

The Highland Council
Lochaber Area Committee
26 August 2014

Agenda Item	15
Report No	LA/32/14

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.

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 by Council Ward can be found on the Highland Council Intranet ward reporting pages.
http://ntintra1/miweb/current/ward_reporting/housing_repairs_arrears_voids.htm

2 Repairs

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

2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*

	No of Houses	2013/14				2014/15
		Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	541	10.8	12.6	14.7	25.9	30.0
Fort William and Ardnamurcha	776	27.5	16	18	21.6	44.7
Highland	13743	13.4	11.6	11.4	14.5	14.8

- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 15 hours. Table 1 shows that the average length of time to complete emergency repairs in Lochaber performed below the Highland average of 14.8 hours. We have identified that there is an element of

incorrect input of the closure dates of some repairs and are running a weekly report and forwarding to the Area teams to check and verify. This should over time result in more accurate data.

2.4 *Table 2: Average length of time taken to complete non-emergency repairs (days)*

	No of Houses	2013/14				2014/15
		Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	541	10	8.8	9.1	10.2	8.2
Fort William and Ardnamurcha	776	10.1	8.03	9.6	10.5	9.3
Highland	13743	9.8	8.6	8.8	8.7	7.5

2.5 Non-emergency repairs are measured in working days. Table 2 shows that the average time to complete these repairs in Lochaber is below the Highland average of 7.5 days.

2.6 In gathering the information for repairs indicators we do not include instances where we have been unable to gain access to properties.

3. Tenancy Management

3.1 The chart 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.

3.2 *Table 3 : Average re-let time (days)*

	No of Houses	No of relets	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
			Q1	Q1	Q1	Q1	Q1	Q1
Caol and Mallaig	541	8	66.50	37.33	42.00	51.15	29.00	40.50
Fort William and Ardnamurchan	776	24	44.15	35.00	34.46	33.47	38.64	52.54
Highland	13743	255	56.52	33.30	30.65	41.10	32.83	46.44

3.3 Table 3 shows that re-let times in Caol and Mallaig are performing better than the Highland wide figure but Fort William and Ardnamurchan falls below.

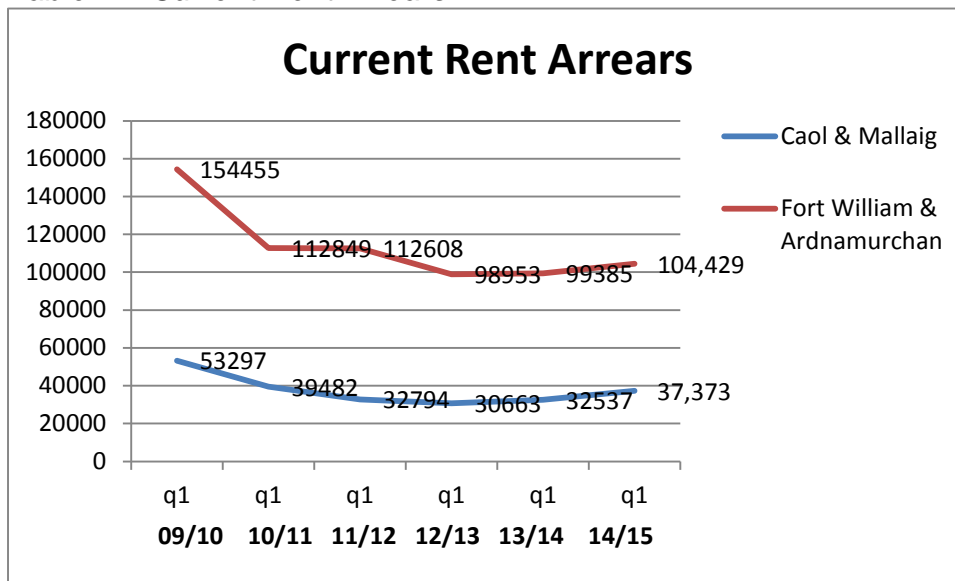
3.4 The void re-let time is a significant issue which the Service Management team is currently focussing on with a view to improving performance. There will be a paper presented at Community Services Committee on 21 August 2014 on Void Performance and reinforcing the policy and procedure which it is hoped will assist in Service Improvement.

4. Rent Arrears

4.1 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 five years.

4.2 The Highland wide current rent arrears figure is £1,171,605.

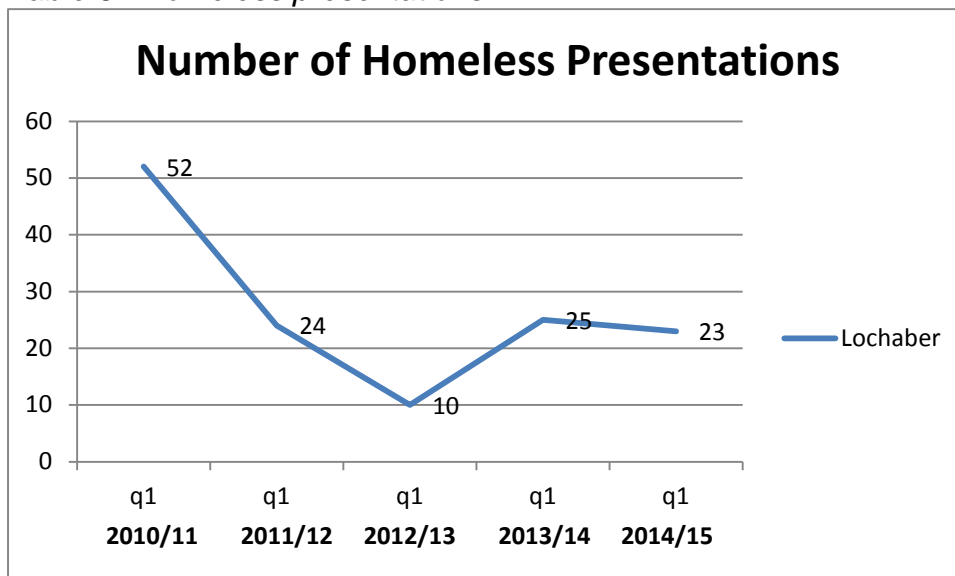
4.3 Table 4 – Current Rent Arrears



5. Homelessness/Homeless Prevention

5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter. However a number of indicators have been agreed by the Council.

5.2 Table 5: Homeless presentations



5.3 Table 5 shows the number of homeless presentations received by the Lochaber office charting the same quarter in previous years when we started to record this information. There were 488 presentations across Highland in the quarter ended 30 June 2014.

5.4 Table 6 : Total number of prevention team cases received

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr3	Qtr 4	Qtr 1
Highland Wide	615	1423	1590	2211	488
Lochaber			50	102	28

5.5 The Homeless Prevention officer was only recently appointed to cover the Lochaber area so we were unable to report until the second half of 13/14. Details of the primary advice reasons associated with all cases are given at table 7.

5.6 Table 7 : Primary Advice Reasons

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1
Relationship Breakdown			14	21	6
Family dispute			9	14	1
Notice received from landlord			18	47	17
Financial Problem				3	1
Relocation to Highlands			3	6	
Overcrowding Issue			3	6	3
Prison release					
Antisocial Behaviour					
Medical Housing Need			1	2	
Hospital Discharge			1		
Poor Housing Condition			1	2	
Prevention activity				1	
Total			50	102	28

5.7 Table 8 : Total Closed Homeless Prevention Cases

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr3	Qtr 4	Qtr 1
Highland Wide	743	729	793	1826	310
Lochaber			4	85	21

5.8 Table 9 details the primary outcomes for the prevention cases received.

	2013/14								2014/15	
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%	Qtr 1	%
Homeless Presentation					12	34%	40	36%	7	22%
Advice & Information					11	31%	17	15%	2	6%
Private Rented Sector							13	12%	4	13%
Issues Resolved					2	6%	2	2%		
Living with Family / Friends					2	6%	10	9%	4	13%
Support Referral					1	3%	1	1%	1	3%
Housed by HHR					3	9%	7	6%		
Lost Contact					1	3%	2	2%	4	13%

Declined a Service					3	9%	5	5%		
Homelessness Prevented							3	3%	10	31%
Total					35		100		32	

7. Implications

- 7.1 **Resources:** There are ongoing resource implications arising from the need to develop and maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This is managed within the current HRA budget.
- 7.2 **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.
- 7.3 There are no known specific equality, climate change/carbon clever; risk or Gaelic implications arising from this report.

Recommendation

Members are invited to scrutinise the information provided on Housing Performance in the period 1 April to 30 June 2014.

Designation: Director of Community Services

Date: 12 August 2014

Author: Cameron Kemp, Area Community Services Manager (Lochaber, Nairn, Badenoch & Strathspey)

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

Appendix 1

HAP SPI 13-14	14/15	Target	Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
Tenancy offers refused - Lochaber		No target set	27.94	19.87	20.06	20.83	19.05
Repairs appointments kept - Lochaber	Amber	95%	93.58	91.42	91.95	91.60	92.22
Rent collected as % of rent due - Lochaber	Green	98%	102.47	100.35	99.57	99.22	105.00
Reactive repairs carried out first time - Lochaber	Amber	92%	89.57	89.18	89.25	89.80	88.14
Number of Prevention cases - Lochaber		No target set	28.00	102.00	50.00	0.00	0.00
Homelessness - Presentations received in period Lochaber		No target set		28.00	29.00	27.00	25.00
Gross rent arrears as % of rent due - Lochaber	Green	5%	4.79	4.84	5.70	5.49	4.91
Ave time to complete non emergency repairs (days) - Lochaber	Green	10 days	8.84	10.38	9.41	8.52	10.08
Ave time to complete emergency repairs (hours) - Lochaber	Red	15 hours	39.15	23.44	16.59	14.61	20.78
Ave time taken to re-let - Lochaber	Red	35 days	51.42	35.77	37.77	38.65	35.88
% temp/eme accomm offers refused Lochaber		No target set	6.25	56.52	56.52	51.22	41.67
% rent loss through voids - Lochaber	Green	2%	1.30	0.88	0.84	0.72	0.55
% of new tenancies sustained for more than a year - Lochaber	Red	90%	83.69	88.38	86.03	89.04	92.59
% of lettable houses becoming vacant - Lochaber		No target set	10.49	10.33	10.25	10.43	9.52
% households requiring temp/eme accomm who receive offer - Lochaber	Green	68.8	100.00	100.00	100.00	48.78	58.33
% court actions which resulted in eviction - Lochaber	Green	36%	0.00	11.76	11.54	11.11	20.00