



HOUSING SERVICES POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORTING

REPORT BY INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To report the current levels of performance for Housing, Customer and Building Services indicators that are the responsibility of the Housing Services Policy Development and Scrutiny Panel.

B. RECOMMENDATION

To note the current performance on Housing, Customer and Building Services key performance indicators and determine if further action or enquiry is necessary.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; Being honest, open and accountable; and Making best use of our resources.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	In compliance with the Code of Corporate Governance and the principles of Best Value.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	There is no impact but this report is part of the agreed process for performance reporting.
V Relevance to Single Outcome Agreement	None.
VI Resources - (Financial, Staffing and Property)	None.
VII Consideration at PDSP	N/A

VIII Other consultations

Tenants Panel and service staff.

D. TERMS OF REPORT

D.1 Current Position – Q3 2022/23

Overseeing and challenging council performance is contained within the remit of every Policy Development and Scrutiny Panel (PDSP). Scrutiny of performance by elected members in PDSPs forms a key part of the council's wider scrutiny and public performance reporting arrangements.

To support this, each PDSP is allocated areas of the Corporate Plan, strategic priorities and key council performance, relevant to the focus areas of the Panel, and receives quarterly and annual performance reports.

The relevant performance report for this PDSP is included within Appendix 1. Of the 10 performance indicators for Q3 2022/23, 4 are categorised as green, 1 is amber and 5 are red.

Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels.

D.2

Red Performance Indicators

The current trend for those indicators that are currently at red status is summarised below:

- **P:BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service.** - In Q3 of 2022/23 we have not met target with 77.03% recorded against 875 responses. 201 responses indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. These came through an additional survey carried out by our Customer Excellence team. Delay in allocating jobs in operatives' calendars being the main issues. Performance is inclusive of where contractors are used on behalf of the council; for example, customers have commented on changes in appointments attended by contractors without prior notice. The service continues to work to actively engage with customers to ensure they are kept up to date where appointments for repairs are made/ amended.
- **P:HQSHOM2097_9b- The percentage of Homeless Applications Assessed within 28 days-** performance dipped again this quarter, however, work is still continuing in reviewing processes across the service along with a service wide improvement plan to review process, procedures and incorporate training and greater emphasis in performance at team meeting and 1-1s. It is intended that this review will be completed by June 2023. Resourcing still remains an issue but again work is ongoing to resolve this.
- **P:HQSLETS001m_9b Average length of time taken to re-let mainstream properties-** The overall trend shows that the service has been above target 8 out of the 13 months. December 2022 being highest month and April 2022 being the lowest.

Reasons are attributed to factors associated with the overall number of lets in the period, deployment of resources and the time applicants took in considering offers of housing in particular as we approached the festive break. Building Services resources are continuing to prioritise houses and repair to lettable standard and the service monitors weekly void performance. Building Services are also prioritising repairs in our emergency temporary accommodation to bring these up to lettable standard to ensure that these can be allocated as quickly as possible and alleviate Hotel and B&B usage by prioritising temporary tenancies.

- **P:HQS021q_6b HCBS - Total number of complaints received by Housing, Customer and Building Services-** Q3 2022/23 - 401 complaints were received within this quarter. A total of 26.4% (106) complaints were upheld and 13.9% (56) were part upheld, out of a total of 401 complaints received by HCBS in Q3 2022/23. The service continues to analyse complaints to identify improvement actions across the service. There is also a Complaint Working Group within the service which is working through a live action plan to try to improve complaints performance overall.
- **P:HSD311_9b Cumulative Number of New Build Council Houses Completed-** During Quarter 3, there were an additional 63 council new build handovers across three sites - Mossend, Eagle Brae and Deans South. Bringing the total for the year to 114. There have been delays with handovers at Deans South and Hopetoun Street.

E. CONCLUSION

The performance information provides the Panel with a summary and status of the performance indicators which are the responsibility of this PDSP and actions being taken to address where current performance is below target.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: 1: HCBS Performance Q3 Report

Contact Person: Kirsty Weir, Kirsty.Weir@westlothian.gov.uk Tel No: 01506 281873.

JULIE WHITELAW, INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 28th March 2023

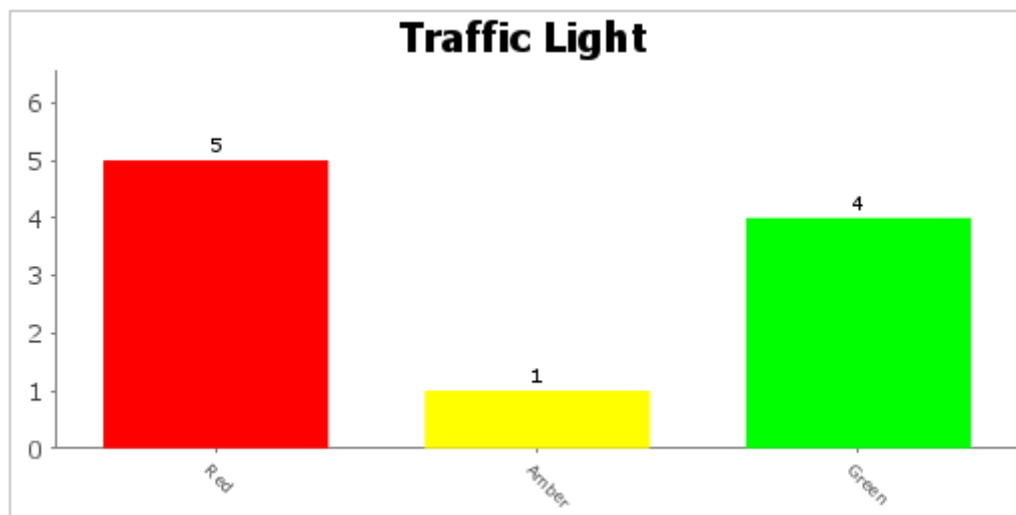
HCBS PDSP Report

Data Label : OFFICIAL

Report Author: Kirsty Weir

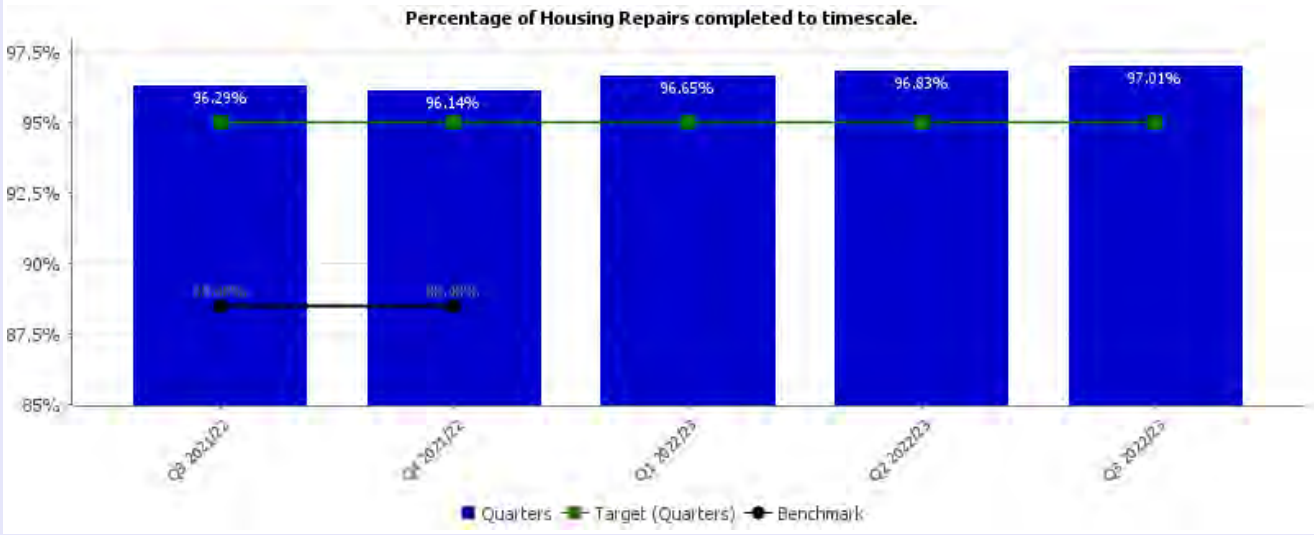
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Report Layout: .NEW. PDSP_PIs_All(Detail)_Grid



PI Code & Short Name	P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale.
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency (completion within 24 hours), non-emergency repairs (completion within 5 or 15 days), gas repairs (completion within 24 hours) and the council's out of hours emergency service (completion within 24 hours) Building Services has an expected Target of 95% for this performance indicator.

PI Owner(s):	zBUS_PIAdmin; Duncan MacPherson
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Q3 2022/23 result

Last Updated:	Q3 2022/23
Status:	✓
Current Value:	97.01%
Current Target:	95%
Red Threshold:	89%
Amber Threshold:	93%
Categories:	PDSP_Services for the Community; PPR Public Performance Reporting

Trend Chart Commentary:

The performance for Q3 of 2022/23 has exceeded target. The significant increase in volume of repairs in Q3 and Q4 of 2021/22 reflects the Service returning to full operation with the resumption of routine repairs as opposed to only emergencies. The lower percentage completion figure is as a result of completing jobs over target which were halted when we had access issues due to tenants isolating.

Since Q3 of 2021/22 we have exceeded target in all quarters with the following results.

2022/23
 Q3 - 11336 housing responsive repairs, 339 of these repairs were completed outside the service standards timescale.
 Q2 - 8418 housing responsive repairs, 267 of these repairs were completed outside the service standards timescale.
 Q1 - 8061 housing responsive repairs, 270 of these repairs were completed outside the service standards timescale.

2021/22
 Q4 - 10014 housing responsive repairs, 387 of these repairs were completed outside the service standards timescale.
 Q3 - 9504 housing responsive repairs, 353 of these repairs were completed outside the service standards timescale.

The trend chart shows that the performance since Q3 in 2021/22 has exceeded target for each quarter. This is due to the process of analysing any repairs with timing issues and implementing improved procedures.

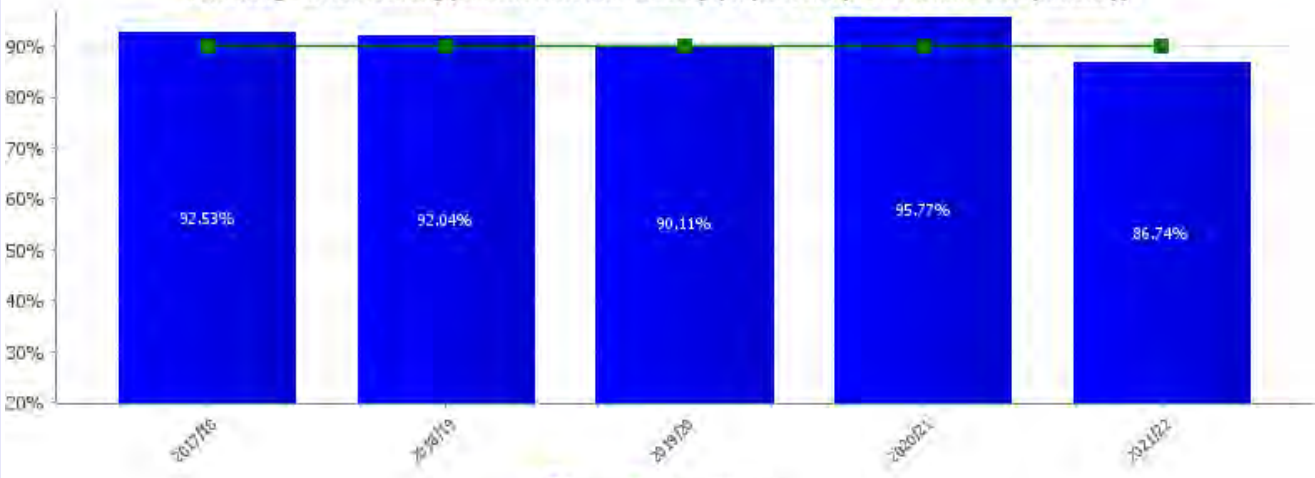

The benchmarking figure used in the chart is the Scottish Housing Network (SHN) average for the year for similar sized Local Authorities which is collated at the end of each financial year.

In 2021/22 the Scottish Housing Network (SHN) average for the year was 88.48% for similar sized Local Authorities of which we were placed second highest of the 8 providing data. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

In 2020/21 the Scottish Housing Network (SHN) average for the year was 94.21% for similar sized Local Authorities of which we were placed highest of the 8 providing data. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

In 2019/20 the Scottish Housing Network (SHN) average for the year was 95% for similar sized Local Authorities of which we were placed second highest of the 8 providing data. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

The target of 95% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis and remains for 2022/23. .

PI Code & Short Name	P:BUS003_9b.2 Percentage of Non-Housing (Schools and Public Buildings) repairs completed to timescale (Annually)	PI Owner(s): zBUS_PIAdmin; Duncan MacPherson																										
Description	This performance indicator information is taken from our repairs system. The system records all repair types in Schools and Public Buildings and measures those jobs we have completed within the agreed timescales. The repair types include emergency and non-emergency repairs. Timescales can vary from attendance within 3 hours for an emergency to 20 days for a routine repair. Building Services has a reviewed target of 90% for this performance indicator. Building Services is one of a number of contractors Construction Services use to carry out reactive repairs on the councils non housing properties																											
<p style="text-align: center;">Percentage of Non-Housing (Schools and Public Buildings) repairs completed to timescale (Annually)</p>  <table border="1" data-bbox="100 446 1411 925"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>92.53%</td> </tr> <tr> <td>2018/19</td> <td>92.04%</td> </tr> <tr> <td>2019/20</td> <td>90.11%</td> </tr> <tr> <td>2020/21</td> <td>95.77%</td> </tr> <tr> <td>2021/22</td> <td>86.74%</td> </tr> </tbody> </table>		Year	Percentage	2017/18	92.53%	2018/19	92.04%	2019/20	90.11%	2020/21	95.77%	2021/22	86.74%	<p style="text-align: center;">2021/22 result</p>  <table border="1" data-bbox="1411 638 2128 925"> <tr> <td>Last Updated:</td> <td>2021/22</td> </tr> <tr> <td>Status:</td> <td>✓</td> </tr> <tr> <td>Current Value:</td> <td>86.74%</td> </tr> <tr> <td>Current Target:</td> <td>90%</td> </tr> <tr> <td>Red Threshold:</td> <td>82%</td> </tr> <tr> <td>Amber Threshold:</td> <td>86%</td> </tr> <tr> <td>Categories:</td> <td>PPR Public Performance Reporting</td> </tr> </table>	Last Updated:	2021/22	Status:	✓	Current Value:	86.74%	Current Target:	90%	Red Threshold:	82%	Amber Threshold:	86%	Categories:	PPR Public Performance Reporting
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<p>Trend Chart Commentary:</p> <p>This annual performance indicator trend shows the target was not met in 2021/22 after displaying continued improvement in the previous year's figures with a slight decrease of 1.93% in 2019/20. In 2021/22 Building Services completed 2731 repairs jobs with 2369 of the jobs complete within Target. The reduction in the number of jobs completed is due to the impact of Covid restrictions on the business and the reduction in maintaining service levels has been mainly due to the operating resources being utilised in other areas of the business to assist in absence issues due to isolation resulting from Covid. We are striving to maintain the relevant numbers of operatives required in the Non-Housing section to retain the higher levels of performance required going forward.</p> <p>Performance can vary depending on the volume and complexity of repairs requested by our customers. After analysis of internal processes within both Building Services and Construction Services we have seen an increase in jobs completed within the agreed timescale.</p> <p>Building Services had a target of 90% for this performance indicator for 2021/22 after consultation with Construction Services and will remain for 2022/23.</p> <p>In 2021/22 Building Services completed 2731 repairs jobs with 2369 of the jobs complete within Target. In 2020/21 Building Services completed 2270 repairs jobs with 2174 of the jobs complete within Target. In 2019/20 Building Services completed 3366 repairs jobs with 3033 of the jobs complete within Target. In 2018/19 Building Services carried out 4735 Non-Housing jobs with 4358 within Target In 2017/18 Building Services carried out 4874 Non-Housing jobs with 4510 within Target.</p>																												

Benchmarking data for this Performance Indicator is not available as Annual Returns do not include this information.

<p>PI Code & Short Name</p>	<p>P:BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service.</p>	<p>PI Owner(s): zBUS_PAdmin; Grant Taylor</p>																										
<p>Description</p>	<p>This performance indicator reports on the percentage of customers who gave a positive response on their experience with the overall housing repair service they received. Other questions include 'Was the member who dealt with your request helpful, Are you satisfied with the quality of the work provided, Did the operative who carried out the work tidy up before leaving and Was the work completed in time'. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys and personal digital assistants (PDA). This indicator is the number of respondents who chose 'a positive response, as in Very and Fairly satisfied, as a percentage of the overall responses. Measuring customer satisfaction helps ensure that we continue to provide an excellent repairs and maintenance service that meets tenants' expectations. The results are analysed to identify improvements to the way the service is delivered to customers. In 2013/14 as part of the introduction of Scottish Housing Charter Building Services now report customer satisfaction using the 5-point scale responses. The categories are, Very satisfied, Fairly Satisfied, Neither or, Fairly Dissatisfied, Very Dissatisfied.</p>																											
<p>Percentage of customers who are satisfied with the overall housing repair service.</p> <table border="1"> <caption>Customer Satisfaction Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>100%</td> </tr> <tr> <td>Q4 2021/22</td> <td>100%</td> </tr> <tr> <td>Q1 2022/23</td> <td>94.98%</td> </tr> <tr> <td>Q2 2022/23</td> <td>88.71%</td> </tr> <tr> <td>Q3 2022/23</td> <td>77.03%</td> </tr> </tbody> </table>		Quarter	Percentage	Q3 2021/22	100%	Q4 2021/22	100%	Q1 2022/23	94.98%	Q2 2022/23	88.71%	Q3 2022/23	77.03%	<p>Q3 2022/23 result</p> <table border="1"> <tr> <td>Last Updated:</td> <td>Q3 2022/23</td> </tr> <tr> <td>Status:</td> <td>●</td> </tr> <tr> <td>Current Value:</td> <td>77.03%</td> </tr> <tr> <td>Current Target:</td> <td>98%</td> </tr> <tr> <td>Red Threshold:</td> <td>80%</td> </tr> <tr> <td>Amber Threshold:</td> <td>90%</td> </tr> <tr> <td>Categories:</td> <td>PDSP_Services for the Community; PPR Public Performance Reporting</td> </tr> </table>	Last Updated:	Q3 2022/23	Status:	●	Current Value:	77.03%	Current Target:	98%	Red Threshold:	80%	Amber Threshold:	90%	Categories:	PDSP_Services for the Community; PPR Public Performance Reporting
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<p>Trend Chart Commentary</p> <p>In Q3 of 2022/23 we have not met target with 77.03% recorded against 875 responses. 201 responses indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. These came through an additional survey carried out by our Customer Excellence team. Delay in allocating jobs in operatives' calendars being the main issues. Performance is inclusive of where contractors are used on behalf of the council; for example, customers have commented on changes in appointments attended by contractors without prior notice. The service continues to work to actively engage with customers to ensure they are kept up to date where appointments for repairs are made/ amended.</p> <p>In Q2 of 2022/23 we have not met target with 88.71% recorded against 1010 responses. 114 responses indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. These came through an additional survey carried out by our Customer Excellence team.</p> <p>In Q1 of 2022/23 we have not met target with 94.98% recorded against 635 responses. 32 responses indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. These came through an additional survey carried out by our Customer Excellence team.</p>																												

In Q4 of 2021/22 we have exceeded target with 100% recorded against 274 responses. No response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. Responses were down due to the reduction in visits resulting from the Covid-19 Pandemic.

In Q3 of 2021/22 we have exceeded target with 100% recorded against 439 responses. No response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. Responses were down due to the reduction in visits resulting from the Covid-19 Pandemic.

In 2021/22 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 83.5%. 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.

The target has been agreed at 98% after review with the Tenant's Panel and will remain for 2022/23.

PI Code & Short Name

P:HQSARR700m_9b Total rent collection

Description

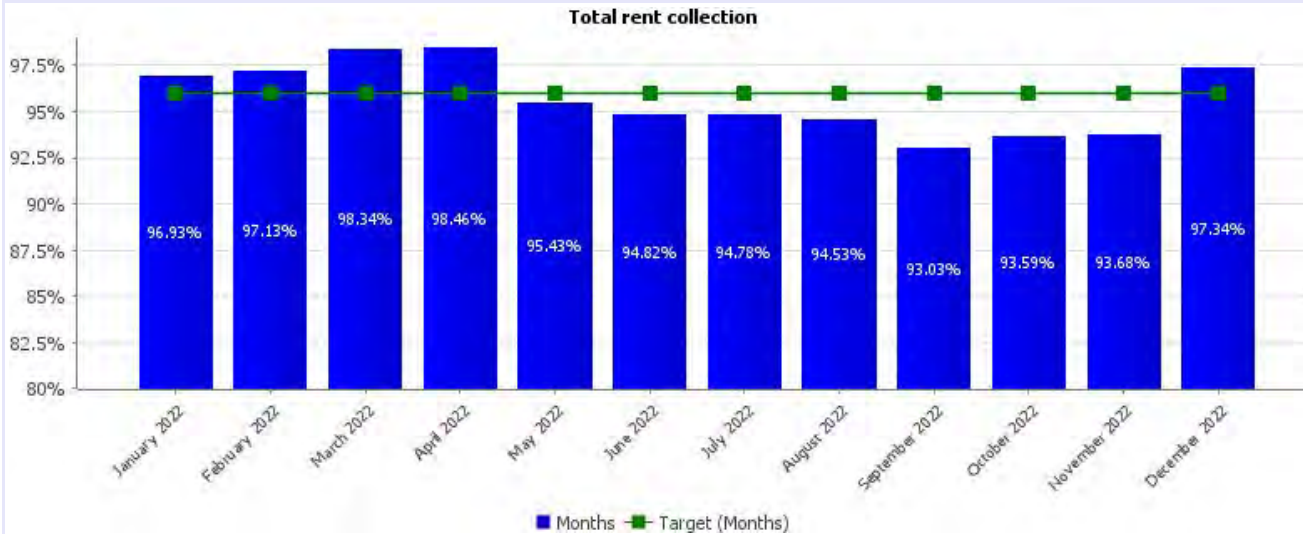
This indicator measures the rate at which Housing Customer & Building Services is collecting rent. This value is:

. The cumulative sum of rental payments made so far in the financial year by current tenants (excluding garages),
 . divided by the cumulative charge we applied to rental accounts, to give us the year-to-date collection rate percentage.

This value emulates the collection value reported to the Scottish Housing Regulator (SHR) as part of the Annual Return on the Charter (ARC) which social landlords are required to complete each year. Please note this value will be slightly different as this is an operational value and does not include void loss as the reported figure would.

Source: HCBS Financial Dashboard

PI Owner(s): zHQSARR_PAdmin; Alison Smith



Last Updated: December 2022

Status:

Current Value: 97.34%

Current Target: 96%

Red Threshold: 91.2%

Amber Threshold: 93.6%

Categories: High Level

Trend Chart Commentary

Total Rent Collected has been above the 96% target for 6 months out of the last 13. The fluctuation is due to the way customers pay, therefore there can be some variation from month to month. Customers will invariably make their payments to suit, their income (wages, benefits). There can be some extreme results each year in December and March; this is due to the fact that for most properties there are two non-collection weeks in each of these months and tenants can pay in this period whilst the rent debit is not raised.

The accelerated move of customers from Housing Benefit to Universal Credit has had an impact on the amount of rent collected since it was introduced. When Full Service UC went live, the number of tenants on UC has increased substantially. Each customer that transitions across experiences a break in income as they move from weekly payments to a monthly payment in arrears. This will in the short term in almost all cases generate a month's arrears. Customers on extremely low income will find this difficult to catch up within their income. This transition will decrease collection for the foreseeable future.

The service is also seeing an impact following recovery period after Covid19 and actions are being progressed through the recovery process for arrears, however the cost of living crisis is a concern and the service is doing as much engagement, support and recovery actions practically possible to maximise rental income.

Benchmarking information published by Scotland's Housing Network (SHN) shows that we performed marginally higher compared to the Scottish average of 99% and our SHN Peer Group average of 98.9%.

Target:

The Housing Operations monthly target of 96% is set and based on historical data, the HCBS collection rate when calculated in this way (HQSARC30 which is the service wide indicator sets overall target at 99%)
The 2022/2023 target will remain at 96%.

PI Code & Short Name	P:HQSHOM004_9a Quarterly spend on additional homeless service costs																		
Description	This measure is aiming to monitor quarterly spend on the additional homeless service costs, which are made up of Transport, Property Storage, Furniture, Council Tax and Voids. The aim is to reduce costs and ensure the service is within budget at year end. The target is the monthly budget multiplied by 12 months and divided into quarters.	PI Owner(s): zHQSHOM_PAdmin; Daniel Matonti																	
<div style="text-align: center;"> Quarterly spend on additional homeless service costs </div> <table border="1"> <caption>Quarterly Spend Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual Spend</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>£296,944.92</td> <td>£365,619.00</td> </tr> <tr> <td>Q4 2021/22</td> <td>£688,284.40</td> <td>£365,619.00</td> </tr> <tr> <td>Q1 2022/23</td> <td>£196,697.00</td> <td>£365,619.00</td> </tr> <tr> <td>Q2 2022/23</td> <td>£669,246.86</td> <td>£365,619.00</td> </tr> <tr> <td>Q3 2022/23</td> <td>£351,245.07</td> <td>£365,619.00</td> </tr> </tbody> </table>		Quarter	Actual Spend	Target (Quarters)	Q3 2021/22	£296,944.92	£365,619.00	Q4 2021/22	£688,284.40	£365,619.00	Q1 2022/23	£196,697.00	£365,619.00	Q2 2022/23	£669,246.86	£365,619.00	Q3 2022/23	£351,245.07	£365,619.00
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Target for 2022/23 is £365,619 per quarter and £1,642,476 budget provided by finance

PI Code & Short Name	P:HQSHOM2097_9b The percentage of Homeless Applications Assessed within 28 days	PI Owner(s): zHQSHOM_PAdmin; Kirsty McDonald																																
Description	This indicator measures the time taken to complete a homeless investigation, typically officers have 28 days from interviewing an applicant to reaching a decision regarding their homeless status. Performance in this area can be influenced by a number of factors which result in performance going out of target however this is generally in order to allow time for evidence to be received which allows the officer to make the correct decision for the customer.																																	
<div style="text-align: center;"> The percentage of Homeless Applications Assessed within 28 days </div> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>61.28%</td> <td>80%</td> </tr> <tr> <td>Q4 2021/22</td> <td>51.69%</td> <td>80%</td> </tr> <tr> <td>Q1 2022/23</td> <td>48.29%</td> <td>80%</td> </tr> <tr> <td>Q2 2022/23</td> <td>48.42%</td> <td>80%</td> </tr> <tr> <td>Q3 2022/23</td> <td>36.92%</td> <td>80%</td> </tr> </tbody> </table>		Quarter	Performance (%)	Target (%)	Q3 2021/22	61.28%	80%	Q4 2021/22	51.69%	80%	Q1 2022/23	48.29%	80%	Q2 2022/23	48.42%	80%	Q3 2022/23	36.92%	80%	<div style="text-align: center;"> Q3 2022/23 result </div> <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td>Last Updated:</td> <td>Q3 2022/23</td> </tr> <tr> <td>Status:</td> <td>●</td> </tr> <tr> <td>Current Value:</td> <td>36.92%</td> </tr> <tr> <td>Current Target:</td> <td>80%</td> </tr> <tr> <td>Red Threshold:</td> <td>68%</td> </tr> <tr> <td>Amber Threshold:</td> <td>72%</td> </tr> <tr> <td>Categories:</td> <td>High Level</td> </tr> </table>	Last Updated:	Q3 2022/23	Status:	●	Current Value:	36.92%	Current Target:	80%	Red Threshold:	68%	Amber Threshold:	72%	Categories:	High Level
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Q3 - Performance decreased from previous quarter. Implementation of the improvement plan has progressed in Q2. In addition, staffing levels have increased allowing for Officer to have more time to focus on casework and performance. this is continuing to be monitored.

Q2 - Performance declined in quarter as work priorities were realigned to allow front line officers to focus on other tasks. An improvement plan has now been developed with increased resources focused on improving casework, communication and performance.

Target will remain at 80% for 2022/23

PI Code & Short Name	P:HQSLETS001m_9b Average length of time taken to re-let mainstream properties																																									
Description	This performance indicator calculates the average length of time, in calendar days, to re-let a mainstream property in West Lothian. The purpose of this performance indicator is to monitor the effectiveness of the letting service and we aim to minimise the turnover of empty properties to help meet the need for social housing.	PI Owner(s): zHQSLETS_PIAAdmin; Alison Smith																																								
<p style="text-align: center;">Average length of time taken to re-let mainstream properties</p>  <table border="1" data-bbox="100 319 1400 853"> <thead> <tr> <th>Month</th> <th>Value (Days)</th> </tr> </thead> <tbody> <tr><td>January 2022</td><td>53.54</td></tr> <tr><td>February 2022</td><td>43.13</td></tr> <tr><td>March 2022</td><td>50.92</td></tr> <tr><td>April 2022</td><td>36.37</td></tr> <tr><td>May 2022</td><td>46.79</td></tr> <tr><td>June 2022</td><td>49.07</td></tr> <tr><td>July 2022</td><td>46.57</td></tr> <tr><td>August 2022</td><td>50.72</td></tr> <tr><td>September 2022</td><td>60.17</td></tr> <tr><td>October 2022</td><td>61.96</td></tr> <tr><td>November 2022</td><td>68.86</td></tr> <tr><td>December 2022</td><td>78.91</td></tr> </tbody> </table>		Month	Value (Days)	January 2022	53.54	February 2022	43.13	March 2022	50.92	April 2022	36.37	May 2022	46.79	June 2022	49.07	July 2022	46.57	August 2022	50.72	September 2022	60.17	October 2022	61.96	November 2022	68.86	December 2022	78.91	<p style="text-align: center;">December 2022 result</p>  <table border="1" data-bbox="1411 550 2116 853"> <tr> <td>Last Updated:</td> <td>December 2022</td> </tr> <tr> <td>Status:</td> <td>●</td> </tr> <tr> <td>Current Value:</td> <td>78.91</td> </tr> <tr> <td>Current Target:</td> <td>48</td> </tr> <tr> <td>Red Threshold:</td> <td>57.6</td> </tr> <tr> <td>Amber Threshold:</td> <td>52.8</td> </tr> <tr> <td>Categories:</td> <td>PDSP_Services for the Community; PPR Public Performance Reporting</td> </tr> </table>	Last Updated:	December 2022	Status:	●	Current Value:	78.91	Current Target:	48	Red Threshold:	57.6	Amber Threshold:	52.8	Categories:	PDSP_Services for the Community; PPR Public Performance Reporting
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<p>The overall trend shows that the service has been above target 8 out of the 13 months. December 2022 being highest month and April 2022 being the lowest. The January data will be updated when available normally around 15th of the month.</p>																																										
<p>Reasons are attributed to factors associated with the overall number of lets in the period, deployment of resources, time applicants took in considering offers of housing in particular as we approached the festive break. Building Services resources are continuing to prioritise houses and repaired to lettable standard and the service monitors weekly void performance. The same resources are also prioritising our emergency temporary accommodation and resources are mobilised to alleviate B&B usage by prioritising temporary tenancies.</p>																																										
<p>Benchmarking information published by Scotland's Housing Network (SHN) indicates that our Peer Group average is 66 days during 2021/2022 our Service is ranked 5th out of the medium sized Local Authorities.</p>																																										
<p>Target for void performance is set at 48 days for 2022/2023, this is a challenging target to strive for improvement in the letting figures.</p>																																										

<p>PI Code & Short Name</p>	<p>P:HQS021q_6b HCBS - Total number of complaints received by Housing, Customer and Building Services</p>	<p>PI Owner(s): zHQSCOM_PAdmin; Kirsty Weir</p>																														
<p>Description</p>	<p>The Performance and Change Team is responsible for monitoring complaints across Housing, Customer & Building Services. This indicator measures the total number of complaints received by Housing, Customer and Building Services (HCBS). It is the total number of complaints received by HCBS at stage one and stage two. This is used to track customer feedback on the quality of our services.</p>																															
<p>HCBS – Total number of complaints received by Housing, Customer and Building Services</p> <table border="1"> <caption>Quarterly Complaint Data</caption> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q4 2021/22</td> <td>232</td> </tr> <tr> <td>Q3 2021/22</td> <td>312</td> </tr> <tr> <td>Q2 2021/22</td> <td>340</td> </tr> <tr> <td>Q1 2022/23</td> <td>351</td> </tr> <tr> <td>Q2 2022/23</td> <td>381</td> </tr> <tr> <td>Q3 2022/23</td> <td>401</td> </tr> </tbody> </table>		Quarter	Complaints	Q4 2021/22	232	Q3 2021/22	312	Q2 2021/22	340	Q1 2022/23	351	Q2 2022/23	381	Q3 2022/23	401	<p>Cumulative result for Q3 2022/23 as of December 2022</p> <table border="1"> <caption>Performance Metrics</caption> <thead> <tr> <th>Metric</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Last Updated:</td> <td>Q3 2022/23</td> </tr> <tr> <td>Status:</td> <td>Red</td> </tr> <tr> <td>Current Value:</td> <td>401</td> </tr> <tr> <td>Current Target:</td> <td>240</td> </tr> <tr> <td>Red Threshold:</td> <td>264</td> </tr> <tr> <td>Amber Threshold:</td> <td>252</td> </tr> <tr> <td>Categories:</td> <td>PPR Public Performance Reporting</td> </tr> </tbody> </table>	Metric	Value	Last Updated:	Q3 2022/23	Status:	Red	Current Value:	401	Current Target:	240	Red Threshold:	264	Amber Threshold:	252	Categories:	PPR Public Performance Reporting
Quarter	Complaints																															
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<p>Trend Chart Commentary The total number of complaints received by HCBS is as follows -</p> <p>2022/23 Q3 2022/23 - 401 complaints were received within this quarter Q2 2022/23 - 381 Complaints were received within this quarter Q1 2022/23 - 351 Complaints were received within this quarter</p> <p>2021/22 Q4 2021/22 - 232 Complaints were received within this quarter Q3 2021/22 - 312 Complaints were received within this quarter Q2 2021/22 - 340 Complaints were received within this quarter</p> <p>The service has been above the target of 240 complaints received for 4 out of 5 completed quarters displayed in the chart.</p> <p>Although the number of complaints will fluctuate quarter to quarter this can be impacted by seasonal factors, generally the highest complaint generators are Building Services, Housing Needs and Housing Operations. Customer and Communities and CSC receive a low level of complaints.</p>																																

COVID 19 has impacted on the receipt and handling of complaints as:

“West Lothian Council is set to focus on delivering essential services due to the impact of the Coronavirus (COVID 19). The Council will continue to focus on our statutory duties under the Civil Contingencies Act. To enable this, the Council is suspending responses to enquiries or complaints about our service provision and will instead be focusing our efforts to prioritise our statutory services, caring for the vulnerable, cooperating with our Resilience Partners and supporting economic recovery “

Target: the target was reviewed and left at 240 for complaints to be received within a quarter. This will be reviewed again in April 2023.

PI Code & Short Name	P:HQSSAT2006_6a Housing Options Survey - rate the overall quality of the service																																	
Description	The service aims to improve customer satisfaction with the overall quality of the service provided. This information is used to analyse overall good or excellent results. Information is collected from e survey on a quarterly basis. Customers complete this survey at the end of a housing options interview.	PI Owner(s): zHQSHOM_PIAdmin; Kirsty McDonald																																
<table border="1"> <caption>Housing Options Survey - rate the overall quality of the service</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>69.23%</td> <td>80%</td> </tr> <tr> <td>Q4 2021/22</td> <td>59%</td> <td>80%</td> </tr> <tr> <td>Q1 2022/23</td> <td>57.15%</td> <td>80%</td> </tr> <tr> <td>Q2 2022/23</td> <td>54.6%</td> <td>80%</td> </tr> <tr> <td>Q3 2022/23</td> <td>78.57%</td> <td>80%</td> </tr> </tbody> </table>		Quarter	Performance (%)	Target (%)	Q3 2021/22	69.23%	80%	Q4 2021/22	59%	80%	Q1 2022/23	57.15%	80%	Q2 2022/23	54.6%	80%	Q3 2022/23	78.57%	80%	<p>Q3 2022/23 result</p> <table border="1"> <tr> <td>Last Updated:</td> <td>Q3 2022/23</td> </tr> <tr> <td>Status:</td> <td>⚠️</td> </tr> <tr> <td>Current Value:</td> <td>78.57%</td> </tr> <tr> <td>Current Target:</td> <td>80%</td> </tr> <tr> <td>Red Threshold:</td> <td>75%</td> </tr> <tr> <td>Amber Threshold:</td> <td>90%</td> </tr> <tr> <td>Categories:</td> <td>WLAM</td> </tr> </table>	Last Updated:	Q3 2022/23	Status:	⚠️	Current Value:	78.57%	Current Target:	80%	Red Threshold:	75%	Amber Threshold:	90%	Categories:	WLAM
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<u>2022/23</u>																																		
<p>Q3 2022/23 - performance increased to 78.57% based on 14 responses. This can be attributed to increase in resources. The survey review has been completed and the survey once passed by Customer Experience Team will go 'live' in April 2023 - in addition the survey will be part of the new information pack being developed covering a wide range of information re: homeless and housing options and support services. It is anticipated this new approach will increase the survey response rate and performance as the survey will be included in the pack with more emphasis for customers to complete</p>																																		
<p>Q2 2022/23 - performance reduced further to 54.6% based on 22 responses. The number of responses increased by 1 from the previous quarter. Working will be starting shortly to review the current questionnaire to ensure it reflects the current service provision (drop in service) and meet the CSE/CSS standard questions. In addition, equalities will be included to ensure we are targeting applicants from across all sectors within our communities. Part of the review will also see how we increase response rates to our survey to make it more attractive for our customers to complete and provide feedback to shape future service delivery.</p>																																		
<p>Q1 2022/23 - performance reduced further to 57% based on 21 responses which is an increase from previous quarter. Work continues to address the concerns raised by applicants re: standard of service and to encourage a greater number of applicants responding to the surveys. In additions comments re: poor service are currently being analysed to improve service delivery.</p>																																		
<u>2021/22</u>																																		
<p>Q4 2021/22 performance reduced to 59% which is based on 17 responses which is a decrease from previous quarter. Currently there is work being undertaken to try determine why there is a low response rate to our surveys which moved to text/links being sent rather than a paper copy. This change from link/text was in response to the Covid pandemic and officers working from home unable to issues a paper copy. Further analysis is being sought to address this decline including reviewing the survey questions to ensure what is asked is relevant and the number can be reduced.</p>																																		

Q3 2021/22 performance reduced to 69% and is below the current target. Discussions are being taken forward on how to make our surveys more appealing/inviting to customers so we can increase our response level.

Q2 2021/22 performance improved to 80.64% which is based on an increased response rate of 31 responses. This is attributed to an improvement in resources which has resulted in more communication and enhanced communication with customers.

Target will remain at 80% for 2022/23

PI Code & Short Name	P:HSD311_9b Cumulative Number of New Build Council Houses Completed	PI Owner(s): zHSD_PAdmin; Grant Walker																																
Description	This indicator measures the cumulative number of new build council houses complete at the end of each quarter. Building council houses is a key priority for West Lothian Council, to increase affordable housing options for residents. The completed units across the council's new build developments are counted at the end of each quarter and reported.																																	
<div style="text-align: center;">Cumulative Number of New Build Council Houses Completed</div> <table border="1" style="margin-top: 10px;"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>29</td> <td>50</td> </tr> <tr> <td>Q4 2021/22</td> <td>38</td> <td>85</td> </tr> <tr> <td>Q1 2022/23</td> <td>27</td> <td>15</td> </tr> <tr> <td>Q2 2022/23</td> <td>51</td> <td>90</td> </tr> <tr> <td>Q3 2022/23</td> <td>114</td> <td>127</td> </tr> </tbody> </table>		Quarter	Actual (Quarters)	Target (Quarters)	Q3 2021/22	29	50	Q4 2021/22	38	85	Q1 2022/23	27	15	Q2 2022/23	51	90	Q3 2022/23	114	127	<div style="text-align: center;">Q3 2022/23 result</div> <table border="1" style="margin-top: 10px;"> <tr> <td>Last Updated:</td> <td>Q3 2022/23</td> </tr> <tr> <td>Status:</td> <td>●</td> </tr> <tr> <td>Current Value:</td> <td>114</td> </tr> <tr> <td>Current Target:</td> <td>127</td> </tr> <tr> <td>Red Threshold:</td> <td>114.3</td> </tr> <tr> <td>Amber Threshold:</td> <td>120.65</td> </tr> <tr> <td>Categories:</td> <td>High Level</td> </tr> </table>	Last Updated:	Q3 2022/23	Status:	●	Current Value:	114	Current Target:	127	Red Threshold:	114.3	Amber Threshold:	120.65	Categories:	High Level
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<p>Due to ongoing issues in the construction industry due to the impact of Covid and Brexit, there have been ongoing delays on all construction projects.</p>																																		
<p>2022/23</p>																																		
<p>During Quarter 3, there were an additional 63 council new build handovers across three sites - Mossend, Eagle Brae and Deans South. Bringing the total for the year to 114. There have been delays with handovers at Deans South and Hopetoun Street.</p>																																		
<p>During Quarter 2, there were an additional 24 council new build handovers across two sites - Mossend (10) and Wellhead Farm (14). Bringing the total for the year to 51. This is much less than target due to a number of delays across various sites, Hopetoun (4), Eagle Brae (29), Deans South (29) and Mossend (23) had these units come off as planned the target would be met. We are still hopeful that the target can be met in Quarter 3.</p>																																		
<p>In Quarter 1 of 2022/23, 27 new build council houses completed. These were 9 at Standhill, Bathgate, 7 at Mossend, West Calder, 8 at Murieston, and 3 at Bathville, Armadale.</p>																																		
<p>2021/22</p>																																		
<p>By the 31st March 2022, there were 38 new build council houses completed. These were 20 at Eliburn, Livingston, 13 at Standhill, Bathgate, 4 at Murieston, Livingston and 1 conversion at Newton. Delays were seen at Bathville, Armadale 3, 4 units at Hopetoun Street, the remaining 9 at Standhill, 29 at Eagle Brae, Livingston and Deans South had also expected 6 units to complete.</p>																																		

By Quarter 3, a total of 29 units had been completed for the financial year, as 9 units at Standhill were handed over. Projects that have slipped include the 3 at Bathville and 4 at Hopetoun Street. At Standhill, we had anticipated to have taken all 22 units at this stage however only 9 have been accepted. It is important to note at this stage that it is unlikely that there will be any handovers at Eagle Brae or Deans South this financial year.

The target for 2022/23 completions is set at 197 units.

These 197 units are made up of 3 at Bathville, 9 at Standhill, 4 at Hopetoun Street, 29 at Eagle Brae, 29 at Deans South, 69 at Mossend, 16 Cawburn Road and 38 at Murieston.