

Agenda Item	5
Report No	NC/11/21

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 23 June 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 the 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			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	718	3.7	3.7	3.8	8.2	6.0	5.4	5.9
Highland	14329	4.8	5.3	6.0	4.5	5.7	6.9	8.5

- 5.4 The average response time for emergency repairs in Nairnshire for Q4 is 5.9 hours which is within the 14 hour target and better than the Highland wide average.
- 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
Nairn & Cawdor	718	3.9	3.7	3.9	2.9	5.0	4.5	4.1
Highland	14329	4.8	5.0	5.3	7.9	12.4	10.8	7.9

- 5.7 Non-emergency repairs performance for Q4 is 4.1 days which is within target but higher than the same time in the previous year. Non-emergency repairs performance has been impacted by Covid. The Service priority was to deliver emergency and high priority repairs only, this resulted in a backlog of non-emergency repairs.
- 5.8 The Scottish Government announced significant easing of Covid restrictions from 26 April 2021, this enabled the Service to resume working in peoples homes, the non emergency repairs service was re started from this date. It will take time to deal with the backlog which will have an impact on non emergency repairs performance.
- 5.9 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
Nairn & Cawdor	718	64	47.59	39.78	44.69	7.67	26.33	27.13	35.09
Highland	14329	896	34.60	32.89	35.77	45.86	53.24	46.01	44.23

- 6.3 Re-let times for Q4 in Nairnshire are 35.09 days, this is slightly over the 35 day target. The additional procedures the Service must apply to ensure safe working practices when dealing with voids does mean it takes longer to re-let properties.

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
Nairn & Cawdor	718	84,050	71,432	92,905	115,470	122,018	120,009	130,714

- 7.3 Rent arrears have increased in Q4 compared to the previous quarter and the previous year. As reported to previous Area Committees during the Covid-19 pandemic we have seen an increase in the number of tenants claiming Universal Credit, an increase in the number of tenants in rent arrears and an increase in the average rent arrear. Table 4.1 below provides further details of Universal Credit cases in Nairnshire at March 2020 and March 2021.

Table 4.1 – Universal Credit Cases

Year	No. of Universal Credit cases	No. of UC cases in Rent Arrears	Average Rent Arrear
March 2020	62	40	£620
March 2021	178	107	£693

7.4 We have been delivering a full service during the pandemic in relation to rent arrears but without home visiting. In line with Scottish Government guidance and the easing of covid restrictions we have been able to re-start home visiting from 17 May 2021.

7.5 We are very aware of the financial burden the pandemic has placed on many households. As a priority the Nairn team are visiting those tenants we have been unable to contact. Our focus will be to offer advice and assistance, to discuss repayment of rent arrears and where appropriate to signpost to specialist money advice services.

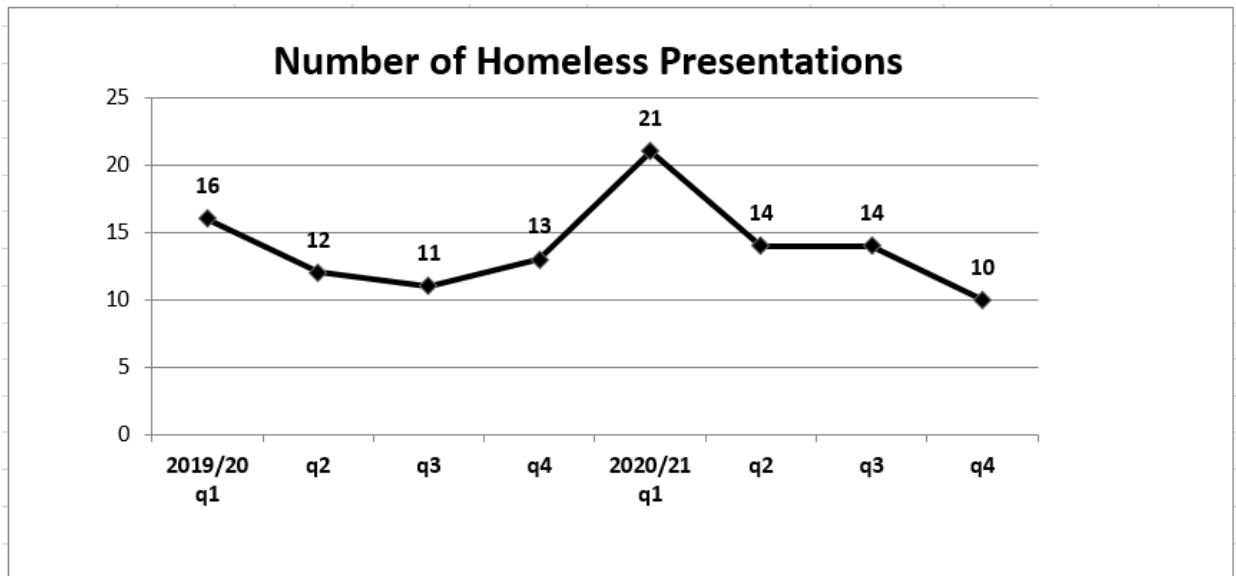
8 Homelessness

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 2021, 10 presentations were in Nairnshire.

8.4 **Table 5 - Homeless Presentations**



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: 19 May 2021

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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 - Nairn	GREEN	92.23	92	97.45	97.16	96.05	99.05
Rent collected as % of rent due - Nairn	AMBER	99.38	99	98.56	99.80	99.13	99.38
Gross rent arrears as % of rent due - Nairn	AMBER	5.41	5	5.45	5.18	5.14	4.98
% rent loss through voids - Nairn	GREEN	0.85	1	0.70	0.64	0.38	0.03
% of new tenancies sustained for more than a year - Nairn	GREEN	88.66	90	95.24	90.00	89.58	87.76
Tenancy offers refused - Nairn	GREEN	35.86	38	15.79	11.54	10.81	0.00
% of lettable houses becoming vacant Nairn	AMBER	8.56	8.9	10.31	8.65	8.09	4.51
% households requiring temporary emergency accommodation who receive an offer Nairn	GREEN		100	100	100	97.30	100
Ave time in temporary emergency accommodation Nairn				44.88	46.38	41.53	35.48