

Agenda Item	4
Report No	WRSL/012/21

HIGHLAND COUNCIL

Committee: Wester Ross, Strathpeffer and Lochalsh Committee

Date: 19 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.
- 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	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	537	6.1	5.4	8.8	8.2	14.4
Highland	14469	4.5	5.7	6.9	8.5	5.7

- 5.4 There were 84 emergency repairs carried out in Wester Ross during Quarter 1. An administrative error has caused one emergency repair to be incorrectly recorded as taking 745 hours. This error will be corrected for future reports. The average time for all other emergency repairs was 5.8 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	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	537	6.3	16.2	14.0	9.6	20.1
Highland	14469	7.9	12.4	10.8	7.9	16.2

- 5.7 Non-emergency repairs remain affected by backlogs caused by the COVID-19 lockdowns. As backlogged work is completed, there will be ongoing impact on performance figures. Repairs staff are monitoring outstanding works and amending priority where necessary. Over time performance will return to pre-COVID levels.
- 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 for the last 6 Quarters.

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
Wester Ross, Strathpeffer & Lochalsh	537	4	41.29	33.23	28.65	27.53	13.25
Highland	14469	284	45.86	53.24	46.01	44.23	33.51

- 6.3 Void performance remained within target in Quarter 1. The 4 houses relet in Quarter 1 required minimal repairs to return to a lettable standard. In areas with small numbers of lets, it should be noted that one property can make a significant difference to average performance.

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 last 6 Quarters.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	537	67,012	63,104	50,832	55,612	53,866

- 7.3 Rent arrears have improved in Q1 2021/22. Previous reports 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 face-to-face communication. 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 benefits uptake.

8 Homelessness

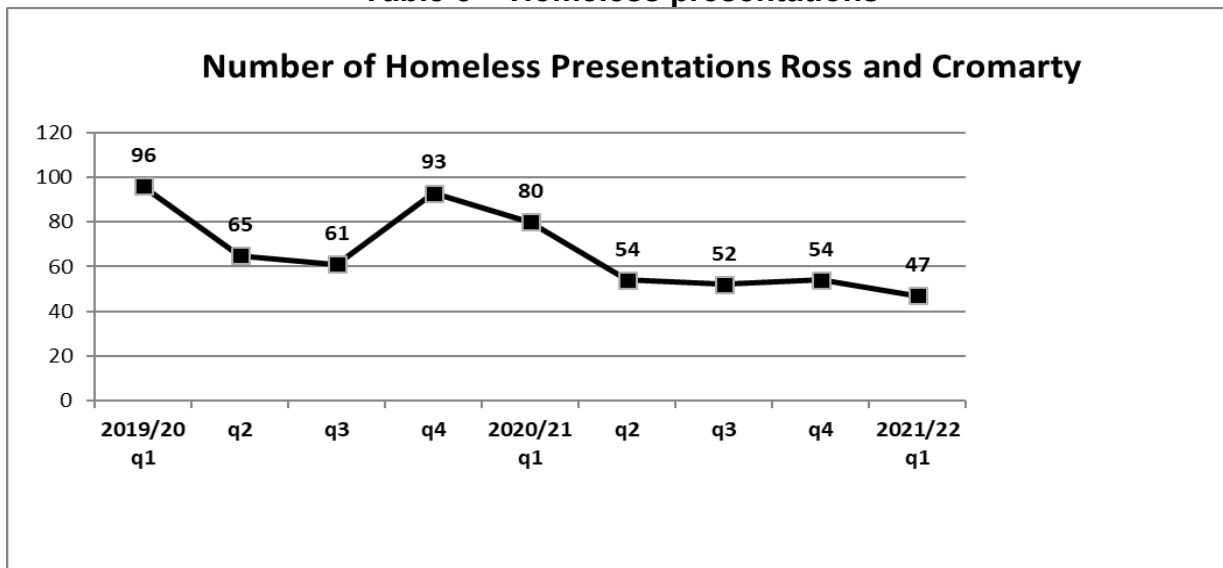
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 5 shows the combined number of homeless presentations received in the 3 Ross and Cromarty Local Committee Areas – it is not possible to disaggregate these figures.

8.3 There were 277 presentations across Highland at the end of Q1 2021

8.4

Table 5 - Homeless presentations



Designation: Executive Chief Officer Housing and Property

Date: 19 August 2021

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

APPENDIX - 1

				2021/22	2020/21		
SPI 21/22	21/22	Scottish Average	Target	Qtr 1	Qtr4	Qtr3	Qtr2
Reactive repairs carried out first time - Ross and Cromarty	RED	92.23	92	79.27	89.26	86.50	87.96
Repairs appointments kept - Ross and Cromarty	AMBER	95.45	95	94.45	95.69	95.11	95.84
Rent collected as % of rent due - Ross and Cromarty	GREEN	99.38	99	101.94	100.09	100.81	99.02
Gross rent arrears as % of rent due - Ross and Cromarty	GREEN	5.41	5	4.60	5.20	5.24	5.96
% rent loss through voids - Ross and Cromarty	GREEN	0.85	1	0.39	0.50	0.52	0.53
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.66	90	90.88	92.31	92.04	94.27
Tenancy offers refused - Ross and Cromarty	GREEN	35.86	38	35.80	30.36	18.75	37.86
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.56	8.9	7.13	6.08	6.19	7.41
% households requiring temp/eme accomm who receive offer Ross and Cromarty	GREEN		100	100.00	100.00	94.03	92.88
Ave time in temp/eme accomm Ross and Cromarty				54.59	59.37	52.74	41.77