

Agenda Item	7
Report No	LA/11/16

Housing Performance Report - 1 April 2015 to 31 March 2016

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 March 2016.

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords.
- 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	Q4
Caol and Mallaig	537	10.8	12.6	14.7	25.9	30.0	19.4	16.0	10.9	6.7	7.1	7.6	7.9
Fort William and Ardnamurchan	813	27.5	16	18	21.6	44.7	25.2	19.8	13.7	7.1	6.8	7.7	8.8
Highland	13958	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9

2.4 Performance for Lochaber 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	Q4
Caol and Mallaig	537	10	8.8	9.1	10.2	8.2	7.9	7.8	7.4	6.7	6.9	6.8	6.8
Fort William and Ardnamurchan	813	10.1	8.03	9.6	10.5	9.3	7.7	7.9	7.1	7.2	6.7	6.5	6.6
Highland	13958	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3	7.5	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
			Q4	Q4	Q4	Q4	Q4	Q4
Caol and Mallaig	537	30	35.00	40.13	44.33	37.63	43.32	25.1
Fort William and Ardnamurchan	813	99	27.88	32.77	34.10	31.77	32.85	34.58
Highland	13958	1284	32.07	38.16	38.53	37.60	42.01	47.50

3.3 Table 3 shows that re-let times in Lochaber are performing better than the Highland wide figure of 47.5 days.

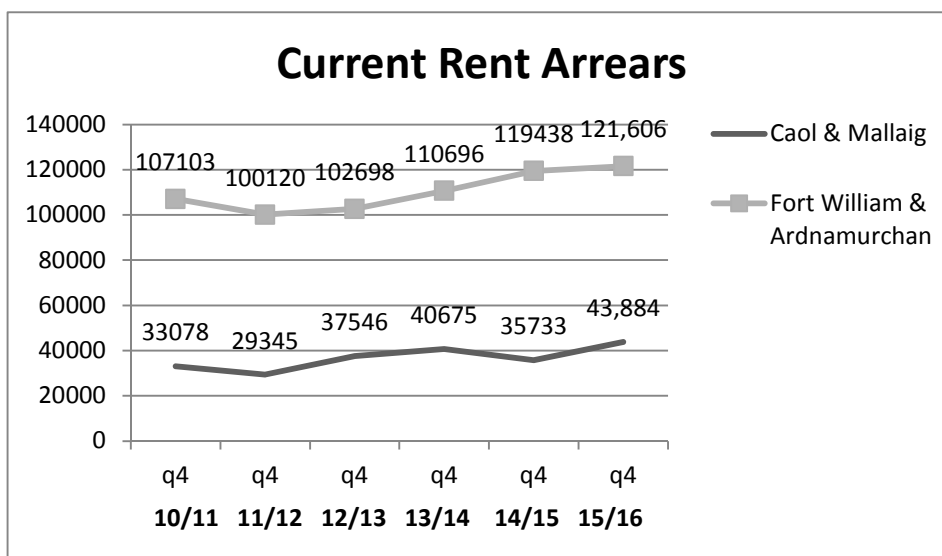
3.4 There were 9 voids in Lochaber at the end of March 2016, 1 of which was PIE (Performance Indicator Exempt) due to requiring major structural work.

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 £1,539,890.

4.3 **Table 4 – Current Rent Arrears**

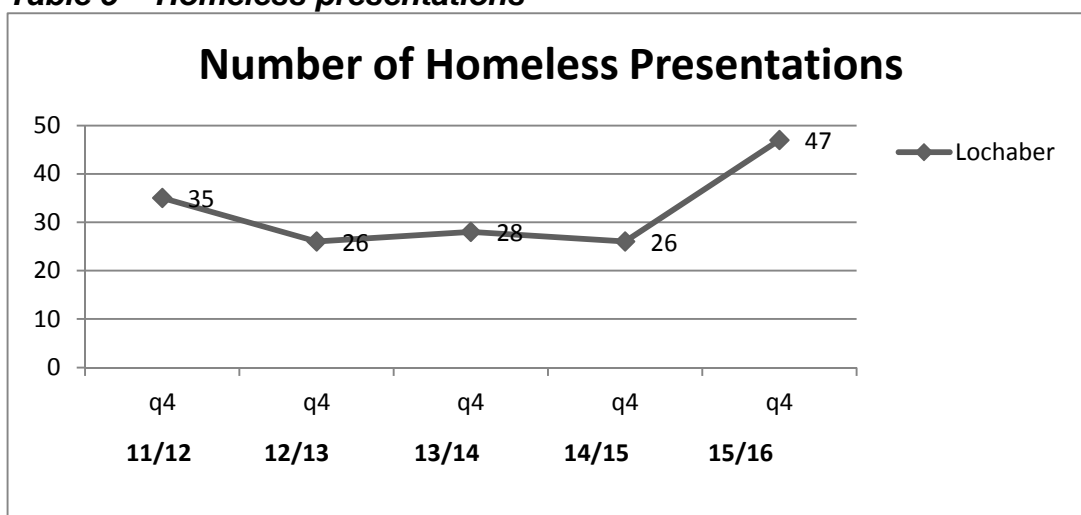


4.4 Arrears have increased by £19,424 since the previous quarter. Welfare Reform continues to have an impact on rent arrears. The area team continue to have a focus on rent arrears to try and mitigate the impact.

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 Lochaber, charting the same quarter in previous years. There were 329 presentations across Highland in the quarter ending 31 March 2016. Homeless presentations in Lochaber increased from 28 in Quarter 3 in 15/16 to 47 in Quarter 4. It is difficult to draw conclusions regarding trends from a single quarter, but we will continue to monitor homeless presentations closely.

5.4 Our Homelessness Service was reviewed following a thematic inquiry on Housing Options by the Scottish Housing Regulator, published in May 2014. This involved a

re-design of the job roles of staff to ensure a person-centred approach. The table below provides information on housing options 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	Qtr 4
Housing Option cases opened	20	19	6	2
Housing Options cases closed	19	24	14	6

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	Qtr4
Anti-Social Behaviour				
Financial Problems		1		
Accommodation unsuitable due to medical reason	1			
Accommodation unsuitable due to overcrowding	3	1		
Accommodation unsuitable due to poor housing condition			1	
Eviction notice received				1
Hospital discharge				
Leaving care				
Leaving armed forces				
Marital/domestic breakdown	7	3	3	1
Notice given to landlord				
Notice served by landlord	7	9	2	
Prison release				
Relocating to the Highlands	2			
Section 11		2		
Wants to leave parental home		3		
Tied accommodation ended				
Total	20	19	6	2

5.8 *Table 8 – Case closure outcomes*

	Qtr1	Qtr2	Qtr3	Qtr4
Homeless application made	6	8	1	2
Remained in current accommodation	1	7	5	2
Private rented – short assured tenancy	4	2	3	
Local Authority Tenancy	3	1	4	1
RSL (Housing Association) Tenancy				
Private Rented	1			1
Moved in with friends/relatives				
Total	15	18	13	6

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

There are no implications arising from this report.

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 March 2016.

Designation: Director of Community Services

Date: 19 May 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	Qtr 4	Qtr3	Qtr2	Qtr1	2014/15 Qtr4
Ave time to complete emergency repairs (hours) Lochaber	Green	5.9	14	8.4	7.7	6.9	6.9	12.5
Ave time to complete non emergency repairs (days) Lochaber	Green	7.9	8	6.7	6.6	6.8	7.0	7.2
Reactive repairs carried out first time Lochaber	Green	90.2	92	98.0	97.7	98.1	98.0	95.4
Repairs appointments kept - Lochaber	Amber	92.4	95	93.1	93.4	93.5	94.3	93.4
Rent collected as % of rent due Lochaber	Amber	99.5	99	98.4	100.2	99.5	103.6	98.9
Gross rent arrears as % of rent due Lochaber	Amber	5.3	5	5.3	4.9	5.4	4.7	4.3
% rent loss through voids Lochaber	Green	1.1	1	0.8	0.9	0.9	1.3	0.7
% of court actions which resulted in eviction Lochaber	Amber	14.7	10	11.8	15.8	6.3	14.3	0.0
ASB cases reported and resolved Lochaber	Red	83.2	85	76.8	73.2	69.3	40.1	65.0
Ave time taken to re-let Lochaber	Green	36.9	35	32.2	32.9	32.2	40.9	35.2
% of new tenancies sustained for more than a year Lochaber	Amber	88.8	90	87.7	87.6	86.6	89.5	87.2
Tenancy offers refused Lochaber	Green	42	0	24.7	26.4	18.6	15.2	21.5
% of lettable houses becoming vacant Lochaber		8.9	0	11.7	12.7	11.7	11.0	8.1
% households requiring temp/eme accomm who receive offer Lochaber	Green	100	100	100	100	100	100	100
% temp/eme accomm offers refused Lochaber	Red		0	5.2	1.4	2.2	0.0	6.5
Ave time in temp/eme accomm (weeks) Lochaber	Red		10	15.2	20.9	21.4	21.0	24.9