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|-------------|------------|
| Agenda Item | 8 |
| Report No | SRC/033/15 |

Housing Performance Report - 1 April 2014 to 30 June 2015

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 2014/15 and for the first quarter of 2015/16.

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 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.
http://dev-highland.dev.jadu.net/intranet/hsg/ward_reporting/housing_repairs_arrears_voids.htm
- 1.4 In accordance with the Scottish Social Housing Charter guidance the Repairs, Tenancy Management, Rent Arrears figures are 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 | | | | 2015/16 |
|-------------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Skye | 376 | 18.4 | 12.5 | 13.9 | 19 | 14.3 | 13.5 | 11.6 | 17.9 | 9.5 |
| Ross and Cromarty | 3720 | 9.3 | 10.5 | 10.9 | 15.5 | 14.3 | 12.5 | 12.5 | 15.8 | 8.6 |
| Highland | 13855 | 13.4 | 11.6 | 11.4 | 14.5 | 14.8 | 11.1 | 9.3 | 9.1 | 6.2 |

- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 14 hours.

2.4 *Table 2: Average length of time taken to complete non-emergency repairs (days)
Target 8 days*

| | No of Houses | 2013/14 | | | | 2014/15 | | | | 2015/16 |
|-------------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Skye | 376 | 4.5 | 5.6 | 5.6 | 5.9 | 4.5 | 6.3 | 6.7 | 8.3 | 9.5 |
| Ross and Cromarty | 3720 | 12.3 | 10.9 | 10.4 | 10.4 | 8.6 | 8.6 | 8.6 | 8.5 | 6.8 |
| Highland | 13855 | 9.8 | 8.6 | 8.8 | 8.7 | 7.5 | 7.6 | 7.4 | 7.3 | 7.1 |

2.6 Non-emergency repairs are measured in working 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)*

| | No of Houses | No of relets | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|-------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | | Q1 | Q1 | Q1 | Q1 | Q1 | Q1 |
| Skye | 376 | 14 | 40.60 | 22.11 | 21.00 | 0.00 | 13.60 | 19.93 |
| Ross and Cromarty | 3718 | 63 | 34.15 | 35.19 | 44.18 | 33.20 | 22.60 | 38.42 |
| Highland | 13896 | 289 | 33.30 | 30.65 | 41.10 | 37.80 | 46.40 | 47.26 |

3.3 Table 3 shows that re-let times in Skye, Ross and Cromarty are performing better than the Highland wide figure of 47.26 days.

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 £1,333,163.

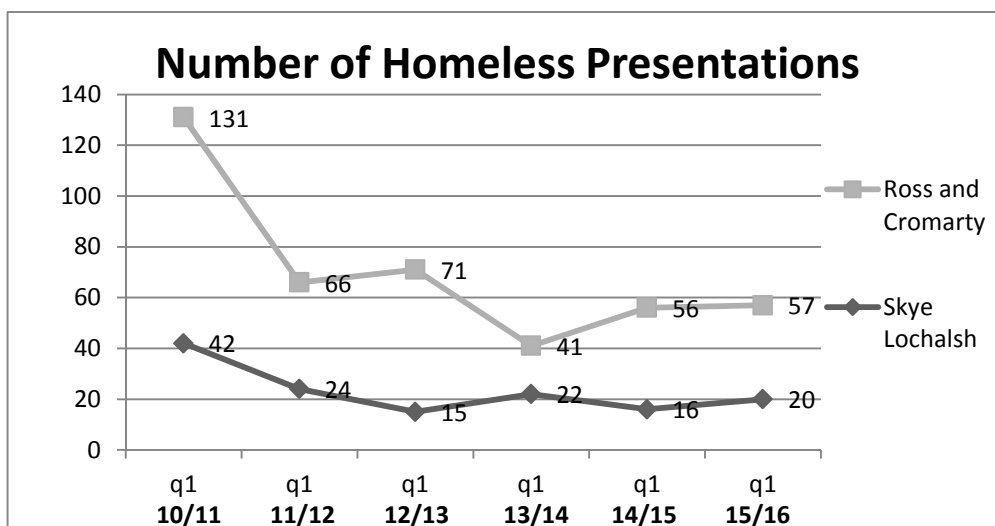
4.3 *Table 4 – Current Rent Arrears*

| | No of Houses | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|-------------------|--------------|---------|---------|---------|---------|---------|---------|
| | | Q1 | Q1 | Q1 | Q1 | Q1 | Q1 |
| Skye | 376 | 18067 | 12288 | 12605 | 21119 | 18235 | 13122 |
| Ross and Cromarty | 3720 | 354414 | 322653 | 341531 | 401726 | 356084 | 400241 |

5. Homelessness

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 Skye, Ross and Cromarty offices charting the same quarter in previous years when we started to record this information. There were 229 presentations across Highland in the quarter ending 30 June 2015. Homeless presentations in Ross and Cromarty increased from 45 in Quarter 4 to 57 in quarter 1 whilst presentations in Skye and Lochalsh decreased from 24 in Quarter 4 to 20 in Quarter 1.

5.4 Following a thematic inquiry, in May 2014, by the Scottish Housing Regulator on Housing Options our Homelessness Service delivery is currently under review. This involves a re-design of the job roles of staff to ensure a person-centred approach. New reports on case management are currently being developed and will be included in future Area Committee reports. Meantime we report below the homeless prevention data to 31 March 2015.

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 | Qtr 4 |
| Highland Wide | 615 | 1423 | 1590 | 2211 | 488 | 970 | 1355 | 1978 |
| Skye | 23 | 37 | 81 | 114 | 29 | 63 | 84 | 127 |
| Ross and Cromarty | 80 | 220 | 240 | 589 | 122 | 225 | 303 | 417 |

5.6 Details of the Primary Advice Reasons associated with all cases are given in 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 | Qtr 4 |
| Relationship Breakdown | 32 | 87 | 98 | 211 | 45 | 87 | 118 | 168 |
| Family dispute | 11 | 42 | 56 | 128 | 33 | 60 | 82 | 111 |
| Notice received from landlord | 26 | 52 | 56 | 155 | 36 | 67 | 88 | 115 |
| Financial Problem | 6 | 14 | 21 | 45 | 9 | 19 | 29 | 44 |
| Relocation to Highlands | 6 | 16 | 24 | 41 | 5 | 10 | 14 | 23 |
| Overcrowding Issue | 10 | 22 | 27 | 53 | 9 | 20 | 26 | 34 |
| Prison release | 3 | 5 | 6 | 11 | 3 | 3 | 3 | 5 |
| Antisocial Behaviour | 0 | 1 | 1 | 4 | 1 | 2 | 3 | 5 |
| Medical Housing Need | 3 | 6 | 13 | 15 | 5 | 7 | 9 | 12 |
| Hospital Discharge | 2 | 2 | 3 | 4 | 0 | 0 | 0 | 2 |
| Poor Housing Condition | 4 | 9 | 16 | 35 | 5 | 13 | 15 | 25 |
| Leaving Armed Forces | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Total | 103 | 257 | 321 | 703 | 151 | 288 | 387 | 544 |

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 | Qtr 4 |
| Highland Wide | 743 | 729 | 793 | 1826 | 310 | 750 | 1050 | 1713 |
| Skye | 17 | 26 | 74 | 94 | 12 | 38 | 58 | 126 |
| Ross and Cromarty | 83 | 201 | 206 | 500 | 80 | 186 | 253 | 355 |

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 | 33 | 33 | 95 | 42 | 87 | 31 | 225 | 37 | 28 | 30 | 102 | 46 | 121 | 39 | 209 | 44 |
| Advice & Information | 17 | 17 | 37 | 16 | 70 | 25 | 188 | 31 | 14 | 15 | 45 | 19 | 76 | 25 | 91 | 19 |
| Private Rented Sector | 18 | 18 | 29 | 13 | 44 | 16 | 69 | 11 | 10 | 12 | 28 | 12 | 41 | 13 | 66 | 14 |
| Issues with Landlord Resolved | 7 | 7 | 14 | 6 | 16 | 6 | 15 | 3 | 4 | 4 | 10 | 5 | 15 | 4 | 26 | 5 |
| Living with Family / Friends | 5 | 5 | 12 | 5 | 10 | 4 | 20 | 4 | 6 | 7 | 10 | 5 | 10 | 3 | 21 | 4 |
| Support Referral | 3 | 3 | 0 | | 1 | <1 | 0 | | 1 | >1 | 2 | <1 | 1 | <1 | 2 | <1 |
| Housed by HHR | 3 | 3 | 13 | 6 | 8 | 3 | 20 | 4 | 8 | 9 | 9 | 5 | 16 | 5 | 31 | 6 |
| Lost Contact | 2 | 2 | 9 | 4 | 12 | 4 | 33 | 6 | 5 | 6 | 5 | 2 | 8 | 3 | 15 | 3 |
| Moved outwith Highlands | 0 | | 4 | 2 | 4 | 2 | 5 | <1 | 4 | 4 | 6 | 3 | 6 | 2 | 8 | 1 |
| Reconciliation with Partner | 4 | 4 | 4 | 2 | 6 | 2 | 12 | 3 | 4 | 4 | 6 | 3 | 12 | 4 | 12 | 3 |
| Homelessness Prevented | 8 | 8 | 10 | 4 | 22 | 7 | 7 | 1 | 8 | 9 | 1 | <1 | 5 | 2 | | |
| Total | 100 | | 227 | | 280 | | 594 | | 92 | | 224 | | 311 | | 481 | |

5.10 The effectiveness of Homeless Prevention is demonstrated by the fact that not all clients are being referred as homeless which reduces 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 implications resulting from this report.

6.4 There are no known climate change/carbon clever implications resulting from this report.

6.5 Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

6.6 There are no Gaelic implications arising from this report.

6.7 There are no rural implications arising from this report.

Recommendation

Members are invited to scrutinise the information provided on housing performance in the period 1 April 2014 to 30 June 2015.

Designation: Director of Community Services

Date: 15 July 2015

Author: Tina Luxton, Area Community Services Manager (Skye, Ross and Cromarty)
Joan Macdonald, Performance Officer

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

Appendix 1

| PIs 15-16 | 15/16 | Scot Avg 14/15 | Target | 2015/16 | 2014/15 | | | |
|--|-------|-------------------|--------|---------|---------|-------|-------|--------|
| | | | | Qtr 1 | Qtr4 | Qtr3 | Qtr2 | Qtr1 |
| Ave time to complete emergency repairs (hours) - Skye, Ross and Cromarty | Green | 6.9 | 14 | 7.79 | 13.71 | 11.31 | 11.00 | 11.11 |
| Ave time to complete non emergency repairs (days) - Skye, Ross and Cromarty | Amber | 8.2 | 8 | 9.45 | 8.72 | 8.75 | 8.53 | 8.39 |
| Reactive repairs carried out first time - Skye, Ross and Cromarty | Green | 87.2 | 92 | 93.50 | 91.80 | 90.51 | 88.66 | 88.60 |
| Repairs appointments kept - Skye, Ross and Cromarty | Amber | 92.9 | 95 | 90.89 | 90.81 | 90.69 | 90.80 | 92.09 |
| Rent collected as % of rent due - Skye, Ross and Cromarty | Green | 99 | 99 | 100.87 | 98.97 | 99.37 | 99.31 | 100.13 |
| Gross rent arrears as % of rent due - Skye, Ross and Cromarty | Green | 5.1 | 5 | 4.08 | 4.05 | 4.65 | 4.67 | 4.46 |
| % rent loss through voids - Skye, Ross and Cromarty | Green | 1.2 | 1 | 0.98 | 0.59 | 0.60 | 0.64 | 0.65 |
| % of lettable houses becoming vacant - Skye, Ross and Cromarty | Amber | 9.7 | 10.5 | 10.91 | 11.32 | 10.68 | 11.24 | 11.54 |
| % of new tenancies sustained for more than a year - Skye, Ross and Cromarty | Amber | 87.7 | 90 | 89.89 | 89.01 | 87.28 | 86.74 | 86.77 |
| Tenancy offers refused - Skye, Ross and Cromarty | Green | 42.2 | 21 | 21.70 | 20.56 | 22.19 | 21.24 | 24.64 |
| Ave time taken to re-let - Skye, Ross and Cromarty | Amber | 35.7 | 35 | 35.27 | 29.35 | 25.62 | 24.41 | 25.95 |
| ASB Cases reported and resolved - Skye, Ross and Cromarty | Red | | 85 | 25.95 | 72.01 | 28.70 | 21.77 | 9.86 |
| % court actions which resulted in eviction - Skye, Ross and Cromarty | Green | 12.2 | 10 | 0.00 | 8.91 | 6.67 | 7.69 | 13.33 |
| Homelessness - Presentations received in period - Skye, Ross and Cromarty | | | | 82 | 69 | 66 | 69 | 72 |
| % households requiring temp/eme accomm who receive offer - Skye, Ross and Cromarty | Green | 107.3 | 100 | 100 | 100 | 94.95 | 100 | 91.89 |
| % temp/eme accomm offers refused Skye, Ross and Cromarty | Red | 7.3 | 12 | 41.03 | 12.31 | 10.10 | 10.94 | 8.82 |