

Agenda Item	10
Report No	RC/042/19

HIGHLAND COUNCIL

Committee: Ross and Cromarty Committee

Date: 6 November 2019

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

Report By: Executive Chief Officer Customer and Communities

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 September 2019.

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 30 September 2019.

3 Implications

- 3.1 Resource - There are no resource implications arising from this report.
- 3.2 Legal - There are no legal implications arising from this report.
- 3.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.
- 3.4 Climate Change/Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.
- 3.5 Risk - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 3.6 Gaelic - There are no Gaelic implications arising from this report.

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) – 4.91 hours

EME	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	516	9.9	8.6	12.5	11.9	6.3	8.9
Cromarty Firth	1425	5.9	5.7	6	6.0	8.5	5.9
Tain & Easter Ross	619	4.4	5.4	6.2	5.9	5.6	4.8
Dingwall & Seaforth	967	6.8	6.3	6.1	6.5	5.5	8.6
Black Isle	309	7.6	6.7	6.1	6.5	4.6	5.4
Highland	14152	7.6	8.3	6.4	6.4	4.7	4.8

- 5.4 Response times for emergency repairs continue to be within the Highland Council target of 14 hours although there has been a small increase in several wards. Emergency repairs remain a priority for this 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) – 6.64 days

NON-EME	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	516	9.3	7.4	7.7	7.4	5.5	5.4
Cromarty Firth	1425	9.8	9.2	9.3	8.5	6.6	6.4
Tain & Easter Ross	619	8.8	8	8.2	7.6	6.2	5.7
Dingwall & Seaforth	967	8.6	8.7	8.9	7.9	5.6	5.8
Black Isle	309	9.1	8.8	8.9	8.0	5.8	5.7
Highland	14152	8.0	7.6	7.5	7.2	5.1	4.8

5.7 Response times to non-emergency repairs remain within the target of 8 days and below the SHN Benchmark of 6.64 days. Non-emergency repairs remain a priority of this 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) – 39.64 days

Avg relet time	No of Houses	No of relets	2018/19				2019/20	
			Q1	Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	516	30	15.25	25.37	27.48	41.51	57.55	45.54
Cromarty Firth	1425	45	21.64	26.23	22.90	27.75	27.53	27.50
Tain & Easter Ross	619	33	21.06	23.29	21.40	27.04	23.79	28.04
Dingwall & Seaforth	967	39	10.19	22.59	17.98	21.39	25.09	26.10
Black Isle	309	13	6.8	21.82	19.43	21.55	18.00	17.89
Highland	14152	644	39.07	39.43	31.48	39.91	36.00	34.60

6.3 Overall performance for Ross and Cromarty remains within the Highland Council target and SHN performance group. Void performance in Ward 5 while improved, is outwith performance targets and remains an area of focus for the local team. The greatest impact on void performance in Ward 5 was caused by 2 properties that were difficult to let in more remote parts of the Ward. The Area Housing Manager and Principal Housing Officer will continue to monitor voids in the area.

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	Q2
Wester Ross, Strathpeffer & Lochalsh	516	42888	53793	61292	47590	43195	54623
Cromarty Firth	1425	249583	294074	311533	281910	302236	359811
Tain & Easter Ross	619	100682	128225	135690	122396	128328	152018
Dingwall & Seaforth	967	133461	152253	154711	146309	139701	171815
Black Isle	309	35141	39985	37970	28268	28827	35328

7.3 The rent arrears figures reported at the end of Quarter 2 are impacted by the timing of both the Direct Debit payment and the DWP payment for tenants in receipt of Universal Credit. Both these bulk payments were received after 30 September. Additional arrears monitoring is in place for high level arrears cases. Officers continue to work with tenants to access money advice and support.

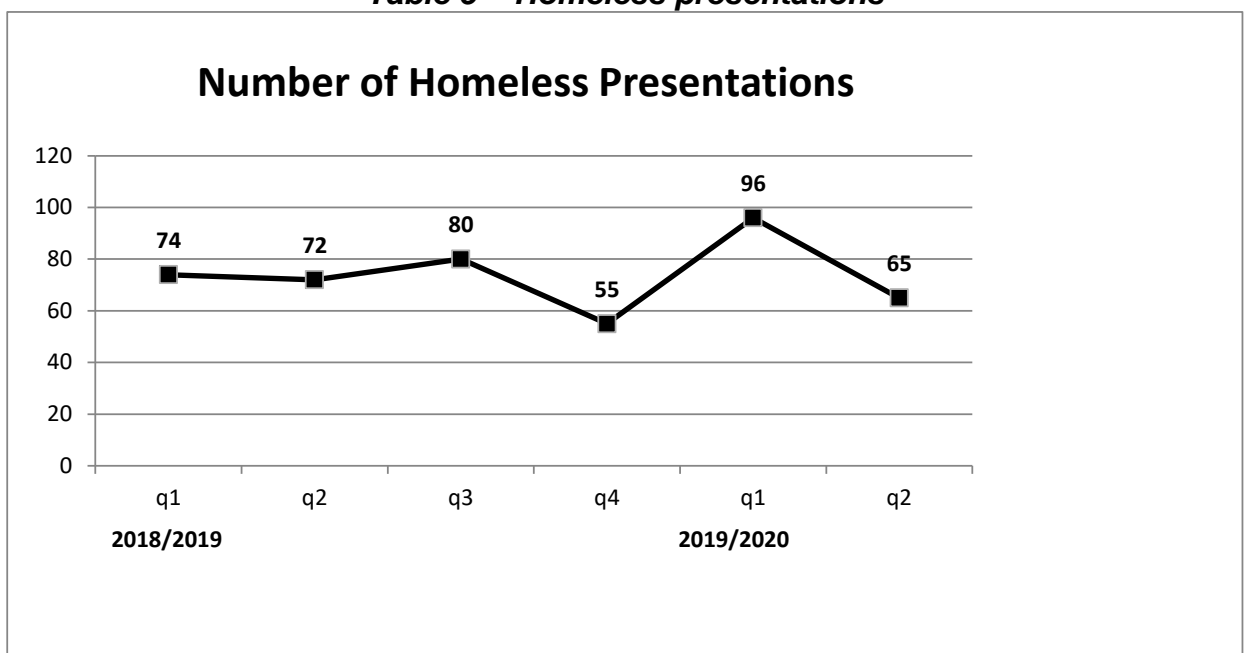
8 Homelessness

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. The increase in presentations noted in the Quarter 1 report has levelled off during Quarter 2. The Housing Options team found outcomes for 55 homeless households, including 10 households who had presented within Quarter 1.

8.3 There were 285 presentations across Highland at the end of the second quarter of 2019/20.

8.4

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. Further 'rate your estate' walkabouts are planned for this year and additional estate walkabouts with area Principal Housing Officers will be arranged in specific areas as required.

At previous Committee, Members were appraised of projects below which are underway/scheduled this financial year and specific updates on these and other projects will be provided to ward business meetings:-

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

- 9.5 Members are advised that officers have commenced arrangements for attendance at upcoming ward business meetings across all Ross & Cromarty wards to discuss future HRA Capital planning (2021-26) and to identify local priorities.

Designation: Executive Chief Officer Customer and Communities

Date: 31st October 2019

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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			
				Qtr2	Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Reactive repairs carried out first time - Ross and Cromarty	GREEN	92.23	92	94.05	95.31	89.27	87.63	88.30	87.75
Repairs appointments kept - Ross and Cromarty	AMBER	95.45	95	90.36	91.54	92.49	92.55	91.68	92.93
Rent collected as % of rent due - Ross and Cromarty	AMBER	99.38	99	96.99	99.15	99.00	97.89	97.83	99.95
Gross rent arrears as % of rent due - Ross and Cromarty	AMBER	5.41	5	6.30	5.53	5.84	6.35	6.08	5.33
% rent loss through voids - Ross and Cromarty	GREEN	0.85	1	0.51	0.47	0.47	0.59	1.23	0.96
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.66	90	90.61	91.50	91.03	93.31	91.67	90.73
Tenancy offers refused - Ross and Cromarty	GREEN	35.86	38	37.25	36.21	38.92	39.03	47.49	39.22
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.6	8.9	8.16	8.77	7.72	7.36	6.46	6.48
% households requiring temp/eme accomm who receive offer Ross and Cromarty	GREEN		100	100	100	100	100	100	100
Avg time taken to relet – Ross and Cromarty				28.76	31.26	24.10	21.64	24.23	16.07

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	£43,437	£54,199	£260,000	Works progressed on demand following referrals from Occupational Therapists.	
FREE FROM SERIOUS DISREPAIR						
BM Roofs Fingal Rd & Mill Street Dingwall	£100,000	£12,878	£0	£100,000	18-19 contract. Works delayed due to complex survey requirements and engagement with private owners. Works for Mill Street have been issued and start due imminently. Fingal Road works to follow on.	
PM Windows & Doors Ross & Cromarty 18-19	£631,615	Tendered project	£502,895	£630,093	18-19 contract. Works 95% completed on site. Works will be completed Oct 19.	
BM Windows & Doors Ross & Cromarty (on demand)	£80,000	£77,496	£14,725	£92,000	Works being carried out through Building Maintenance. Works will be completed within financial year. Works on site, due for completion Autumn. Marginal overspend projected due to additional works required.	
PM Roofing Conon Bridge & Dingwall	£375,000	Tendered project	£322,170	£420,418	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. Works now 100% completed on site. Project approximately 10% overspend due to additional sarking and drainage works required	
PM Windows & Doors Ross & Cromarty 19-20	£440,000	Tendered project	£8,276	£207,507	Tenders completed and being reviewed. Works to commence on site within financial year and to be completed early following financial year, with slippage carried forward.	
ENERGY EFFICIENCY						
BM Heating replacements Ross & Cromarty	£250,000	£85,321	£130,043	£250,000	One-off heating failures. Works being progressed on demand through Building Maintenance. Works approximately 50% 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	£3,575	£450,000	Surveys now completed. Tender costs being reviewed. Engagement sessions held with residents on site. Works anticipated to commence within financial year and complete in following financial year, with slippage carried forward. Further engagement sessions with tenants planned over the coming months.	
MODERN FACILITIES & SERVICES						
BM Bathroom replacements Ross & Cromarty	£175,000	£109,167	£57,033	£175,000	Works being progressed through Building Maintenance. Works approximately 30% completed on site. Works will be complete within financial year.	
BM Kitchen replacements Ross & Cromarty	£175,000	£85,321	£130,043	£257,000	Works being progressed through Building Maintenance. Works approximately 75% completed on site. Works will be complete within financial year. Acceleration of small proportional of future year budget approved by Capital Board to allow for additional works to be carried out.	
HEALTHY, SAFE & SECURE						
External Fabric Works - Ross & Cromarty	£367,062	£43,688	£14,880	£367,062	Works being progressed through Building Maintenance and Council's Energy Team. Works progressing well with anticipated full spend within financial year.	
PM Ross & Cromarty Rewiring 19-20	£192,000	Tendered project	£367	£192,000	Project has been initiated and works now planned for into 2020. Works still anticipated to complete within financial year.	
STRUCTURAL & ENVIRONMENTAL						
Environmental improvements Ross & Cromarty	£400,202	£15,114	£22,850	£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.	