

Agenda Item	5.
Report No	SR/17/16

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](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 and 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. 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				2016/17
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Skye	388	18.4	12.5	13.9	19	14.3	13.5	11.6	17.9	9.5	7.6	7.3	7.7	9.9
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

2.4 Performance for Skye 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				2016/17
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Skye	388	4.5	5.6	5.6	5.9	4.5	6.3	6.7	8.3	6.8	7.7	7.6	7.3	8.1
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 has risen slightly above the 8 day target time. It is hoped that a closer working relationship between Building Maintenance and Housing staff will result in improved response times for non-emergency repairs.

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
Skye	388	9	22.11	21.00	0.00	13.60	19.93	49.89
Highland	13980	436	30.65	41.10	37.80	46.40	47.26	49.32

3.3 Table 3 shows that re-let times in Skye have increased over the last quarter. This was largely due to one void which required structural work to be carried out. Contractual difficulties compounded by winter weather, resulted in delays and a void time of 30 weeks.

### 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**

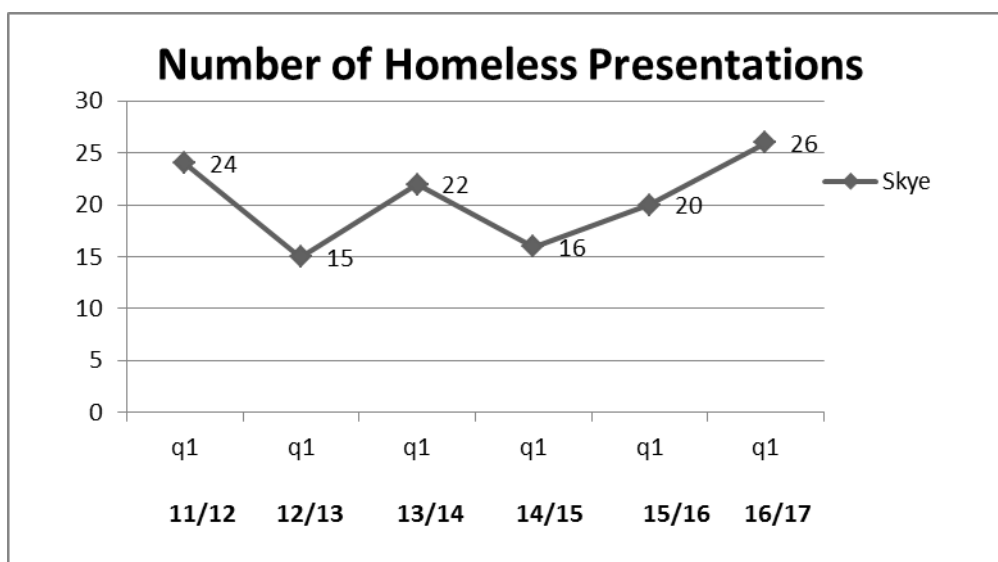
	No of Houses	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
		Q1	Q1	Q1	Q1	Q1	Q1
Skye	388	12288	12605	21119	18235	13122	17180

4.4 The arrears have decreased by £2,999 since the previous quarter. Across Highland, Universal Credit continues to impact on the 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. There were 249 presentations across Highland in the quarter ending 30 June 2016. Homeless presentations in Skye increased from 15 in Quarter 4 of 15/16 to 26 in Quarter 1 of 16/17.

5.4 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**

	2015 Qtr1	2015 Qtr2	2015 Qtr 3	2015 Qtr4	2016 Qtr1
Housing Option cases opened	26	35	25	24	24
Housing Options cases closed	48	41	20	27	48

## 6. Implications

### 6.1 Resources

There are staff and financial implications arising from the need to develop and maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. These resources are available within the current HRA budget.

### 6.2 Legal

There are no legal 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 2016 to 30 June 2016.

Designation: Director of Community Services

Date: 3 October 2016

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

				2016/17	2015/16			
SPI 15/16	15/16	Scottish Average	Target	Qtr 1	Qtr 4	Qtr3	Qtr2	Qtr1
Ave time to complete emergency repairs (hours) Skye	Green	5.9	14.0	9.9	7.7	7.3	7.6	9.5
Ave time to complete non emergency repairs (days) Skye	Amber	7.9	8.0	8.1	7.3	7.6	7.7	6.8
Reactive repairs carried out first time Skye	Green	90.2	92.0	100.0	96.0	95.7	96.2	95.6
Repairs appointments kept Skye								
Rent collected as % of rent due Skye	Green	99.5	98.0	104.2	99.1	100.9	101.0	104.3
Gross rent arrears as % of rent due Skye	Green	5.3	5.0	2.9	3.0	2.5	2.6	2.2
% rent loss through voids Skye		1.1		2.2	0.7	0.7	0.6	0.9
% court actions which resulted in eviction Skye	Green	14.7		0.0	0.0	0.0	0.0	0.0
ASB cases reported and resolved Skye	Green	83.2	85.0	0.0	66.7	33.3	0.0	0.0
Ave time taken to re-let Skye	Red	36.90	35.00	49.89	18.70	19.12	14.75	19.93
% of new tenancies sustained for more than a year Skye	Green	88.8	90.0	79.2	77.8	81.3	81.3	85.3
Tenancy offers refused Skye		42.0		64.3	11.4	8.6	7.1	6.7
% of lettable houses becoming vacant Skye				13.5	15.4	16.5	18.6	21.9

% households requiring temp/eme accomm who receive offer Skye	Green		100.0	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused Skye				4.8	20.3	25.0	32.6	65.0
Ave time in temp/eme accomm Skye				26.4	20.8	22.9	21.2	21.3
Homelessness - Presentations received in period Skye				26	15	12	24	20
No of housing options cases opened Skye				24	24	25	35	26
No of housing options cases closed Skye				48	27	20	41	48