

Agenda Item	9.
Report No	SCC/11/17

HIGHLAND COUNCIL

Committee: Sutherland County 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 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 time taken to respond to emergency repairs is currently above the Highland average but within the Highland target of 14 hours. There has been a gradual reduction over the 3rd Quarter and we are endeavouring to keep moving in the right direction. The figures have to be viewed in the context of the dispersed nature of the housing stock and long travel distances involved to respond to emergencies in Southerland.

- 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
North, West & Central Sutherland	388	5.2	7.7	10.5	10.6	6.6	8	9.5	10.2	21.4	22.3	16	12.6
East Sutherland & Edderton	527	5.7	5.9	6.5	8.8	8.6	7.8	7.2	9.6	8.8	9.1	10.9	11.8
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
North, West & Central Sutherland	388	5.7	6.5	6.5	6.8	4.0	5.1	5.5	5.8	8.1	7.1	7	6
East Sutherland & Edderton	527	5.7	6.2	6.2	6.2	4.5	5.4	5.5	5.3	6.1	6.3	6.4	5.9
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 The average time taken to respond to non-emergency repairs is within the benchmark of 7.5 days. This remains excellent performance considering the challenges involved in delivering a day to day repairs service across and area the size of Sutherland.

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
North, West & Central Sutherland	388	32	35.33	41.07	44.71
East Sutherland & Edderton	527	35	23.80	32.23	26.27
Highland	13951	1243	42.01	47.50	40.78

5.3 Historically we have experienced extended re-let times in North West & Central Sutherland, mainly because of low demand and contractor travel time involved in re-let repairs. We have reviewed our local re-let procedures which have resulted in a reduction in re-times for North, West and Central Sutherland in comparison with Quarter 3 of 2016/17, when the average re-let time was 48 days

5.4 When we have a property which has received adaptations, as well as considering our register we also link with NHS Highland and with colleagues regarding people on the list for adaptations to ensure the property is allocated to the applicant most in need.

5.5 At the end of Quarter 4, we had 3 properties which were PIE (Performance Indicator Exempt) because they require major works and one property in Helmsdale which is being held vacant pending remediation measures following radon gas monitoring.

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. There has been improvement in rent arrears performance compared to Q3 2015/16. Management of rent arrears continues to be a high priority activity for the Sutherland Team. The Highland wide current arrears figure is £1,501,827.

6.2 **Table 4 – Current Rent Arrears**

	No of Houses	2014/15	2015/16	2016/17
		Q4	Q4	Q4
North, West & Central Sutherland	388	12257	10712	9410
East Sutherland & Edderton	527	15944	17314	14709

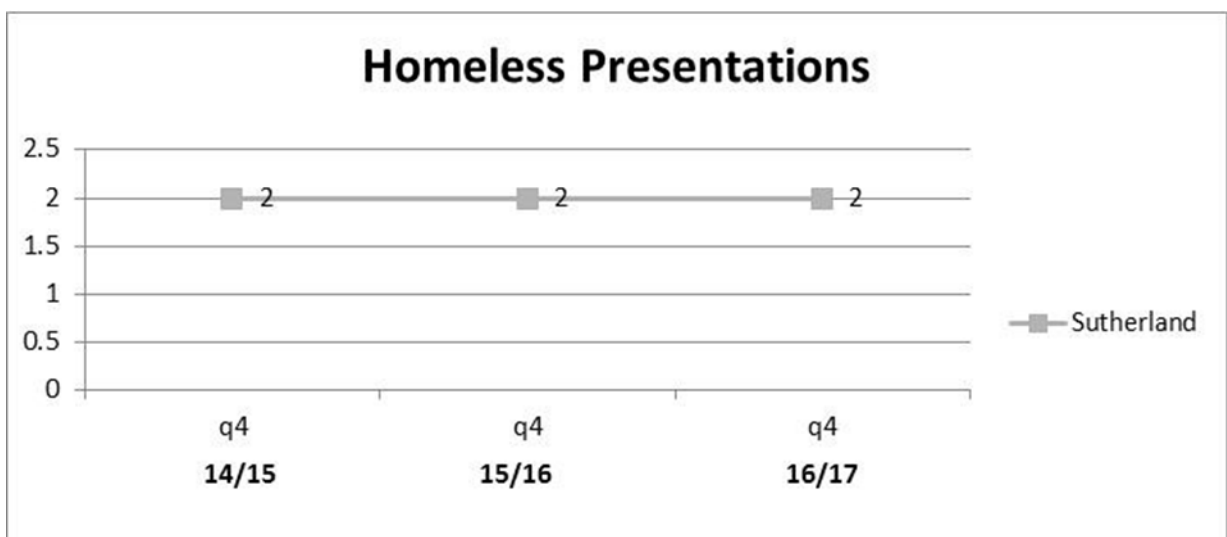
7 Homelessness

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 Sutherland, charting the same quarter in previous years. There were 2 Homeless presentations in Sutherland in Quarter 4 2016.

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

7.4 **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: 23 June 2017

Author: Jim Holden, Housing Manager North
Marina Grant, Principal Housing Officer

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 - Sutherland	GREEN	90.2		97.8	97.8	97.1	98.5	97.8
Repairs appointments kept - Sutherland	RED	92.4		84.1	86.4	88.9	75.5	94.0
Rent collected as % of rent due - Sutherland	GREEN	99.5		100.6	100.8	102.0	105.4	100.0
Gross rent arrears as % of rent due - Sutherland	GREEN	5.3		1.5	1.5	1.6	1.5	1.4
% rent loss through voids - Sutherland	GREEN	1.1		1.0	1.3	1.4	2.3	1.0
ASB Cases reported and resolved - Sutherland	GREEN	83.2		95.8	91.7	71.9	37.2	87.4
% of new tenancies sustained for more than a year - Sutherland	AMBER	88.8	90.0	86.2	82.2	80.0	77.3	78.6
Tenancy offers refused - Sutherland	RED	42.0	38.0	60.3	59.7	53.8	48.4	55.0
% of lettable houses becoming vacant - Sutherland	GREEN	8.9	8.9	7.3	7.8	8.2	11.5	11.6
% households requiring temp/eme accomm who receive offer Sutherland				100.0	100.0			100.0
Ave time in temp/eme accomm Sutherland				29.0	24.2	18.3	19.0	15.6