

The Highland Council

Nairn, Badenoch and Strathspey Area Committee – 4 December 2014

Agenda Item	5.
Report No	NBS 35/14

Housing Performance Report - 1 April 2014 to 30 September 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 half 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 Within **Appendix 1** we have included information on the Scottish Housing Regulator Scottish Average as a benchmark, where available.
- 1.4 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
- 1.5 In accordance with the Scottish Social Housing Charter guidance the Repairs, Tenancy Management and Rent Arrears figures are cumulative. Homeless Prevention figures are also cumulative apart from the Primary Outcomes which are for each separate quarter. The Homeless Presentations figures are given for each separate quarter.

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	Q2
Nairn	664	11.3	11.2	8.7	7.8	1.5	3.2
Badenoch and Strathspey	523	37.1	12.7	19.2	18.3	20.1	25.2
Highland	13768	13.4	11.6	11.4	14.5	14.8	11.1

- 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 the average length of time to complete emergency repairs.

- 2.4 Performance in the Nairn area remains high being well within the 14 hour target time.
- 2.5 Following publication of the performance data an audit of administrative procedures in the Badenoch and Strathspey area was carried out on 17 November 2014. This revealed that the figures are being skewed due to no access events where the works order should have been cancelled with a new job being raised when access arrangements are agreed with the tenant. Similarly when the immediate emergency had been dealt with but where additional work was needed the emergency job should be completed and a new works order raised for the follow on work. These issues have been addressed and consequently it is anticipated that improved performance figures will result in due course bearing in mind that we were half way through Quarter 3 when these matters were identified.

2.6 *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	Q2
Nairn	664	6	6	6	5.8	1	3.7
Badenoch and Strathspey	523	10.1	11	10.3	8.7	11.3	11.5
Highland	13768	9.8	8.6	8.8	8.7	7.5	7.6

- 2.7 Non-emergency repairs are measured in working days with a target of 8 days.
- 2.8 Performance in the Nairn area continues to remain well within target. The average time to complete non-emergency repairs in Badenoch and Strathspey is above the Highland average.
- 2.9 In the Badenoch and Strathspey area where recorded performance is outwith the target time the audit referred to in 2.5 identified an issue which has been addressed. This was that where the tenant had not given access contractors were allowing the works order to run over the target time. The job should have been cancelled and a new works order raised after access arrangements had been confirmed.

3. Tenancy Management

- 3.1 The target is 35 days with Table 3 below providing 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
		Q2	Q2	Q2	Q2	Q2	Q2
Nairn	664	45.79	24.50	18.42	44.07	35.50	43.00
Badenoch and Strathspey	523	56.25	43.56	69.00	48.13	24.99	33.32
Highland	13768	40.52	30.65	29.53	39.85	43.43	35.56

- 3.3 Table 3 shows that the re-let time in Badenoch and Strathspey for Quarter 2 of this year is better than both the target time and the Highland average.

3.4 Table 3 shows that re-let times in Nairn are above the Highland average and the target time.

By examining a data set some improvement has been identified. In Quarter 1 there were 5 out of the 13 properties let (38%) were within the 35 day target. For Quarter 2 there were 10 properties out of the 16 let (62%) which were within the 35 day target.

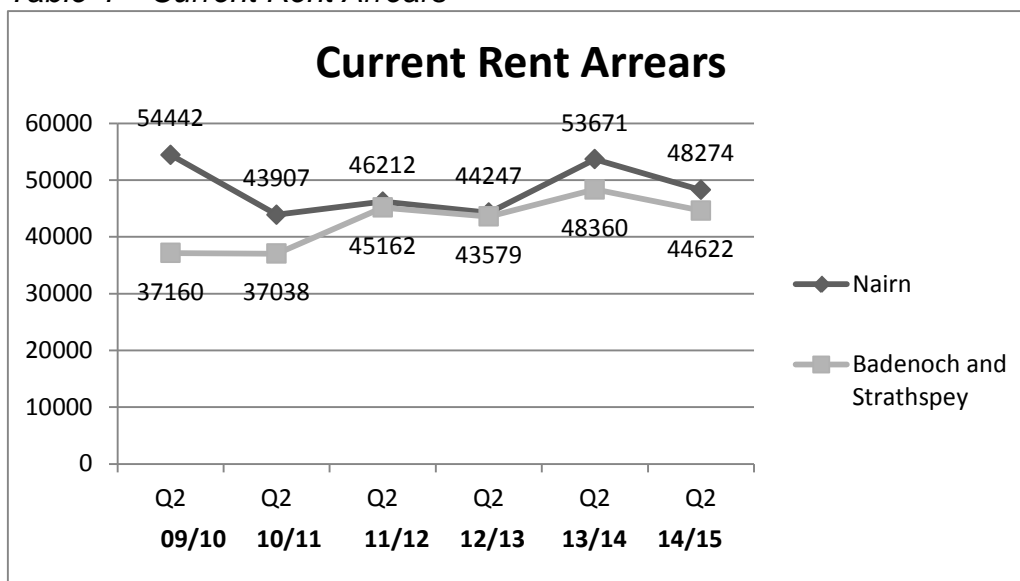
3.5 The void management process has been reviewed and it was recommended that a Void Lead Officer at Principal Housing Officer level be put in place to manage the overall void process. In order to appoint the Void Lead Officer steps are being taken to fill the Principal Housing Officer post which is currently vacant in the Nairn and Badenoch & Strathspey area. It is anticipated that when the Void Lead Officer is in place this extra focus on voids will result in improved performance.

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 £1,262,276.

4.3 Table 4 – Current Rent Arrears



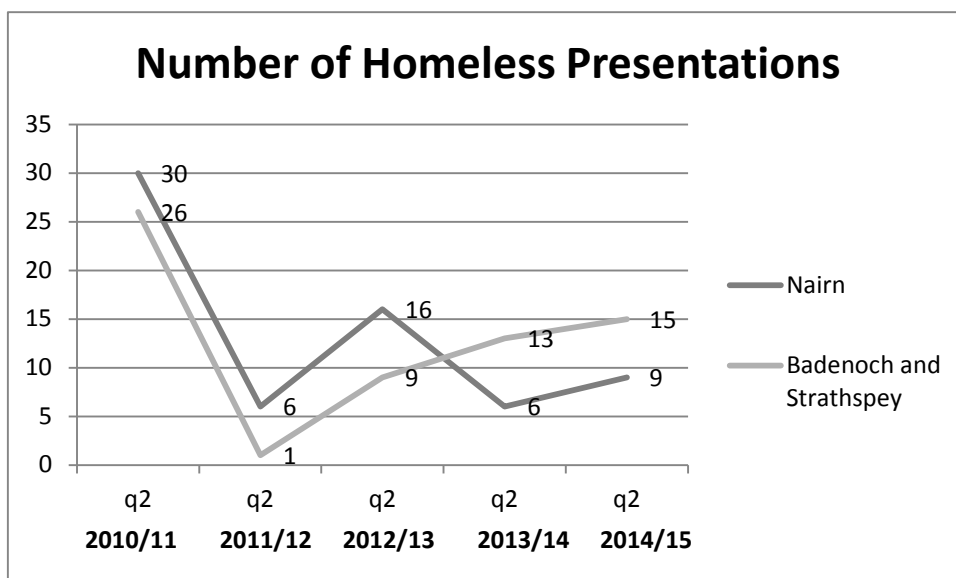
4.4 The total value of arrears for Nairn at the end of the second quarter is £48,274 and for Badenoch & Strathspey the figure is £44,622.

Both areas show a reduction in arrears compared with Quarter 2 last year. When considering the impact of Welfare Reform and the very challenging financial climate for many tenants these figures highlight the significant efforts of the rent arrears team.

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 269 presentations across Highland in the quarter ended 30 September 2014.

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

	2013/14				2014/15	
	Qtr 1	Qtr 2	Qtr3	Qtr 4	Qtr 1	Qtr 2
Highland Wide	615	1423	1590	2211	488	970
Nairn	21	40	52	80	19	49
Badenoch and Strathspey	0	0	0	21	3	9

5.5 The Homeless Prevention officer was appointed mid 2013/14 to cover the Badenoch and Strathspey area so we were unable to report prior to that period. 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	Qtr 2
Relationship Breakdown	3	9	14	21	4	9
Family dispute	7	12	16	21	5	13
Notice received from landlord	8	16	20	30	10	27
Financial Problem	3	4	6	7	0	3
Relocation to Highlands	0	0	1	3	2	4
Overcrowding Issue	2	3	4	9	1	1
Prison release	0	0	0	0	0	1
Antisocial Behaviour	0	0	0	0	0	0
Medical Housing Need	1	2	3	3	0	0
Hospital Discharge	0	0	1	2	0	0
Poor Housing Condition	0	1	4	4	0	0
Leaving Armed Forces	0	1	1	1	0	0
Total	24	48	70	101	22	58

5.7 *Table 8 : Total Closed Homeless Prevention Cases*

	2013/14				2014/15	
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2
Highland Wide	743	729	793	1826	310	750
Nairn	10	21	29	46	2	16
Badenoch and Strathspey	0	0	0	0	0	4

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	%	Qtr 2	%
Homeless Presentation	6	30	11	28	17	28	32	26	5	17	0	
Advice & Information	3	15	5	13	5	8	17	15	11	37	1	4
Private Rented Sector	6	30	12	31	15	25	30	24	7	23	6	26
Issues with Landlord Resolved	2	10	3	8	4	5	3	2	1	3	3	12
Living with Family / Friends	0		1	2	1	2	5	4	1	3	1	4
Support Referral	0		0		1	2	0				0	
Housed by HHR	1	5	3	8	3	5	5	4			2	8
Lost Contact	0		1	3	3	5	5	4	2	7	2	8
Moved outwith Highlands	0		0		0		2	2			0	
Reconciliation with Partner	1	5	2	5	1	2	1	1	1	3	0	
Homelessness Prevented	1	5	1	2	11	18	14	11	2	7	9	38
Total	20		39		61		114		30		24	

5.9 The effectiveness of the homeless prevention staff is shown in that not all clients needed to be referred as homeless. Significantly 6 of the 24 closed cases (25%) have been assisted in finding suitable accommodation in the private sector which has reduced the demand on the social rented sector including our own housing stock.

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.

7 Recommendation

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

Designation: **Director of Community Services**

Date: 18 November 2014

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

Appendix 1

	14/15	Scottish Average	Target	2014/15		2013/14		
				Qtr2	Qtr1	Qtr4	Qtr3	Qtr2
Tenancy offers refused - NBS		42.2		22.86	20.00	36.02	34.78	33.33
Repairs appointments kept - NBS			95					
Rent collected as % of rent due - NBS	Amber	99	99	99.97	99.39	100.82	99.90	98.34
Reactive repairs carried out first time - NBS	Green	87.2	92	93.10	83.52	94.50	93.59	92.73
Number of Prevention cases - NBS				60.00	22.00	101.00	69.00	48.00
Gross rent arrears as % of rent due - NBS	Green	5.1	5	4.60	4.39	4.17	4.87	5.16
Ave time to complete non emergency repairs (days) - NBS	Green	8.2	8	7.49	11.06	7.24	7.97	8.70
Ave time to complete emergency repairs (hours) - NBS	Green	6.9	14	11.52	18.43	12.77	13.40	11.95
Ave time taken to re-let - NBS	Red		35	54.75	37.00	42.14	34.27	35.00
% temp/eme accomm offers refused NBS		7.3		19.23	0.00	8.70	8.70	10.00
% rent loss through voids - NBS	Green	1.2	1	0.98	0.89	0.97	0.32	0.33
% of new tenancies sustained for more than a year - NBS	Green	87.7	90	90.32	90.00	90.09	88.68	90.08
% of lettable houses becoming vacant - NBS		9.7		8.43	8.02	8.53	9.31	8.02
% households requiring temp/eme accomm who receive offer - NBS		107.3		100.00	100.00	100.00	100.00	95.00
% court actions which resulted in eviction - NBS	Amber		10	10.34	11.76	7.69	8.11	4.00