

Agenda Item	7
Report No	NC/04/20

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 11 March 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 Section 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
- 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

		2018/19				2019/20		
WARD	NO OF HOUSES	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	686	2.60	2.80	2.60	2.80	3.80	3.70	3.69
Highland	14162	7.60	8.30	6.40	6.40	4.70	4.80	5.33

- 5.4 Emergency repairs performance in Nairn remains well within the 14 hour target and ahead of the Highland 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

		2018/19				2019/20		
WARD	NO OF HOUSES	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	686	3.50	3.50	3.30	3.20	4.00	3.90	3.74
Highland	14162	8.00	7.60	7.50	7.20	5.10	4.80	4.98

- 5.7 Non-emergency repairs performance remains within the 8 day target and ahead of the Highland 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**

WARD	NO OF HOUSES	NO OF RELETS	2018/19				2019/20		
			Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	686	23	25.19	34.08	27.90	36.53	25.22	47.59	39.78
Highland	14162	769	39.07	39.43	31.48	39.91	36.00	34.60	32.89

6.3 Performance has improved compared with the previous quarter however the average re-let time in Nairn is over the target of 35 days. This was due to multi-agency activities around two complex cases which delayed the allocation of two properties.

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**

Sum of Rent Arrears		PERIOD	QTR					
WARD	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	686	69425	82692	82333	75598	69999	84050	71432

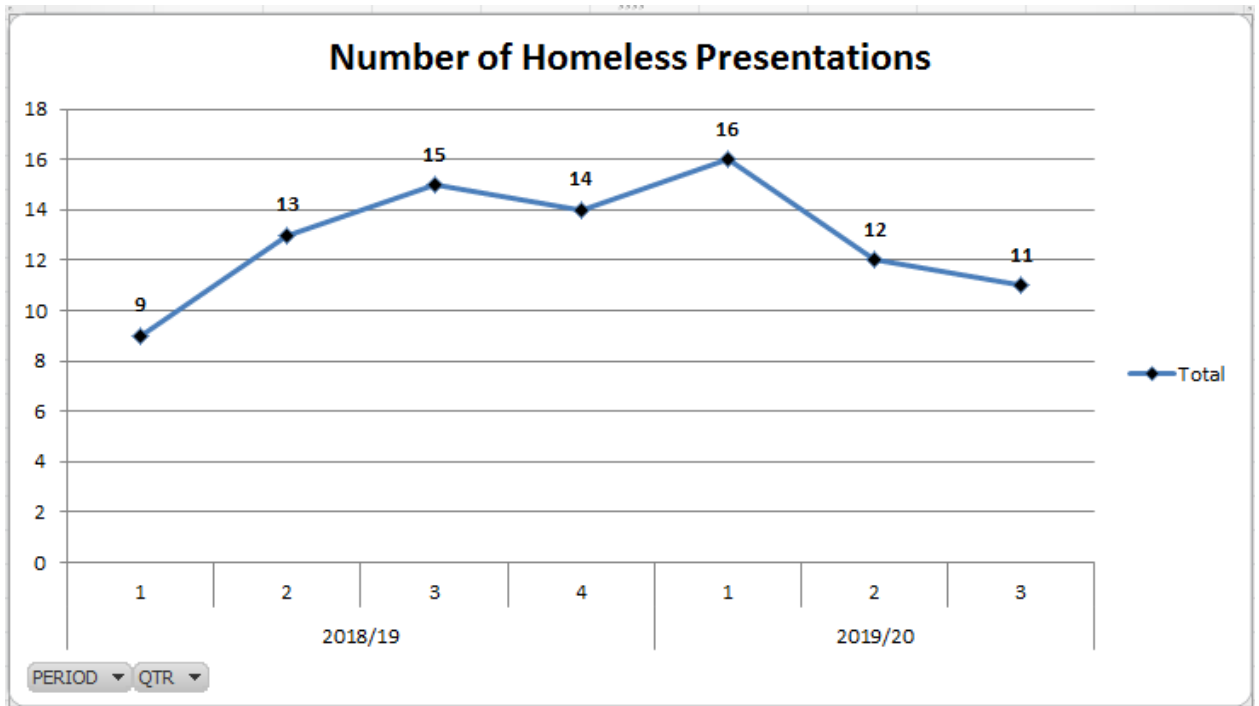
7.3 Rent arrears performance has improved compared to quarter 2, 2019/20 and when also compared with the same quarter in the previous year. The Nairn team continue to prioritise rent arrears.

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, 11 presentations were in Nairn.

Table 5 - Homeless presentations

9 HRA Capital programme

- 9.1 An update on the HRA capital programme for Nairnshire is provided in **Appendix 2**.
- 9.2 Members will note good progress on the programme but will also note a potential delay to kitchen contract CSH19048. The tenders for this project have been returned over budget and the position is to be reviewed at the HRA capital board meeting in February 2020.
- 9.3 Environmental Improvements
- Officers met with Members at ward business meeting in September 2019 to discuss priorities for this area of spend. Works to porches and roofs were prioritised and are estimated to be completed within the current financial year. 'Rate your estate' walkabouts will be organised in advance of the next financial year in order to identify future priority projects.
- 9.4 Officers will also be attending ward business meetings over the course of the coming months to discuss future year priorities for capital programming.

Designation: Executive Chief Officer Property and Housing

Date: 27 February 2020

Author: Sandra MacLennan Housing Manager (South)
Brian Cameron Housing Policy and Investment Manager

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 - Nairn	GREEN	92.23	92	98.96	98.67	97.65	100	100
Rent collected as % of rent due - Nairn	GREEN	99.38	99	100.78	98.78	100.86	99.50	99.06
Gross rent arrears as % of rent due - Nairn	GREEN	5.41	5	4.10	4.68	4.08	4.37	4.68
% rent loss through voids - Nairn	GREEN	0.85	1	0.57	0.76	0.93	0.74	0.82
% of new tenancies sustained for more than a year - Nairn	GREEN	88.66	90	93.75	90.48	92.68	89.19	94.00
Tenancy offers refused - Nairn	GREEN	35.86	38	4.76	6.25	0.00	18.60	22.86
% of lettable houses becoming vacant Nairn	GREEN	8.56	8.9	5.10	5.10	5.83	6.56	5.84
% households requiring temporary emergency accommodation who receive offer Nairn			100	100	100	100	100	100
Average time in temporary emergency accommodation Nairn				25.88	33.96	35.63	33.28	29.82

APPENDIX 2

Project Title	Budget 2019/20	Spend in current year to date	estimated outturn 2019/20	Project Status	RAG rating
HRA Capital Programme 2019/20					
EQUIPMENT & ADAPTATIONS					
Equipment & adaptations Nairn	£50,000	£48,240	£60,000	Works carried out on demand following referrals from Occupational Therapists. Anticipated overspend has reduced due to slowing of referral rate	AMBER
FREE FROM SERIOUS DISREPAIR					
CSH19051 Windows & Doors Replacements - Nairn	£200,000	£28,688	£192,816	Works presently on site. Works 20% completed. Estimated project completion Jun 20	GREEN
ENERGY EFFICIENCY					
Heating replacements Nairn	£50,000	£39,616	£50,000	One-off heating failures. Works carried out through local team. Anticipated to be on budget due to current failure rate.	GREEN
CSH19039 Heating Replacements - Nairn	£220,000	£20,617	£30,000	Survey works completed and tender accepted. Works to be on site Apr 2020 and completed early in new year.	GREEN
MODERN FACILITIES & SERVICES					
Bathroom/kitchen/window replacements Nairn	£50,000	£27,966	£50,000	One-off bathroom, kitchen, windows failures carried out on demand through local team. Anticipated to be on budget.	GREEN
CSH19047 Bathrooms Replacements - Nairn	£157,000	£20,461	£80,460	Tender accepted and works now on site. Anticipated completion Jun 20.	GREEN
CSH19048 Kitchens Replacements - Nairn & B&S	£243,000	£26,642	£33,000	Survey works completed; tenders have been returned but are over available budget. Position to be reviewed at HRA Capital Board Meeting Feb 20.	AMBER
HEALTHY, SAFE & SECURE					
CSH19071 Rewires Nairn	£100,000	£685	£685	Works delayed commencing due to change in programming. Works estimated to commence early in new financial year with full spend.	GREEN

STRUCTURAL & ENVIRONMENTAL					
External fabric Nairn	£33,824	£24,209	£33,824	External fabric works carried out through local team, subject to ongoing surveys. Anticipated full spend in financial year.	GREEN
Environmental improvements Ward 18	£89,100	£98,870	£98,870	Works to porches prioritised following discussions with Local Members at ward business meeting, along with other environmental projects identified. Final costs marginally over budget due to some additional works required.	GREEN