

The Highland Council

Skye Area Committee
29 February 2016

Agenda Item	8
Report No	SA-5-16

Housing Performance Report - 1 April 2015 to 31 December 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 up to 31 December 2015.

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.
- 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.

2.3 *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	Q3
Skye	376	18.4	12.5	13.9	19	14.3	13.5	11.6	17.9	9.5	7.6	7.3
Highland	13933	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9	7.1

2.4 Performance for the ward remains within the 14 hour target time and continues to improve on previous quarters for this year.

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	Q3
Skye	376	4.5	5.6	5.6	5.9	4.5	6.3	6.7	8.3	6.8	7.7	7.6
Highland	13933	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3	7.5

2.7 Ward performance is remains within the 8 day Council target.

2.8 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
			Q3	Q3	Q3	Q3	Q3	Q3
Skye	376	33	16.00	28.91	19.12	0.00	16.13	19.12
Highland	13933	948	31.25	35.25	38.61	37.60	39.20	49.28

3.3 Table 3 shows that re-let times in Skye are performing far better than the Highland wide figure.

3.4 There were 4 voids in Skye as at 31 December, of which 1 is PIE (performance indicator exempt) due to major structural works.

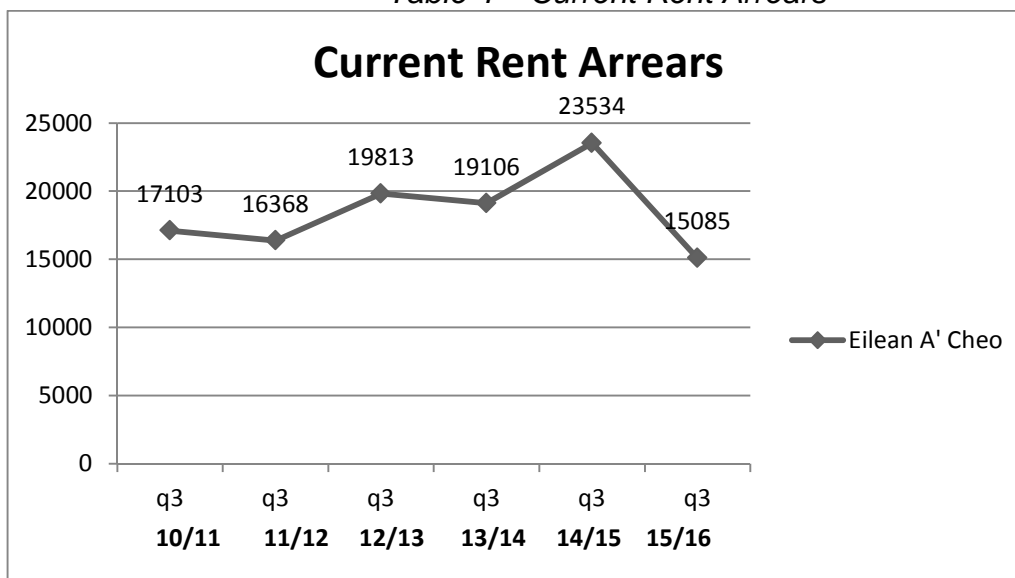
4. Rent Arrears

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 £1,353,725.

4.3

Table 4 – Current Rent Arrears



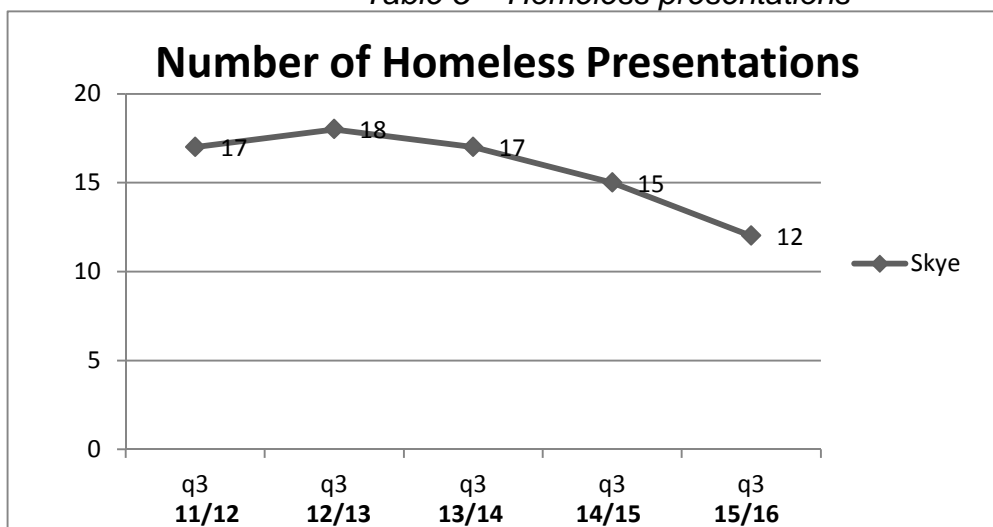
4.4 The area team continue to maintain high performance in managing rent arrears.

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 charting the same quarter in previous years when we started to record this information. Homeless presentations in Skye decreased from 15 in Quarter 2 to 12 in Quarter 3. There were 203 presentations across Highland in the quarter ending 31 December 2015.

5.4 Following a thematic inquiry, in May 2014, by the Scottish Housing Regulator on Housing Options our Homelessness Service delivery was reviewed. This involved a re-design of the job roles of staff to ensure a person-centred approach. The officers currently involved in this area of the Service have been confirmed in the new Housing Options Officer posts. The table below provides information on the cases opened and closed in the quarter. These figures are by quarter not cumulative.

5.5

Table 6 - Housing Options cases

	Qtr1	Qtr2	Qtr 3
Housing Option cases opened	26	35	25
Housing Options cases closed	48	41	20

5.6 The tables below provide information on the housing options approach reasons and the case closure outcomes each quarter

5.7

Table 7- Approach reasons

	Qtr1	Qtr2	Qtr3
Anti-Social Behaviour		1	1
Financial Problems	2	2	1
Accommodation unsuitable due to medical reason		2	1
Accommodation unsuitable due to overcrowding	2	1	1
Accommodation unsuitable due to poor housing condition	3	4	2
Eviction notice received			
Hospital discharge	1	1	
Leaving armed forces			
Marital/domestic breakdown	10	13	4
Notice given to landlord		1	
Notice served by landlord	5	5	6
Prison release			1
Relocating to the Highlands		1	4
Section 11	1	2	2
Wants to leave parental home	1	2	2
Tied accommodation ended	1		
Total	26	35	25

Table 8 – Case closure outcomes

	Qtr1	Qtr2	Qtr3
Homeless presentation route followed	28	24	10
Remained in current accommodation	8	8	4
Private rented – short assured tenancy	1		4
Local Authority Tenancy		1	
RSL (Housing Association) Tenancy	2	2	2
Private Rented			
Total	39	35	20

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 to 31 December 2015.

Designation: Director of Community Services

Date: 13 February 2016

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

		Scottish Average	Target	2015/16			2014/15	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Ave time to complete emergency repairs (hours) Skye	Green	5.9	14	7.3	7.6	9.5	17.9	23.5
Ave time to complete non emergency repairs (days) Skye	Green	7.9	8	7.6	7.7	6.8	8.3	8.7
Reactive repairs carried out first time Skye	Green	90.2	92	95.7	96.2	95.6	92.9	93.3
Rent collected as % of rent due Skye	Green	99.5	98	100.9	101.0	104.3	99.4	99.6
Gross rent arrears as % of rent due Skye		5.3		2.5	2.6	2.2	3.8	5.5
% rent loss through voids Skye	Green	1.1		0.7	0.6	0.9	0.5	0.5
% court actions which resulted in eviction Skye	Green	14.7	10	0.0	0.0	0.0	0.0	0.0
ASB cases reported and resolved Skye	Green	83.2	85	33.3	0.0	0.0	83.3	90.9
Ave time taken to re-let Skye	Green	36.9	35	19.1	14.8	19.9	18.3	16.1
% of new tenancies sustained for more than a year Skye	Green	88.8	90	81.3	81.3	85.3	87.5	87.5
Tenancy offers refused Skye		42		8.6	7.1	6.7	16.3	20.5
% of lettable houses becoming vacant Skye		8.9		16.5	18.6	21.9	18.9	18.1
No of housing options cases opened Skye			No target set	25.0	35.0	26.0		
No of housing options cases closed Skye			No target set	20.0	41.0	48.0		
Homelessness - Presentations received in period Skye			No target set	12.0	24.0	20.0	24.0	15.0
% households requiring temp/eme accomm who receive offer Skye	Green		100	100.0	100.0	100.0	100.0	89.4
% temp/eme accomm offers refused Skye			No target set	25.0	32.6	65.0	20.3	17.0