

**AGENDA ITEM 6
REPORT NO. SR/10/17**

HIGHLAND COUNCIL

Committee: Skye and Raasay Local Committee

Date: 19 June 2017

Report Title: Housing Performance Report – 1 April 2016 to 31 March 2017

Report By: Report by the Director of Community Services

1 Purpose/Executive Summary

- 1.1 This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators up to 31 March 2017.

2 Recommendations

- 2.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April 2016 to 31 March 2017.

3 Background

- 3.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 3.2 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**.
- 3.3 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
- 3.4 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.
- 3.5 Scottish Quality Network (SQN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

4 Repairs

- 4.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 4.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 4.3 The average response time for emergency repairs continue to be within the Highland target of 14 hours.

4.4 **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	Q3	Q4
Skye	377	14.3	13.5	11.6	17.9	9.5	7.6	7.3	7.7	9.9	15	13.4	11.6
Highland	13951	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9

- 4.5 Non-emergency repairs are measured in working days.
- 4.6 **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	Q3	Q4
Skye	377	4.5	6.3	6.7	8.3	6.8	7.7	7.6	7.3	8.1	7.1	7.5	7.6
Highland	13951	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8

- 4.7 Response times to non-emergency repairs continue to be below target of 8 days.

4.8 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.

5. Tenancy Management

5.1 The chart below provides information on the average re-let time showing the trend back three years and highlighting the same quarter in previous years for comparison. Performance in Skye and Raasay remains well within the Highland target of 35 days.

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

	No of Houses	No of relets	2014/15 Q4	2015/16 Q4	2016/17 Q4
Skye	377	66	18.33	18.70	27.19
Highland	13951	1243	42.01	47.50	40.78

6 Rent Arrears

6.1 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 three years. The rent arrears at the end of the year 2016-17 were 2.8 % of gross rent which is an improvement on the last 2 years. In quarter 4, 77 tenants owed rent arrears and of these 6 owed more than £500 and 1 owed more than £1000. The Highland wide current arrears figure is £1,501,827.

6.2 **Table 4 – Current Rent Arrears**

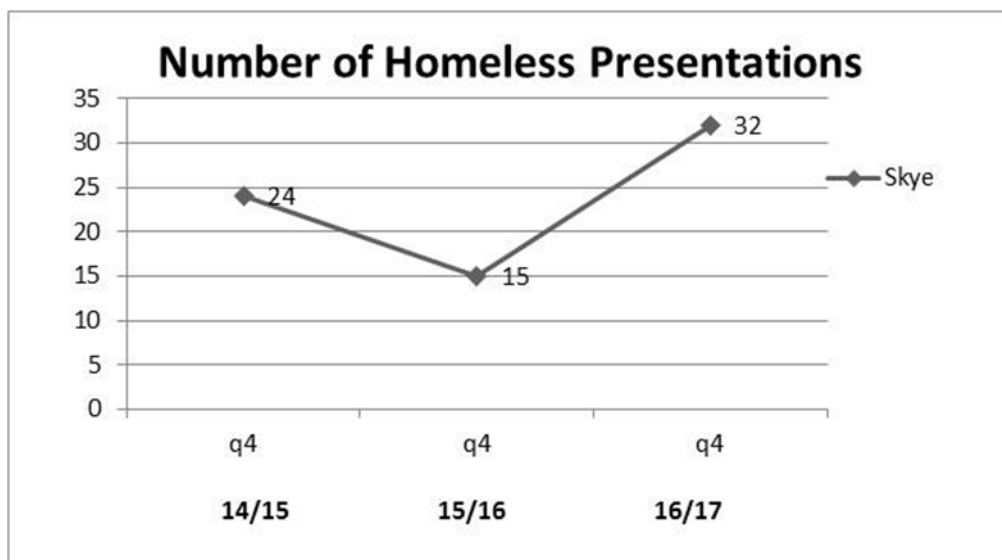
	No of Houses	2014/15 Q4	2015/16 Q4	2016/17 Q4
Skye	377	18951	20179	16381

7 Homelessness

7.1 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.

7.2 Table 5 shows the number of homeless presentations received by Skye, charting the same quarter in previous years. Homeless presentations in Skye have increased over the last 2 years and the average time that a homeless household spends in temporary accommodation has increased from 20.8 weeks in Q4 2015/16 to 27.4 weeks in Q4, 2016/2017. With the numbers of homeless presentations increasing and the length of time households are homeless before we can make them one reasonable offer of secure accommodation, homelessness continues to be a significant pressure in this ward.

7.3 There were 293 presentations across Highland at the end of Quarter 4 2017.

Table 5 - Homeless presentations

8 HRA Capital Programme

8.1 The HRA Capital Programme 2017/18 was approved at Community Services Committee in November 2016. An appendix report showing progress to date against the programme will be reported to this Committee at the next meeting. Members will be consulted about proposals for the post-2018 HRA Capital Programme during the next quarter.

9 Implications

9.1 Resource– There are no resource implications arising from this report.

9.2 Legal - There are no legal implications arising from this report.

9.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.

9.4 Climate Change / Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.

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

9.6 Gaelic - There are no Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 16 June 2017

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

APPENDIX 1

SPI 16/17	16/17	Scottish Average	Target	2016/17				2015/16
				Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time Skye	GREEN	90.2		93.7	94.1	94.9	100.0	96.0
Rent collected as % of rent due Skye	GREEN	99.5		100.9	101.5	101.0	104.2	99.1
Gross rent arrears as % of rent due Skye	GREEN	5.3		2.8	2.6	3.3	2.9	3.0
% rent loss through voids Skye	GREEN	1.1	1.0	0.6	0.7	0.8	2.2	0.7
ASB cases reported and resolved Skye	AMBER	83.2		50.0	50.0	50.0	0.0	66.7
% of new tenancies sustained for more than a year Skye	GREEN	88.8	90.0	83.3	86.4	84.1	79.2	77.8
Tenancy offers refused Skye	GREEN	42.0	38.0	25.4	31.0	37.5	64.3	11.4
% 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 in weeks				27.6	27.0	28.0	26.4	20.8