

Agenda item	<b>5</b>
Report no	<b>RC/015/19</b>

## **THE HIGHLAND COUNCIL**

**Committee:** **Ross and Cromarty Committee**

**Date:** **1 May 2019**

**Report Title:** **Housing Performance Report – 1 April 2018 to 31 March 2019**

**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 March 2019.

### **2 Recommendations**

- 2.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April 2018 to 31 March 2019.

### 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 Housing Network (SHN) 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 SHN Benchmark (Group) – 5.3 hours**

	No of Houses	2016/17				2017/18				2018/19			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	490	9.7	8.9	8.4	11.3	39.8	23.5	22.7	14.2	9.9	8.6	12.5	11.9
Cromarty Firth	1422	6.8	7.2	7.5	7.6	7.3	6.1	6.0	6.7	5.9	5.7	6	6.0
Tain & Easter Ross	619	7.9	12	10.6	11.3	9	13.3	12.8	8.9	4.4	5.4	6.2	5.9
Dingwall & Seaforth	953	6.0	11.4	10.5	11.3	8.5	9.5	11.4	8.6	6.8	6.3	6.1	6.5
Black Isle	309	8.2	6.5	11	15.6	13	12.9	11.8	16.2	7.6	6.7	6.1	6.5
<b>Highland</b>	<b>14062</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>	<b>6.4</b>	<b>5.8</b>

- 4.4 Performance in all Wards are within the Highland target of 14 hours, although we have seen some minor slippage in performance on emergency repairs in parts of Ross and Cromarty in the last quarter. All areas have seen an improvement from the previous year. Response to emergency repairs remains a high priority and we are focused on reducing response times further.
- 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 SHN Benchmark (Group) – 6.9 days**

	No of Houses	2016/17				2017/18				2018/19			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	490	8.3	8.5	8.4	8.5	10.8	10.6	10.7	9.5	9.3	7.4	7.7	7.4
Cromarty Firth	1422	9.1	9.1	9.3	9.2	10	9.5	9.9	9.2	9.8	9.2	9.3	8.5
Tain & Easter Ross	619	7.7	9.1	9	8.8	7.7	8.2	8.5	8.2	8.8	8	8.2	7.6
Dingwall & Seaforth	953	8.2	9.3	9.3	9.3	9.7	10	10.5	9.6	8.6	8.7	8.9	7.9
Black Isle	309	10.4	10.2	9.2	8.4	9.6	8.6	9.7	9.4	9.1	8.8	8.9	8.0
<b>Highland</b>	<b>14062</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>	<b>7.5</b>	<b>7.2</b>

4.7 Performance on non-emergency repairs improved in 2018/19 compared to 2017/18, timescales have reduced in all areas. The local repairs team is continuing to work hard to reduce response times within Ross and Cromarty.

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 SHN Benchmark (Group) – 38.2 days**

	No of Houses	No of relets	2016/17	2017/18	2018/19
			Q4	Q4	Q4
Wester Ross, Strathpeffer & Lochalsh	490	38	37.93	34.89	34.87
Cromarty Firth	1422	102	41.42	28.31	24.98
Tain & Easter Ross	619	53	40.83	24.71	23.25
Dingwall & Seaforth	953	78	22.86	19.82	19.54
Black Isle	309	20	31.16	14.90	19.20
<b>Highland</b>	<b>14062</b>	<b>1229</b>	<b>40.78</b>	<b>40.86</b>	<b>33.43</b>

5.3 Void performance across all Wards was within the Council's target of 35 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.

**Table 4 – Current Rent Arrears**

	No of Houses	2016/17 Q4	2017/18 Q4	2018/19 Q4
Wester Ross, Strathpeffer & Lochalsh	490	33254	47128	47590
Cromarty Firth	1422	202198	249875	281910
Tain & Easter Ross	619	69419	102161	122396
Dingwall & Seaforth	953	117591	142548	146309
Black Isle	309	28324	35074	28268

6.3 Rent arrears have increased in 4 out of the 5 wards, with the Black Isle Ward seeing a reduction of £6,806 from 2017/18 figure. Universal Credit continues to be a major contributory factor to these increases. The area team has also experienced a number of vacancies and other staff absences during financial year 2018/19 and this has had an impact on rent arrears case management.

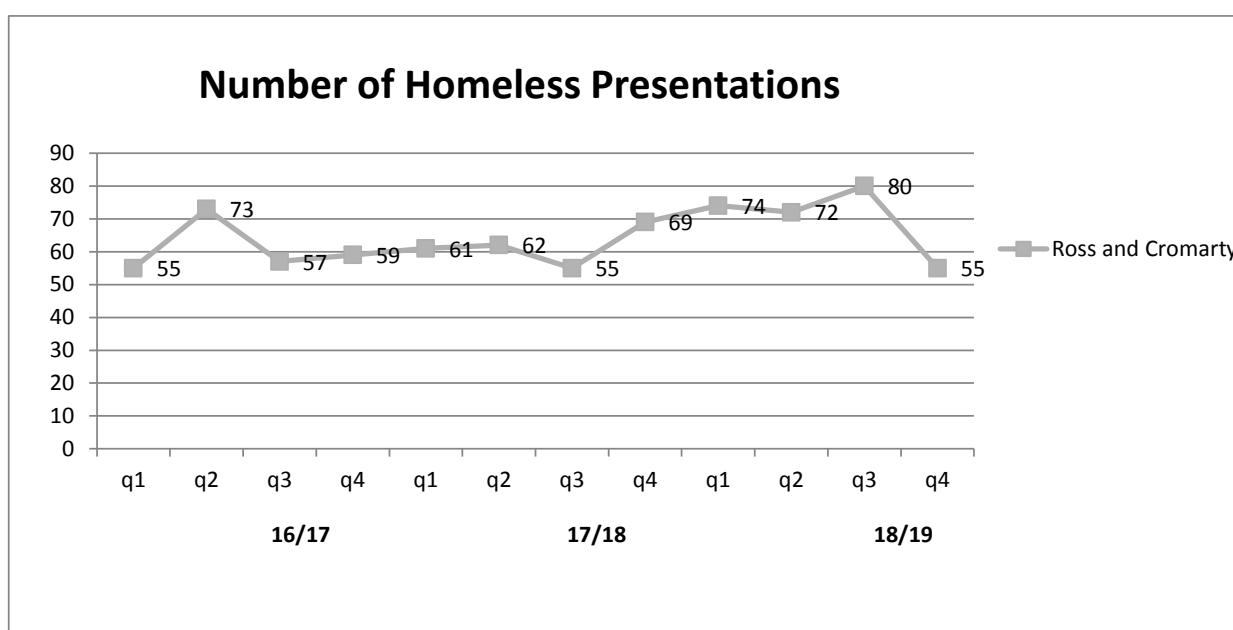
## 7 Homelessness

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 shows the number of homeless presentations received by Ross and Cromarty each quarter in previous years. While there was a decrease in homeless presentations in Q4, this is not indicative of a downward trend in homeless presentations in Ross-shire, which remain relatively static at around 70 per quarter.

7.3 There were 259 presentations across Highland at the end of Q4 2018.

7.4

**Table 5 - Homeless presentations**

## **8 HRA Capital programme**

An update on the HRA Capital Programme has been provided separately to Members and will be presented through attendance at ward business meetings. Henceforth, updates on the 2019-20 HRA Capital Programme, along with an update on environmental capital projects, will be provided to the 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 equality 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: 16 April 2019

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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 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time - Ross and Cromarty	AMBER	92.23	92	89.27	87.63	88.30	87.75	88.73
Repairs appointments kept - Ross and Cromarty	AMBER	95.45	95	92.49	92.55	91.68	92.93	85.10
Rent collected as % of rent due - Ross and Cromarty	GREEN	99.38	99	99.00	97.89	97.83	99.95	98.30
Gross rent arrears as % of rent due - Ross and Cromarty	AMBER	5.41	5	5.84	6.35	6.08	5.33	4.91
% rent loss through voids - Ross and Cromarty	GREEN	0.85	1	0.47	0.59	1.23	0.96	0.50
ASB Cases reported and resolved - Ross and Cromarty	GREEN	87.88	85	86.11	86.11	85.29	76.67	80.75
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.66	90	91.03	93.31	91.67	90.73	92.23
Tenancy offers refused - Ross and Cromarty	AMBER	35.86	38	38.92	39.03	47.49	39.22	36.03
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.6	8.9	7.72	7.36	6.46	6.48	6.35
% households requiring temp/eme accomm who receive offer Ross and Cromarty	GREEN		100	100.00	100.00	100.00	100.00	100.00
Ave time in temp/eme accomm Ross and Cromarty				17.08	16.33	16.52	14.45	14.86