

Agenda Item	6
Report No	BSAC/19/21

HIGHLAND COUNCIL

Committee: Badenoch and Strathspey Committee

Date: 9 November 2021

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

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 30 September 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	2020/21			2021/22	
		Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	547	8.1	8.7	10.1	6.5	6.8
Highland	14508	5.7	6.9	8.5	5.7	5.7

- 5.4 The average response time for emergency repairs in Badenoch & Strathspey for Q2 has increased slightly since Q1 but remains within the 14 hour target.
- 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	
		Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	547	5.3	6.6	5.1	7.2	7.4
Highland	14508	12.4	10.8	7.9	16.2	12.4

5.7 Restrictions implemented during Covid lockdown created a backlog of non-emergency repairs which has had an impact on repairs performance in Q2. We continue to make progress dealing with the backlog, and although response times have increased slightly since Q1 response times for non-emergency repairs remains within the 8 day target and better than the Highland wide average.

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	
			Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	547	16	41.13	39.42	39.17	43.38	31.38
Highland	14508	583	53.24	46.01	44.23	33.51	29.52

6.3 There were 16 re-lets in Q2. Re-let performance in Badenoch & Strathspey has improved since Q1 and is within the 35 day target. The Badenoch & Strathspey team continue to deal with the repair and allocation of properties as a priority.

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	
		Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	547	55,148	49,129	50,105	38,450	47,628

7.3 Rent arrears have increased slightly in Q2 2021/22 when compared to Q1, however, performance has improved compared to the same quarter of the previous year.

7.4 Previous reports to Committee have detailed how officers provided a full service in relation to rent arrears management during the pandemic. Since the easing of restrictions, officers have been able to visit tenants this has been beneficial in dealing with tenants where face to face contact is required to discuss and find a solution to their rent arrears.

7.5 Officers are very aware and remain sympathetic to all tenants that continue to face financial hardship referring cases to partner services who can provide specialist advice relating to income maximisation and benefits uptake.

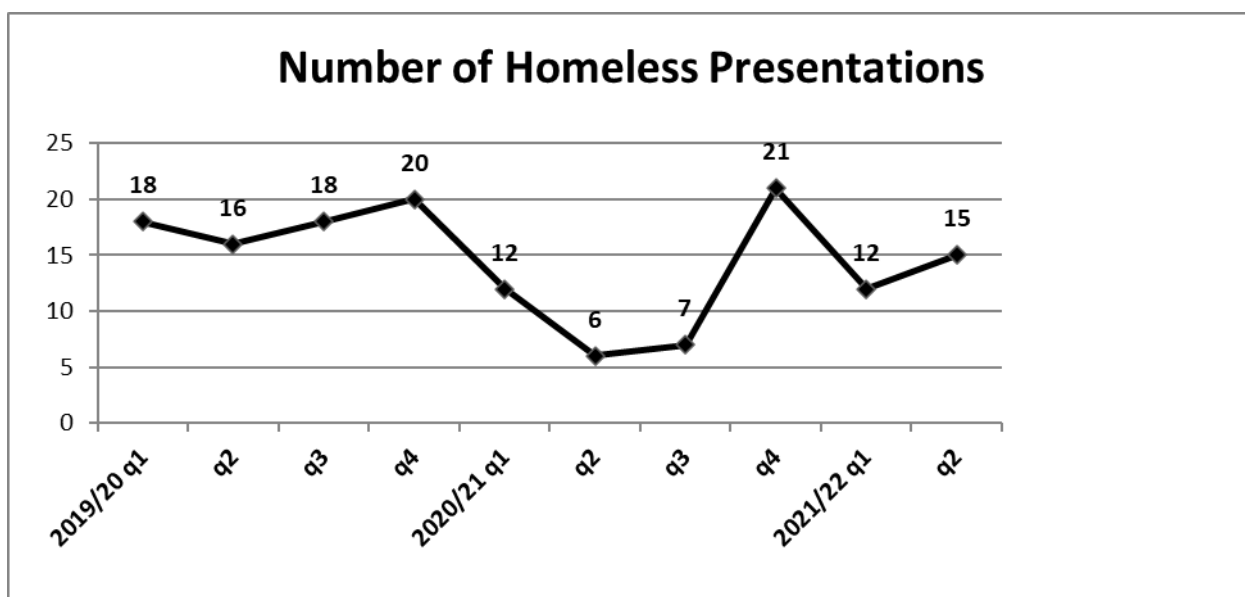
8 Homelessness

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 number of homeless presentations received.

8.3 There were 293 presentations across Highland at the end of Q2 2021 of which 15 presentations were in Badenoch and Strathspey.

Table 5 - Homeless Presentations



Designation: Executive Chief Officer Housing and Property

Date: 26 October 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		
				Qtr2	Qtr1	Qtr4	Qtr3	Qtr2
Reactive repairs carried out first time - B&S	GREEN	92.23	92	94.62	93.66	93.31	93.09	94.87
Rent collected as % of rent due - B&S	GREEN	99.38	99	99.89	104.46	99.69	100.58	99.80
Gross rent arrears as % of rent due - B&S	GREEN	5.41	5	2.81	2.31	2.96	3.09	3.17
% rent loss through voids - B&S	GREEN	0.85	1	0.51	0.43	0.68	0.51	0.40
% of new tenancies sustained for more than a year - B&S	GREEN	88.66	90	91.18	92.50	87.76	89.80	86.11
Tenancy offers refused - B&S	GREEN	35.86	38	21.43	42.86	28.95	100.00	37.50
% of lettable houses becoming vacant B&S	GREEN	8.6	8.9	8.23	9.14	8.04	8.41	8.12
% households requiring temporary emergency accommodation who receive offer B&S	GREEN		100	100	100	100	95.95	94.83
Ave time in temporary emergency accommodation B&S				42.04	39.79	56.43	48.34	42.29