

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 23 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 for 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 Performance in Lochaber is within the 14 hour target and has improved compared to quarter 3 2016/17.

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
Caol and Mallaig	515	30.0	19.4	16.0	10.9	6.7	7.1	7.6	7.9	7.9	14.1	10.6	8.4
Fort William and Ardnamurchan	822	44.7	25.2	19.8	13.7	7.1	6.8	7.7	8.8	10.1	7.7	7.1	7.0
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
Caol and Mallaig	515	8.2	7.9	7.8	7.4	6.7	6.9	6.8	6.8	5.8	6.2	6.6	6.8
Fort William and Ardnamurchan	822	9.3	7.7	7.9	7.1	7.2	6.7	6.5	6.6	5.4	5.3	5.7	5.7
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 Performance continues to be within the 8 day target.

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.

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	2015/16	2016/17
			Q4	Q4	Q4
Caol and Mallaig	515	24	43.32	25.10	27.17
Fort William and Ardnamurchan	822	108	32.85	34.38	31.09
Highland	13951	1243	42.01	47.50	40.78

5.3 Table 3 shows the average re-let time for 2016/17 in Lochaber which is within the

Highland wide target and better than the Highland wide figure of 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 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
Caol and Mallaig	515	35733	43884	27424
Fort William and Ardnamurchan	822	119438	121606	114040

6.3 Rent arrears performance is showing improvement compared to Quarter 4 2015/16. A focus on rent arrears is a priority for the Lochaber team.

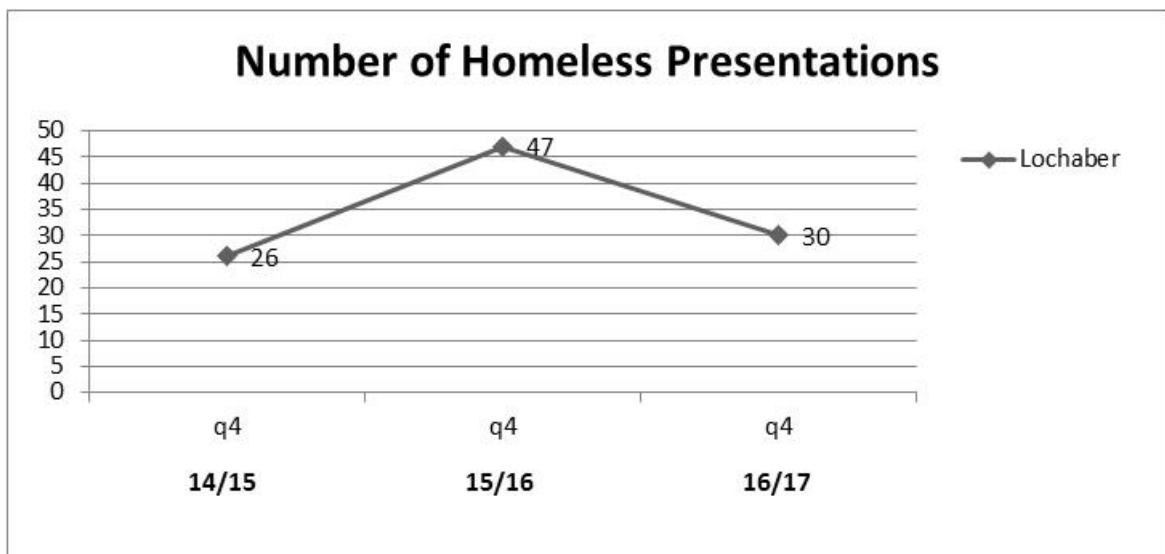
7 Homelessness

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 Lochaber charting the same quarter in previous years. Homeless presentations in Lochaber reduced in Quarter 4: 2016.

7.3 There were 293 presentations across Highland at the end of Quarter 4 2016 at 31 March 2017.

7.4 **Table 5 - Homeless presentations**



8 Housing Revenue Account Capital Programme Update

8.1 The HRA Capital Programme was approved at Community Services Committee in

November 2016. An appendix showing progress to date against the programme will be reported to the next Lochaber Area Committee.

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: 23 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 - Lochaber	GREEN	90.2	92.0	96.1	96.4	96.5	97.2	98.0
Repairs appointments kept - Lochaber	RED	92.4	95.0	85.6	85.7	85.8	79.5	93.1
Rent collected as % of rent due - Lochaber	GREEN	99.5	99.0	99.7	100.1	100	104.1	98.4
Gross rent arrears as % of rent due - Lochaber	GREEN	5.3		4.9	4.8	5.2	4.7	5.3
% rent loss through voids - Lochaber	GREEN	1.1	1.0	0.8	0.8	0.7	0.8	0.8
ASB Cases reported and resolved - Lochaber	RED	83.2	85.0	57.0	65.3	100	100	76.8
% of new tenancies sustained for more than a year - Lochaber	GREEN	88.8	90.0	90.0	89.0	90.4	86.4	87.7
Tenancy offers refused - Lochaber	RED	42.0	38.0	44.6	35.9	36.0	25.0	24.7
% of lettable houses becoming vacant - Lochaber	AMBER	8.9	8.9	9.9	6.6	6.9	10.4	11.7
% households requiring temp/eme accomm who receive offer - Lochaber	GREEN			100	100	100	100	100
Ave time in temp/eme accomm Lochaber (weeks)				14.6	14.9	12.8	14.8	15.2