

**The Highland Council**  
**Caithness and Sutherland Area Committee**  
**9 December 2014**

Agenda Item	6.
Report No	CS/46/14

**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 the 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](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, Rent Arrears figures are cumulative. Homeless Prevention figures are also cumulative. 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
North, West & Central Sutherland	393	9.8	9	8.7	7.5	5.2	7.7
Thurso	587	13.3	9.8	10.5	10.5	7.6	7.6
Wick	947	6.9	10	8.8	9.0	6.1	5.1
Landward Caithness	582	15.6	20.8	15.9	14.2	7.3	6.4
East Sutherland & Edderton	535	9.8	9.3	9.1	8.4	5.7	5.9
<b>Highland</b>	<b>13768</b>	<b>13.4</b>	<b>11.6</b>	<b>11.4</b>	<b>14.5</b>	<b>14.8</b>	<b>11.1</b>

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 the average length of time to complete emergency repairs in Caithness and Sutherland is better than the Highland average of 11.1 hours.

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	Q2
North, West & Central Sutherland	393	5.7	5.7	6.5	5.9	5.7	6.5
Thurso	587	7.8	6.8	6.7	6.5	5.7	6.2
Wick	947	9.8	7.2	7.2	6.8	5	5.9
Landward Caithness	582	8.9	7.2	7.1	7.0	5.4	6.2
East Sutherland & Edderton	535	5.9	5.5	6.1	5.9	5.7	6.2
<b>Highland</b>	<b>13768</b>	<b>9.8</b>	<b>8.6</b>	<b>8.8</b>	<b>8.7</b>	<b>7.5</b>	<b>7.6</b>

2.6 Non-emergency repairs are measured in working days. Table 2 shows the average time to complete these repairs in Caithness and Sutherland again are better than the Highland average of 7.6 days.

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) – Target 35 working days.*

	No of Houses	No of relets	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
			Q2	Q2	Q2	Q2	Q2	Q2
North, West & Central Sutherland	393	24	12.95	17.38	13.67	33.92	32.99	29.08
Thurso	587	43	19.04	21.41	30.92	37.67	37.14	34.91
Wick	947	57	19.82	27.78	29.02	32.59	51.12	99.63
Landward Caithness	582	42	27.52	27.40	30.84	38.97	45.79	53.07
East Sutherland & Edderton	535	25	8.11	8.84	15.27	24.28	23.53	19.56
<b>Highland</b>	<b>13768</b>	<b>602</b>	<b>40.52</b>	<b>30.65</b>	<b>29.53</b>	<b>39.85</b>	<b>43.43</b>	<b>35.56</b>

3.3 In all 5 wards there has been an improvement in re-let time as the year progresses. In the first 3 months of this year the average re-let time for the Area was 58.4 days and this has fallen to 47.3 days in the six months to September.

3.4 The void re-let time is a significant indicator for the Service and will remain a matter of focus in relation to performance. To this end a Principal Housing Officer has been identified to take this forward as previously agreed at Community Services Committee. This complements the special lettings policy previously agreed at Area Committee.

### 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*

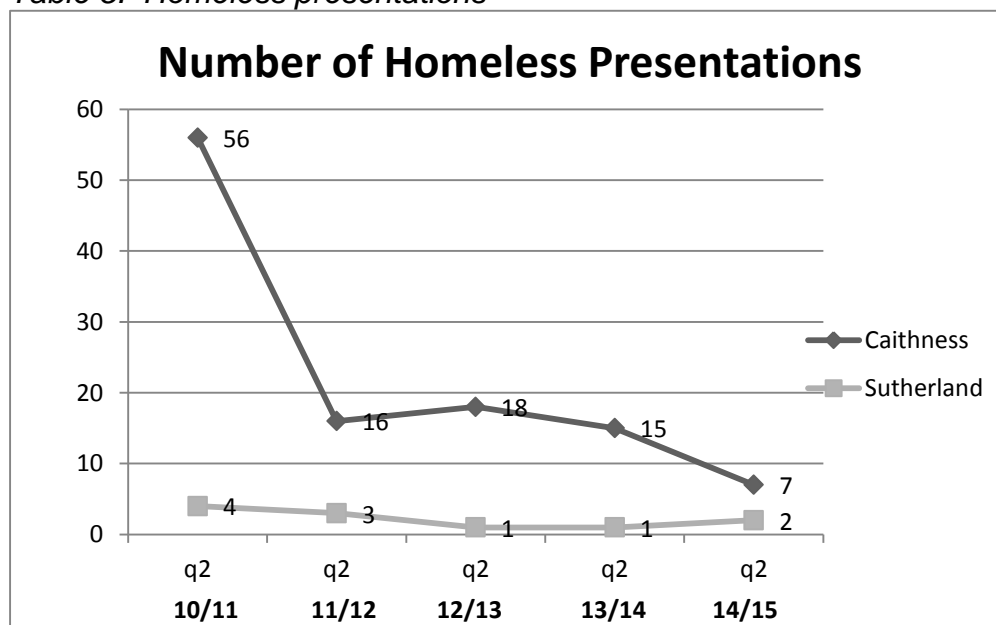
	No of Houses	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
		Q2	Q2	Q2	Q2	Q2	Q2
North, West & Central Sutherland	393	10820	10330	13010	7787	9121	7083
Thurso	587	54542	43251	36744	30817	38138	31919
Wick	947	94150	68590	78236	73347	101359	71501
Landward Caithness	582	34753	29061	30743	28036	36868	29132
East Sutherland & Edderton	535	19097	10619	14755	14871	13838	10122
Highland	<b>13768</b>	<b>1394377</b>	<b>1116440</b>	<b>1158947</b>	<b>1137955</b>	<b>1402998</b>	<b>1262276</b>

4.4 The Gross Rent Arrears as a percentage of rent due for Quarter 2 is 2.27 % which is better than the 5 % target.

## 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 269 presentations across Highland in the quarter ending 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
<b>Highland Wide</b>	<b>615</b>	<b>1423</b>	<b>1590</b>	<b>2211</b>	<b>488</b>	<b>970</b>
Caithness	39	83	133	175	18	51
Sutherland	7	23	34	55	15	37

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	Qtr 2
Relationship Breakdown	19	33	53	75	11	26
Family dispute	9	16	32	46	3	17
Notice received from landlord	10	12	37	43	8	22
Financial Problem	1	3	10	15		1
Relocation to Highlands	4	5	15	19	4	8
Overcrowding Issue	1	1	4	5	2	2
Prison release		2	6	7		
Antisocial Behaviour		0	3	7	1	4
Medical Housing Need	1			2	1	3
Hospital Discharge	1	1	1	1	1	1
Poor Housing Condition	1	2	6	9	2	4
<b>Total</b>	<b>47</b>	<b>75</b>	<b>167</b>	<b>230</b>	<b>33</b>	<b>88</b>

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
<b>Highland Wide</b>	<b>743</b>	<b>729</b>	<b>793</b>	<b>1826</b>	<b>310</b>	<b>750</b>
Caithness	31	43	114	142	4	41
Sutherland	6	6	18	29	9	27

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	11	18%	22	22%	44	25%	61	30	6	30	15	19
Advice & Information	5	8%	11	11%	18	10%	18	9	8	40	8	11
Private Rented Sector	7	11%	12	12%	14	9%	19	10	3	15	8	11
Issues with Landlord Resolved	10	16%	7	7%	6	3%	6	3			5	8
Living with Family / Friends	5	8%	10	10%	20	12%	11	6	1	5	8	11
Support Referral											1	2
Housed by HHR	20	34%	37	37%	63	37%	75	37	2	10	25	36
Lost Contact	2	3%	1	1%	7	4%	10	6			1	2
LIFT Scheme	1	2%										
<b>Total</b>	<b>61</b>		<b>100</b>		<b>172</b>		<b>200</b>		<b>20</b>		<b>71</b>	

## 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 or rural implications arising from this report.

### Recommendation

The 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: 13 November 2014

Author: Campbell Stewart, Area Community Services Manager  
(Caithness and Sutherland)

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

## Appendix 1

	14/15	Scottish Average	Target	Qtr2	Qtr1	Qtr4	Qtr3	Qtr2
Tenancy offers refused - Caithness		42.2		52.54	53.21	56.23	53.55	50.99
Repairs appointments kept - Caithness	Amber	92.9	95	93.41	93.23	92.78	92.37	92.10
Rent collected as % of rent due - Caithness	Amber	99	99	99.87	99.37	103.69	100.53	98.36
Reactive repairs carried out first time - Caithness	Green	87.2	92	95.06	96.51	92.61	91.41	90.13
Number of Prevention cases - Caithness				53.00	18.00	175.00	141.00	65.00
Homelessness - Presentations received in period Caithness		962		7.00	10.00	12.00	16.00	15.00
Gross rent arrears as % of rent due - Caithness	Green	5.1	5	3.45	3.40	3.60	4.41	4.76
Ave time to complete non emergency repairs (days) - Caithness	Green	8.2	8	6.09	5.38	6.77	7.04	7.12
Ave time to complete emergency repairs (hours) - Caithness	Green	6.9	14	6.18	6.94	10.95	11.44	13.17
Ave time taken to re-let - Caithness	Red	35.7	35	66.26	82.36	48.00	50.40	45.84
% temp/eme accomm offers refused Caithness		7.3		16.67		28.57	21.05	21.05
% rent loss through voids - Caithness	Amber	1.2	1	2.75	2.83	2.88	1.70	1.58
% of new tenancies sustained for more than a year - Caithness	Red	87.7	90	79.84	80.33			
% of lettable houses becoming vacant - Caithness		9.7		14.89	15.64	15.97	15.65	16.80
% households requiring temp/eme accomm who receive offer - Caithness	Green	107.3	100	100.00	100.00	100.00	100.00	78.95
% court actions which resulted in eviction - Caithness	Red	12.2	10	15.79	33.33	9.52	23.53	50.00

Tenancy offers refused - Sutherland		42.2		51.65	62.79	52.36	47.30	48.28
Repairs appointments kept - Sutherland	Amber	92.9	95	93.62	94.74	92.11	91.28	89.07
Rent collected as % of rent due - Sutherland	Amber	99	99	101.80	100.95	101.91	101.60	100.53
Reactive repairs carried out first time - Sutherland	Green	87.2	92	97.38	96.83	97.41	97.33	97.64
Number of Prevention cases - Sutherland				37.00	15.00	55.00	34.00	10.00
Homelessness - Presentations received in period Sutherland				2.00	3.00	0.00	1.00	1.00
Gross rent arrears as % of rent due - Sutherland	Green	5.1	5	1.08	1.25	1.44	1.42	1.47
Ave time to complete non emergency repairs (days) - Sutherland	Green	8.2	8	6.32	5.71	5.88	6.26	5.59
Ave time to complete emergency repairs (hours) - Sutherland	Green	6.9	14	6.51	5.59	8.13	9.00	9.18
Ave time taken to re-let - Sutherland	Green		35	24.22	27.28	24.07	24.13	26.76
% temp/eme accomm offers refused Sutherland		7.3		0.00		0.00	0.00	0.00
% rent loss through voids - Sutherland	Green	1.2	1	0.81	0.78	0.79	0.67	0.82
% of new tenancies sustained for more than a year - Sutherland	Red	87.7	90	83.49	81.00			
% of lettable houses becoming vacant - Sutherland		9.7		10.67	11.40	10.97	10.81	10.79
% households requiring temp/eme accomm who receive offer Sutherland	Green	107.3	100	100.00	100.00	100.00	100.00	100.00
% court actions which resulted in eviction - Sutherland	Red	12.2	10	18.18	33.33	6.67	0.00	0.00