

The Highland Council

Isle of Skye and Raasay Committee - 19 December 2016

Agenda Item	6
Report No	SR/24/16

Housing Performance Report – 01 July 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 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours
2014/15 SQN 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	Q2
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	15
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	7.2

2.4 Non-emergency repairs are measured in working days. The above times included 5 works orders that were incorrectly closed. Removal of these works orders gives an average figure of 5.3, which is within the target and below benchmark.

2.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2014/15 SQN 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	Q2
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	7.1
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	6.9

2.6 Non-emergency repairs are being completed within target.

2.7 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 SQN Benchmark – 36.9 days

	No of House	No of relets	2012/13	2013/14	2014/15	2015/16	2016/17
			Q2	Q2	Q2	Q2	Q2
Skye	388	16	17.50	0.00	17.08	14.75	52.90
Highland	13980	436	39.85	41.00	38.90	48.29	43.63

3.3 The high figure reported for this quarter includes the new build development at Harrapool. These properties had to be put on the Housing IT system so that they could be pre-allocated. There were then delays in the completion of this development. In reality each of these new flats was let within 2 days of the flats being handed over. Taking this into account, the average void for this quarter would be 9.43 days rather than 52.90 days. This system problem is being addressed to help future reporting.

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 collection of current rent arrears performance remains within target. The Highland wide current arrears figure is £1,590,977.

4.2 **Table 4 – Current Rent Arrears**

	No of House	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
		Q2	Q2	Q2	Q2	Q2	Q2
Skye	388	14618	17238	24706	20177	16479	22505

4.3 Rent arrears levels have been increasing Highland-wide, and a working group has been set up to review the arrears policy and undertake further analysis of the increase.

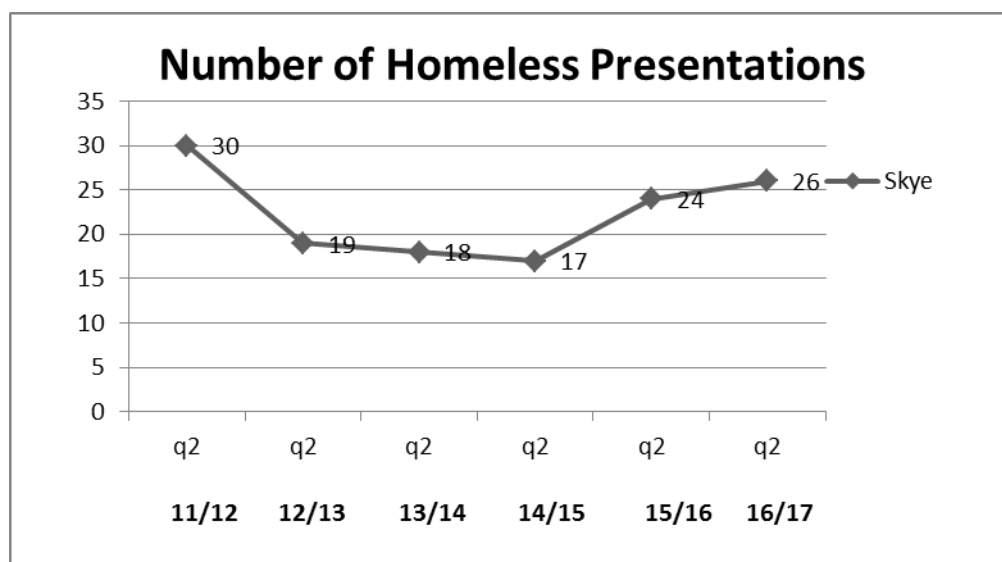
5. Homelessness

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 in Skye and Raasay charting the same quarter in previous years. Homeless presentations in Skye and Raasay have continued to gradually increase over the last two years.

5.3 There were 288 presentations across Highland at the end of Quarter 2 2016 at 30 September 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	32
Housing Options cases closed	16	17	19	14	33	59

6. Implications

6.1 Resources

There are no resource implications arising from this report.

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 July 2016 to 30 September 2016.

Designation: Director of Community Services

Date: 6 December 2016

Author: Jim Holden, Housing Manager North
Liz Williams, Principal Housing Officer

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 Skye	Green	90.2	92.0	94.9	100.0	96.0	95.7	96.2
Repairs appointments kept Skye								
Rent collected as of rent due Skye	Green	99.5	98.0	101.0	104.2	99.1	100.9	101.0
Gross rent arrears as of rent due Skye	Green	5.3	5.0	3.3	2.9	3.0	2.5	2.6
rent loss through voids Skye	Green	1.1		0.8	2.2	0.7	0.7	0.6
ASB cases reported and resolved Skye	Green	83.2	85.0	50.0	0.0	66.7	33.3	0.0
of new tenancies sustained for more than a year Skye	Green	88.8	90.0	84.1	79.2	77.8	81.3	81.3
Tenancy offers refused Skye		42.0		37.5	64.3	11.4	8.6	7.1
of lettable houses becoming vacant Skye				10.7	13.5	15.4	16.5	18.6
households requiring temp/eme accomm who receive offer Skye	Green		100.0	100.0	100.0	100.0	100.0	100.0
Ave time in temp/eme accomm Skye				28.0	26.4	20.8	22.9	21.2