

## The Highland Council

Badenoch and Strathspey Area Committee  
16 November 2016

Agenda Item	8
Report No	BSAC/24/16

### Housing Performance Report – 1 April 2016 to 30 September 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 September 2016.

## 1. Background

- 1.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 1.2 This report provides key performance information based on the reporting framework recommended by the SHR. 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, while the Homeless Presentations figures are given for each separate quarter.
- 1.5 Scottish Quality Network (SQN) benchmark information, derived from the performance of 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 *Table 1: Average length of time taken to complete emergency repairs (hours)*  
*Target 14 hours*  
*2015/16 SQN Benchmark – 5.1 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	Q2
Badenoch and Strathspey	550	37.1	12.7	19.2	18.3	20.1	25.2	17.3	15.8	8.4	8.8	9.8	10.5	13.8	11.8
<b>Highland</b>	<b>13980</b>	<b>13.4</b>	<b>11.6</b>	<b>11.4</b>	<b>14.5</b>	<b>14.8</b>	<b>11.1</b>	<b>9.3</b>	<b>9.1</b>	<b>6.2</b>	<b>6.9</b>	<b>7.1</b>	<b>7.9</b>	<b>6.6</b>	<b>7.2</b>

2.4 Performance continues to be within the 14 hour target.

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*  
*2015/16 SQN Benchmark – 7.5 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	Q2
Badenoch and Strathspey	550	10.1	11	10.3	8.7	11.3	11.5	10.2	7.9	8.5	8.2	8.1	7.3	7	7.4
<b>Highland</b>	<b>13980</b>	<b>9.8</b>	<b>8.6</b>	<b>8.8</b>	<b>8.7</b>	<b>7.5</b>	<b>7.6</b>	<b>7.4</b>	<b>7.3</b>	<b>7.1</b>	<b>7.3</b>	<b>7.5</b>	<b>7.5</b>	<b>6.6</b>	<b>6.9</b>

2.7 Performance continues to be 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 6 years and highlighting the same quarter in previous years for comparison.

3.2 *Table 3 : Average re-let time (days) Target 35 days*  
*2015/16 SQN Benchmark – 35.4 days*

	No of Houses	No of relets	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
			Q2	Q2	Q2	Q2	Q2	Q2
Badenoch and Strathspey	550	25	69.00	48.13	24.99	33.32	36.81	29.68
<b>Highland</b>	<b>13980</b>	<b>436</b>	<b>29.53</b>	<b>39.85</b>	<b>41.00</b>	<b>38.90</b>	<b>48.29</b>	<b>43.63</b>

3.3 Table 3 shows that re-let times in Badenoch and Strathspey at 29.68 days are performing much better than the Highland wide figure of 43.63 days.

3.4 There were 3 re-lettable voids in Badenoch and Strathspey at the end of September 2016. There were also 3 void properties which were PIE (Performance Indicator Exempt), 2 due to major structural work and 1 fire damaged property.

### 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 Highland wide current arrears figure is £1,590,977.

4.2 *Table 4 – Current Rent Arrears*

	No of Houses	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
		Q2	Q2	Q2	Q2	Q2	Q2
Badenoch and Strathspey	550	45162	43579	48360	44622	48923	38746

4.3 Rent arrears performance is showing improvement compared to Quarter 2 2015/16. The rent arrears balance has also decreased by £11,847 since Quarter 1 (30<sup>th</sup> June) 2016/17.

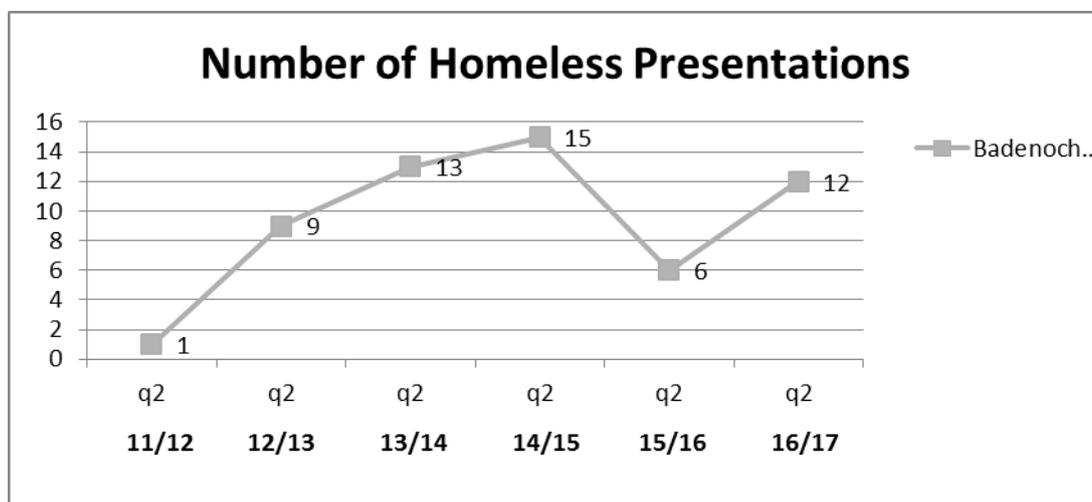
## 5. Homelessness

5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

5.2 Table 5 shows the number of homeless presentations received by Badenoch and Strathspey charting the same quarter in previous years. Homeless presentations in Badenoch and Strathspey have increased in Quarter 2 2016.

5.3 There were 288 presentations across Highland at the end of Quarter 2 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.

5.6 *Table 6 - Housing Options cases*

	2015 Qtr1	2015 Qtr2	2015 Qtr3	2015 Qtr4	2016 Qtr1	2016 Qtr2
Housing Option cases opened	18	26	15	20	30	46
Housing Options cases closed	16	17	19	14	33	53

## 6. Housing Revenue Account Capital Programme Update

6.1 The HRA Capital Programme 2016-17 was approved by the Community Services Committee on 5 November 2015. The status of the 2016-17 HRA Capital Programme for the Badenoch & Strathspey Area is detailed at Appendix 2.

## 7. Implications

### 7.1 Resources

There are no resource implications arising from this report.

## 7.2 Legal

There are no legal implications arising from this report.

## 7.3 Equality

There are no equality implications arising from this report.

## 7.4 Climate Change/Carbon Clever

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

## 7.5 Risk

Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

## 7.6 Gaelic

There are no Gaelic implications arising from this report.

## 7.7 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<sup>st</sup> April 2016 to 30 September 2016

Designation: Director of Community Services

Date: 2 November 2016

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

SPI 15/16	16/17	Scottish Average	Target	2016		2015		
				Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time B&S	GREEN	90.2	92.0 %	92.9	94.4	92.3	89.0	89.0
Rent collected as % of rent due B&S	GREEN	99.5	99.0	101.3	103.1	98.7	100.4	100.3
Gross rent arrears as % of rent due B&S	GREEN	5.3	5.0	4.2	4.7	5.0	4.8	4.8
% rent loss through voids B&S	AMBER	1.1	1.0	0.9	0.7	0.5	0.5	0.6
ASB cases reported and resolved B&S	RED	83.2	85.0	33.3	50.0	100.0	50.0	33.3
% of new tenancies sustained for more than a year B&S	RED	88.8	90.0	78.5	84.3	85.5	93.5	94.4
Tenancy offers refused B&S		42.0		43.2	46.2	40.7	41.9	44.4
% of lettable houses becoming vacant B&S		8.9		9.6	7.8	6.4	7.0	12.3
% of lettable houses becoming vacant B&S	GREEN	100	100	100	100	100	100	100
Ave time in temp/eme accomm B&S	GREEN		52.0	15.7	16.0	13.3	11.6	15.7

Appendix 2

Project Number	Project Title	Number Of Houses	Budget 2016/17 (£)	Project Status	Additional Comments	RAG rating
	<b>HRA Capital Programme 2016/17</b>					
	<b>Equipment and Adaptations</b>					
BM	Equipment & adaptations Badenoch & Strathspey	Number of units	37,800	Design in progress	Works being carried out on demand; feasibility study underway for extension at Fraser Road, Dulnain Bridge	GREEN
	<b>Major Component Replacement</b>					
CSH16003	Window & door replacement Inverness Area, Nairn, Badenoch & Strathspey	71	542,000	Tender stage	Heating schedule being prepared and anticipated to be complete on site by March 2017; 11 Badenoch properties at estimated £84,000	GREEN
BMBADBAT2016	Replacement bathrooms and kitchens Badenoch & Strathspey	15	39,379	Tender stage	Awaiting tenders but anticipated to be completed on site by March 2017	GREEN
	<b>Heating/Energy Efficiency</b>					
CSH16009	Non-gas heating replacements Inverness, Nairn, Badenoch & Strathspey	58	600,000	Tender stage	Heating schedule being prepared and anticipated to be complete on site by March 2017; 21 Badenoch properties at estimated £220,000	GREEN
	<b>External Fabric (Major Component Replacement)</b>					
BMBADROF2016	Roof replacement Badenoch & Strathspey	3	21,559	Contract awarded	To start on site 28th November	GREEN
	<b>External Fabric (environmental improvements)</b>					
BMBADENV2016	Environmental improvements Badenoch & Strathspey	Subject to survey	21,559	Design in progress	Awaiting Member approval	GREEN