

The Highland Council

Nairn and Badenoch and Strathspey Area Committee
23 September 2015

Agenda Item	13.
Report No	NBS 22/15

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 Scottish Social Housing Charter and other performance indicators during 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://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2
- 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
Nairn	671	11.3	11.2	8.7	7.8	1.5	3.2	3.4	3.4	2.9
Badenoch and Strathspey	542	37.1	12.7	19.2	18.3	20.1	25.2	17.3	15.8	8.4
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. Table 1 shows that both wards have performed well within the 14 hour target.
- 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
Nairn	671	6	6	6	5.8	1	3.7	3.7	3.8	4.1
Badenoch and Strathspey	542	10.1	11	10.3	8.7	11.3	11.5	10.2	7.9	8.5
Highland	13896	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. Table 2 shows that the average time to complete these repairs in Nairn continues to remain better than the target. As Badenoch and Strathspey missed the target the maintenance team will work to seek improvements.
- 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 days

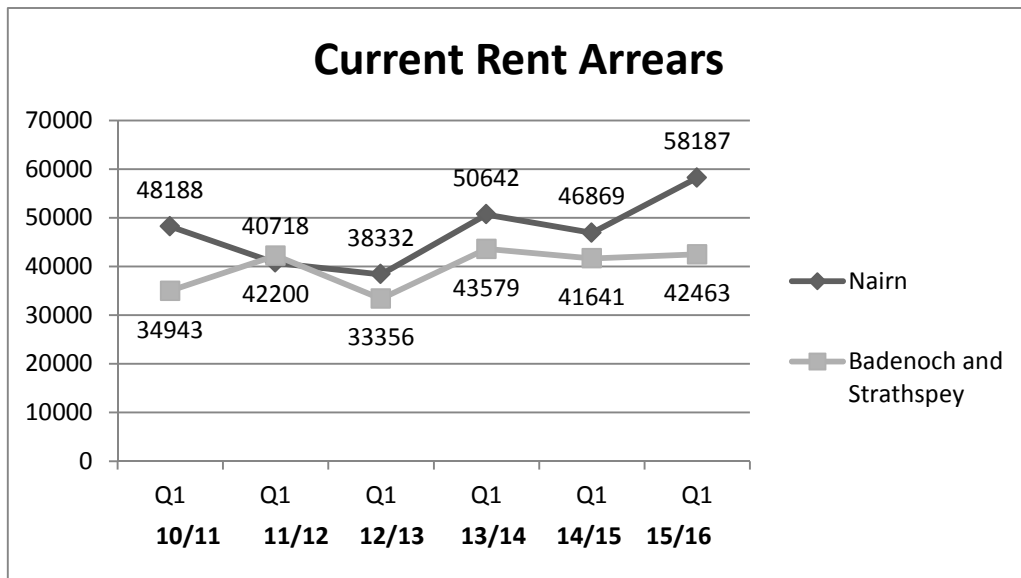
	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q1	Q1	Q1	Q1	Q1	Q1
Nairn	671	13	37.33	22.00	30.55	31.39	43.33	27.23
Badenoch and Strathspey	542	9	47.60	48.30	55.13	0.00	29.40	40.67
Highland	13896	289	33.30	30.65	41.10	37.80	46.40	47.26

- 3.3 Table 3 shows that re-let times in Nairn, Badenoch and Strathspey are performing better than the Highland wide figure of 47.26 days with Nairn performing better than the target. With regard to Badenoch and Strathspey the average re-let time exceeds the target of 35 days. There were 4 properties which were difficult to let and were offered to multiple applicants before being successfully allocated. Two of these properties required 6 offers before being accepted. A strategy is being developed locally to reduce the number of tenancy offers being refused in Badenoch and Strathspey. The strategy will include officers ensuring households are ready to move at the time of the offer and reviewing the Highland Housing Register applications to ensure that these are up-to-date and reflect the applicants understanding of the areas and house types they are listed for.

Currently Badenoch and Strathspey is operating with a half full time post for the Housing Management Officer position which is normally responsible for allocations. Performance improvement is anticipated when a suitable candidate is appointed to cover the remaining half of the post.

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



4.4 Between 2010/11 and 2015/16 the Q1 figure for Nairn has increased by £9,999 and for Badenoch and Strathspey has increased by £7,520.

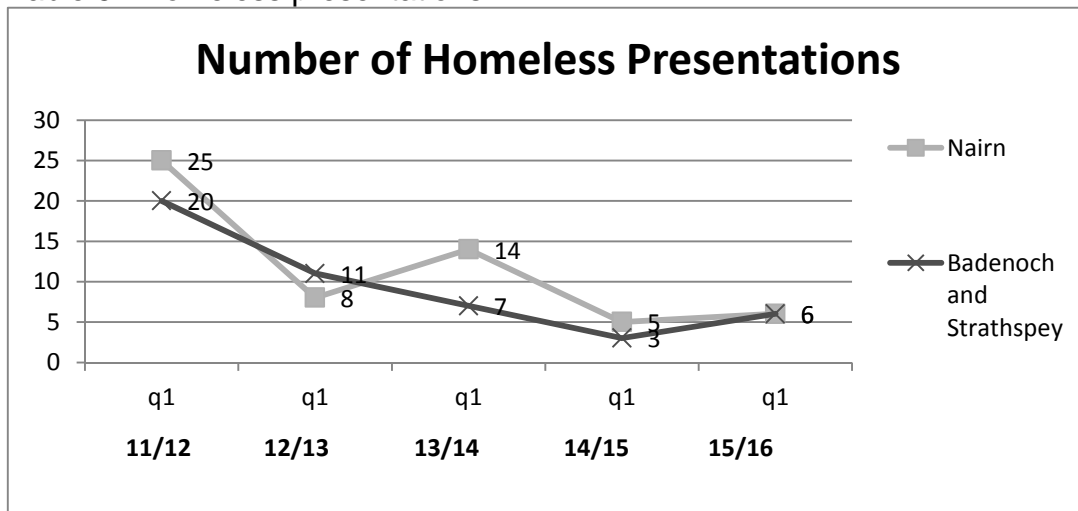
Rent Arrears was recently handed back to local management in Nairn. Closer management is anticipated to reduce rent arrears over time.

Support to manage rent arrears in Badenoch and Strathspey is being provided by officers from Lochaber until the remaining half full time Housing Management Officer position can be filled at which point an improvement in arrears performance is anticipated.

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 Nairn, Badenoch and Strathspey 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 Badenoch and Strathspey reduced from 13 in Quarter 4 to 6 in quarter 1 whilst presentations in Nairn decreased from 17 in Quarter 4 to 6.

As at the end of June 2015 there were 33 Prevention cases in Nairn and 17 in Badenoch and Strathspey. The number of homeless presentations reflects the success of this work.

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 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 2015 and 30 June 2015.

Designation: Director of Community Services

Date: 4 September 2015

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

Appendix 1

SPI 15/16	15/16	Scottish Average	Target	2015/16	2014/15			
				Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
Ave time to complete emergency repairs (hours) - NBS	Green	6.9	14	5.3	8.4	10.0	11.5	18.4
Ave time to complete non emergency repairs (days) - NBS	Green	8.2	8	6.1	5.7	7.5	7.5	11.1
Reactive repairs carried out first time - NBS	Green	87.2	92	94.3	94.7	92.8	93.1	83.5

Rent collected as % of rent due - NBS	Green	99	99	101.8	99.0	99.7	100.0	99.4
Gross rent arrears as % of rent due - NBS	Green	5.1	5	3.9	4.4	4.9	4.6	4.4
% rent loss through voids - NBS	Green	1.2	1	0.8	0.8	0.7	1.0	0.9
% of lettable houses becoming vacant - NBS		9.7		12.6	12.2	10.0	8.4	8.0

% of new tenancies sustained for more than a year - NBS	Green	87.7	90	94.2	96.0	93.3	91.3	90.9
Tenancy offers refused - NBS	Amber	42.2	23.9	28.9	24.0	19.6	22.9	20.0
Ave time taken to re-let - NBS	Green		35	32.7	40.1	36.7	39.2	37.0
ASB Cases reported and resolved - NBS	Red		85	16.7	25.0	0.0	0.0	0.0
% court actions which resulted in eviction - NBS	Green		10	0.0	13.7	12.2	10.3	11.8

Homelessness - Presentations received in period NBS	Green		12	12.0	30.0	27.0	24.0	8.0
% households requiring temp/eme accomm who receive offer - NBS	Green	107.3	100	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused NBS	Green	7.3	0	0.0	14.9	19.1	19.2	0.0
No of housing options cases opened - NBS				48.0				
No of housing options cases closed - NBS				168.0				