

Agenda Item	6
Report No	ERA-15-20

## HIGHLAND COUNCIL

**Committee:** Easter Ross Area Committee

**Date:** 5 November 2020

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

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

### **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 2020.

### **2 Recommendations**

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 30 September 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	Q2
Cromarty Firth	1427	5.9	5.7	6	6.0	8.5	5.9	9.2	9.6	4.7	5.3
Tain & Easter Ross	650	4.4	5.4	6.2	5.9	5.6	4.8	5.3	5.0	3.6	3.8
<b>Highland</b>	<b>14287</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>	<b>5.7</b>

- 5.4 Emergency repairs continue to perform well within the target of 14 hours and although there have been some increases in 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	Q2
Cromarty Firth	1427	9.8	9.2	9.3	8.5	6.6	6.4	5.8	6.1	10.2	14.2
Tain & Easter Ross	650	8.8	8	8.2	7.6	6.2	5.7	5.2	5.4	4.3	12.4
<b>Highland</b>	<b>14287</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>	<b>12.4</b>

- 5.7 Non-emergency repairs have been heavily impacted by the Covid-19 pandemic. We continue to try and respond as quickly as possible. Non-emergency repairs 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 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				2020/21	
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Cromarty Firth	1427	28	21.64	26.23	22.90	27.75	27.53	27.50	27.02	28.70	46.09	39.11
Tain & Easter Ross	650	14	21.06	23.29	21.40	27.04	23.79	28.04	28.26	29.35	35.57	39.79
Highland	14287	326	39.07	39.43	31.48	39.91	36.00	34.60	32.89	35.77	45.86	53.24

- 6.3 Void performance in Wards 6 and 7 has gone over both targets because of unavoidable delays due to Covid-19. As you can see from the Highland figure, void performance 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	Q2
Cromarty Firth	1427	249583	294074	311533	281910	302236	359811	318741	348976	384675	378797
Tain & Easter Ross	650	100682	128225	135690	122396	128328	152018	130885	149578	163114	142475

- 7.3 The rent arrears figures reported at the end of Quarter 2 show a reduction from Quarter 1 in both Cromarty Firth and Tain & Easter Ross wards. There was however an increase for the same period the previous year in Cromarty Firth but a reduction in Tain & Easter Ross. The area team continue to monitor and manage rent arrears but with the restrictions in place due to Covid -19 this limits what action can be taken against tenants in arrears. There has been a recent improvement to the payment of Universal Credit from DWP, which has moved from a monthly payment to The Highland Council from DWP to daily payments, this change will result in a more stabilised rent arrears figure.

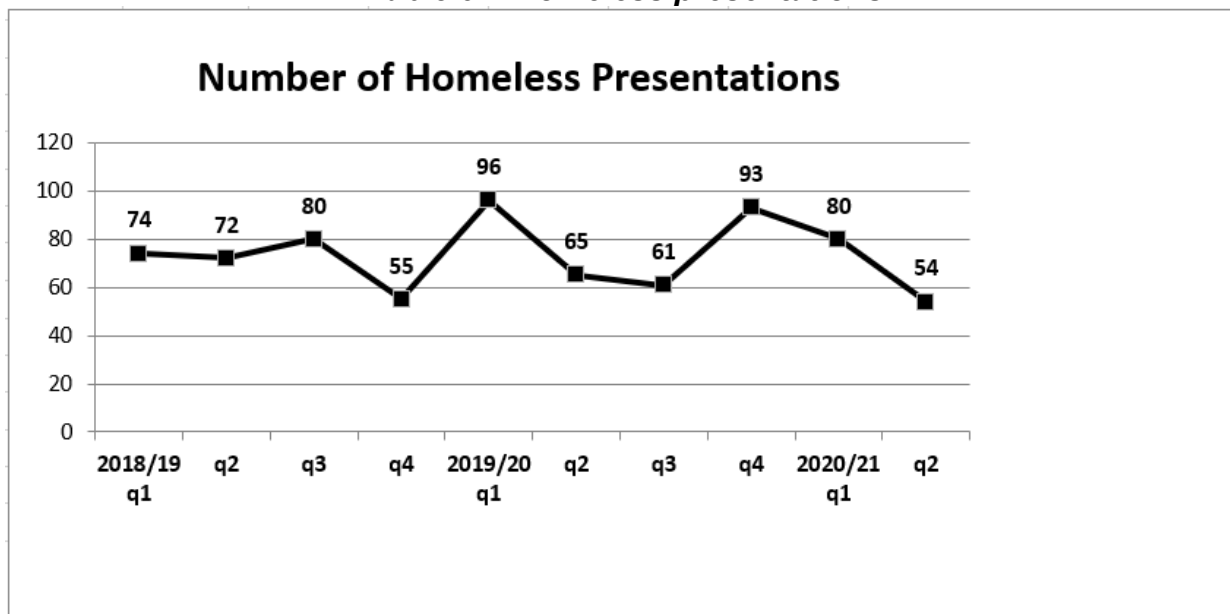
## 8 Homelessness

- 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 & Cromarty Local Committee Areas - it is not possible to disaggregate these figures. While the figure for Quarter 2 shows a decrease compared to the previous two quarters, early indications are that homeless presentation figures are expected to increase for the remaining quarters of 2020/21.

8.3 There were 256 presentations across Highland at the end of Q2 2020.

8.4 **Table 5 - Homeless presentations**



## 9 HRA Capital programme

9.1 Members are being consulted at ward business meetings on developing the 2021-22 HRA Capital Programme for Easter Ross. Proposals for the 2021-22 programme along with an update on progress against the 2019-21 programme will be presented to the next area committee.

Designation: Executive Chief Officer Housing and Property

Date: 19 October 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		
				Qtr2	Qtr1	Qtr4	Qtr3
Reactive repairs carried out first time - Ross and Cromarty	AMBER	92.23	92	87.96	93.18	94.05	94.50
Repairs appointments kept - Ross and Cromarty	GREEN	95.45	95	95.84	95.06	91.49	90.98
Rent collected as % of rent due - Ross and Cromarty	GREEN	99.38	99	99.02	97.54	98.54	99.64
Gross rent arrears as % of rent due - Ross and Cromarty	AMBER	5.41	5	5.96	6.39	6.06	5.65
% rent loss through voids - Ross and Cromarty	GREEN	0.85	1	0.53	0.70	0.56	0.60
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.66	90	94.27	93.03	92.01	90.00
Tenancy offers refused - Ross and Cromarty	GREEN	35.86	38	37.86	51.35	33.76	32.63
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.56	8.9	7.41	7.79	8.33	9.90
% households requiring temp/eme accomm who receive offer Ross and Cromarty	RED		100	92.88	90.18	86.89	93.97
Ave time in temp/eme accomm Ross and Cromarty				42.00	38.36	33.37	

Appendix data represents Ross and Cromarty values