

Agenda Item	11
Report No	BSAC/07/22

HIGHLAND COUNCIL

Committee: Badenoch and Strathspey Committee

Date: 15 February 2022

Report Title: Housing Performance Report – 1 April 2021 to 31 December 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 31 December 2021.

2 Recommendations

2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 31 December 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		
		Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	547	8.7	10.1	6.5	6.8	6.9
Highland	14540	6.9	8.5	5.7	5.7	5.0

- 5.4 Performance in Badenoch & Strathspey for Q3 remains in 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		
		Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	547	6.6	5.1	7.2	7.4	5.8
Highland	14540	10.8	7.9	16.2	12.4	9.8

5.7 Performance in Badenoch & Strathspey continues to improve, is 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 at table 3 provides information on the average re-let time for all void properties, highlighting the same quarter in the previous year for comparison, these figures are reported to the Scottish Housing Regulator.

6.2 **Table 3: Average re-let time (days) Target 35 days
2019/20 SHN Benchmark (Group) – 40.9 days**

Avg relet time, ARC	No of Houses	No of relets	2020/21		2021/22		
			Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	547	36	39.42	39.17	43.38	31.38	31.05
Highland	14540	899	46.01	44.23	33.51	29.52	34.51

6.3 Re-let performance in Badenoch and Strathspey remains within the 35 day target.

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 year.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	547	49,129	50,105	38,450	48,497	40,313

7.3 Rent arrears have improved in Q3 2021/22 when compared to the previous quarter and the same quarter last year.

7.4 The Badenoch and Strathspey team have a focus on carrying out more visits and also contacting tenants digitally where this is the tenants preference. This approach is contributing to improved rent arrears performance.

8 Homelessness

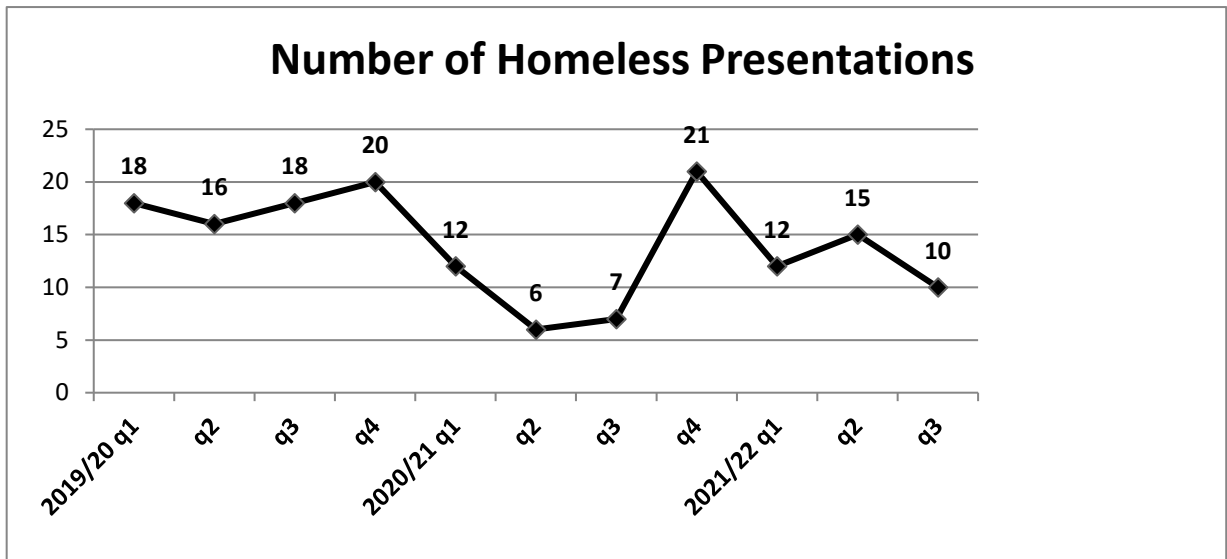
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 254 presentations across Highland at the end of Q3, 2021. Of these 10 presentations were in Badenoch and Strathspey.

8.4

Table 5 - Homeless Presentations



Designation: Executive Chief Officer Housing and Property

Date: 27 January 2022

Author: Sandra MacLennan, Housing Manager
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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	
				Q3	Q2	Q1	Q4	Q3
Reactive repairs carried out first time - B&S	GREEN	92.23	92	94.03	94.62	93.66	93.31	93.09
Rent collected as % of rent due - B&S	GREEN	99.38	99	101.41	99.89	104.46	99.69	100.58
Gross rent arrears as % of rent due - B&S	GREEN	5.41	5	2.42	2.81	2.31	2.96	3.09
% rent loss through voids - B&S	GREEN	0.85	1	0.46	0.51	0.43	0.68	0.51
% of new tenancies sustained for more than a year - B&S	GREEN	88.66	90	91.89	91.18	92.50	87.76	89.80
Tenancy offers refused - B&S	GREEN	35.86	38	30.00	21.43	42.86	28.95	100
% of lettable houses becoming vacant B&S	GREEN	8.60	8.9	6.58	8.23	9.14	8.04	8.41
% households requiring temporary emergency accommodation who receive offer B&S	GREEN	100	100	100	100	100	100	95.95
Average time in temporary emergency accommodation B&S (weeks)				42.71	42.04	39.79	56.43	48.34