

The Highland Council
Skye, Ross and Cromarty Area Committee
19 November 2014

Agenda Item	8
Report No	SRC/038/14

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.

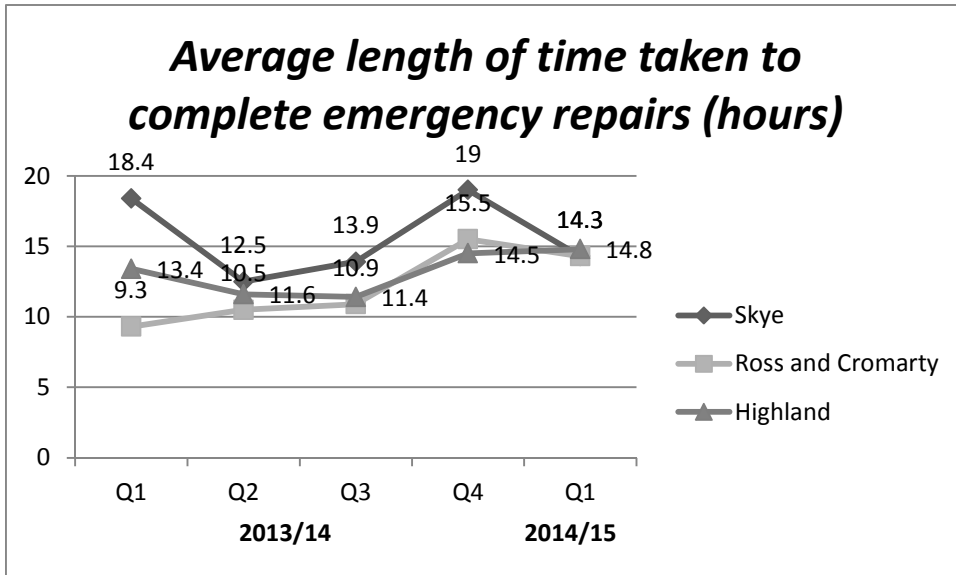
1. Background

- 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**. These reflect positively for our area, with amber and green status against the range of activities included.
- 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)*

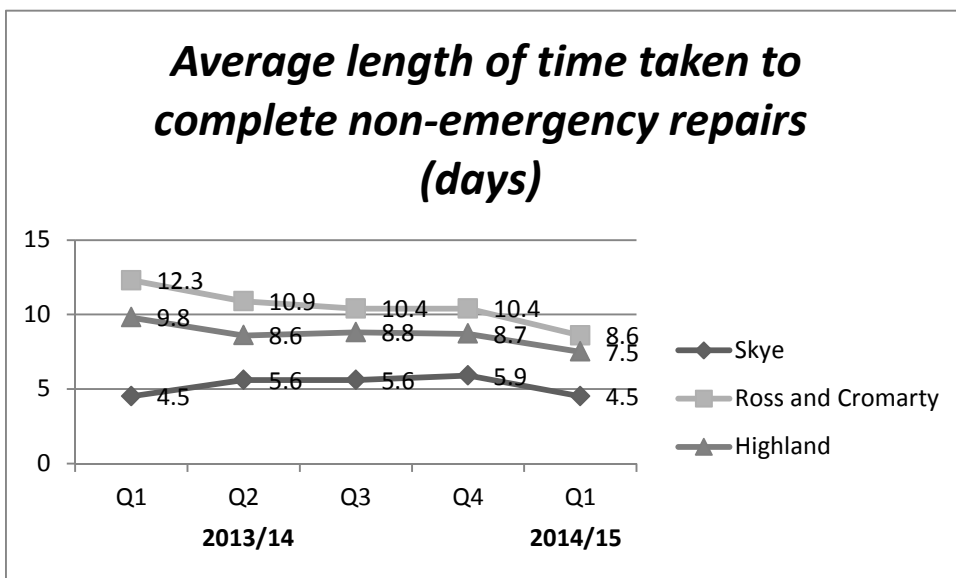
	No of Houses	2013/14				2014/15
		Q1	Q2	Q3	Q4	Q1
Skye	373	18.4	12.5	13.9	19	14.3
Ross and Cromarty	3687	9.3	10.5	10.9	15.5	14.3
Highland	13743	13.4	11.6	11.4	14.5	14.8



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 both Skye and Ross and Cromarty are performing better than the Highland average of 14.8 hours. The improvements in input procedures highlighted to Members in the previous report are beginning to impact on reported performance and we can see an improvement over quarter 4's position.

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
Skye	373	4.5	5.6	5.6	5.9	4.5
Ross and Cromarty	3687	12.3	10.9	10.4	10.4	8.6
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 Skye performing better than the Highland average but Ross and Cromarty are slightly below the Highland average, however, as with emergency repairs, we are beginning to see a slight improvement in performance now that data management issues are being addressed. We are continuing to evaluate the impact the geography may have on the figures for both areas.

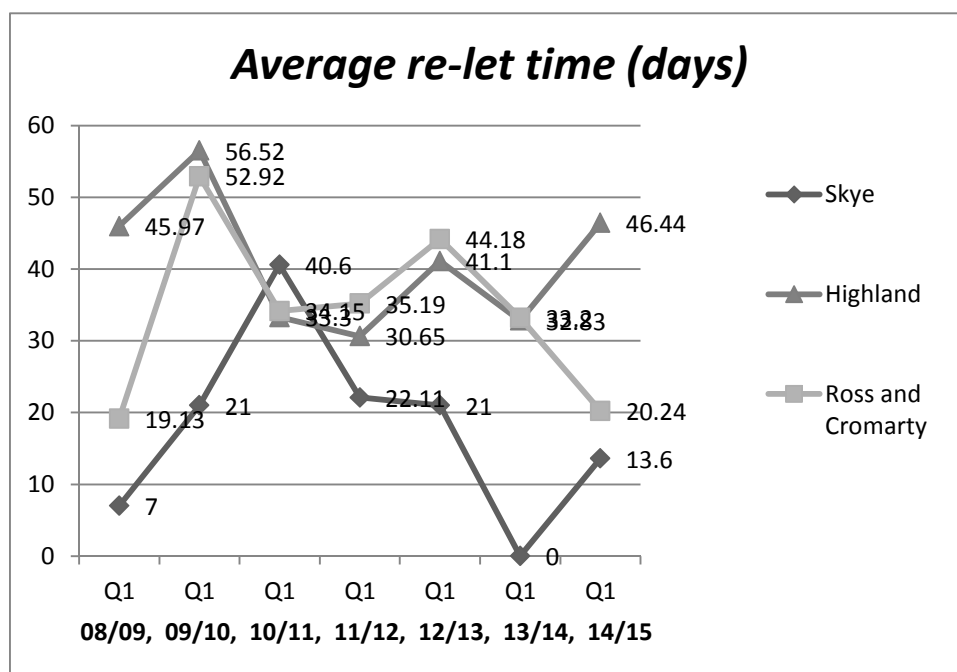
2.6 In gathering the information for repairs indicators we do not include instances where we have been unable to gain access to properties.

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	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
		Q1	Q1	Q1	Q1	Q1	Q1	Q1
Skye	373	7	21	40.6	22.11	21	25.1	13.6
Ross and Cromarty	3687	19.13	52.92	34.15	35.19	44.18	33.2	20.24
Highland	13743	45.97	56.52	33.3	30.65	41.1	32.83	46.44



3.3 Table 3 shows that re-let times across the management area are performing considerably better than the target of 35 days and better than the Highland Average of 46.44 days.

3.4 The void re-let time is a significant issue and the area team continue to focus on 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 much of which had already been implemented in Skye, Ross & Cromarty.

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*

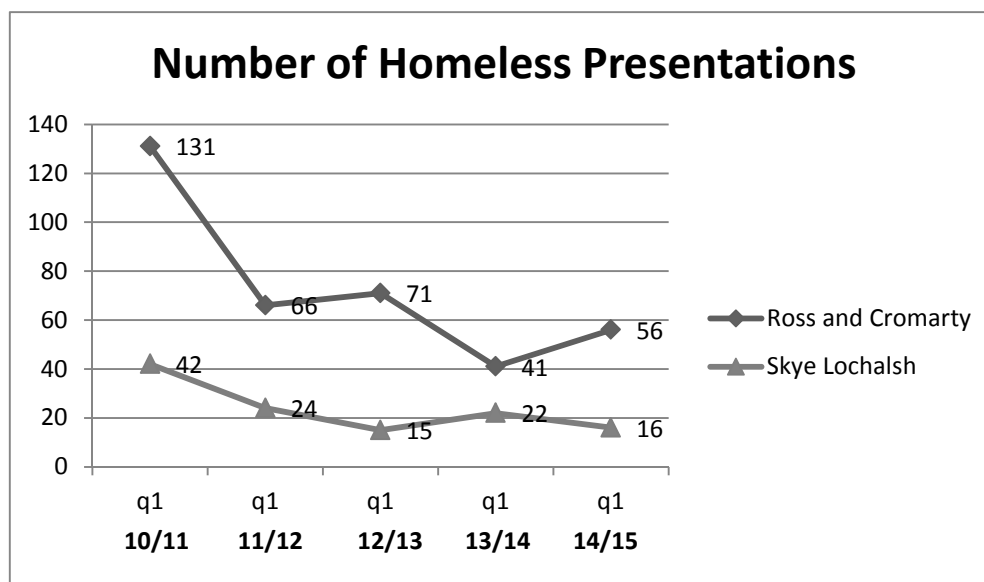
	No of Houses	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
		Q1	Q1	Q1	Q1	Q1	Q1	Q1
Skye	373	£19,437	£26,088	£18,067	£12,288	£12,605	£21,119	£ 18,235
Ross and Cromarty	3687	£376,798	£389,548	£354,414	£322,653	£341,531	£401,726	£356,084

4.4 Table 4 illustrates a considerable improvement between Q1 last year against Q1 for 2014/15; rent arrears have reduced by £45,642. In the current pressured economic climate, this is a real testament to the efforts and commitment of the area teams.

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 Ross and Cromarty and Skye and Lochalsh offices charting the same quarter in previous years when we started to record this information. There were 56 presentations in quarter 1 2014/15 in Ross and Cromarty and 16 in Skye and Lochalsh for the same period. There were 222 presentations across Highland in the quarter ended 30 June 2014.

5.4 Table 6 illustrates the increase in prevention caseload and supports the redirection of existing area resources to these activities, particularly for Ross-shire. The primary advice reasons for enhanced advice and information through prevention services are shown in Table 7 overleaf. This reflects a rise over the same Q1 period last year. Thirty five of these cases recorded as under the relationship breakdown and family dispute categories.

5.5 *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	15	1423	1590	2211	488
Skye	23	37	81	114	29
Ross and Cromarty	80	220	240	589	122

5.6 Table 7 : Primary Advice Reasons

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1
Relationship Breakdown	32	87	98	32	45
Family dispute	11	42	56	11	33
Notice received from landlord	26	52	56	26	36
Financial Problem	6	14	21	6	9
Relocation to Highlands	6	16	24	6	5
Overcrowding Issue	10	22	27	10	9
Prison release	3	5	6	3	3
Antisocial Behaviour	0	1	1	0	1
Medical Housing Need	3	6	13	3	5
Hospital Discharge	2	2	3	2	0
Poor Housing Condition	4	9	16	4	5
Leaving Armed Forces	0	0	0	0	0
Total	103	257	321	103	151

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
Skye	17	26	74	114	12
Ross and Cromarty	83	201	206	500	80

5.8 The on-going success of the prevention model approach can be seen in Table 9, Cases Closed; through the increase in successful Homelessness prevention cases for Q1 of 2014/15 at 76 households.

5.9 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	62	34	197	36	187	37	374	39	65	
Advice & Information	33	18	119	22	120	24	224	23	46	
Private Rented Sector	34	19	96	18	85	17	141	15	27	
Issues with Landlord Resolved	10	5	29	5	14	3	20	2	6	
Living with Family / Friends	8	4	22	4	17	3	30	3	16	
Support Referral	7	4	0		2				1	
Housed by HHR	7	4	21	4	18	4	40	4	8	
Lost Contact	4	2	17	3	17	3	42	4	9	
Moved outwith Highlands	0		5	1	6	1	8	8	8	
Reconciliation with Partner	4	2	7	1	5	1	10	1	7	
Homelessness Prevented	11	8	32	6	39	7	3		76	
Total	180		545		510		892		269	

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.

8 Recommendation

- 8.1 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: 20 October 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

HAP SPI 13-14	14/15	Target	2014/15	2013/14			
			Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
Tenancy offers refused - Skye, Ross and Cromarty		No target set	24.64	24.49	24.44	24.60	22.54
Repairs appointments kept - Skye, Ross and Cromarty		95	92.09	91.87	91.99	92.21	92.71
Rent collected as % of rent due - Skye, Ross and Cromarty		99	100.13	100.19	99.50	97.51	98.49
Reactive repairs carried out first time - Skye, Ross and Cromarty		92	88.60	87.70	87.57	87.30	88.24
Number of Prevention cases - Skye, Ross and Cromarty		No target set	151	703	503	260	173
Homelessness - Presentations received in period Skye, Ross and Cromarty		No target set	72	86	78	60	63
Gross rent arrears as % of rent due - Skye, Ross and Cromarty		5	4.46	4.55	5.71	6.22	5.88
Ave time to complete non emergency repairs (days) - Skye, Ross and Cromarty		8	8.39	10.04	10.12	10.42	11.47
Ave time to complete emergency repairs (hours) - Skye, Ross and Cromarty		14	11.11	13.79	10.05	10.07	9.96
Ave time taken to re-let - Skye, Ross and Cromarty		35	25.95	30.21	38.20	36.42	32.62
% temp/eme accomm offers refused Skye, Ross and Cromarty		No target set	8.80	16.70	16.50	17.10	12.50
% rent loss through voids - Skye, Ross and Cromarty		1	0.65	0.75	0.62	0.58	0.56
% of new tenancies sustained for more than a year - Skye, Ross and Cromarty		90	86.55	86.51	79.16	81.48	87.57
% of lettable houses becoming vacant - Skye, Ross and Cromarty		No target set	11.54	11.08	11.49	11.14	10.81
% households requiring temp/eme accomm who receive offer - Skye, Ross and Cromarty		100	91.89	100.00	100.00	82.89	90.63
% court actions which resulted in eviction - Skye, Ross and Cromarty		10	13.33	6.42	8.33	6.67	0.00