

The Highland Council

Lochaber Area Committee – 27 February 2014

Agenda Item	10
Report No	LA/7/14

Housing and Property Services Performance Report - 1 April 2013 to 31 December 2013

Report by the Director of Community Services

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 three quarters of 2013/2014.

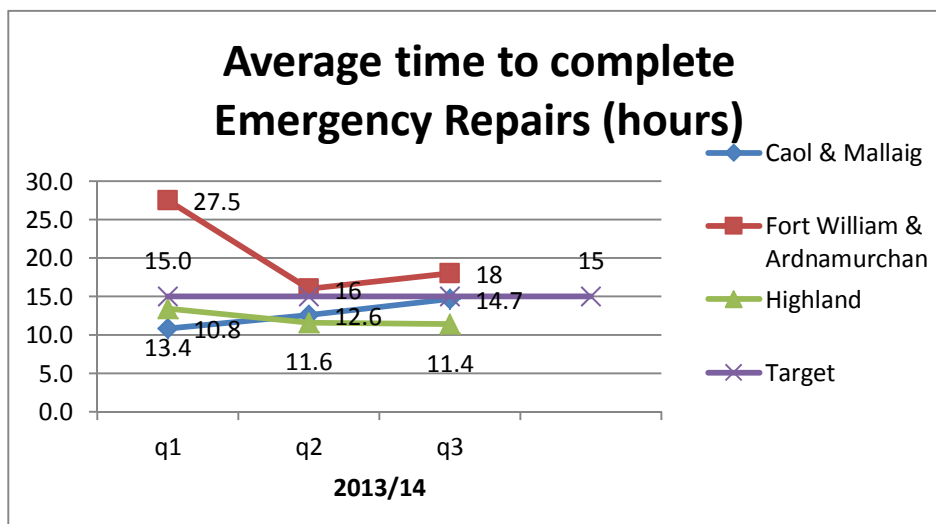
1. Background

- 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 in May 2014 and an 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 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. Unfortunately that means it is not possible to obtain data retrospectively to allow reporting of data trends.
- 1.3 The revised format of this report was agreed at Finance, Housing and Resources Committee on 27 November 2013.

2 Repairs

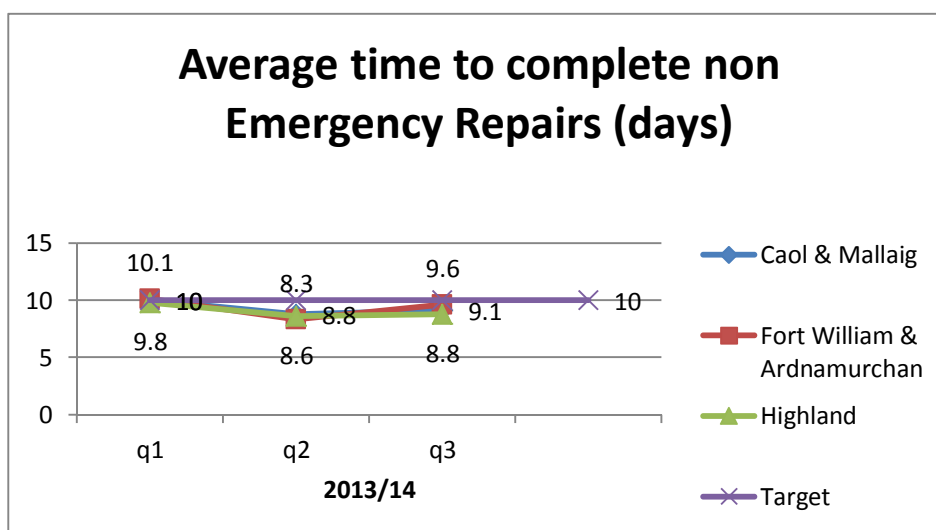
- 2.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete emergency and non-emergency repairs. As these indicators only applied from 1 April 2013 we have no historical data.
- 2.2 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 15 hours.

2.3 *Chart 1: Average length of time taken to complete emergency repairs (hours)*



2.4 The data shows that the average length of time to complete emergency repairs in both wards was higher than the Highland average, although Caol and Mallaig is slightly less than the target time of 15 hours.

2.5 *Chart 2 : Average length of time taken to complete non-emergency repairs (days)*



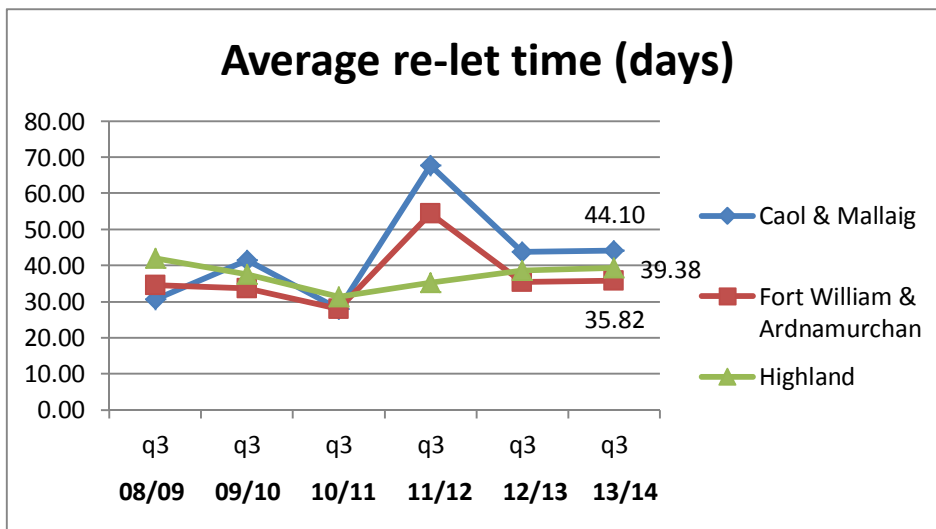
2.5 Non-emergency repairs are measured in working days. Chart 2 shows that the average time to complete these repairs in both Lochaber wards is better than the target of 10 working days, although both are slightly above the Highland wide average for the period.

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 *Chart 3 : Average re-let time (days)*



3.3 Performance on re-letting void properties is mixed. The overall figure for Highland for quarter 3 is currently 39.38 days against the target of 35 working days.

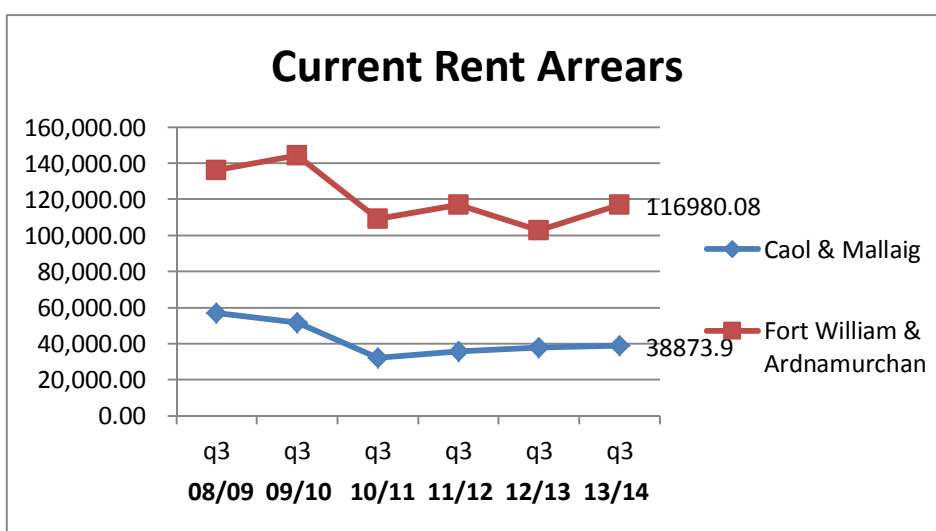
3.4 Fort William and Ardnamurchan is better than the Highland average at 35.82 days however Caol and Mallaig is above the Highland average.

4. Rent Arrears

4.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The chart at 4.3 provides information on current rent arrears going back 5 years and shows the comparative figure for the same quarter in previous years.

4.2 The Highland wide current rent arrears figure is £1,254,942.

4.3 *Chart 4 : Current Rent Arrears*

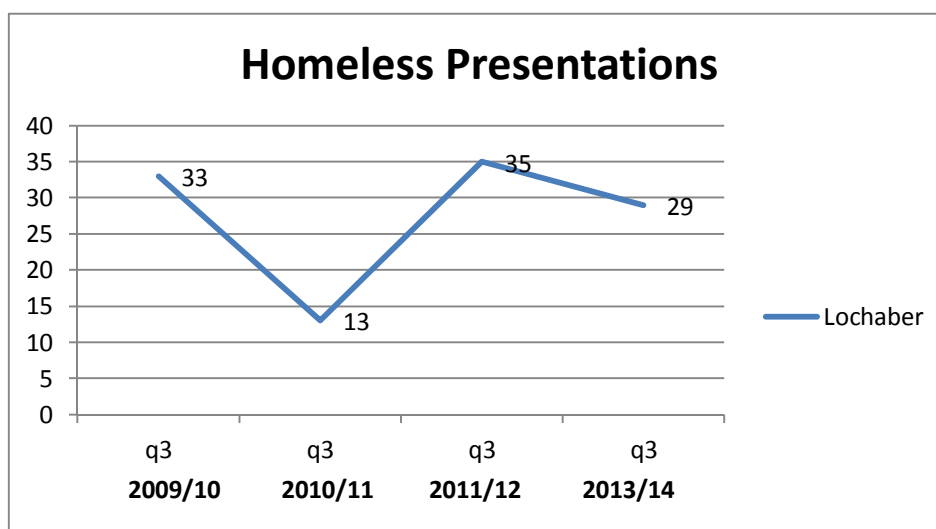


4.4 In both wards there is a slight increase in the value of current rent arrears since last quarter.

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 *Chart 5 : Homeless Presentations*



5.3 Chart 5 details the number of homeless presentations received in Lochaber and gives details back to 2010/11 when we started to record this information at Area level.

5.4 The post of Homeless Prevention Officer for Lochaber was vacant during Quarters 1 and 2 of 2013/14 and as a result no homeless prevention casework was recorded. A new member of staff has been recruited, based at Lochaber House in Fort William but also working from the Mallaig and Acharacle service points to carry out homeless prevention interviews.

5.5 Background relating to the implementation of the Homeless Prevention Team can be found in the Housing and Social Work Committee papers of 9 March 2011 and 9 November 2011 at the following links:

<http://www.highland.gov.uk/NR/rdonlyres/E1FF5AC5-B8E6-4F36-8804-68792848C9F0/0/Item8HSW3211.pdf>

<http://www.highland.gov.uk/NR/rdonlyres/8460EC0A-DFCB-465F-A0F4-14123F45725A/0/Item12HSW11411.pdf>

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

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr4
Highland Wide	615	1423	1590	
Lochaber			50	

5.7 Table 6 shows that the Homeless Prevention Officer dealt with a total of 50 cases in Lochaber during Quarter 3 of 2013/14. Details of the primary advice reasons associated with all cases are given at table 7.

5.8

Table 7: Primary Advice Reasons

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

5.9 During Quarter 2, 49 homeless prevention cases were closed for Lochaber as shown in table 8.

Table 8: Total Closed Homeless Prevention Cases

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Highland Wide	474	913	1304	
Lochaber			4	

5.10 Primary outcomes for Lochaber cases are shown at Table 9.

Table 9: Primary Outcomes

	2013/14							
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%
Homeless Presentation					12	34%		
Advice & Information					11	31%		
Private Rented Sector								
Issues Resolved					2	6%		
Living with Family / Friends								
Support Referral					1	3%		
Housed by HHR					3	9%		
Lost Contact					1	3%		
Declined Service					3	9%		
Total					35	100%		

6. Implications

6.1 **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.

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

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

7 Recommendation

- 7.1 The Committee is invited to scrutinise the information provided on housing performance in the period 1 April 2013 to 31 December 2013.

Designation: **Director of Community Services**

Date: 30 January 2014

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