

Agenda Item	7
Report No	ERA-04-21

HIGHLAND COUNCIL

Committee: Easter Ross Area Committee

Date: 17 February 2021

Report Title: Housing Performance Report – 1 April 2020 to 31 December 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 31 December 2020.

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 31 December 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.
- 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
2019/20 SHN Benchmark (Group) – 4.8 hours

EME	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cromarty Firth	1428	8.5	5.9	9.2	9.6	4.7	5.3	9.7
Tain & Easter Ross	650	5.6	4.8	5.3	5.0	3.6	3.8	5.7
Highland	14296	4.7	4.8	5.3	6.0	4.5	5.7	6.9

- 5.4 Emergency repairs have seen a small increase in response times however they remain within the target of 14 hours. Impact of Covid-19 continues to have a direct impact on our response. 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**
2019/20 SHN Benchmark (Group) – 6.6 days

NON-EME	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cromarty Firth	1428	6.6	6.4	5.8	6.1	10.2	14.2	12.8
Tain & Easter Ross	650	6.2	5.7	5.2	5.4	4.3	12.4	11.1
Highland	14296	5.1	4.8	5.0	5.3	7.9	12.4	10.8

- 5.7 Non-emergency repairs have been heavily impacted by the Covid-19 pandemic. We continue to try and respond as quickly as possible, but non-emergency repairs were suspended again after Christmas, which will negatively impact performance in Q4.
- 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:-

**Table 3: Average re-let time (days) Target 35 days
2019/20 SHN Benchmark (Group) – 40.9 days**

Avg relet time	No of Houses	No of relets	2019/20				2020/21		
			Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cromarty Firth	1428	43	27.53	27.50	27.02	28.70	46.09	39.11	32.40
Tain & Easter Ross	650	23	23.79	28.04	28.26	29.35	35.57	39.79	34.52
Highland	14296	588	36.00	34.60	32.89	35.77	45.86	53.24	46.01

- 6.2 Void performance for the two Wards was within the Council target.

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.

Table 4 – Current Rent Arrears

Rent arrears	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cromarty Firth	1428	302,236	359,811	318,741	348,976	384,675	378,797	337,763
Tain & Easter Ross	650	128,328	152,018	130,885	149,578	163,114	142,475	123,580

- 7.3 The rent arrears figures reported at the end of Quarter 3 show a reduction from the previous 2 Quarters in both Cromarty Firth, and Tain and Easter Ross Wards. While there are limitations on rent arrears management actions at present due to Covid-19, the area team continues to monitor the situation and support tenants to make manageable payments to reduce rent arrears levels.

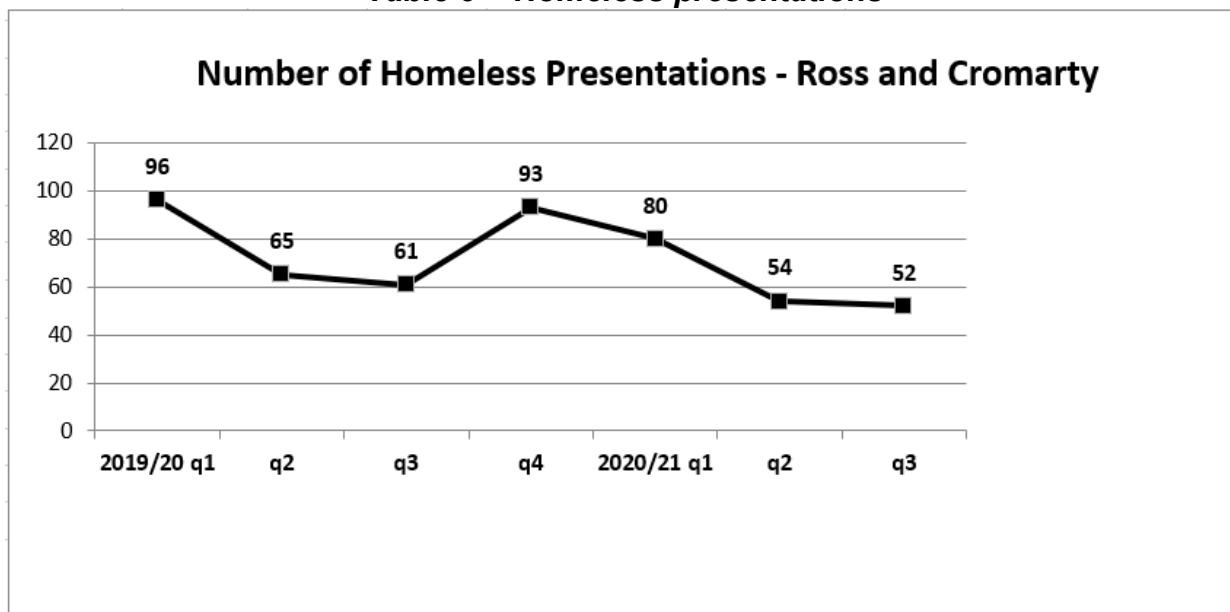
8 Homelessness

- 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 across the Ross & Cromarty Local Committee Areas. It is not possible to disaggregate these figures. While the table below shows a levelling of homeless presentations for Quarters 2 and 3, we believe this is temporary and expect homeless presentation figures to increase going forward, as the economic consequences of the pandemic become more apparent.

8.3 There were 227 presentations across Highland at the end of Q3 2020.

8.4

Table 5 - Homeless presentations



Designation: Executive Chief Officer Housing and Property

Date: 1 February 2021

Author: Jim Holden, Housing Manager (North)
Colin Sharp, Repairs Manager (North)

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