

Agenda Item	5
Report No	BSAC/17/19

HIGHLAND COUNCIL

Committee: Badenoch and Strathspey Committee

Date: 11 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
Badenoch and Strathspey	542	10.2	7.8	7.6	12.4	5.8	5.3
Highland	14152	7.6	8.3	6.4	6.4	4.7	4.8

- 5.4 Performance in Badenoch & Strathspey is within the target which is 14 hours and has improved when compared with previous quarters.
- 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
Badenoch and Strathspey	542	13.3	9.8	9.5	8.9	4.6	4.4
Highland	14152	8.0	7.6	7.5	7.2	5.1	4.8

5.7 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.

5.8 Performance in Badenoch and Strathspey is within the target of 8 days.

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
Badenoch and Strathspey	542	21	21.45	20.06	21.37	25.63	30.29	23.07
Highland	14152	644	39.07	39.43	31.48	39.91	36.00	34.60

6.3 Re-let performance is within the target of 35 days and is 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
Badenoch and Strathspey	542	34434	37179	40771	38960	36068	44057

7.3 The increase in rent arrears in quarter 2 is partially as a result of the timing of direct debit payments and payment from DWP for tenants in receipt of Universal Credit. These payments were received after 30 September and therefore are not included in the quarter end. We are continuing to monitor rent arrears level closely.

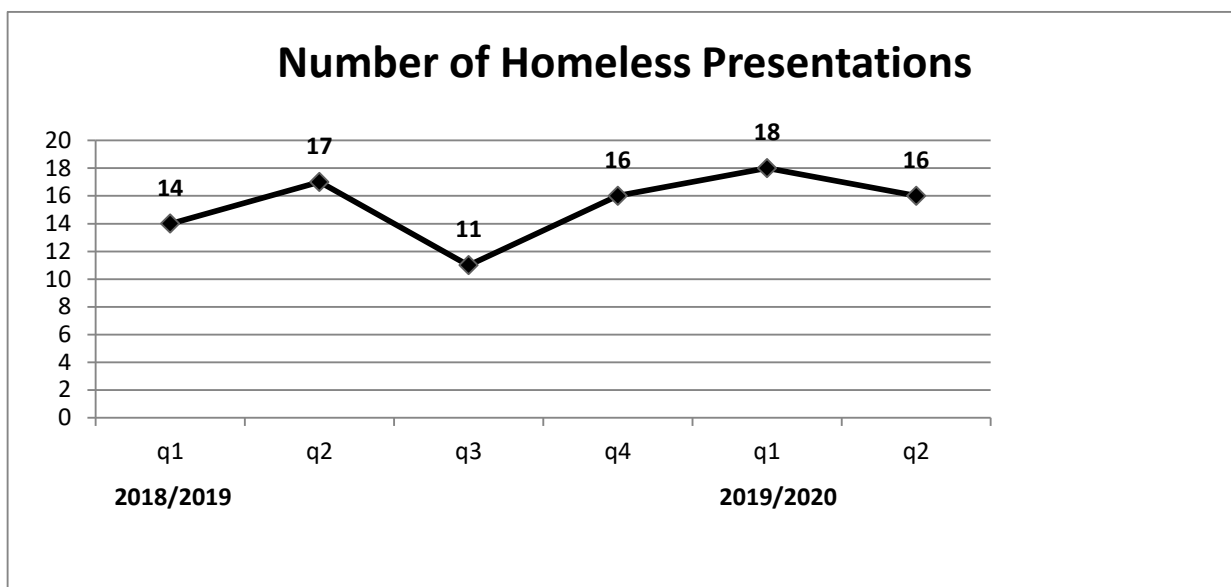
8 Homelessness

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. 16 presentations were in Badenoch and Strathspey.

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Customer and Communities

Date: 28 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	Qtr4	Qtr3	Qtr2	Qtr1
Reactive repairs carried out first time - B&S	GREEN	92.23	92	97.44	92.55	91.59	91.56	91.58	96.40
Rent collected as % of rent due - B&S	AMBER	99.38	99	98.95	101.80	99.09	98.61	99.13	97.91
Gross rent arrears as % of rent due - B&S	GREEN	5.41	5	3.07	2.55	2.82	2.98	2.77	2.67
% rent loss through voids - B&S	GREEN	0.85	1	0.33	0.32	0.36	0.43	1.98	0.94
% of new tenancies sustained for more than a year - B&S	AMBER	88.66	90	89.47	89.74	88.10	88.10	91.67	95.24
Tenancy offers refused - B&S	GREEN	35.86	38	29.41	0.00	27.08	27.78	32.14	40.00
% of lettable houses becoming vacant B&S	GREEN	8.56	8.9	6.64	6.64	8.49	7.93	7.20	5.72
% households requiring temporary emergency accommodation who receive an offer B&S	GREEN		100	100	100	100	100	100	100
Average time in temporary emergency accommodation B&S (weeks)				22.20	17.70	21.20	18.70	19.10	20.50