

Agenda Item	17
Report No	SRC 14/13

Housing Performance Report - 1 April 2013 to 30 September 2013

Report by the Interim Director of Housing and Property

Summary

This report provides information on housing performance in relation to the Scottish Social Housing Charter and other performance indicators during the first two quarters of 2013/2014.

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 This report provides information on performance in the 1st two quarters of 2013/14 based on the reporting framework agreed by Finance Housing and Resources Committee on 5 June 2013. Most of the indicators required are not directly comparable with previous statutory performance indicators. Unfortunately that means it is not possible to obtain data retrospectively to allow reporting of data trend. Trend information will therefore be built up over time.

2. Repairs

2.1 Performance on repairs is summarised in the tables below.

2.2 **Table 1:** Average length of time taken to complete emergency repairs (hours)

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	14	12		
Ross and Cromarty	9	11		
Skye	18	12		

2.3 Table 1 reports the average length of time taken to complete emergency repairs. This is calculated in hours with the Highland Council target being 24 hours. Both Skye and Ross and Cromarty are in line with Highland wide performance.

2.4 **Table 2:** Average length of time to complete non-emergency repairs (days)

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	10	9		
Ross and Cromarty	12	11		
Skye	4	6		

3.5 Table 2 shows the non-emergency repairs measured in working days. We have 2 separate categories of non-emergency repairs (3 days and 20 days). Performance for Ross and Cromarty falls below the Highland average, although it has improved slightly in the second quarter.

3.6 **Table 3:** Percentage of reactive repairs completed right first time

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	89%	89%		
Ross and Cromarty	87%	86%		
Skye	99%	96%		

2.7 The percentage of reactive repairs completed “right first time” is defined as “repairs being complete to the tenant’s satisfaction within locally agreed target timescales, without the need to return a further time”. It is not possible to collect all the information required to report definitively on this indicator.

2.8 The figures shown in these tables are based on all day to day housing repairs completed in the period where: only one repair request was raised; no “make good” orders were required; there was access to carry out the repair; and the repair was completed on time. Tenant satisfaction with repairs is measured through a sample survey and it has been agreed that this will be reported annually. It is not possible to report tenant satisfaction at the level of these individual repairs.

2.9 **Table 4:** Percentage of repairs appointments kept

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland wide	93%	92%		
Ross and Cromarty	94%	93%		
Skye (not yet in operation)	0%	0%		

2.10 The percentage of repairs appointments kept is gathered from the repairs appointment system which is currently in place but which has not been implemented Highland wide. It should be noted that Skye currently does not offer repairs by appointment but will be part of the future roll out of repair by appointment project. Ross and Cromarty reflect slightly better than Highland average performance.

2.11 In gathering the information for these indicators we do not include instances where we have been unable to gain access to properties. As with most of these new indicators it will take time to build up trend information.

3 Anti-Social Behaviour

3.1 The national indicator is the percentage of anti-social behaviour cases reported which were resolved within locally agreed targets.

3.2 **Table 5:** Percentage of cases resolved within target timescales

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	95%	91%		
Ross and Cromarty	100%	100%		
Skye	100%	100%		

3.3 Table 5 shows that a higher percentage of cases were resolved within target timescales than the Highland Wide average for Skye and Ross and Cromarty.

4. Tenancy Management

4.1 This indicator provides information on the percentage of tenancy offers refused during the year and the percentage of new tenancies sustained for more than a year, by type of let. The indicator also provides information on the percentage of rent lost through properties being empty and the average length of time taken to re-let properties in the last year.

4.2 **Table 6 :** % of tenancy offers refused during the year

Tenancy Management	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	34%	35%		
Ross and Cromarty	16%	25%		
Skye	44%	33%		

4.3 Table 6 shows that the rate of refusals for Ross and Cromarty is ten percent below the Highland average, whilst Skye is also better than the Highland average by just two percent.

4.4 **Table 7:** % new tenancies sustained for more than 1 year (by source of let)

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Transfer tenants				
Highland-wide	92%	92%		
Ross and Cromarty	90%	91%		
Skye	78%	82%		
Homeless households				
Highland-Wide	89%	89%		
Ross and Cromarty	94%	91%		
Skye	78%	71%		
Housing list				
Highland-Wide	81%	81%		
Ross and Cromarty	91%	94%		
Skye	75%	63%		
Other				
Highland-wide	85%	85%		
Ross and Cromarty	77%	54%		
Skye	50%	46%		

4.5 The total figure for new tenancies sustained for more than a year Highland wide is 83%, although this varies across different types of let. For example tenancy sustainment rates are higher for people taking up tenancies through a transfer compared to those housed under the general list. As trend information is available these indicators will help us develop approaches to target housing support services.

4.6 **Table 8:** % rent due lost through properties being empty

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	0.80%	0.70%		
Ross and Cromarty	0.59%	0.35%		
Skye	0.21%	0.03%		

4.7 The percentage of rent loss due to voids is not comparable with previous indicators. The current indicator only measures rent loss on property let during the year, whereas the previous indicator measures total rent loss due to voids.

4.8 **Table 9:** Average time taken to re-let properties (days)

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	41.3	43.4		
Ross and Cromarty	32.2	36.9		
Skye	31.2	25.1		

4.9 The indicator for average re-letting time is comparable, and the figure reflects that performance on re-letting times for Skye and Ross and Cromarty is better than the Highland wide average.

5 Rent Arrears

5.1 There are significant differences in the way the new indicators for rent arrears are derived compared to previous indicators. In calculating the rent collected figure we include rent paid in advance and also former tenant debt collected. The gross rent arrears calculation includes current and former tenant debt prior to any write off.

5.2 **Table 10:** Rent collected as a % of total rent due in the reporting year

RENT ARREARS	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	99.0%	98.0%		
Ross and Cromarty	98.5%	97.5%		
Skye	98.7%	97.9%		

5.3 Ross and Cromarty rent arrears value at end September is £457,246.80 compared to £401,725.66 at end June. Skye rent arrears value at end September is £24,705.98 compared to £21,118.50 at end June.

5.4 Focussed work continues by area teams to maximize awards of Discretionary Housing Payments (DHP).

5.5 **Table 11:** Gross rent arrears (all tenants) as a % of rent due in the reporting year

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	5.08%	5.54%		
Ross and Cromarty	5.14%	5.45%		
Skye	6.0%	6.10%		

5.6 In general managing rent arrears is continuing to be challenging, with a number of external factors contributing to the problem. Close monitoring arrangements are in place with weekly reviews by managers of individual performance of teams. An action plan is under development to ensure the process is sufficiently robust but compliant with Council policy.

5.7 For and Ross and Cromarty performance is slightly better than the Highland wide average, whilst for Skye there is some scope for improvement.

6 Homelessness/Homeless Prevention

6.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter. Committee has agreed that information should be provided in relation to the indicators set out in Table 12 below.

6.2 **Table 12 – Homelessness and homeless prevention**

HOMELESSNESS/HOMELESS PREVENTION HIGHLAND WIDE FIGURES	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number of homeless presentations	212	264		
Number of households in temporary accommodation	293	596		

6.3 Further more detailed information on performance activity and outcomes around prevention team work relative to Skye and Ross and Cromarty is presently being worked on and will be brought to the next Area Committee meeting.

6.4 The number of homeless presentations continues to reduce across Highland. In Skye, Ross and Cromarty there were 123 new presentations, 40 for Skye and 83 for Ross-shire, this is a reduction of 53 against the same period last year. At present we are unable to provide a breakdown on the homeless prevention data by Area but we are working on this being available for future reports.

7. Implications

7.1 **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. This will be managed within the current HRA budget.

7.2 **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.

- 7.3 There are no specific equality, climate change/carbon clever or risk implications arising from this report.

8. Recommendation

- 8.1 Committee is asked to scrutinise the information provided on housing performance in the period from 1 April 2013 to 30 September 2013.

Signed:

Designation: Interim Director of Housing and Property

Date: 27 November 2013

Author: Tina Luxton, Housing and Property Manager North

Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information