

**AGENDA ITEM 4
REPORT NO. LA/2/18**

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 17 January 2018

Report Title: Housing Performance Report – 1 April 2017 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 Lochaber is within the 14 hour target and has improved compared to quarter 2 2016/17.

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
Caol and Mallaig	509	16.0	10.9	6.7	7.1	7.6	7.9	7.9	14.1	10.6	8.4	6.3	7.6
Fort William and Ardnamurchan	822	19.8	13.7	7.1	6.8	7.7	8.8	10.1	7.7	7.1	7.0	5.3	4.7
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
Caol and Mallaig	509	7.8	7.4	6.7	6.9	6.8	6.8	5.8	6.2	6.6	6.8	6.0	4.7
Fort William and Ardnamurchan	822	7.9	7.1	7.2	6.7	6.5	6.6	5.4	5.3	5.7	5.7	5.4	4.4
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 continues to be within the 8 day target, has improved compared with quarter 2 2016/17 and is better than the Highland wide figure.

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
Caol and Mallaig	509	22	35.42	20.92	28.59
Fort William and Ardnamurchan	822	57	31.04	27.80	38.32
Highland	13916	697	48.29	43.63	37.71

5.3 Table 3 shows a reduction in performance in re-let times. There has been an increase in the number of void properties in Lochaber: 79 in quarter 2 2017/18 compared with 67 in the same quarter 2016/17. There were also two low demand properties in the quarter where offers of accommodation were refused by the applicants on three occasions. This had a negative impact on the average re-letting time.

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 Q2	2016/17 Q2	2017/18 Q2
Caol and Mallaig	509	44623	37157	42183
Fort William and Ardnamurchan	822	135608	110319	133764

6.3 Rent arrears have increased across both Lochaber Wards. The continued roll out of Universal Credit is contributing to the increase in rent arrears. The area team will continue to prioritise rent arrears to ensure they review and manage all rent arrears cases.

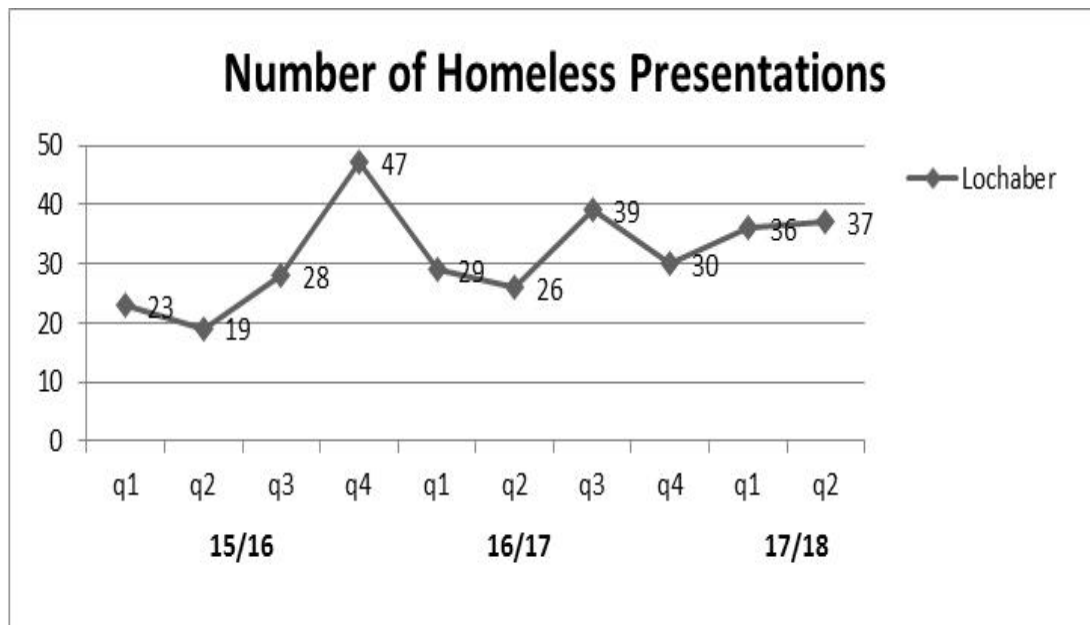
7 Homelessness

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.

7.3 There were 273 presentations across Highland at the end of Quarter 2 2017. Homeless presentations in Lochaber remain fairly static.

7.4 **Table 5 - Homeless presentations**



8 Housing Revenue Account Capital Programme

8.1 An update on progress for the 2017-18 HRA Capital Programme has been provided to Lochaber Members.

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: 30 November 2017

Author: Sandra MacLennan, Housing Manager South

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 - Lochaber	GREEN	90.7	92	97.01	96.46	96.11	96.41	96.54
Repairs appointments kept - Lochaber	AMBER	95.9	95	88.59	87.17	85.56	85.71	85.82
Rent collected as % of rent due - Lochaber	GREEN	99.6	99	97.47	102.58	99.72	100.07	100.05
Gross rent arrears as % of rent due - Lochaber	AMBER	5.1	5	5.88	5.25	4.90	4.76	5.19
% rent loss through voids - Lochaber	RED	0.9	1	1.23	1.80	0.77	0.85	0.75
ASB Cases reported and resolved - Lochaber	GREEN	87.2	85	83.33	15.38	57.00	65.28	100.00
% of new tenancies sustained for more than a year - Lochaber	GREEN	88.8	90	86.81	90.29	90.00	89.03	90.41
Tenancy offers refused - Lochaber	GREEN	36.3	38	36.94	36.84	44.64	35.92	36.00
% of lettable houses becoming vacant - Lochaber	AMBER	8.5	8.9	10.14	9.80	9.87	6.60	6.90
% households requiring temp/emergency accommodation who receive offer - Lochaber			100	100	100	100	100	100
Ave time in temp/emergency accommodation Lochaber				14.10	14.83	14.61	14.87	12.84