HIGHLAND COUNCIL

Committee: **Sutherland County Committee**

Date: **17 May 2021**

Report Title: **Housing Performance Report – 1 April 2020 to 31 March 2021**

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 March 2021.

2   Recommendations

2.1   Members are invited to scrutinise the information provided on housing performance in the period 1 April 2020 to 31 March 2021.

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
2019/20 SHN Benchmark (Group) – 4.8 hours

EME	No of Houses	2019/20			2020/21			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	4.4	4.6	4.7	5.2	4.3	4.9	10.0
East Sutherland & Edderton	521	6.5	6.0	5.6	3.9	3.4	4.0	3.9
Highland	**14329**	**4.8**	**5.3**	**6.0**	**4.5**	**5.7**	**6.9**	**8.5**

5.4   Emergency repairs were prioritised during the COVID-19 pandemic and remain well within the target time of 14 hours. Emergency repairs continue to remain a priority for the service.

5.5   *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			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	4.5	4.6	4.7	6.0	8.1	6.7	5.2
East Sutherland & Edderton	521	4.5	4.6	4.5	6.7	5.9	5.1	5.1
Highland	**14329**	**4.8**	**5.0**	**5.3**	**7.9**	**12.4**	**10.8**	**7.9**

5.6   Non-esential repairs were halted during the COVID-19 pandemic and were only attended to if the defect deteriorated to an urgent response required. The backlog of repairs is now being tackled and performance is expected to be within target by the next Quarter.

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.

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**
2019/20 SHN Benchmark (Group) – 40.9 days

Avg relet time	No of Houses	No of relets	2019/20			2020/21			
			Q2	Q3	Q4	Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	34	39.32	39.31	39.54	0.00	94.83	67.88	58.76
East Sutherland & Edderton	521	37	30.96	25.61	25.20	51.50	36.83	39.77	40.38
Highland	14329	896	34.60	32.89	35.77	45.86	53.24	46.01	44.23

6.3   In line with Scottish Government COVID-19 guidance housing moves and housing allocations were severely affected during the lock down period. Housing Services also had delays in emptying properties due to travel restrictions which added additional time to our relets. COVID-19 guidance restricts the number of contractors that can be in a property at any one time, this is adding to our relet times.

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	2019/20			2020/21			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	25,877	19,611	29,920	42,432	43,766	39,244	44,788
East Sutherland & Edderton	521	34,728	23,747	34,004	46,828	51,326	41,736	46,786

7.3   Throughout the Pandemic the Sutherland housing management team have continued to provide a full service in relation to rent arrears (excluding home visits). The team have worked with their tenants to provide support, help and advice in relation to their rent arrears concerns, signposting to external agencies and completing referrals to Housing Support and Welfare Support where suitable.

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.
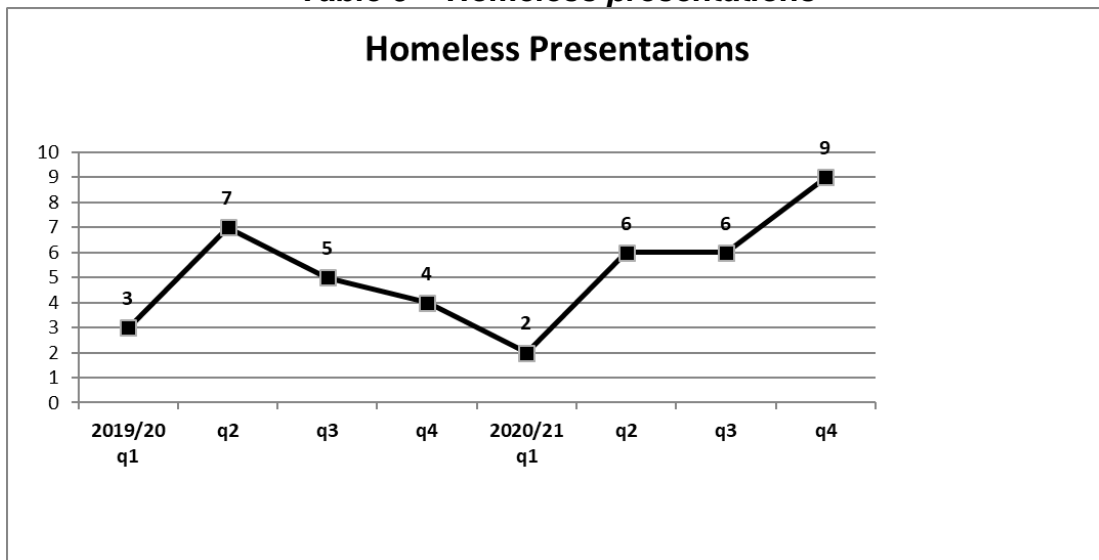
8.2   Table 5 shows the number of homeless presentations received.

The Sutherland area has seen an increase in the volume of Housing Options requests received.

8.3   There were 269 presentations across Highland at the end of Q4 2020.

8.4

Table 5 - Homeless presentations

9   HRA Capital programme

An update on the HRA Capital Programme has been provided separately to Members and will be presented through attendance at ward business meetings. Henceforth, updates on the 2020-21 HRA Capital Programme, along with an update on environmental capital projects, will be provided to the Committee.

SPI 20/21	20/21	Scottish Average	Target	2020/21			
				Q4	Q3	Q2	Q1
Reactive repairs carried out first time - Sutherland	GREEN	92.23	92	96.94	96.63	96.46	96.72
Repairs appointments kept - Sutherland	AMBER	95.45	95	91.88	92.30	94.74	94.93
Rent collected as % of rent due - Sutherland	GREEN	99.38	99	99.39	100.87	99.55	100.39
Gross rent arrears as % of rent due - Sutherland	GREEN	5.41	5	2.87	2.59	2.95	2.86
% rent loss through voids - Sutherland	AMBER	0.85	1	1.36	1.04	0.95	0.86
% of new tenancies sustained for more than a year - Sutherland	AMBER	88.66	90	87.13	86.92	82.52	84.96
Tenancy offers refused - Sutherland	GREEN	35.86	38	25.84	20.00	27.27	
% of lettable houses becoming vacant - Sutherland	GREEN	8.56	8.9	7.28	6.95	6.51	5.85
% households requiring temp/eme accomm who receive offer Sutherland	GREEN		100	100.00	90.00	95.00	
Ave time in temp/eme accomm Sutherland							