HIGHLAND COUNCIL

Committee: People

Date: **25 January 2018**

Report Title: **Housing Performance Report – 1 April 2017 to 31 December 2017**

Report By: **Director of Community Services**

1.   Purpose/Executive Summary

1.1   This report provides information on housing performance up to 31 December 2017.

2.   Recommendations

2.1   Members are invited to note the information provided on housing performance in the period 1 April 2017 to 31 December 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 performance information based on the reporting framework recommended by the SHR. 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

3.3   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.
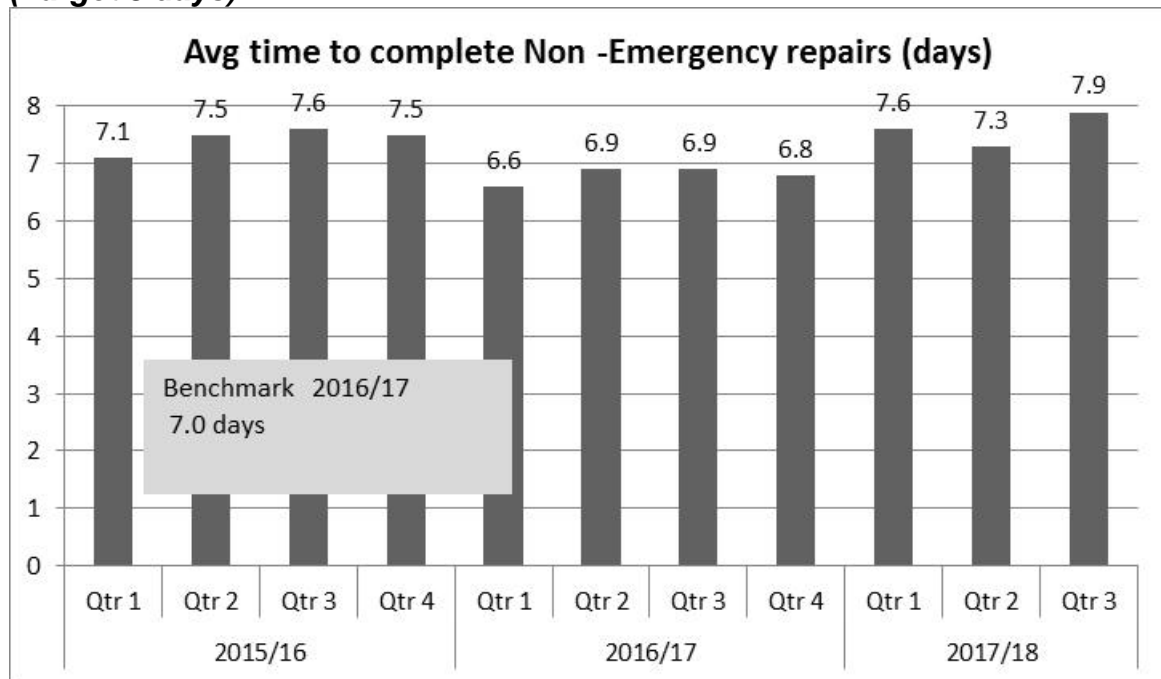
4. Housing Repairs

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   Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2016/17 figures.

4.3   *Table 1: Average time to complete Emergency Repairs*
       (Target 14 hours)
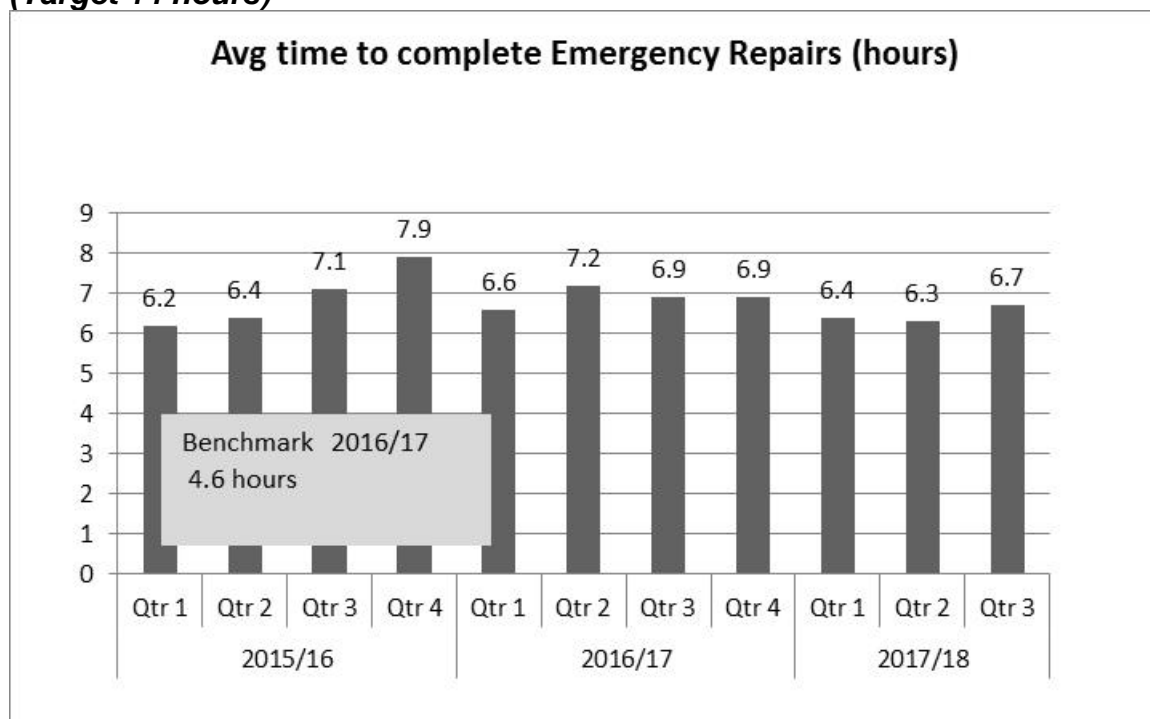
4.4   Performance on emergency repairs remains within the Highland target.

4.5   *Table 2 – Average time to complete Non-Emergency Repairs (Target 8 days)*
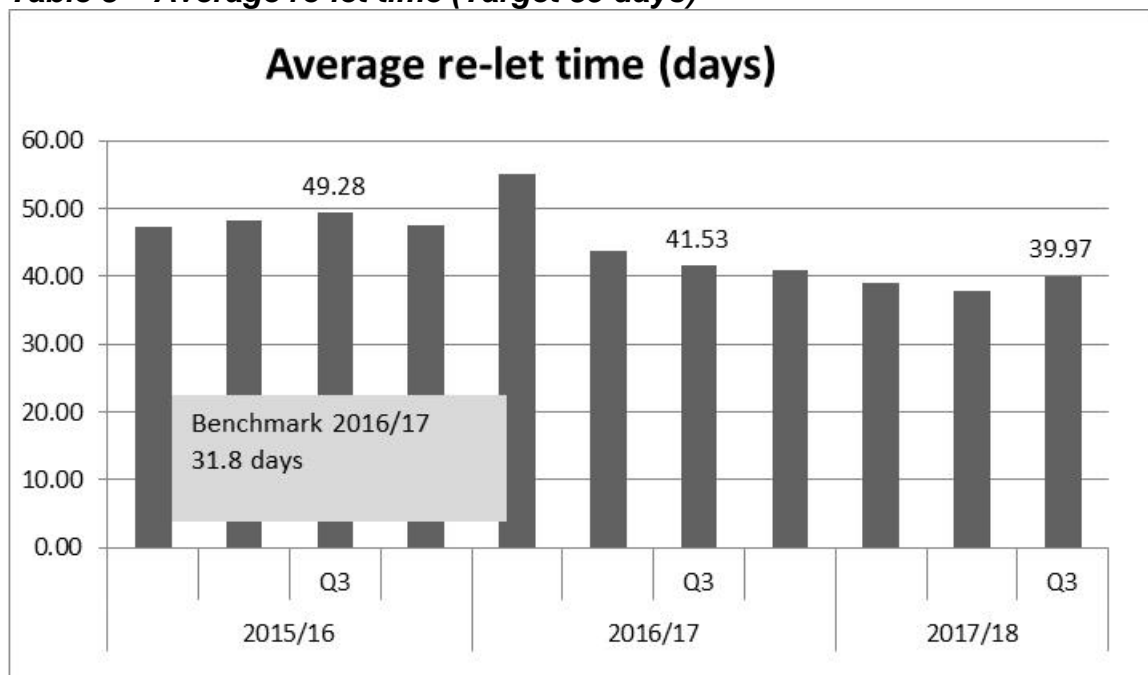
Avg time to complete Non -Emergency repairs (days)

	2015/16				2016/17				2017/18		
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3
Days	7.1	7.5	7.6	7.5	6.6	6.9	6.9	6.8	7.6	7.3	7.9

Benchmark 2016/17
7.0 days

4.6   Average performance on non-emergency repairs remains within the target timescales.

5.   Tenancy Management

5.1   Table 3 below provides information on the average re-let time showing the trend back 3 years and highlighting the same quarter in previous years for comparison.

5.2   *Table 3 – Average re-let time (Target 35 days)*

Average re-let time (days)

Values shown: 49.28, 41.53, 39.97

Benchmark 2016/17
31.8 days

| 2015/16	2016/17	2017/18
Q3	Q3	Q3

5.3   Performance on reletting times remains above our Highland target. There are continuing issues of low demand and high turnover of properties in some areas of Caithness and Sutherland which has a disproportionate impact on overall performance on reletting empty homes. Improving reletting times continues to be a key priority for all

local housing teams.

6. Rent Arrears

6.1 The key performance indicator for rent arrears is considered to be the value of current arrears. Table 4 below provides information on current rent arrears going back 3 years and shows the comparative figure for the same quarter in previous years.

6.2 *Table 4 – Current Rent Arrears*

Current Rent Arrears

|	2015/16	2016/17	2017/18
Q3	£1,353,725	£1,501,827	£1,942,665
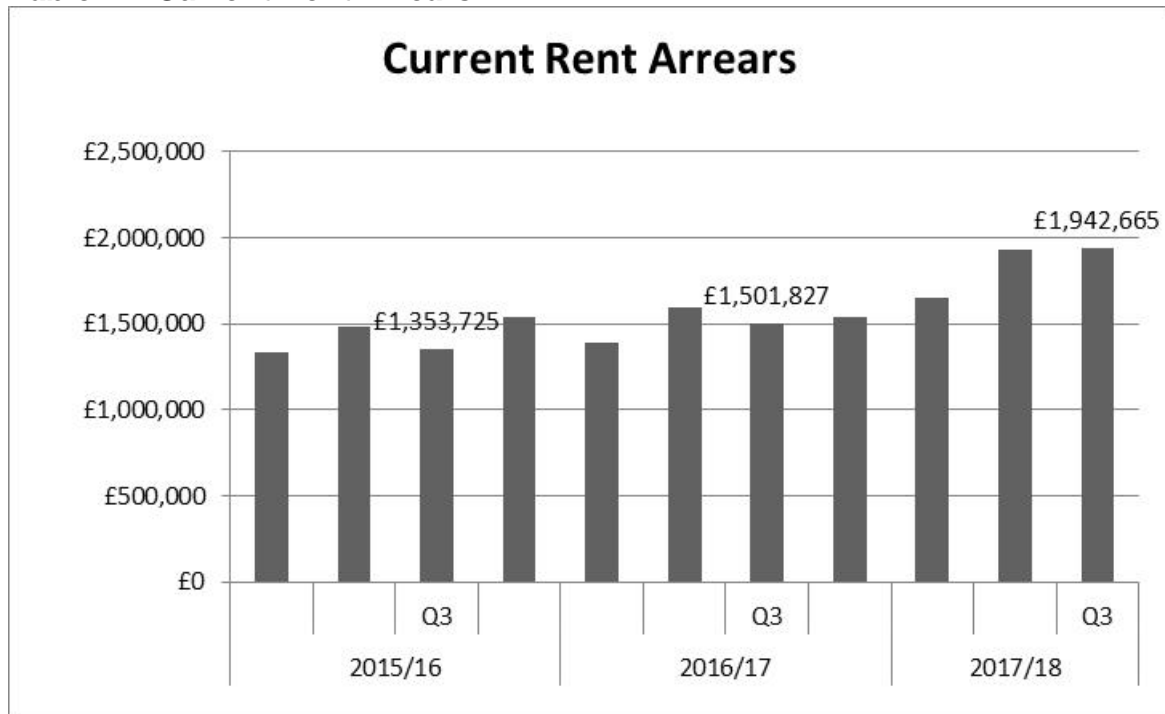
6.3 Rent arrears associated with Universal Credit continue to create a pressure on rental income. We previously estimated that during 2017/18 we would see an increase of 57 new Universal Credit claims per month. In the first three months since full service Universal Credit rolled out across the rest of Highland we have seen an average of 148 new claims per month.

6.4 At 30 November 2017, the average value of rent arrears for Universal Credit claimants was £892. Of the 1,965 Universal Credit cases 81% (1,579) are in arrears. The average number of cases in arrears and the average arrears value has remained consistently at these levels for the last 12 months. The average arrears level per tenancy continues to be around three times higher than those in receipt of full or partial housing benefit.
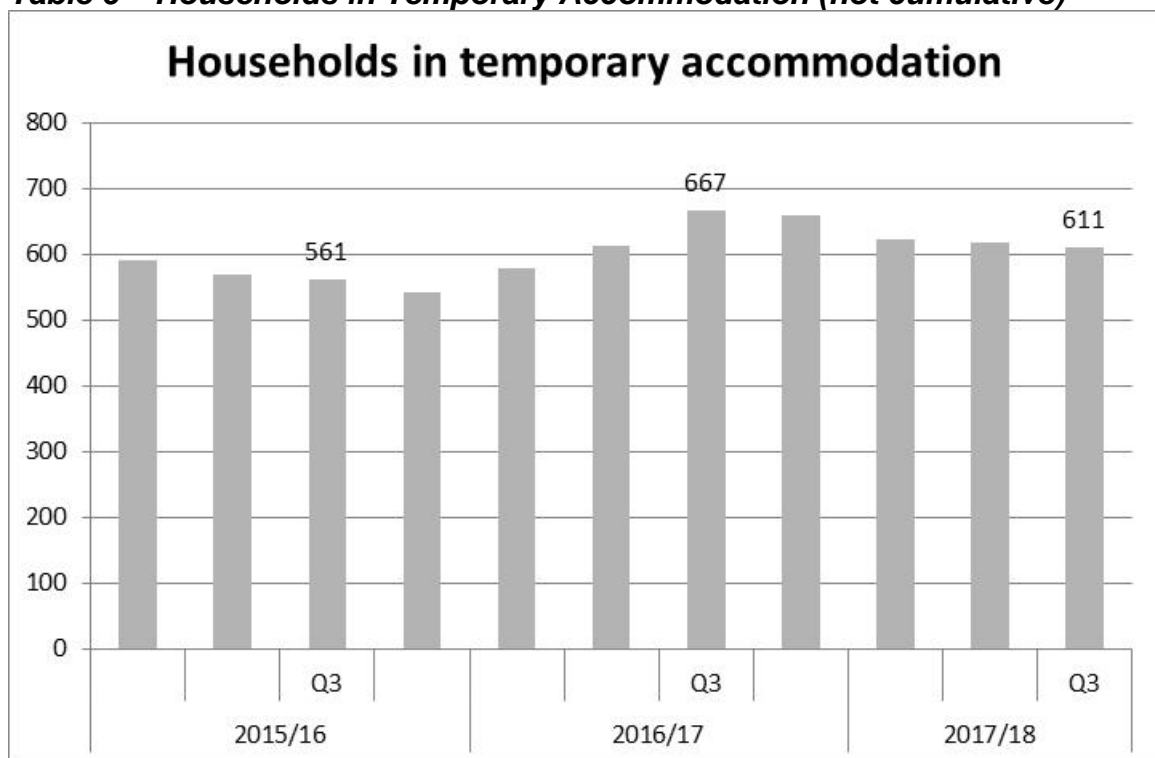
7 Homelessness

7.1 Performance information on homelessness is noted in tables 5 and 6.

7.2 **Table 5 - Homeless presentations per quarter (not cumulative)**

Homeless presentations

203

266

236

Q3 2015/16 | Q3 2016/17 | Q3 2017/18
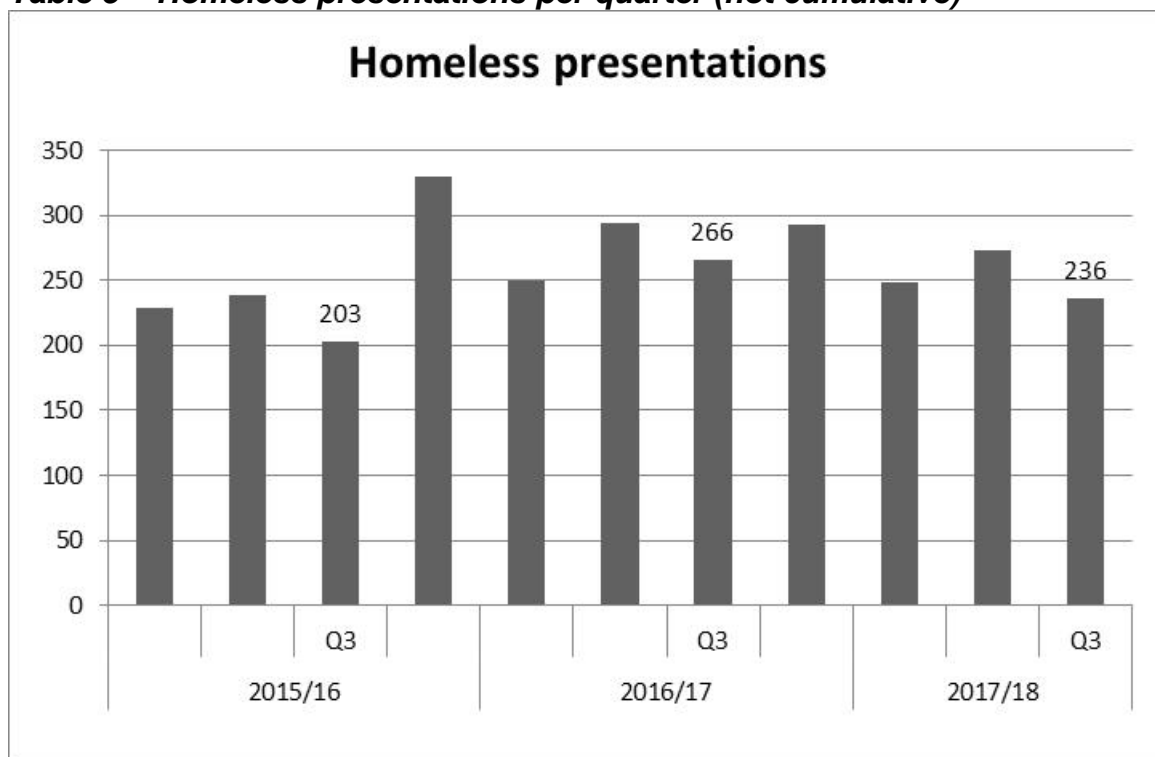
7.3 **Table 6 – Households in Temporary Accommodation (not cumulative)**

Households in temporary accommodation

561

667

611

Q3 2015/16 | Q3 2016/17 | Q3 2017/18

7.4 We are continuing to see high levels of homeless presentations together with a high level of temporary accommodation use. High numbers of households in temporary accommodation are largely a result of the lack of housing to make offers of permanent accommodation.

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 known Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 15 January 2018

Author: David Goldie Head of Housing and Building Maintenance

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