

**AGENDA ITEM 6
REPORT NO. LA/16/17**

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 22 August 2017

Report Title: Housing Performance Report – 1 April 2017 to 30 June 2017

Report By: 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 30 June 2017.

2. Recommendations

2.1 Members are invited to consider the information provided on housing performance for the period 1 April 2017 to 30 June 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, has improved compared to quarter 1 2016/17 and is better than the Highland wide figure.

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				2017/18
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	512	30.0	19.4	16.0	10.9	6.7	7.1	7.6	7.9	7.9	14.1	10.6	8.4	6.3
Fort William and Ardnamurchan	825	44.7	25.2	19.8	13.7	7.1	6.8	7.7	8.8	10.1	7.7	7.1	7.0	5.3
Highland	13954	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4

- 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				2017/18
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	512	8.2	7.9	7.8	7.4	6.7	6.9	6.8	6.8	5.8	6.2	6.6	6.8	6
Fort William and Ardnamurchan	825	9.3	7.7	7.9	7.1	7.2	6.7	6.5	6.6	5.4	5.3	5.7	5.7	5.4
Highland	13954	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6

- 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	2015/16 Q1	2016/17 Q1	2017/18 Q1
Caol and Mallaig	512	12	47.13	17.11	32.75
Fort William and Ardnamurchan	825	40	38.17	26.14	37.45
Highland	13954	389	47.26	49.32	39.07

5.3 Table 3 shows the average re-let time for Lochaber has increased. This was as a result of an increase in the number of void properties (24 in Q1 2016 compared to 37 in quarter 1 2017) and an increase in the number of offers to housing applicants which were refused (no refusals in quarter 1 2016 compared with 10 refusals in 2017).

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.

6.2 **Table 4 – Current Rent Arrears**

	No of Houses	2015/16 Q1	2016/17 Q1	2017/18 Q1
Caol and Mallaig	512	37020	37507	25896
Fort William and Ardnamurchan	825	112258	86662	105487

6.3 Rent arrears performance is showing an increase across the Fort William and Ardnamurchan Ward compared with Quarter 1 2016. The introduction of Universal Credit is having an impact on rent arrears. There were 31 tenants in the Fort William Ardnamurchan Ward on universal credit in the quarter, the rent arrears balance for these cases being £11,626.

7 Homelessness

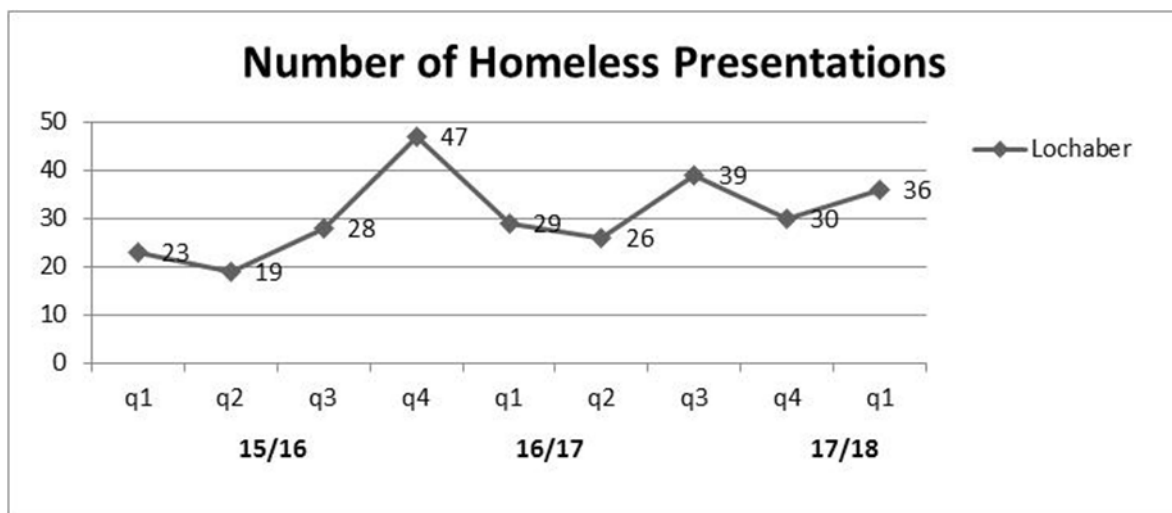
7.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

7.2 Table 5 shows the number of homeless presentations received by Lochaber charting the same quarter in previous years. Homeless presentations in Lochaber increased in Quarter 1 2017.

7.3 There were 248 presentations across Highland at the end of Quarter 1 2017.

7.4

Table 5 - Homeless presentations



8 Housing Revenue Account Capital Programme Update

8.1 Members have been issued with a separate briefing on the HRA Capital programme. A further report will be submitted to the October Lochaber 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: 4 August 2017

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

Appendix 1

SPI 15/16	16/17	Scottish Average	Target	2017/18	2016/17			
				Qtr 1	Q4	Q3	Qtr 2	Qtr 1
Reactive repairs carried out first time - Lochaber	GREEN	90.7	92	96.06	96.11	96.41	96.54	97.24
Repairs appointments kept - Lochaber	RED	95.9	95	86.97	85.56	85.71	85.82	79.48
Rent collected as % of rent due - Lochaber	GREEN	99.6	99	102.58	99.72	100.07	100.05	104.07
Gross rent arrears as % of rent due - Lochaber		5.1	5	6.71	4.90	4.76	5.19	4.66
% rent loss through voids - Lochaber	AMBER	0.9	1	1.82	0.77	0.85	0.75	0.85
ASB Cases reported and resolved - Lochaber	RED	87.2	85	15.38	57.00	65.28	100	100
% of new tenancies sustained for more than a year - Lochaber	GREEN	88.8	90	90.29	90.00	89.03	90.41	86.40
Tenancy offers refused - Lochaber	AMBER	36.3	38	40.38	44.64	35.92	36.00	25.00
% of lettable houses becoming vacant - Lochaber	AMBER	8.5	8.9	10.57	9.87	6.60	6.90	10.42
Ave time in temp/eme accommodation Lochaber (weeks)				14.83	14.61	14.87	12.84	14.75
% households requiring temp/eme accommodation who receive offer - Lochaber			94.6	100	100	100	100	100