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| Agenda Item | 11. |
| Report No | CS-20-13 |

Housing and Property Services Performance Report - 1 April 2012 to 31 March 2013

Report by Depute Chief Executive/Director of Housing and Property

Summary

This report provides information on how the Housing and Property Service performed in relation to Housing Performance Indicators during the final quarter for 2012/2013.

1. Background

- 1.1 Quarterly performance reports on Statutory Performance Indicators for Housing are presented to the Finance, Housing and Resources Committee. This report provides a more detailed profile of housing performance at an Area level under powers devolved to the Area Committee, and compares this with the average performance figure for Highland.
- 1.2 The Scottish Housing Regulator has now published the final indicators that will replace statutory performance indicators for housing from April 2013. Work is taking place to gather this information and draft a new format for annual and quarterly performance information to the Finance Housing and Resources (FHR) Committee and Area Committees. The Committee is asked to note that a report on the future framework of performance reporting is likely to be presented to the FHR Committee in June.
- 1.3 Information in this report is provided on the outturn figures for the respective quarter for the performance year 2011/12 for ease of comparison against the current quarter of 2012/13 and enables improved monitoring of trends in area performance.

2. Re-Letting Empty Homes

- 2.1 The tables in this section of the report provide data for the Statutory Performance Indicators for the Re-letting of 107 homes across the Caithness and Sutherland Area in this fourth quarter up to the end March 2013. This represents 33% of total Highland council relets for this period, the bulk of which relate to turnover of Caithness stock.
- 2.2 Table 1 illustrates Caithness continues to be in line with Highland wide performance, however, this is below the overall target of 60%. Sutherland has performed better than the set target with 63.6% of re-lets being achieved within four weeks.

Table 1: % of Properties let within 4 weeks (Year to Date)

| | 2011/12 | 2012/13 | | | | Target |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------|
| | Qtr 4 | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | |
| Caithness | 44.4% | 44.1% | 45.5% | 47.8% | 45.8% | 60.0% |
| Sutherland | 84.2% | 77.1% | 67.2% | 64.5% | 63.6% | |
| Highland Wide | 44.8% | 44.3% | 45.1% | 44.7% | 45.2% | |

- 2.3 Table 2 data when considered along with table 1 reflect the fact that Sutherland continues to perform well, just 3.1% below the combined table target of 95% whilst Caithness requires further attention sitting 9.1% below the combined table target.

Table 2: % of Properties let within 5/8 weeks (Year to Date)

| | 2011/12 | 2012/13 | | | | Target |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------|
| | Qtr 4 | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | |
| Caithness | 41.8% | 45.8% | 43.3% | 39.2% | 39.9% | 35.0% |
| Sutherland | 11.9% | 20.0% | 27.6% | 28.9% | 28.3% | |
| Highland Wide | 36.7% | 35.4% | 37.7% | 37.6% | 38.1% | |

- 2.4 Table 3 presents details of performance for the percentage of properties taking over 9 weeks to let. This shows a slight increase in the time taken for relets for Caithness and Sutherland since the end of the last quarter involving 15 properties. Performance in both areas is influenced by low levels of demand for particular property types across some communities and high levels of refusals. Action is taken by the area teams to minimise stock remaining vacant wherever practical.

Table 3: % of Properties let over 9 weeks (Year to Date)

| | 2011/12 | 2012/13 | | | | Target |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------|
| | Qtr 4 | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | |
| Caithness | 13.8% | 10.1% | 11.2% | 13.0% | 14.3% | 5.0% |
| Sutherland | 3.9% | 2.9% | 5.2% | 6.6% | 8.1% | |
| Highland Wide | 18.5% | 20.3% | 17.2% | 17.7% | 16.7% | |

- 2.5 Table 4 reflects performance for the average void period measured in days in respect of the 107 vacancies for this final quarter. Measures have been put in place to improve performance and a review of void procedures and best practice is underway.

Table 4: Average void period in days (Year to Date)

| | 2011/12 | 2012/13 | | | | Target |
|----------------------|-----------|-----------|-----------|-----------|-----------|--------|
| | Qtr 4 | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | |
| Caithness | 39 | 35 | 36 | 35 | 36 | 28 |
| Sutherland | 21 | 25 | 28 | 30 | 31 | |
| Highland Wide | 39 | 41 | 39 | 39 | 38 | |

3. Repairs

- 3.1 Statutory performance indicators for repairs relate to the percentage of repairs completed within target timescales. Tables 5, 6 and 7 detail performance for Repairs Completed within 24 hours, 3 Days and 20 Days. All targets are being met across both Caithness and Sutherland within the three categories for repairs performance. The figures for quarter 4 have been corrected to ensure that they only include repairs that are physically completed.

Table 5: Repairs completed within 24 hours

| | 2011/12 | 2012/13 | | | | Target |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------|
| | Qtr 4 | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | |
| Caithness | 98.1% | 99.5% | 99.3% | 99.1% | 96.8% | 96.0% |
| Sutherland | 98.4% | 100.0% | 100.0% | 99.6% | 96.6% | |
| Highland Wide | 96.5% | 97.4% | 97.7% | 97.6% | 95.3% | |

Table 6: Repairs completed within 3 days

| | 2011/12 | 2012/13 | | | | Target |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------|
| | Qtr 4 | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | |
| Caithness | 90.9% | 91.4% | 93.4% | 93.9% | 94.3% | 88.0% |
| Sutherland | 97.7% | 95.8% | 97.5% | 97.2% | 96.9% | |
| Highland Wide | 89.5% | 90.4% | 91.9% | 91.8% | 91.9% | |

Table 7: Repairs completed within 20 days

| | 2011/12 | 2012/13 | | | | Target |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------|
| | Qtr 4 | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | |
| Caithness | 87.5% | 93.2% | 90.2% | 90.3% | 91.6% | 86.0% |
| Sutherland | 98.2% | 98.8% | 98.7% | 97.6% | 98.0% | |
| Highland Wide | 88.2% | 91.1% | 91.0% | 90.2% | 91.9% | |

4. Rent Arrears

- 4.1 Rent Arrears are reflected here as a cash figure illustrating money owed at the end of the fourth quarter for the financial years 2011/12 and 2012/13. When compared to the final quarter for last year there has been an increase in outstanding arrears for Sutherland of £6,554 and arrears for Caithness of £15,877. Whilst the economic climate remains very challenging rent arrears continue to be an area of concentrated effort for the service.

Table 8: Rent arrears illustrated as a cash figure

| | 2011/12 | 2012/13 |
|------------|----------|----------|
| | Qtr 4 | Qtr 4 |
| Caithness | £125,332 | £141,209 |
| Sutherland | £ 15,966 | £ 22,520 |

- 4.2 Table 9 (below) presents information on the percentage of current tenants with arrears over £250 and owing more than 13 weeks rent.

Table 9: % of tenants with arrears over 13 weeks and £250

| | 2011/12 | 2012/13 | | | | Target |
|----------------------|-------------|-------------|-------------|-------------|-------------|--------|
| | Qtr 4 | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | |
| Caithness | 3.3% | 3.1% | 3.7% | 4.1% | 4.0% | 4.3% |
| Sutherland | 0.5% | 0.6% | 0.4% | 0.4% | 0.5% | |
| Highland Wide | 4.2% | 3.9% | 4.1% | 4.7% | 4.8% | |

- 4.3 This table illustrates the area teams for Caithness and Sutherland are achieving better than the service target, however, cycles for posting of payments to accounts can fluctuate and impact on these statistics and the impact of the welfare reform changes will be closely monitored.

5. Homelessness and Prevention

- 5.1 Background relating to the implementation of the Homeless Prevention Team can be found in the Housing and Social Work Committee papers of 9 March 2011 and 9 November 2011 at the following links:

<http://www.highland.gov.uk/NR/rdoonlyres/E1FF5AC5-B8E6-4F36-8804-68792848C9F0/0/Item8HSW3211.pdf>

<http://www.highland.gov.uk/NR/rdoonlyres/8460EC0A-DFCB-465F-A0F4-14123F45725A/0/Item12HSW11411.pdf>

- 5.2 The statistics in this table reflect a large increase in the enhanced advice and information provided to Sutherland residents in the fourth quarter.

Table 10: Total number of prevention team cases

| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 |
|----------------------|------------|------------|------------|------------|
| Caithness | 5 | 37 | 34 | 27 |
| Sutherland | 1 | 2 | 1 | 18 |
| Highland Wide | 470 | 504 | 433 | 525 |

- 5.3 Table 11 shows there were a total of 12 homeless applications taken in the final quarter. Since adopting the prevention and housing options approach this represents a reduction of 9 from the 21 applications received during the same period of 2011/12.

Table 11: Total number Statutory Homeless Presentations received

| | 2012/13 | | | |
|----------------------|------------|------------|------------|------------|
| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 |
| Caithness | 12 | 18 | 5 | 10 |
| Sutherland | 5 | 1 | 3 | 2 |
| Highland Wide | 286 | 232 | 107 | 247 |

- 5.4 Table 12 illustrates the area teams for Caithness and Sutherland continue to achieve optimum performance at 100% in the assessment and notification of homeless applications taken within the 28 day deadline.

Table 12: % decision notifications within 28 days

| | 2012/13 | | | |
|----------------------|------------|------------|------------|------------|
| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 |
| Caithness | 100% | 100% | 100% | 100% |
| Sutherland | 100% | 100% | 100% | 100% |
| Highland Wide | 79% | 75% | 79% | 86% |

- 5.5 The table in this section of the report reflects statistical evidence of how alternative solutions combined with enhanced advice and information on housing options has reflected positive outcomes through increased homeless prevention activities.

Table 13: Proportion provided with permanent accommodation who maintained their tenancy for at least 12 months

| | 2012/13 | | | |
|----------------------|------------|------------|------------|--------------|
| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 |
| Caithness | 100% | 100% | 100% | 100% |
| Sutherland | 100% | 100% | 100% | 100% |
| Highland Wide | 98% | 98% | 98% | 99.0% |

6. Other Performance Information

- 6.1 Members can find detail of ward performance on the Council Intranet, under Management Intranet, Performance, Ward Reporting and Housing and Property quarterly performance under Quarterly Performance Reviews.

7. Implications

7.1 No resource, legal, equality, climate change or risk implications arise from this report.

8. Recommendation

The Committee is invited to scrutinise the information provided on performance in the fourth quarter of 2012/13 ending 31 March 2013.

Signature:

Designation: **Depute Chief Executive/Director of Housing and Property**

Date: 3 May 2013

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