

Agenda Item	23.b
Report No	FHR/109/13

**Housing and Property Services Performance Report - 1 April 2013 to 30 June 2013**

**Report by the Depute Chief Executive/Director of Housing and Property**

**Summary**

This report provides information on how the Housing and Property Service performed in relation to Scottish Social Housing Charter and other performance indicators during the first quarter 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 1<sup>st</sup> quarter of 2013/14 based on the reporting framework agreed by 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 trends. As previously reported it will be necessary to build up trend information over time.

1.3 Committee also agreed a framework for performance reporting to the City / Area Committees. Future reports to those Committees will contain performance information and for the last available quarter.

1.4 In addition to the housing indicators the Service is required to report annually on the following statutory performance indicators:

- Public Access
- Properties that are in a satisfactory condition
- Properties that are suitable for current use.

1.5 **Staff Absence:** The Service also reports on staff absence and actions taken to address attendance issues.

**2 Complaints**

2.1 This indicator provides information on the 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. We are also required to report on the percentage of complaints upheld.

2.2 Complaints are recorded though the Council's corporate complaints system

(lagan). From April 1 we had 63 stage 1 complaints and 3 stage 2 complaints with 73 % meeting the 5 working day deadline for stage 1 and 67 % meeting the 20 working day deadline for stage 2. All 3 complaints at stage 2 were upheld.

### 3. Repairs

3.1 Table 1 details performance on the indicators for Repairs.

**Table 1: Repairs**

REPAIRS	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Average length of time taken to complete emergency repairs (hours)	16			
Average length of time taken to complete non-emergency repairs (days)	10			
% of reactive repairs completed right first time	91.8%			
% of repairs appointments kept	92.7%			
% of properties that require a gas safety record	97.5%			

3.2 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 24 hours. Non-emergency repairs are measured in working days. We have 2 separate categories of non-emergency repairs (3 days and 20 days). The average time to complete these repairs in quarter 1 was 10 days.

3.3 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. The figure shown in Table 1 is based on all day to day housing repairs completed in the period where: only one repairs 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.

3.4 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.

3.5 In gathering the information for these indicators we do not include instances where we have been unable to gain access to properties.

3.5 As with most of these new indicators it will take time to build up trend information. However it is considered that performance on repairs has remained fairly solid over the last quarter.

### 4 Anti-Social Behaviour

4.1 This indicator provides the percentage of anti-social behaviour cases reported

which were resolved within locally agreed targets. The Council has 3 categories of reports of anti-social behaviour:

4.2 **Category A:** Minor breach of tenancy conditions, disputes solely between two neighbours e.g.;

- Not keeping garden tidy
- Parking in unauthorised areas
- Use of common areas
- Maintenance/use of boundaries
- Low level domestic noise

The target timescale is to investigate the complaint and update complainant by phone/letter or visit within 10 working days.

4.3 **Category B:** Antisocial Behaviour, where the behaviour is of a serious and persistent nature e.g.;

- Persistent noise nuisance
- Persistently failing to control pets
- Persistently failing to control children within household

The target timescale is to carry out initial investigation and assess appropriate action and contact the complainant by phone call/letter/ visit within 5 working days to advise of the assessment.

4.4 **Category C:** Severe Antisocial Behaviour, where the police are involved e.g.;

- Violence towards another person
- Threatening behaviour
- Drug dealing
- Vandalism/damage to common areas
- Harassment

The target is to visit/interview the complainant and request information from the police within 2 working days.

4.5 There were 105 cases reported to the end of June 2013. Of these 91 related to the lowest category (category A) with the majority relating to untidy gardens. Within the highest category there were 4 cases which related to violence, threatening behaviour and drug related allegations. We introduced a new monitoring system for antisocial behaviour cases during this period and it has not been possible to report on the percentage of cases completed within timescales during the quarter. This will be corrected and details reported as part of the next quarterly performance report.

## 5. Tenancy Management

5.1 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.

**Table 2 : Tenancy Management**

5.3

TENANCY MANAGEMENT	2013/14				
		Qtr 1	Qtr 2	Qtr 3	Qtr 4
% of tenancy offers refused during the year		<b>34%</b>			
% new tenancies sustained for more than 1 year ( by source of let)	Existing tenants	<b>92%</b>			
	Homeless households	<b>89%</b>			
	Housing list	<b>81%</b>			
	Other	<b>85%</b>			
% of rent due lost through properties being empty during the last year		<b>0.8%</b>			
Average length of time taken to re-let properties in the last year (days)		<b>38.9</b>			

5.4 In the first quarter of 2013/14 we made 646 offers of housing of which 219 were refused. In the context of high demand for housing in most areas the refusals figure is of concern. There are significant area variations in this figure. We have not previously reported on this indicator, however it is an important factor in void rent loss as every refusal involves a delay while we make an offer to another applicant. Analysis of trends will allow us to consider changes to our allocation policy to reduce time lost through failed offers.

5.5 The total figure for new tenancies sustained for more than a year is 87%, 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. We previously reported on tenancies sustained for people housed with homeless priority. The quarter 1 figure for this particular group indicates a reduction in tenancy sustainment. As trend information is available these indicators will help us develop approaches to target housing support services.

5.6 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. The indicator for average reletting time is comparable, and the figure suggests performance on reletting times has remained stable.

## 6 Rent Arrears

6.1 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.

**Table 3 : Rent Arrears**

RENT ARREARS	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Rent collected as a % of total rent due in the reporting year	99.0%			
Gross rent arrears (all tenants) as a % of rent due to the reporting year	5.08%			

6.2 In general managing rent arrears is continuing to be challenging, with a number of external factors contributing to the problem. Actual current tenant arrears have increased from £1,183,079 to £1,241,156 in the last quarter.

## 7 Homelessness/Homeless Prevention

7.1 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 4 below.

**Table 4 – Homelessness and homeless prevention**

HOMELESSNESS/HOMELESS PREVENTION	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number of homeless presentations	207			
Average time to discharge homelessness duty	57.16 weeks			
Number of households in temporary accommodation	419			
Number of prevention cases	479			

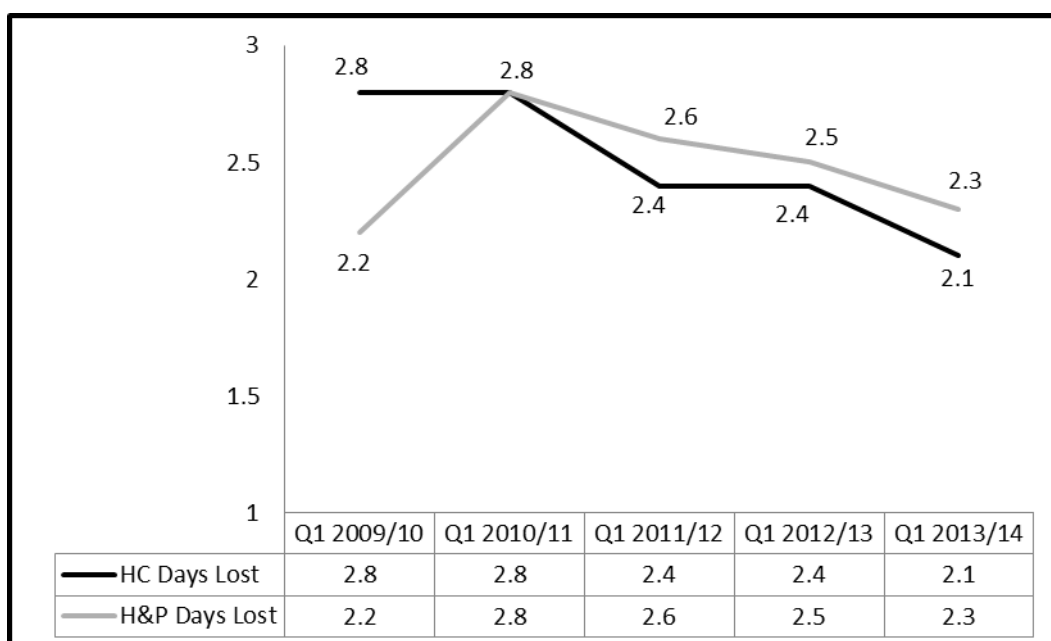
7.2 The number of homeless presentations continues to decrease down from 247 last quarter. There has been an increase in average case duration since the last quarter, indicating the continuing difficulty of offering permanent accommodation to homeless households in temporary accommodation.

7.3 The homeless prevention team continues to deal with a high caseload, and the effectiveness of this approach is reflected in the reducing number of homeless presentations.

## 8. Staff Absence

8.1 Table 5 provides information on sickness absence across the Housing and Property Service.

**Table 5 Sickness Absence**



8.2 Staff absence across is generally improving due to monitoring by managers and working with staff to reduce absence to a minimum.

8.3 There has been a marked improvement in absence within the Building Maintenance team.

## 9. Implications

9.1 **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.

9.2 **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.

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

## 10 Recommendation

10.1 Committee is asked to note the information provided on housing performance in quarter 1 covering 1 April 2013 to 30 June 2013.

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

Date: 19 August 2013

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

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