

Agenda item	7
Report no	RC/013/17

HIGHLAND COUNCIL

Committee: **Ross and Cromarty Committee**

Date: **19 June 2017**

Report Title: **Housing Performance Report – 1 April 2016 to 31 March 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 31 March 2017.

2. Recommendations

- 2.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April 2016 to 31 March 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 House	2014/15				2015/16				2016/17			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	496	14.3	17.9	21.9	23.7	14.6	12.2	15.3	15.5	9.7	8.9	8.4	11.3
Cromarty Firth	1407	7.6	7.1	8.8	10.5	6.7	6.8	6.8	7.7	6.8	7.2	7.5	7.6
Tain & Easter Ross	624	11.2	9.8	10.1	12.7	7.8	7.4	6.8	6.4	7.9	12	10.6	11.3
Dingwall & Seaforth	945	8.6	8.1	6.9	9.7	7.8	10.6	15.5	14.2	6.0	11.4	10.5	11.3
Black Isle	309	29.8	19.9	14.9	22.2	6.0	5.8	7.1	7.9	8.2	6.5	11	15.6
Highland	13951	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9

- 4.4 Performance in all but one Ward remains within the Highland target of 14 hours, although we have seen some slippage in performance on emergency repairs in parts of Ross and Cromarty in the last quarter. Response to emergency repairs remains a high priority and we are confident that we can reduce average response times in the current year.
- 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 House	2014/15				2015/16				2016/17			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	496	10.3	9.9	9.4	8.7	11.4	10.5	10.3	9	8.3	8.5	8.4	8.5
Cromarty Firth	1407	8.7	8.7	9	9.2	9.4	10.6	11.2	10.8	9.1	9.1	9.3	9.2
Tain & Easter Ross	624	7.7	8.2	8.2	8.6	9.7	9.8	10.1	9.8	7.7	9.1	9	8.8
Dingwall & Seaforth	945	9	8.8	8.9	8.8	9.3	10.8	10.2	9.3	8.2	9.3	9.3	9.3
Black Isle	309	7.4	7.6	7.5	7.4	7.6	8.7	8.9	8.5	10.4	10.2	9.2	8.4
Highland	13951	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8

4.7 Although performance on non-emergency repairs improved in 2016/17 compared to 2015/16 timescales were consistently above the target of 8 days. The local repairs team is continuing to work hard to reduce response times within Ross and Cromarty.

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 House	No of relets	2014/15	2015/16	2016/17
			Q4	Q4	Q4
Wester Ross, Strathpeffer & Lochalsh	496	58	45.68	26.76	37.93
Cromarty Firth	1407	114	26.23	32.12	41.42
Tain & Easter Ross	624	46	28.76	36.14	40.83
Dingwall & Seaforth	945	75	30.06	28.38	22.86
Black Isle	309	19	35.00	35.34	31.16
Highland	13951	1243	42.01	47.50	40.78

5.3 Improving void re-let times within Ross and Cromarty remains a priority and improvements have been made when comparison is made between performance in all wards in Q4, 2016/17 and performance in Q2, 2016/17 (reported to Committee on 18 January 2017). The exception is Wester Ross, Strathpeffer and Lochalsh, which has gone up slightly. The appointment of a Maintenance Officer based on the west coast will help improve re-let times within this ward, going forward.

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 House	2014/15 Q4	2015/16 Q4	2016/17 Q4
Wester Ross, Strathpeffer & Lochalsh	496	25051	29202	33254
Cromarty Firth	1407	177055	213240	202198
Tain & Easter Ross	624	69941	77801	69419
Dingwall & Seaforth	945	98621	119849	117591
Black Isle	309	21925	30893	28324

6.3 Rent arrears have reduced in 4 out of the 5 wards and the total figure for Ross and Cromarty area is £450,786 which is a reduction of £20,199 from the same quarter in 2015/16. Rent arrears recovery continues to be a priority, but as Universal Credit is rolled out, an increase in rent arrears is anticipated, evidenced by the increase in rent arrears in Wester Ross and Black Isle area which has the highest number of Universal Credit cases in Ross and Cromarty. An additional Housing Management Post approved by Members in February, is currently being recruited to assist in the management of Universal Credit casework. The Highland wide current arrears figure is £1,501,827.

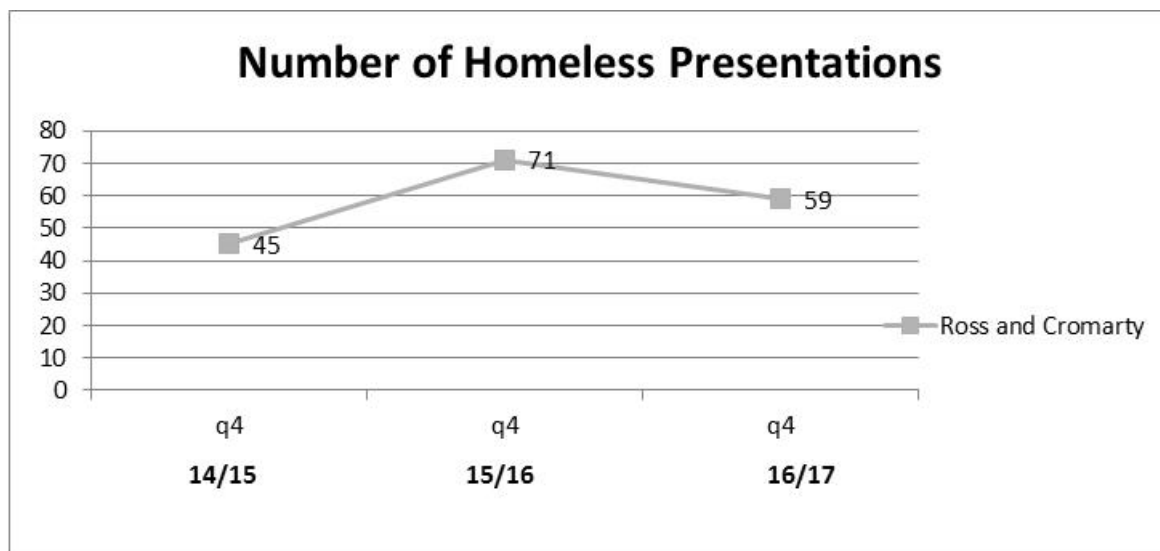
7 Homelessness

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 were down slightly in Q4, 2016.

7.3 There were 293 presentations across Highland at the end of Q4 2016.

7.4 **Table 5 - Homeless presentations**



8 HRA Capital programme

The HRA Capital Programme 2017/18 was approved at Community Services Committee in November 2016. A report showing progress to date against the programme will be presented to this Committee at the next meeting. Members will be consulted about proposals for the post-2018 HRA Capital Programme during the next quarter.

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: 16 June 2017

Author: Jim Holden, Housing Manager North

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

APPENDIX 1

SPI 16/17	16/17	Scottish Average	Target	2016/17				2015/16
				Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time - Ross and Cromarty	AMBER	90.2	92.0	90.8	91.5	92.4	93.5	93.2
Repairs appointments kept - Ross and Cromarty	RED	92.4	95.0	79.8	79.8	79.3	78.7	90.4
Rent collected as % of rent due - Ross and Cromarty	GREEN	99.5	99.0	99.5	99.5	98.8	109.1	98.4
Gross rent arrears as % of rent due - Ross and Cromarty	GREEN	5.3	5.0	4.6	5.0	5.5	4.8	4.9
% rent loss through voids - Ross and Cromarty	GREEN	1.1	1.0	0.8	1.1	1.1	1.2	0.7
ASB Cases reported and resolved - Ross and Cromarty	RED	83.2	85.0	78.4	81.2	12.0	20.9	65.2
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.8	90.0	98.6	100.0	98.0	89.5	97.9
Tenancy offers refused - Ross and Cromarty	AMBER	42.0	38.0	37.8	39.9	41.3	40.6	20.0
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.9	8.9	8.3	8.1	7.7	10.2	9.9
% 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				12.4	13.3	12.9	12.1	11.3