

Agenda Item	<b>6</b>
Report No	<b>SR/9/20</b>

## **HIGHLAND COUNCIL**

**Committee:** Skye & Raasay Committee

**Date:** 30 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
Skye	367	10.0	9.0	9.2	10	4.8	7.3	7.2	16.3	5.6	5.4
Highland	14287	7.6	8.3	6.4	6.4	4.7	4.8	5.3	6.0	4.5	12.4

- 5.4 Emergency repairs continue to perform well and are well within the target of 14 hours and close to the benchmark of 4.91 hours. Emergency repairs remain a priority of this 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
Skye	367	11.4	8.7	8.4	7.7	9.1	5.3	4.8	4.7	3.0	6.5
Highland	14287	8.0	7.6	7.5	7.2	5.1	4.8	5.0	5.3	7.9	5.7

- 5.7 Non-emergency repairs whilst seeing an increase continue to perform well and are below both the target of 8 days and the benchmark of 6.64 days. Non-emergency repairs have been affected by Covid 19 restrictions, however we are making good progress in clearing the backlog of outstanding non-emergency repairs.

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 three years and highlighting the same quarter in previous years 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
Skye	367	3	17.40	17.91	24.57	35.19	62.67	31.30	33.08	29.79	0.0	12.7
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 The Housing and Maintenance teams continue to work collaboratively to minimise void times, which is evidenced in the reduction from the same quarters last year. Performance this financial year has been affected by the impact of COVID-19 on availability of staff and contractors, as well as the ability of clients to move home. Safety measures in response to coronavirus have also extended void periods during this time. These may be more apparent in the next report to Area Committee given the very small number of relets within the current reporting period.

## 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**

Rent arrears	No of Houses	2018/19				2019/20				2020/21	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Skye	367	27451	39949	42226	40617	35636	42383	38607	47963	69976	66784

7.3 The Skye Housing Management team have continued to respond to rent arrears, although different methods of contact have been introduced as a result of the pandemic. The change in Universal Credit payment schedules has resulted in a minor improvement in arrears figures in Q2. Housing Officers have been supportive where tenants have been adversely affected financially and have worked with them to explore and address options, referring to Housing Support and the Intensive Support and Move On teams where required and with the client's agreement.

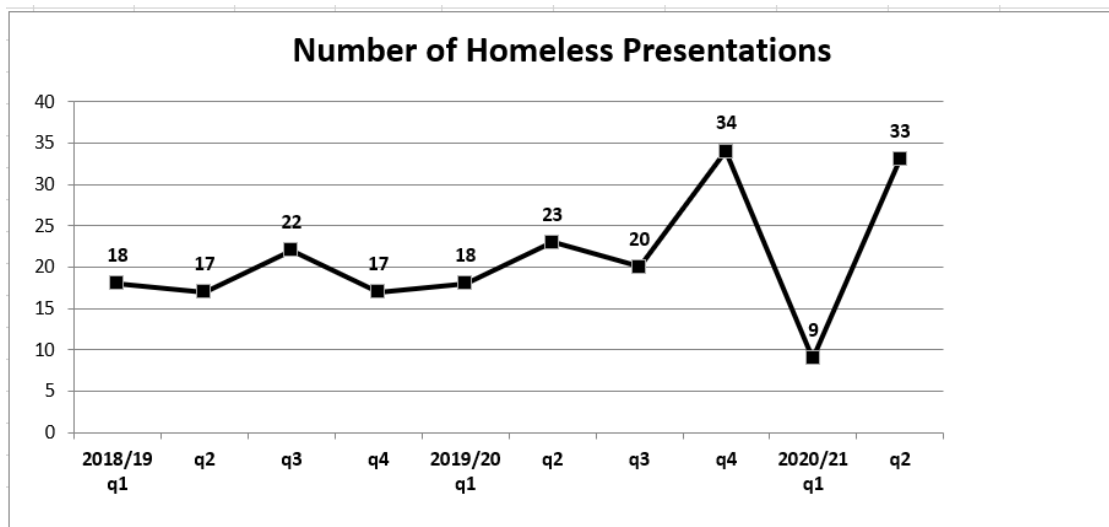
## 8 Homelessness

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 over this reporting period. Presentations and associated homeless applications dipped during the first quarter but have since increased rapidly and continue to do so. As always, the team continues to assist people presenting as homeless by providing advice, assistance and/or accommodation to deliver the best outcomes within both local and Highland-wide constraints and options. There continues to be greater demand for temporary accommodation than can be provided locally, with the team actively looking to increase availability.

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 Works have commenced on site across Highland following the delays experienced through the coronavirus pandemic. Works are being carried out in line with government guidance and with updated method statements, risk assessments and amended working practices. Significant tenant liaison is being carried out with tenants in advance of any works taking place and tenants have been very supportive to date of the additional safety processes.

9.2 All approved works will be progressed accordingly, but they are taking longer than normal to carry out in line with the new way of working. Expenditure to date and estimated outturns will be provided to the December meeting of the Housing and Property Committee. A specific update on the Skye & Raasay HRA Capital Programme will be provided to next Area Committee.

Designation: Executive Chief Officer Housing and Property

Date: 30 November 2020

Author: Jim Holden, Housing Manager (North)

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

**APPENDIX A**

SPI 20/21	20/21	Scottish Average	Target	2020/21		2019/20	
				Qtr2	Qtr1	Qtr4	Qtr3
Reactive repairs carried out first time - Skye	GREEN	92.23	92	95.68	90.91	98.05	96.97
Repairs appointments kept - Skye	N/A	95.45	95				
Rent collected as % of rent due - Skye	AMBER	99.38	99	97.58	96.03	99.17	100.39
Gross rent arrears as % of rent due - Skye	AMBER	5.41	5	5.34	5.29	3.94	3.32
% rent loss through voids - Skye	GREEN	0.85	1	0.19	0.00	0.35	0.38
% of new tenancies sustained for more than a year - Skye	GREEN	88.66	90	96.30	92.00	91.67	92.86
Tenancy offers refused - Skye	GREEN	35.86	38	0.00		9.09	6.67
% of lettable houses becoming vacant Skye	GREEN	8.56	8.9	4.90	4.90	4.63	4.09
% households requiring temp/eme accomm who receive offer Skye	AMBER		100	99.24	98.92	98.86	98.00
Ave time in temp/eme accomm Skye					49.85	51.70	