| Agenda Item | 5. |
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| Report No | CLH 37/18 |

**HIGHLAND COUNCIL**

**Committee:** **Care, Learning and Housing Committee**

**Date:** **18 October 2018**

**Report Title:** **Community Services Performance Report – 1 April 2018 to 30 September 2018**

**Report By:** **Director of Community Services**

## 1. Purpose/Executive Summary

1.1 This report provides information on housing performance up to 30 September 2018.

## 2. Recommendations

2.1 Members are invited to note the information provided on housing performance in the period 1 April 2018 to 30 September 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 performance information based on the reporting framework recommended by the SHR. 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

3.3 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.

3.4 Scottish Quality Network (SQN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

## 4. Housing 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 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2016/17 figures.

4.3 ***Table 1: Average time to complete Emergency Repairs***
***(Target 14 hours)***
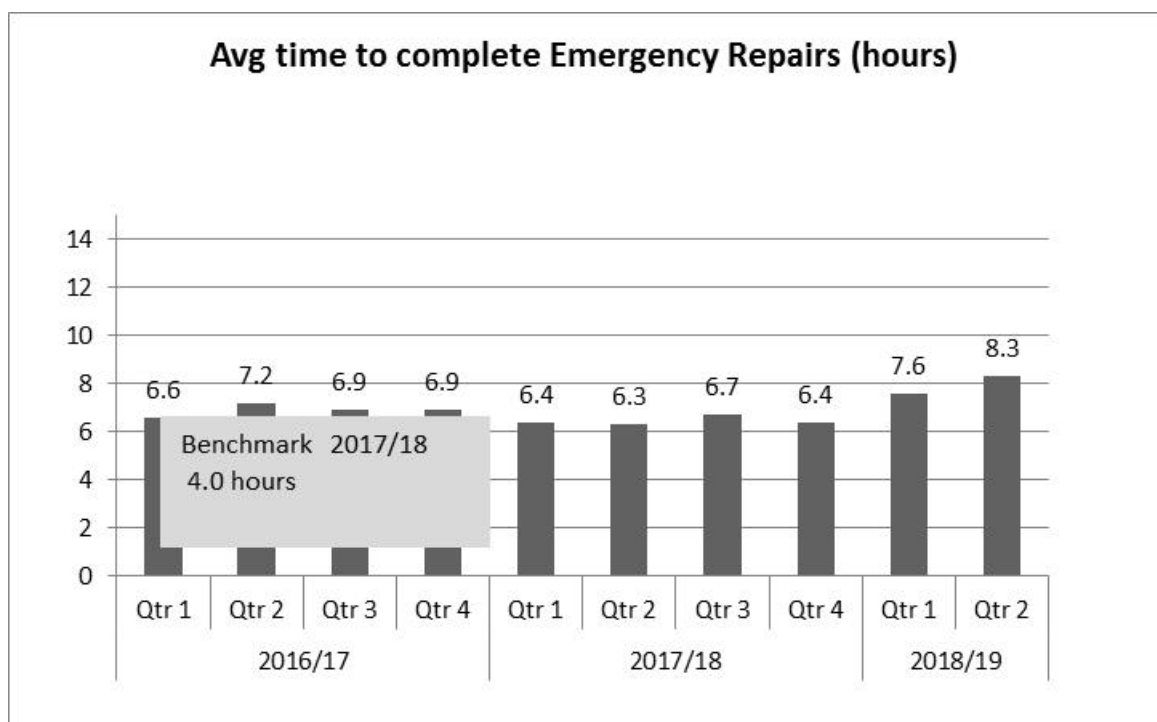
4.4 Performance on emergency repairs remains within the Highland target. Highland geography needs to be taken into account when comparing the Highland figure for the national benchmark on completing emergency repairs.

4.5 ***Table 2 – Average time to complete Non-Emergency Repairs***
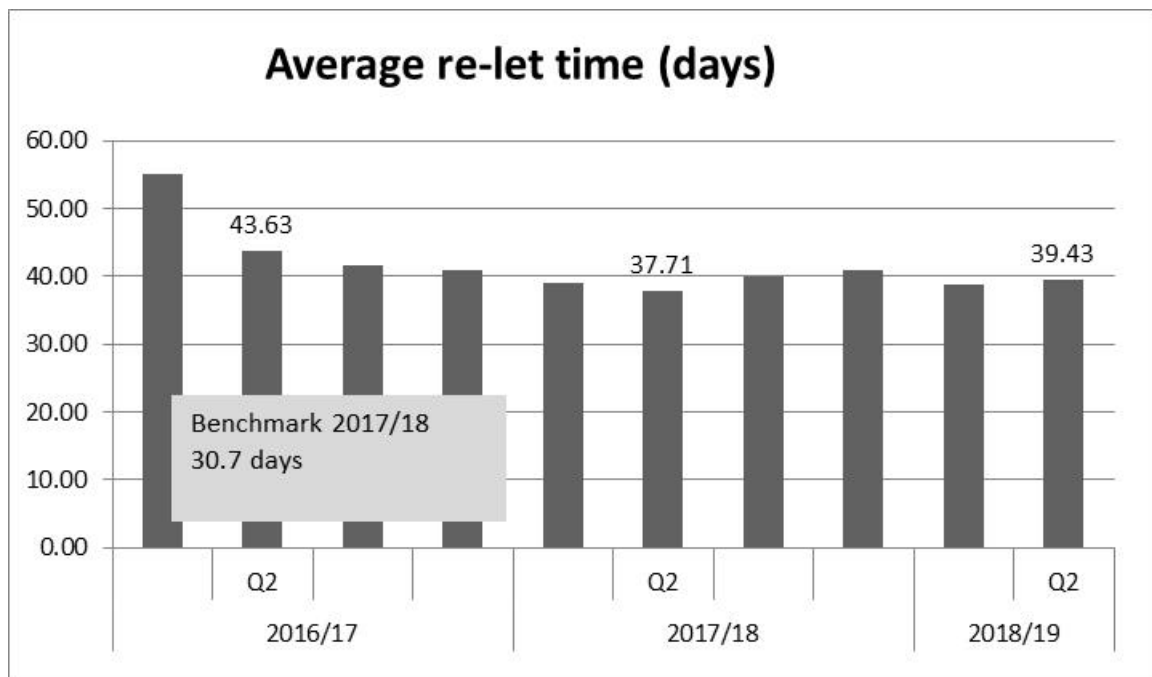***(Target 8 days)***
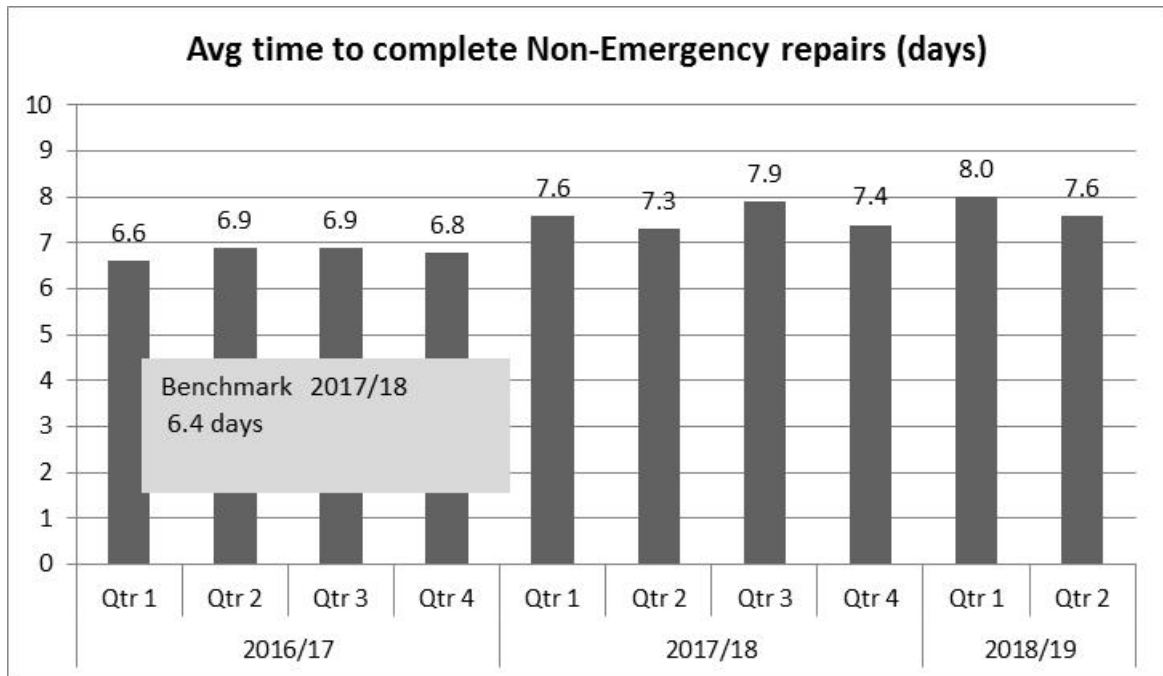


4.6 Average performance on non-emergency repairs remains within the target timescales.

## 5. Tenancy Management

5.1 Table 3 below provides information on the average re-let time showing the trend back 3 years and highlighting the same quarter in previous years for comparison.

5.2 ***Table 3 – Average re-let time (Target 35 days)***

5.3 Performance on reletting times remains above our Highland target of 35 days. There are significant variances in average reletting times across areas. Improving reletting times remains a key priority for all service managers, who are currently reviewing local arrangements and considering changes to achieve improved performance.

## 6. Rent Arrears

6.1 The key performance indicator for rent arrears is considered to be the value of current arrears. Table 4 below provides information on current rent arrears going back 3 years and shows the comparative figure for the same quarter in previous years.

6.2 ***Table 4 – Current Rent Arrears***
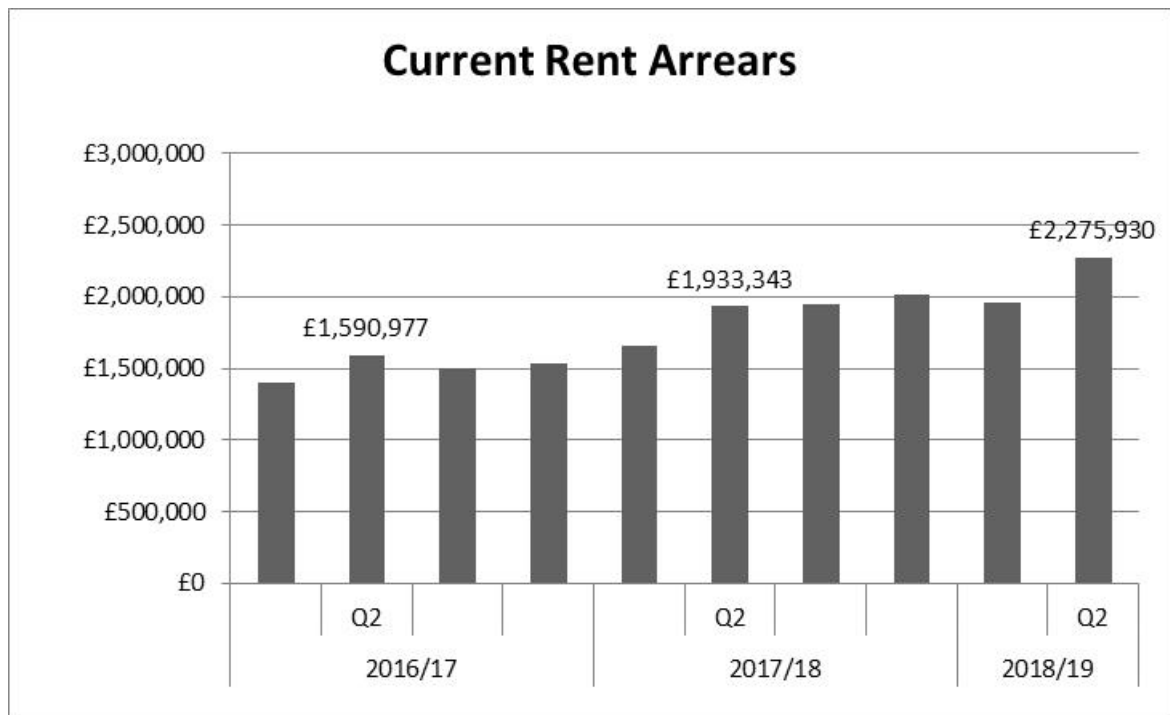


6.3 As previously reported we are seeing a gradual increase in rent arrears.

6.4 Rent arrears associated with Universal Credit continues to create a pressure on rental income. The average rent arrears for Universal Credit households is currently £688, which continues to be around five times higher than the average rent arrears of a household on full Housing Benefit where the average arrears is £135.
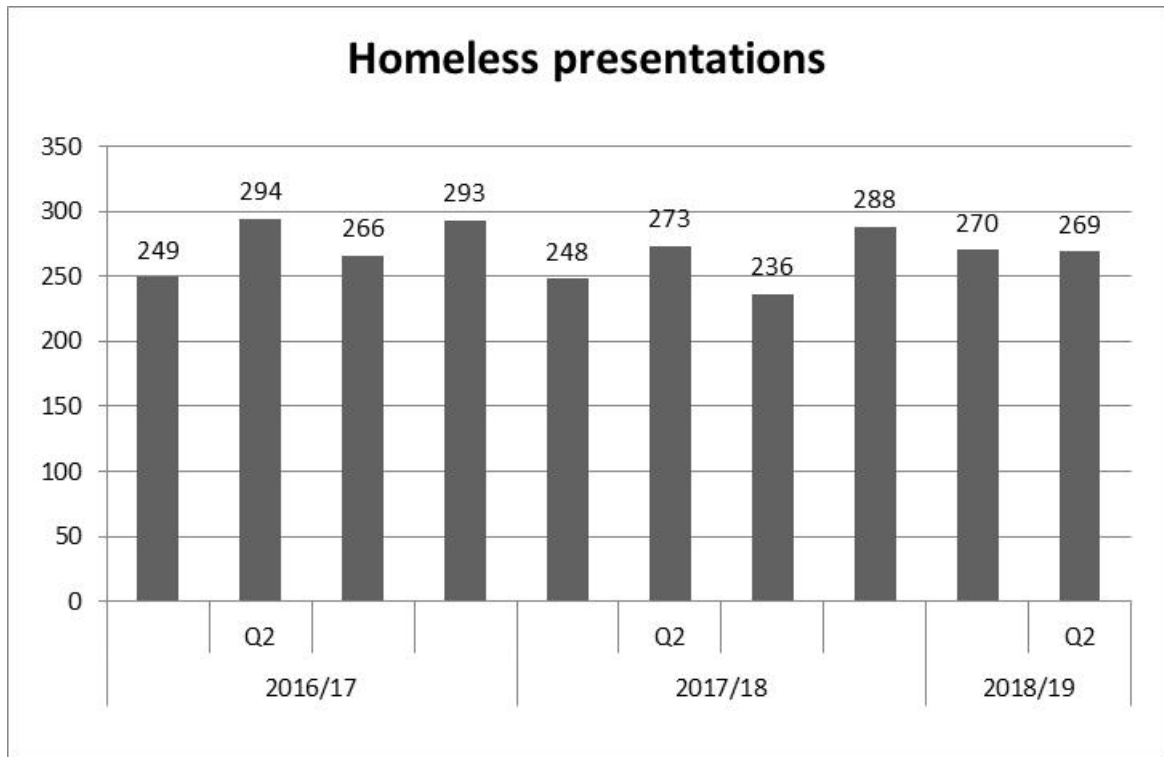
6.5 The number of cases impacted by Universal Credit has continued to increase as the full service has been rolled out across Highland.

6.6 There is clear evidence locally and nationally that Universal Credit has a significant impact on rent arrears. The wider issues involved for the Council are considered through the Poverty and Inequality Working Group which is lobbying for immediate changes to the payment mechanism along with a number of wider Universal Credit and welfare reform issues.
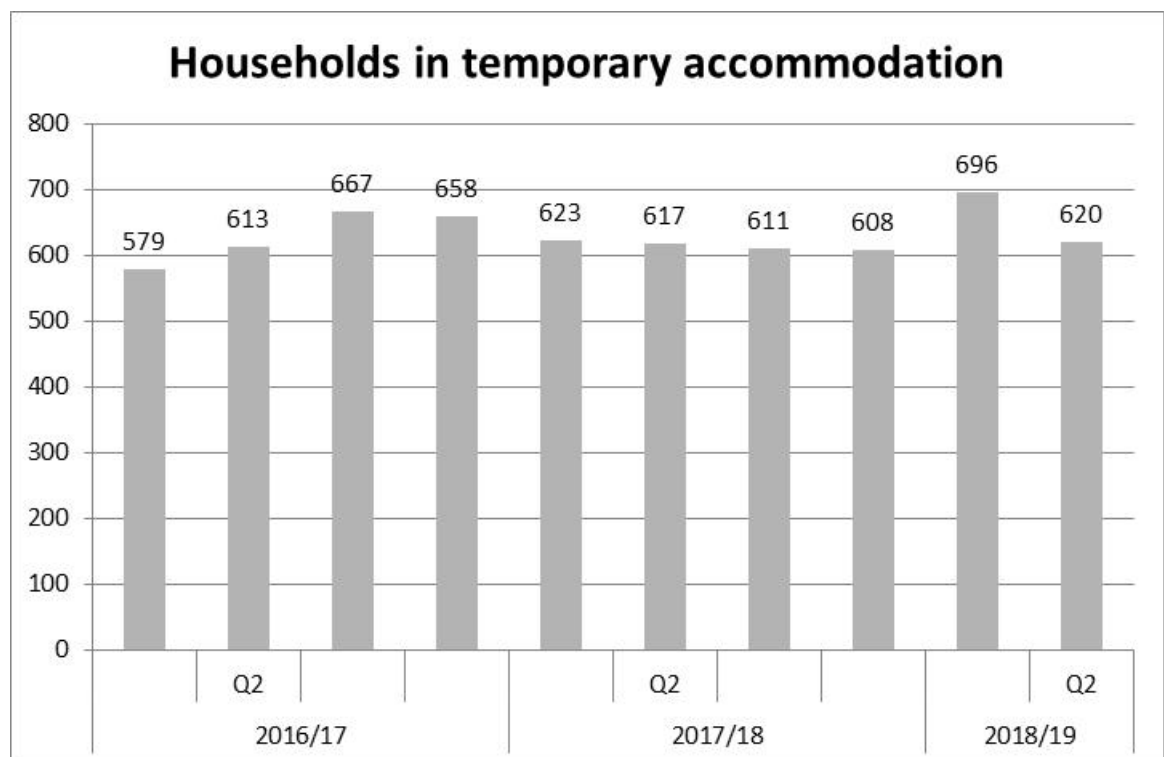
## 7      Homelessness

7.1     Performance information on homelessness is noted in tables 5 and 6.

7.2                 *Table 5 -  Homeless presentations per quarter (not cumulative)*

**Homeless presentations**

| | Q2 2016/17 | | | | Q2 2017/18 | | | Q2 2018/19 |
|---|---|---|---|---|---|---|---|---|
| 249 | 294 | 266 | 293 | 248 | 273 | 236 | 288 | 270 | 269 |

7.3                 *Table 6 – Households in Temporary Accommodation (not cumulative)*

**Households in temporary accommodation**

| | Q2 2016/17 | | | | Q2 2017/18 | | | Q2 2018/19 |
|---|---|---|---|---|---|---|---|---|
| 579 | 613 | 667 | 658 | 623 | 617 | 611 | 608 | 696 | 620 |

7.4 We are continuing to see high levels of homeless presentations together with a high level of temporary accommodation use. High numbers of households in temporary accommodation are largely a result of the lack of housing to make offers of permanent accommodation. A Care, Learning and Housing Committee Policy Development Group meeting was held on 11 September 2018 to consider issues around homelessness, and specifically the request from the Minister for Local Government, Housing and Planning that all Councils submit a "Rapid Rehousing Plan" in relation to homelessness by the end of December 2018. A more detailed report and draft plan will be reported to Committee in December 2018.

## 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: 8 October 2018

Author: David Goldie, Head of Housing and Building Maintenance

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