

**The Highland Council**

**Nairnshire Committee  
20 April 2016**

Agenda Item	<b>9</b>
Report No	<b>N/13/16</b>

**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](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
Nairn	670	11.3	11.2	8.7	7.8	1.5	3.2	3.4	3.4	2.9	3.4	3.4
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 Nairn continues to be within the 14 hour target time.

- 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
Nairn	670	6	6	6	5.8	1	3.7	3.7	3.8	4.1	4.1	4.1
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 Performance remains within the 8 day target time.

- 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
Nairn	670	44	26.60	48.22	45.82	34.59	37.61	34.41
Highland	13933	1027	31.25	35.25	38.61	37.60	39.20	49.28

- 3.3 Table 3 shows that re-let times in Nairn are performing better than the Highland wide figure of 49.28 days.

- 3.4 There were 12 voids in Nairn at the end of December 2015. 2 of which were PIE (Performance Indicator Exempt) due to requiring major structural work.

### 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*

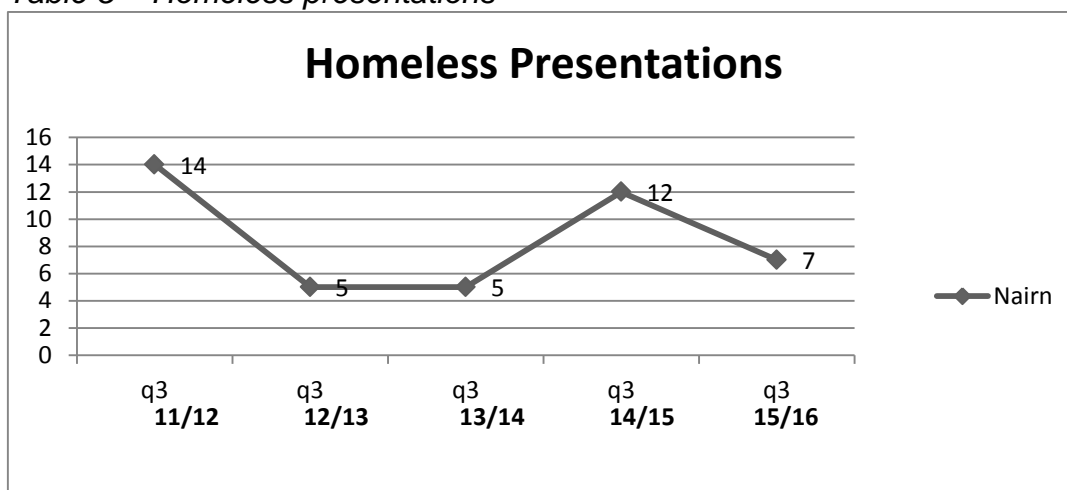
	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q3	Q3	Q3	Q3	Q3	Q3
Nairn	670	41234	41228	50221	47920	55728	80267

4.4 The arrears have increased by £3306 since the previous quarter. There has been a steady increase in rent arrears since monitoring rent arrears was handed over from a dedicated arrears team based in Inverness. The area housing management team is prioritising pursuing rent arrears. A number of larger rent arrears cases are proceeding to court action.

**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 Nairn charting the same quarter in previous years when we started to record this information. There were 203 presentations across Highland in the quarter ending 31 December 2015. Homeless presentations in Nairn increased from 4 in Quarter 2 in 15/16 to 7 in Quarter 3.

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	34	24	24
Housing Options cases closed	58	50	18

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		
Financial Problems	2		2
Accommodation unsuitable due to medical reason	1		
Accommodation unsuitable due to overcrowding			
Accommodation unsuitable due to poor housing condition		1	1
Eviction notice received			1
Hospital discharge			1
Leaving care			1
Leaving armed forces			
Marital/domestic breakdown	11	9	6
Notice given to landlord	1		
Notice served by landlord	8	7	8
Prison release	2	2	
Relocating to the Highlands	2	1	1
Section 11	1		
Wants to leave parental home	3	4	3
Tied accommodation ended	2		
<b>Total</b>	<b>34</b>	<b>24</b>	<b>24</b>

5.8 *Table 8 – Case closure outcomes*

	Qtr1	Qtr2	Qtr3
Homeless application made	22	18	7
Remained in current accommodation	16	15	3
Private rented – short assured tenancy	5	6	
Local Authority Tenancy	2		1
RSL (Housing Association) Tenancy	1	1	
Private Rented	1	1	1
<b>Total</b>	<b>47</b>	<b>41</b>	<b>12</b>

## 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 Equality

There are no known specific equality implications resulting from this report.

### 6.4 Climate Change/Carbon Clever

There are no known climate change/Carbon Clever implications resulting from this report.

### 6.5 Risk

Risk is managed through regular review and reporting to allow corrective action to

be taken if necessary.

6.6 Gaelic

There are no Gaelic implications arising from this report.

6.7 Rural

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: 3 March 2016

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

Appendix 1

	15/16	Scottish Average	Target	2015/16			2014/15	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Ave time to complete emergency repairs (hours) Nairn	Green	5.9	14	3.4	3.4	2.9	3.4	3.4
Ave time taken to complete non emergency repairs (days) Nairn	Green	7.9	8	4.1	4.1	4.1	3.8	3.7
Reactive repairs carried out first time	Green	90.2	92	99.8	99.8	99.4	99.8	99.8
Rent collected as % of rent due Nairn	Amber	99.5	99	98.8	98.5	101.1	99.5	100.0
Gross rent arrears as % of rent due Nairn	Green	5.3	5	4.7	4.3	3.4	3.5	3.9
% rent loss through voids Nairn	Green	1.1	1	0.8	0.5	0.7	0.7	0.8
% court actions with resulted in eviction Nairn	Green	14.3	10	0.0	0.0	0.0	9.1	8.0
ASB cases reported and resolved Nairn	Red	83.2	85	80.0	100.0	0.0	0.0	0.0
Ave time taken to re-let Nairn	Green	36.9	35	34.4	21.0	27.2	41.2	37.6
% of new tenancies sustained for more than a year Nairn	Green	88.8	90	90.3	92.7	93.6	95.5	95.9
Tenancy offers refused Nairn		42		22.2	15.4	11.8	14.9	12.9
% of lettable houses becoming vacant		8.9		10.1	9.2	11.8	11.3	10.7
No of housing options cases opened Nairn			No target set	24.0	27.0	30.0		
No of housing options cases closed Nairn			No target set	18.0	35.0	72.0		
Homelessness - Presentations received in period Nairn			No target set	7.0	4.0	6.0	17.0	12.0
% households requiring temp/eme accomm who receive offer Nairn	Green		100	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused Nairn	Green		0	0.0	0.0	0.0	0.0	0.0
Ave time in temp/eme accomm (weeks) Nairn				13.4	13.6	13.4	16.5	18.9