

The Highland Council
Caithness & Sutherland Area Committee
16 September 2015

Agenda Item	12.
Report No	CS/29/15

Housing Performance Report - 1 April 2015 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 the Scottish Social Housing Charter and other performance indicators during the first quarter 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 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://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2
- 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				2015/16
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
North, West & Central Sutherland	392	9.8	9	8.7	7.5	5.2	7.7	10.5	10.6	6.6
Thurso	585	13.3	9.8	10.5	10.5	7.6	7.6	7.2	6.3	3.5
Wick	942	6.9	10	8.8	9.0	6.1	5.1	4.9	4.9	5.0
Landward Caithness	581	15.6	20.8	15.9	14.2	7.3	6.4	7.1	6.4	3.7
East Sutherland & Edderton	535	9.8	9.3	9.1	8.4	5.7	5.9	6.5	8.8	8.6
Highland	13896	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)*

	No of Houses	2013/14				2014/15				2015/16
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
North, West & Central Sutherland	392	5.7	5.7	6.5	5.9	5.7	6.5	6.5	6.8	4.0
Thurso	585	7.8	6.8	6.7	6.5	5.7	6.2	6.2	6.4	4.9
Wick	942	9.8	7.2	7.2	6.8	5	5.9	5.8	6.2	5.1
Landward Caithness	581	8.9	7.2	7.1	7.0	5.4	6.2	6.3	6.7	5.1
East Sutherland & Edderton	535	5.9	5.5	6.1	5.9	5.7	6.2	6.2	6.2	4.5
Highland	13986	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1

2.5 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 7.1 days.

2.6 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	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q1	Q1	Q1	Q1	Q1	Q1
North, West & Central Sutherland	392	8	20.22	14.58	26.13	24.49	33.08	15.63
Thurso	585	12	18.31	30.33	40.09	38.52	42.90	62.92
Wick	942	40	29.25	30.39	30.41	48.40	116.13	95.58
Landward Caithness	581	23	35.00	33.44	37.45	34.10	81.17	54.35
East Sutherland & Edderton	535	14	0.00	16.80	23.00	31.00	18.89	30.14
Highland	13896	289	33.30	30.65	41.10	37.80	46.40	47.26

3.3 The re-let times for Thurso, 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.

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.

The Choice Based Letting scheme has now been running for just over 6 months and our recent evaluation has shown positive results. Our void properties have reduced. Of these properties only 17 are now classed as low demand and of those 17, only 7 remain void since 2014 and 1 from 2013 the remainder becoming void this financial year. The majority of the low demand properties are on East side of the county and the great majority are flatted properties.

It is anticipated that the Choice Based Letting model will continue to be used and further initiatives will be sought to further reduce these voids.

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 £1,333,163.

4.3 *Table 4 – Current Rent Arrears*

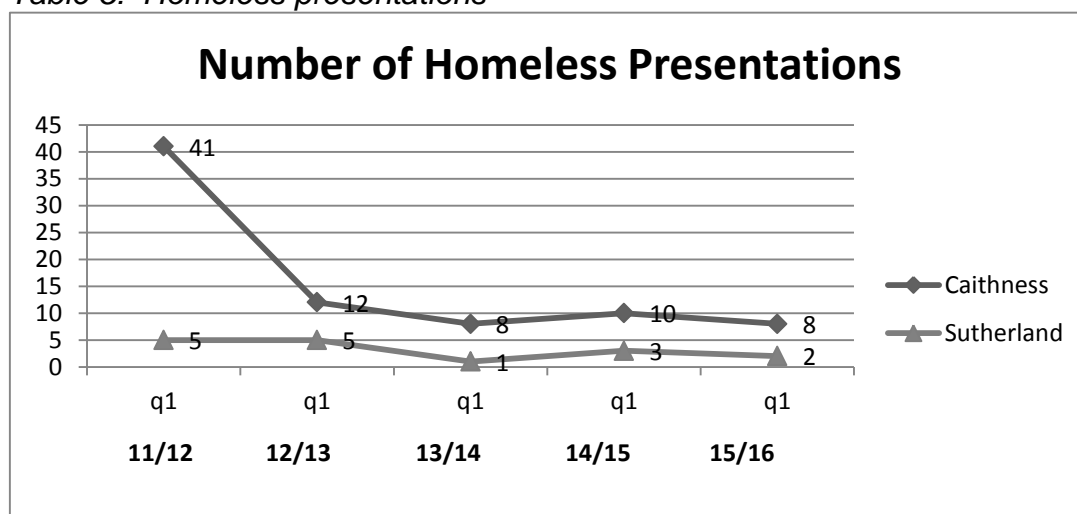
	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q1	Q1	Q1	Q1	Q1	Q1
North, West & Central Sutherland	392	7854	6208	6873	10855	8336	12560
Thurso	585	41323	41261	29465	34217	27548	33409
Wick	942	69789	72055	66025	83041	69704	63627
Landward Caithness	581	30248	28102	26713	28244	29434	28617
East Sutherland & Edderton	535	8147	11309	13233	12963	15891	15186
Highland	13896	1145552	1068635	1031126	1216570	1,171,605	1333163

4.4 The Gross Rent Arrears as a percentage of rent due for Quarter 1 is 4.2 % 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 229 presentations across Highland in the quarter ending 30 June 2015.

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.

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

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

Designation: Director of Community Services

Date: 19 August 2015

Author: Campbell Stewart, Area Community Services Manager
(Caithness and Sutherland)
Joan Macdonald, Performance Officer

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

SPI 15/16	15/16	Scottish Average	Target	2015/16	2014/15			
				Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
CAITHNESS								
Ave time to complete emergency repairs (hours) - Caithness		6.9		4.2	5.7	6.2	6.2	6.9
Ave time to complete non emergency repairs (days) - Caithness	Green	8.2	8	5.1	6.4	6.1	6.1	5.4
Reactive repairs carried out first time - Caithness	Green	87.2	92	97.3	96.3	96.1	95.1	96.5
Repairs appointments kept - Caithness	Green	92.9	95	96.2	91.8	94.0	93.4	93.2

Rent collected as % of rent due - Caithness	Green	99	99	102.4	99.1	99.9	99.9	99.4
Gross rent arrears as % of rent due - Caithness	Green	5.1	5	3.5	3.3	3.4	3.5	3.4
% rent loss through voids - Caithness	Red	1.2	1	6.6	2.3	2.5	2.7	2.8
% of lettable houses becoming vacant - Caithness	Green	9.7	8.8	13.8	13.3	13.9	14.9	15.6

% of new tenancies sustained for more than a year - Caithness	Red	87.7	90	76.7	76.2	77.2	79.8	80.3
Tenancy offers refused - Caithness	Amber	42.2	42.3	37.3	49.8	51.4	52.5	53.2
Ave time taken to re-let - Caithness	Red	35.7	35	77.7	74.0	70.0	66.3	82.4
ASB Cases reported and resolved - Caithness	Red		85	41.3	77.4	72.4	53.6	30.0
% court actions which resulted in eviction - Caithness	Red	12.2	10	54.5	12.2	12.9	15.8	33.3

Homelessness - Presentations received in period Caithness	Green	962	8	8.0	18.0	7.0	7.0	10.0
% households requiring temp/eme accomm who receive offer - Caithness	Green	107.3	100	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused Caithness		7.3		0.0	26.9	6.3	16.7	
No of housing options cases opened Caithness				7.0				
No of housing options cases closed Caithness				6.0				

SUTHERLAND								
Ave time to complete emergency repairs (hours) - Sutherland	Green	6.9	14	7.9	9.5	8.0	6.5	5.6
Ave time to complete non emergency repairs (days) - Sutherland	Green	8.2	8	4.3	6.5	6.4	6.3	5.7
Reactive repairs carried out first time - Sutherland	Green	87.2	92	98.8	97.7	96.9	97.4	96.8
Repairs appointments kept - Sutherland	Amber	92.9	95	92.0	92.8	93.2	93.6	94.7

Rent collected as % of rent due - Sutherland	Green	99	99	103.9	99.9	101.4	101.8	101.0
Gross rent arrears as % of rent due - Sutherland	Green	5.1	5	1.3	1.4	1.2	1.1	1.2
% rent loss through voids - Sutherland	Amber	1.2	1	1.5	0.9	0.9	0.8	0.8
% of lettable houses becoming vacant - Sutherland		9.7	5.8	10.8	11.3	11.3	10.7	11.4

% of new tenancies sustained for more than a year - Sutherland	Red	87.7	90	83.5	85.0	83.6	83.5	81.3
Tenancy offers refused - Sutherland		42.2		38.9	47.3	47.2	51.6	62.8
Ave time taken to re-let - Sutherland	Green		35	24.9	29.1	24.1	24.2	27.3
ASB Cases reported and resolved - Sutherland	Red		85	19.7	76.1	77.3	43.0	20.0
% court actions which resulted in eviction - Sutherland	Green	12.2	10	0.0	10.0	14.3	18.2	33.3

Homelessness - Presentations received in period Sutherland	Green		2	2.0	2.0	5.0	2.0	3.0
% households requiring temp/eme accomm who receive offer Sutherland		107.3	100		100.0	100.0	100.0	100.0
% temp/eme accomm offers refused Sutherland		7.3	18.6		28.6	33.3	0.0	
No of housing options cases opened Sutherland				1.0				
No of housing options cases closed Sutherland				0.0				