

The Highland Council

Skye, Ross and Cromarty Area Committee – 6 August 2014

Agenda Item	10
Report No	SRC 27/14

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 2013/2014.

1. Background

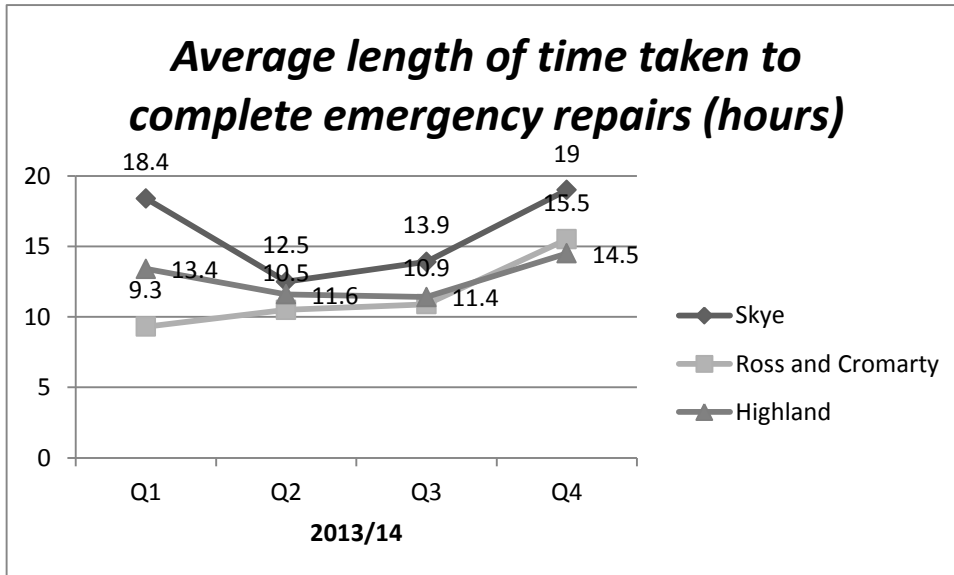
- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords. These replace statutory performance indicators for Housing from April 2013.
- 1.2 This report provides information on performance for 2013/14 based on the agreed reporting framework. Information on the key performance indicators is set out in the report below and for other housing management performance 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	374	18.4	12.5	13.9	19.0
Ross and Cromarty	3678	9.3	10.5	10.9	15.5
Highland	13678	13.4	11.6	11.4	14.5

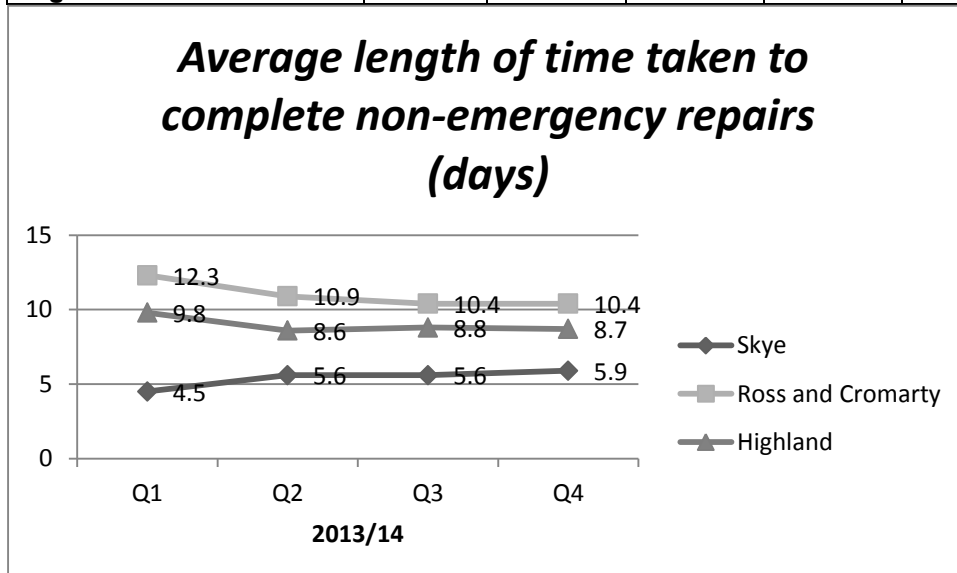
- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 15 hours. Table 1 shows that the average length of time to complete emergency repairs in Skye is 19 hours whilst Ross and Cromarty is 15.5 hours against the Highland average of 14.5 hours.



2.4 Closer examination of the performance data has identified an administrative and processing error which has been resulting in EME and HP works orders appearing to fail to meet targets. This is being addressed with the Service Centre, tradesmen and contractors and we expect to see an accurate reflection evidencing service standards being met going forward.

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

	No of Houses	2013/14			
		Q1	Q2	Q3	Q4
Skye	374	4.5	5.6	5.6	5.9
Ross and Cromarty	3678	12.3	10.9	10.4	10.4
Highland	13678	9.8	8.6	8.8	8.7



2.6 Non-emergency repairs are measured in working days. Table 2 shows that the average time to complete these repairs in Skye at 5.9 days is better than the Highland average of 8.7 days, whilst Ross and Cromarty is slightly below the average at 10.4 days. Discussions are ongoing with Building Maintenance on how this performance can be improved.

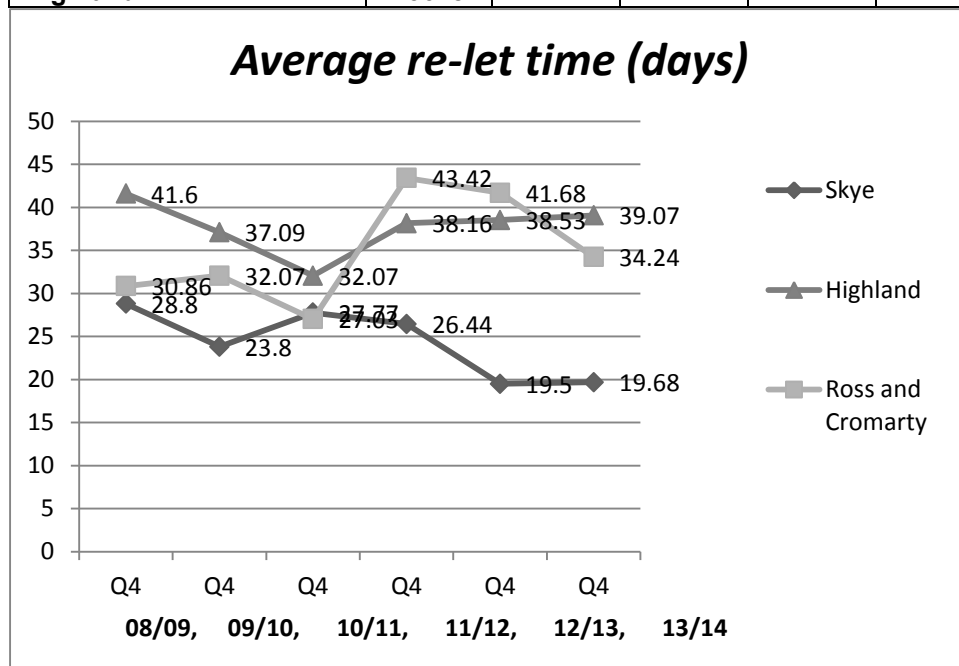
2.7 In gathering the information for repairs indicators we do not include instances where we have been unable to gain access to properties.

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
Skye	374	28.80	23.80	27.77	26.44	19.50	19.68
Ross and Cromarty	3678	30.86	32.07	27.03	43.42	41.68	34.24
Highland	13678	41.60	37.09	32.07	38.16	38.53	39.07



3.3 Table 3 shows that re-let times for Skye at 19.68 days is performing well above the Highland average of 39.07, whilst Ross and Cromarty are also performing better than the Highland average at 34.24 days. Void re-let time continues to be an issue of focus for improving performance. 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.

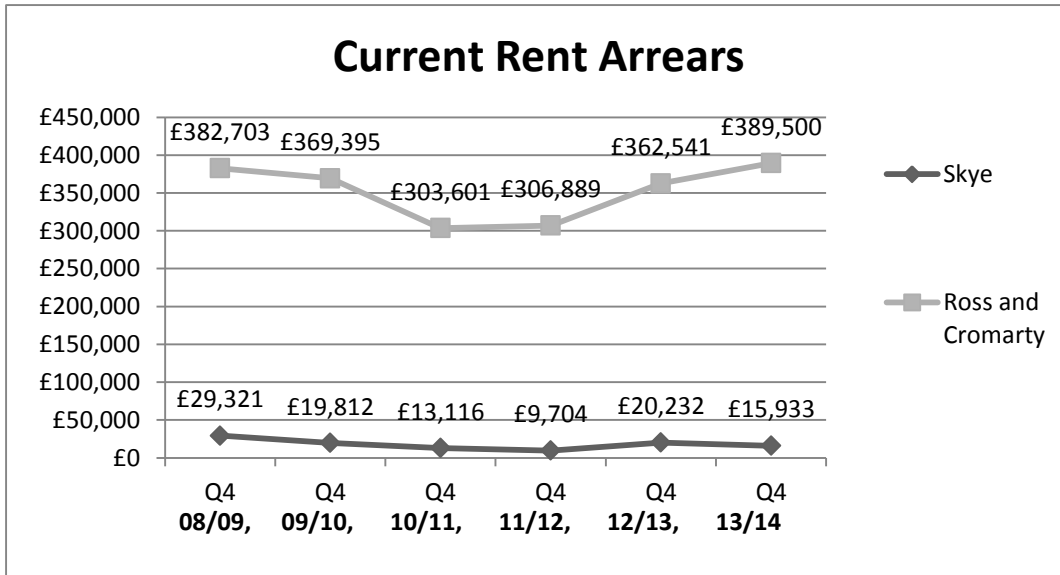
4. Rent Arrears

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.

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
Skye	374	£29321	£19812	£13116	£9704	£20232	£15933
Ross and Cromarty	3678	£382703	£369395	£303601	£306889	£362541	£389500

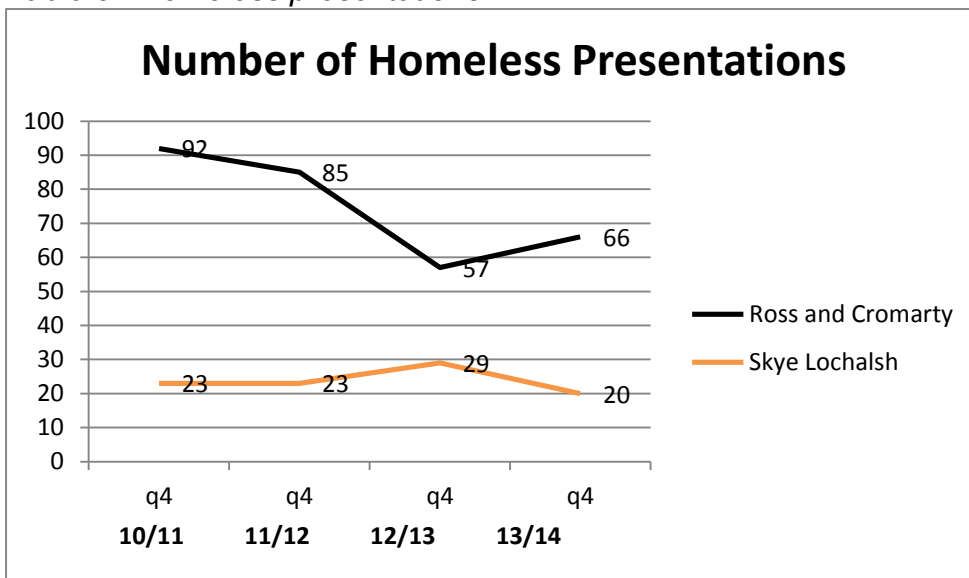


4.4 The area teams continue to work closely with colleagues from Finance to maximize applications for discretionary housing payment to mitigate the impact of the second bedroom charge and have worked extremely hard over the past twelve months to minimize the increase in rent arrears. This continues to be a closely monitored area of business.

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. At 86, this is a slight increase from the previous quarters presentations of 78. The overall reduction in annual presentations, when comparing 2013 to 2014 shows Skye reducing by 4 to 77 and a more significant reduction for Ross-shire reducing by 52 to 210.

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
Skye	23	37	81	114
Ross and Cromarty	80	220	240	589

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	212
Family dispute	11	42	56	128
Notice received from landlord	26	52	56	155
Financial Problem	6	14	21	44
Relocation to Highlands	6	16	24	41
Overcrowding Issue	10	22	27	53
Prison release	3	5	6	11
Antisocial Behaviour	0	1	1	4
Medical Housing Need	3	6	13	15
Hospital Discharge	2	2	3	4
Poor Housing Condition	4	9	16	35
Leaving Armed Forces	0	0	0	1
Total	103	257	321	703

5.7 Table 8 : Total Closed Homeless Prevention Cases

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Highland Wide	743	729	793	1826
Skye,	17	26	74	114
Ross and Cromarty	83	201	206	500

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	374	39
Advice & Information	33	18	119	22	120	24	224	23
Private Rented Sector	34	19	96	18	85	17	141	15
Issues with Landlord Resolved	10	5	29	5	14	3	20	2
Living with Family / Friends	8	4	22	4	17	3	30	3
Support Referral	7	4	0		2			
Housed by HHR	7	4	21	4	18	4	40	4
Lost Contact	4	2	17	3	17	3	42	4
Moved outwith Highlands	0		5	1	6	1	8	8
Reconciliation with Partner	4	2	7	1	5	1	10	1
Homelessness Prevented	11	8	32	6	39	7	3	
Total	180		545		510		892	

7. Future Performance Reporting

7.1 Members' views are being sought at the next Community Services Committee being held on the 21st August 2014 on the performance reporting arrangements for the new service which will be reflected in Area Committee reports.

8. Implications

8.1 **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.

8.2 **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.

8.3 There are no known specific equality, climate change/carbon clever; risk, rural or Gaelic implications arising from this report.

9 Recommendation

9.1 Committee is invited to scrutinise the information provided on housing performance in the period 1 April 2013 to 31 March 2014.

Signed:

Designation: **Director of Community Services**

Date: 24 July 2014

Author: Tina Luxton, Area Community Services Manager, Skye, Ross & Cromarty

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

Appendix

HAP SPI 13-14	13/14	Target	Qtr4	Qtr3	Qtr2	Qtr1
Tenancy offers refused - Skye, Ross and Cromarty		No target set	24.79	24.44	25.23	26.28
Repairs appointments kept - Skye, Ross and Cromarty	Amber	95%	91.87	91.99	92.21	92.71
Rent collected as % of rent due - Skye, Ross and Cromarty	Amber	98%	99.78	99.38	97.66	100.88
Reactive repairs carried out first time - Skye, Ross and Cromarty	Amber	92%	87.70	87.57	87.30	88.24
Gross rent arrears as % of rent due - Skye, Ross and Cromarty	Green	5%	4.62	5.83	6.21	5.60
Ave time to complete non emergency repairs (days) - Skye, Ross and Cromarty	Amber	10 days	10.04	10.12	10.42	11.47
Ave time to complete emergency repairs (hours) - Skye, Ross and Cromarty	Green	15 hours	13.79	10.05	10.07	9.96
Ave time taken to re-let - Skye, Ross and Cromarty	Green	35 days	34.54	36.97	35.47	35.41
% rent loss through voids - Skye, Ross and Cromarty	Green	2%	0.68	0.61	0.55	0.58
% of new tenancies sustained for more than a year - Skye, Ross and Cromarty	Red	90%	81.08	79.47	80.86	87.58
Number of homeless prevention cases - Skye, Ross and Cromarty		No target set	703	503	260	173
% of lettable houses becoming vacant - Skye, Ross and Cromarty		No target set	11.50	11.48	10.73	10.94
% households requiring temp/eme accomm who receive offer - Skye, Ross and Cromarty	Green	100%	100.00	100.00	82.89	90.63
% court actions which resulted in eviction - Skye, Ross and Cromarty	Green	36%	7.35	6.86	4.11	0.00