

Agenda Item	8
Report No	WRSL/008/20

## HIGHLAND COUNCIL

**Committee:** Wester Ross, Strathpeffer and Lochalsh

**Date:** 15 October 2020

**Report Title:** Housing Performance Report – 1 April 2020 to 30 June 2020

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

### **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 June 2020.

### **2 Recommendations**

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 30 June 2020

### **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**

EME	No of Houses	2018/19				2019/20				2020/21
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	515	9.9	8.6	12.5	11.9	6.3	8.9	6.2	9.2	6.1
<b>Highland</b>	<b>14191</b>	<b>7.6</b>	<b>8.3</b>	<b>6.4</b>	<b>6.4</b>	<b>4.7</b>	<b>4.8</b>	<b>5.3</b>	<b>6.0</b>	<b>4.5</b>

- 5.4 Emergency repairs continue to perform well within the target of 14 hours and have seen a reduction in average response times overall. Emergency repairs continue to be a priority of the service.
- 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				2020/21
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	515	9.3	7.4	7.7	7.4	5.5	5.4	5.7	6.0	6.3
<b>Highland</b>	<b>14191</b>	<b>8.0</b>	<b>7.6</b>	<b>7.5</b>	<b>7.2</b>	<b>5.1</b>	<b>4.8</b>	<b>5.0</b>	<b>5.3</b>	<b>7.9</b>

- 5.7 Non-emergency repairs continue to perform well and are now consistently below the target of 8 days and the benchmark of 6.64 days.

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 for the last 5 Quarters,

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	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	515	7	15.25	25.37	27.48	41.51	57.55	45.54	43.88	42.11
<b>Highland</b>	<b>14191</b>	<b>99</b>	<b>39.07</b>	<b>39.43</b>	<b>31.48</b>	<b>39.91</b>	<b>36.00</b>	<b>34.60</b>	<b>32.89</b>	<b>35.77</b>

6.3 Void performance in Ward 5 has gone over both targets because of unavoidable delays due to Covid-19. Void performance figures across all Council areas has been impacted negatively due to the pandemic and future reports are likely to reflect this.

## 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 last 5 Quarters.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2018/19				2019/20				2020/21
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	515	42888	53793	61292	47590	43195	54623	40700	53226	67012

7.3 Rent arrears in Q1 2020/21 have increased from the end of Quarter 4 of 2019/20 financial year 2019/20: by £13,786

7.4 During Q1 we experienced Covid-19 Lockdown which required area teams to adjust our approach to arrears management. This involved contacting people by telephone, e-mail or social media rather than face to face interviews and home visits. Many tenants faced uncertainty about employment and income particularly those working in the tourist and hospitality sector. There was an increase in tenants claiming Universal Credit for the first time and also many tenants falling into arrears for the first time. All of these factors have affected rent arrears performance.

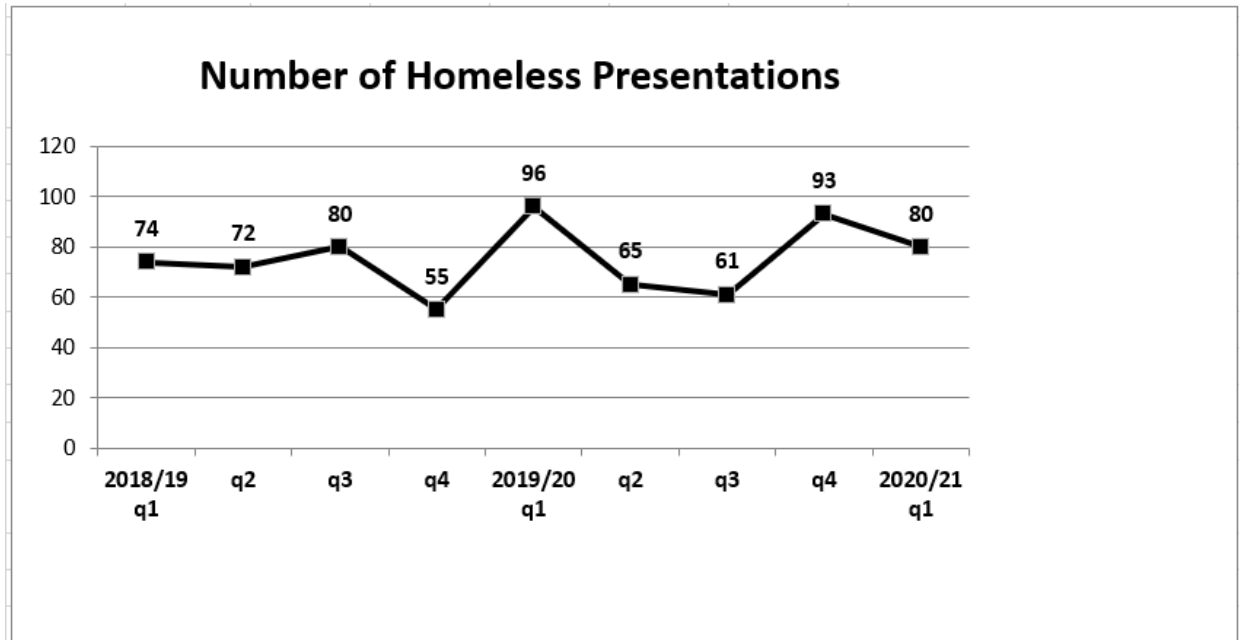
## 8 Homelessness

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 combined number of homeless presentations received in the 3 Ross and Cromarty Local committee Areas – it is not possible to disaggregate these figures. While Q1 figures were broadly in line with previous reporting, homeless presentations for the remainder of this year are expected to increase due to Covid-19.

8.3 There were 287 presentations across Highland at the end of Q1 2020.

8.4 **Table 5 - Homeless presentations**



## 9 HRA Capital programme

9.1 An update on the current year HRA capital programme is provided within the HRA Capital Programme 2021-22 agenda item presented to this committee.

Designation: Executive Chief Officer Housing and Property

Date: 29 September 2020

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

## APPENDIX 1

SPI 20/21	20/21	Scottish Average	Target	2020/21	2019/20		
				Qtr1	Qtr4	Qtr3	Qtr2
Reactive repairs carried out first time - Ross and Cromarty	GREEN	92.23	92	93.18	94.05	94.50	94.05
Repairs appointments kept - Ross and Cromarty	GREEN	95.45	95	95.06	91.49	90.98	90.36
Rent collected as % of rent due - Ross and Cromarty	AMBER	99.38	99	97.54	98.54	99.64	96.99
Gross rent arrears as % of rent due - Ross and Cromarty	AMBER	5.41	5	6.39	6.06	5.65	6.30
% rent loss through voids - Ross and Cromarty	GREEN	0.85	1	0.70	0.56	0.60	0.51
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.66	90	93.03	92.01	90.00	90.61
Tenancy offers refused - Ross and Cromarty	RED	35.86	38	51.35	33.76	32.63	37.25
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.6	8.9	7.79	8.33	9.90	8.16
% households requiring temp/eme accomm who receive offer Ross and Cromarty	RED		100	90.18	86.89	93.97	100
Ave time in temp/eme accomm Ross and Cromarty				38.36	33.37		19.53

Appendix data represents Ross and Cromarty values

## Ross and Cromarty 2019 – 20 HRA Capital Programme Update to end June 2019

Project Title	Budget 19-20	Value of raised works 19-20	Spend invoiced 19-20	Estimated outturn 19-20	Comments	RAG rating
<b>EQUIPMENT &amp; ADAPTATIONS</b>						
Equipment & adaptations Ross & Cromarty	£260,000	£43,437	£54,199	£260,000	Works progressed on demand following referrals from Occupational Therapists.	
<b>FREE FROM SERIOUS DISREPAIR</b>						
BM Roofs Fingal Rd & Mill Street Dingwall	£100,000	£12,878	£0	£100,000	18-19 contract. Works delayed due to complex survey requirements and engagement with private owners. Works for Mill Street have been issued and start due imminently. Fingal Road works to follow on.	
PM Windows & Doors Ross & Cromarty 18-19	£631,615	Tendered project	£502,895	£630,093	18-19 contract. Works 95% completed on site. Works will be completed Oct 19.	
BM Windows & Doors Ross & Cromarty (on demand)	£80,000	£77,496	£14,725	£92,000	Works being carried out through Building Maintenance. Works will be completed within financial year. Works on site, due for completion Autumn. Marginal overspend projected due to additional works required.	
PM Roofing Conon Bridge & Dingwall	£375,000	Tendered project	£322,170	£420,418	18-19 contract. Original contract properties 100% complete. Additional properties added project from approved 19-20 programme due to works progressing well on site, avoiding additional set up costs for new project, delivering best value. Works now 100% completed on site. Project approximately 10% overspend due to additional sarking and drainage works required	
PM Windows & Doors Ross & Cromarty 19-20	£440,000	Tendered project	£8,276	£207,507	Tenders completed and being reviewed. Works to commence on site within financial year and to be completed early following financial year, with slippage carried forward.	
<b>ENERGY EFFICIENCY</b>						
BM Heating replacements Ross & Cromarty	£250,000	£85,321	£130,043	£250,000	One-off heating failures. Works being progressed on demand through Building Maintenance. Works approximately 50% complete on site. Anticipated full spend within financial year.	

<b>Project Title</b>	<b>Budget 19-20</b>	<b>Value of raised works 19-20</b>	<b>Spend invoiced 19-20</b>	<b>Estimated outturn 19-20</b>	<b>Comments</b>	<b>RAG rating</b>
PM Ross & Cromarty Heating 19-20 Mansfield Estate	£1,287,000	Tendered project	£3,575	£450,000	Surveys now completed. Tender costs being reviewed. Engagement sessions held with residents on site. Works anticipated to commence within financial year and complete in following financial year, with slippage carried forward. Further engagement sessions with tenants planned over the coming months.	
<b>MODERN FACILITIES &amp; SERVICES</b>						
BM Bathroom replacements Ross & Cromarty	£175,000	£109,167	£57,033	£175,000	Works being progressed through Building Maintenance. Works approximately 30% completed on site. Works will be complete within financial year.	
BM Kitchen replacements Ross & Cromarty	£175,000	£85,321	£130,043	£257,000	Works being progressed through Building Maintenance. Works approximately 75% completed on site. Works will be complete within financial year. Acceleration of small proportional of future year budget approved by Capital Board to allow for additional works to be carried out.	
<b>HEALTHY, SAFE &amp; SECURE</b>						
External Fabric Works - Ross & Cromarty	£367,062	£43,688	£14,880	£367,062	Works being progressed through Building Maintenance and Council's Energy Team. Works progressing well with anticipated full spend within financial year.	
PM Ross & Cromarty Rewiring 19-20	£192,000	Tendered project	£367	£192,000	Project has been initiated and works now planned for into 2020. Works still anticipated to complete within financial year.	
<b>STRUCTURAL &amp; ENVIRONMENTAL</b>						
Environmental improvements Ross & Cromarty	£400,202	£15,114	£22,850	£300,000	Member led environmental capital works. Underspend from previous year carried forward. Local teams organising rate your estate workarounds to continue to identify priority projects.	