

Agenda Item	8
Report No	LA-32-19

HIGHLAND COUNCIL

Committee: Lochaber 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 Service 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
Caol and Mallaig	533	10.6	6.9	6.5	6.0	3.3	3.2
Fort William and Ardnamurchan	831	9.6	6.8	6.6	5.8	3.6	3.5
Highland	14152	7.6	8.3	6.4	6.4	4.7	4.8

- 5.4 Performance in both Wards in Lochaber is within the 14-hour target and better than the Highland wide average.
- 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
Caol and Mallaig	533	7.9	7.9	7.9	7.3	4.6	4.2
Fort William and Ardnamurchan	831	8.6	8.1	7.5	6.6	4.6	4.0
Highland	14152	8.0	7.6	7.5	7.2	5.1	4.8

5.7 Performance in both Wards in Lochaber is within the 8-day target and better than the Highland wide average.

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 back two years and highlighting the same quarter in previous year for comparison.

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
Caol and Mallaig	533	16	17.90	22.69	22.35	21.77	21.71	16.80
Fort William and Ardnamurchan	831	37	29.09	26.05	23.68	27.13	27.33	24.26
Highland	14152	644	39.07	39.43	31.48	39.91	36.00	34.60

6.3 Performance in both Wards in Lochaber is within the 35-day target and better than the Highland wide average.

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 same quarter in the previous two years.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Caol and Mallaig	533	68672	83755	88486	84596	69759	81266
Fort William and Ardnamurchan	831	168633	184566	187839	152314	153592	180612

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. The Lochaber team continue to manage rent arrears closely.

8 Homelessness

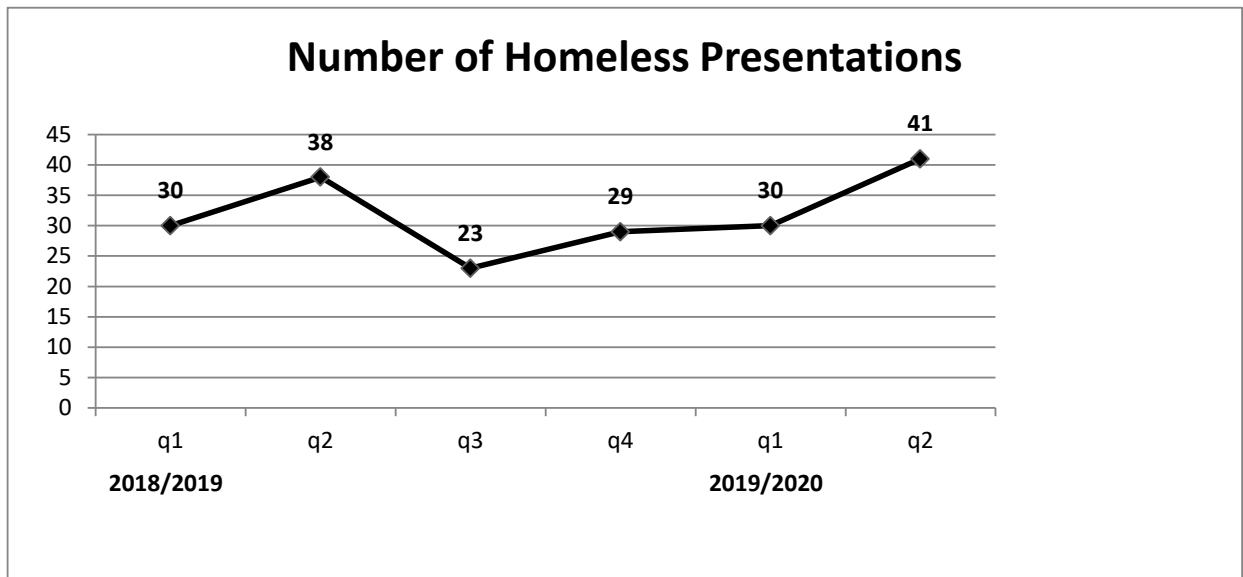
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 285 presentations across Highland at the end of Q2 2019. 41 Homeless presentations were in Lochaber. The main reason for presentation in this quarter in Lochaber were as a result of relationship breakdown and the loss of private rented accommodation.

8.4

Table 5 - Homeless presentations



Designation: Executive Chief Officer Customer and Communities

Date: 22 October 2019

Author: Sandra MacLennan, Housing Manager (South)

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 - Lochaber	GREEN	92.23	92	96.11	96.29	94.92	92.98	91.76	90.81
Repairs appointments kept - Lochaber	AMBER	95.45	95	90.26	92.09	90.54	89.96	88.57	87.63
Rent collected as % of rent due - Lochaber	AMBER	99.38	99	97.25	99.82	98.88	97.72	97.68	97.18
Gross rent arrears as % of rent due - Lochaber	AMBER	5.41	5	6.86	6.23	7.08	7.74	7.44	6.71
% rent loss through voids - Lochaber	GREEN	0.85	1	0.47	0.54	0.52	0.60	0.61	0.77
% of new tenancies sustained for more than a year - Lochaber	AMBER	88.66	90	88.15	92.36	93.92	92.31	93.37	89.29
Tenancy offers refused - Lochaber	AMBER	35.86	38	41.56	38.24	28.00	27.84	31.15	28.57
% of lettable houses becoming vacant - Lochaber	GREEN	8.56	8.9	7.11	6.93	6.56	6.79	7.39	8.14
% households requiring temporary emergency accommodation who receive an offer Lochaber	GREEN		100	100	100	100	100	100	100
Average time in temporary emergency accommodation Lochaber (weeks)				22.30	23.88	22.57	19.80	19.72	14.38