

Agenda Item	4.
Report No	BSAC/11/21

## HIGHLAND COUNCIL

**Committee:** Badenoch and Strathspey Area Committee

**Date:** 9 August 2021

**Report Title:** Housing Performance Report – 1 April 2021 to 30 June 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 30 June 2021.

### 2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 30 June 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	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Badenoch and Strathspey	547	7.6	8.1	8.7	10.1	6.5
<b>Highland</b>	<b>14469</b>	<b>4.5</b>	<b>5.7</b>	<b>6.9</b>	<b>8.5</b>	<b>5.7</b>

- 5.4 Performance in Badenoch & Strathspey for Q1 is within the 14 hour target. There is an improvement in time taken to complete emergency repairs when compared with previous quarters.
- 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	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Badenoch and Strathspey	547	3.3	5.3	6.6	5.1	7.2
<b>Highland</b>	<b>14469</b>	<b>7.9</b>	<b>12.4</b>	<b>10.8</b>	<b>7.9</b>	<b>16.2</b>

- 5.7 Performance in Badenoch & Strathspey for Q1 is within the 8 day target. There is an increase in the time taken to complete non-emergency repairs in Q1 as we continue to deal with the backlog of non-emergency repairs created during the lockdown period of the Covid crisis when, in accordance with Scottish Government guidelines, a suspension was placed on carrying out non-emergency repairs. Non-emergency repairs recommenced on 26 April 2021. It will take time to deal with the backlog which reflects 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	2020/21				2021/22
			Q1	Q2	Q3	Q4	Q1
Badenoch and Strathspey	547	8	40.67	41.13	39.42	39.17	43.38
<b>Highland</b>	<b>14469</b>	<b>284</b>	<b>45.86</b>	<b>53.24</b>	<b>46.01</b>	<b>44.23</b>	<b>33.51</b>

- 6.3 Re-let performance in Badenoch and Strathspey is over the 35 day target. 8 properties were re-let during Q1, comprising of 11 allocations with 3 refusals. 1 property was identified as requiring extensive repairs, completed during the void period. These factors reflect on re-let times.
- 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	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Badenoch and Strathspey	547	53,715	55,148	49,129	50,105	38,450

7.3 Rent arrears have improved in Q1 2021/22 when compared to previous quarters.

7.4 Previous reports to Committee have detailed the efforts of officers to provide a full service in relation to rent arrears management during the pandemic. With the easing of restrictions, visits to tenants in arrears have resumed, allowing officers to further progress arrears cases where face-to-face communication is crucial to resolving rent arrears issues. Officers are also reporting progress in individual cases with Universal Credit cases being processed quicker than before and tenants making more frequent payments to their rent accounts now furlough has ended and they have returned to work. These factors have all contributed to the reduction in rent arrears. Officers remain supportive and sympathetic to all tenants facing financial hardship at this time and officers continue to signpost tenants to partner services who can provide specialist advice relating to income maximisation and benefit uptake.

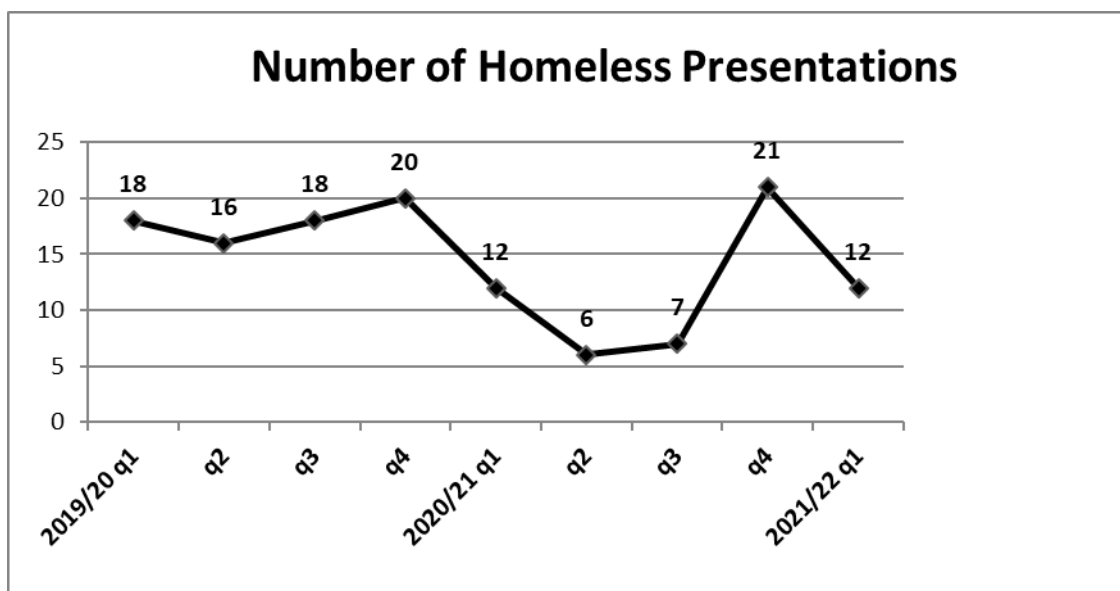
**8 Homelessness**

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 277 presentations across Highland at the end of Q1 2021 of which 12 presentations were in Badenoch and Strathspey.

8.4 **Table 5 - Homeless Presentations**



8.5 There were 12 homeless presentations in Q1 in Badenoch and Strathspey. This is comparable to numbers for the same quarter in previous years indicating a return to normal levels of homeless presentation.

## **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 July 2021

Author: David Wood, Principal Housing Officer

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

APPENDIX 1

SPI 21/22	21/22	Scottish Average	Target	2021/22	2020/21		
				Qtr 1	Qtr4	Qtr3	Qtr2
Reactive repairs carried out first time - B&S	GREEN	92.23	92	93.66	93.31	93.09	94.87
Repairs appointments kept - B&S		95.45	95	N/A	100.00	100.00	100.00
Rent collected as % of rent due - B&S	GREEN	99.38	99	104.46	99.69	100.58	99.80
Gross rent arrears as % of rent due - B&S	GREEN	5.41	5	2.31	2.96	3.09	3.17
% rent loss through voids - B&S	GREEN	0.85	1	0.43	0.68	0.51	0.40
% of new tenancies sustained for more than a year - B&S	GREEN	88.66	90	92.50	87.76	89.80	86.11
Tenancy offers refused - B&S	RED	35.86	38	42.86	28.95	100.00	37.50
% of lettable houses becoming vacant B&S	AMBER	8.56	8.9	9.14	8.04	8.41	8.12
% households requiring temp/eme accomm who receive offer B&S	GREEN		100	100.00	100.00	95.95	94.83
Ave time in temp/eme accomm B&S				39.79	56.43	48.34	42.29