

The Highland Council

Nairn and Badenoch and Strathspey Area Committee 11 June 2014

Agenda Item	10.
Report No	NBS/14/14

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 during the year of 2013/14.

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 at the end of May and an annual report to tenants later this year.
- 1.2 This report provides information on performance in 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
Nairn	649	11.3	11.2	8.7	7.8
Badenoch and Strathspey	523	37.1	12.7	19.2	18.3
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 Nairn performed well against the Highland average of 14.5 hours. Badenoch and Strathspey was 18.3 hours an improvement in performance from the previous quarter although below the Highland average.

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

	No of Houses	2013/14			
		Q1	Q2	Q3	Q4
Nairn	649	6	6	6	5.8
Badenoch and Strathspey	523	10.1	11	10.3	8.7
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 Nairn is better than the Highland average of 8.7 days whilst Badenoch and Strathspey is the same and has improved since last quarter.

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
		Q4	Q4	Q4	Q4	Q4	Q4
Nairn	649	39.10	40.83	24.97	21.58	46.73	34.97
Badenoch and Strathspey	523	50.40	51.38	41.61	47.33	54.76	25.00
Highland	13678	41.60	37.09	32.07	38.16	38.53	39.07

3.3 Table 3 shows that re-let times in both Nairn and Badenoch & Strathspey are performing better than the Highland wide figure and also against the target of 35 days.

3.4 The Head of Housing is leading work on reviewing the void process Highland-wide, and a report will be presented to the Community Services Committee in August.

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 £1,252,748.2

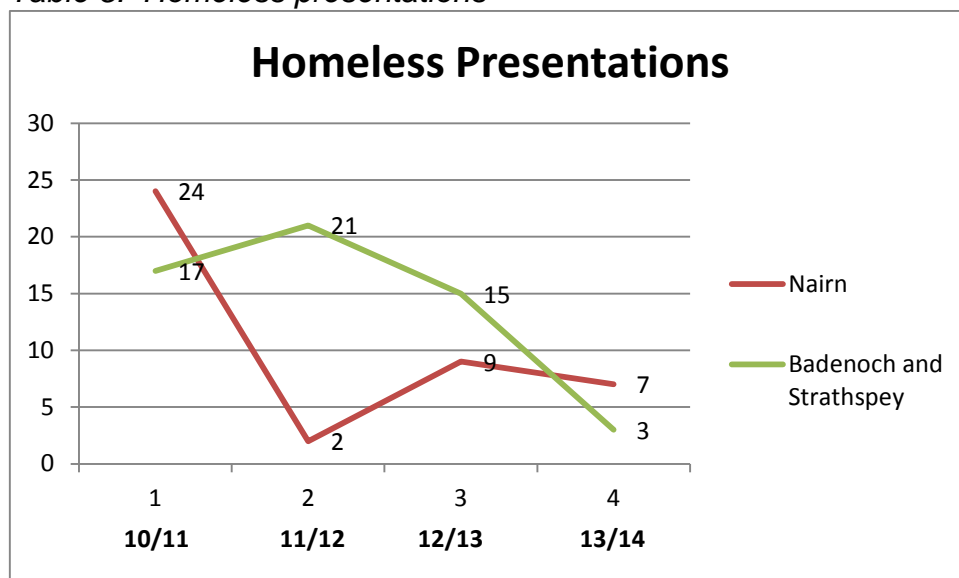
4.3 *Table 4 – Current Rent Arrears*

	No of Houses	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
		Q4	Q4	Q4	Q4	Q4	Q4
Nairn	649	71071	57812	39493	38597	49932	52,657
Badenoch and Strathspey	523	31629	42865	36510	36496	48190	42,105

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 in both the Nairn and Badenoch & Strathspey Area Offices charting the same quarter in previous years when we started to record this information. There has been a reduction in the number of presentations received in both Wards.

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
Nairn, Badenoch & Strathspey	21	40	52	101

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	3	9	14	21
Family dispute	7	12	16	21
Notice received from landlord	8	16	20	30
Financial Problem	3	4	6	7
Relocation to Highlands	0	0	1	3
Overcrowding Issue	2	3	4	9
Prison release	0	0	0	0
Antisocial Behaviour	0	0	0	0
Medical Housing Need	1	2	3	3
Hospital Discharge	0	0	1	2
Poor Housing Condition	0	1	4	4
Leaving Armed Forces	0	1	1	1
Total	24	48	70	101

5.7 Table 8 : Total Closed Homeless Prevention Cases

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Highland Wide	474	913	1304	1826
Nairn, Badenoch & Strathspey	10	21	29	46

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	6	30	11	28	17	28	32	26
Advice & Information	3	15	5	13	5	8	17	15
Private Rented Sector	6	30	12	31	15	25	30	24
Issues with Landlord Resolved	2	10	3	8	4	5	3	2
Living with Family / Friends	0		1	2	1	2	5	4
Support Referral	0		0		1	2	0	
Housed by HHR	1	5	3	8	3	5	5	4
Lost Contact	0		1	3	3	5	5	4
Moved outwith Highlands	0		0		0		2	2
Reconciliation with Partner	1	5	2	5	1	2	1	1
Homelessness Prevented	1	5	1	2	11	18	14	11
Total	20		39		61		114	

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.

Recommendation

Members are invited to scrutinise the information provided on housing performance in the period 1 April to 31 March 2014.

Designation: **Director of Community Services**

Date: 20 May 2014

Author: Cameron Kemp, Area Community Services Manager (Lochaber, Nairn and B&S)

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 - NBS		No target set	35.33	34.53	31.85	27.66
Rent collected as % of rent due - NBS	Amber	98%	100.32	99.48	98.66	101.81
Reactive repairs carried out first time - NBS	Green	92%	93.92	93.44	93.04	92.66
Gross rent arrears as % of rent due - NBS	Green	5%	4.07	5.04	5.04	4.75
Ave time to complete non emergency repairs (days) - NBS	Green	10 days	7.47	8.34	8.34	7.27
Ave time to complete emergency repairs (hours) - NBS	Green	15 hours	13.02	14.06	16.64	23.02
Number of Prevention cases - NBS		No target set	101	69	48	33
Ave time taken to re-let - NBS	Green	35 days	31.60	34.85	33.51	24.64
% rent loss through voids - NBS	Green	2%	0.33	0.33	0.30	0.22
% of new tenancies sustained for more than a year - NBS	Amber	90%	88.64	89.38	89.97	91.04
% of lettable houses becoming vacant - NBS		No target set	8.94	8.88	7.96	7.50
% households requiring temp/eme accomm who receive offer - NBS	Green	100	100.00	100.00	95.00	92.31
% court actions which resulted in eviction - NBS	Green	36%	7.89	7.77	4.29	2.63