

Agenda Item	6
Report No	SR/20/19

HIGHLAND COUNCIL

Committee: Skye & Raasay Committee

Date: 2 December 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
Skye	369	10.0	9.0	9.2	10	4.8	7.3
Highland	14152	7.6	8.3	6.4	6.4	4.7	4.8

- 5.4 Emergency repairs remain a high priority of the service and following the appointment of a Maintenance Technician we hope to see these figures reduce. Current performance is still well within the target of 14 hours.
- 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
Skye	369	11.4	8.7	8.4	7.7	9.1	5.3
Highland	14152	8.0	7.6	7.5	7.2	5.1	4.8

- 5.7 There has been a substantial improvement in our responses to non-emergency repairs and these continue to be a priority of 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 back three years and highlighting the same quarter in previous years 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
Skye	369	13	17.40	17.91	24.57	35.19	62.67	31.30
Highland	14152	644	39.07	39.43	31.48	39.91	36.00	34.60

- 6.3 The Housing and Maintenance teams continue to try to keep void times to a minimum. Performance has improved over the last quarter and is within target timescales. Unfortunately this financial year there have been a couple of outlying properties which have impacted on the overall reletting statistics, however we are working on improved administrative processes which should lead to continued performance improvement in future quarters.

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 three years.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Skye	369	27451	39949	42226	40617	35636	42383

- 7.3 The Skye housing management team continues to address rent arrears with tenants, and in a few cases have utilised the support of the Move On Team. The impact of Universal Credit is still being felt, and the report figures are impacted by the timing of the Direct Debit payment and the DWP payment for tenants in receipt of Universal Credit: both these bulk payments were received after 30 September, so it is anticipated that the total arrears figure will improve in Q3.

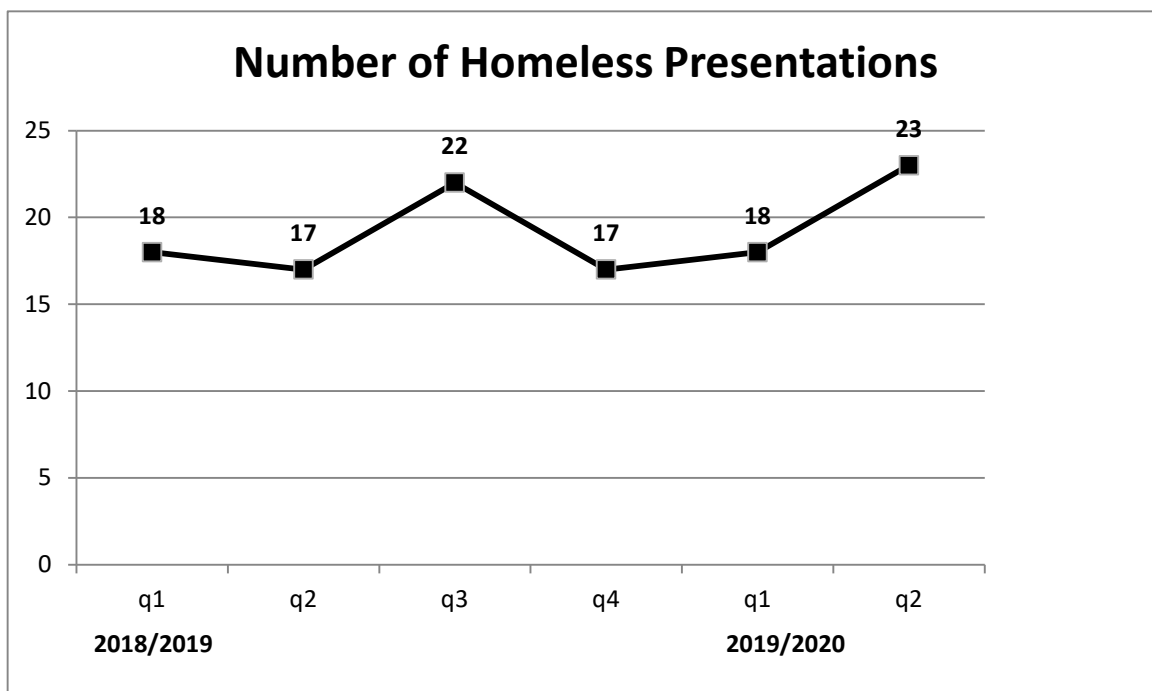
8 Homelessness

- 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 Skye Housing Options and Homelessness team still experiences greater demand for accommodation than can be made available locally. Members have been briefed on this issue at Ward Business meetings. The team continues to assist all persons presenting for advice, assistance and/or accommodation to deliver the best outcomes, noting the constraints both locally and Highland-wide.

8.3 There were 285 presentations across Highland at the end of Q2 2019.

8.4 **Table 5 - Homeless presentations**



9 HRA Capital programme

An update on the HRA Capital Programme was provided to Members at Ward Business Meeting on 20 September 2019.

Progress since then will be presented to Members at a meeting early in the New Year.

Designation: Executive Chief Officer Customer and Communities

Date: 2 December 2019

Author: Jim Holden, Housing Manager (North)

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

APPENDIX A

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 - Skye	GREEN	92.23	92	95.93	90.91	97.63	96.62	97.20	93.90
Rent collected as % of rent due - Skye	AMBER	99.38	99	98.63	101.41	98.91	98.72	99.04	102.23
Gross rent arrears as % of rent due - Skye	GREEN	5.41	5	3.99	3.32	3.92	4.00	3.74	2.82
% rent loss through voids - Skye	GREEN	0.85	1	0.31	0.49	0.56	0.54	0.27	0.29
% of new tenancies sustained for more than a year - Skye	AMBER	88.66	90	88.89	91.67	87.18	83.67	79.55	80.36
Tenancy offers refused - Skye	GREEN	35.86	38	0.00	0.00	30.00	30.77	27.27	40.00
% of lettable houses becoming vacant Skye	GREEN	8.6	8.9	6.23	7.39	8.97	10.50	12.11	12.14
% households requiring temp/eme accomm who receive offer Skye	GREEN		100	100	100	100	100	100	100
Avg time in temp/eme accomm Skye				30.10	32.0	33.80	33.20	27.90	21.60