

<b>Agenda Item</b>	<b>6.</b>
<b>Report No</b>	<b>CC/13/18</b>

## **HIGHLAND COUNCIL**

**Committee:** Caithness Committee

**Date:** 28 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 The information presented in this report for quarter 1 has been amended to reflect the new Council Ward boundaries. 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)
- 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 Performance on Emergency Repairs has fallen, but remains within the target of 14 hours across all wards. Slippage in performance is due to staff holidays and sickness. Emergency repairs continue to remain a priority for this service.

4.4 **Table 1: Average length of time taken to complete emergency repairs (hours)**  
**Target 14 hours**  
**2016/17 SQN Benchmark – 4.6 hours**

	2016/17				No of Houses	2017/18				2018/19
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	Q1
Thurso	6.1	5.2	4.9	4.8	846	2.8	4.2	4.4	4.5	10.7
Wick	4.3	4.8	4.2	3.9	1210	3	3	3.5	3.5	9.8
Landward Caithness	4.3	4.6	5	4.8	<b>Highland</b>	<b>6.4</b>	<b>6.3</b>	<b>6.7</b>	<b>6.4</b>	<b>7.6</b>
<b>Highland</b>	<b>6.6</b>	<b>7.2</b>	<b>6.9</b>	<b>6.9</b>						

- 4.5 Non-emergency repairs are measured in working days, with a Highland target of 8 days. Performance improved in Quarter 1: in all areas of Caithness, non-emergency were completed within the Highland target.

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**

	2016/17				No of Houses	2017/18				2018/19	
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	Q1	
Thurso	6.6	7.7	7.7	7.5	Thurso and Northwest Caithness	846	8.4	8.6	9.2	8.6	9.9
Wick	5.7	6	6.2	6.6	Wick and East Caithness	1210	10.2	9.1	9.3	7.9	8.9
Landward Caithness	5.3	6.5	7.1	7.2	<b>Highland</b>	<b>13943</b>	<b>7.6</b>	<b>7.3</b>	<b>7.9</b>	<b>7.4</b>	<b>8.0</b>
<b>Highland</b>	<b>6.6</b>	<b>6.9</b>	<b>6.9</b>	<b>6.8</b>							

4.7 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**

	2016/17	No of Houses	No of Relets	2017/18	2018/19	
	Q1			Q1	Q1	
Thurso	49.05	Thurso and Northwest Caithness	846	52	45.85	46.63
Wick	112.83	Wick and East Caithness	1210	76	83.17	81.33
Landward Caithness	52.14	<b>Highland</b>	<b>13943</b>	<b>425</b>	<b>39.07</b>	<b>38.74</b>
<b>Highland</b>	<b>49.32</b>					

5.3 The re-let times for all parts of Caithness continue to exceed the Highland target because of low demand and some properties remain un-let for significant periods of time. The Caithness housing team continues its robust efforts to allocate vacant properties using the Choice-based Lettings scheme and this has resulted in some success. There continues to be a very high turnover of properties in Caithness.

**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. It should be noted that due to the recent changes to Caithness Wards, the Quarter 1 arrears figures below now include Landward Caithness. The Highland-wide total arrears figure at the end of Q1 was £1,961,664.

**Table 4 – Current Rent Arrears**

	2016/17			2017/18	2018/19
	Q1		No of Houses	Q1	Q1
Thurso	27889	Thurso and Northwest Caithness	846	43133	57013
Wick	68261	Wick and East Caithness	1210	82912	111624
Landward Caithness	27535				

6.3 While the Caithness Housing team continues to maintain a robust approach to rent arrears management, arrears are increasing. As reported previously, the impact of Universal Credit on rent arrears continues to be of concern and is being closely monitored. Any actions that can maximise rental income are prioritised by the team.

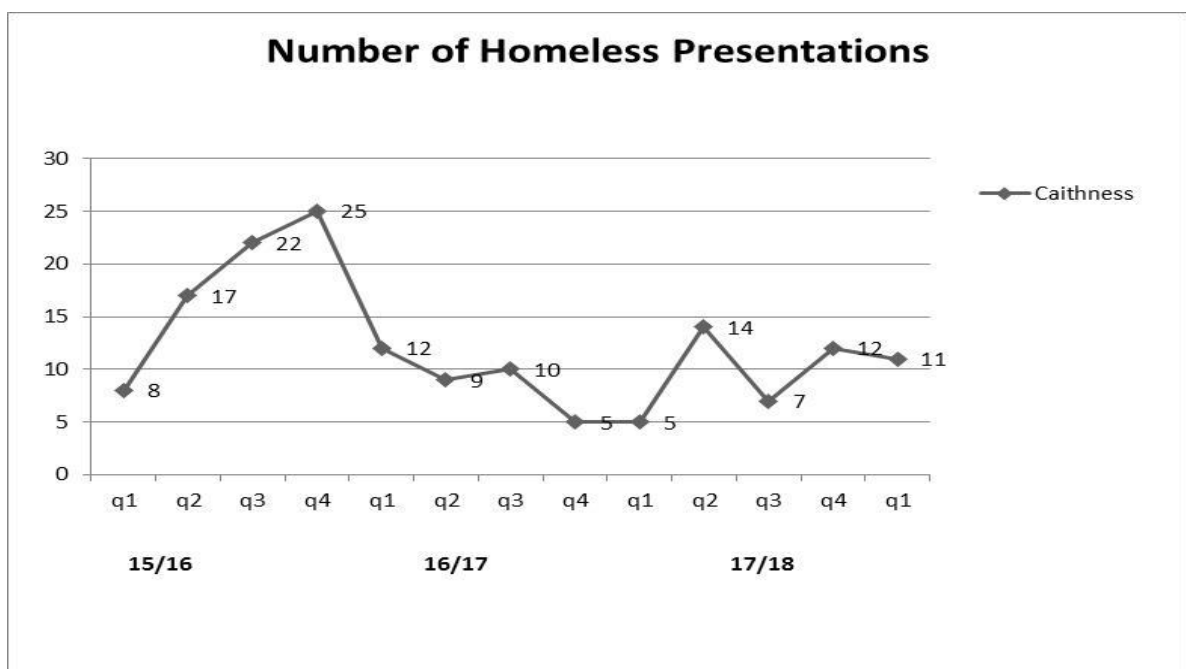
## 7 Homelessness

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 local area charting the same quarter in previous years. Housing options advice services continues to provide a key role in homelessness prevention work in Caithness. It is an approach which combines assessing a person's legal rights to a home with a broader look at all the possible options open to them which could include perhaps renting privately, support to stay where they are and home ownership. Applicants are given clear, impartial advice, the aim being to empower them to make the choice that is right for them.

7.3 There were 270 presentations across Highland at the end of Quarter 1 2018.

7.4 **Table 5 - Homeless presentations**



## **8 HRA Capital Programme**

8.1 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 community 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: 14 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 - Caithness	GREEN	90.7	92	91.68	94.41	93.71	93.29	91.95
Repairs appointments kept - Caithness	AMBER	95.9	95	92.38	91.24	89.62	88.99	87.77
Rent collected as % of rent due - Caithness	GREEN	99.6	99	99.35	98.19	98.46	98.56	101.73
Gross rent arrears as % of rent due - Caithness	GREEN	5.1	5	3.93	3.79	3.74	3.92	4.04
% rent loss through voids - Caithness	RED	0.9	1	5.11	3.46	4.15	4.70	4.58
ASB Cases reported and resolved - Caithness	RED	87.2	85	40.91	80.43	78.79	46.67	43.75
% of new tenancies sustained for more than a year - Caithness	RED	88.8	90	80.60	82.97	82.21	83.14	84.59
Tenancy offers refused - Caithness	GREEN	36.3	38	37.80	42.23	44.12	43.43	48.39
% of lettable houses becoming vacant - Caithness	RED	8.5	8.9	12.06	11.15	10.56	9.82	10.32
% households requiring temp/eme accomm who receive offer Caithness	GREEN		100	100.00	100.00	100.00	100.00	100.00
Ave time in temp/eme accomm Caithness				24.42	24.68	23.97	24.45	26.17