

The Highland Council
Lochaber Area Committee
22 May 2014

Agenda Item	9
Report No	LA/20/14

Housing Performance Report - 1 April 2013 to 31 March 2014

Report by the Director of Community Services

Summary

This report provides information on housing performance indicators for the year 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 by the end of May 2014 and provide an annual report to tenants later in the year.
- 1.2 This report provides information on performance in the year 2013/14 based on the reporting framework agreed by the Finance, Housing and Resources Committee on 5 June 2013. Most of the indicators required are not directly comparable with previous statutory performance indicators. This means it is not possible to obtain data retrospectively to allow reporting of data trends.
- 1.3 Members have, since this meeting, requested information in a more straightforward format which will allow comparison of trends on key indicators. There are a number of other performance indicators for housing management performance. Information on these indicators is presented in tabular format at **Appendix 1**.

2 Repairs

- 2.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete emergency repairs and non-emergency repairs. As these indicators only applied from 1 April 2013 we have no historical data.
- 2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*

	No of Houses	2013/14			
		Q1	Q2	Q3	Q4
Caol and Mallaig	542	10.8	12.6	14.7	25.9
Fort William and Ardnamurchan	777	27.5	16.0	18.0	21.6
Highland	13678	13.4	11.6	11.4	14.5

- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 15 hours. Table 1 shows that the average length of time to complete emergency repairs in Lochaber performed below the Highland average

of 14.5 hours.

2.3.1 Average time to complete emergency repair – Lochaber

We have identified a small number of repairs which are not being administered correctly. The emergency should be 'made safe' and then a new works order raised for any subsequent works, but in these few cases the original works order remains 'open' until the job is fully completed. This will be addressed during some planned area visits to highlight performance and identify training needs.

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

	No of Houses	2013/14			
		Q1	Q2	Q3	Q4
Caol and Mallaig	542	10.0	8.8	9.1	10.2
Fort William and Ardnamurchan	777	10.1	8.0	9.6	10.5
Highland	13678	9.8	8.6	8.8	8.7

2.5 Non-emergency repairs are measured in working days. Table 2 shows that the average time to complete these repairs in Lochaber is above the Highland average of 8.7 days.

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

3. Tenancy Management

3.1 The chart below provides information on the average re-let time showing the trend back 5 years and highlighting the same quarter in previous years for comparison.

3.2 Table 3 : Average re-let time (days)

	No of Houses	No of relets	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
			Q4	Q4	Q4	Q4	Q4	Q4
Caol and Mallaig	542	23	36.5	36.9	35.0	40.1	44.3	39.2
Fort William and Ardnamurchan	777	92	35.7	32.2	27.9	32.8	34.1	34.8
Highland	13678	1141	41.6	37.1	32.1	38.2	38.5	39.1

3.3 Table 3 shows that re-let times in Fort William and Ardnamurchan are performing better than the Highland wide figure but Caol and Mallaig falls slightly below. Within Caol and Mallaig there were only 23 relets in the year and 2 were void for over 100 days with one property being refused twice before successfully being let.

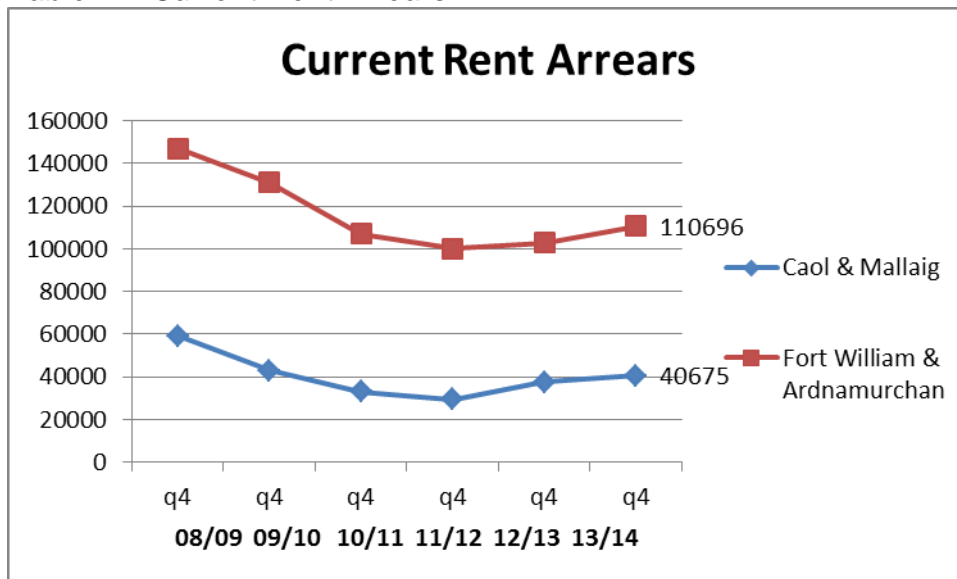
3.4 The void re-let time is a significant issue which the Service Management team is currently focussing on with a view to improving performance.

4. Rent Arrears

4.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The table below shows the comparative figure for the same quarter in the previous five years.

4.2 The Highland wide current rent arrears figure is £1,252,748.

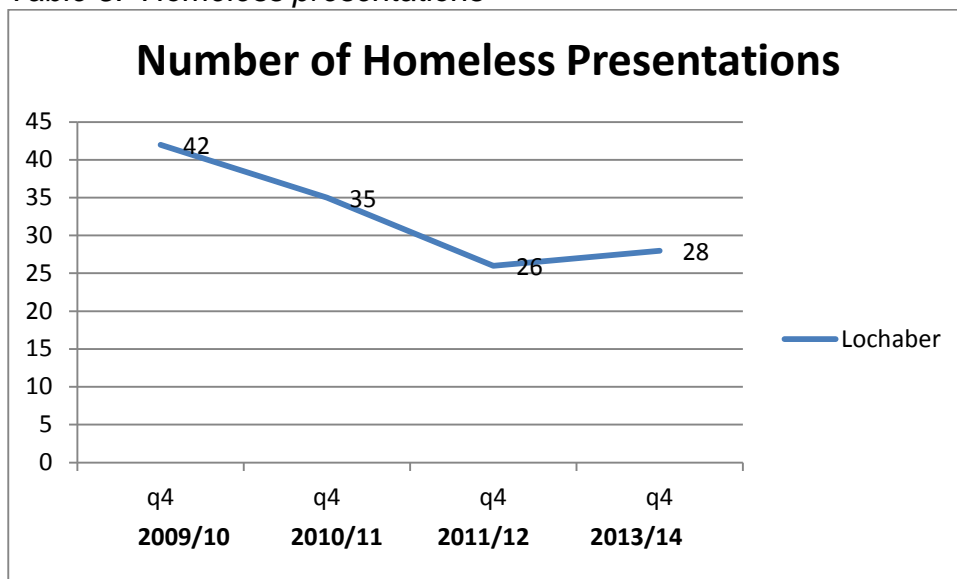
4.3 *Table 4 – Current Rent Arrears*



5. **Homelessness/Homeless Prevention**

5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter. However a number of indicators have been agreed by the Council.

5.2 *Table 5: Homeless presentations*



5.3 Table 5 shows the number of homeless presentations received by the Lochaber office charting the same quarter in previous years when we started to record this information. There were 249 presentations across Highland in the quarter ended 31 March 2013.

5.4 *Table 6 : Total number of prevention team cases received*

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Highland Wide	615	1423	1590	2211
Lochaber			50	102

5.5 The Homeless Prevention officer was only recently appointed to cover the Lochaber area

so we were unable to report until the second half of the year. Details of the primary advice reasons associated with all cases are given at table 7.

5.6 *Table 7 : Primary Advice Reasons*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Relationship Breakdown			14	21
Family dispute			9	14
Notice received from landlord			18	47
Financial Problem				3
Relocation to Highlands			3	6
Overcrowding Issue			3	6
Prison release				
Antisocial Behaviour				
Medical Housing Need			1	2
Hospital Discharge			1	
Poor Housing Condition			1	2
Prevention activity				1
Total			50	102

5.7 *Table 8 : Total Closed Homeless Prevention Cases*

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Highland Wide	743	729	793	1826
Lochaber			4	85

5.8 *Table 9 details the primary outcomes for the prevention cases received.*

	2013/14							
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%
Homeless Presentation					12	34%	40	36%
Advice & Information					11	31%	17	15%
Private Rented Sector							13	12%
Issues Resolved					2	6%	2	2%
Living with Family / Friends					2	6%	10	9%
Support Referral					1	3%	1	1%
Housed by HHR					3	9%	7	6%
Lost Contact					1	3%	2	2%
Declined a Service					3	9%	5	5%
Homelessness Prevented							3	3%
Total					35		100	

7. Implications

7.1 **Resources:** There are ongoing resource implications arising from the need to develop and maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This is 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 known specific equality, climate change/carbon clever; risk or Gaelic implications arising from this report.

8 Recommendation

- 8.1 Committee is invited to scrutinise the information provided on housing performance in the period 1 April to 31 March 2014.

Designation: **Director of Community Services**

Date: 8 May 2014

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

HAP SPI 13-14	13/14	Target	Qtr4	Qtr3	Qtr2	Qtr1
Tenancy offers refused - Lochaber		No target set	19.87	20.06	20.83	19.05
Repairs appointments kept - Lochaber	Amber	95%	91.71	91.94	91.67	91.91
Rent collected as % of rent due - Lochaber	Green	98%	99.99	99.57	99.22	105.00
Reactive repairs carried out first time - Lochaber	Amber	92%	89.04	89.56	89.30	88.93
Number of Prevention cases - Lochaber		No target set	102	50	0	0
Gross rent arrears as % of rent due - Lochaber	Green	5%	4.84	5.70	5.49	4.91
Ave time to complete non emergency repairs (days) - Lochaber	Green	10 days	9.85	9.39	9.20	9.99
Ave time to complete emergency repairs (hours) - Lochaber	Red	15 hours	21.80	15.73	17.18	21.18
Ave time taken to re-let - Lochaber	Amber	35 days	36.79	37.77	38.65	35.88
% rent loss through voids - Lochaber	Green	2%	0.79	0.84	0.72	0.55
% of new tenancies sustained for more than a year - Lochaber	Amber	90%	88.38	86.03	89.04	92.59
% of lettable houses becoming vacant - Lochaber		No target set	10.33	10.25	10.43	9.52
% households requiring temp/eme accomm who receive offer - Lochaber	Green	100	100.00	100.00	48.78	58.33
% court actions which resulted in eviction - Lochaber	Green	36%	11.29	10.96	13.04	13.04