

**The Highland Council**  
**Community Services Committee**  
**21 August 2014**

Agenda Item	<b>10</b>
Report No	<b>COM/18/14</b>

**Housing Performance Report - 1 April 2014 to 30 June 2014**

**Report by the Director of Community Services**

**Summary**

This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators during the first quarter of 2014/15.

Appendix 2 details targets for 2014/15 and Members are asked to consider and approve these.

**1. Background**

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords. These replaced statutory performance indicators for Housing from April 2013.
- 1.2 This report provides information on performance based on the agreed reporting framework. Information on the key performance indicators is set out in the report below. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 1.3 Further performance information is available at Ward level on the Council's intranet.  
[http://ntintra1/miweb/current/ward\\_reporting/ward\\_reporting\\_home\\_page.htm](http://ntintra1/miweb/current/ward_reporting/ward_reporting_home_page.htm)
- 1.4 The Service also reports on staff absence and actions taken to address attendance issues.

**2 Complaints**

- 2.1 This indicator provides information on the percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord. We are also required to report on the percentage of complaints upheld.
- 2.2 Complaints are recorded through the Council's corporate complaints system (Iagan). In quarter 1 we received 156 stage 1 complaints, 27.5% were resolved at first point of contact, 48.7% were replied to within the 5 working day deadline and a further 18.5% were replied to after agreement with the customer to extend the deadline to 10 working days, this was to allow a more thorough investigation of the initial complaint. Of the 15 stage 2 complaints 73% were replied to within the 20 days deadline.

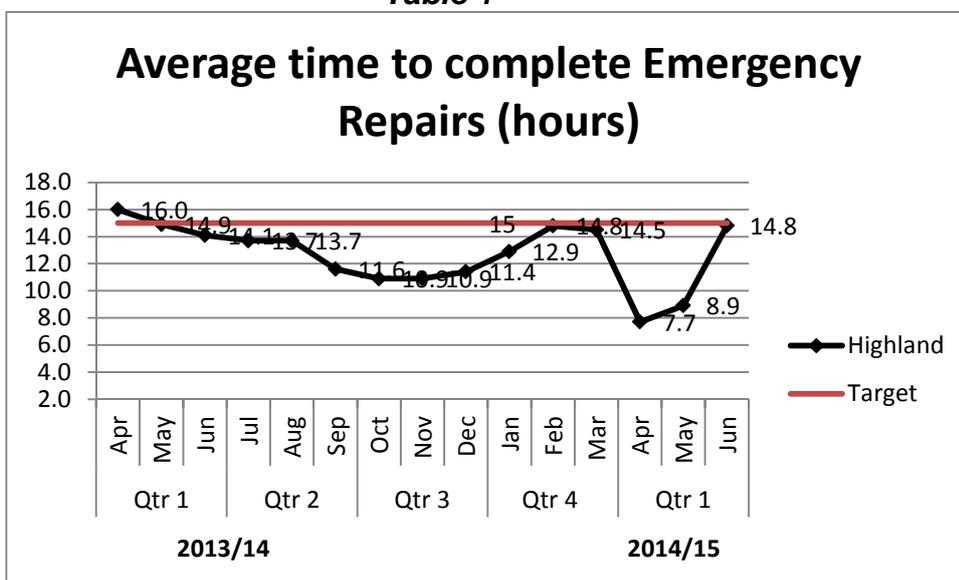
### 3. Repairs

3.1 The key current indicators for measuring repairs performance are considered to be the average time taken to complete emergency and non-emergency repairs. As these indicators only applied from 1 April 2013 we have limited historical data.

3.2 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Further information relating to repairs indicators covering repairs quality and appointments are contained in **Appendix 1**.

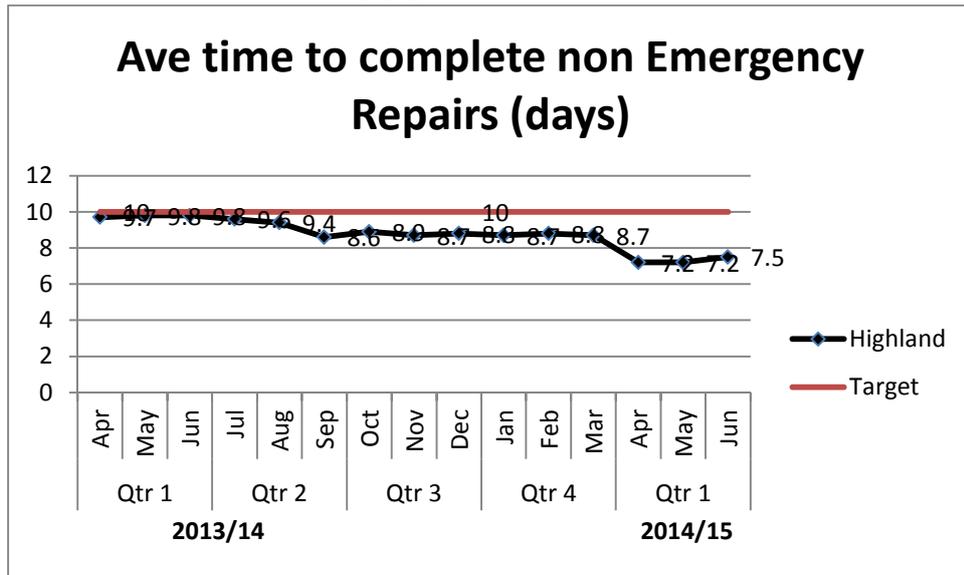
Both tables show that we are currently performing better than the targets set at the beginning of the year, which are 15 hours for an emergency and 10 days for non-emergency.

**Table 1**



3.3 As previously reported there are a number of technical reasons currently affecting the statistics relating to emergency repairs. The figure for April is low due to the time lag in receiving invoices from contractors. Work has been undertaken to examine all aspects of processing work orders and invoices and internal procedures are being changed to improve how information is processed. A report on repairs will be presented to Members in November.

**Table 2**



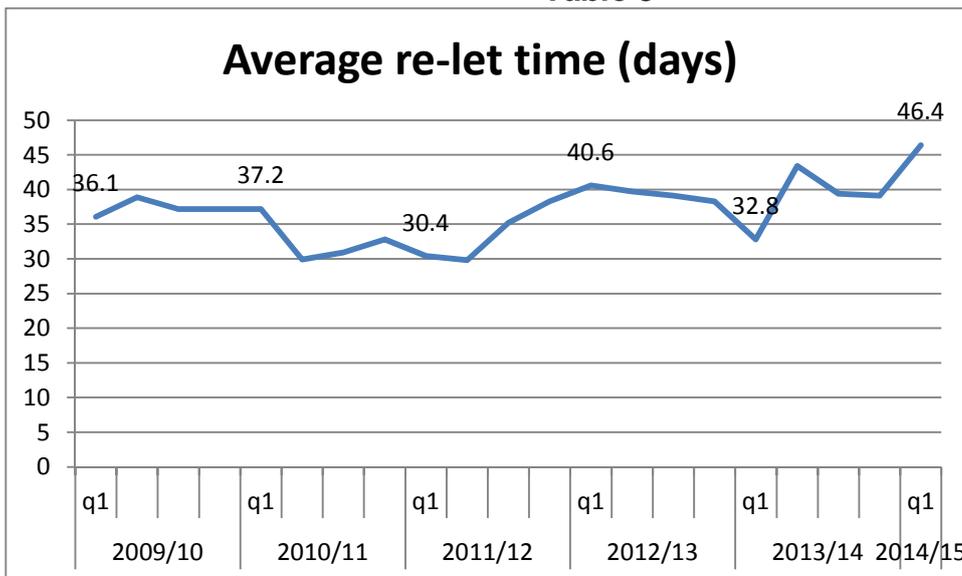
3.4 We undertake a routine satisfaction survey of completed repairs with tenants and the result to end of June shows 85% of the 381 people surveyed replied that their repair was completed 'right first time'. This has increased from 73% in the previous quarter. We also ask 'How satisfied are you with the overall repairs service provided' to which 91% replied positively, compared to 90% in the previous quarter. A further question was around satisfaction with the quality of the works carried out to which 88% were satisfied.

**4. Tenancy Management**

4.1 The table below provides information on the average re-let time showing the trend back 5 years and highlighting the same quarter in previous years for comparison.

4.2

**Table 3**



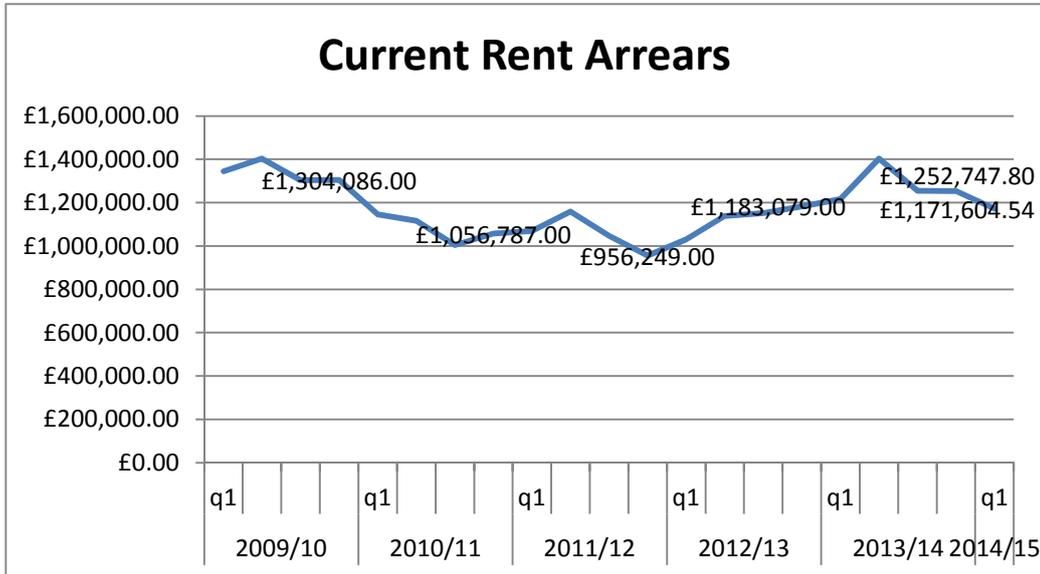
4.3 Performance on reletting void houses continues to be a matter for concern. A separate paper is presented to committee today detailing the void management process and makes recommendations on improvements to the process.

4.4 Further information on tenancy management issues such as void rent loss and percentage of lettable properties becoming vacant can be found in **Appendix 1**.

## 5 Rent Arrears

5.1 The key performance indicator for rent arrears is considered to be the value of current arrears. The table below provides information on current rent arrears going back 5 years and shows the comparative figure for the same quarter in previous years.

**Table 4**

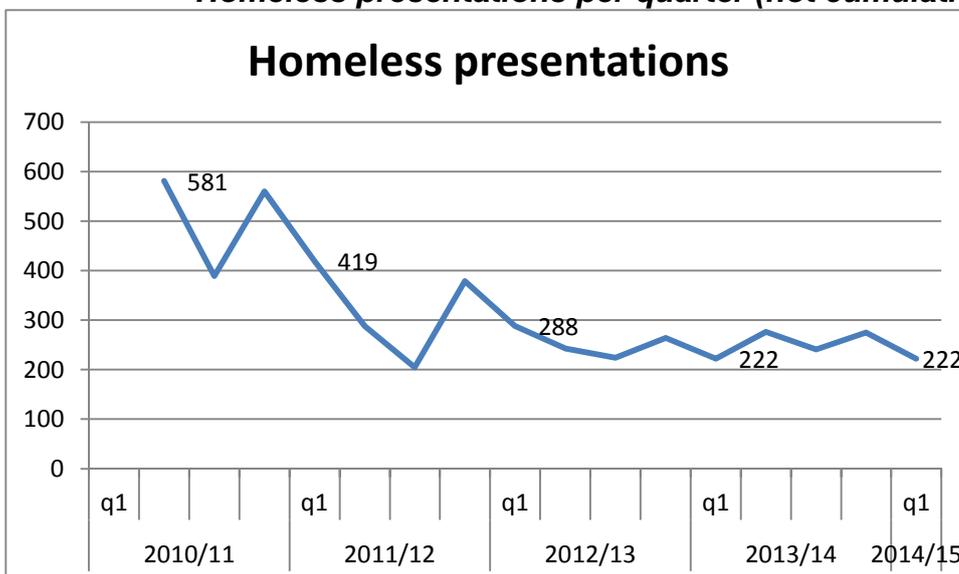


5.2 There has been a slight decrease in rent arrears from last quarter. There are a number of external factors affecting arrears. Staff are continuing to prioritise rent arrears work. Further information on Scottish Social Housing Charter arrears indicators is provided in **Appendix 1**.

## 6 Homelessness/Homeless Prevention

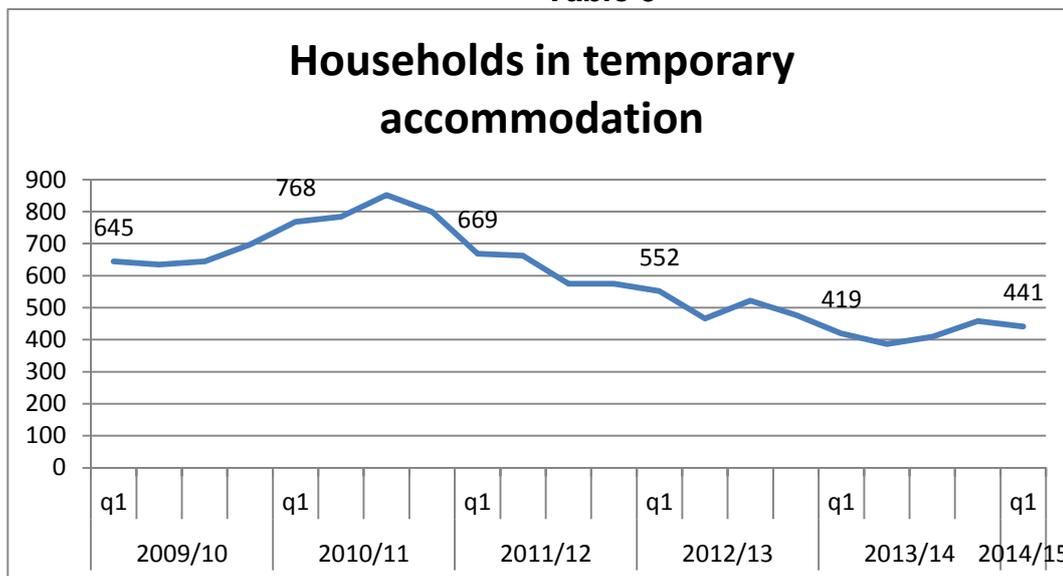
6.1 Performance information on homelessness is noted in tables 5 and 6 below and again additional information regarding temporary accommodation is provided in **Appendix 1**

**Table 5**  
**Homeless presentations per quarter (not cumulative)**



6.2 We are unable to provide data prior to 2009 and although homeless presentations have been decreasing in past years they appear to have reached a plateau.

**Table 6**



6.3 Over the past 3 years the numbers in temporary accommodation has been decreasing. At the end of June there were 441 households in temporary accommodation which is a decrease of 17 households since the end of March.

## 7. Other Performance Information

7.1 Further information on quarterly performance and other Scottish Social Housing Charter Indicators is summarised in **Appendix 1**. This includes information on the following indicators which were to be reported on a quarterly basis:

- % of new tenancies sustained for more than a year
- % rent loss through voids
- % Antisocial Behaviour cases responded to in time
- Average time in temporary/emergency accommodation (weeks)
- Average time taken to re-let (days)
- Average time to complete emergency repairs (hours)
- Average time to complete non-emergency repairs (days)
- Gross rent arrears as % of rent due
- Reactive repairs carried out first time
- Rent collected as % of rent due
- Repairs appointments kept
- Tenancy offers refused

## 8. Staff Absence

8.1 Community Service staff absence is 2.9 days sickness per employee compared with the Highland figure of 2.4. We are currently working on re-structuring the Service absence statistics and will have a more detailed breakdown of figures in future reports.

## 9. Implications

- 9.1 **Resources:** There are resource implications arising from the need to set up new performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This will be managed within the current HRA budget.
- 9.2 **Legal:** The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.
- 9.3 There are no known specific equality, climate change/carbon clever; rural, risks or Gaelic implications arising from this report.

### Recommendation

Committee is invited to:

- (1) Note the information provided on housing performance from 1 April to 30 June 2014; and
- (2) Approve the targets for 2014/15 as detailed at Appendix 2.

Designation: Director of Community Services

Date: 29 July 2014

Author: Caroline Campbell, Maintenance and Service Support Manager

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

**Appendix 1**

Scottish Housing Regulator Indicator 2014/15	RAG	Target	2014/15	2013/14			
			Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
% of new tenancies sustained for more than a year SHR20	Amber	90%	86.30	86.40	84.10	84.60	87.80
% rent loss through voids SHR34	Green	4%	1.21	1.19	0.92	0.89	0.70
% ASB cases reported and resolved SHR19 Qtr	Red	85%	33.39 *	67.45	64.17	40.77	24.44
Ave time in temp/eme accomm (weeks) SHR 25 Qtr	Green	52 weeks	20.66	11.45	7.76	6.54	12.23
Ave time taken to re-let SHR35	Red	35 days	46.44	37.62	41.70	40.99	37.83
Ave time to complete emergency repairs (hours) SHR11	Green	15 hours	14.76	14.50	11.38	11.55	13.45
Ave time to complete non emergency repairs (days) SHR12	Green	10 days	7.86	8.74	8.78	8.63	10.01
Gross rent arrears as % of rent due SHR31	Green	5%	4.26	4.36	5.04	5.41	4.98
Reactive repairs carried out first time SHR13	Amber	92%	90.77	90.63	89.91	89.49	89.38
Rent collected as % of rent due SHR30	Green	98%	99.55	100.87	99.73	98.03	99.02
Repairs appointments kept SHR14	Amber	95%	92.90	92.22	92.20	92.09	92.53
Tenancy offers refused SHR18		No target set	36.92	35.79	33.88	34.65	33.90

\*Work is being undertaken with Area Community Services Managers to identify the issues involved in the figures reported and identify ways to improve performance.

## Appendix 2

<b>Indicator</b>	<b>SHR Indicator Number</b>	<b>Target 2014/15</b>
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	7.	92%
Percentage of properties at or above the appropriate SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.	8.	93%
Average length of time taken to complete emergency repairs.	11.	14 hours
Average length of time taken to complete non-emergency repairs.	12.	8 days
Percentage of reactive repairs carried out in the last year completed right first time.	13.	92%
Percentage of repairs appointments kept.	14.	95%
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	15.	100%
Percentage of anti-social behaviour cases reported in the last year which were resolved within target timescales.	19.	85%
Percentage of new tenancies sustained for more than a year, by source of let.	20.	90%
The average time to complete applications for medical adaptations.	23.	50 days
Percentage of the court actions initiated which resulted in eviction and the reasons for eviction	24.	10%
Average length of time in temporary or emergency accommodation by type on cases closed during the year.	25.	25 weeks
Percentage of households requiring temporary or emergency accommodation to whom an offer was made.	26.	100%
Rent collected as percentage of total rent due in the reporting year.	30.	99%
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	31.	5%
Percentage of rent due lost through properties being empty during the last year	34.	1%
Average length of time taken to re-let properties in the last year.	35.	35 days
Number of homeless presentations		Less than 1000
Number of households in temporary accommodation		Less than 400