

HIGHLAND COUNCIL

Agenda Item	7
Report No	SCC/11/19

Committee: Sutherland County Committee

Date: 22 May 2019

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

Report By: Report by the 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 consider 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
- 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 The average time taken to respond to emergency repairs has improved greatly in the last quarter and is now well within the target of 14 hours. Emergency response remains a priority for the service and we are committed to continual improvement of these response times. The times must be viewed in context of the dispersed nature of the housing stock and long travel distances involved to respond to emergencies in Sutherland.

- 4.4 **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
North, West & Central Sutherland	386	21.4	22.3	16	12.6	11.8	11.4	12.0	11.9	7.3	16.6	15.5	6.4
East Sutherland & Edderton	520	8.8	9.1	10.9	11.8	11.6	12.7	12.1	10.0	5.3	7.0	23.9	7.9
Highland	14062	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6	8.3	6.4	5.8

- 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
North, West & Central Sutherland	386	8.1	7.1	7	6	6.7	6.6	9.9	8.4	6.7	7.8	6.9	6.8
East Sutherland & Edderton	520	6.1	6.3	6.4	5.9	6.3	6	6.2	5.6	5	6.3	5.9	6.2
Highland	14062	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0	7.6	7.5	7.2

4.7 The average time taken to respond to non-emergency repairs is within the target of 8 days. This is an excellent performance considering the challenges involved in delivering a day to day repairs service across an area the size of Sutherland.

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
North, West & Central Sutherland	386	51	44.71	60.33	60.6
East Sutherland & Edderton	520	59	26.27	36.81	40.15
Highland	14062	1229	40.78	40.86	39.91

5.3 Historically we have experienced extended re-let times in North West & Central Sutherland, mainly due to low demand and contractor travel time involved in re-let repairs.

5.4 At the end of Quarter 4, we had 2 properties which had extended void periods because they require major works.

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. Management of rent arrears continues to be a high priority activity for the Sutherland Team. The Highland wide current arrears figure is £2,120,982.

Table 4 – Current Rent Arrears

	No of Houses	2016/17 Q4	2017/18 Q4	2018/19 Q4
North, West & Central Sutherland	386	9410	17006	17675
East Sutherland & Edderton	520	14709	25307	32154

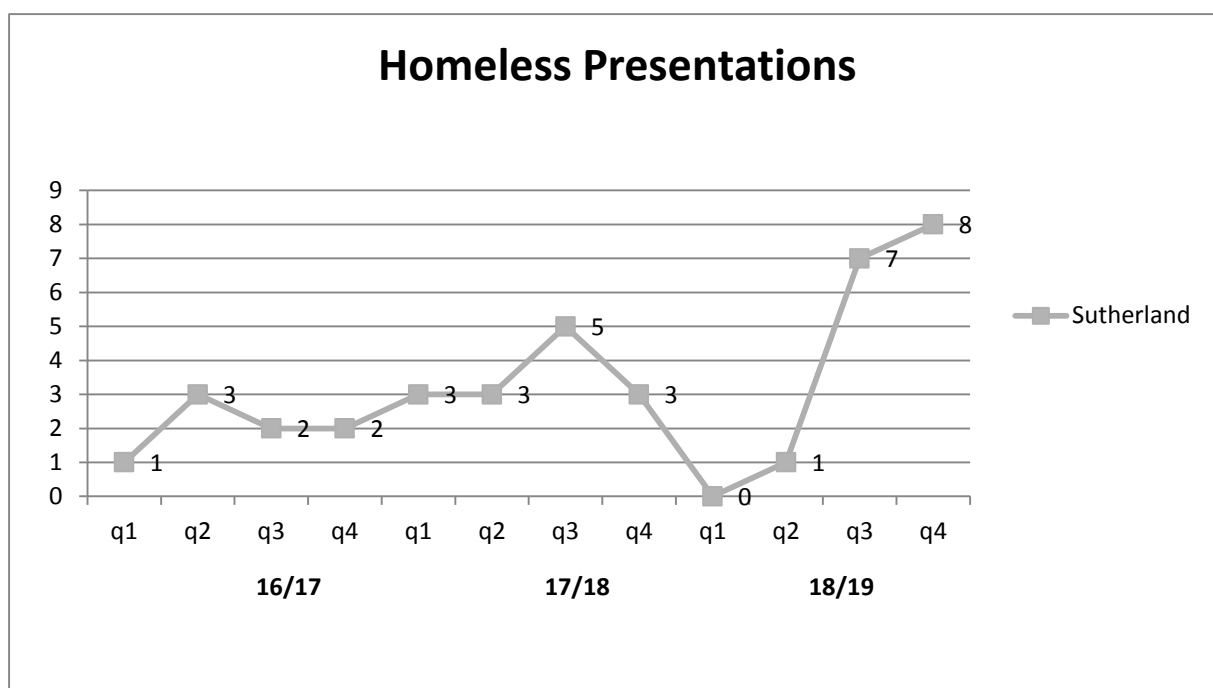
7 Homelessness

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 Sutherland, charting the same quarter in previous years. There were 8 Homeless presentations in Sutherland in Quarter 4 2018. This year Sutherland added a part-time Housing Options Officer to the Housing team.

7.3 There were 259 presentations across Highland at the end of Quarter 4 2018.

7.4

Table 5 - Homeless presentations

8 HRA Capital Programme

8.1 An update on the HRA Capital Programme is being provided separately to Members and will be presented through attendance at ward business meetings. Updates on the 2019-20 HRA Capital Programme will be provided to Sutherland County Committee as required. Progress on the HRA Capital Programme is also reported quarterly to Environment, 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: 9 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 - Sutherland	GREEN	92.23	92	98.33	97.96	97.26	99.00	97.47
Rent collected as % of rent due - Sutherland	GREEN	99.38	99	99.85	99.50	100.06	102.32	99.44
Gross rent arrears as % of rent due - Sutherland	GREEN	5.41	5	1.90	2.11	1.77	1.54	1.44
% rent loss through voids - Sutherland	AMBER	0.85	1	1.43	1.31	1.72	2.47	1.14
ASB Cases reported and resolved - Sutherland	RED	87.88	85	80.00	66.67			72.73
% of new tenancies sustained for more than a year - Sutherland	GREEN	88.66	90	90.28	91.18	89.04	87.84	89.77
Tenancy offers refused - Sutherland	AMBER	35.86	38	42.76	42.42	40.68	39.13	51.94
% of lettable houses becoming vacant - Sutherland	AMBER	8.6	8.9	9.16	8.39	8.06	7.83	6.61
% households requiring temp/eme accomm who receive offer Sutherland	GREEN		100	100.00	100.00	100.00		100.00
Ave time in temp/eme accomm Sutherland				40.40	34.77	26.84	28.73	15.37