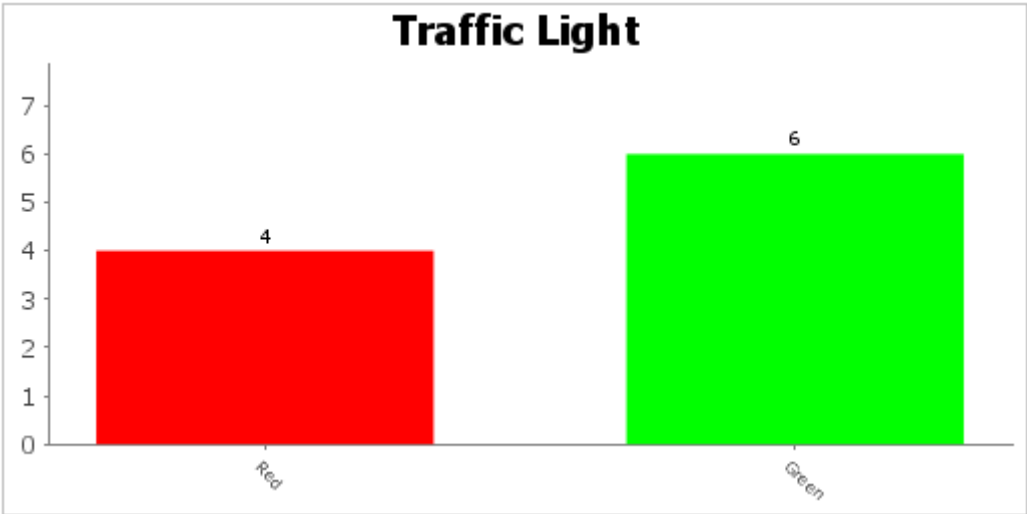
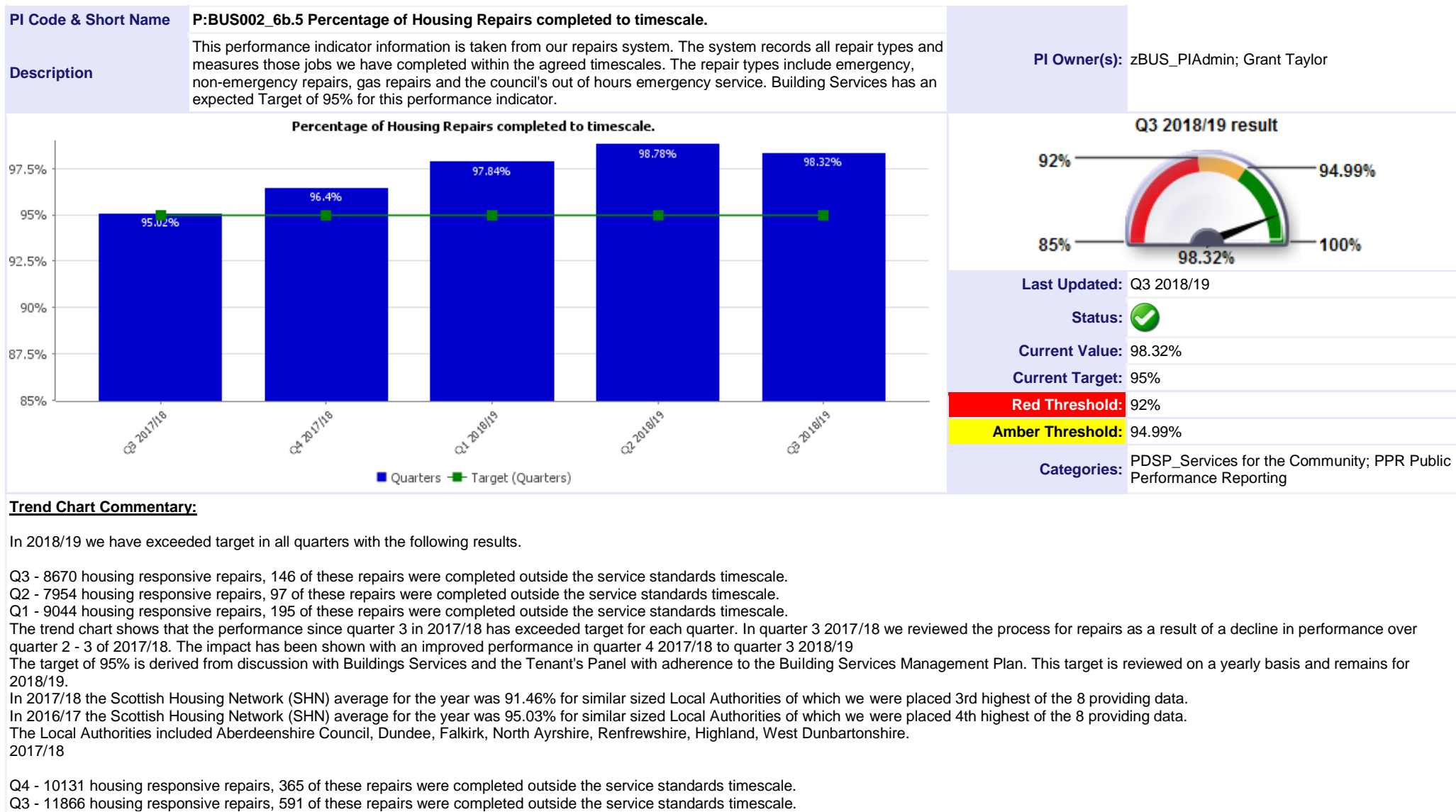


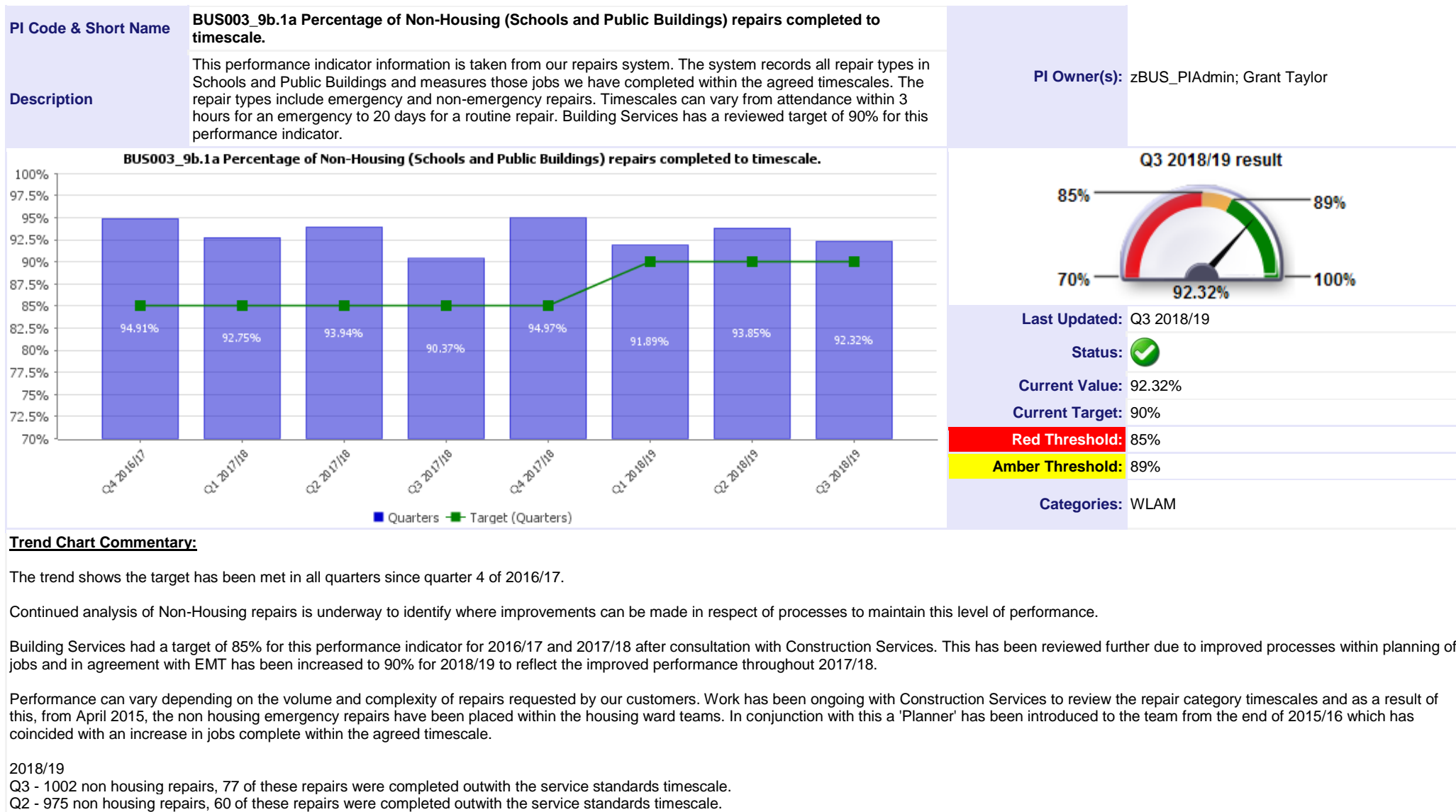
# HCBS PDSP Report

Data Label : OFFICIAL

Report Author: Sarah Kelly  
Generated on: 22 January 2019 11:18  
Report Layout: .NEW. PDSP\_PIs\_All(Detail)\_Grid







Q1 - 1183 non housing repairs, 96 of these repairs were completed outwith the service standards timescale.

2017/18

Q4 - 975 non housing repairs, 49 of these repairs were completed outwith the service standards timescale

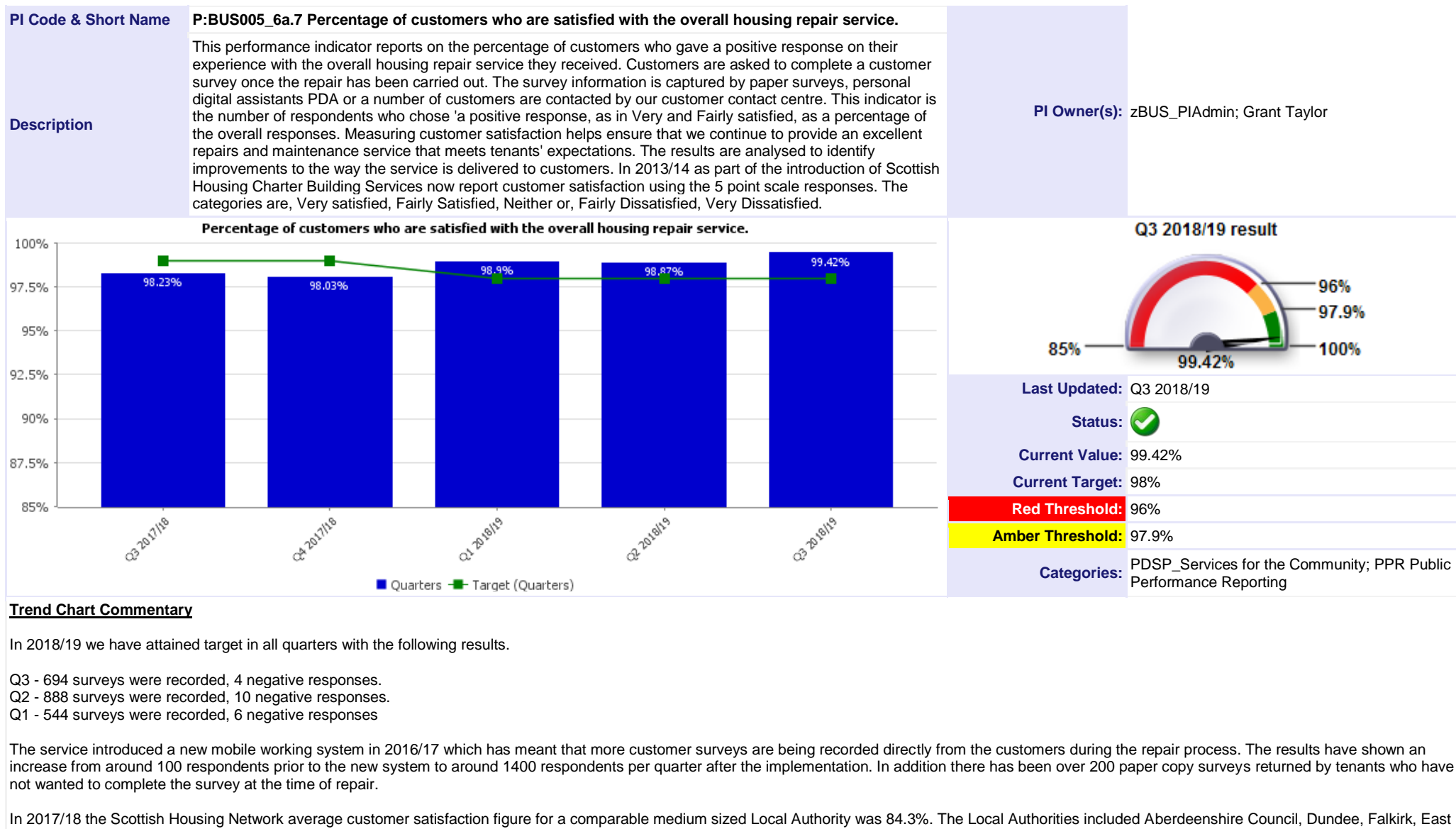
Q3 - 1070 non housing repairs, 103 of these repairs were completed outwith the service standards timescale.

Q2 - 1023 non housing repairs, 62 of these repairs were completed outwith the service standards timescale.

Q1 - 1434 non housing repairs, 104 of these repairs were completed outwith the service standards timescale.

2016/17

Q4 - 1669 non housing repairs, 85 of these repairs were completed outwith the service standards timescale



Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

In 2016/17 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 84.1%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

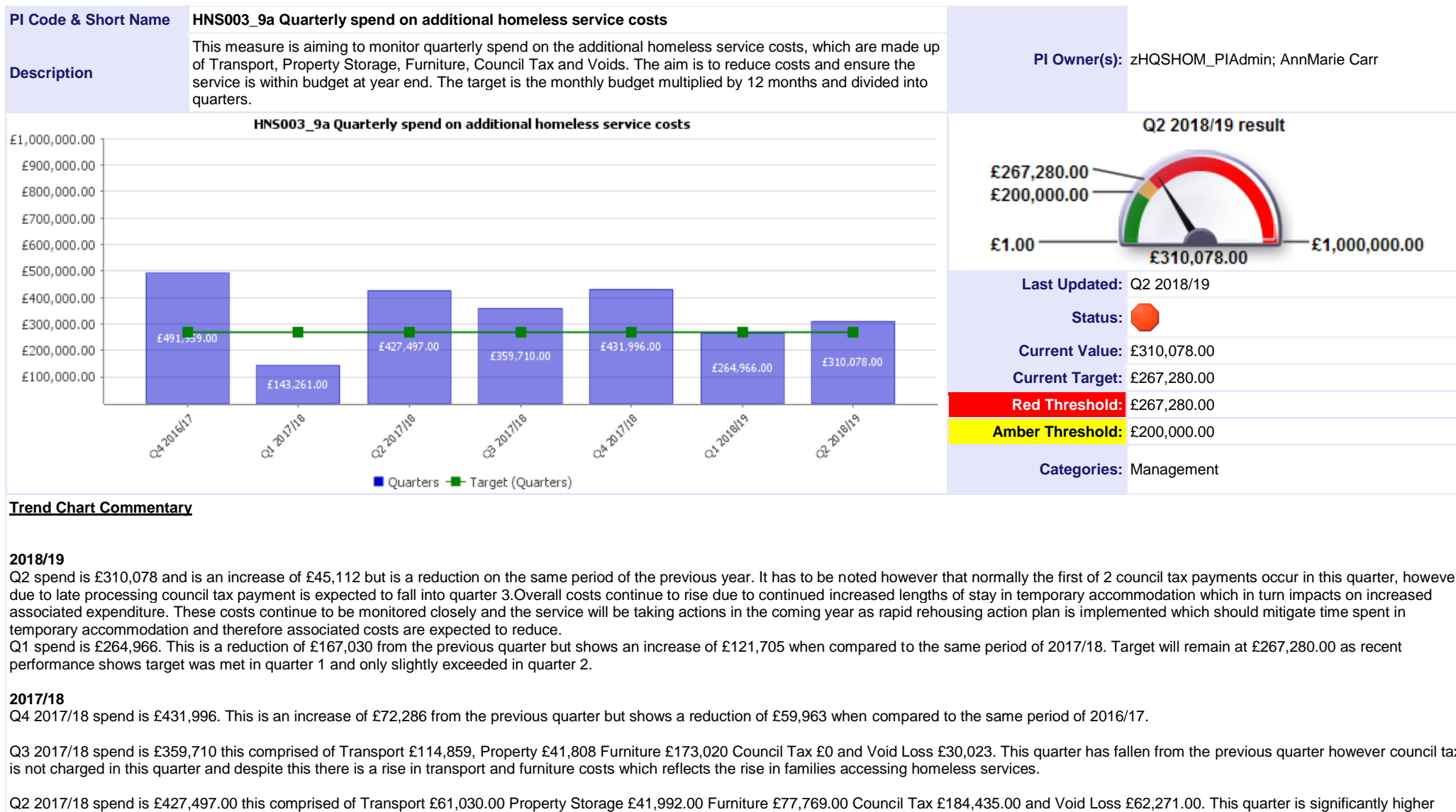
Surveys are monitored to investigate negative responses to assess their relativity to the repairs processes. As a result the service has recently implemented new customer communication cards to assist with the improvements. The repair teams analyse all feedback and arrange to contact all customers who provide non positive responses to discuss ways of improving the service.

For 2018/19 the target has been agreed at 98% and is reviewed on a yearly basis.

#### 2017/18 Results

Q4 - 914 surveys were recorded, 18 negative responses.

Q3 - 1127 surveys were recorded, 20 negative responses.



than the last with the highest increases being seen in Council Tax and furniture which is due to the forwarding of these costs from Q1 2017/18 as detailed below. However finance also report that the current quarter spend on furniture is low due to miscodings in the HRA for furniture charges and this will be rectified in the next quarter.

Q1 2017/18 spend is £143,261 this comprised of Transport £51,009, Property Storage £40,868, Furniture £11,249, Council Tax £nil and Void Loss £40,135. This quarter is significantly lower than the last as the last quarter was mainly attributed to year end. It has been identified that costings for this quarter for furniture are incorrect and will be rectified for the next quarter. Council tax will also be billed in the next quarter which will increase the overall cost. The target will remain the same as this has been set within the Homeless Plan which has determined the target required to keep the service within budget.

Q4 2016/17 spend is £491595.00 and is traditionally high as is year end and bi annual council tax payments fall into this quarter. It is expected that Q1 of 2017/18 will show a significant reduction in spend.

Q2 2018/19 £310,078.00

Q1 2018/19 £264,966.00

Q4 2017/18 £431,996.00

Q3 2017/18 £359,710.00

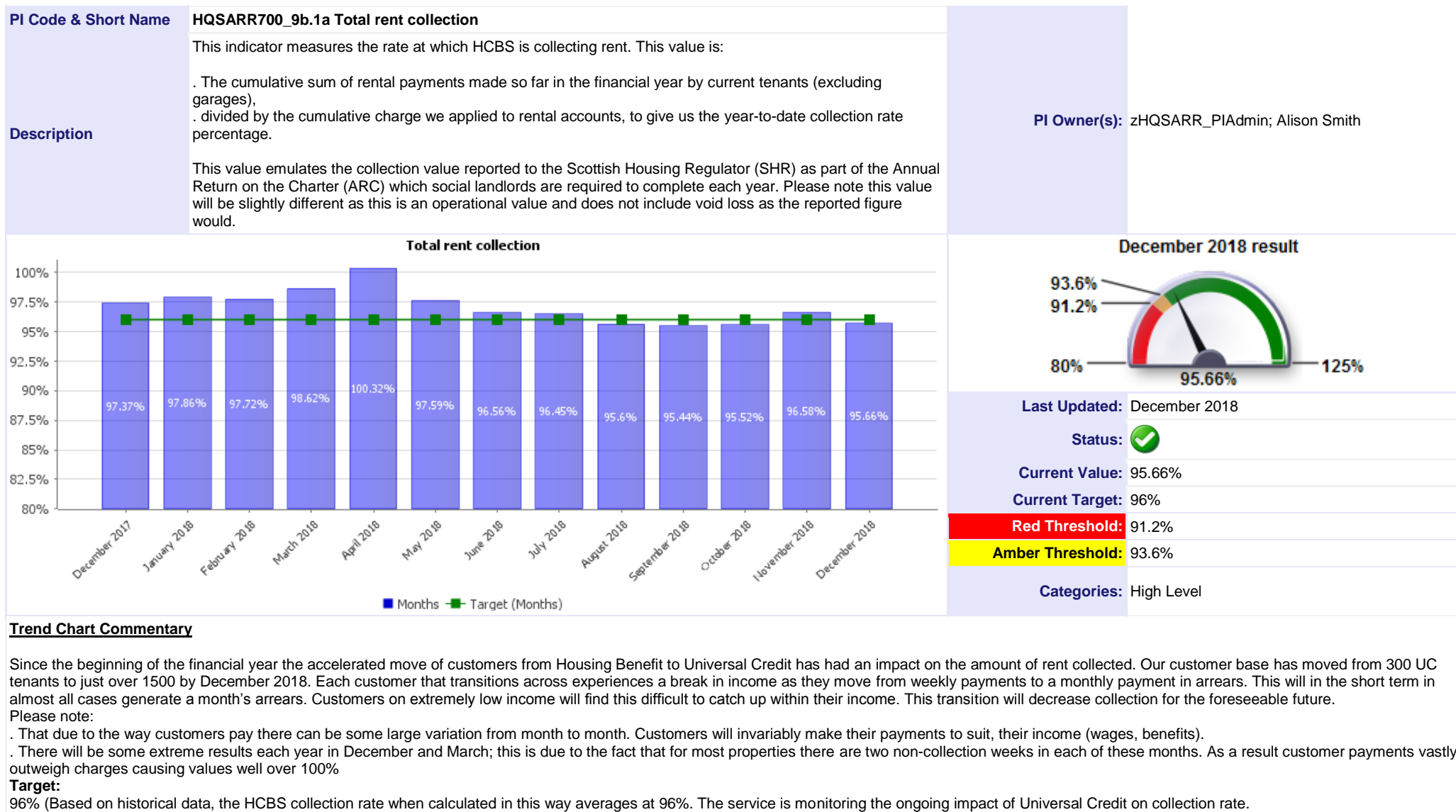
Q2 2017/18 £427,497.00

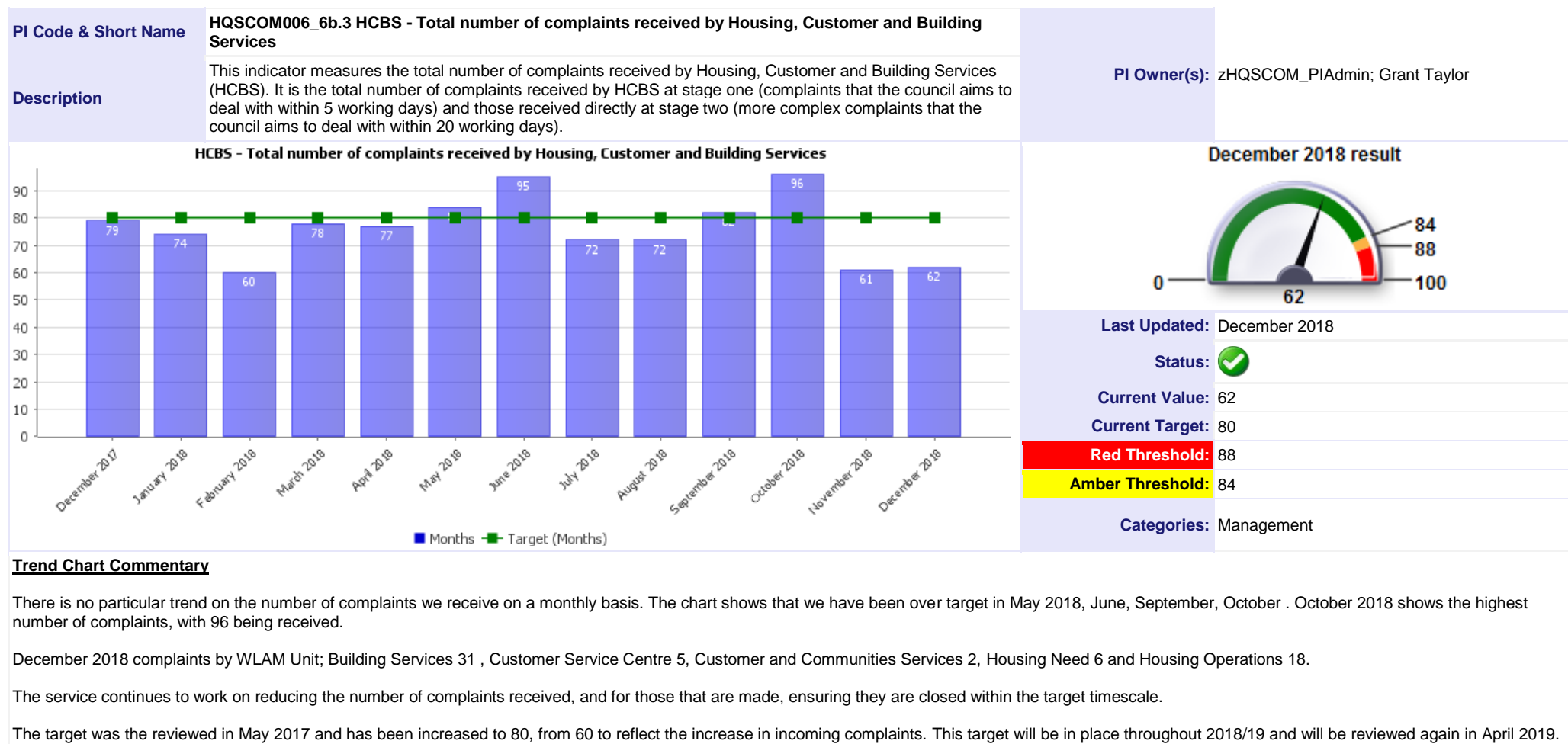
Q1 2017/18 £143,261.00

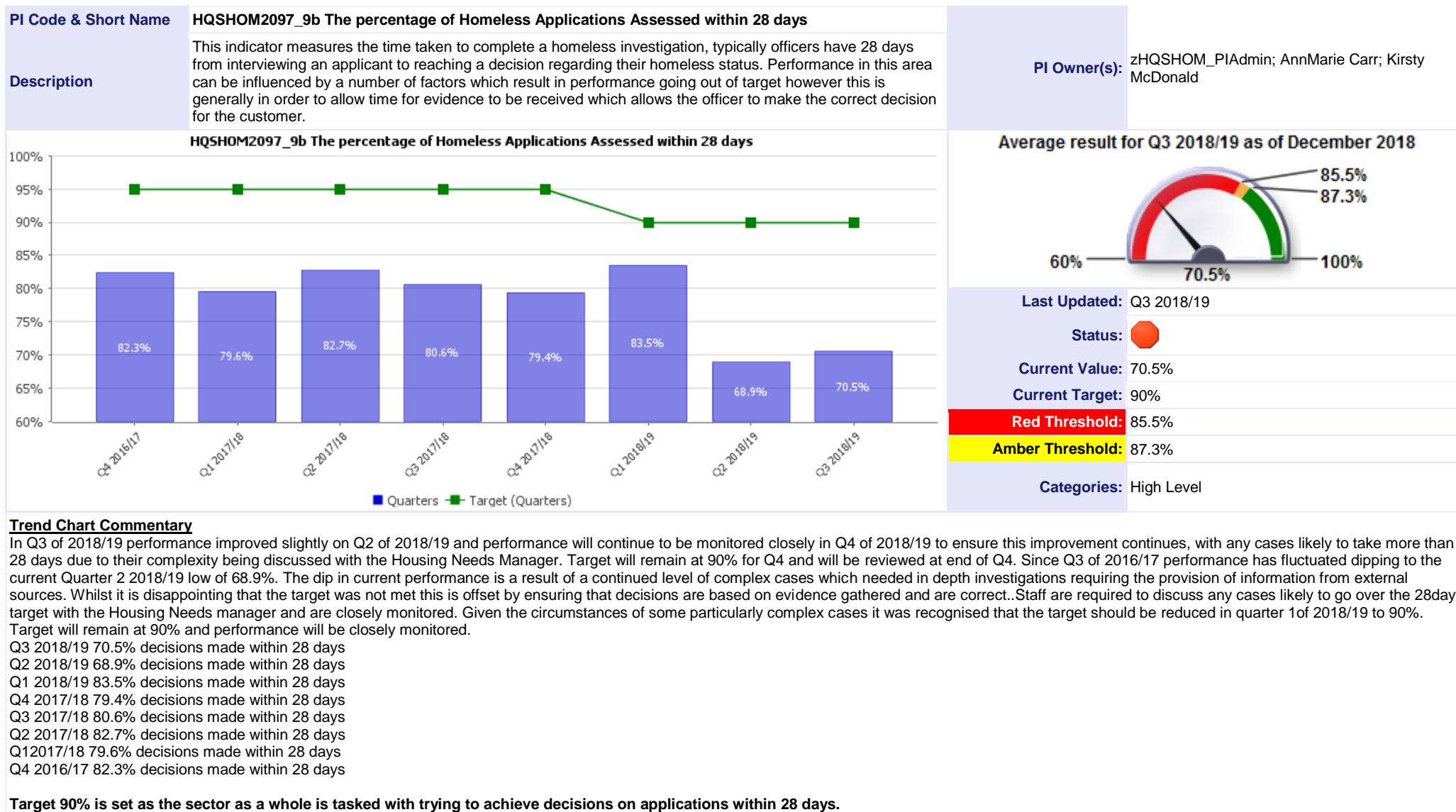
Q4 2016/17 £491595.00

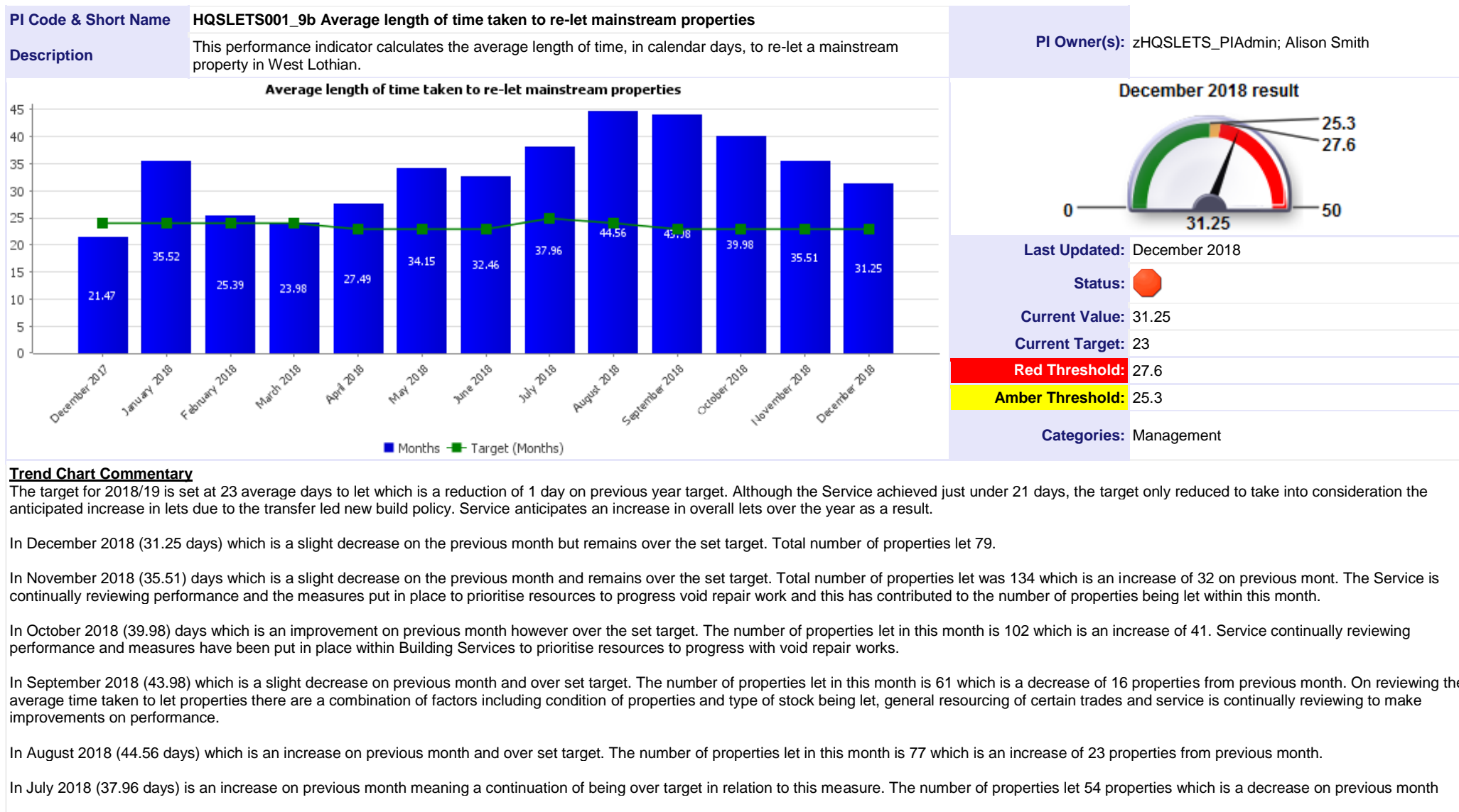
**Target £267,280.00**











In June 2018 (32.46 days) is a decrease on previous month. There were 63 let in June.

In May 2018 (34.15 days) is an increase on the previous month in the number of days to let a property and is over the target set of 23. Number of properties let 61

In April 2018 (27.49 days) is a an increase on the previous month in the number of days to let a property and is over the target set of 23. Number of propertie let 57.

In March 2018 (23.98) is an improvement on the previous month in the number of days to let a property and is just under the set target of 24. The average time taken is currently showing 23 days however this will be confirmed once the year end reconciliation processes are completed. The target for 2018-19 will be reviewed and set thereafter.

In February 2018 (25.4) is an improvement on the previous month in the number of days to let a property however slightly above the set target of 24 and significantly higher than the (18.3) reported in February 2017. Service continues to closely monitor void performance and working with Building Services to have houses repaired and let as quickly as possible.

In January 2018 (35.5), significant increase in the average number of days to let a property from the previous month, and significantly higher than (30.1) reported in January 2017. On reviewing the void situation with area housing managers and Building Services manager the key reasons for the increase is attributed to no one single factor but key points highlighted are - an increase time this period for fabric surveys, refusal of properties and time to re- allocate, resources over December and festive period that resulted in vacant houses taking longer to be dealt with under repair and to be let. January also saw a spell of poor weather conditions that restricted staff to progress with void activity. Joint meetings held to regularly review void position ongoing.

In December 2017 (21.4) slight increase however below target set.

The targets for 2018/19 are set to fluctuate during the year based on trends we recognise in delivering the letting service. The target is set at 23 days for most months. A marginally higher target has been set over summer and winter based on trends we recognise during these months of the year. The service anticipates an increase in re-lets during the year due to the allocation of new build homes and the baseline target of 23 days has been set based on last year's performance and to continue to challenge the effectiveness of the letting service.



