

**HIGHLAND COUNCIL**

<b>Agenda Item</b>	<b>9</b>
<b>Report No</b>	<b>BSAC/09/19</b>

**Committee:** **Badenoch and Strathspey Committee**

**Date:** **20 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 for 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
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	8.3
<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 is within the 14 hour target time.
- 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
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	8.9
<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 is slightly over the 8 day target but has improved during 2018/19.
- 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 Q4	2017/18 Q4	2018/19 Q4
Badenoch and Strathspey	542	30	31.06	27.30	25.63
<b>Highland</b>	<b>14062</b>	<b>1229</b>	<b>40.78</b>	<b>40.86</b>	<b>39.91</b>

5.3 Table 3 shows the average re-let time for quarter 4 2018/19 in Badenoch and Strathspey was 25.63 days; this is within the Highland wide target of 35 days and better than the Highland wide figure of 39.91 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 £2,120,982.

6.2 Rent arrears performance in Badenoch and Strathspey shows slight improvement since the same quarter 2017/18. The main increase in rent arrears compared to the 2016/17 figure is the impact of Universal Credit.

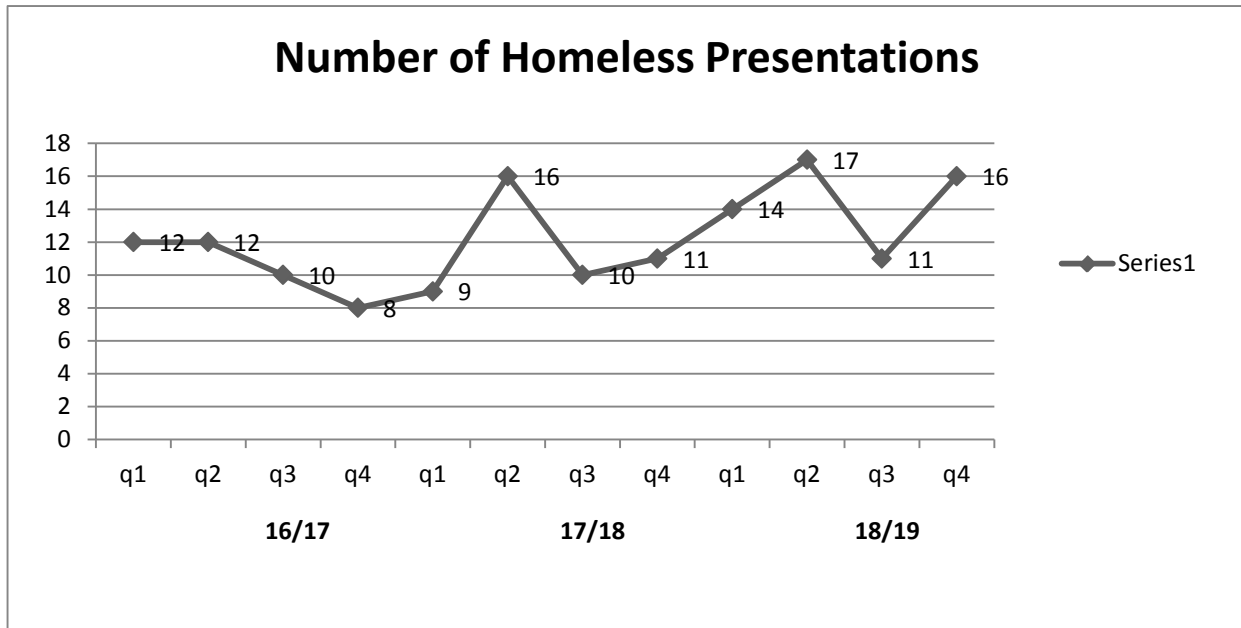
6.3 **Table 4 – Current Rent Arrears**

	No of Houses	2016/17 Q4	2017/18 Q4	2018/19 Q4
Badenoch and Strathspey	542	32102	39112	38960

## 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 There were 259 presentations across Highland at the end of Quarter 4 at 31 March 2019, 16 presentations were in Badenoch and Strathspey.

**Table 5 - Homeless presentations**

## 8 HRA Capital Programme

8.1 An update on the HRA Capital Programme is being provided separately to Members through attendance at ward business meeting. Updates on the 2019-20 HRA Capital Programme will be provided to Badenoch and Strathspey Committee as required. Progress on the HRA Capital Programme is also reported quarterly to Development and Infrastructure 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: 2 May 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 - B&S	AMBER	92.23	92	91.59	91.56	91.58	96.40	91.42
Rent collected as % of rent due - B&S	GREEN	99.38	99	99.09	98.61	99.13	97.91	99.12
Gross rent arrears as % of rent due - B&S	GREEN	5.41	5	2.82	2.98	2.77	2.67	2.43
% rent loss through voids - B&S	GREEN	0.85	1	0.36	0.43	1.98	0.94	0.36
% of new tenancies sustained for more than a year - B&S	AMBER	88.66	90	88.10	88.10	91.67	95.24	100
Tenancy offers refused - B&S	GREEN	35.86	38	27.08	27.78	32.14	40.00	17.50
% of lettable houses becoming vacant B&S	GREEN	8.56	8.9	8.49	7.93	7.20	5.72	7.33
% households requiring temporary emergency accommodation who receive offer B&S	GREEN		100	100	100	100	100	100
Average time in temporary emergency accommodation B&S				21.23	18.67	19.13	20.46	15.97