

Agenda Item	5
Report No	RC/026 /17

HIGHLAND COUNCIL

Committee: Ross and Cromarty Committee

Date: 31 October 2017

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 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 **Table 1: Average length of time taken to complete emergency repairs (hours)**

Target 14 hours
2016/17 SQN Benchmark – 4.6 hours

Eme	No of Houses	2014/15		2015/16				2016/17				2017/18	
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	496	21.9	23.7	14.6	12.2	15.3	15.5	9.7	8.9	8.4	11.3	39.8	23.5
Cromarty Firth	1413	8.8	10.5	6.7	6.8	6.8	7.7	6.8	7.2	7.5	7.6	7.3	6.1
Tain & Easter Ross	621	10.1	12.7	7.8	7.4	6.8	6.4	7.9	12	10.6	11.3	9	13.3
Dingwall & Seaforth	945	6.9	9.7	7.8	10.6	15.5	14.2	6.0	11.4	10.5	11.3	8.5	9.5
Black Isle	304	14.9	22.2	6.0	5.8	7.1	7.9	8.2	6.5	11	15.6	13	12.9
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

- 4.4 Performance continues to be within the 14 hour target for all wards except Wester Ross, Strathpeffer and Lochalsh. The quarter 2 figure shows that the position for this ward has improved, although the impact of this is diluted because the figures quoted in this table are cumulative.
- 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
Wester Ross, Strathpeffer & Lochalsh	496	9.4	8.7	11.4	10.5	10.3	9	8.3	8.5	8.4	8.5	10.8	10.6
Cromarty Firth	1413	9	9.2	9.4	10.6	11.2	10.8	9.1	9.1	9.3	9.2	10	9.5
Tain & Easter Ross	621	8.2	8.6	9.7	9.8	10.1	9.8	7.7	9.1	9	8.8	7.7	8.2
Dingwall & Seaforth	945	8.9	8.8	9.3	10.8	10.2	9.3	8.2	9.3	9.3	9.3	9.7	10
Black Isle	304	7.5	7.4	7.6	8.7	8.9	8.5	10.4	10.2	9.2	8.4	9.6	8.6
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 continues to be outwith the 8 day target in most wards. 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
			Q2	Q2	Q2
Wester Ross, Strathpeffer & Lochalsh	496	26	21.75	32.64	37.77
Cromarty Firth	1413	44	28.10	48.59	24.66
Tain & Easter Ross	621	32	34.05	48.92	19.03
Dingwall & Seaforth	945	40	30.38	24.39	15.45
Black Isle	304	10	34.68	41.50	14.2
Highland	13916	697	48.29	43.63	37.71

5.3 Performance is within the 35 day target across all Wards apart from Wester Ross, Strathpeffer & Lochalsh. Improving and maintaining void performance remains a priority for the Ross-shire Housing Team.

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 Q2	2016/17 Q2	2017/18 Q2
Wester Ross, Strathpeffer & Lochalsh	496	29027	31839	45342
Cromarty Firth	1413	217687	244305	259775
Tain & Easter Ross	621	71484	85096	96511
Dingwall & Seaforth	945	113436	130222	132245
Black Isle	304	27413	35193	44330

6.3 Rent arrears in all wards in Ross and Cromarty have unfortunately seen a year on year increase over the last 3 years for this quarter. The continued roll out of Universal Credit is a contributory factor in recent increases in arrears. The Area team continue to commit to managing rent arrears and measures are being put in place to ensure that all levels of rent arrears are being managed. From the beginning of October the team will benefit from additional resources to assist in managing rent arrears which will result in all rent arrears levels being reviewed and managed in accordance with the escalation policy.

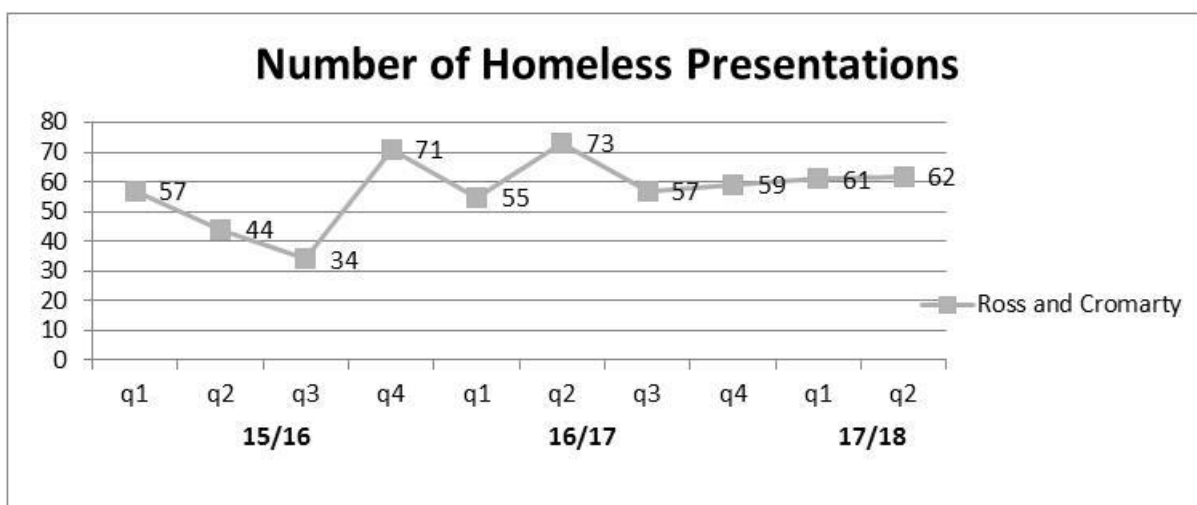
7 Homelessness

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 273 presentations across Highland at the end of Q2 2017.

7.4

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: 20 October 2017

Author: Jim Holden, Housing Manager North

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 - Ross and Cromarty	AMBER	90.7	92	89.3	89.8	90.8	91.5	92.4
Repairs appointments kept - Ross and Cromarty	RED	95.9	95	83.6	82.5	79.8	79.8	79.3
Rent collected as % of rent due - Ross and Cromarty	AMBER	99.6	99	97.3	99.8	99.5	99.5	98.8
Gross rent arrears as % of rent due - Ross and Cromarty	AMBER	5.1	5	5.6	5.2	4.6	5.0	5.5
% rent loss through voids - Ross and Cromarty	GREEN	0.9	1	0.7	0.6	0.8	1.1	1.1
ASB Cases reported and resolved - Ross and Cromarty	RED	87.2	85	37.6	20.0	78.4	81.2	12.0
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.8	90	90.1	89.0	88.5	89.4	89.0
Tenancy offers refused - Ross and Cromarty	GREEN	36.3	38	42.2	40.8	37.8	39.9	41.3
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.5	8.9	6.7	6.1	8.3	8.1	7.7
% households requiring temp/eme accomm who receive offer Ross and Cromarty	GREEN		400	100.0	100.0	100.0	100.0	100.0
Ave time in temp/eme accomm Ross and Cromarty				13.2	13.0	12.4	13.3	12.9