

North Lanarkshire Council Report

Housing and Regeneration Committee

approval noting

Ref BL/MH

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Partnership Performance Report

From Brian Lafferty, Head of Business (Housing Property and Projects)

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Executive Summary

The purpose of this report is to provide a detailed update on the current 2019/2020 performance of the Business Housing Property Repairs & Maintenance and Central Heating Repairs & Maintenance service delivery contracts.

Recommendations

It is recommended that Committee note the report in relation to the continued ongoing improved performance of the Strategic Partnership vehicles.

The Plan for North Lanarkshire

Priority Improve North Lanarkshire's resource base

Ambition statement (1) Ensure a housing mix that supports social inclusion and economic growth

1. Background

- 1.1 As per the recommendation to Committee on 7 June 2012, it was agreed that a six monthly report be established to detail performance across agreed Key Performance Indicators (KPI's), customer satisfaction and complaints to support the ongoing review and associated improvement actions within the delivery of the strategic partnership vehicles.
 - 1.2 Following consideration and approval by the Policy & Resources Committee in March 2017, the Council's Strategic Adviser (External Organisations) concluded the sale of the Council's 33% shareholding in Saltire in May 2017, with the Works Agreement governing the Central Heating Repairs and Maintenance Delivery service also being varied to maintain the benefits and protections which the Council had previously enjoyed from its shareholding until expiry on the contract in January 2021.
 - 1.3 In line with the role and nature of the previous partnership vehicle, performance will continue to be reported to Committee.
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2. Report

Mears

- 2.1 KPI performance for 2019/20 to date in relation to completed housing repairs (including void management) for the Mears partnership is attached as appendix 1.
 - 2.1.1 Performance has continued to demonstrate ongoing improvements in 2019/20. Appendix 2 contains the full KPI set for 2018/19 for comparative purposes.

Saltire

- 2.2 KPI performance for 2019/20 in relation to Housing heating repairs is attached as appendix 3. Appendix 4 also contains the full KPI set for 2018/19.
 - 2.2.1 The contract has continued to sustain a 100% property gas certification record for the extensive gas heated housing asset base. This places the Council as a joint number one authority in Scotland for 6 consecutive years.
 - 2.2.2 All KPI areas continued to be subject to a full audit programme to ensure validity, with wider associated improvement actions details via the formal liaison structure to ensure full transparency and accountability.

Business Housing Property and Projects Performance / Developments

- 2.3 The timescale in completing emergency repairs for year to date is currently 4.17 hours (see appendix 5) in comparison with the Scottish Housing Regulator return of 4.38 hours for 2018/19. The 2018/19 Scottish average was 3.6 hours.
 - 2.3.1 The timescale in completing non-emergency repairs for year to date is currently 7.12 days in comparison with the 2018/19 Scottish Housing Regulator return of 7.72 days (see appendix 5). The 2018/19 Scottish average was 6.6 days. It should also be noted that repairs carried out right first time has been reported at 98.23% over the same period. The 2018/19 Scottish average for repairs carried out right first time was 92.5%.

- 2.3.2 Current customer satisfaction level for Local Homes is 97.13% year to date. In 2018/19 it was reported to the Scottish Housing Regulator that 98.63% of tenants were satisfied with the repairs service. The 2018/19 Scottish average was 91.7%. We continue to receive completed surveys online from tenants and also at the post inspection stage of works undertaken by our Technical Officers face to face. Customer satisfaction surveys also continue to be completed by Mears and Saltire tradespersons following completion of a repair via handheld technology. Customer satisfaction surveys continue to inform action and help ensure that any areas of dissatisfaction are immediately followed up.
- 2.3.3 Frontline resolutions – the number of Stage 1 complaints received year to date 2019/20 have decreased by 25% in comparison to the same period last year (see appendix 6). Of the complaints responded to year to date, a total of 62.80% have been upheld or partially upheld which is a decrease of almost 3% in comparison to 65.64% upheld or partially upheld in the same period last year. A quarterly analysis of all complaints received is undertaken by Local Homes to allow any re-occurring issues to be addressed and associated service improvement actions to be progressed.
- 2.3.4 Investigations – Stage 2 complaints, received year to date 2019/20 have decreased by 35% in comparison to the same period last year (see appendix 6). Of the complaints responded to year to date, a total of 84.21% have been upheld or partially upheld which is an increase in comparison to 76.92% upheld or partially upheld in the same period last year. All such complaints continue to be reviewed and monitored via four weekly management reports to ensure procedures are continually reviewed to reduce and prevent complaints being escalated to stage 2.
- 2.3.5 Member enquiries received have increased overall by 13% year to date 2019/20 in comparison to the same period in 2018/19. Performance for member enquiries for year to date 2019/20 is 100% of enquiries responded to within timescale which is a slight increase in comparison to the same period in 2018/19. MSP/MP enquiries received have increased overall by 1% in comparison to the same period last year. Performance for MSP/MP enquiries for year to date 2019/20 is 99% of enquiries responded within timescale which is the same level of performance in comparison to the same period last year (see appendix 6).

3. Equality and Diversity

3.1 Fairer Scotland Duty

North Lanarkshire Council should consider what they can do to reduce inequalities of outcomes caused by socioeconomic disadvantage when making strategic decisions.

3.2 Equality Impact Assessment

An equality impact assessment has not been completed for this report as this is an update on the performance of the current 2019/20 performance of the Business Housing Property Repairs & Maintenance and Central Heating Repairs & Maintenance service delivery contracts.

4. Implications

4.1 Financial Impact

Separate management committee arrangements are well established in line with the legal and contractual nature of both partnerships. Each management committee deals primarily with the internal financial and operational performance of each partnership vehicle.

4.2 HR/Policy/Legislative Impact

Any developments which relate to the Council's finances, personnel, legal position, policies or issues of equality will continue to be managed via the respective process and reported to committee individually as required to ensure effective scrutiny and review.

4.3 Environmental Impact

There are no environmental impacts.

4.4 Risk Impact

Risk will be minimised and managed by a designated Project Manager in accordance with the contract specification and in accordance with the Council's agreed approach to Contract and Supplier Management.

5. Measures of success

- 5.1 The ongoing Partnership Performance monitoring report requires Committee to consider Mears LLP and Saltire Facilities Management Limited performance twice per year. These reports detail the activities which are expected to support delivery of the Council's priority outcomes, as well as the organisation's performance against these and should therefore ensure elected members have sufficient information to assess how Mears and Saltire service delivery supports the Council in delivering against The Plan for North Lanarkshire as well as producing a high level of service delivery, legal compliance and customer satisfaction.

6. Supporting documents

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|-----|------------|---|
| 6.1 | Appendix 1 | Mears Performance 2019/20 |
| | Appendix 2 | Mears Performance 2018/19 |
| | Appendix 3 | Saltire Performance 2019/20 |
| | Appendix 4 | Saltire Performance 2018/19 |
| | Appendix 5 | Emergency & Non-Emergency Repair Timescales 2019/20 |
| | Appendix 6 | Complaints, Members Enquiries and MSP/MP Enquiries |



Brian Lafferty
Head of Business (Housing Property and Projects)

MEARS PERFORMANCE 2019/20

Appendix 1

		Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cat 1a - Emergency Within Hours (95%)	Total	1515	1465	1250	1526	1492	1336	1302	1474				
	% Within	97.62%	95.97%	97.92%	98.43%	98.39%	99.10%	98.08%	98.37%				
Cat 1b - Emergency Outwith Hours (95%)	Total	1018	854	835	837	996	877	795	870				
	% Within	99.74%	97.78%	98.08%	98.92%	98.69%	99.20%	98.87%	96.32%				
Cat 2 - Routine 3 Day Works (95%)	Total	763	732	734	838	846	772	839	887				
	% Within	99.74%	99.59%	99.59%	99.40%	99.88%	99.61%	99.64%	99.89%				
Cat 3 - Routine 7 Day Works (95%)	Total	7	9	4	2	1	1	3	3				
	% Within	100%	100%	100%	100%	100%	100%	100%	100%				
Cat 4 - Routine 20 Day Works (95%)	Total	2933	3035	2728	2750	3069	2782	2961	2574				
	% Within	98.94%	99.28%	99.08%	99.20%	98.50%	98.02%	99.09%	97.55%				
Empty House Works - 3 Days (95%)	Total	230	248	249	254	280	228	274	294				
	% Within	99.57%	100%	100%	100%	100%	100%	100%	100%				
Empty House Works -10 Days (95%)	Total	387	366	373	429	453	436	535	421				
	% Within	98.97%	99.73%	99.73%	100%	99.56%	97.02%	99.81%	100%				
Routine Works - P9 (95%)	Total	0	0	0	2	0	0	7	3				
	% Within	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A				
Glazing Pilot Works (95%)	Total	89	176	120	142	112	105	128	109				
	% Within	100%	100%	100%	100%	100%	100%	100%	100%				
Priority P - Extended Priorities (95%)	Total	24	23	9	17	9	8	11	10				
	% Within	100%	100%	100%	100%	88.89%	100%	100%	100%				
Adaptations - 40 Days (95%)	Total	93	117	93	77	90	73	114	118				
	% Within	100%	100%	100%	98.70%	98.89%	100%	100%	100%				
Rotworks - 40 Days (95%)	Total	73	57	43	44	58	31	59	55				
	% Within	100%	96.49%	100%	100%	100%	100%	100%	100%				
Priority T - 1 Day (100%)	Total	324	322	282	354	355	377	406	455				
	% Within	100%	100%	100%	100%	99.72%	100%	99.51%	100%				

MEARS PERFORMANCE 2018/19

Appendix 2

		Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cat 1a - Emergency Within Hours (95%)	Total	1573	1567	1548	1634	1683	1534	1649	1675	1489	1654	1710	1678
	% Within	97.1%	97.5%	96.7%	97.9%	96.0%	97.3%	96.5%	96.1%	96.2%	96.2%	97.4%	99.1%
Cat 1b - Emergency Outwith Hours (95%)	Total	937	752	903	869	835	853	783	882	1012	878	919	874
	% Within	97.7%	99.9%	98.8%	98.5%	98.0%	98.7%	99.0%	98.2%	99.2%	97.7%	98.0%	99.1%
Cat 2 - Routine 3 Day Works (95%)	Total	828	800	849	805	835	784	817	771	666	869	874	791
	% Within	99.3%	99.1%	98.9%	99.1%	99.6%	99.2%	99.1%	99.1%	99.7%	99.5%	99.1%	99.5%
Cat 3 - Routine 7 Day Works (95%)	Total	3	6	0	5	6	8	12	4	2	7	3	5
	% Within	100%	83.3%	N/A	100%	100%	87.5%	100%	100%	100%	100%	100%	100%
Cat 4 - Routine 20 Day Works (95%)	Total	2713	2824	2694	2642	3249	2384	2846	2534	1723	2251	2521	2593
	% Within	97.5%	96.0%	96.4%	97.7%	98.2%	99.4%	99.3%	99.1%	98.7%	99.2%	98.9%	99.0%
Empty House Works - 3 Days (95%)	Total	275	286	240	217	261	199	222	314	232	249	264	231
	% Within	100%	99.7%	100%	100%	100%	99.5%	100%	100%	100%	100%	99.6%	100%
Empty House Works -10 Days (95%)	Total	428	441	348	374	369	350	448	354	279	317	317	378
	% Within	98.6%	98.9%	100%	99.5%	99.5%	99.7%	100%	98.6%	98.9%	100%	99.7%	99.7%
Routine Works - P9 (95%)	Total	1	1	3	3	1	1	1	1	2	4	1	1
	% Within	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glazing Pilot Works (95%)	Total	156	131	136	144	177	102	192	161	79	135	143	143
	% Within	100%	100%	99.3%	100%	100%	100%	99.5%	100%	100%	100%	100%	100%
Priority P - Extended Priorities (95%)	Total	60	38	51	36	23	32	22	15	10	24	43	26
	% Within	98.3%	97.4%	96.1%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Adaptations - 40 Days (95%)	Total	110	95	102	75	81	87	104	100	77	124	65	104
	% Within	100%	100%	100%	100%	100%	100%	100%	100%	98.7%	100%	100%	97.1%
Rotworks - 40 Days (95%)	Total	28	53	52	33	33	34	51	28	49	37	53	71
	% Within	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Priority T - 1 Day (100%)	Total	283	293	259	297	322	353	464	460	379	513	374	325
	% Within	95.1%	93.5%	98.1%	92.9%	94.1%	91.8%	95.5%	96.3%	91.6%	96.1%	94.7%	93.8%

SALTIRE PERFORMANCE 2019/20

Appendix 3

		April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cat 1a - Priority U (95%)	Total	1	2	5	2	4	3	5	5				
	% Within	100%	100%	100%	50%	50%	100	68%	80%				
Cat 1b - Priority E (95%)	Total	7	2	0	1	0	5	2	2				
	% Within	100%	100%	N/A	100%	N/A	100%	N/A	50%				
Cat 2 - Routine - Priority 1 (95%)	Total	571	514	476	468	503	516	795	759				
	% Within	99.82%	98.83%	99.79%	99.57%	99.60%	99.81%	99.87%	100%				
Cat 3 - Routine - Priority 2 (95%)	Total	35	32	29	26	27	31	36	52				
	% Within	97.14%	100%	96.55%	96.15%	96.30%	100%	100%	100%				
Cat 4 - Routine - Priority 3 (95%)	Total	957	1016	864	737	636	649	878	945				
	% Within	98.43%	97.44%	98.61%	97.96%	96.38%	98.92%	99.43%	99.37%				
Empty House Works - Priority 4 (95%)	Total	256	289	277	261	324	267	295	316				
	% Within	100%	98.62%	99.28%	99.23%	99.69%	97.38%	98.98%	99.68%				
Empty House Works - Priority 5 (95%)	Total	216	216	207	190	190	153	237	163				
	% Within	97.69%	99.54%	100%	99.47%	97.89%	100%	99.58%	99.39%				
Routine Works - P9 (95%)	Total	0	0	0	0	0	0	1	0				
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	100%	N/A				
Priority P - Extended Priorities (95%)	Total	0	0	0	0	0	0	0	0				
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Priority C - 24hour Emergency (95%)	Total	2014	1679	1374	1206	1548	1603	2267	2118				
	% Within	99.75%	99.82%	99.20%	99.67%	99.22%	99.81%	98.76%	99.29%				
Priority D - Capital Boiler renewals (95%)	Total	86	64	50	67	68	73	86	78				
	% Within	100%	100%	98.00%	98.51%	98.53%	100%	100%	100%				
Priority B - 2 hr Emergency within working hours (95%)	Total	0	0	0	0	0	0	0	0				
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Priority F - 2 hr Emergency outwith working hours (95%)	Total	0	0	0	0	0	0	0	0				
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Adaptations - 40 Days (95%)	Total	2	1	0	0	0	1	0	2				
	% Within	100%	100%	N/A	N/A	N/A	100%	N/A	100%				

SALTIRE PERFORMANCE 2018/19

Appendix 4

		April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Cat 1a - Priority U (95%)	Total	2	2	1	3	7	4	3	4	6	4	2	5
	% Within	100%	100%	100%	100%	71.4%	75.0%	100%	100%	83.3%	100%	100%	60.0%
Cat 1b - Priority E (95%)	Total	2	2	0	0	1	1	3	3	3	0	3	0
	% Within	100%	100%	N/A	N/A	0.0%	0.0%	100%	66.7%	100%	N/A	100%	N/A
Cat 2 - Routine - Priority 1 (95%)	Total	649	587	495	491	586	675	938	823	676	794	701	695
	% Within	99.9%	99.5%	99.8%	99.6%	99.8%	99.4%	99.9%	99.9%	99.9%	99.9%	99.4%	99.9%
Cat 3 - Routine - Priority 2 (95%)	Total	29	31	37	20	25	40	39	33	29	24	37	48
	% Within	100%	100%	97.3%	100%	100%	100%	97.4%	100%	96.6%	100%	100%	100%
Cat 4 - Routine - Priority 3 (95%)	Total	895	1214	1071	906	1005	904	897	571	480	951	829	2009
	% Within	99.4%	99.1%	98.8%	97.5%	98.0%	98.9%	99.0%	94.4%	98.8%	99.1%	98.3%	99.1%
Empty House Works - Priority 4 (95%)	Total	244	270	238	177	220	194	232	335	284	330	321	331
	% Within	95.9%	99.3%	97.1%	97.2%	95.5%	96.9%	96.6%	95.2%	96.5%	99.4%	98.1%	98.5%
Empty House Works - Priority 5 (95%)	Total	225	229	184	223	213	250	233	198	159	172	161	195
	% Within	99.6%	98.3%	98.4%	99.6%	99.1%	99.2%	98.7%	96.5%	98.7%	99.4%	97.5%	99.0%
Routine Works - P9 (95%)	Total	2	0	0	0	2	0	0	0	0	0	0	0
	% Within	100%	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Priority P - Extended Priorities (95%)	Total	0	0	1	0	0	0	0	0	0	0	0	0
	% Within	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Priority C - 24hour Emergency (95%)	Total	2295	1765	1505	1262	1683	1931	2235	2265	2410	2469	2276	2299
	% Within	99.6%	99.5%	99.4%	99.8%	99.6%	99.5%	99.4%	99.3%	99.2%	99.8%	99.3%	99.9%
Priority D - Capital Boiler renewals (95%)	Total	204	210	144	43	235	114	43	46	79	67	80	89
	% Within	99.5%	100%	99.3%	97.7%	98.3%	99.1%	100%	95.7%	98.7%	98.5%	100%	98.9%
Priority B - 2 hr Emergency within working hours (95%)	Total	0	1	0	0	1	2	1	2	0	1	0	0
	% Within	N/A	100%	N/A	N/A	0.0%	0.0%	0.0%	0.0%	N/A	100%	N/A	N/A
Priority F - 2 hr Emergency outwith working hours (95%)	Total	0	0	0	0	0	0	0	0	0	0	0	0
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Adaptations - 40 Days (95%)	Total	2	0	1	0	1	0	1	2	0	1	0	0
	% Within	100%	N/A	100%	N/A	100%	N/A	100%	100%	N/A	100%	N/A	N/A

Emergency Repair Timescales – 2019/20

Appendix 5

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	19097:49:11	20007:28:23	15738:59:28	15816:04:03	14727:26:44	17478:07:26	21599:39:07	24326:56:48					148792:31:10
Total Jobs	4966	4342	3795	3902	4063	4168	4632	4827					34695
Average Timescale (Hours)	3:50:45	4:36:28	4:08:50	4:03:12	3:37:29	4:11:36	4:39:47	5:02:23					4:17:19

Non-Emergency Repair Timescales – 2019/20

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
No. of Non-Emergency Repairs	6261	6378	5811	5911	6133	5985	7090	5631					49200
Total Number of Days Taken	52015	46041	38947	40453	46787	45119	48047	32759					350168
Average Length of Time Taken (Days)	8.31	7.22	6.70	6.84	7.63	7.54	6.78	5.82					7.12

Complaints Frontline Resolution – Stage 1

Complaints Received	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Qtr 1	Qtr 2	YTD
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
2019/20	14	16	14	35	22	26	19	20					44	83	166
2018/19	39	32	26	33	37	20	16	19					97	90	222
Difference %	-64%	-50%	-46%	6%	-41%	30%	19%	5%					-55%	-8%	-25%

Complaints Investigation – Stage 2

Complaints Received	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Qtr 1	Qtr 2	YTD
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
2019/20	3	0	1	3	4	2	3	1					4	9	17
2018/19	2	3	3	7	2	3	3	3					8	12	26
Difference %	50%	-100%	-67%	-57%	100%	-33%	0%	-67%					-50%	-25%	-35%

Member Enquiries

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Qtr 1	Qtr 2	YTD
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
2019/20															
Enquiries Received	136	119	128	106	137	89	116	128					383	332	959
Enquiries Closed	119	120	135	105	135	96	114	125					374	336	949
Within Timescale	119	120	135	105	135	96	114	125					374	336	949
% Within Timescale	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%
2018/19															
Enquiries Received	147	115	103	104	115	92	93	83					365	311	852
Enquiries Closed	142	117	103	111	115	93	88	85					854	319	854
Within Timescale	142	116	103	110	114	92	87	85					849	316	849
% Within Timescale	100%	99%	100%	99%	99%	99%	99%	100%					99.4%	99.1%	99.4%
% Difference (no. of enquiries received)	-7%	3%	24%	2%	19%	-3%	25%	54%					5%	7%	13%
% Difference Within Timescale	0%	1%	0%	1%	1%	1%	1%	0%					0.6%	0.9%	0.6%

MSP/MP Enquiries

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Qtr 1	Qtr 2	YTD
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
2019/20															
Enquiries Received	27	19	11	31	32	33	22	9					57	96	184
Enquiries Closed	17	23	13	25	31	24	21	13					53	80	167
Within Timescale	17	23	13	25	31	24	21	12					53	80	166
% Within Timescale	100%	100%	100%	100%	100%	100%	100%	92%					100%	100%	99%
2018/19															
Enquiries Received	32	19	21	24	18	13	31	25					72	55	183
Enquiries Closed	21	26	21	25	18	14	30	21					68	57	176
Within Timescale	21	26	21	25	18	14	30	20					68	57	175
% Within Timescale	100%	100%	100%	100%	100%	100%	100%	95%					100%	100%	99%
% Difference (no. of enquiries received)	-16%	0%	-48%	29%	78%	154%	-29%	-64%					-21%	75%	1%
% Difference Within Timescale	0%	0%	0%	0%	0%	0%	0%	-3%					0%	0%	0%