

The Highland Council

Nairn and Badenoch and Strathspey Area Committee – 25 September 2014

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|-------------|-----------|
| Agenda Item | 14. |
| Report No | NBS/28/14 |

Housing Performance Report - 1 April 2014 to 30 June 2014

Report by the Director of Community Services

Summary

This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators during the first quarter of 2014/15.

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords. These replaced statutory performance indicators for Housing from April 2013.
- 1.2 This report provides information on performance based on the agreed reporting framework. Information on the key performance indicators is set out in the report below. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 1.3 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.
http://ntintra1/miweb/current/ward_reporting/housing_repairs_arrears_voids.htm

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 limited historical data.
- 2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*

| | No of Houses | 2013/14 | | | | 2014/15 |
|-------------------------|--------------|-------------|-------------|-------------|-------------|-------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Nairn | 649 | 11.3 | 11.2 | 8.7 | 7.8 | 1.5 |
| Badenoch and Strathspey | 523 | 37.1 | 12.7 | 19.2 | 18.3 | 20.1 |
| Highland | 13743 | 13.4 | 11.6 | 11.4 | 14.5 | 14.8 |

- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 14 hours. Table 1 shows Nairn is performing well but Badenoch and Strathspey is below the target and the Highland average. It should be noted that we have identified that there is an element of incorrect input of the closure dates of some repairs and we are running a weekly report for checking and verification. This should over time reflect in more accurate data. We are also looking at the possible impact the geography of the two areas may have on these figures and also the timing of the emergency notification.

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

| | No of Houses | 2013/14 | | | | 2014/15 |
|-------------------------|--------------|------------|------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Nairn | 649 | 6 | 6 | 6 | 5.8 | 1 |
| Badenoch and Strathspey | 523 | 10.1 | 11 | 10.3 | 8.7 | 11.3 |
| Highland | 13743 | 9.8 | 8.6 | 8.8 | 8.7 | 7.5 |

2.5 Non-emergency repairs are measured in working days. Table 2 shows a similar picture to table 1 where Nairn performs well but Badenoch and Strathspey falls below the target on 10 days and the Highland average. It should be noted that we are checking data to confirm that there is an element of incorrect input of the closure dates of some repairs. We are also evaluating the impact the geography may have on the figures for both areas.

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 | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | Q1 | Q1 | Q1 | Q1 | Q1 | Q1 |
| Nairn | 649 | 44.33 | 37.33 | 22.00 | 30.55 | 31.39 | 43.33 |
| Badenoch and Strathspey | 523 | 60.67 | 47.60 | 48.30 | 55.13 | 0.00 | 29.4 |
| Highland | 13743 | 56.52 | 33.30 | 30.65 | 41.10 | 32.83 | 46.44 |

3.3 Table 3 shows that re-let times in both Wards are performing better than the Highland average of 46.44 days, however the target is 35 days. With regard to the Nairn figure it has been identified that in some cases the allocation of tenancies should have been carried out earlier. This has now been addressed.

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. A paper was presented to Community Services committee on 21 August detailing the void management process and makes recommendations on improvements to the process which refers to a multi-skilled, co-located (where possible) team led by a Principal Housing Officer designated as Void Lead Officer. Members will be aware that in both Areas that void relet work is undertaken by local contractors as directed by the local Maintenance Officers. Allocations in Nairn are carried out locally however, as a legacy of the former Housing and Property South Area, allocations for Badenoch and Strathspey are carried out centrally in Inverness. As part of the restructuring of Community Services into four Areas consideration is being given as to what local arrangements could be implemented given staffing resources available in Nairn and Badenoch & Strathspey.

4. Rent Arrears

4.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The

table below at 4.3 shows the comparative figure for the same quarter in the previous five years.

4.2 The Highland wide current rent arrears figure is £1,171,605.

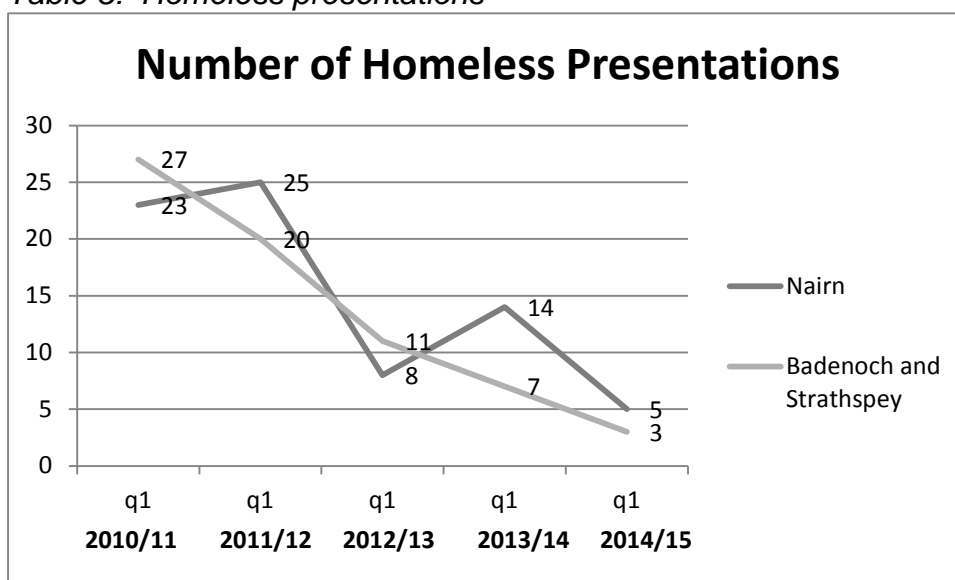
4.3 *Table 4 – Current Rent Arrears*

| | No of Houses | 2009/10 Q1 | 2010/11 Q1 | 2011/12 Q1 | 2012/13 Q1 | 2013/14 Q1 | 2014/15 Q1 |
|-------------------------|--------------|------------|------------|------------|------------|------------|------------|
| Nairn | 649 | 57488 | 48188 | 40718 | 38332 | 50642 | 46,869 |
| Badenoch and Strathspey | 523 | 30670 | 34943 | 42200 | 33356 | 43579 | 41,641 |

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 Nairn and Badenoch and Strathspey offices charting the same quarter in previous years when we started to record this information. There were 7 presentations in quarter 4 2013/14 in Nairn and 3 in Badenoch and Strathspey for the same period. There were 222 presentations across Highland in the quarter ended 30 June 2014.

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

| | 2013/14 | | | | 2014/15 |
|-----------------------------------|------------|-------------|-------------|-------------|------------|
| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Qtr 1 |
| Highland wide | 615 | 1423 | 1590 | 2211 | 488 |
| Nairn and Badenoch and Strathspey | 21 | 40 | 52 | 101 | 22 |

5.5 Details of the primary advice reasons associated with all cases are given at table 7.

5.6 *Table 7 : Primary Advice Reasons*

| | 2013/14 | 2014/15 |
|--|---------|---------|
|--|---------|---------|

| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Qtr 1 |
|-------------------------------|-----------|-----------|-----------|------------|-----------|
| Relationship Breakdown | 3 | 9 | 14 | 21 | 4 |
| Family dispute | 7 | 12 | 16 | 21 | 5 |
| Notice received from landlord | 8 | 16 | 20 | 30 | 10 |
| Financial Problem | 3 | 4 | 6 | 7 | 0 |
| Relocation to Highlands | 0 | 0 | 1 | 3 | 2 |
| Overcrowding Issue | 2 | 3 | 4 | 9 | 1 |
| Prison release | 0 | 0 | 0 | 0 | 0 |
| Antisocial Behaviour | 0 | 0 | 0 | 0 | 0 |
| Medical Housing Need | 1 | 2 | 3 | 3 | 0 |
| Hospital Discharge | 0 | 0 | 1 | 2 | 0 |
| Poor Housing Condition | 0 | 1 | 4 | 4 | 0 |
| Leaving Armed Forces | 0 | 1 | 1 | 1 | 0 |
| Total | 24 | 48 | 70 | 101 | 22 |

5.7 Table 8 : Total Closed Homeless Prevention Cases

| | 2013/14 | | | | 2014/15 |
|-----------------------------------|---------|-------|------|-------|------------|
| | Qtr 1 | Qtr 2 | Qtr3 | Qtr 4 | Qtr 1 |
| Highland Wide | 743 | 729 | 793 | 1826 | 310 |
| Nairn and Badenoch and Strathspey | 10 | 21 | 29 | 46 | 2 |

5.8 Table 9 details the primary outcomes for the prevention cases closed.

| | 2013/14 | | | | | | | | 2014/15 | |
|-------------------------------|-----------|----|-----------|----|-----------|----|------------|----|-----------|----|
| | Qtr 1 | % | Qtr 2 | % | Qtr 3 | % | Qtr 4 | % | Qtr 1 | % |
| Homeless Presentation | 6 | 30 | 11 | 28 | 17 | 28 | 32 | 26 | 5 | 17 |
| Advice & Information | 3 | 15 | 5 | 13 | 5 | 8 | 17 | 15 | 11 | 37 |
| Private Rented Sector | 6 | 30 | 12 | 31 | 15 | 25 | 30 | 24 | 7 | 23 |
| Issues with Landlord Resolved | 2 | 10 | 3 | 8 | 4 | 5 | 3 | 2 | 1 | 3 |
| Living with Family / Friends | 0 | | 1 | 2 | 1 | 2 | 5 | 4 | 1 | 3 |
| 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 | 2 | 7 |
| Moved outwith Highlands | 0 | | 0 | | 0 | | 2 | 2 | | |
| Reconciliation with Partner | 1 | 5 | 2 | 5 | 1 | 2 | 1 | 1 | 1 | 3 |
| Homelessness Prevented | 1 | 5 | 1 | 2 | 11 | 18 | 14 | 11 | 2 | 7 |
| Total | 20 | | 39 | | 61 | | 114 | | 30 | |

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, Gaelic or rural implications arising from this report.

Recommendation

Committee is invited to scrutinise the information provided on housing performance in the period 1 April to 30 June 2014.

Designation: **Director of Community Services**

Date: 2 September 2014

Author: Cameron Kemp, Area Community Services Manager (Lochaber, Nairn and Badenoch and Strathspey)

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

| HAP SPI 13-14 | 14/15 | Target | Qtr1 | Qtr4 | Qtr3 | Qtr2 | Qtr1 |
|--|-------|---------------|--------|--------|--------|-------|--------|
| Tenancy offers refused - NBS | | No target set | 22.22 | 35.33 | 34.53 | 31.85 | 27.66 |
| Rent collected as % of rent due - NBS | Green | 99% | 102.86 | 100.68 | 99.48 | 98.66 | 101.81 |
| Reactive repairs carried out first time - NBS | Red | 92% | 83.52 | 94.50 | 93.59 | 92.73 | 93.26 |
| Number of Prevention cases - NBS | | No target set | 22.00 | 101.00 | 69.00 | 48.00 | 33.00 |
| Gross rent arrears as % of rent due - NBS | Green | 5% | 4.34 | 4.07 | 5.04 | 5.04 | 4.75 |
| Ave time to complete non emergency repairs (days) - NBS | Amber | 8 days | 11.06 | 7.24 | 7.97 | 8.70 | 7.69 |
| Ave time to complete emergency repairs (hours) - NBS | Amber | 14 hours | 18.43 | 12.77 | 13.40 | 11.95 | 21.13 |
| Ave time taken to re-let - NBS | Amber | 35 days | 37.00 | 42.14 | 34.27 | 35.00 | 31.39 |
| % rent loss through voids - NBS | Green | 1% | 0.93 | 0.57 | 0.33 | 0.30 | 0.22 |
| % of new tenancies sustained for more than a year - NBS | Amber | 90% | 89.80 | 88.64 | 89.38 | 89.97 | 91.04 |
| % of lettable houses becoming vacant - NBS | | No target set | 8.25 | 8.94 | 8.88 | 7.96 | 7.50 |
| % households requiring temp/eme accomm who receive offer - NBS | | 100 | 100.00 | 100.00 | 100.00 | 95.00 | 92.31 |
| % court actions which resulted in eviction - NBS | Amber | 10% | 11.76 | 7.69 | 8.11 | 4.00 | 5.88 |