

Agenda Item	6
Report No	SRC/049/15

Housing Performance Report - 1 April 2014 to 30 September 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 half 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.
- 1.5 Benchmarking information for 2014/15 across all Scottish Landlords has also been provided where available.

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 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 14 hours.
- 2.3 Table 1 overleaf evidences that Skye, Ross & Cromarty are performing well within the 14 hour target and reflect an improving position.

2.4 *Table 1: Average length of time taken to complete emergency repairs (hours)*
Target 14 hours
2014/15 Benchmark - 5.9 hours

	No of Houses	2013/14				2014/15				2015/16	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Skye	370	18.4	12.5	13.9	19	14.3	13.5	11.6	17.9	9.5	7.6
Ross and Cromarty	3723	9.3	10.5	10.9	15.5	14.3	12.5	12.5	15.8	8.6	8.6
Highland	13854	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9

2.5 Non-emergency repairs are measured in working days.

2.6 *Table 2: Average length of time taken to complete non-emergency repairs (days)*
Target 8 days
2014/15 Benchmark - 7.9 days

	No of Houses	2013/14				2014/15				2015/16	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Skye	370	4.5	5.6	5.6	5.9	4.5	6.3	6.7	8.3	6.8	7.7
Ross and Cromarty	3723	12.3	10.9	10.4	10.4	8.6	8.6	8.6	8.5	9.5	10.3
Highland	13854	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3

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*
2014/15 Benchmark – 36.9 days

	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q2	Q2	Q2	Q2	Q2	Q2
Skye	370	28	7.00	18.20	17.50	0.00	17.08	14.75
Ross and Cromarty	3723	165	42.41	36.78	38	39.47	28.18	29.79
Highland	13854	769	30.65	29.53	39.85	41.00	38.90	48.29

3.3 Table 3 shows that re-let times in Skye, Ross and Cromarty are performing better than the Highland wide figure of 48.29 days and is well within the 35 day service target.

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. The Ross & Cromarty data reflect a Highland wide trend of rising rent arrears.

4.2 The figures reflect a similar pattern of increase for the same period in 2013/14. Measures have been put in place with the area team to thoroughly review all patches and a reduction of £40,000 is anticipated through a series of actions including; pending awards of Housing Benefit, sequestrations, tenancy terminations, payments from leased accommodation and pending court actions.

4.3 The Highland wide current rent arrears figure is £1,478,625.

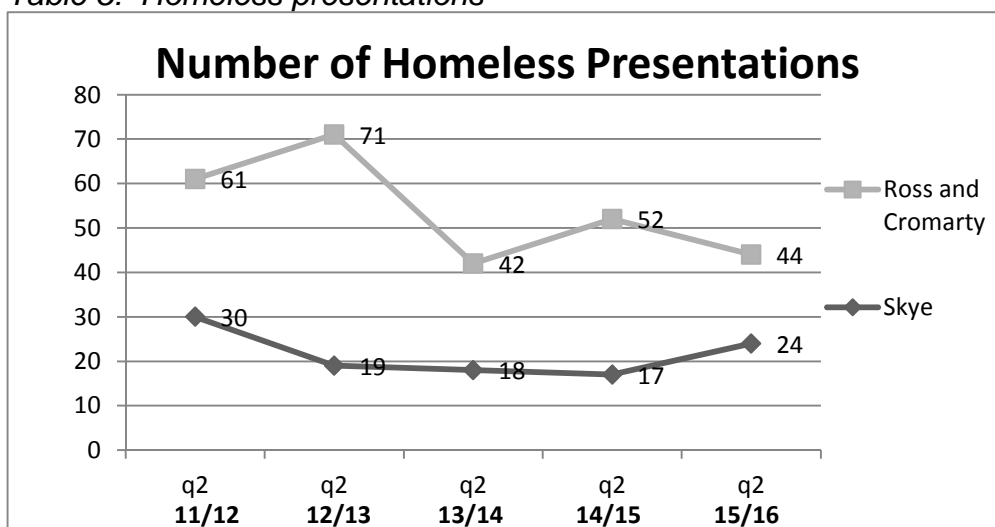
4.4 *Table 4 – Current Rent Arrears*

	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q2	Q2	Q2	Q2	Q2	Q2
Skye	370	19795	14618	17238	24706	20177	16479
Ross and Cromarty	3723	338375	342631	356672	457247	383712	459047

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.

5.4 Homeless presentations for the current financial year decreased from 57 in Quarter 1 to 44 in Quarter 2 for Ross and Cromarty whilst presentations in Skye increased from 20 in Quarter 1 to 24 in Quarter 2.

5.5 Following a thematic inquiry, in May 2014, by the Scottish Housing Regulator on Housing Options our Homelessness Service delivery is currently under review. This involved 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 2014 to 30 September 2015.

Designation: Director of Community Services

Date: 4 November 2015

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

Appendix 1

SPl 15/16	15/16	Scottish Average	Target	2015/16		2014/15		
				Qtr 2	Qtr1	Qtr4	Qtr3	Qtr2
Ave time to complete emergency repairs (hours) - Skye, Ross and Cromarty	Green	5.9	14	8.2	7.8	13.7	11.3	11.0
Ave time to complete non emergency repairs (days) - Skye, Ross and Cromarty	Amber	7.9	8	10.1	9.4	8.7	8.8	8.5
Reactive repairs carried out first time - Skye, Ross and Cromarty	Green	90.2	92	93.3	93.5	91.8	90.5	88.7
Repairs appointments kept - Skye, Ross and Cromarty	Amber	92.4	95	91.6	90.9	90.8	90.7	90.8
Rent collected as % of rent due - Skye, Ross and Cromarty	Amber	99.5	99	99.0	100.9	99.0	99.4	99.3
Gross rent arrears as % of rent due - Skye, Ross and Cromarty	Green	5.3	5	4.6	4.1	4.1	4.6	4.7
% rent loss through voids - Skye, Ross and Cromarty	Green	1.1	1	0.8	1.0	0.6	0.6	0.6
% of lettable houses becoming vacant - Skye, Ross and Cromarty	Amber	8.9	10.5	10.6	10.9	11.3	10.7	11.2
% of new tenancies sustained for more than a year - Skye, Ross and Cromarty	Amber	88.8	90	90.0	89.9	89.0	87.3	86.7
Tenancy offers refused - Skye, Ross and Cromarty	Amber	42	21	20.1	21.7	20.6	22.2	21.2
Ave time taken to re-let - Skye, Ross and Cromarty	Green	36.9	35	27.8	35.3	29.4	25.6	24.4
ASB Cases reported and resolved - Skye, Ross and Cromarty	Red	83.2	85	59.4	25.9	72.0	28.7	21.8
% court actions which resulted in eviction - Skye, Ross and Cromarty	Green	14.7	10	0.0	0.0	8.9	6.7	7.7
Homelessness - Presentations received in period - Skye, Ross and Cromarty				68	77	69	66	69
% temp/eme accomm offers refused Skye, Ross and Cromarty	Green		31	20.0	41.0	12.3	10.1	10.9
% households requiring temp/eme accomm who receive offer - Skye, Ross and Cromarty	Green		100	100.0	100.0	100.0	94.9	100.0
No of housing options cases opened - Skye, Ross and Cromarty				133	125			
No of housing options cases closed - Skye, Ross and Cromarty				141	163			