

Agenda Item	7
Report No	BSAC/10/20

HIGHLAND COUNCIL

Committee: Badenoch and Strathspey Committee

Date: 10 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 Service 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
- 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
Badenoch and Strathspey	542	10.2	7.8	7.6	12.4	5.8	5.3	5.6	5.0	7.60	8.12
Highland	14287	7.6	8.3	6.4	6.4	4.7	4.8	5.3	6.0	4.5	5.7

- 5.4 Performance in Badenoch & Strathspey for Quarter 2 is within the target which is 14 hours. During the COVID-19 lockdown period (Quarter 1) we provided a full emergency repairs 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
Badenoch and Strathspey	542	13.3	9.8	9.5	8.9	4.6	4.4	4.4	4.1	3.30	5.31
Highland	14287	8.0	7.6	7.5	7.2	5.1	4.8	5.0	5.3	7.9	12.4

- 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 and better than the Highland wide average of 12.4 days. Non-emergency repairs performance was impacted by COVID-19 lockdown as the Service priority was to deliver emergency and high priority repairs only, this resulted in a backlog of routine repairs, this backlog is being addressed.

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**

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
Badenoch and Strathspey	542	8	21.45	20.06	21.37	25.63	30.29	23.07	22.81	32.30	40.67	41.13
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 Re-let performance in Badenoch and Strathspey is over the 35 day target. Performance has been impacted by COVID-19, as housing moves and housing allocations were severely affected during the lock down period. As part of our Service response there was also a shift in focus for the Badenoch and Strathspey team to converting available empty properties into temporary emergency accommodation: 5 properties were converted during Quarters 1 and 2.
- 6.4 The area team restarted mainstream allocations of Council properties as soon as restrictions were lifted. There were 8 voids in Quarter 2 all have now been allocated.

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**

Rent arrears	No of Houses	2018/19				2019/20				2020/21	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	542	34434	37179	40771	38960	36068	44057	34808	50560	53715	55148

- 7.3 Rent arrears have increased across both Quarters 1 and 2 2020/21. We are delivering a full service in relation to rent arrears across Badenoch and Strathspey but without home visits. The increase in rent arrears is the trend across Highland.
- 7.4 The Badenoch and Strathspey team continue to have a focus on rent arrears however due to the increasing number of tenants in arrears and the increasing levels of arrears we may see a negative impact on performance for some time.

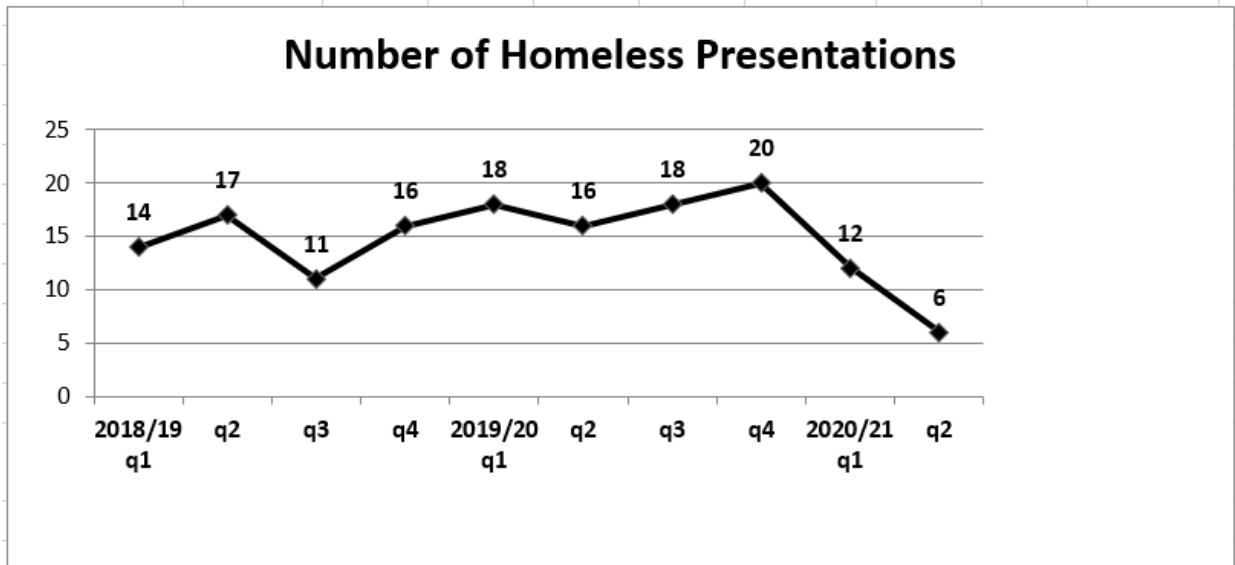
8 Homelessness

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 256 presentations across Highland at the end of Q2 2020. 6 presentations were in Badenoch and Strathspey.

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Housing and Property

Date: 21 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 - B&S	GREEN	92.23	92	94.87	94.55	98.58	97.33
Rent collected as % of rent due - B&S	GREEN	99.38	99	99.80	102.16	99.21	101.22
Gross rent arrears as % of rent due - B&S	GREEN	5.41	5	3.17	3.15	3.46	2.59
% rent loss through voids - B&S	GREEN	0.85	1	0.40	0.16	0.52	0.53
% of new tenancies sustained for more than a year - B&S	AMBER	88.66	90	86.11	84.09	86.84	92.31
Tenancy offers refused - B&S	GREEN	35.86	38	37.50		32.00	28.13
% of lettable houses becoming vacant B&S	AMBER	8.56	8.9	8.12	9.59	9.78	9.59
% households requiring temp/emergency accommodation who receive offer B&S	GREEN		100	100	100	100	100
Ave time in temp/emergency accommodation B&S (weeks)				42.00	44.40	42.54	