

HIGHLAND COUNCIL

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| Agenda Item | 9. |
| Report No | BSAC/04/19 |

Committee: **Badenoch and Strathspey Committee**

Date: **11 February 2019**

Report Title: **Housing Performance Report – 1 April 2018 to 31 December 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 31 December 2018.

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance for the period 1 April 2018 to 31 December 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
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 | Q3 |
| Badenoch and Strathspey | 542 | 13.8 | 11.8 | 10.1 | 9.4 | 19.9 | 7.4 | 7.4 | 12.4 | 10.2 | 7.8 | 7.6 |
| Highland | 14060 | 6.6 | 7.2 | 6.9 | 6.9 | 6.4 | 6.3 | 6.7 | 6.4 | 7.6 | 8.3 | 6.4 |

- 4.4 Emergency repairs performance is above the Highland average but is consistent with Q3 2017-18. Average performance is within the 14 hour target.
- 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 | Q3 |
| Badenoch and Strathspey | 542 | 7 | 7.4 | 7.0 | 7.0 | 15.2 | 11.7 | 10.9 | 8.1 | 13.3 | 9.8 | 9.5 |
| Highland | 14060 | 6.6 | 6.9 | 6.9 | 6.8 | 7.6 | 7.3 | 7.9 | 7.4 | 8.0 | 7.6 | 7.5 |

- 4.7 Non-emergency repairs performance is above the Highland average but is improved when compared to Q3 2017-18. Average performance remains above the 8 days target. There is a residual impact of some of the more complex repairs that were reported in Q2 2018-19 as reporting data is annualised.

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 Q3 | 2017/18 Q3 | 2018/19 Q3 |
|-------------------------|--------------|--------------|---------------|---------------|---------------|
| Badenoch and Strathspey | 542 | 27 | 27.47 | 23.88 | 21.37 |
| Highland | 14060 | 987 | 41.53 | 39.97 | 31.48 |

5.3 Table 3 shows the average re-let time for Quarter 3 2018-19 in Badenoch and Strathspey was 21.37 days, an improvement in performance compared to the Q 3 2017-18, within the Highland wide target of 35 days and better than the Highland wide average of 31.48 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 £2,356,981.16

6.2 Rent arrears have increased slightly in Q 3 2018-19 this is consistent with the Highland wide trend. As previously reported Universal Credit continues to impact on the Highland rent arrears figures. The local team continue to have a focus on performance in this area.

6.3 **Table 4 – Current Rent Arrears**

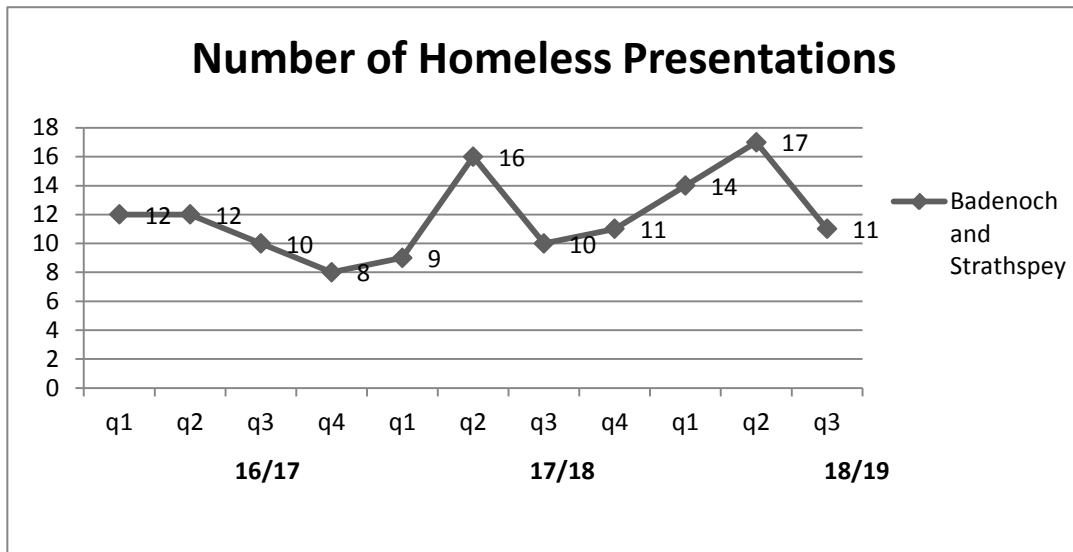
| | No of Houses | 2016/17 Q3 | 2017/18 Q3 | 2018/19 Q3 |
|-------------------------|--------------|---------------|---------------|---------------|
| Badenoch and Strathspey | 542 | 33882 | 38271 | 40771 |

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 258 presentations across Highland at the end of Quarter 3 at 31 December 2018.

Table 5 - Homeless presentations

7.5 There were 11 homeless presentations in Badenoch and Strathspey in Q 3 2018/19 which is a decrease after a general trending increase since Q 3 2017/18.

7.6 Of the 11 households who presented as homeless in Q3 2018/19, 8 were single person households, 2 were couples and one was a single parent household. Reasons for applying as homeless varied but the most common reason was due to a relationship breakdown with 7 households presenting for this reason. All applicants except 1 were able to demonstrate a local connection to Badenoch & Strathspey.

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: 11 February 2019

Author: Sandra MacLennan, Housing Manager South
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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 3 | Qtr 2 | Qtr 1 | Qtr 4 | Qtr 3 |
| Reactive repairs carried out first time - B&S | AMBER | 92.23 | 92 | 91.56 | 91.58 | 96.40 | 91.42 | 86.71 |
| Rent collected as % of rent due - B&S | AMBER | 99.38 | 99 | 98.61 | 99.13 | 97.91 | 99.12 | 98.79 |
| Gross rent arrears as % of rent due - B&S | GREEN | 5.41 | 5 | 2.98 | 2.77 | 2.67 | 2.43 | 2.42 |
| % rent loss through voids - B&S | GREEN | 0.85 | 1 | 0.4 | 1.98 | 0.94 | 0.36 | 0.39 |
| % of new tenancies sustained for more than a year - B&S | AMBER | 88.66 | 90 | 88.10 | 91.67 | 95.24 | 100 | 100 |
| Tenancy offers refused - B&S | GREEN | 35.86 | 38 | 27.8 | 32.14 | 40.00 | 17.50 | 10.00 |
| % of lettable houses becoming vacant B&S | GREEN | 8.56 | 8.9 | 7.93 | 7.20 | 5.72 | 7.33 | 6.75 |
| % households requiring temp/emergency accommodation who receive an offer in B&S | GREEN | | 100 | 100 | 100 | 100 | 100 | 100 |