

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

	No of Houses	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Badenoch and Strathspey	532	8.4	8.8	9.8	10.5	13.8	11.8	10.1	9.4	19.9	7.4	7.4	12.4
Highland	13937	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4	6.3	6.7	7.0

- 4.4 Although completing emergency repairs in Badenoch and Strathspey is within the 14 hour target there has been a decline in performance compared to Quarter 3 2017/18. The Badenoch and Strathspey team are working with Contractors to improve response times.
- 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	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Badenoch and Strathspey	532	8.5	8.2	8.1	7.3	7	7.4	7.0	7.0	15.2	11.7	10.9	8.1
Highland	13937	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4

- 4.7 The average time taken to complete non-emergency repairs is 8.1 days. This is an improvement in performance compared to the previous three quarters in 2017/18.

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 Q4	2016/17 Q4	2017/18 Q4
Badenoch and Strathspey	532	27	30.67	31.06	27.30
Highland	13937	1196	47.50	40.78	40.86

5.3 Table 3 shows the average re-let time for Quarter 4 2017/18 in Badenoch and Strathspey was 27.30 days, an improvement in performance compared to the same quarter 2016/17, within the Highland wide target of 35 days and better than the Highland wide average of 40.86 days.

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. The Highland wide current arrears figure is £1,942,665.

6.2 Rent arrears have increased in Quarter 4 2017/18. Universal Credit is impacting on the rent arrears figure. The local team continue to have a focus on performance in this area.

6.3 **Table 4 – Current Rent Arrears**

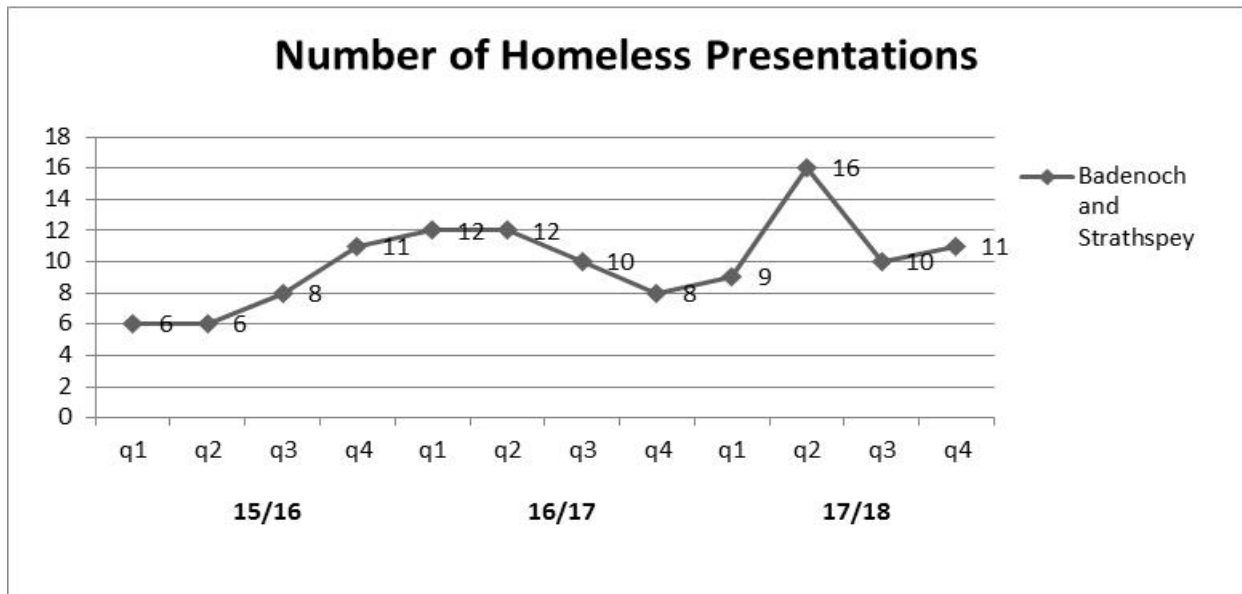
	No of Houses	2015/16 Q4	2016/17 Q4	2017/18 Q4
Badenoch and Strathspey	532	56712	32102	39112

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 Badenoch and Strathspey charting the same quarter in previous years.

7.3 There were 288 presentations across Highland at the end of Quarter 4 at 31 March 2018, 11 presentations were in Badenoch and Strathspey.

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: 22 May 2018

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

Appendix 1

SPI 17/18	17/18	Scottish Average	Target	2017/18				2016/17
				Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time B&S	AMBER	90.7	92	91.42	86.71	83.50	84.62	91.69
Rent collected as % of rent due B&S	GREEN	99.6	99	99.12	98.79	98.27	104.69	100.63
Gross rent arrears as % of rent due B&S	GREEN	5.1	5	2.43	2.42	3.14	3.47	3.11
% rent loss through voids B&S	GREEN	0.9	1	0.36	0.39	0.46	0.64	0.63
ASB cases reported and resolved B&S	GREEN	87.2	85	85.19	100	81.25	75.00	83.33
% of new tenancies sustained for more than a year B&S	GREEN	88.8	90	100	100	100	89.19	82.35
Tenancy offers refused B&S	GREEN	36.3	38	17.50	10	8.33	12.50	37.88
% of lettable houses becoming vacant B&S	GREEN	8.5	8.9	7.33	6.75	7.12	4.65	9.25
% households requiring temporary emergency accommodation who receive an offer B&S	GREEN		100	100	100	100	100	100
Ave time in temporary emergency accommodation B&S				15.97	17.06	17.61	17.24	17.09