

The Highland Council

Skye, Ross and Cromarty Area Committee 30 April 2014

Agenda Item	7
Report No	SRC 14/14

Housing Performance Report - 1 April 2013 to 31 December 2013

Report by the Director of Community Services

Summary

This report provides information on housing performance indicators during the first three 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 later in the year.
- 1.2 This report provides information on performance in the first 9 months of 2013/14 based on the revised reporting framework agreed by the Finance, Housing and Resources Committee on 27 November 2013.
- 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
Skye, Ross and Cromarty	4035	10.8	10.9	11.4	
Highland	13678	13.4	11.6	11.4	

- 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 Skye, Ross and Cromarty matched the Highland average of 11.4 hours and therefore within the 15 hour target set.

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

	No of Houses	2013/14			
		Q1	Q2	Q3	Q4
Skye, Ross and Cromarty	4035	10.9	10.0	9.6	
Highland	13678	9.8	8.6	8.8	

2.5 Non-emergency repairs are measured in working days. Table 2 shows that the average time to complete these repairs in Skye, Ross and Cromarty of 8.8 days is slightly below the Highland average.

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	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
		Q3	Q3	Q3	Q3	Q3	Q3
Skye, Ross and Cromarty	4035	28.83	28.43	36.51	52.85	37.92	36.80
Highland	13678	42.03	37.54	31.25	35.25	38.61	39.38

3.3 Table 3 shows that re-let times for Skye, Ross and Cromarty are performing better than the Highland wide figure but are not yet in line with the target of 35 days. Void re-let times continue to be an issue of focus for improving performance. The Service Management team are currently reviewing operational practices to ensure these are efficient and effective. Void activities have also been included in the Internal Audit 2014/15 Tactical Plan which will be reported back to Members.

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 £1,254,942.

4.3 *Table 4 – Current Rent Arrears*

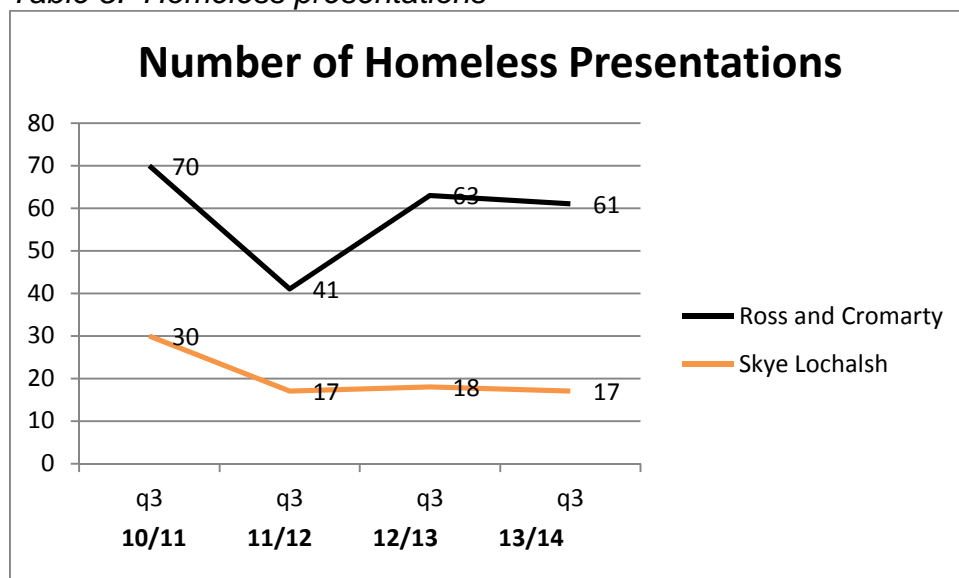
	No of Houses	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
		Q3	Q3	Q3	Q3	Q3	Q3
Skye, Ross and Cromarty	4035	£384,580	£393,301	£316,651	£326,786	£364,709	£426,825

4.4 The area teams continue to work closely with colleagues from Finance to maximize applications for discretionary housing payment to mitigate the impact of the second bedroom charge. The commitment of the teams in the fourth quarter has seen the quarter three debt figure shown here reduce by a further 31k.

5.0 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 in across Skye, Ross and Cromarty Area Offices charting the same quarter in previous years, totalling 78. There were 265 presentations across Highland in the quarter ended 31 December 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	
Skye, Ross and Cromarty	103	256	321	

5.5 The Homeless Prevention team continues to deal with a heavy caseload. 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	32	87	98	
Family dispute	11	42	56	
Notice received from landlord	26	52	56	
Financial Problem	6	14	21	
Relocation to Highlands	6	16	24	
Overcrowding Issue	10	22	27	
Prison release	3	5	6	
Antisocial Behaviour	0	1	1	
Medical Housing Need	3	6	13	
Hospital Discharge	2	2	3	
Poor Housing Condition	4	9	16	
Leaving Armed Forces	0	0	0	
Total	103	256	321	

5.7 Table 8 : Total Closed Homeless Prevention Cases

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Highland Wide	743	729	793	
Skye, Ross and Cromarty	100	226	280	

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	62	34	197	36	187	37		
Advice & Information	33	18	119	22	120	24		
Private Rented Sector	34	19	96	18	85	17		
Issues with Landlord Resolved	10	5	29	5	14	3		
Living with Family / Friends	8	4	22	4	17	3		
Support Referral	7	4	0		2			
Housed by HHR	7	4	21	4	18	4		
Lost Contact	4	2	17	3	17	3		
Moved outwith Highlands	0		5	1	6	1		
Reconciliation with Partner	4	2	7	1	5	1		
Homelessness Prevented	11	8	32	6	39	7		
Total	180		545		510			

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 December 2013.

Designation: **Director of Community Services**

Date: 25 March 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 - Skye, Ross and Cromarty		No target set		24.44	25.23	26.28
Repairs appointments kept - Skye, Ross and Cromarty	Amber	95%		92.19	92.46	92.99
Rent collected as % of rent due - Skye, Ross and Cromarty	Green	98%		99.38	97.66	100.88
Reactive repairs carried out first time - Skye, Ross and Cromarty	Amber	92%		87.61	87.50	88.98
Gross rent arrears as % of rent due - Skye, Ross and Cromarty	Amber	5%		5.83	6.21	5.60
Ave time to complete non emergency repairs (days) - Skye, Ross and Cromarty	Green	10 days		10.19	10.83	11.41
Ave time to complete emergency repairs (hours) - Skye, Ross and Cromarty	Green	15 hours		9.87	10.86	10.43
Ave time taken to re-let - Skye, Ross and Cromarty	Amber	35 days		36.98	35.47	35.42
% rent loss through voids - Skye, Ross and Cromarty	Green	2%		0.61	0.55	0.58
% of new tenancies sustained for more than a year - Skye, Ross and Cromarty	Red	90%		79.47	80.86	87.58
% of lettable houses becoming vacant - Skye, Ross and Cromarty		No target set		11.48	10.73	10.94
% households requiring temp/eme accomm who receive offer - Skye, Ross and Cromarty	Green	100%		100.00	82.89	90.63
% court actions which resulted in eviction - Skye, Ross and Cromarty	Green	36%		6.86	4.11	0.00