

The Highland Council

Caithness & Sutherland Area Committee
23 September 2014

Agenda Item	16
Report No	CS/35/14

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
North, West & Central Suth	393	9.8	9	8.7	7.5	5.2
Thurso	588	13.3	9.8	10.5	10.5	7.6
Wick	950	6.9	10	8.8	9.0	6.1
Landward Caithness	583	15.6	20.8	15.9	14.2	7.3
East Sutherland & Edderton	532	9.8	9.3	9.1	8.4	5.7
Highland	13678	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 that emergency repairs are completed in Caithness and Sutherland wards in about 6.4 hours on average, less than half the Highland average and the target.

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
North, West & Central Suth	393	5.7	5.7	6.5	5.9	5.7
Thurso	588	7.8	6.8	6.7	6.5	5.7
Wick	950	9.8	7.2	7.2	6.8	5
Landward Caithness	583	8.9	7.2	7.1	7.0	5.4
East Sutherland & Edderton	532	5.9	5.5	6.1	5.9	5.7
Highland	13678	9.8	8.6	8.8	8.7	7.5

2.5 Non-emergency repairs are measured in working days. Table 2 shows that again Caithness and Sutherland perform better than the Highland average of 7.5 days and the target of 8 days.

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	No of relets	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
			Q1	Q1	Q1	Q1	Q1	Q1
North, West & Central Sutherland	393	19	14.64	20.22	20.22	26.13	24.49	33.08
Thurso	587	25	23.80	18.31	18.31	40.09	38.52	42.9
Wick	948	37	70.78	29.25	29.25	30.41	48.40	116.13
Landward Caithness	582	28	34.00	35.00	35.00	37.45	34.10	81.17
East Sutherland & Edderton	537	18	58.88	0.00	0.00	23.00	31.00	18.9
Highland	13743	372	56.52	33.30	30.65	41.10	32.83	46.44

3.3 Table 3 shows that re-let times in Caithness and Sutherland are mixed, with Wick and Landward Caithness performing below the Highland Average of 46.44 days.

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 making recommendations on improvements to the process.

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.

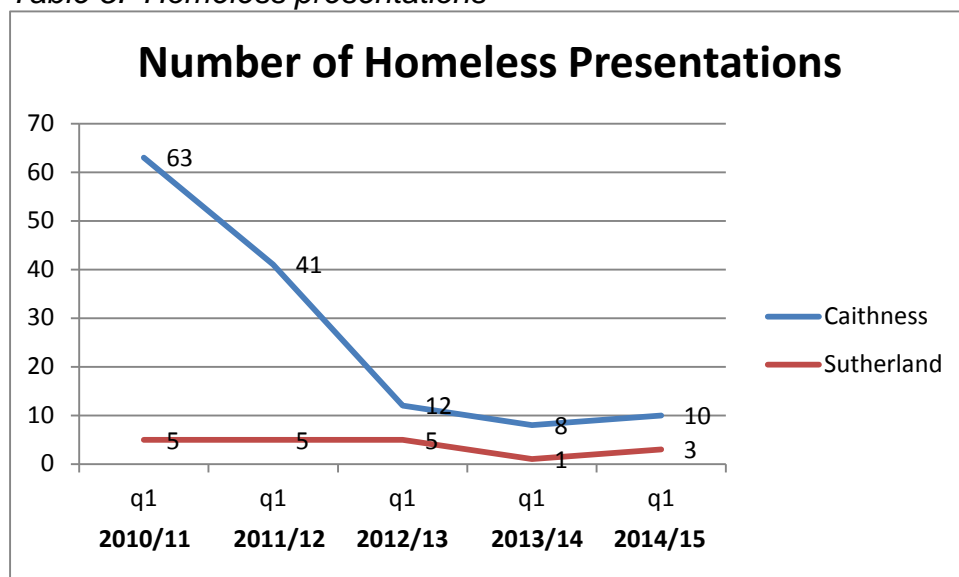
4.3 Table 4 – Current Rent Arrears

	No of Houses	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
		Q1	Q1	Q1	Q1	Q1	Q1
North, West & Central Sutherland	393	15140	7854	6208	6873	10855	8,336
Thurso	587	52104	41323	41261	29465	34217	27,548
Wick	948	84391	69789	72055	66025	83041	69,704
Landward Caithness	582	41599	30248	28102	26713	28244	29,434
East Sutherland & Edderton	537	22269	8147	11309	13233	12963	15,891
Highland	13743	1345092	1145552	1068635	1031126	1216570	1,171,605

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 Caithness and Sutherland offices charting the same quarter in previous years when we started to record this information. There were 13 presentations in quarter 1. 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
Caithness	39	83	133	175	18
Sutherland	7	23	34	55	15

5.5 Table 6 shows that the Homeless Prevention Team dealt with a total of 33 new cases in Caithness and Sutherland during Quarter 1. Details of the primary advice reasons associated with cases are given at table 7, this provides Members with a greater understanding of the associated factors impacting on clients presenting to the team for services.

5.6 Table 7 : Primary Advice Reasons

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr1
Relationship Breakdown	19	33	53	75	11
Family dispute	9	16	32	46	3
Notice received from landlord	10	12	37	43	8
Financial Problem	1	3	10	15	
Relocation to Highlands	4	5	15	19	4
Overcrowding Issue	1	1	4	5	2
Prison release		2	6	7	
Antisocial Behaviour		0	3	7	1
Medical Housing Need	1			2	1
Hospital Discharge	1	1	1	1	1
Poor Housing Condition	1	2	6	9	2
Leaving Armed Forces		0		1	
Total	47	75	167	230	33

5.7 Table 8 : Total Closed Homeless Prevention Cases

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr3	Qtr 4	Qtr1
Highland Wide	474	913	1304	1826	310
Caithness	31	43	114	142	4
Sutherland	6	6	18	29	9

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	11	18%	22	22%	44	25%	61	30	6	30
Advice & Information	5	8%	11	11%	18	10%	18	9	8	40
Private Rented Sector	7	11%	12	12%	14	9%	19	10	3	15
Issues with Landlord Resolved	10	16%	7	7%	6	3%	6	3		
Living with Family / Friends	5	8%	10	10%	20	12%	11	6	1	5
Support Referral										
Housed by HHR	20	34%	37	37%	63	37%	75	37	2	10
Lost Contact	2	3%	1	1%	7	4%	10	6		
LIFT Scheme	1	2%								
Total	61		100		172		200		20	

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 relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

6.3 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 30 June 2014.

Designation: Director of Community Services

Date: 9 September 2014

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