

Agenda Item	6
Report No	RC/015/16

Housing Performance Report - 1 April 2015 to 31 December 2015

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 31 December 2015.

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords. These replaced statutory performance indicators for Housing from April 2013.
- 1.2 This report provides information on performance based on the agreed reporting framework. Information on the key performance indicators is set out in the report below. 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
- 1.4 In accordance with the Scottish Social Housing Charter guidance the Repairs, Tenancy Management, Rent Arrears figures are cumulative. The Homeless Presentations figures are given for each separate quarter.
- 1.5 Benchmarking information for 2014/15 across 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. As these indicators only applied from 1 April 2013 we have limited historical data.
- 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
2014/15 Benchmark – 5.9 hours

	No of Houses	2013/14				2014/15				2015/16		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	505	9.8	17.9	19.9	37.0	14.3	17.9	21.9	23.7	14.6	12.2	15.3
Cromarty Firth	1366	10.4	9.4	8.5	9.6	7.6	7.1	8.8	10.5	6.7	6.8	6.8
Tain & Easter Ross	628	13.9	12.2	11.6	13.0	11.2	9.8	10.1	12.7	7.8	7.4	6.8
Dingwall & Seaforth	923	7.0	6.8	6.9	10.2	8.6	8.1	6.9	9.7	7.8	10.6	15.5
Black Isle	314	5.7	6.4	7.6	7.9	29.8	19.9	14.9	22.2	6.0	5.8	7.1
Highland	13933	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9	7.1

2.4 Performance for Ward 6 (Wester Ross, Strathpeffer and Lochalsh) and Ward 9 (Dingwall and Seaforth) has been investigated and it has been established that officer input has resulted in system errors occurring. This situation will be monitored over the coming months for improvement. The other wards are within the 14 hour target.

2.6 *Table 2: Average length of time taken to complete non-emergency repairs (days)*
Target 8 days
2014/15 Benchmark – 7.9 days

	No of Houses	2013/14				2014/15				2015/16		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	505	13.4	12.1	11	10.0	10.3	9.9	9.4	8.7	11.4	10.5	10.3
Cromarty Firth	1366	11.6	10.4	11	10.7	8.7	8.7	9	9.2	9.4	10.6	11.2
Tain & Easter Ross	628	11.3	11.7	11.3	11.1	7.7	8.2	8.2	8.6	9.7	9.8	10.1
Dingwall & Seaforth	923	12.4	10.5	10	10.7	9	8.8	8.9	8.8	9.3	10.8	10.2
Black Isle	314	12.7	9.7	8.8	9.4	7.4	7.6	7.5	7.4	7.6	8.7	8.9
Highland	13933	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3	7.5

2.7 Non-emergency repairs are measured in working days. Non-emergency repairs are showing mixed performance over all wards with some improving and other declining. Discussions are being instigated with building maintenance to establish how we might improve the current position to bring performance back on target.

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*
2014/15 Benchmark – 36.9 days

	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q3	Q3	Q3	Q3	Q3	
Wester Ross, Strathpeffer & Lochalsh	505	36	42.88	47.60	53.38	55.23	35.20	25.00
Cromarty Firth	1366	71	34.07	51.14	34.44	30.60	22.57	29.62
Tain & Easter Ross	628	54	31.82	64.40	32.24	43.04	27.92	37.76
Dingwall & Seaforth	923	53	65.33	52.00	35.58	32.66	28.44	29.13
Black Isle	314	24	85.17	73.06	52.77	59.25	30.67	33.21
Highland	13933	1027	31.25	35.25	38.61	37.60	39.20	49.28

3.3 Table 3 shows that re-let times in all Wards are performing better than the Highland wide figure of 49.28 days, although there has been some slippage in the Tain and Easter Ross ward.

3.4 There were 36 voids in Ross and Cromarty at the end of December 2015. Of those 11 were long term voids, with 1 held for decant, 4 classed as low demand and 6 are PIE, (Performance Indicator Exempt), due to requiring major works.

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.

4.2 The Highland wide current rent arrears figure is £1,353,725.

4.3 *Table 4 – Current Rent Arrears*

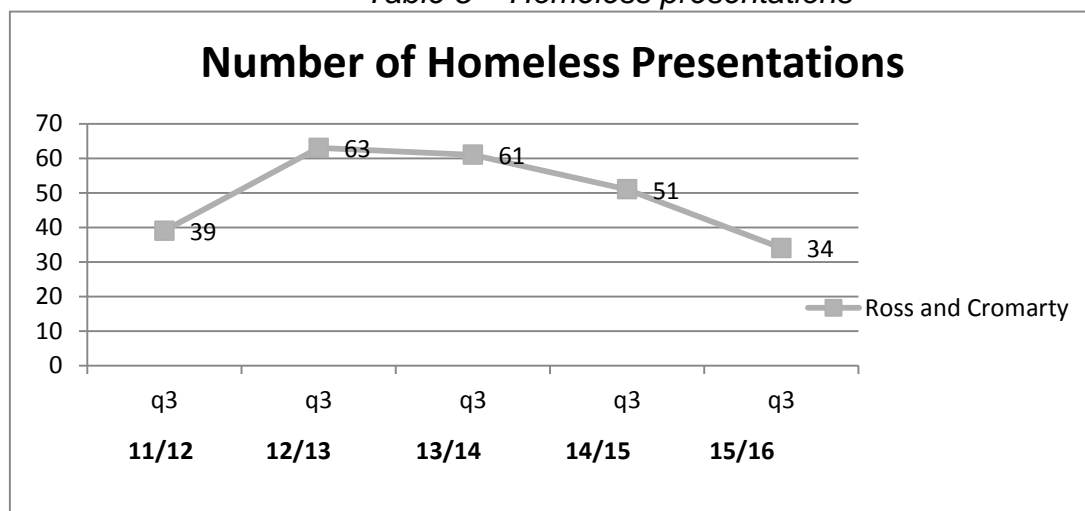
	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q3	Q3	Q3	Q3	Q3	Q3
Wester Ross, Strathpeffer & Lochalsh	505	21829	26986	22656	25477	23959	22126
Cromarty Firth	1366	123612	134269	152264	191717	166394	203930
Tain & Easter Ross	628	47906	53987	65441	62249	60748	66307
Dingwall & Seaforth	923	82930	74515	85682	108645	102768	111164
Black Isle	314	23271	20662	18853	19632	23300	25691

4.4 The arrears have reduced in cash terms by £29,829 since the previous quarter. This evidences the commitment of the Housing Management team who are working hard to contain tenant arrears.

5. Homelessness

5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter. However a number of indicators have been agreed by the Council.

5.2 *Table 5 - Homeless presentations*



5.3 Table 5 shows the number of homeless presentations received by Ross and Cromarty charting the same quarter in previous years when we started to record this information. Homeless presentations in Ross and Cromarty decreased from 44 in Quarter 2 this year to 34 in Quarter 3. There were 203 presentations across Highland in the quarter ending 31 December 2015.

5.4 Following a thematic inquiry, in May 2014, by the Scottish Housing Regulator on Housing Options our Homelessness Service delivery was reviewed. This involved a re-design of the job roles of staff to ensure a person-centred approach. The officers currently involved in this area of the Service have been confirmed in the new Housing Options Officer posts. The table below provides information on the cases opened and closed in the quarter. These figures are by quarter not cumulative.

5.5 *Table 6 - Housing Options cases*

	Qtr1	Qtr2	Qtr 3
Housing Option cases opened	100	104	66
Housing Options cases closed	104	114	80

5.6 The tables below provide information on the housing options approach reasons and the case closure outcomes each quarter

5.7 *Table 7- Approach reasons*

	Qtr1	Qtr2	Qtr3
Anti-Social Behaviour			
Financial Problems	6	8	7
Accommodation unsuitable due to medical reason	1	3	2
Accommodation unsuitable due to overcrowding	5	4	
Accommodation unsuitable due to poor housing condition	3	4	3
Eviction notice received	8	9	5
Hospital discharge	2		
Leaving armed forces			
Marital/domestic breakdown	37	35	21
Notice given to landlord	4	1	7
Notice served by landlord	12	19	
Prison release	2		3
Relocating to the Highlands	2	2	
Section 11			
Wants to leave parental home	16	19	18
Tied accommodation ended	2		
Total	100	104	66

Table 8 – Case closure outcomes

	Qtr1	Qtr2	Qtr3
Homeless application route followed	42	44	21
Remained in current accommodation	20	20	25
Private rented – short assured tenancy	10	12	9
Local Authority Tenancy	7	6	9
RSL (Housing Association) Tenancy		2	1
Private Rented			
Total	79	84	65

6. Implications

- 6.1 **Resources:** There are ongoing resource implications arising from the need to develop and maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This is managed within the current HRA budget.
- 6.2 **Legal:** The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.
- 6.3 There are no known specific equality implications resulting from this report.
- 6.4 There are no known climate change/carbon clever implications resulting from this report.
- 6.5 Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 6.6 There are no Gaelic implications arising from this report.
- 6.7 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 2015 to 31 December 2015.

Designation: Director of Community Services

Date: 24 March 2016

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

Appendix 1

SPI 15/16	15/16	Scottish Average	Target	2015/16			2014/15	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Ave time to complete emergency repairs (hours) - Ross and Cromarty	Green	5.9	14	9.9	8.2	7.7	13.5	10.8
Ave time to complete non emergency repairs (days) - Ross and Cromarty	Amber	7.9	8	10.5	10.3	9.6	8.8	8.8
Reactive repairs carried out first time - Ross and Cromarty	Green	90.2	92	92.5	93.0	93.4	91.7	90.2
Repairs appointments kept - Ross and Cromarty	Amber	92.4	95	91.0	91.6	90.9	90.8	90.7
Rent collected as % of rent due - Ross and Cromarty	Green	99.5	99	99.5	98.8	100.5	98.9	99.4
Gross rent arrears as % of rent due - Ross and Cromarty	Green	5.3	5	4.7	4.8	4.3	4.1	4.6
% rent loss through voids - Ross and Cromarty	Green	1.1	1	0.8	0.8	1.0	0.6	0.6
% court actions which resulted in eviction - Ross and Cromarty	Green	14.7	10	1.7	0.0	0.0	10.0	7.2
ASB Cases reported and resolved - Ross and Cromarty	Red	83.2	85	69.3	60.1	26.3	71.7	26.6
Ave time taken to re-let - Ross and Cromarty	Green	36.9	35	31.0	30.0	38.7	31.1	27.2
% of new tenancies sustained for more than a year - Ross and Cromarty	Amber	88.8	90	90.0	91.0	90.3	89.1	87.3
Tenancy offers refused - Ross and Cromarty		42		20.6	21.9	24.2	21.1	22.4
% of lettable houses becoming vacant - Ross and Cromarty		8.9		9.9	9.8	9.8	10.6	9.9
No of housing options cases opened Ross and Cromarty				66.0	98.0	99.0		
No of housing options cases closed Ross and Cromarty				80.0	100.0	115.0		
Homelessness - Presentations received in period Ross and Cromarty				34.0	44.0	57.0	45.0	51.0
% households requiring temp/eme accomm who receive offer Ross and Cromarty	Green		100	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused Ross and Cromarty				11.5	11.3	15.8	3.3	3.8
Ave time in temp/eme accomm Ross and Cromarty				11.5	11.7	13.7	14.0	13.0