

**The Highland Council**  
**Caithness & Sutherland Area Committee**  
**26 May 2015**

Agenda Item	<b>9.</b>
Report No	<b>CS/ 16/15</b>

**Housing Performance Report - 1 April 2014 to 31 March 2015**

**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 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	Q3	Q4
North, West & Central Sutherland	393	9.8	9	8.7	7.5	5.2	7.7	10.5	10.6
Thurso	585	13.3	9.8	10.5	10.5	7.6	7.6	7.2	6.3
Wick	943	6.9	10	8.8	9.0	6.1	5.1	4.9	4.9
Landward Caithness	581	15.6	20.8	15.9	14.2	7.3	6.4	7.1	6.4
East Sutherland & Edderton	535	9.8	9.3	9.1	8.4	5.7	5.9	6.5	8.8
<b>Highland</b>	<b>13855</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>	<b>9.3</b>	<b>9.1</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 with exception of North West and Central Sutherland is better than the Highland average of 9.1 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	Q3	Q4
North, West & Central Sutherland	393	5.7	5.7	6.5	5.9	5.7	6.5	6.5	6.8
Thurso	585	7.8	6.8	6.7	6.5	5.7	6.2	6.2	6.4
Wick	943	9.8	7.2	7.2	6.8	5	5.9	5.8	6.2
Landward Caithness	581	8.9	7.2	7.1	7.0	5.4	6.2	6.3	6.7
East Sutherland & Edderton	535	5.9	5.5	6.1	5.9	5.7	6.2	6.2	6.2
<b>Highland</b>	<b>13855</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>	<b>7.4</b>	<b>7.3</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 are better than the Highland average of 7.3 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. 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
			Q4	Q4	Q4	Q4	Q4	Q4
North, West & Central Sutherland	393	40	15.63	23.46	15.81	39.72	28.34	35.33
Thurso	585	87	21.32	20.81	35.12	36.71	41.94	38.71
Wick	943	126	24.69	32.30	36.53	33.31	54.63	112.22
Landward Caithness	581	67	28.50	31.45	38.59	40.45	42.90	54.03
East Sutherland & Edderton	535	65	8.56	8.60	20.16	23.91	20.88	23.8
<b>Highland</b>	<b>13855</b>	<b>1548</b>	<b>37.09</b>	<b>32.07</b>	<b>38.16</b>	<b>38.53</b>	<b>37.60</b>	<b>42.01</b>

3.3 The re-let times for Wick and Landward Caithness remain a concern. To attempt to combat this, the Service has set up a dedicated void management Team, under the lead of the Principal Housing Officer and has allocated the role of day to day void management to an individual officer. This arrangement has been in place for 4 to 5 months now and is providing a more efficient and consistent re-let service.

In addition, the “choice based letting” pilot was launched in Caithness on 16<sup>th</sup> February, which will give a new way of allocating some of our void properties, offering applicants much more choice about the housing they will be offered. It is hoped that the measures taken to date, together with the new letting pilot scheme, will result in improved letting times in future. However, this may not be shown for some time.

Meantime, I feel it must be re-stated that the performance on re-let times is relatively poor in these Wards due to lack of demand. It is not, in any way, due to “slow” void repairs.

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.

#### 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 £1,386,463.

4.3 Table 4 – Current Rent Arrears

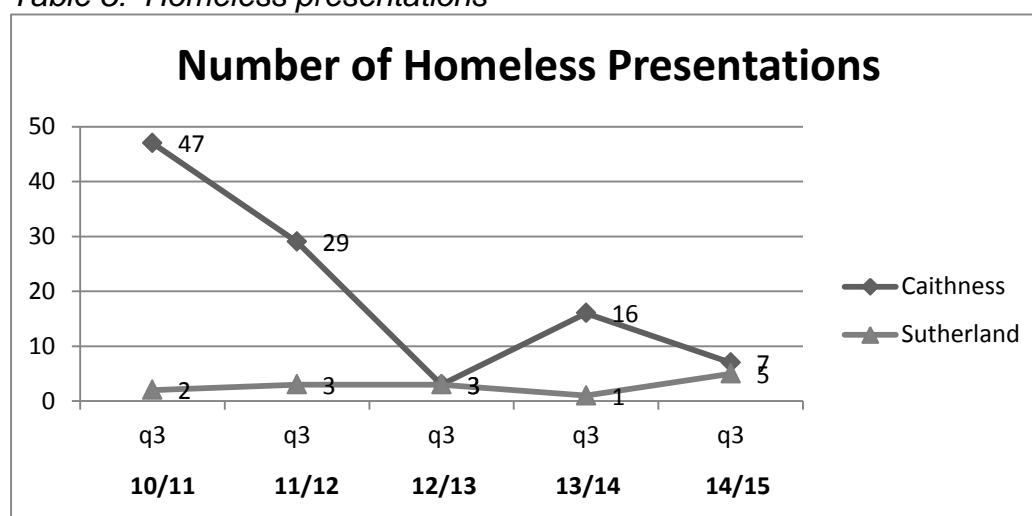
	No of Houses	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
		Q4	Q4	Q4	Q4	Q4	Q4
North, West & Central Sutherland	393	7372	10506	6399	8791	7090	12257
Thurso	585	50236	44690	25011	30800	30163	31744
Wick	943	83637	67535	63364	84030	78534	78143
Landward Caithness	581	34808	26105	26434	26379	32560	28058
East Sutherland & Edderton	535	9541	8236	9567	13729	17091	15944
Highland	<b>13855</b>	1297127	1056787	956249	1183079	1252748	1386463

4.4 The Gross Rent Arrears as a percentage of rent due for Quarter 4 is 3.3 % 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 290 presentations across Highland in the quarter ending 31 March 2015.

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	Qtr 3	Qtr 4
<b>Highland Wide</b>	<b>615</b>	<b>1423</b>	<b>1590</b>	<b>2211</b>	<b>488</b>	<b>970</b>	<b>1355</b>	<b>1978</b>
Caithness	39	83	133	175	18	51	71	116
Sutherland	7	23	34	55	15	37	46	52

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	Qtr 3	Qtr 4
Relationship Breakdown	19	45	53	75	11	26	28	44
Family dispute	9	25	32	46	3	17	27	36
Notice received from landlord	10	16	37	43	8	22	29	38
Financial Problem	1	6	10	15		1	5	5
Relocation to Highlands	4	6	15	19	4	8	11	19
Overcrowding Issue	1	3	4	5	2	2	3	4
Prison release		2	6	7			1	3
Antisocial Behaviour		0	3	7	1	4	5	8
Medical Housing Need	1			2	1	3	3	3
Hospital Discharge		1	1	1	1	1		1
Poor Housing Condition	1	2	6	9	2	4	5	7
<b>Total</b>	<b>46</b>	<b>106</b>	<b>167</b>	<b>230</b>	<b>33</b>	<b>88</b>	<b>117</b>	<b>168</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	Qtr 3	Qtr 4
<b>Highland Wide</b>	<b>743</b>	<b>729</b>	<b>793</b>	<b>1826</b>	<b>310</b>	<b>750</b>	<b>1050</b>	<b>1713</b>
Caithness	31	43	114	142	4	41	60	85
Sutherland	6	6	18	29	9	27	41	45

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	%	Qtr 3	%	Qtr 3	%
Homeless Presentation	7	19	11	22	33	25	32	19	4	31	15	21	21	21	<b>33</b>	
Advice & Information	3	8	6	12	18	14	18	11	3	23	10	14	16	16	<b>17</b>	
Private Rented Sector	4	11	8	17	14	11	19	11	3	23	8	11	11	11	<b>15</b>	
Issues with Landlord Resolved	5	14	4	8	6	4	6	4			5	7	5	5	<b>7</b>	
Living with Family / Friends	3	8	5	10	20	15	11	6	1	7	8	11	8	8	<b>15</b>	
Support Referral											1	2	2	2	<b>2</b>	
Housed by HHR	13	35	14	29	34	26	75	44	2	16	23	32	36	35	<b>39</b>	
Lost Contact	2	5	1	<1	7	5	10	5			1	2	2	2	<b>2</b>	
LIFT Scheme																
<b>Total</b>	<b>37</b>		<b>49</b>		<b>132</b>		<b>171</b>		<b>13</b>		<b>71</b>		<b>101</b>		<b>130</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 equality implications arising from this report.
- 6.4 There are no climate/Carbon Clever implications arising from this report.
- 6.5 There are no risk implications arising from this report.
- 6.6 There are no Gaelic implications arising from this report.
- 6.7 There are no Rural implications arising from this report.

**Recommendation**

The Committee is invited to scrutinise the information provided on housing performance in the period 1 April 2014 to 31 March 2015.

Designation: Director of Community Services

Date: 24 April 2015

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(Caithness and Sutherland)  
Joan MacDonald, Performance Officer

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

	14/15	Scottish Average	Target	2014/15				2013/14
				Qtr4	Qtr3	Qtr2	Qtr1	Qtr4
Ave time to complete emergency repairs (hours) - Caithness	Green	6.9	14	5.71	6.17	6.18	6.94	10.95
Ave time to complete non emergency repairs (days) - Caithness	Green	8.2	8	6.42	6.06	6.09	5.38	6.77
Reactive repairs carried out first time - Caithness	Green	87.2	92	96.26	96.12	95.06	96.51	92.61
Repairs appointments kept - Caithness	Amber	92.9	95	91.78	93.96	93.41	93.23	92.78

Rent collected as % of rent due - Caithness	Green	99	99	99.10	99.87	99.87	99.37	103.69
Gross rent arrears as % of rent due - Caithness	Green	5.1	5	3.26	3.41	3.45	3.40	3.60
% rent loss through voids - Caithness	Amber	1.2	1	2.31	2.46	2.75	2.83	2.88
% of lettable houses becoming vacant - Caithness		9.7		13.27	13.91	14.89	15.64	15.97

% of new tenancies sustained for more than a year - Caithness	Red	87.7	90	76.18	77.16	79.84	80.33	79.47
Tenancy offers refused - Caithness		42.2		49.80	51.45	52.54	53.21	56.23
Ave time taken to re-let - Caithness	Red	35.7	35	73.98	70.02	66.26	82.36	48.00
ASB Cases reported and resolved - Caithness	Red		85	77.38	72.37	53.59	30.00	77.63
% court actions which resulted in eviction - Caithness	Amber	12.2	10	12.20	12.90	15.79	33.33	9.52

Number of Prevention cases - Caithness				116.00	71.00	53.00	18.00	175.00
Homelessness - Presentations received in period Caithness		962		18.00	7.00	7.00	10.00	12.00
% households requiring temp/eme accomm who receive offer - Caithness	Green	107.3	100	100.00	100.00	100.00	100.00	100.00
% temp/eme accomm offers refused Caithness		7.3		26.92	6.25	16.67		28.57

	14/15	Scottish Average	Target	2014/15				2013/14
				Qtr4	Qtr3	Qtr2	Qtr1	Qtr4
Ave time to complete emergency repairs (hours) - Sutherland	Green	6.9	14	9.47	8.03	6.51	5.59	8.13
Ave time to complete non emergency repairs (days) - Sutherland	Green	8.2	8	6.45	6.36	6.32	5.71	5.88
Reactive repairs carried out first time - Sutherland	Green	87.2	92	97.70	96.86	97.38	96.83	97.41
Repairs appointments kept - Sutherland	Amber	92.9	95	92.78	93.19	93.62	94.74	92.11

Rent collected as % of rent due - Sutherland	Green	99	99	99.86	101.36	101.80	100.95	101.91
Gross rent arrears as % of rent due - Sutherland	Green	5.1	5	1.42	1.25	1.08	1.25	1.44
% rent loss through voids - Sutherland	Green	1.2	1	0.90	0.85	0.81	0.78	0.79
% of lettable houses becoming vacant - Sutherland		9.7		11.31	11.31	10.67	11.40	10.97

% of new tenancies sustained for more than a year - Sutherland	Amber	87.7	90	85.05	83.64	83.49	81.25	82.91
Tenancy offers refused - Sutherland		42.2		47.28	47.18	51.65	62.79	52.36
Ave time taken to re-let - Sutherland	Green		35	29.07	24.14	24.22	27.27	24.07
ASB Cases reported and resolved - Sutherland	Red		85	76.09	77.27	43.04	20.00	62.50
% court actions which resulted in eviction - Sutherland	Green	12.2	10	10.00	14.29	18.18	33.33	6.67

Number of Prevention cases - Sutherland				52.00	46.00	37.00	15.00	55.00
Homelessness - Presentations received in period Sutherland				2.00	5.00	2.00	3.00	0.00
% households requiring temp/eme accomm who receive offer Sutherland	Green	107.3	100	100.00	100.00	100.00	100.00	100.00
% temp/eme accomm offers refused Sutherland		7.3		28.57	33.33	0.00		0.00