	Blank
3	2011/12	98.46%	96.00%	Blank
4	2012/13	99.13%	97.00%	Blank
5	2013/14	Blank	98.00%	Blank

% of all re lets where void period is less than 28 days (KPI)

Although 63% of properties were relet within 28 days - a fall from previous years - we attribute this to the chain of moves created through the Downsizing and the New Build Allocation Policies. Although the chain creates healthy movement in our housing transfers and achieves positive housing outcomes for those tenants involved in the chain, we do inevitably find that some less desirable properties at the end of the chain can be harder to allocate, increasing relet times and reducing the proportion of properties relet within the 28 day timescale.



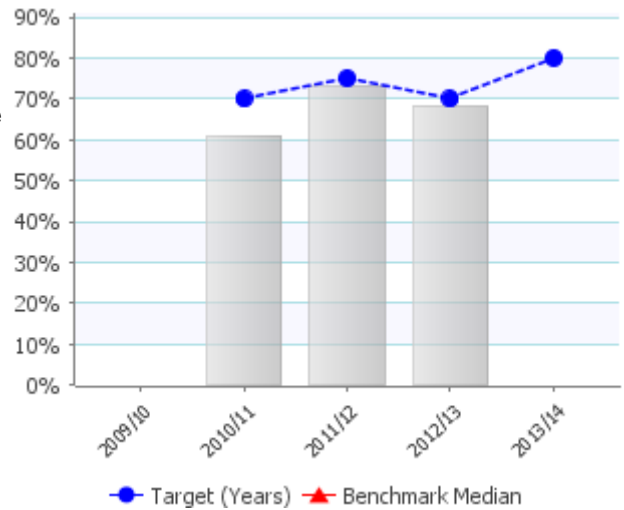
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	64%	55%	Blank
2	2010/11	78%	60%	Blank
3	2011/12	74%	65%	Blank
4	2012/13	63%	60%	Blank
5	2013/14	Blank	60%	Blank

% of homeless presentations with decision outcome in 28 days (KPI)

We have seen a decline in performance, but we are taking action through the Young Person’s Housing Options project to prevent many people becoming homeless. This means we are achieving real housing outcomes for the majority of our service users.

This had been expected, hence the target that was set by division for 2012/13.

We expected to reverse this decline in 2013/14.

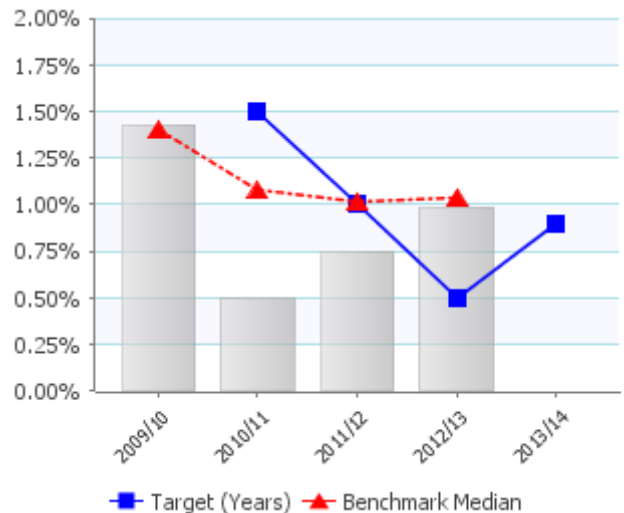


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	61%	70%	Blank
3	2011/12	73%	75%	Blank
4	2012/13	68%	70%	Blank
5	2013/14	Blank	80%	Blank

% of rent due in the year that was lost due to voids (SPI) (LGBF)

The percentage of rent lost because of voids rose from 0.76% in 2011/12 to 0.99% in 2012/13. This was 0.23% worse than in 2011/12, however is still marginally better than the average Scottish council (1.04% in 2012/13).

Angus Council currently has 7,776 Council owned properties. During the year many tenants move out of council homes which then need to be checked, repaired if need be and re-let, all as quickly as possible. We’re taking steps to speed up the turnaround process and aim to improve our communication procedures when we make allocation offers to customers. We’re also artificially creating empty properties through our incentive schemes such as the Downsizing and the New Build Allocation Policy. Although this increases the money we lose from voids we’re creating better outcomes for our customers and creating more movement on the housing waiting list.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	1.43%	Blank	1.40%
2	2010/11	0.49%	1.50%	1.07%
3	2011/12	0.75%	1.00%	1.02%
4	2012/13	0.99%	0.50%	1.04%
5	2013/14	Blank	0.90%	Blank

Current tenants' arrears as a % of net rent due (SPI) (LGBF)

The percentage of current tenant arrears has risen from 6.9% in 2011/12 to 7.3% in 2012/13. This compares with 6.76% in the average Scottish council in that year. It also means we missed our target of 7.15%. The trend of growing arrears is expected to continue due to Welfare Reform which is why we have set a target of 8% for 2013/14.

We are taking action to mitigate against the worst effects of the implementation of Welfare Reforms but this may prove to be difficult as the next steps, such as Universal Credit are introduced.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	7.90%	Blank	6.11%
2	2010/11	7.65%	7.25%	6.08%
3	2011/12	6.91%	7.00%	5.58%
4	2012/13	7.30%	7.15%	6.76%
5	2013/14	Blank	8.00%	Blank

% of current tenants owing more than 13 weeks rent excluding those owing less than £250 (SPI)

The percentage of tenants owing more than 13 weeks rent rose from 3.7% in 2011/12 to 5.36% in 2012/13. This was worse than the average Scottish council with 4.68% in 2012/13 and worse than our target of 4%.

As predicted the rise of 1.6% is due to the current economic climate. In 2011/12 275 tenants fell into this category but this has increased to 397 by the end of 2012/13.

The division is continuing its efforts to robustly manage our arrears with the implementation of new procedures and processes, these having been developed to mitigate against the impact of the introduction of Welfare Reforms.



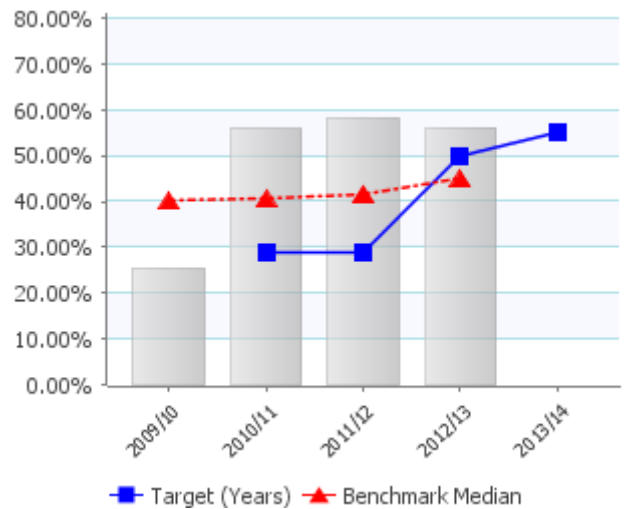
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	4.74%	Blank	4.13%
2	2010/11	4.18%	6.25%	4.03%
3	2011/12	3.70%	4.00%	4.09%
4	2012/13	5.36%	4.00%	4.68%
5	2013/14	Blank	5.00%	Blank

Proportion of those tenants that were in rent arrears (SPI)

The council has seen a slight decrease in the proportion of tenants who terminated in arrears with a reduction from 58.1% in 2011/12 to 56.1% in 2012/13. This meant we failed to meet our target of 50% and we were also above the level achieved in the average Scottish council of 44.92%.

This is due to concerted efforts by our housing staff to reverse the culture of non payment and in being proactive to take recovery steps as soon as notice of termination intimated.

However, at the end of 2012/13, there were still 915 former tenants owing us rent monies for their terminated tenancies but a reduction from 970 the previous year.

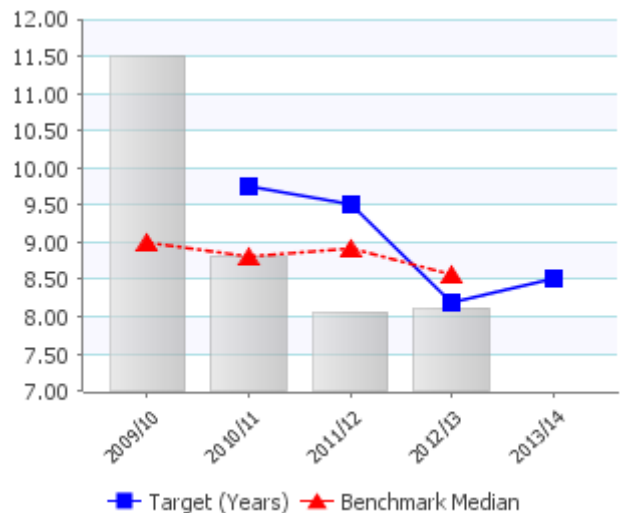


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	25.40%	Blank	40.00%
2	2010/11	55.80%	29.00%	40.50%
3	2011/12	58.14%	29.00%	41.74%
4	2012/13	56.07%	50.00%	44.92%
5	2013/14	Blank	55.00%	Blank

Average number of weeks rent owed by tenants leaving in arrears (SPI)

We have seen a slight increase in the average weeks rent owed by tenants leaving in arrears, albeit from 8.06 in 2011/12 to 8.12 in 2012/13. This was still below our target of 8.2 and the level of the average Scottish council in 2012.13 of 8.57,

This could be due to the more lengthy procedures being carried out for the Pre Action Requirements before we can take action against tenants who go into arrears.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	11.51	Blank	9.00
2	2010/11	8.80	9.75	8.80
3	2011/12	8.06	9.50	8.92
4	2012/13	8.12	8.20	8.57
5	2013/14	Blank	8.50	Blank

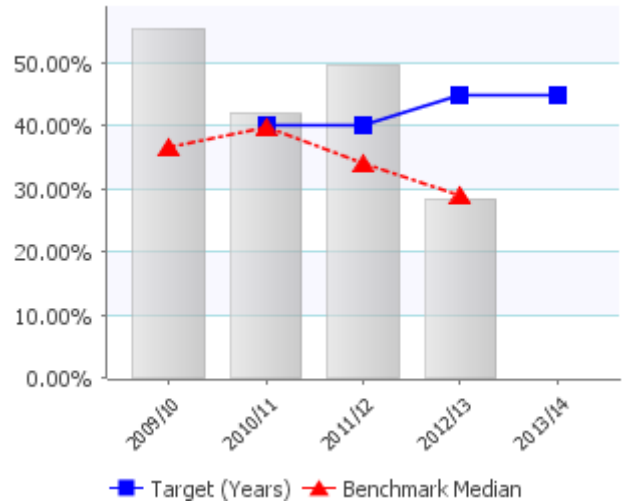
% of former tenant arrears written off or collected during the year (SPI)

The percentage of former tenant arrears written off or collected fell from 49.62% in 2011/12 to 28.34% in 2012/13. This was worse than the average Scottish council at 29% in 2012/13 and worse than our target of 45%.

This is an extremely difficult indicator to manage, evidence and monitor.

The council has adopted a more managed approach to write offs and this has led in a reduction during 2012/13 to £133,054 being deemed as irrecoverable compared with £254,499 the previous year.

Timings can also be a factor as in previous years levels of write off had been inflated due to multiple years being written off in the financial year end process.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	55.43%	Blank	36.70%
2	2010/11	41.85%	40.00%	39.83%
3	2011/12	49.62%	40.00%	33.98%
4	2012/13	28.34%	45.00%	29.00%
5	2013/14	Blank	45.00%	Blank