

AGENDA ITEM 6
REPORT NO. LA/14/18

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 30 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 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 Performance in Lochaber is within the 14 hour target and has improved compared to Quarter 3 2016/17.

4.4 **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
Caol and Mallaig	509	7.9	14.1	10.6	8.4	6.3	7.6	7.8	7.0	7.2
Fort William and Ardnamurchan	818	10.1	7.7	7.1	7.0	5.3	4.7	7.0	7.6	8.1
Highland	13943	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6

- 4.5 Non-emergency repairs are measured in working days. Performance in both Lochaber wards is within the 14 hour 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

	No of Houses	2016/17				2017/18				2018/19
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	509	5.8	6.2	6.6	6.8	6.0	4.7	7.4	7.3	7.9
Fort William and Ardnamurchan	818	5.4	5.3	5.7	5.7	5.4	4.4	6.1	6.4	8.6
Highland	13943	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0

4.7 The average length of time taken to complete non-emergency repairs in Ward 11 continues to be within the 8 day target and is lower than the Highland average; however performance has dropped slightly compared to the previous quarter. Ward 21, Fort William and Ardnamurchan are reporting an average of 8.6 days. On reviewing the 392 non - emergency repairs in the quarter it has been identified that the dip in performance relates to sub-contractor performance and some administration errors when entering works orders. Both these issues are being addressed.

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
Caol and Mallaig	509	10	17.11	32.75	17.90
Fort William and Ardnamurchan	818	22	26.14	37.45	29.09
Highland	13943	425	49.32	39.07	38.74

5.3 There has been improvement in performance in re-let times in both Wards in Lochaber compared to the same quarter in the previous year. Performance has also improved compared to quarter 3 2017/18 reported to the previous Lochaber Area Committee in April. The Lochaber performance is better than the Highland wide average.

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.

6.2

Table 4 – Current Rent Arrears

	No of Houses	2016/17	2017/18	2018/19
		Q1	Q1	Q1
Caol and Mallaig	509	37507	25896	68672
Fort William and Ardnamurchan	818	86662	105487	168633

6.3 There has been an increase in rent arrears across both Lochaber wards. This increase is consistent with a Highland-wide trend. As previously reported Universal Credit continues to be a significant contributory factor in rent arrears and this will become more acute as the number of people on Universal Credit increases. The Lochaber team continue to manage rent arrears in accordance with the rent arrears policy and the escalation processes. The team assist tenants where it is known they are in receipt of Universal Credit, by referring to specialist money advice services.

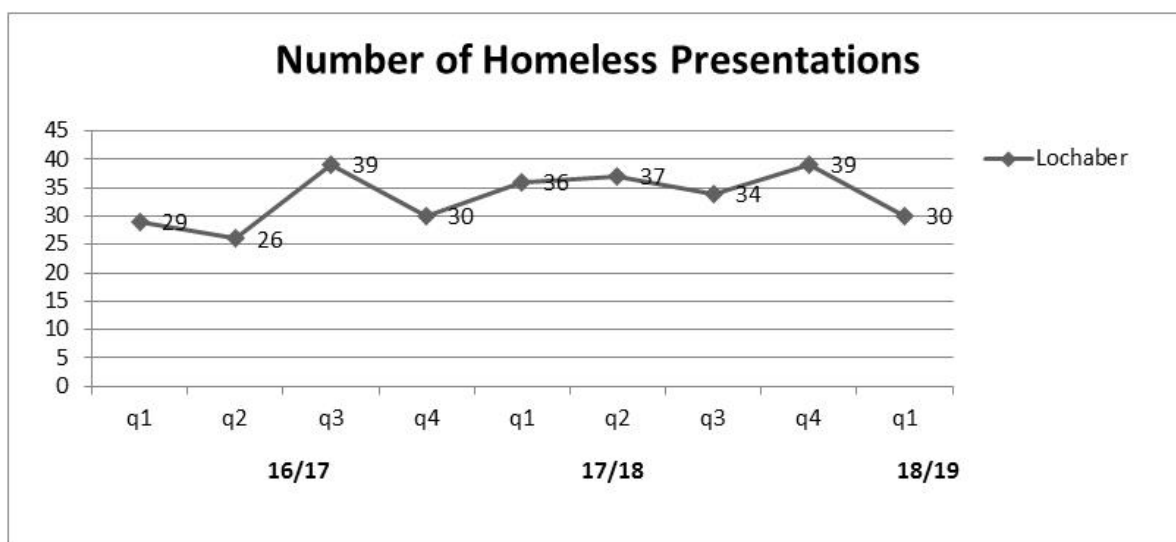
7 Homelessness

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 Lochaber charting the same quarter in previous years.

7.3 There were 270 presentations across Highland at the end of Quarter 1 2018, 30 homeless presentations were in Lochaber.

7.4 **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: 15 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 - Lochaber	AMBER	90.7	92	90.81	96.76	97.60	97.01	96.46
Repairs appointments kept - Lochaber	RED	95.9	95	87.63	87.68	87.47	88.59	87.17
Rent collected as % of rent due - Lochaber	AMBER	99.6	99	97.18	96.91	96.97	97.47	102.58
Gross rent arrears as % of rent due - Lochaber	AMBER	5.1	5	6.71	6.22	5.73	5.88	5.25
% rent loss through voids - Lochaber	GREEN	0.9	1	0.77	0.97	1.03	1.23	1.80
ASB Cases reported and resolved - Lochaber	RED	87.2	85	75.00	92.54	90.91	83.33	15.38
% of new tenancies sustained for more than a year - Lochaber	GREEN	88.8	90	89.29	87.12	88.28	86.81	90.29
Tenancy offers refused - Lochaber	GREEN	36.3	38	28.57	37.68	38.79	36.94	36.84
% of lettable houses becoming vacant - Lochaber	GREEN	8.5	8.9	8.14	8.51	11.06	10.14	9.80
% households requiring temporary accommodation who receive offer Lochaber	GREEN		100	100	100	100	100	100
Ave time in temporary accommodation Lochaber				14.38	13.35	14.36	14.10	14.83