

Agenda Item	9
Report No	SR/7/21

## HIGHLAND COUNCIL

**Committee:** Skye & Raasay Committee

**Date:** 31 May 2021

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

**Report By:** Executive Chief Officer – Property and Housing

### 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 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](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
Skye	367	7.3	7.2	16.3	5.6	5.4	8.3	7.4
Highland	14329	4.8	5.3	6.0	4.5	12.4	6.9	8.5

- 5.4 Emergency repairs continue to be prioritised during the Covid-19 pandemic. Current performance is still well within the target of 14 hours.
- 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			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
Skye	367	5.3	4.8	4.7	3.0	6.5	5.1	4.5
Highland	14329	4.8	5.0	5.3	7.9	5.7	10.8	7.9

5.7 Non-emergency repairs were halted during the Covid-19 pandemic and were attended to only if they had deteriorated to urgent response required. Following relaxation of restrictions we are working hard to clear current backlog. Non-emergency repairs continue to be a priority of the service.

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  
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
Skye	367	23	31.30	33.08	29.79	0.0	12.7	22.7	21.83
Highland	14329	896	34.60	32.89	35.77	45.86	53.24	46.01	44.23

6.3 The Housing and Maintenance Teams continue to work collaboratively to try and minimise void times. Over 2020-21, void timescales have continued to remain well within 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 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
Skye	367	42,383	38,607	47,963	69,976	66,784	72,009	78,684

7.3 The Skye housing management team continues to address rent arrears with tenants, utilising Housing Support, Intensive Support Officers and the Move On Team as appropriate. A considerable portion of our tenants have been financially affected by the pandemic, which has in turn impacted their ability to remain on top of rent charges. Officers are working with clients to address these and arrange suitable, affordable and sustainable repayment plans, which will hopefully impact arrears levels moving forward. Recent changes in how DWP payments for tenants have been processed have proved beneficial regarding accounts being more frequently updated therefore more accurate. with respect to more frequently updated accounts.

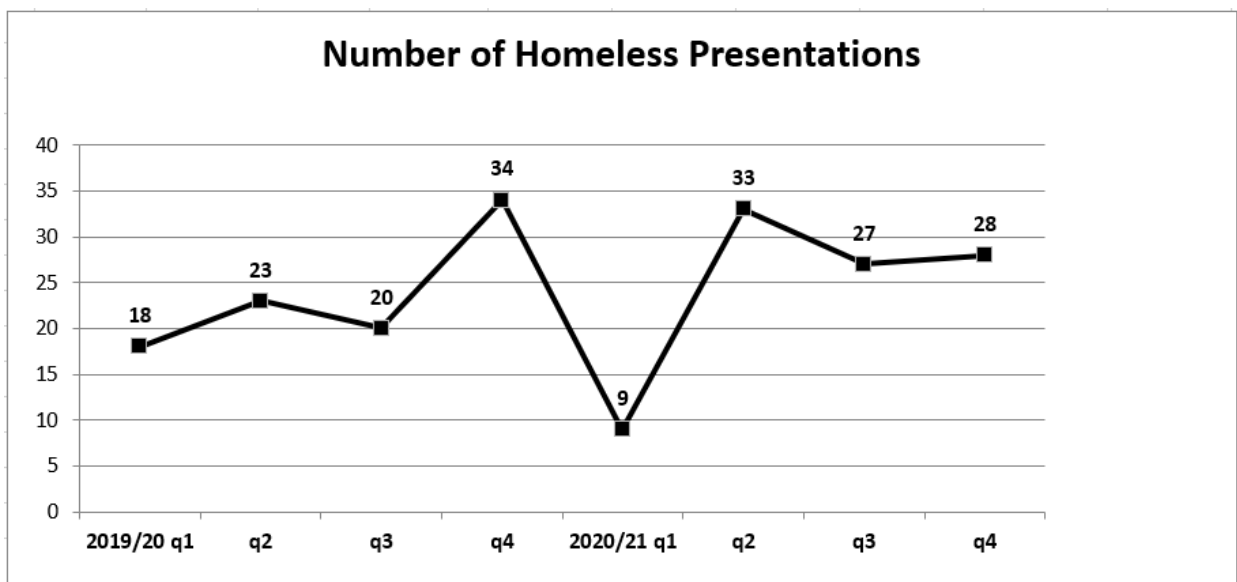
## 8 Homelessness

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 Skye Housing Options and Homelessness team still experience greater demand for accommodation than can be made available locally, both in terms of the need for temporary homeless accommodation as well as permanent social housing outcomes. The team continues to assist all persons presenting for advice, assistance and/or accommodation to deliver the best outcomes, noting the constraints both locally and Highland-wide, and is actively engaging with wider Highland projects with respect to positive housing outcomes.

8.3 There were 269 presentations across Highland at the end of Q4 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 but they are taking longer than normal to carry out in line with the new way of working. Members will continue to be updated on progress through attendance at ward business meetings and Area Committee as requested.

Designation: Executive Chief Officer – Property and Housing

Date: 31 May 2021

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			
				Q4	Q3	Q2	Q1
Reactive repairs carried out first time - Skye	GREEN	92.23	92	94.66	93.70	95.68	90.91
Rent collected as % of rent due - Skye	AMBER	95.45	95	97.68	98.33	97.58	96.03
Gross rent arrears as % of rent due - Skye	AMBER	99.38	99	6.11	5.62	5.34	5.29
% rent loss through voids - Skye	GREEN	5.41	5	0.70	0.52	0.19	0.00
% of new tenancies sustained for more than a year - Skye	GREEN	0.85	1	100.00	100.00	96.30	92.00
Tenancy offers refused - Skye	GREEN	88.66	90	15.38	21.43	0.00	
% of lettable houses becoming vacant Skye	GREEN	35.86	38	7.63	5.19	4.90	4.90
% households requiring temp/eme accomm who receive offer Skye	GREEN	8.56	8.9	100.00	98.74	99.24	98.92
Ave time in temp/eme accomm Skye			100	52.67	58.39	57.82	49.85