

Agenda Item	5
Report No	BSAC/07/21

HIGHLAND COUNCIL

Committee: Badenoch and Strathspey Committee

Date: 25 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 Service 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 consider 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			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Badenoch and Strathspey	547	5.8	5.3	5.6	5.0	7.6	8.1	8.7	10.0
Highland	14329	4.7	4.8	5.3	6.0	4.5	5.7	6.9	N/A

- 5.4 Performance in Badenoch & Strathspey for Q4 is within the 14 hour target. There is a slight increase in time taken to complete emergency repairs when compared with previous quarters, this due to Covid and the additional measures contractors need to put in place to ensure safe working practices.
- 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	Q4
Badenoch and Strathspey	547	4.6	4.4	4.4	4.1	3.3	5.3	6.6	5.0
Highland	14329	5.1	4.8	5.0	5.3	7.9	12.4	10.8	8.0

5.7 Following Scottish Government Covid guidance a suspension was placed on carrying out non-emergency repairs during lockdown, this has resulted in a backlog of non-emergency repairs. The Scottish Government announced significant easing of restrictions from 26 April 2021, this included being able to carry out non essential works in people homes. Non emergency repairs recommenced on 26 April 2021 It will take time to deal with the backlog which will have an impact on non emergency repairs performance.

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 two years and highlighting the same quarter in previous year 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
Badenoch and Strathspey	547	30	23.07	22.81	32.30	40.67	41.13	39.42	39.17
Highland	14329	896	34.60	32.89	35.77	45.86	53.24	46.01	44.23

6.3 Re-let performance in Badenoch and Strathspey is over the 35 day target. There has been improvement since Q2 however Covid restrictions and the additional procedures the Service must apply to ensure safe working practices does mean it takes longer to re-let properties.

6.4 As per Scottish Government guidance the Service is continuing to allocate Council housing.

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	2019/20			2020/21			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
Badenoch and Strathspey	547	44,057	34,808	50,560	53,715	55,148	49,129	50,105

7.3 Rent arrears have increased slightly in Q4 2020/21 when compared to the previous quarter.

7.4 We have been delivering a full service in relation to rent arrears across Badenoch and Strathspey during the pandemic however without home visits. In line with Scottish Government guidance and the easing of restrictions the service resumed doorstep visiting from 26 April 2021 and indoor visiting will commence from 17 May 2021.

7.5 The Badenoch and Strathspey team continue to have a focus on rent arrears, contacting all tenants in arrears confirming repayments arrangements and sign posting to specialist advice where this is needed.

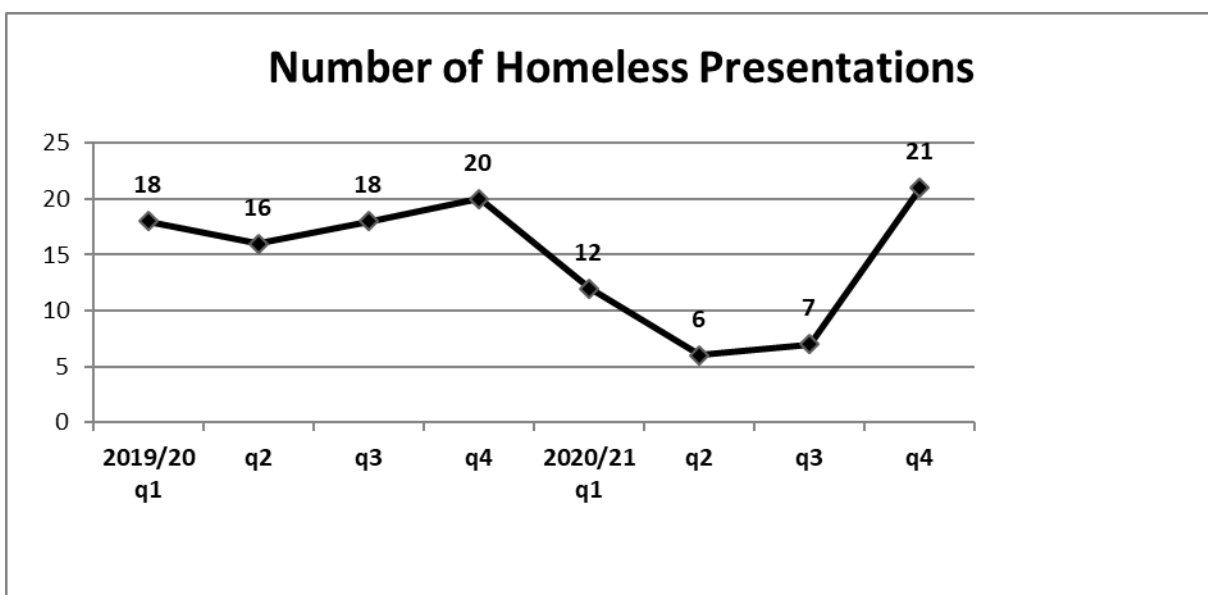
8 Homelessness

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 269 presentations across Highland at the end of Q4 2020. Of these 21 presentations were in Badenoch and Strathspey.

8.4 **Table 5 - Homeless Presentations**



8.5 There were 21 homeless presentations in Q4 in Badenoch and Strathspey. There were noticeably less presentations in Q2 and Q3, this was due to the pandemic and lockdown. This level of presentations is comparable to Q4 in the previous year and more of a normal trend.

9 Housing Revenue Account Capital Programme Update

- 9.1 In light of recent Scottish Government guidance, capital works restarted on site from 26 April 2021. Tenant Liaison Officers have made contact with tenants involved and works are being carried out in line with safe working practices.
- 9.2 The Housing Investment Officer attended a recent ward business meeting to update Members and further detail will be provided once more information is available about the extent of the delays caused by the pandemic.

Designation: Executive Chief Officer Housing and Property

Date: 28 April 2021

Author: Sandra MacLennan, Housing Manager (South)

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			
				Q4	Q3	Q2	Q1
Reactive repairs carried out first time - B&S	GREEN	92.23	92	93.55	93.09	94.87	94.55
Repairs appointments kept - B&S	GREEN	95.45	95	100	100	100	100
Rent collected as % of rent due - B&S	GREEN	99.38	99	99.69	100.58	99.80	102.16
Gross rent arrears as % of rent due - B&S	GREEN	5.41	5	2.96	3.09	3.17	3.15
% rent loss through voids - B&S	GREEN	0.85	1	0.68	0.51	0.40	0.16
% of new tenancies sustained for more than a year - B&S	AMBER	88.66	90	87.76	82.93	86.11	84.09
Tenancy offers refused - B&S	GREEN	35.86	38	28.95	23.81	37.50	
% of lettable houses becoming vacant B&S	GREEN	8.56	8.9	8.04	7.50	8.12	9.59
% households requiring temporary emergency accommodation who receive offer B&S	GREEN		100	100	95.95	94.83	100
Average time in temporary emergency accommodation B&S				56.43	48.34	42.29	44.40