	Agenda Item	**7.**
The Highland Council		
Caithness and Sutherland Area Committee – 19 August 2013	Report No	**CS/26/ 13**

Housing Performance

Report by Depute Chief Executive/Director of Housing and Property

Summary

This report advises members of the new Housing Performance Reporting Framework in place from 1 April 2013. Members are also asked to note that information on performance against the new indicators will be presented to Committee at its next meeting.

1.   Background

1.1   The Scottish Housing Regulator has set out the performance indicators that it will use to form part of its scrutiny of landlords. These replace statutory performance indicators for housing from April 2013, with the Council required to make its first Annual Return on the Charter to the Scottish Housing Regulator and annual report to tenants in May 2014.

1.2   On 5 June 2013 Finance, Housing and Resources Committee agreed a new format for annual and quarterly performance reporting in line with the Scottish Housing Charter Performance Indicators, as the basis for future housing performance reports to Strategic and Area Committees.

2.   Information on the New Performance Indicators

2.1   It should be noted that many of the new indicators are qualitative, and will require customer feedback through surveys. It is intended to undertake an annual postal survey of all Council house tenants, an annual on-site survey of all residents of the Council's Gypsy/Traveller sites, and also carry out satisfaction surveys of new tenants and people who have used homelessness services.

2.2   Indicators have been included in relation to homelessness prevention, although these are not required by the Scottish Housing Regulator.

2.3   **Appendix 1** sets out which indicators will be reported to City/Area Committees and at what frequency. It also sets out the more detailed data at Ward level which will be available for all Members through Ward Reporting.

2.4   Most of the indicators required are not directly comparable with the current statutory performance indicators. Unfortunately that means it is not possible to

obtain data retrospectively to allow reporting of data trends. Committee is asked to note that it will be necessary to build up trend information over time, with April 2013 being the starting point for data reporting. Future reports will, however, contain narrative comments on historic performance.

2.5 Work is currently taking place to finalise the reports required. The first quarterly monitoring reports will be presented to the Finance, Housing and Resources Committee in August 2013. Future reports to the Area Committee will contain performance information for the last available quarter.

3. Implications

3.1 **Resources:** There are short term resource implications arising from the need to set up new performance monitoring systems relating to Scottish Housing Charter Performance Indicators. As reported to Finance, Housing and Resources Committee, these will be managed within the current HRA budget.

3.2 **Legal**: The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

3.3 There are no specific equality, climate change or risk implications arising from this report

---

Recommendation

The Committee is asked to:

  a) Note the new reporting framework for housing performance as set out in **Appendix 1.**
  b) Agree that information on performance against the new indicators will be presented to Committee at its next meeting.

Designation: Depute Chief Executive/Director of Housing and Property

Date: 8 August 2013

Author: David Goldie, Head of Housing

Reporting framework for Housing Performance Indicators

Performance information will be presented as follows:

Quarterly Report to City/Area Committees

A quarterly report will be provided to City/Area Committees on the following performance indicators:

Indicator	SHR Indicator Number	Source of Data
Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.	4.	Corporate Monitoring on Complaints
Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.	5.	Corporate Monitoring on Complaints
Average length of time taken to complete emergency repairs.	11.	IT System Report
Average length of time taken to complete non-emergency repairs.	12.	IT System Report
Percentage of reactive repairs carried out in the last year completed right first time.	13.	IT System Report
Percentage of repairs appointments kept.	14.	IT System Report
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	15.	IT System Report
Percentage of tenancy offers refused during the year.	18.	IT System Report
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	19.	IT System Report
Percentage of new tenancies sustained for more than a year, by source of let.	20.	IT System Report
Rent collected as percentage of total rent due in the reporting year.	30.	IT System Report
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	31.	IT System Report
Percentage of rent due lost through properties being empty during the last year	34.	IT System Report
Average length of time taken to re-let properties in the last year.	35.	IT System Report

Number of homeless presentations		IT System Report
Average time to discharge homelessness duty		IT System Report
Number of households in temporary accommodation		IT System Report
Number of prevention cases and outcomes		IT System Report

Annual Report to City/Area Committees

An annual report will be provided to the City / Area Committees on the following performance indicators.

Indicator	SHR Indicator Number	Source of Data
Percentage of tenants satisfied with the overall service provided by their landlord.	1.	Survey of Tenants
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	3.	Survey of Tenants
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	6.	Survey of Tenants
Percentage of tenants satisfied with the standard of their home when moving in.	9.	Survey of Tenants
Percentage of existing tenants satisfied with the quality of their home.	10.	Survey of Tenants
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	16.	Survey of Tenants
Percentage of tenants satisfied with the management of the neighbourhood they live in.	17.	Survey of Tenants
Average length of time in temporary or emergency accommodation by type.	25.	IT System Report
Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation.	28.	Customer survey

Ward Reporting

The following data will be available at Ward Level and accessible through the Ward Reporting system.

% of tenancies sustained for more than 1 year
Tenancy turnover
Average Reletting time
% of tenants subject to court action and eviction
% of rent collected
Rent arrears

Average Time to complete repairs	
% of repairs carried out at 1st visit	
% of repairs appointments kept	

Performance Targets

The annual report will provide details of performance against any specific targets established by the Committee and allow the Committee to agree targets for the following year for both quarterly and annual reporting.