

**AGENDA ITEM 7
REPORT NO. SR/9/19**

HIGHLAND COUNCIL

Committee: Skye and Raasay Local Committee

Date: 3 June 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 response time for emergency repairs continues to be within the Highland target of 14 hours, there has been a small increase in this and we are working hard to reduce response times.

- 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
Skye	379	9.9	15	13.4	11.6	8.0	11.2	11.9	11.0	10.0	9.0	9.2	10
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. There has been continual improvement in 2018/19 and reducing this further remains a priority for the service.

- 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
Skye	379	8.1	7.1	7.5	7.6	11.9	8.3	7.4	6.2	11.4	8.7	8.4	7.7
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

- 4.8 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. Relet times have been longer than anticipated this quarter, and well above the expected levels. There have been a number of contributing factors including major repair and adaptations works on certain properties within this timeframe. These works are now complete and we are confident that re-let times will reduce over the next reporting period. The allocations and maintenance teams are focussed on ensuring all voids are re-let as soon as possible.

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
Skye	379	23	27.19	15.04	35.19
Highland	14062	1229	40.78	40.86	39.91

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. In common with other areas of Highland, rent arrears have increased with the continued roll out of Universal Credit a key contributing factor. The local team will continue to prioritise rent arrears. The Highland wide current arrears figure is £2,120,982.

6.2 **Table 4 – Current Rent Arrears**

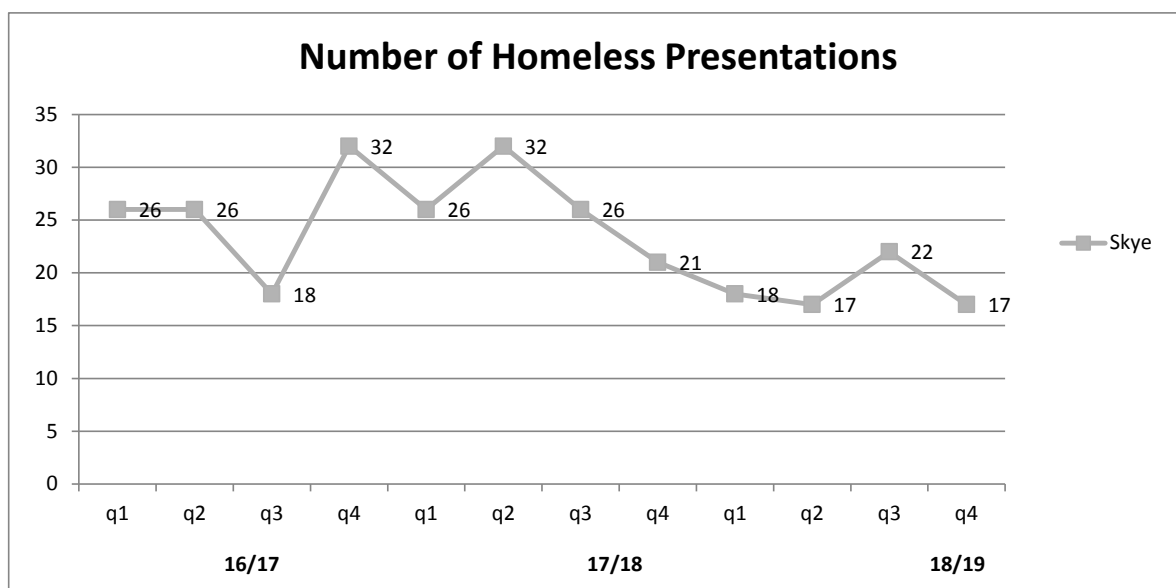
	No of Houses	2016/17 Q4	2017/18 Q4	2018/19 Q4
Skye	379	16381	31151	40617

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 Skye and Raasay, charting the same quarter in previous years. Although there has been a drop in homeless presentations during Quarter 4 of 2017/2018, this does not necessarily reflect all underlying housing needs within the area, where there is a greater issue of “hidden homelessness” as many households choose not to present as homeless. The local team is still under considerable pressure to meet housing demand, including the need for temporary accommodation for homelessness households, with the number of households requiring assistance far exceeding the availability of accommodation. We are working closely with the Council’s Housing Development team to provide long term solutions to this problem, as well as undertaking a high volume of preventative work centred around Housing Options.

7.3 There were 259 presentations across Highland at the end of Quarter 4 2017/2018.

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 meeting. Henceforth, updates on the 2019-20 HRA Capital Programme will be provided to Skye and Raasay Local 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: 16 May 2019

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 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time - Skye	GREEN	92.23	92	97.63	96.62	97.20	93.90	95.52
Rent collected as % of rent due - Skye	AMBER	99.38	99	98.91	98.72	99.04	102.23	98.46
Gross rent arrears as % of rent due - Skye	GREEN	5.41		3.92	4.00	3.74	2.82	3.09
% rent loss through voids - Skye	GREEN	0.85	1	0.56	0.54	0.27	0.29	0.33
ASB cases reported and resolved - Skye	RED	87.88	85	66.67	66.67	50.00	0.00	28.57
% of new tenancies sustained for more than a year - Skye	AMBER	88.66	90	87.18	83.67	79.55	80.36	80.00
Tenancy offers refused - Skye	GREEN	35.86	38	30.00	30.77	27.27	40.00	21.43
% of lettable houses becoming vacant Skye	AMBER	8.6	8.9	8.97	10.50	12.11	12.14	11.58
% households requiring temp/eme accomm who receive offer Skye	GREEN		100	100.00	100.00	100.00	100.00	100.00
Ave time in temp/eme accomm Skye				33.80	33.22	27.91	21.61	15.89