

The Highland Council

Sutherland County Committee - 30 November 2016

Agenda Item	8.
Report No	SCC/25/16

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
- 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 Performance on this indicator was affected by two works orders that were not correctly “closed” on the IT system although they were attended to on the day raised. This resulted in additional timescales of 192 hours and 498 hours respectively included in the North, West and Central Sutherland figure. Excluding these two jobs the average response time was 9.2 hours.

2.4 **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	2014/15				2015/16				2016/17	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
North, West & Central Sutherland	391	5.2	7.7	10.5	10.6	6.6	8	9.5	10.2	21.4	22.3
East Sutherland & Edderton	530	5.7	5.9	6.5	8.8	8.6	7.8	7.2	9.6	8.8	9.1
Highland	13980	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2

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	2014/15				2015/16				2016/17	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
North, West & Central Sutherland	391	5.7	6.5	6.5	6.8	4.0	5.1	5.5	5.8	8.1	7.1
East Sutherland & Edderton	530	5.7	6.2	6.2	6.2	4.5	5.4	5.5	5.3	6.1	6.3
Highland	13980	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9

2.7 Performance remains within the 8 day target time and this is being actively monitored to ensure that the target is achieved for the rest of the year.

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	2012/13	2013/14	2014/15	2015/16	2016/17
			Q2	Q2	Q2	Q2	Q2
North, West & Central Sutherland	391	23	33.92	32.99	29.08	38.85	57.83
East Sutherland & Edderton	530	33	24.28	23.53	19.56	35.30	25.45
Highland	13980	436	39.85	41.00	38.90	48.29	43.63

3.3 The 57.83 days figure for North, West and Central Sutherland results from difficulties encountered in letting properties in more rural parts of the area, however the reduction in the figure from 75.75 days in Quarter 1 2016/17 demonstrates that we have had some success in allocating remote properties over the summer months.

3.4 There were 4 properties in Sutherland at the end of September 2016 marked as performance indicator exempt. Of those 4, 2 require major refurbishment and 1 underwent a major adaptation to accommodate a disabled tenant.

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 Sutherland team continue to maintain a robust approach to maximising rental income and these results demonstrate excellent performance. However the increasing impact of welfare reform results in a challenging environment. The Highland wide current arrears figure is £1,394,688.

4.2

Table 4 – Current Rent Arrears

	No of Houses	2012/13	2013/14	2014/15	2015/16	2016/17
		Q2	Q2	Q2	Q2	Q2
North, West & Central Sutherland	391	7,787	9,121	7,083	9,555	10,341
East Sutherland & Edderton	530	14,871	13,838	10,122	18,202	15,692

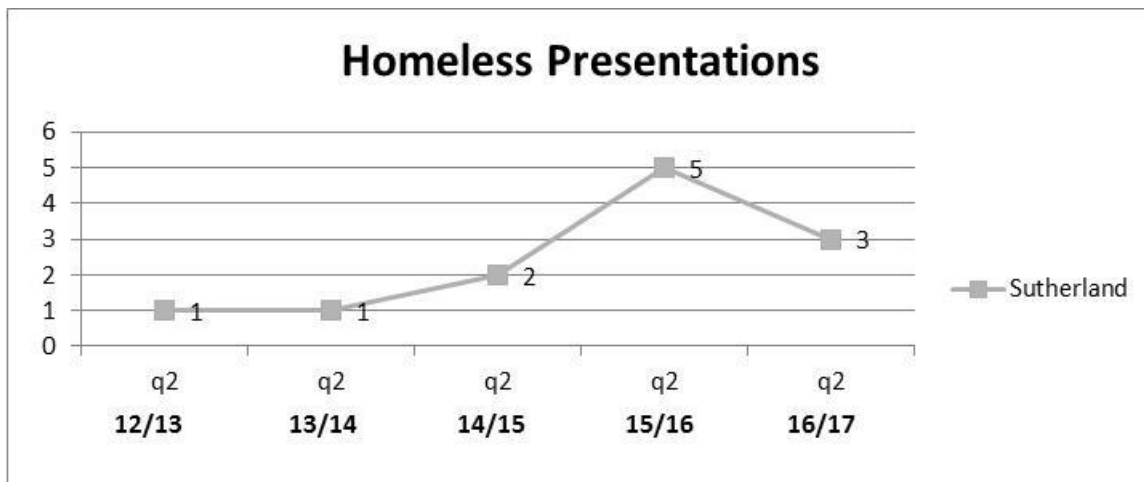
5. Homelessness

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 Sutherland charting the same quarter in previous years. Homeless presentations in Sutherland remain low 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. The reduced numbers being reported reflect changes in approach to homelessness and the introduction of a Housing Options Approach.

5.6 **Table 6 - Housing Options cases**

	2015 Qtr1	2015 Qtr2	2015 Qtr3	2015 Qtr4	2016 Qtr1	2016 Qtr2
Housing Option cases opened	13	12	20	2	1	1
Housing Options cases closed	27	26	18	3	9	4

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 Sutherland 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

The Committee is invited to scrutinise the information provided on housing performance in the period 1 July to 30 September 2016

Designation: Director of Community Services

Date: 16 November 2016

Author: Jim Holden, Housing Manager North
Margaret Ross, Principal Housing Officer
CS Systems Development

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

Appendix 1

SPI 15/16	16/17	Scottish Average	Target	2016/17		2015/16		
				Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time - Sutherland	Green	91.3	92.0	97.1	98.5	97.8	98.3	98.7
Repairs appointments kept - Sutherland	Red	93.5	95.0	88.9	75.5	94.0	93.7	93.6
Rent collected as % of rent due - Sutherland	Green	99.5	99.0	102.0	105.4	100.0	101.7	101.3
Gross rent arrears as % of rent due - Sutherland	Green	5.3	5.0	1.6	1.5	1.4	1.2	1.4
% rent loss through voids - Sutherland	Amber	1.0	1.0	1.4	2.3	1.0	1.0	1.1
ASB Cases reported and resolved - Sutherland	Red	86.6	85.0	71.9	37.2	87.4	87.9	63.1
% of new tenancies sustained for more than a year - Sutherland	Red	88.1	90.0	80.0	77.3	78.6	80.8	82.3
Tenancy offers refused - Sutherland		37.8		53.8	48.4	55.0	53.2	53.4
% of lettable houses becoming vacant - Sutherland		8.7		8.2	11.5	11.6	11.3	11.9
% households requiring temporary accommodation who receive an offer			100.0	100.0	100.0	100.0	100.0	100.0
Ave time in temporary accommodation	Green		52.0	18.3	19.0	15.6	15.7	18.9

	Project Title	Number Of Houses	Budget 2016/17	Project Status	Additional Comments	RAG rating
	Equipment and Adaptations					
BM	Equipment & adaptations Sutherland	0	125,000	Design in progress	Works carried out on demand following occupational health referrals	GREEN
	Major Component Replacement					
CSH16001	Window & door replacement Caithness & Sutherland	55	412,500	Tender stage	Anticipate works to be complete by March 2017; 13 Sutherland houses at estimated £97,500	GREEN
BMSUTBAT2016	Bathroom replacement Sutherland	21	98,646	Work on site 10% complete	Works progressing on site	GREEN
BMSUTKIT2016	Kitchen replacement Sutherland	20	98,646	Work on site 80% complete	Works progressing on site	GREEN
BM	Individual bathroom and kitchens Caithness & Sutherland	12	69,981	Work on site 10% complete	Started May 2016; works demand-led following inspections	GREEN
	Heating/Energy Efficiency					
BMSUTHEA2016	Heating replacement Sutherland	15	165,000	Work on site 70% complete	Works progressing on site	GREEN
	Insulation works Sutherland	15	75,000	Surveys ongoing	Works to commence imminently	GREEN
BM	Heating replacements Caithness & Sutherland	23	233,895	Work on site 10% complete	Demand-led replacements following breakdowns/inspections	GREEN
	External Fabric (Major Component Replacement)					
CSH16012	Works to roofs, soffits, fascia and downpipes Sutherland	32	250,000	Tender stage	Tender documents being reviewed	GREEN
BMC&SFAB2016	Individual external fabric works Caithness & Sutherland	Subject to survey	48,331	Surveys complete	Works to commence imminently	GREEN
	External Fabric (environmental improvements)					
BMSUTENV2016	Environmental improvements Sutherland	Subject to survey	39,783	Design in progress	Awaiting Member approval	GREEN