

Agenda Item	6
Report No	RC/025/19

HIGHLAND COUNCIL

Committee: Ross and Cromarty Committee

Date: 14 August 2019

Report Title: Housing Performance Report – 1 April 2019 to 30 June 2019

Report By: Interim Chief Officer Resources (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 30 June 2019.

2. Implications

2.1 Resource: There are no resource implications arising from this report.

2.2 Legal: There are no legal implications arising from this report.

2.3 Community (Equality, Poverty and Rural): There are no equality implications arising from this report.

2.4 Climate Change/Carbon Clever: There are no climate change/Carbon Clever implications arising from this report.

2.5 Risk: Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

2.6 Gaelic: There are no Gaelic implications arising from this report.

3. Recommendations

3.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April 2019 to 30 June 2019.

4. Background

- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 4.2 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**.
- 4.3 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
- 4.4 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.
- 4.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

5. Repairs

- 5.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**

Target 14 hours
2018/19 SHN Benchmark (Group) – 3.73 hours

EME	No of Houses	2018/19				2019/20
		Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	508	9.9	8.6	12.5	11.9	6.3
Cromarty Firth	1423	5.9	5.7	6	6.0	8.5
Tain & Easter Ross	619	4.4	5.4	6.2	5.9	5.6
Dingwall & Seaforth	963	6.8	6.3	6.1	6.5	5.5
Black Isle	309	7.6	6.7	6.1	6.5	4.6
Highland	14101	7.6	8.3	6.4	6.4	4.7

- 5.4 Response times to emergency repairs are all within the Highland Councils target of 14 hours with most areas seeing improvements. An increase in response times within Cromarty Firth is being investigated. Emergency response remains a high priority for the service.
- 5.5 Non-emergency repairs are measured in working days.

5.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2018/19 SHN Benchmark (Group) – 6.59 days

NON-EME	No of Houses	2018/19				2019/20
		Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	508	9.3	7.4	7.7	7.4	5.5
Cromarty Firth	1423	9.8	9.2	9.3	8.5	6.6
Tain & Easter Ross	619	8.8	8	8.2	7.6	6.2
Dingwall & Seaforth	963	8.6	8.7	8.9	7.9	5.6
Black Isle	309	9.1	8.8	8.9	8.0	5.8
Highland	14101	8.0	7.6	7.5	7.2	5.1

5.7 Response times to non-emergency repairs have shown significant improvement and remain a priority for the service.

5.8 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.

6 Tenancy Management

6.1 The chart below provides information on the average re-let time, showing the trend for the last 5 Quarters.

6.2 **Table 3 : Average re-let time (days) Target 35 days**
2018/19 SHN Benchmark (Group) – 32.67 days

Avg relet time	No of Houses	No of relets	2018/19				2019/20
			Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	508	11	15.25	25.37	27.48	41.51	57.55
Cromarty Firth	1423	17	21.64	26.23	22.90	27.75	27.53
Tain & Easter Ross	619	14	21.06	23.29	21.40	27.04	23.79
Dingwall & Seaforth	963	11	10.19	22.59	17.98	21.39	25.09
Black Isle	309	4	6.8	21.82	19.43	21.55	18.00
Highland	14101	250	39.07	39.43	31.48	39.91	36.00

6.3 Performance is within the Highland Council target and the SHN performance group for all areas of Ross and Cromarty except Ward 5, which has seen a significant increase in time. This is in part due to 3 void properties that were difficult to let. Excluding these properties from the figures would give an average re-let time of 44 days for the ward, which would still be above the Highland target. The Area Housing Manager and Principal Officer are currently reviewing reletting trends in Ward 5 in order to establish if there are specific local issues that need to be addressed.

7 Rent Arrears

7.1 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 last 5 Quarters.

Table 4 – Current Rent Arrears

Rent arrears	No of Houses	2018/19				2019/20
		Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	508	42888	53793	61292	47590	43195
Cromarty Firth	1423	249583	294074	311533	281910	302236
Tain & Easter Ross	619	100682	128225	135690	122396	128328
Dingwall & Seaforth	963	133461	152253	154711	146309	139701
Black Isle	309	35141	39985	37970	28268	28827

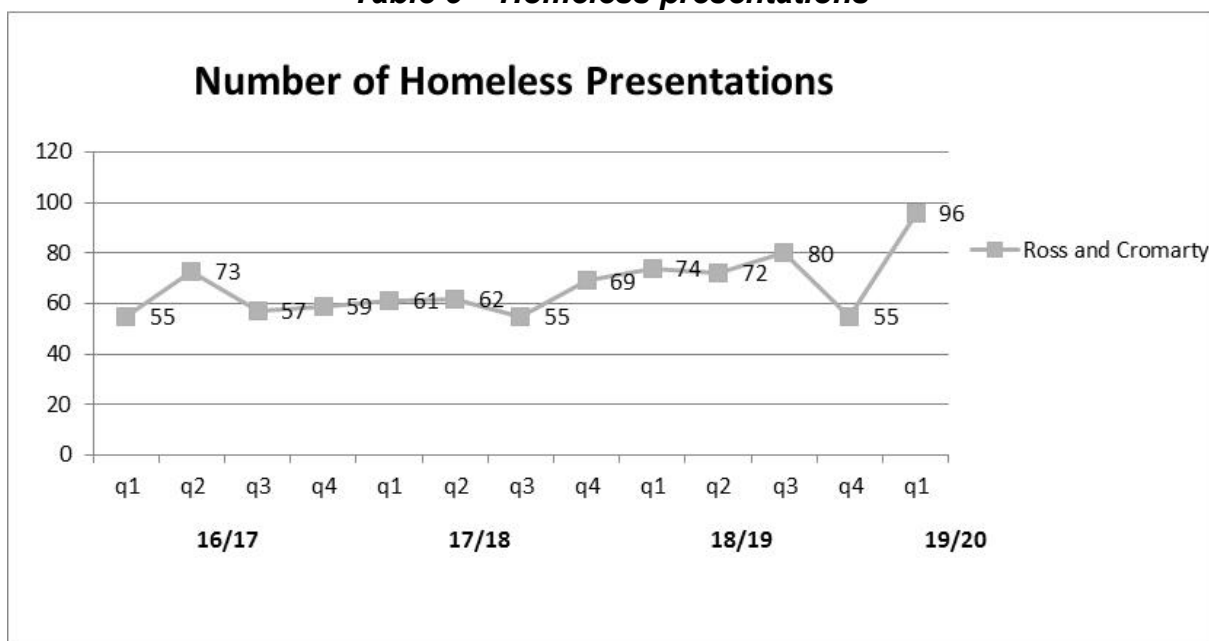
7.3 We are continuing to monitor rent arrears levels closely. There have been some fluctuations in arrears levels across all wards over the last year. Comparisons in figures between quarters can be affected by the timing of direct payments for tenants in receipt of Universal Credit. The arrears trends in Ross and Cromarty and consistent with Highland trends.

8 Homelessness

8.1 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.

8.2 Table 5 shows the number of homeless presentations received. There was been a sharp increase in the number of homeless presentations in Ross and Cromarty in the first quarter of this year. Housing Options Officers have noted a recent reduction in the availability and affordability of private rented accommodation and an increase in the number of young people being asked to leave their family homes. Increased use of mainstream tenancies for homeless accommodation is the Homeless team's planned response to this problem. We will continue to monitor homeless trends.

8.3 There were 309 presentations across Highland at the end of the first quarter of 2019/20.

Table 5 - Homeless presentations

9 HRA Capital programme

9.1 **Appendix 2** provides a summary of budget and spend year to date and estimated outturns on the 2019-20 HRA Capital Programme for Ross and Cromarty.

9.2 The HRA Capital Programme for 2019-2021 was approved by Ross and Cromarty Committee on 1 November 2018.

9.3 Where works have yet not commenced on the 2019-20 programme, significant tenant engagement is underway in local areas and Members will be invited to future engagement events. Timescales for commencing works are being communicated to tenants through our Tenant Liaison Officers.

9.4 The environmental capital budget is disaggregated to ward level, with each ward allocated a proportional budget. Members will be aware that local teams have commenced 'rate your estate' walkabouts in order to continue to identify priority projects for HRA estates. Identified projects are being costed and officers will attend or provide information to ward business meetings to finalise planned works for this financial year. Among the priority projects already proposed for this financial year are:

- Brown Square, Dingwall, wall repairs
- Mackenzie Place, Avoch, ground works
- Mansfield Estate, Painting works
- Potholes various locations, Alness
- Teandallon Square, Evanton, car park works

9.5 A finalised list of projects for this financial year will be provided to a future Ross and Cromarty Committee once agreement in principle has been finalised at ward level. Further 'rate your estate' walkabouts are planned for this year and further walkabouts with area Principal Housing Officers will be arranged in specific areas as required. Underspends from previous years continue to be available to spend in the current year, and any underspend from the present financial year will again be carried forward.

Designation: Interim Chief Officer (Community Services)

Date: 14 August 2019

Author: Jim Holden and Colin Sharp

Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Appendix 1

SPI 19/20	19/20	Scottish Average	Target	2019/20	2018/19			
				Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Reactive repairs carried out first time	GREEN	92.23	92	95.31	89.27	87.63	88.30	87.75
Repairs appointments kept	AMBER	95.45	95	91.54	92.49	92.55	91.68	92.93
Rent collected as % of rent due	GREEN	99.38	99	99.15	99.00	97.89	97.83	99.95
Gross rent arrears as % of rent due	AMBER	5.41	5	5.53	5.84	6.35	6.08	5.33
% rent loss through voids - Ross and Cromarty	GREEN	0.85	1	0.47	0.47	0.59	1.23	0.96
Ave time in temporary housing				18.32	17.08	16.33	16.52	14.45
% of new tenancies sustained for more than a year	GREEN	88.66	90	91.50	91.03	93.31	91.67	90.73
Tenancy offers refused	GREEN	35.86	38	36.21	38.92	39.03	47.49	39.22
% of lettable houses becoming vacant	GREEN	8.6	8.9	8.77	7.72	7.36	6.46	6.48
% households requiring temporary housing who received an offer	GREEN		100	100.00	100.00	100.00	100.00	100.00

Appendix 2: Ross and Cromarty 2019 – 20 HRA Capital Programme Update to end June 2019

Project Title	Budget 19-20	Value of raised works 19-20	Spend invoiced 19-20	Estimated outturn 19-20	Comments	RAG rating
EQUIPMENT & ADAPTATIONS						
Equipment & adaptations Ross & Cromarty	£260,000	£60,857	£7,925	£260,000	Works progressed on demand following referrals from Occupational Therapists.	
FREE FROM SERIOUS DISREPAIR						
BM Roofs Fingal Rd & Mill Rd Dingwall	£100,000	£0	£0	£100,000	18-19 contract. Works delayed due to complex survey requirements and engagement with private owners. Tenders have been received and further discussion is underway with private owners.	
PM Windows & Doors Ross & Cromarty 18-19	£578,615	Tendered project	£164,563	£630,093	18-19 contract. Works 65% completed on site. Estimated completion Sep 19.	
BM Windows & Doors Ross & Cromarty (on demand)	£80,000	£76,501	£0	£80,000	Works being carried out through Building Maintenance. Works will be completed within financial year. Works on site, due for completion Autumn.	
PM Roofing Conon Bridge & Dingwall	£375,000	Tendered project	£123,276	£375,626	18-19 contract. Original contract properties 100% complete. Additional properties added project from approved 19-20 programme due to works progressing well on site, avoiding additional set up costs for new project, delivering best value. Present works 30% completed on site and estimated to fully complete Sep 19.	
PM Windows & Doors Ross & Cromarty 19-20	£440,000	Tendered project	£246	£429,000	Project initiated and survey works commencing. Anticipated completion within financial year.	
ENERGY EFFICIENCY						
BM Heating replacements Ross & Cromarty	£250,000	£114,587	£16,465	£250,000	One-off heating failures. Works being progressed on demand through Building Maintenance. Works approximately 7% complete on site. Anticipated full spend within financial year.	

Project Title	Budget 19-20	Value of raised works 19-20	Spend invoiced 19-20	Estimated outturn 19-20	Comments	RAG rating
PM Ross & Cromarty Heating 19-20 Mansfield Estate	£1,287,000	Tendered project	£781	£1,254,825	Survey work has commenced. Engagement sessions held with residents on site. Works due to commence in coming months. Anticipated completion within financial year.	
MODERN FACILITIES & SERVICES						
BM Bathroom replacements Ross & Cromarty	£175,000	£90,012	£17,667	£175,000	Works being progressed through Building Maintenance. Works approximately 10% completed on site. Works will be complete within financial year.	
BM Kitchen replacements Ross & Cromarty	£175,000	£186,058	£33,978	£186,058	Works being progressed through Building Maintenance. Works approximately 20% completed on site. Works will be complete within financial year. Marginal overspend projected	
HEALTHY, SAFE & SECURE						
External Fabric Works - Ross & Cromarty	£367,062	£20,997	£20,997	£367,062	Works being progressed through Building Maintenance and Council's Energy Team. Majority of works due on site over coming months.	
PM Ross & Cromarty Rewiring 19-20	£192,000	Tendered project	£0	£192,000	Project has been initiated and due to complete within financial year. Survey works due to commence.	
STRUCTURAL & ENVIRONMENTAL						
Environmental improvements Ross & Cromarty	£400,202	£6,117	£0	£300,000	Member led environmental capital works. Underspend from previous year carried forward. Local teams organising rate your estate workarounds to continue to identify priority projects.	