

The Highland Council
Caithness Committee - 31 August 2016

Agenda Item	11.
Report No	CC/18/16

Housing Performance Report - 1 April 2016 to 30 June 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 30 June 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 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.
- 2.2 The average length of time taken to complete emergency repairs is calculated in hours.
- 2.3 Performance overall in this category is very positive and all wards are well within the 14 hours Highland target. Thurso performance has improved and is also now below the overall Highland average of 6.6 hours at 6.1 hours.

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				2016/17
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Thurso	587	13.3	9.8	10.5	10.5	7.6	7.6	7.2	6.3	3.5	5.6	8.0	7	6.1
Wick	938	6.9	10	8.8	9.0	6.1	5.1	4.9	4.9	5.0	4.7	3.9	3.9	4.3
Landward Caithness	576	15.6	20.8	15.9	14.2	7.3	6.4	7.1	6.4	3.7	3.8	4.8	5.1	4.3
Highland	13980	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6

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				2016/17
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Thurso	587	7.8	6.8	6.7	6.5	5.7	6.2	6.2	6.4	4.9	5.7	6.0	7	6.6
Wick	938	9.8	7.2	7.2	6.8	5	5.9	5.8	6.2	5.1	5.1	5.2	5.8	5.7
Landward Caithness	576	8.9	7.2	7.1	7.0	5.4	6.2	6.3	6.7	5.1	5.2	5.7	6.2	5.3
Highland	13980	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6

2.7 Performance for all Wards remains within the Highland 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 6 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	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
			Q1	Q1	Q1	Q1	Q1	Q1
Thurso	587	38	30.33	40.09	38.52	42.90	62.92	49.05
Wick	938	63	30.39	30.41	48.40	116.13	95.58	112.83
Landward Caithness	576	27	33.44	37.45	34.10	81.17	54.35	52.14
Highland	13980	436	30.65	41.10	37.80	46.40	47.26	49.32

3.3 The re-let times for Thurso, Wick and Landward Caithness remain challenging due to lack of demand and some properties remain empty for extended periods of time.

3.4 The Choice Based Letting scheme has now been operating since February 2015 and has evidenced some success. Many long term voids have been allocated, however the high turnover of tenancies does mean the number of void properties remains a concern.

- 3.5 There were 61 re-lettable void properties in Caithness at the end of June 2016, plus 9 voids which are PIE (Performance Indicator Exempt) - 4 being declared surplus to requirements and 5 require major structural works. Of the 61 re-lettable properties, 12 are classed by the Housing Manager as “low demand” i.e. there is no one on the waiting list. 1 remains void since 2013, 1 since 2014 and 7 from 2015. The remaining 3 became empty in 2016. The majority of the low demand properties are on the East side of the county and 9 of the 12 are flatted properties, although Thurso currently has 2 low demand non-flatted properties and Lybster has 1.
- 3.6 The Community Services Committee has agreed to declare some properties surplus and available for disposal, and consideration is being given to further stock disposals. Any further proposals will be discussed with Members in more detail.

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 figures in table 4 confirm that the Caithness Housing team is maintaining a robust approach to maximising rental income, but the increasing impact of Welfare Reform and the introduction of Universal Credit is beginning to have a negative impact on this area of work. The Highland wide current arrears figure is £1,394,688.

4.2 **Table 4 – Current Rent Arrears**

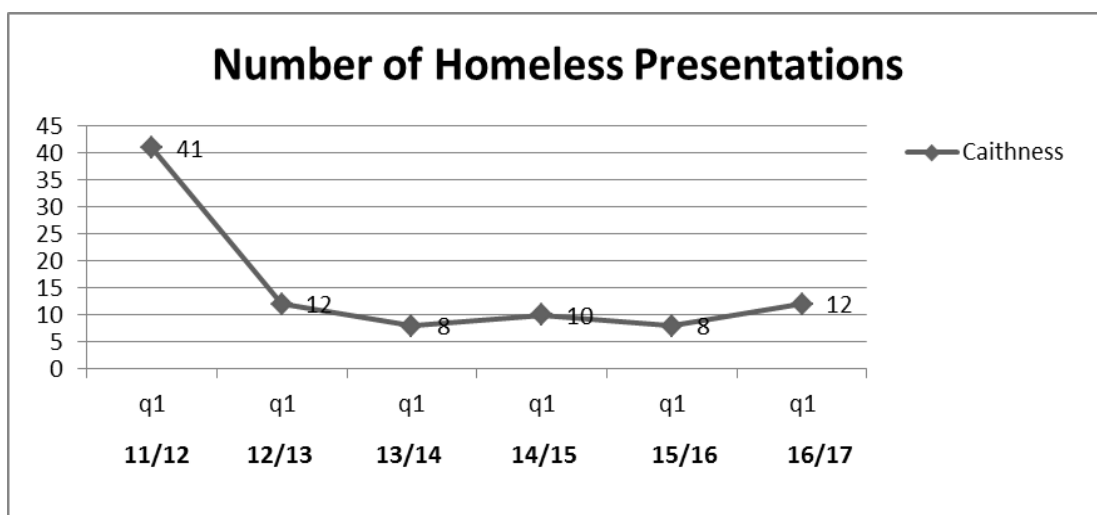
	No of Houses	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
		Q1	Q1	Q1	Q1	Q1	Q1
Thurso	587	41261	29465	34217	27548	33409	27889
Wick	938	72055	66025	83041	69704	63627	68261
Landward Caithness	576	28102	26713	28244	29434	28617	27535

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 shows the number of homeless presentations received by Caithness charting the same quarter in previous years when we started to record this information. Homeless presentations in Caithness decreased to 12 in Quarter 1 2016.
- 5.3 There were 249 presentations across Highland at the end of Quarter 1 2016 at 30 June 2016.

5.4

Table 5 - Homeless presentations



5.5 Table 6 provides information on the cases opened and closed in the quarter. These figures are by quarter and are not cumulative.

Table 6 - Housing Options cases

	2015 Qtr1	2015 Qtr2	2015 Qtr 3	2015 Qtr4	2016 Qtr1
Housing Option cases opened	13	12	20	2	1
Housing Options cases closed	27	26	18	3	9

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 legal implications arising from this report.

6.3 Equality

There are no equality implications arising from this report.

6.4 Climate Change/Carbon Clever

There are no climate change/Carbon Clever implications arising 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 1st April to 30 June 2016

Designation: Director of Community Services

Date: 31 August 2016

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

SPI 15/16	15/16	Scottish Average	Target	2016/17	2015/16			
				Qtr 1	Qtr 4	Qtr3	Qtr2	Qtr1
Ave time to complete emergency repairs (hours) - Caithness	Green	5.9	14.0	4.8	5.1	5.3	4.7	4.2
Ave time to complete non emergency repairs (days) - Caithness	Green	7.9	8.0	5.8	6.3	5.6	5.3	5.1
Reactive repairs carried out first time - Caithness	Green	90.2	92.0	96.1	97.2	96.4	96.9	97.3
Repairs appointments kept - Caithness	Red	92.4	95.0	85.8	94.1	94.8	95.6	96.2
Rent collected as % of rent due - Caithness	Green	99.5	99.0	101.2	99.4	100.7	100.3	102.4
Gross rent arrears as % of rent due - Caithness	Green	5.3	5.0	4.1	4.0	3.5	3.6	3.5
% rent loss through voids - Caithness	Amber	1.1	1.0	5.8	3.3	4.1	4.6	6.6
ASB Cases reported and resolved - Caithness	Red	83.2	85.0	50.7	92.2	94.9	75.9	41.3
Ave time taken to re-let - Caithness	Red	36.90	35.00	80.87	92.74	95.46	90.33	77.71
% of new tenancies sustained for more than a year - Caithness	Red	88.8		81.8	79.2	77.7	76.0	76.7
Tenancy offers refused - Caithness		42.0		56.4	46.9	46.5	47.1	37.3
% of lettable houses becoming vacant - Caithness		8.9		14.2	14.3	14.6	14.0	13.8
% households requiring temp/eme accomm who receive offer - Caithness	Green		100.0	100.0	100.0	100.0	100.0	100.0
Ave time in temp/eme accomm Caithness	Green		15.0	11.6	13.1	12.9	9.2	11.4