

Agenda item	10
Report no	RC/025/18

THE HIGHLAND COUNCIL

Committee: Ross and Cromarty

Date: 15 August 2018

Report Title: **Housing Performance Report – 1 April 2018 to 30 June 2018**

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 2018.

2. Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2018 to 30 June 2018.

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	2016/17				2017/18				2018/19
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	487	9.7	8.9	8.4	11.3	39.8	23.5	22.7	14.2	9.9
Cromarty Firth	1414	6.8	7.2	7.5	7.6	7.3	6.1	6.0	6.7	5.9
Tain & Easter Ross	619	7.9	12	10.6	11.3	9	13.3	12.8	8.9	4.4
Dingwall & Seaforth	942	6.0	11.4	10.5	11.3	8.5	9.5	11.4	8.6	6.8
Black Isle	305	8.2	6.5	11	15.6	13	12.9	11.8	16.2	7.6
Highland	13943	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6

- 4.4 Improved performance has resulted in emergency repairs being completed in all wards within the target of 14 hours. Improved performance on emergency repairs continues to be a priority.
- 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	2016/17				2017/18				2018/19
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	487	8.3	8.5	8.4	8.5	10.8	10.6	10.7	9.5	9.3
Cromarty Firth	1414	9.1	9.1	9.3	9.2	10	9.5	9.9	9.2	9.8
Tain & Easter Ross	619	7.7	9.1	9	8.8	7.7	8.2	8.5	8.2	8.8
Dingwall & Seaforth	942	8.2	9.3	9.3	9.3	9.7	10	10.5	9.6	8.6
Black Isle	305	10.4	10.2	9.2	8.4	9.6	8.6	9.7	9.4	9.1
Highland	13943	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0

4.7 Performance has improved across all wards, but continues to be outwith the 8 day target in Wester Ross, Strathpeffer and Lochalsh along with Cromarty Firth. We are however seeing a gradual reduction in response times. Improving performance on non-emergency repairs is a priority for the service.

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	2016/17	2017/18	2018/19
			Q1	Q1	Q1
Wester Ross, Strathpeffer & Lochalsh	487	8	33.42	46	15.25
Cromarty Firth	1414	28	52.82	24.29	21.64
Tain & Easter Ross	619	17	40.6	23.92	21.06
Dingwall & Seaforth	942	32	27	9.12	10.19
Black Isle	305	5	34.91	12.14	6.8
Highland	13943	425	49.32	39.07	38.74

5.3 Performance is within the 35 day target across all Wards.

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	2016/17 Q1	2017/18 Q1	2018/19 Q1
Wester Ross, Strathpeffer & Lochalsh	487	26249	41579	42888
Cromarty Firth	1414	202878	216509	249583
Tain & Easter Ross	619	71549	74347	100682
Dingwall & Seaforth	942	113042	122674	133461
Black Isle	305	28407	37682	35141

6.3 Rent arrears in all wards in Ross and Cromarty have seen an increase from the previous year for Quarter 1. This is consistent with a Highland-wide trend. The Ross and Cromarty team continue to closely monitor and manage rent arrears in accordance with the Council's Rent Arrears policy.

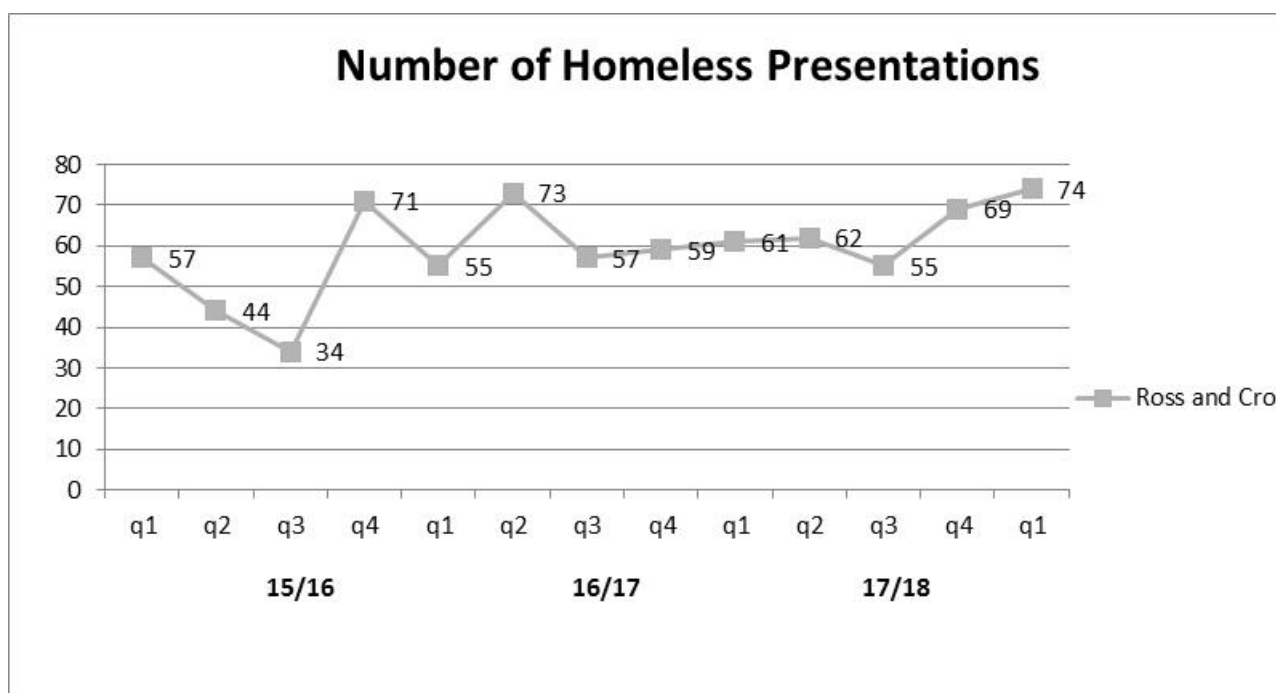
7 Homelessness

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 show a slight upward trend, but this is manageable within the staff and accommodation resources available.

7.3 There were 270 presentations across Highland at the end of Q1 2018.

7.4

Table 5 - Homeless presentations

8 HRA Capital Programme

An update on the current year's HRA capital programme has been provided separately to Members. Proposals for the 2019-21 programme will be discussed at ward business level and will be formally submitted to Members for approval at November 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: 30 July 2018

Author: Jim Holden, Housing Manager North

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

APPENDIX 1

SPI 18/19	18/19	Scottish Average	Target	2018/19	2017/18			
				Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Reactive repairs carried out first time - Ross and Cromarty	AMBER	90.7	92	87.75	88.73	88.09	89.28	89.83
Repairs appointments kept - Ross and Cromarty	AMBER	95.9	95	92.93	85.10	84.16	83.56	82.49
Rent collected as % of rent due - Ross and Cromarty	GREEN	99.6	99	99.95	98.30	97.86	97.34	99.79
Gross rent arrears as % of rent due - Ross and Cromarty	AMBER	5.1	5	5.33	4.91	5.09	5.59	5.21
% rent loss through voids - Ross and Cromarty	GREEN	0.9	1	0.96	0.50	1.00	0.73	0.62
ASB Cases reported and resolved - Ross and Cromarty	RED	87.2	85	76.67	80.75	83.60	36.70	20.00
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.8	90	90.73	92.23	91.46	90.09	88.96
Tenancy offers refused - Ross and Cromarty	RED	36.3	1	39.22	36.03	38.21	42.18	40.82
% of lettable houses becoming vacant - Ross and Cromarty	RED	8.5	8.9	6.48	6.35	7.00	6.69	6.12
% households requiring temp/eme accomm who receive offer Ross and Cromarty	GREEN		100	100.00	100.00	100.00	100.00	100.00
Ave time in temp/eme accomm Ross and Cromarty				14.45	14.86	14.05	13.20	12.95