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| Agenda Item | 6 |
| Report No | N/16/17 |

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 7 December

Report Title: Housing Performance Report – 1 April to 30 September 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 September 2017.

2. Recommendations

- 2.1 Members are invited to consider the information provided on housing performance for the period 1 April 2017 to 30 September 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 the Nairn area is within the 14 hour target and much better than the Highland average.

- 4.4 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours
2016/17 SQN Benchmark – 4.6 hours

| | No of Houses | 2014/15 | | 2015/16 | | | | 2016/17 | | | | 2017/18 | |
|----------|--------------|---------|-----|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|
| | | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 |
| Nairn | 680 | 3.4 | 3.4 | 2.9 | 3.4 | 3.4 | 3.4 | 2.8 | 3.1 | 3.1 | 2.9 | 3.4 | 3.4 |
| Highland | 13916 | 9.3 | 9.1 | 6.2 | 6.9 | 7.1 | 7.9 | 6.6 | 7.2 | 6.9 | 6.9 | 6.4 | 6.7 |

- 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
2016/17 SQN Benchmark – 7.0 days

| | No of Houses | 2014/15 | | 2015/16 | | | | 2016/17 | | | | 2017/18 | |
|----------|--------------|---------|-----|---------|-----|-----|-----|---------|-----|-----|-----|---------|-----|
| | | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 |
| Nairn | 680 | 3.7 | 3.8 | 4.1 | 4.1 | 4.1 | 4.1 | 3.4 | 3.7 | 3.7 | 3.6 | 3.1 | 3.6 |
| Highland | 13916 | 7.4 | 7.3 | 7.1 | 7.3 | 7.5 | 7.5 | 6.6 | 6.9 | 6.9 | 6.8 | 7.6 | 7.3 |

- 4.7 Performance in Nairn is within the Highland 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
2016/17 SQN Benchmark – 31.8 days**

| | No of Houses | No of relets | 2015/16 Q2 | 2016/17 Q2 | 2017/18 Q2 |
|-----------------|--------------|--------------|---------------|---------------|---------------|
| Nairn | 680 | 27 | 21.00 | 47.50 | 31.48 |
| Highland | 13916 | 697 | 48.29 | 43.63 | 37.71 |

5.3 Table 3 shows that re-let times in Nairn are below the Highland wide figure of 37.71 days and have improved significantly compared to quarter 2 2016/17.

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 £1,933,343.

6.2 **Table 4 – Current Rent Arrears**

| | No of Houses | 2015/16 Q2 | 2016/17 Q2 | 2017/18 Q2 |
|-------|--------------|---------------|---------------|---------------|
| Nairn | 680 | 76961 | 103397 | 74762 |

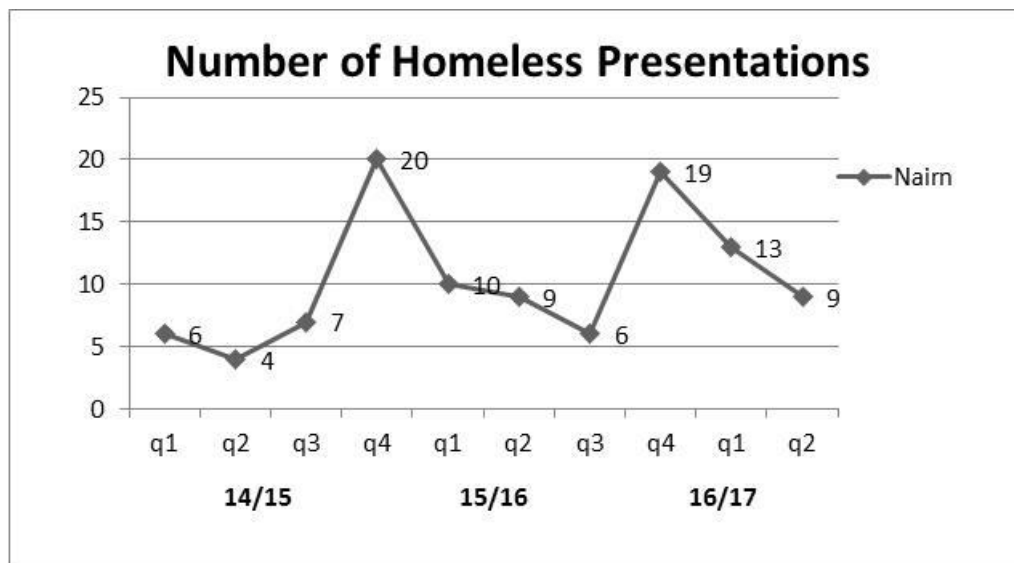
6.3 Rent arrears performance has improved significantly compared to quarter 2 2016/17. Rent arrears performance remains a focus for the Nairn team.

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 in Nairn charting the same quarter in previous years. Homeless presentations in Nairn remain fairly static.

7.3 There were 273 presentations across Highland at the end of Quarter 2 at 30 September 2017.

Table 5 - Homeless presentations

7.5 There were 9 homeless presentations in the Nairnshire Area in quarter 2, 2017/18. It is not always possible to identify the reason for homeless presentations increasing or reducing; however the Nairn team are proactive in their homeless prevention approach which may account for the reduction in actual homeless presentations.

8. Implications

8.1 Resource - There are no resource implications arising from this report.

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

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

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

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

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

Designation: Director of Community Services

Date: 22 November 2017

Author: Sandra MacLennan, Housing Manager South
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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 2 | Qtr 1 | Qtr 4 | Qtr 3 | Qtr 2 |
| Reactive repairs carried out first time Nairn | GREEN | 90.7 | 92 | 99.11 | 98.91 | 99.53 | 99.28 | 99.46 |
| Rent collected as % of rent due Nairn | GREEN | 99.6 | 99 | 99.53 | 104.46 | 100.13 | 99.99 | 100.28 |
| Gross rent arrears as % of rent due Nairn | GREEN | 5.1 | 5 | 4.45 | 4.51 | 4.29 | 4.92 | 5.47 |
| % rent loss through voids Nairn | GREEN | 0.9 | 1 | 0.74 | 0.73 | 0.95 | 1.28 | 1.02 |
| ASB cases reported and resolved Nairn | RED | 87.2 | 85 | 70.00 | 66.67 | 40.00 | 0.00 | 0.00 |
| % of new tenancies sustained for more than a year Nairn | GREEN | 88.8 | 90 | 89.09 | 84.62 | 85.71 | 88.89 | 89.86 |
| Tenancy offers refused Nairn | GREEN | 36.3 | 38 | 19.05 | 18.18 | 18.37 | 26.47 | 28.57 |
| % of lettable houses becoming vacant Nairn | GREEN | 8.5 | 8.9 | 7.21 | 6.01 | 3.12 | 3.15 | 4.65 |
| % households requiring temp/emergency accommodation who receive offer Nairn | GREEN | | 100 | 100 | 100 | 100 | 100 | 100 |
| Ave time in temp/emergency accommodation Nairn | | | | 24.03 | 26.98 | 20.44 | 9.05 | 12.48 |