

The Highland Council

Ross and Cromarty Committee - 12 January 2017

Agenda Item	4
Report No	RC/002/17

Housing Performance Report – 1 April 2016 to 30 September 2016

Report by the Director of Community Services

### Summary

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 2016.

## 1. Background

- 1.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 1.2 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**.
- 1.3 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](http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2)
- 1.4 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.
- 1.5 Scottish Quality Network (SQN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

## 2. Repairs

- 2.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 2.2 The average length of time taken to complete Emergency repairs is calculated in hours.

2.3 **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
Wester Ross, Strathpeffer & Lochalsh	505	14.3	17.9	21.9	23.7	14.6	12.2	15.3	15.5	9.7	8.9
Cromarty Firth	1389	7.6	7.1	8.8	10.5	6.7	6.8	6.8	7.7	6.8	7.2
Tain & Easter Ross	628	11.2	9.8	10.1	12.7	7.8	7.4	6.8	6.4	7.9	12
Dingwall & Seaforth	931	8.6	8.1	6.9	9.7	7.8	10.6	15.5	14.2	6.0	11.4
Black Isle	313	29.8	19.9	14.9	22.2	6.0	5.8	7.1	7.9	8.2	6.5
<b>Highland</b>	<b>13980</b>	<b>14.8</b>	<b>11.1</b>	<b>9.3</b>	<b>9.1</b>	<b>6.2</b>	<b>6.9</b>	<b>7.1</b>	<b>7.9</b>	<b>6.6</b>	<b>7.2</b>

2.4 Performance on emergency repairs is within the Highland target in all Wards

2.5 Non-emergency repairs are measured in working days.

2.6 **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
Wester Ross, Strathpeffer & Lochalsh	505	10.3	9.9	9.4	8.7	11.4	10.5	10.3	9	8.3	8.5
Cromarty Firth	1389	8.7	8.7	9	9.2	9.4	10.6	11.2	10.8	9.1	9.1
Tain & Easter Ross	628	7.7	8.2	8.2	8.6	9.7	9.8	10.1	9.8	7.7	9.1
Dingwall & Seaforth	931	9	8.8	8.9	8.8	9.3	10.8	10.2	9.3	8.2	9.3
Black Isle	313	7.4	7.6	7.5	7.4	7.6	8.7	8.9	8.5	10.4	10.2
<b>Highland</b>	<b>13980</b>	<b>7.5</b>	<b>7.6</b>	<b>7.4</b>	<b>7.3</b>	<b>7.1</b>	<b>7.3</b>	<b>7.5</b>	<b>7.5</b>	<b>6.6</b>	<b>6.9</b>

2.7 Performance is close to the highland target in all wards. The figures have been affected by a number of incorrectly closed works orders, which has caused a reported increase in average response times in some Wards.

2.8 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.

### 3. Tenancy Management

3.1 The chart below provides information on the average re-let time showing the trend back 5 years and highlighting the same quarter in previous years for comparison.

3.2

**Table 3 : Average re-let time (days) Target 35 days  
2015/16 SQN Benchmark – 35.4 days**

	No of House	No of relets	2012/13 Q2	2013/14 Q2	2014/15 Q2	2015/16 Q2	2016/17 Q2
Wester Ross, Strathpeffer & Lochalsh	505	33	56.00	45.10	32.10	21.75	32.64
Cromarty Firth	1389	56	32.67	33.77	22.66	28.10	48.59
Tain & Easter Ross	628	36	29.52	38.38	25.81	34.05	48.92
Dingwall & Seaforth	931	33	33.29	33.83	23.81	30.38	24.39
Black Isle	313	12	38.50	46.28	36.50	34.68	41.50
<b>Highland</b>	<b>13980</b>	<b>436</b>	<b>39.85</b>	<b>41.00</b>	<b>38.90</b>	<b>48.29</b>	<b>43.63</b>

3.3 Table 3 shows that re-let times within two Wards in Ross and Cromarty have increased above the Highland wide figure of 43.63 days and investigations are ongoing and / or improvements will be identified and monitored.

3.4 There were 85 voids in Ross and Cromarty at the end of September 2016, 24 of which were PIE (Performance Indicator Exempt) because they required major / structural work. A further 4 were PIE because they were 'low demand' (refused 3 times).

#### 4. Rent Arrears

4.1 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 five years. The increase shown below is attributable to the roll out of Universal Credit and the delays experienced with the Universal Credit payment. There are an ever increasing number of tenants who are facing real financial difficulties due to multiple debts with the result that more tenants are referred to Money Advice or CAB for assistance. The Area team meet monthly with the Principal Housing Officer to review cases over £500.00 to ensure that the case is being managed in accordance with the escalation path. The figures include rent arrears for Council owned temporary accommodation. The Highland wide current arrears figure is £1,590,977.

4.2

**Table 4 – Current Rent Arrears**

	No of House	2012/13 Q2	2013/14 Q2	2014/15 Q2	2015/16 Q2	2016/17 Q2
Wester Ross, Strathpeffer & Lochalsh	505	22558	27882	24371	29027	31839
Cromarty Firth	1389	152774	213708	166513	217687	244305
Tain & Easter Ross	628	61259	75884	61888	71484	85096
Dingwall & Seaforth	931	97233	114862	108348	113436	130222
Black Isle	313	22847	24911	22592	27413	35193

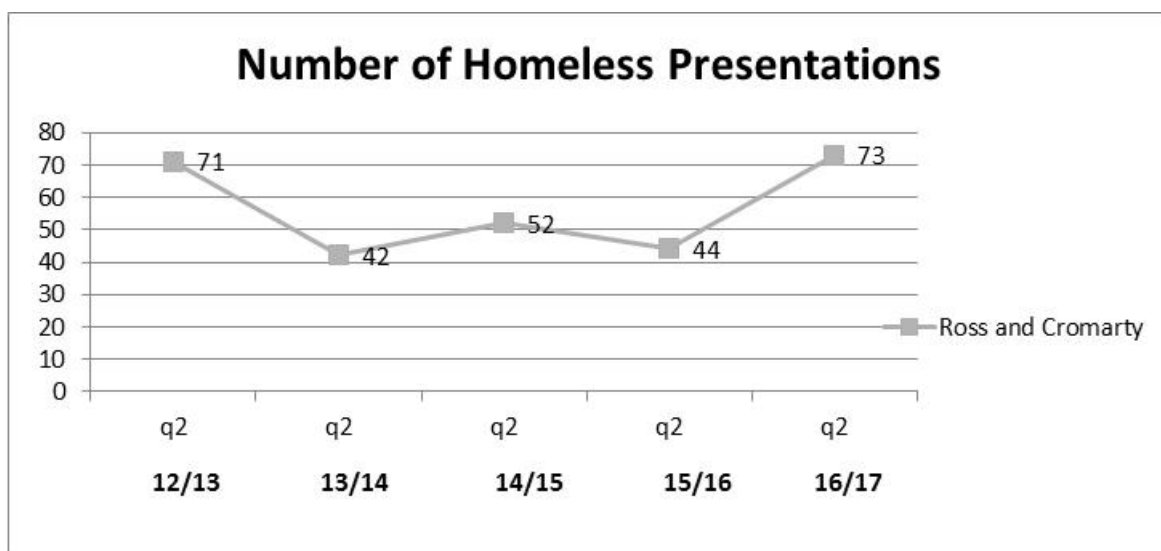
#### 5. Homelessness

5.1 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.

5.2 Table 5 shows the number of homeless presentations received by Ross and Cromarty charting the same quarter in previous years. There were 73 Homeless presentations in Ross and Cromarty in Quarter 2, 2016.

5.3 There were 288 presentations across Highland at the end of Quarter 2. Presentations in Ross and Cromarty increased from 44 in Quarter 2, 15/16 to 73 in Quarter 2, 16/17. Changes to operational arrangements, to comply with national guidance on housing options, is likely to be a contributing factor to this increase.

5.4 **Table 5 - Homeless presentations**



5.5 Table 6 provides information on the cases opened and closed in the quarter. These figures are by quarter and are not cumulative.

5.6 **Table 6 - Housing Options cases**

	2015 Qtr1	2015 Qtr2	2015 Qtr3	2015 Qtr4	2016 Qtr1	2016 Qtr2
Housing Option cases opened	100	104	66	44	14	15
Housing Options cases closed	104	114	80	83	28	58

5.7 The table at 5.6 shows a reduction in the number of housing options cases opened. Changes to operational and recording arrangements to comply with national guidance on housing options are reflected in the figures in the table. They reflect the removal of double counting between homeless applications and housing options (prevention) cases. This is in line with guidance emphasising the duty to open a homeless application if the local authority believes an applicant is homeless or threatened with homelessness.

## 6. HRA Capital Programme 2016/17 Update

6.1 The HRA Capital Programme 2016/17 was approved by the Community Services Committee on 5 November 2015. The status of the 2016/17 HRA Capital Programme for the Ross and Cromarty Area is detailed at **Appendix 2**.

## **7. Implications**

### **7.1 Resources**

There are no resource implications arising from this report.

### **7.2 Legal**

There are no legal implications arising from this report.

### **7.3 Equality**

There are no equality implications arising from this report.

### **7.4 Climate Change/Carbon Clever**

There are no climate change/Carbon Clever implications arising from this report.

### **7.5 Risk**

Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

### **7.6 Gaelic**

There are no Gaelic implications arising from this report.

### **7.7 Rural**

There are no rural implications arising from this report.

## **Recommendation**

Members are invited to scrutinise the information provided on housing performance in the period 1 April 2016 to 30 September 2016

Designation: Director of Community Services

Date: 13 December 2017

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

## APPENDIX 1

SPI 15/16	16/17	Scottish Average	Target	2016/17		2015/16		
				Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time - Ross and Cromarty	<b>GREEN</b>	91.3		92.4	93.5	93.2	92.5	93.0
Repairs appointments kept - Ross and Cromarty	<b>RED</b>	93.5	95.0	79.3	78.7	90.4	91.0	91.6
Rent collected as of rent due - Ross and Cromarty	<b>AMBER</b>	99.5	99.0	98.8	109.1	98.4	99.5	98.8
Gross rent arrears as of rent due - Ross and Cromarty	<b>AMBER</b>	5.3	5.0	5.5	4.8	4.9	4.7	4.8
rent loss through voids - Ross and Cromarty	<b>AMBER</b>	1.0	1.0	1.1	1.2	0.7	0.8	0.8
ASB Cases reported and resolved - Ross and Cromarty	<b>RED</b>	86.6	85.0	12.0	20.9	65.2	69.3	60.1
of new tenancies sustained for more than a year - Ross and Cromarty	<b>GREEN</b>	88.1	90.0	98.0	89.5	97.9	90.0	91.0
Tenancy offers refused - Ross and Cromarty		37.8		41.3	40.6	20.0	20.6	21.9
of lettable houses becoming vacant - Ross and Cromarty	<b>RED</b>	8.7		7.7	10.2	9.9	9.9	9.8
% households requiring temp/eme accomm who receive offer Ross and Cromarty	<b>GREEN</b>		100.0	100.0	100.0	100.0	100.0	100.0
Ave time in temp/eme accomm Ross and Cromarty				12.9	12.1	11.3	11.5	11.7

## APPENDIX 2

	Project Title	Number Of Houses	Budget 2016/17	Project Status	Additional Comments	RAG rating
	<b>Equipment and Adaptations</b>					
BM	Equipment and adaptations Skye, Ross and Cromarty	On demand	£395,000	Designs in progress	Works carried out on demand following occupational health referrals; £54,000 issued to date in Ross and Cromarty	GREEN
	<b>Major Component Replacement</b>					
CSH16006	Window and door replacement Skye, Ross and Cromarty	66	£554,000	Tender stage	Tender being reviewed as initial costs are above-budget and may require a re-tender; any potential delay to works to be reported to Members once identified; 46 Ross and Cromarty houses at estimated £387,000	AMBER
BMSRCBAT2016	Bathroom replacement Skye, Ross and Cromarty	16	£80,000	Work on site 50% complete	Works progressing on site; works on demand following inspection	GREEN
BMSRCKIT2016	Kitchen replacement Skye, Ross and Cromarty	15	£120,000	Work on site 30% complete	Works progressing on site; works on demand following inspection	GREEN
	<b>Heating/Energy Efficiency</b>					
BMSCRHEA2016	Heating replacement Skye, Ross and Cromarty	15	£165,000	Work on site 30% complete	Works progressing on site; works on demand following inspection	GREEN
CSH16011	Gas heating upgrades Ross and Cromarty	87	£950,000	Tender stage	Tender being reviewed	GREEN
	<b>External Fabric (Major Component Replacement)</b>					
CSH16014	Roof replacement Ross and Cromarty	37	£380,000	Tender stage	Tender being reviewed as initial costs are above-budget and may require a re-tender; any potential delay to works to be reported to Members once identified	AMBER
HCA0376	Roof replacement North Highland	28	£431,000	Works complete	Works now complete on site	GREEN
	<b>External Fabric (environmental improvements)</b>					
BM	Environmental improvements Ross and Cromarty	Subject to survey	£72,560	Design in progress	Requires further Member consultation to take projects forward	AMBER