

Agenda item	<b>8</b>
Report no	<b>RC/039/18</b>

## **THE HIGHLAND COUNCIL**

**Committee:** Ross and Cromarty Committee

**Date:** 1 November 2018

**Report Title:** Housing 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 how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators up to 30 September 2018.

### **2 Recommendations**

- 2.1 Members are invited to consider 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 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](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**  
**2017/18 SQN Benchmark – 4.0 hours**

	No of Houses	2016/17				2017/18				2018/19	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	487	9.7	8.9	8.4	11.3	39.8	23.5	22.7	14.2	9.9	8.6
Cromarty Firth	1420	6.8	7.2	7.5	7.6	7.3	6.1	6.0	6.7	5.9	5.7
Tain & Easter Ross	619	7.9	12	10.6	11.3	9	13.3	12.8	8.9	4.4	5.4
Dingwall & Seaforth	943	6.0	11.4	10.5	11.3	8.5	9.5	11.4	8.6	6.8	6.3
Black Isle	309	8.2	6.5	11	15.6	13	12.9	11.8	16.2	7.6	6.7
<b>Highland</b>	<b>13973</b>	<b>6.6</b>	<b>7.2</b>	<b>6.9</b>	<b>6.9</b>	<b>6.4</b>	<b>6.3</b>	<b>6.7</b>	<b>6.4</b>	<b>7.6</b>	<b>8.3</b>

- 4.4 Emergency repairs in all Wards were completed within the target of 14 hours. Across Ross and Cromarty, the average time to complete emergency repairs was 6.6 hours. Continuous improvement of performance on emergency repairs is a priority for the Building Maintenance team.
- 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**  
**2017/18 SQN Benchmark – 6.4 days**

	No of Houses	2016/17				2017/18				2018/19	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	487	8.3	8.5	8.4	8.5	10.8	10.6	10.7	9.5	9.3	7.4
Cromarty Firth	1420	9.1	9.1	9.3	9.2	10	9.5	9.9	9.2	9.8	9.2
Tain & Easter Ross	619	7.7	9.1	9	8.8	7.7	8.2	8.5	8.2	8.8	8
Dingwall & Seaforth	943	8.2	9.3	9.3	9.3	9.7	10	10.5	9.6	8.6	8.7
Black Isle	309	10.4	10.2	9.2	8.4	9.6	8.6	9.7	9.4	9.1	8.8
<b>Highland</b>	<b>13973</b>	<b>6.6</b>	<b>6.9</b>	<b>6.9</b>	<b>6.8</b>	<b>7.6</b>	<b>7.3</b>	<b>7.9</b>	<b>7.4</b>	<b>8.0</b>	<b>7.6</b>

4.7 Non-emergency repairs performance improved across all Wards with the exception of Dingwall and Seaforth, which recorded a small increase. The average time to complete non-emergency repairs across Ross and Cromarty was 9.2 days. While the 8 day target was not met in Cromarty Firth, Dingwall and Seaforth and Black Isle Wards, the trend showed 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**  
**2017/18 SQN Benchmark – 30.7 days**

	No of Houses	No of relets	2016/17	2017/18	2018/19
			Q2	Q2	Q2
Wester Ross, Strathpeffer & Lochalsh	487	19	33.42	37.77	25.37
Cromarty Firth	1420	57	52.82	24.66	26.23
Tain & Easter Ross	619	31	40.60	19.03	23.29
Dingwall & Seaforth	943	49	27.00	15.45	22.59
Black Isle	309	11	34.91	14.2	21.82
<b>Highland</b>	<b>13973</b>	<b>708</b>	<b>43.63</b>	<b>37.71</b>	<b>39.43</b>

5.3 The average re-let performance was well within the 35 day target across all Wards. There is ongoing focus on internal processes to ensure void properties are returned to a lettable condition as soon as possible.

## 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 Q2	2017/18 Q2	2018/19 Q2
Wester Ross, Strathpeffer & Lochalsh	487	26249	45342	53793
Cromarty Firth	1420	202878	259775	294074
Tain & Easter Ross	619	71549	96511	128225
Dingwall & Seaforth	943	113042	132245	152253
Black Isle	309	28407	44330	39985

6.3 Rent arrears in all wards in Ross and Cromarty in Q2 increased from the previous year, which 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, but short term staff vacancies have had an impact on rent arrears management.

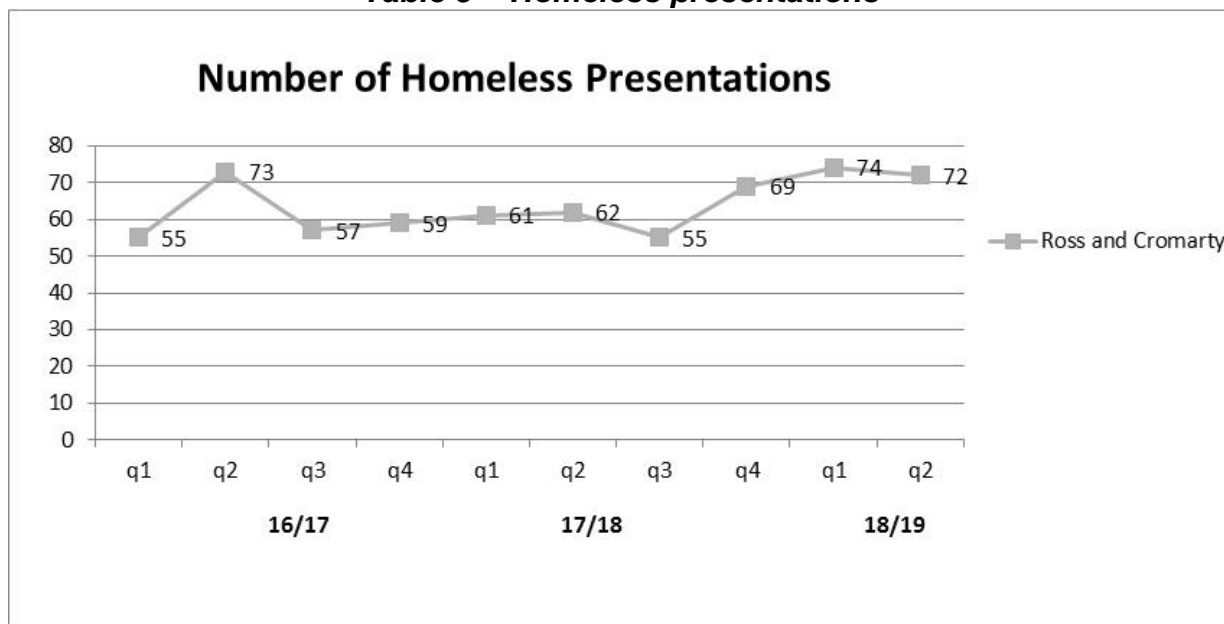
**7 Homelessness**

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 below shows the number of homeless presentations received by Ross and Cromarty, showing the trend over previous years. While Homeless presentations in Ross and Cromarty reduced slightly over the last quarter, the overall trend from Q2 last year remained upwards: this was manageable within the staff and accommodation resources available.

7.3 There were 269 presentations across Highland at the end of Q2 2018.

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: 1 November 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 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time - Ross and Cromarty	GREEN	92.23	92.00	88.30	87.75	88.73	88.09	89.28
Repairs appointments kept - Ross and Cromarty	GREEN	95.45	95.00	91.68	92.93	85.10	84.16	83.56
Rent collected as % of rent due - Ross and Cromarty	GREEN	99.38	99.00	97.83	99.95	98.30	97.86	97.34
Gross rent arrears as % of rent due - Ross and Cromarty	GREEN	5.41	5.00	6.08	5.33	4.91	5.09	5.59
% rent loss through voids - Ross and Cromarty	GREEN	0.85	1.00	1.23	0.96	0.50	1.00	0.73
ASB Cases reported and resolved - Ross and Cromarty	GREEN	87.88	85.00	85.29	76.67	80.75	83.60	36.70
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.66	90.00	91.67	90.73	92.23	91.46	90.09
Tenancy offers refused - Ross and Cromarty	RED	35.86	1.00	47.49	39.22	36.03	38.21	42.18
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.56	8.90	6.46	6.48	6.35	7.00	6.69
% households requiring temp/eme accomm who receive offer Ross and Cromarty	GREEN		100.00	100.00	100.00	100.00	100.00	100.00
Ave time in temp/eme accomm Ross and Cromarty				16.52	14.45	14.86	14.05	13.20