

Agenda Item	<b>8</b>
Report No	<b>BSAC/05/20</b>

## HIGHLAND COUNCIL

**Committee:** Badenoch and Strathspey Committee

**Date:** 11 February 2020

**Report Title:** Housing Performance Report – 1 April 2019 to 31 December 2019

**Report By:** Executive Chief Officer – Property and Housing

### 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 31 December 2019.

### 2. Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 31 December 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](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**

WARD	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	542	10.20	7.80	7.60	12.40	5.80	5.30	5.61
Highland	14162	7.60	8.30	6.40	6.40	4.70	4.80	5.33

- 5.4 Performance in Badenoch & Strathspey is within the target which is 14 hours and has improved when compared with the same quarter in the previous year.
- 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**

WARD	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	542	13.30	9.80	9.50	8.90	4.60	4.40	4.39
Highland	14162	8.00	7.60	7.50	7.20	5.10	4.80	4.98

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**

WARD	NO OF HOUSES	NO OF RELETS	2018/19				2019/20		
			Q1	Q2	Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	542	26	21.45	20.06	21.37	25.63	20.29	23.07	22.81
Highland	14162	769	39.07	39.43	31.48	39.91	36.00	34.60	32.89

6.3 Re-let performance in Badenoch and Strathspey is well within the target of 35 days and better than the Highland average of 32.89 days.

## 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**

WARD	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	542	34434	37179	40771	38960	36068	44057	34808

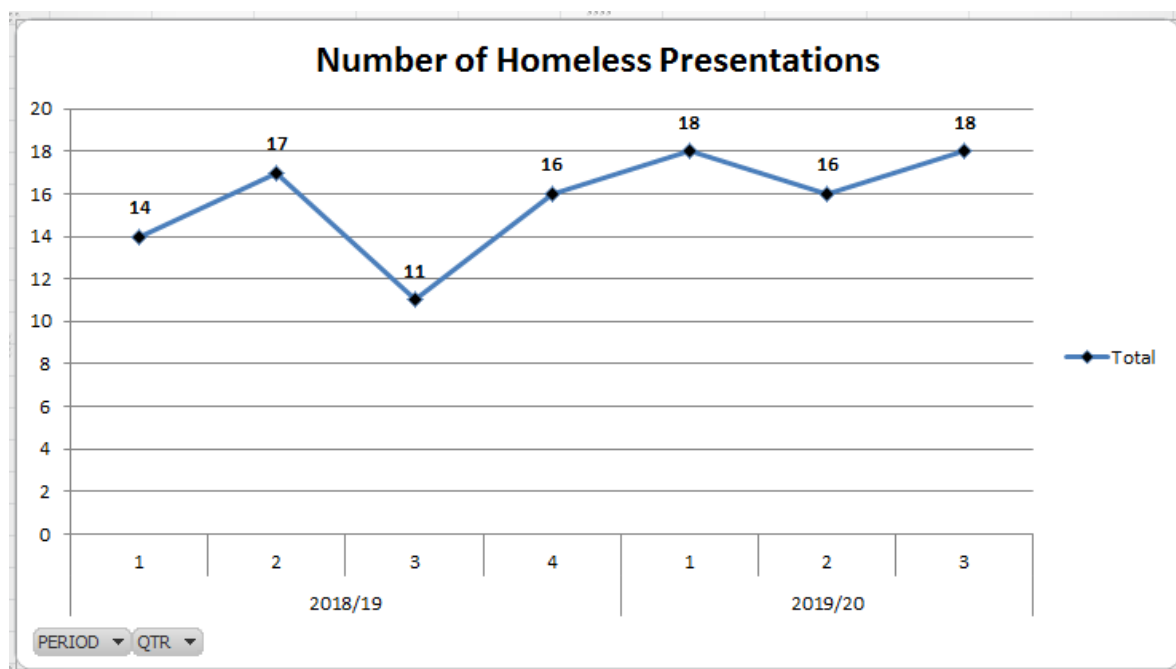
7.3 There is a reduction in rent arrears in Quarter 3 and consistently good performance in this area in Badenoch and Strathspey.

## 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 243 presentations across Highland at the end of Q3 2019. 18 presentations were in Badenoch and Strathspey.

**Table 5 - Homeless presentations**

## 9 HRA Capital Programme

9.1 The 2019-21 Badenoch & Strathspey HRA Capital Programme was approved by Badenoch & Strathspey Area Committee on 14 November 2018. Members are provided with an update on the 2019-20 Programme at Appendix 2.

9.2 Members will note the delays relating to heating projects which will slip into next financial year. However, it is anticipated that these projects will be completed on-site during quarter 1 of 2020-21. Tenant Liaison Officers are engaging with tenants to provide regular updates on timescales.

9.3 The local Repairs Team have been required to carry out a higher than anticipated number of one-off kitchen and bathroom replacements to maintain the Scottish Housing Quality Standard. These replacements have been identified at void stage.

### 9.4 Castle Road East Project

Members were provided with a briefing at ward business meeting on 3 February 2020. Further surveys have been carried out to establish the best option for proposed insulation works.

Designation: Executive Chief Officer Property and Housing

Date: 29 January 2020

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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	
				Qtr3	Qtr2	Qtr1	Qtr 4	Qtr 3
Reactive repairs carried out first time - B&S	GREEN	92.23	92	97.33	97.44	92.55	91.59	91.56
Rent collected as % of rent due - B&S	GREEN	99.38	99	101.22	98.95	101.80	99.09	98.61
Gross rent arrears as % of rent due - B&S	GREEN	5.41	5	2.59	3.07	2.55	2.82	2.98
% rent loss through voids - B&S	GREEN	0.85	1	0.53	0.33	0.32	0.36	0.43
% of new tenancies sustained for more than a year - B&S	GREEN	88.66	90	92.31	89.47	89.74	88.10	88.10
Tenancy offers refused - B&S	GREEN	35.86	38	28.13	29.41	0.00	27.08	27.78
% of lettable houses becoming vacant B&S	AMBER	8.56	8.9	9.59	6.64	6.64	8.49	7.93
% households requiring temporary emergency accommodation who receive offer B&S	GREEN		100	100	100	100	100	100
Ave time in temporary emergency accommodation B&S				39.10	22.22	17.74	21.23	18.67

**APPENDIX 2**

<b>Project Title</b>	<b>Total budget</b>	<b>Spend year to date</b>	<b>Estimated outturn 2019/20</b>	<b>Comments</b>	<b>RAG rating</b>
<b>HRA Capital Programme 2019/20</b>					
<b>EQUIPMENT &amp; ADAPTATIONS</b>					
Equipment & adaptations Badenoch & Strathspey	£40,000	£33,297	£60,000	Works progressed on demand following referral from Occupational Therapists. Anticipated overspend due to number of referrals received.	GREEN
<b>FREE FROM SERIOUS DISREPAIR</b>					
Castle Rd East Project	£217,548	£4,520	£10,000	Additional survey underway in relation to external/insulation works. Roofing and windows replacements planned for Summer 2020. Members provided with specific update at ward business meeting on 3/2/20.	GREEN
Windows and doors replacements Badenoch & Strathspey (19-20)	£272,000	£212,343	£260,000	Windows and doors replacement Badenoch & Strathspey. Works 90% completed on site and due for completion within financial year.	GREEN
<b>ENERGY EFFICIENCY</b>					
Heating replacements Badenoch & Strathspey (19-20)	£15,000	£19,457	£19,457	One-off heating failures. Works carried out by local team. Small overspend due to number of failures within financial year.	AMBER
Heating replacements Badenoch & Strathspey (18-19)	£235,529	£93,072	£150,000	2018-19 Heating contract. Initial delays due to surveying, with delivery now being impacted by meter replacements delays. Anticipated completion early in next financial year.	AMBER
Heating replacements Badenoch & Strathspey (19/20)	£312,884	£16,189	£197,000	Survey works completed and works being tendered. Work anticipated for completion early next financial year.	GREEN
Heating replacements Badenoch & Strathspey (20/21)	£125,785	£8,425	£50,000	2020-21 project. Works being initiated and properties being surveyed. To follow from 19-20 project.	GREEN

<b>MODERN FACILITIES &amp; SERVICES</b>					
One-off kitchen/bathroom/window replacement Badenoch & Strathspey (19-20)	£60,000	£34,282	£90,000	One-off bathroom/kitchen/windows and doors replacements carried out by the local team. High number of one-of failures within year causing anticipated overspend.	GREEN
Bathroom replacements Badenoch & Strathspey (19-20)	£116,598	£17,381	£20,000	Tenders returned and works to be awarded. Anticipated start on site March 2020 and estimated completion and full spend by July 2020.	GREEN
Kitchen replacements Nairn, Badenoch & Strathspey (19-20)	£219,040	£26,047	£33,000	Works being tendered. Being delivered as a joint area contract do deliver better value. Anticipated to be on site early in next financial year.	GREEN