

Agenda Item	8
Report No	RC/015/18

THE HIGHLAND COUNCIL

Committee: Ross and Cromarty Committee

Date: 02 May 2018

Report Title: **Housing Performance Report – 1 April 2017 to 31 March 2018**

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 31 March 2018.

2. Recommendations

- 2.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April 2017 to 31 March 2018.

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 **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	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	487	14.6	12.2	15.3	15.5	9.7	8.9	8.4	11.3	39.8	23.5	22.7	14.2
Cromarty Firth	1412	6.7	6.8	6.8	7.7	6.8	7.2	7.5	7.6	7.3	6.1	6.0	6.7
Tain & Easter Ross	619	7.8	7.4	6.8	6.4	7.9	12	10.6	11.3	9	13.3	12.8	8.9
Dingwall & Seaforth	941	7.8	10.6	15.5	14.2	6.0	11.4	10.5	11.3	8.5	9.5	11.4	8.6
Black Isle	305	6.0	5.8	7.1	7.9	8.2	6.5	11	15.6	13	12.9	11.8	16.2
Highland	13937	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4	6.3	6.7	7.0

- 4.4 Performance continues to be within the 14 hour target for all wards except Wester Ross, Strathpeffer and Lochalsh and the Black Isle. The quarter 2 figure shows that the position for Wester Ross, Strathpeffer and Lochalsh ward has improved, although the impact of this is diluted because the figures quoted in this table are cumulative. There has been an increase in average response times to the Black Isle and this is being addressed. Improved performance on emergency repairs continues to be a priority.
- 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	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	487	11.4	10.5	10.3	9	8.3	8.5	8.4	8.5	10.8	10.6	10.7	9.5
Cromarty Firth	1412	9.4	10.6	11.2	10.8	9.1	9.1	9.3	9.2	10	9.5	9.9	9.2
Tain & Easter Ross	619	9.7	9.8	10.1	9.8	7.7	9.1	9	8.8	7.7	8.2	8.5	8.2
Dingwall & Seaforth	941	9.3	10.8	10.2	9.3	8.2	9.3	9.3	9.3	9.7	10	10.5	9.6
Black Isle	305	7.6	8.7	8.9	8.5	10.4	10.2	9.2	8.4	9.6	8.6	9.7	9.4
Highland	13937	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4

4.7 Performance continues to be out with the 8 day target in most wards; we are however seeing a gradual reduction in response times. Improving performance on non-emergency repairs is a priority for the service.

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	2016/17	2017/18
			Q4	Q4	Q4
Wester Ross, Strathpeffer & Lochalsh	487	35	26.76	37.93	34.89
Cromarty Firth	1412	86	32.12	41.42	28.31
Tain & Easter Ross	619	56	36.14	40.83	24.71
Dingwall & Seaforth	941	71	28.38	22.86	19.82
Black Isle	305	21	35.34	31.16	14.90
Highland	13937	1196	47.50	40.78	40.86

5.3 Performance is within the 35 day target across all Wards.

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.

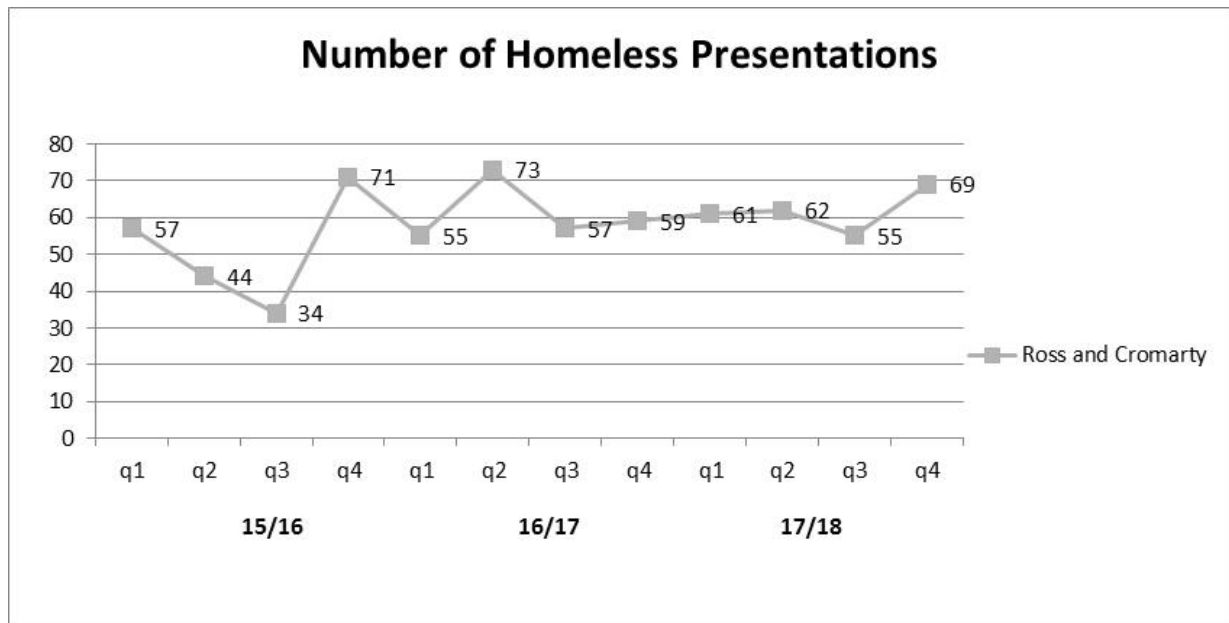
Table 4 – Current Rent Arrears

	No of Houses	2015/16 Q4	2016/17 Q4	2017/18 Q4
Wester Ross, Strathpeffer & Lochalsh	487	29202	33254	47128
Cromarty Firth	1412	213240	202198	249875
Tain & Easter Ross	619	77801	69419	102161
Dingwall & Seaforth	941	119849	117591	142548
Black Isle	305	30893	28324	35074

- 6.3 Rent arrears in all wards in Ross and Cromarty have seen an increase from the previous year for Quarter 4. This is consistent with a Highland-wide trend. It is however important to note that the end of Quarter 4 2016/17 included a “rent free week” so the increase from 2016/17 to 2017/18 is not a true representation of the year on year increase. Universal Credit continues to be a significant contributory factor in rent arrears and this will become more acute as the number of people on Universal Credit increases. We are also experiencing a significant increase in the amount of tenants with multiple debts who are referred to Money Advice Services for advice and support in dealing with their debts. The Ross and Cromarty team continue to commit to managing rent arrears and measures are now in place to ensure that all levels of rent arrears are being managed in accordance with the rent arrears policy and escalation process.

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 Ross and Cromarty charting the same quarter in previous years. Homeless presentations in Ross and Cromarty remain relatively static.
- 7.3 There were 288 presentations across Highland at the end of Q4 2017.

Table 5 - 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: 02 May 2018

Author: Jim Holden, Housing Manager North

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

APPENDIX 1

SPI 17/18	17/18	Scottish Average	Target	2017/18				2016/17
				Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time - Ross and Cromarty	AMBER	90.7	92	88.73	88.09	89.28	89.83	90.80
Repairs appointments kept - Ross and Cromarty	RED	95.9	95	85.10	84.16	83.56	82.49	79.81
Rent collected as % of rent due - Ross and Cromarty	AMBER	99.6	99	98.30	97.86	97.34	99.79	99.55
Gross rent arrears as % of rent due - Ross and Cromarty	GREEN	5.1	5	4.91	5.09	5.59	5.21	4.63
% rent loss through voids - Ross and Cromarty	GREEN	0.9	1	0.50	1.00	0.73	0.62	0.84
ASB Cases reported and resolved - Ross and Cromarty	AMBER	87.2	85	80.75	83.60	36.70	20.00	78.41
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.8	90	92.23	91.46	90.09	88.96	88.54
Tenancy offers refused - Ross and Cromarty	AMBER	36.3	38	36.03	38.21	42.18	40.82	37.82
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.5	8.9	6.35	7.00	6.69	6.12	8.25
% households requiring temp/eme accomm who receive offer Ross and Cromarty	GREEN		400	100.00	100.00	100.00	100.00	100.00
Ave time in temp/eme accomm Ross and Cromarty				14.86	14.05	13.20	12.95	12.45