

HIGHLAND COUNCIL

Committee: Skye and Raasay Local Committee

Date: 11 December 2017

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

2 Recommendations

- 2.1 Members are invited to scrutinise the information provided on housing performance in 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 The average response time for emergency repairs continue to be within the Highland target of 14 hours, but there has been a slight increase in response times since last quarter. An additional 2 Maintenance Technicians have recently been employed and we therefore anticipate an improved emergency repairs performance in future.

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
Skye	369	11.6	17.9	9.5	7.6	7.3	7.7	9.9	15	13.4	11.6	8.0	11.2
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
Skye	369	6.7	8.3	6.8	7.7	7.6	7.3	8.1	7.1	7.5	7.6	11.9	8.3
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 Response times to non-emergency repairs are slightly above Target, but we anticipate that the employment of the 2 new Maintenance Technicians will improve performance.
- 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. Over the last year a lot of work has gone into improving the time taken to re-let void properties and this is reflected in the table below.

5.2 **Table 3 : Average re-let time (days) Target 35 days
2016/17 SQN Benchmark – 31.8 days**

	No of House	No of relets	2015/16 Q2	2016/17 Q2	2017/18 Q2
Skye	369	13	19.93	52.90	10.23
Highland	13916	697	48.29	43.63	37.71

6 Rent Arrears

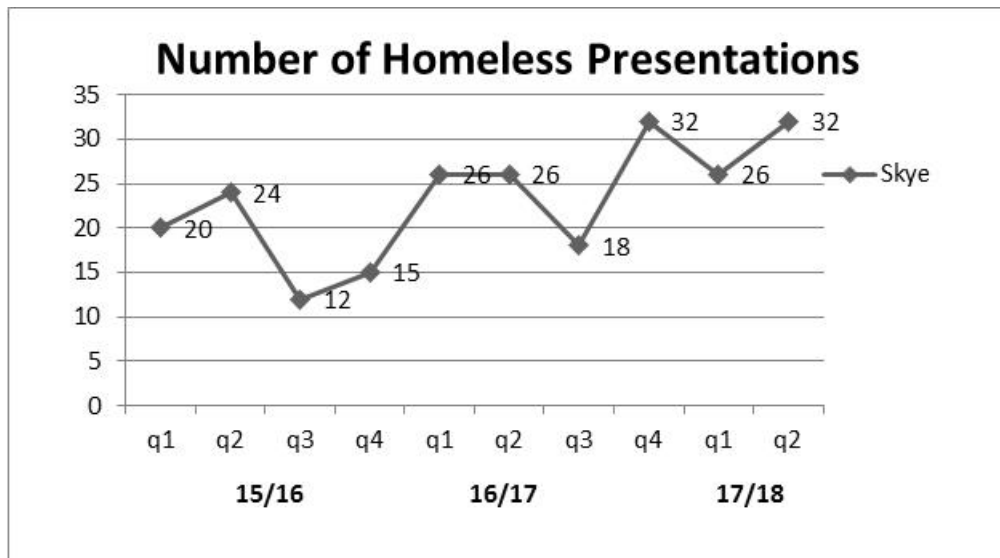
- 6.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The table below shows the comparative figure for the same quarter in the previous three years. Performance on rent arrears at the end of the second quarter of 2017-18 remains good with arrears being 2.73 % of gross rent. This remains well below the target of 5%.

6.2 **Table 4 – Current Rent Arrears**

	No of House	2015/16 Q2	2016/17 Q2	2017/18 Q2
Skye	369	13122	22505	21767

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. Over the last 2 years homeless presentations in Skye have continued to increase. While the figure for length of time in temporary accommodation appears to be reducing, this does not accurately reflect the length of time households are homeless as it does not include those that are homeless but not in temporary accommodation provided by Highland Council.
- 7.3 There were 273 presentations across Highland at the end of Quarter 2 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 update showing progress to date against the programme will be reported separately to Members. 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: 11 December 2017

Author: Jim Holden, Housing Manager North
Liz Williams, Principal Housing Officer

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 Skye	GREEN	90.7	92	90.91	85.94	93.71	94.06	94.87
Repairs appointments kept Skye		95.9						
Rent collected as % of rent due Skye	GREEN	99.6	98	98.80	102.82	100.91	101.46	100.99
Gross rent arrears as % of rent due Skye	GREEN	5.1	5	2.73	2.42	2.78	2.57	3.32
% rent loss through voids Skye	GREEN	0.9	1	0.21	0.33	0.61	0.73	0.78
ASB cases reported and resolved Skye	RED	87.2	85	0.00	0.00	50.00	50.00	50.00
% of new tenancies sustained for more than a year Skye	GREEN	88.8	90	79.49	78.13	83.33	86.36	84.09
Tenancy offers refused Skye	GREEN	36.3	38	33.33	33.33	25.40	30.95	37.50
% of lettable houses becoming vacant Skye	AMBER	8.5	8.9	11.11	9.41	17.51	12.33	10.67
% households requiring temp/eme accomm who receive offer Skye	GREEN		100	100.00	100.00	100.00	100.00	100.00
Ave time in temp/eme accomm Skye in weeks.				19.89	23.41	27.63	26.95	28.04