

Agenda item	10
Report no	BSAC/14/18

HIGHLAND COUNCIL

Committee: **Badenoch and Strathspey Committee**

Date: **21 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 asked to:

- i Members are invited to consider the information provided on housing performance for 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
Badenoch and Strathspey	542	13.8	11.8	10.1	9.4	19.9	7.4	7.4	12.4	10.2
Highland	13943	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6

- 4.4 Emergency repairs performance is above the Highland average, however there has been an improvement in emergency repairs response times in Badenoch and Strathspey when compared to Q1 2017-18 and performance is within the 14 hour target. One emergency repair proved more complex than first reported and required multiple trades to complete, which had a negative impact on the overall performance.
- 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
Badenoch and Strathspey	542	7	7.4	7.0	7.0	15.2	11.7	10.9	8.1	13.3
Highland	13943	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0

4.7 There were 132 non-emergency repairs in Q1 2018/19. Repairs performance is above the Highland average. Of the 10 repairs that took the longest to complete, 8 required multiple trades which contributed to the time taken to complete the repair and impacted on the average. The Housing Service intends to conduct a Lean Review of repairs processes, designed to identify opportunities to improve repairs performance.

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 Q1	2017/18 Q1	2018/19 Q1
Badenoch and Strathspey	542	10	26.64	28.40	21.45
Highland	13943	425	49.32	39.07	38.74

5.3 Table 3 shows the average re-let time for Quarter 1 2018/19 in Badenoch and Strathspey was 21.45 days, an improvement in performance compared to the same quarter 2017/18, within the Highland wide target of 35 days and better than the Highland wide average of 38.74 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 slightly in Quarter 1 2018/19. The local team continue to have a focus on performance in this area.

6.3 **Table 4 – Current Rent Arrears**

	No of Houses	2016/17 Q1	2017/18 Q1	2018/19 Q1
Badenoch and Strathspey	542	50593	32970	34434

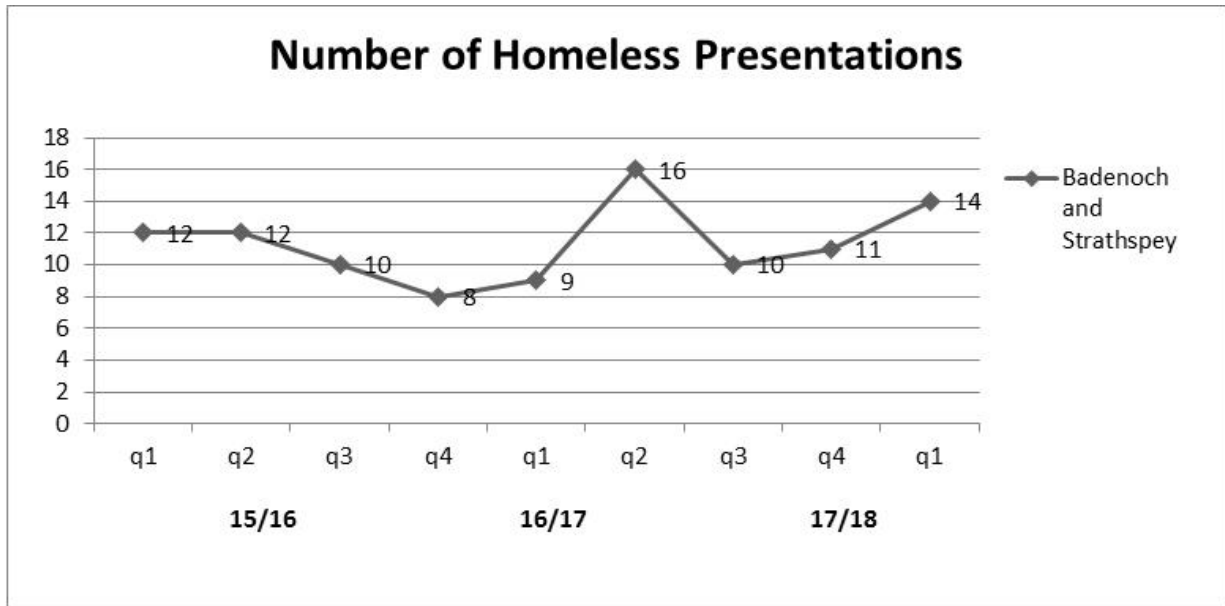
7 Homelessness

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 270 presentations across Highland at the end of Quarter 1 at 30 June 2018.

7.4 **Table 5 - Homeless presentations**



7.5 There were 14 homeless presentations in Badenoch and Strathspey in quarter 1 2018/19. The reason for an increase in homeless presentations is largely due to the lack of available housing in the quarter to make an offer of permanent accommodation.

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: 6 August 2018

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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 B&S	GREEN	90.7	92	96.40	91.42	86.71	83.50	84.62
Rent collected as % of rent due B&S	AMBER	99.6	99	97.91	99.12	98.79	98.27	104.69
Gross rent arrears as % of rent due B&S	GREEN	5.1	5	2.67	2.43	2.42	3.14	3.47
% rent loss through voids B&S	GREEN	0.9	1	0.94	0.36	0.39	0.46	0.64
ASB cases reported and resolved B&S	RED	87.2	85	33.33	85.19	100	81.25	75.00
% of new tenancies sustained for more than a year B&S	GREEN	88.8	90	95.24	100	100	100	89.19
Tenancy offers refused B&S	AMBER	36.3	38	40.00	17.50	10.00	8.33	12.50
% of lettable houses becoming vacant B&S	AMBER	8.5	8.9	5.72	7.33	6.75	7.12	4.65
% households requiring temporary accommodation who receive offer B&S	GREEN		100	100	100	100	100	100
Ave time in temporary accommodation B&S				20.46	15.97	17.06	17.61	17.24