

The Highland Council
Lochaber Area Committee
26 February 2015

Agenda Item	8
Report No	LA 6/15

Housing Performance Report - 1 April 2014 to 31 December 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 nine months 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, 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)*
Target 14 hours

	No of Houses	2013/14				2014/15		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	538	10.8	12.6	14.7	25.9	30.0	19.4	16.0
Fort William and Ardnamurchan	776	27.5	16	18	21.6	44.7	25.2	19.8
Highland	13807	13.4	11.6	11.4	14.5	14.8	11.1	9.3

- 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 Lochaber has improved in the last quarter. The statistics are cumulative which means that any erroneous data from Quarter 1 will affect subsequent quarters.
- 2.4 For Ward 12, Caol and Mallaig there were 3 jobs skewing the statistics as reported. Of these there were two Emergency jobs issued which were responded to within target and should have been closed off and follow on orders issued. A third works order was raised incorrectly as an Emergency which was for a servicing issue to a septic tank which requires a specialist contractor out of area to attend. Discounting these administrative errors the average response time in Quarter 3 would be 8.9 hrs. Every effort will be made to ensure that such administrative errors are minimised in future.
- 2.5 For Ward 22, Fort William and Ardnamurchan there were 5 jobs skewing the statistics. Of these in two cases the sub-contractors invoice date was used incorrectly as the completion date was not the date the repair was completed on. The remaining three were responded to within target and should have been closed off and follow on orders issued. Discounting these administrative errors, the average response time in Quarter 3 would be 10.6 hrs. Every effort will be made to ensure that such administrative errors are minimised in future.
- 2.6 *Table 2: Average length of time taken to complete non-emergency repairs (days)
Target 8 days.*

	No of Houses	2013/14				2014/15		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	538	10	8.8	9.1	10.2	8.2	7.9	7.8
Fort William and Ardnamurchan	776	10.1	8.03	9.6	10.5	9.3	7.7	7.9
Highland	13807	9.8	8.6	8.8	8.7	7.5	7.6	7.4

- 2.7 Non-emergency repairs are measured in working days. Table 2 shows the average time to complete these repairs in Lochaber.
- 2.8 At the Area Committee last November Members had asked the reasons for the reduction in times for non-emergency repairs as given in that report. No particular factor has been identified and the Building Maintenance Manager (South) advises resources continue to be deployed with a view to achieving target. There has been a slight fluctuation in performance between the two Lochaber Wards in the third quarter however both remain within the 8 day target.
- 2.9 In gathering the information for repairs indicators we do not include instances where we have been unable to gain access to properties. This is in accordance with the Scottish Social Housing Charter guidance.

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
			Q3	Q3	Q3	Q3	Q3	Q3
Caol and Mallaig	538	20	41.53	28.00	67.67	43.83	44.10	39.20
Fort William and Ardnamurchan	776	56	33.57	28.00	54.32	35.42	35.82	31.88
Highland	13807	857	37.54	31.25	35.25	38.61	41.70	39.20

3.5 At last November's Area Committee Members had commented on the re-let times. It is encouraging to note that there has been an improvement in both Wards in the third Quarter compared to similar Quarters since 2012/13 and that overall in the Area, as noted in Appendix 1, the average re-let time across the Lochaber Area was 33.81 days which is better than the 35 day target.

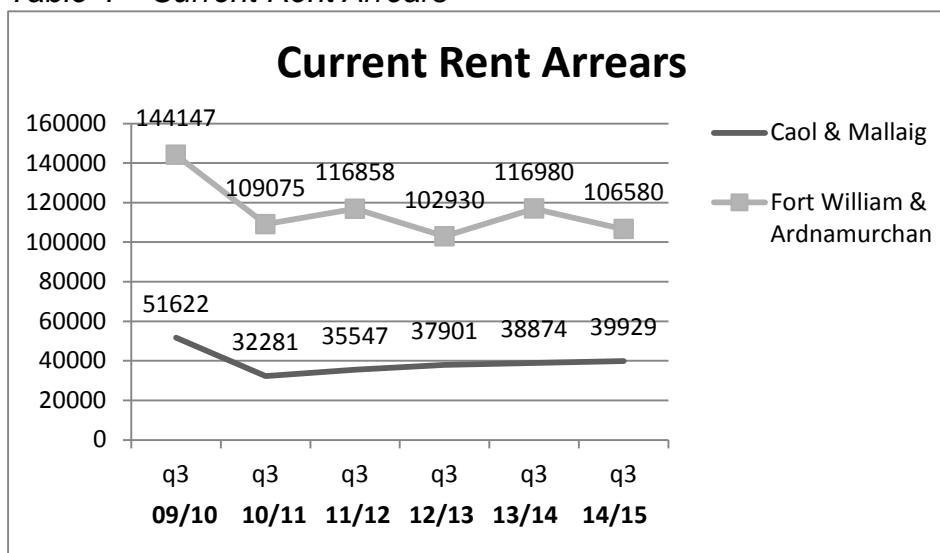
3.6 A focus is maintained on void performance by the Principal Housing Officer in the role of Void Lead Officer who acts as the link person between allocation of new tenancies, Maintenance Officers and Building Maintenance. In addition, on a fortnightly basis the progress of each property through the void process is scrutinised by the Assistant Community Services Manager in order that any hold ups in the process can be identified and dealt with.

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 £1,285,898.

4.3 *Table 4 – Current Rent Arrears*



4.4 Since the significant reduction in arrears from 2009/10 to 2010/11 the rent arrears figures across the two Wards in the following years has remained relatively static.

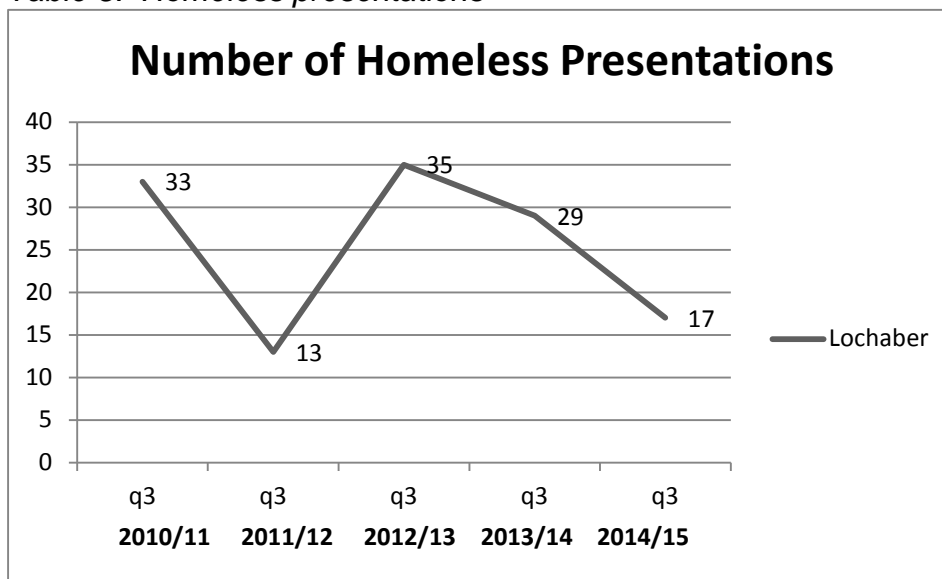
4.5 The Gross Rent Arrears as a percentage of rent due for Quarter 3 is 4.45 % which is better than the 5 % target. This has been achieved without the need for any evictions this financial year.

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 gives the number of homeless presentations received by the Lochaber office charting the same quarter in previous years when we started to record this information. There were 229 presentations across Highland in the third Quarter.

5.4 At the November Area Committee Members had asked whether existing resources were sufficient to respond to the increasing levels of homelessness which had been reported as 30 presentations within the second Quarter. Dealing with homelessness continues to be a challenge however it is considered that staff resources are sufficient. The number of presentations dropped to 17 in the third Quarter with a valuable input provided by Homeless Prevention, as noted particularly in Table 9, in assisting in dealing with homelessness.

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

	2013/14				2014/15		
	Qtr 1	Qtr 2	Qtr3	Qtr 4	Qtr 1	Qtr 2	Qtr 3
Highland Wide	615	1423	1590	2211	488	970	1355
Lochaber			50	102	28	60	90

5.6 The Homeless Prevention officer was appointed mid 2013/14 to cover the Lochaber 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.

5.7 *Table 7 : Primary Advice Reasons*

	2013/14				2014/15		
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3
Relationship Breakdown			14	21	6	15	20
Family dispute			9	14	1	3	10
Notice received from landlord			18	47	17	31	38
Financial Problem				3	1	2	3
Relocation to Highlands			3	6		2	5
Overcrowding Issue			3	6	3	5	9

Prison release						1	1
Antisocial Behaviour							1
Medical Housing Need			1	2			1
Hospital Discharge			1				
Poor Housing Condition			1	2		1	2
Prevention activity				1			
Total			50	102	28	60	90

5.8 *Table 8 : Total Closed Homeless Prevention Cases*

	2013/14				2014/15		
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3
Highland Wide	743	729	793	1826	310	750	1050
Lochaber			4	85	21	51	70

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	Qtr 2	Qtr 3	Qtr 4				
Homeless Presentation			2	50	32	38	7	34	18	35	26	37
Advice and Information			2	50	16	19	4	19	3	6	6	9
Private Rented Sector					12	14	4	19	12	23	16	23
Issues Resolved					2	2			4	8	2	3
Living with Family/Friends					8	9	3	14	3	6	3	4
Support Referral					1	1			1	2	3	4
Housed by HHR					7	8			5	10	6	9
Lost Contact					2	3	3	14	3	6	3	4
Declined a Service					5	6			2	4	5	7
Total			4		85		21		51		70	

5.10 The effectiveness of Homeless Prevention is demonstrated in that not all clients needed to be referred as homeless.

Significantly 16 households 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 other equality, climate change/Carbon Clever, rural, or Gaelic implications arising from this report.

Recommendation

Committee is invited to scrutinise the information provided on housing performance in the period 1 April to 31 December 2014.

Designation: **Director of Community Services**

Date: 11 February 2015

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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	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Ave time to complete emergency repairs (hours) - Lochaber	Amber	6.9	14	18.24	22.92	39.15	23.44	16.59
Ave time to complete non emergency repairs (days) - Lochaber	Green	8.2	8	7.88	7.83	8.84	10.38	9.41
Repairs appointments kept - Lochaber	Amber	92.9	95	92.64	92.36	93.58	91.42	91.95
Reactive repairs carried out first time - Lochaber	Green	87.2	92	93.71	92.94	89.57	89.18	89.25
Rent collected as % of rent due - Lochaber	Green	99	99	99.38	98.74	99.16	100.49	99.79
Ave time taken to re-let - Lochaber	Green	35.7	35	33.81	36.66	49.53	32.96	37.62
% rent loss through voids - Lochaber	Green	1.2	1	0.77	0.98	1.16	1.01	0.86
% of lettable houses becoming vacant - Lochaber		9.7	No target set	9.13	9.13	10.58	10.49	9.79
Tenancy offers refused - Lochaber		42.2	No target set	18.00	18.42	29.27	20.24	20.45
% of new tenancies sustained for more than a year - Lochaber	Amber	87.7	90	86.99	85.31	83.21	84.62	85.16
Gross rent arrears as % of rent due - Lochaber	Green	5.1	5	4.45	4.72	4.42	4.86	5.55
% court actions which resulted in eviction - Lochaber	Green	12.2	10	0	0	0	11.76	11.54
ASB Cases reported and resolved - Lochaber	Red		85	61.27	70.90	17.65	55.56	58.62
Homelessness - Presentations received in period Lochaber			No target set	17	30	23	28	29
Number of Prevention cases - Lochaber			No target set	90	63	28	102	50
% households requiring temp/eme accomm who receive offer - Lochaber	Green	107.3	100	100	100	100	100	100
% temp/eme accomm offers refused Lochaber		7.3	No target set	5.36	7.32	6.25	56.52	56.52