

Agenda item	5
Report no	RC/017/17

THE HIGHLAND COUNCIL

Committee: Ross and Cromarty Committee

Date: 15 August 2017

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

2. Recommendations

- 2.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April 2017 to 30 June 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
2015/16 SQN Benchmark – 5.1 hours

	No of Houses	2014/15			2015/16				2016/17				2017/18
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	499	17.9	21.9	23.7	14.6	12.2	15.3	15.5	9.7	8.9	8.4	11.3	39.8
Cromarty Firth	1406	7.1	8.8	10.5	6.7	6.8	6.8	7.7	6.8	7.2	7.5	7.6	7.3
Tain & Easter Ross	622	9.8	10.1	12.7	7.8	7.4	6.8	6.4	7.9	12	10.6	11.3	9
Dingwall & Seaforth	945	8.1	6.9	9.7	7.8	10.6	15.5	14.2	6.0	11.4	10.5	11.3	8.5
Black Isle	305	19.9	14.9	22.2	6.0	5.8	7.1	7.9	8.2	6.5	11	15.6	13
Highland	13954	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4

- 4.4 Whilst there has been a gradual reduction in response times to emergency repairs, the figure for Wester Ross, Strathpeffer and Lochalsh is abnormally high. This was due to the incorrect closure of 9 works orders and if these incorrectly completed works orders are removed the average would be 3.89 hours. We are addressing the incorrect completion of works orders to try and reduce these anomalies. The remaining areas are below target and we are fully committed to reducing response times across all areas.
- 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
2015/16 SQN Benchmark – 7.5 days

	No of Houses	2014/15			2015/16				2016/17				2017/18
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	499	9.9	9.4	8.7	11.4	10.5	10.3	9	8.3	8.5	8.4	8.5	10.8
Cromarty Firth	1406	8.7	9	9.2	9.4	10.6	11.2	10.8	9.1	9.1	9.3	9.2	10
Tain & Easter Ross	622	8.2	8.2	8.6	9.7	9.8	10.1	9.8	7.7	9.1	9	8.8	7.7
Dingwall & Seaforth	945	8.8	8.9	8.8	9.3	10.8	10.2	9.3	8.2	9.3	9.3	9.3	9.7
Black Isle	305	7.6	7.5	7.4	7.6	8.7	8.9	8.5	10.4	10.2	9.2	8.4	9.6
Highland	13954	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6

4.7 Whilst the data above shows an overall increase in days to complete, the figures also appear to have been affected by the incorrect closure of works orders. Staff training and management arrangements are being put in place to ensure the correct procedure for closing works orders with the BM operatives.

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**
2015/16 SQN Benchmark – 35.4 days

	No of Houses	No of relets	2015/16	2016/17	2017/18
			Q1	Q1	Q1
Wester Ross, Strathpeffer & Lochalsh	499	13	23.14	33.42	46
Cromarty Firth	1406	24	38.42	52.82	24.29
Tain & Easter Ross	622	13	42.69	40.6	23.92
Dingwall & Seaforth	945	25	32.50	27	9.12
Black Isle	305	7	55.36	34.91	12.14
Highland	13954	389	47.26	49.32	39.07

5.3 Void performance for the reporting period has improved significantly in all wards, with the exception of Wester Ross, Strathpeffer and Lochalsh. A couple of long term, hard to let voids have impacted on the performance in this ward. In addition, the appointment of a Maintenance Officer based on the west coast will help improve re-let times within this ward in future.

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 Q1	2016/17 Q1	2017/18 Q1
Wester Ross, Strathpeffer & Lochalsh	499	21737	26249	41579
Cromarty Firth	1406	181533	202878	216509
Tain & Easter Ross	622	61893	71549	74347
Dingwall & Seaforth	945	112595	113042	122674
Black Isle	305	22482	28407	37682

6.3 Rent arrears have unfortunately increased in all wards for the same quarter over the last 2 years as a result of the introduction of Universal Credit and financial hardship reported by many tenants. Rent arrears recovery continues to be a priority, but pressure on rent arrears is likely to increase following the implementation of Full Universal Credit Service. Staff absence has had a detrimental effect on rent arrears recovery. An additional Housing Management Assistant Post is currently being recruited and when appointed will assist in the management of Universal Credit casework. The Highland wide current arrears figure is £1,653,344.

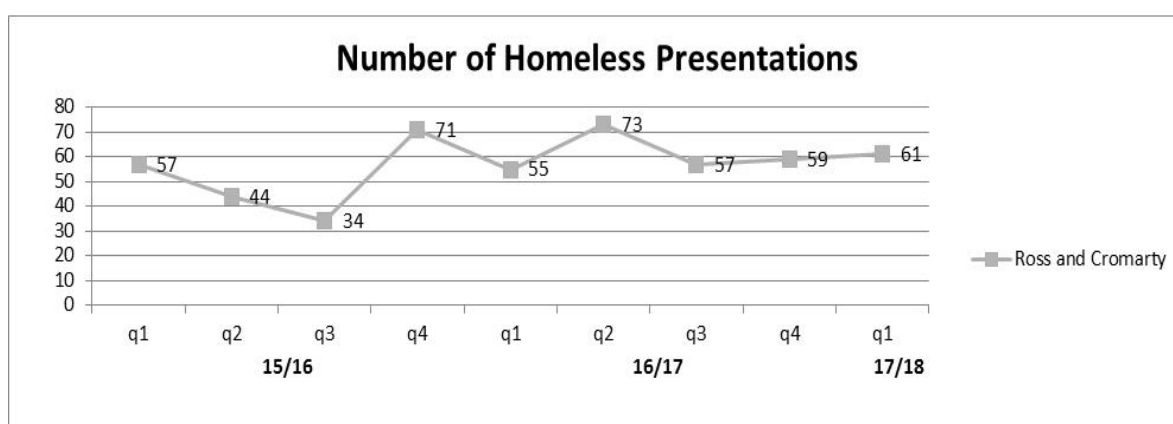
7 Homelessness

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 248 presentations across Highland at the end of Q1 2017.

7.4 **Table 5 - Homeless presentations**



8 HRA Capital programme

Members have been issued with a separate briefing on the HRA Capital programme and a report will be submitted for October's Ross and Cromarty Committee.

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: 15 August 2017

Author: Jim Holden, Housing Manager North

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

APPENDIX 1

				2017/ 18	2016/17			
SPI 15/16	16/17	Scottish Average	Target	Qtr 1	Q4	Q3	Qtr 2	Qtr 1
Reactive repairs carried out first time - Ross and Cromarty	AMBER	90.7	92	90.2	90.8	91.5	92.4	93.5
Repairs appointments kept - Ross and Cromarty	RED	95.9	95	82.3	79.8	79.8	79.3	78.7
Rent collected as % of rent due - Ross and Cromarty	GREEN	99.6	99	99.8	99.5	99.5	98.8	109.1
Gross rent arrears as % of rent due - Ross and Cromarty	AMBER	5.1	5	5.2	4.6	5.0	5.5	4.8
% rent loss through voids - Ross and Cromarty	GREEN	0.9	1	0.4	0.8	1.1	1.1	1.2
ASB Cases reported and resolved - Ross and Cromarty	RED	87.2	85	20.0	78.4	81.2	12.0	20.9
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.8	90	89.3	98.6	100.0	98.0	89.5
Tenancy offers refused - Ross and Cromarty	GREEN	36.3	38	39.5	37.8	39.9	41.3	40.6
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.5	8.9	6.0	8.3	8.1	7.7	10.2
% households requiring temp/eme accomm who receive offer Ross and Cromarty	GREEN		94.6	100.0	100.0	100.0	100.0	100.0
Ave time in temp/eme accomm Ross and Cromarty				13.0	12.4	13.3	12.9	12.1