

# The Highland Council

Lochaber Area Committee – 25 November 2014

Agenda Item	4
Report No	LA 33/14

## Housing Performance Report - 1 April 2014 to 30 September 2014

### Report by the Director of Community Services

#### Summary

This report provides information on how the Housing Section performed in relation to the Scottish Social Housing Charter and other performance indicators during the first half 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 Within **Appendix 1** we have included information on the Scottish Housing Regulator Scottish Average as a benchmark, where available.
- 1.4 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](http://ntintra1/miweb/current/ward_reporting/housing_repairs_arrears_voids.htm)
- 1.5 In accordance with the Scottish Social Housing Charter guidance the Repairs, Tenancy Management, Rent Arrears figures are cumulative. Homeless Prevention figures are also cumulative. The Homeless Presentations figures are given for each separate quarter.

## 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	Q2
Caol and Mallaig	539	10.8	12.6	14.7	25.9	30.0	19.4
Fort William and Ardnamurchan	776	27.5	16	18	21.6	44.7	25.2
<b>Highland</b>	<b>13768</b>	<b>13.4</b>	<b>11.6</b>	<b>11.4</b>	<b>14.5</b>	<b>14.8</b>	<b>11.1</b>

- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 14 hours. Table 1 shows that the

average length of time to complete emergency repairs in Lochaber has improved in the last quarter.

2.4 The statistics are cumulative which means that any erroneous data from Quarter 1 will affect Quarter 2. For Ward 12, Caol and Mallaig, there was one Works Order from Quarter 1 which had not been closed off correctly. When this is allowed for the average repairs time would reduce from 19.4 hours to 9.6 hours. Similarly for Ward 22, Fort William and Ardnamurchan, there are two Works Orders from Quarter 1 affecting the data and when these are allowed for the average repairs time reduces from 25.2 hours to 11.4 hours.

2.5 *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	Q2
Caol and Mallaig	539	10	8.8	9.1	10.2	8.2	7.9
Fort William and Ardnamurchan	776	10.1	8.03	9.6	10.5	9.3	7.7
<b>Highland</b>	<b>13768</b>	<b>9.8</b>	<b>8.6</b>	<b>8.8</b>	<b>8.7</b>	<b>7.5</b>	<b>7.6</b>

2.6 Non-emergency repairs are measured in working days. Table 2 shows the average time to complete these repairs in Lochaber. Although these are below the Highland average Members will note that there has been an improvement in performance on Quarter 1 in both Wards and that these are within the 8 day target.

2.7 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) – Target 35 working days.*

	No of Houses	No of relets	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
			Q2	Q2	Q2	Q2	Q2	Q2
Caol and Mallaig	539	13	50.40	33.60	47.44	45.32	55.21	34.08
Fort William and Ardnamurchan	776	45	36.75	33.07	29.75	34.70	36.41	37.40
<b>Highland</b>	<b>13768</b>	<b>602</b>	<b>40.52</b>	<b>30.65</b>	<b>29.53</b>	<b>39.85</b>	<b>43.43</b>	<b>35.56</b>

3.3 For Caol and Mallaig the performance has been better than both the 35 day target and the Highland average. Members should note that for Quarter 1 the average relet time was 40.50 days and therefore the current average of 34.08 days represents significant improvement.

3.4 In Fort William and Ardnamurchan the performance is below both the Highland average and the 35 day target figure. However when compared with Quarter 1 where the average re-let time was 52.54 days it is encouraging to note that the current figure of 37.40 days shows that there has been an improvement in performance.

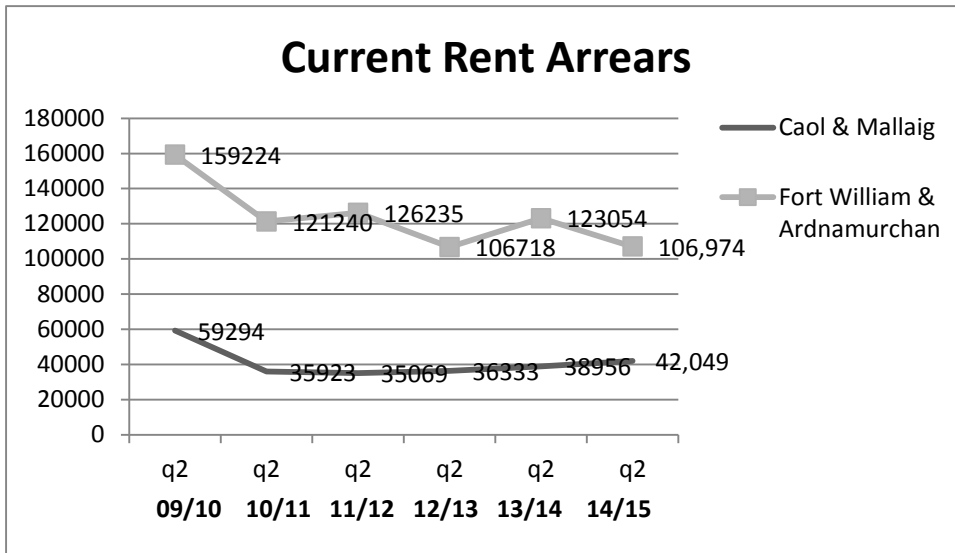
3.5 The void re-let time is a significant indicator for the Service and will remain a matter of focus in relation to performance.

### 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 £1,262.276.

4.3 *Table 4 – Current Rent Arrears*



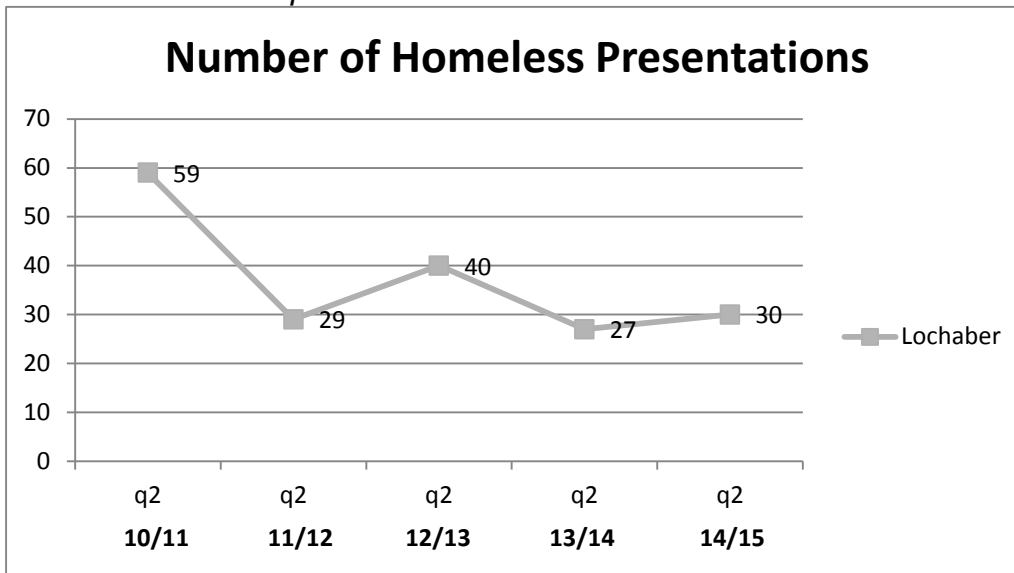
4.4 Since the significant reduction in arrears from 2009/10 to 2010/11 the rent arrears figures across the two Wards in the following years has remained relatively static.

4.5 The Gross Rent Arrears as a percentage of rent due for Quarter 2 is 4.72 % which is better than the 5 % target. It is important to note that the officers have achieved this without the need for any evictions this financial year.

## 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 that homelessness continues to remain as a pressure on the Service. Table 5 gives 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 269 presentations across Highland in the quarter ending 30 September 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	Qtr 2
<b>Highland Wide</b>	<b>615</b>	<b>1423</b>	<b>1590</b>	<b>2211</b>	<b>488</b>	<b>970</b>
Lochaber			50	102	28	60

5.5 The Homeless Prevention officer was appointed mid 2013/14 to cover the Lochaber area so we were unable to report prior to that period. 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	Qtr 2
Relationship Breakdown			14	21	6	15
Family dispute			9	14	1	3
Notice received from landlord			18	47	17	31
Financial Problem				3	1	2
Relocation to Highlands			3	6		2
Overcrowding Issue			3	6	3	5
Prison release						1
Antisocial Behaviour						0
Medical Housing Need			1	2		0
Hospital Discharge			1			0
Poor Housing Condition			1	2		1
Prevention activity				1		0
<b>Total</b>			<b>50</b>	<b>102</b>	<b>28</b>	<b>60</b>

5.7 Table 8 : Total Closed Homeless Prevention Cases

	2013/14				2014/15	
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2
<b>Highland Wide</b>	<b>743</b>	<b>729</b>	<b>793</b>	<b>1826</b>	<b>310</b>	<b>750</b>
Lochaber			4	85	21	51

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

	2013/14								2014/15			
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%	Qtr 1	%	Qtr 2	%
Homeless Presentation					12	34	40	36	7	22	18	36
Advice & Information					11	31	17	15	2	6	3	6
Private Rented Sector							13	12	4	13	12	24
Issues Resolved					2	6	2	2			4	7
Living with Family / Friends					2	6	10	9	4	13	3	6
Support Referral					1	3	1	1	1	3	1	1
Housed by HHR					3	9	7	6			5	10
Lost Contact					1	3	2	2	4	13	3	6
Declined a Service					3	9	5	5			2	4
<b>Total</b>					<b>35</b>		<b>100</b>		<b>32</b>		<b>51</b>	

5.9 The effectiveness of the homeless prevention staff is shown in that not all clients needed to be referred as homeless. Significantly 12 households have been assisted in finding suitable accommodation in the private sector which has reduced the demand on the social rented sector including our own housing stock.

## 6. Implications

6.1 **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.

6.2 **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.

6.3 There are no known specific equality, climate change/carbon clever; risk or Gaelic and Rural implications arising from this report.

## 7 Recommendation

7.1 Committee is invited to scrutinise the information provided on housing performance in the period 1 April to 30 September 2014.

Designation: **Director of Community Services**

Date: 7 November 2014

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

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

**Appendix 1**

HAP SPI 13-14	14/15	Scottish Average	Target	2014/15		2013/14		
				Qtr2	Qtr1	Qtr4	Qtr3	Qtr2
Tenancy offers refused - Lochaber		42.2		18.42	29.27	20.24	20.45	22.08
Repairs appointments kept - Lochaber	Amber	92.9	95	92.36	93.58	91.42	91.95	91.60
Rent collected as % of rent due - Lochaber	Green	99	99	98.74	99.16	100.49	99.79	98.50
Reactive repairs carried out first time - Lochaber		87.2	92	92.94	89.57	89.18	89.25	89.80
Number of Prevention cases - Lochaber				63.00	28.00	102.00	50.00	0.00
Homelessness - Presentations received in period Lochaber				30.00	23.00	28.00	29.00	27.00
Gross rent arrears as % of rent due - Lochaber	Green	5.1	5	4.72	4.42	4.86	5.55	5.72
Ave time to complete non emergency repairs (days) - Lochaber	Green	8.2	8	7.83	8.84	10.38	9.41	8.52
Ave time to complete emergency repairs (hours) - Lochaber	Red	6.9	14	22.90	39.15	23.44	16.59	14.61
Ave time taken to re-let - Lochaber	Red	35.7	35	36.70	49.53	32.96	37.62	39.71
% temp/eme accomm offers refused Lochaber		7.3		7.32	6.25	56.52	56.52	51.22
% rent loss through voids - Lochaber	Green	1.2	1	0.98	1.16	1.01	0.86	0.80
% of new tenancies sustained for more than a year - Lochaber	Amber	87.7	90	85.31	83.21	88.46	85.16	88.24
% of lettable houses becoming vacant - Lochaber		9.7		9.13	10.58	10.49	9.79	10.46
% households requiring temp/eme accomm who receive offer - Lochaber	Green	107.3	73.8	100.00	100.00	100.00	100.00	48.78
% court actions which resulted in eviction - Lochaber	Green	12.2	10	0	0	11.76	11.54	11.11