

WEST DUNBARTONSHIRE COUNCIL

Report by Executive Director of Housing, Environmental & Economic Development

Housing, Environment and Economic Development Committee: 8 April 2009

**Subject: Performance Improvement Actions - Statutory Performance
Indicators - Housing Response Repairs**

1. Purpose

- 1.1** The report informs the Committee of the performance improvement actions taken to ensure that targets for second, third and fourth priority housing response repairs Statutory Performance Indicators are met.

2. Background

- 2.1** At a meeting of the Audit and Performance Review Committee on 12 November 2008, a report was submitted by the Chief Executive providing information on Statutory Performance Indicators.
- 2.2** The Committee agreed that a report be prepared for a future meeting of the Housing, Environment and Economic Development Committee giving further information, including an action plan if considered appropriate, on Indicators HS1ci, HS1cii and HS1ciii - percentage of second, third and fourth priority housing response repairs completed within the target time, respectively.

3. Main Issues

- 3.1** The indicators are annual indicators, showing a positive long term trend. Indicators may fluctuate positively or negatively on a quarter by quarter basis. (see Appendix 1)
- 3.2** Quarter fluctuation can be caused by conflicting priorities and demands, mix of craft operatives available, seasonal variations, differing work type, work content, work volume, illness, annual leave etc.
- 3.3** Performance is monitored on an ongoing basis and actions to improve performance carried out as appropriate.
- 3.4** Performance is on track to achieve annual targets due to the following performance improvement actions:-
1. revised prioritisation of labour resource; and
 2. deploying sufficient labour to meet and exceed targets

4. Personnel Issues

4.1 There are no personnel issues

5. Financial Implications

5.1 There are no financial implications

6. Risk Analysis

6.1 Failure to monitor and take appropriate action would impact negatively on the Housing Maintenance Trading Operation's (HMTO) ability to achieve targets.

7. Conclusions

7.1 The actions taken by the HMTO have resulted in improved performance with indicators on track to achieve annual targets.

8. Recommendations

8.1 The Committee is invited to note this report.

Elaine Melrose

Executive Director of Housing, Environmental and Economic Development

Date: 3 March 2009

Person to Contact: Stephen McGonagle, Manager of Repairs and Maintenance, Overburn Avenue, Dumbarton, telephone: 01389 608338, e-mail: stephen.mcgonagle@west-dunbarton.gov.uk

Appendix: 1. Statutory Performance Indicators - Housing Response Repairs

Background Papers: None

Wards Affected: All

Housing, Environment and Economic Development Committee

Statutory Performance Indicators - Housing Response Repairs

Indicator	2005/06 Value %	2008/09 Target %	Q1 2008/09 Value %	Q2 2008/09 Value %	Q3 2008/09 Value %	Q4 2008/09 Value %	2008/09 Value %
HS1ci: Percentage of second priority housing response repairs completed within target time (urgent - 10 days)	83.1	90.5	96.17	99.16	99.41		
HS1 cii: Percentage of third priority housing response repairs completed within target time (general urgent - 15 days)	69.7	89.5	94.54	93.64	93.75		
HS1ciii Percentage of fourth priority housing response repairs completed within target time (non urgent - 130 days)	92.3	94	92.31	90.75	92.39		