

Agenda Item	8
Report No	SRC/011/15

**Housing Performance Report - 1 April 2014 to 31 December 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 nine months 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)

**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	Q3
Skye	1377	18.4	12.5	13.9	19	14.3	13.5/45.9	11.6/23.5
Ross and Cromarty	3649	9.3	10.5	10.9	15.5	14.3	12.5	12.5
Highland	3807	13.4	11.6	11.4	14.5	14.8	11.1	9.3

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

2.4 Table 1 shows two figures for the average length of time to complete emergency repairs in Skye in quarters 2 and 3. Data error input has resulted in the inflated figures of 45.9 & 23.5 which we are bound to report, however, when we eliminate the data input error the figures come back in line with wider performance expectations and illustrate a slight improvement from quarter 1 for this year and against quarters 3 and 4 for the previous year. The performance manager will be liaising with audit services to clarify how Community Service formally address this data entry issue without compromising the validity of the performance data going forward.

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	Q3
Skye	377	4.5	5.6	5.6	5.9	4.5	6.3	6.7
Ross and Cromarty	3694	12.3	10.9	10.4	10.4	8.6	8.6	8.6
<b>Highland</b>	<b>13807</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>	<b>7.4</b>

2.6 Non-emergency repairs are measured in working days. Table 2 shows that the average time to complete these repairs in the area is above the Highland average of 7.6 days.

2.7 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.

### 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	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
		Q3	Q3	Q3	Q3	Q3	Q3
Skye	377	20.26	16.00	28.91	19.12	0.00	16.13
Ross and Cromarty	3694	30.06	51.85	57.64	41.68	44.16	28.96
<b>Highland</b>	<b>13807</b>	<b>37.54</b>	<b>31.25</b>	<b>35.25</b>	<b>38.61</b>	<b>39.38</b>	<b>35.70</b>

3.3 Table 3 shows that re-let times in both Skye and Ross and Cromarty are performing better than the Highland wide average.

#### 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. The area figure shows an improved position over the same quarter when compared to 2013/14. The Highland wide current rent arrears figure is £1,285,898.

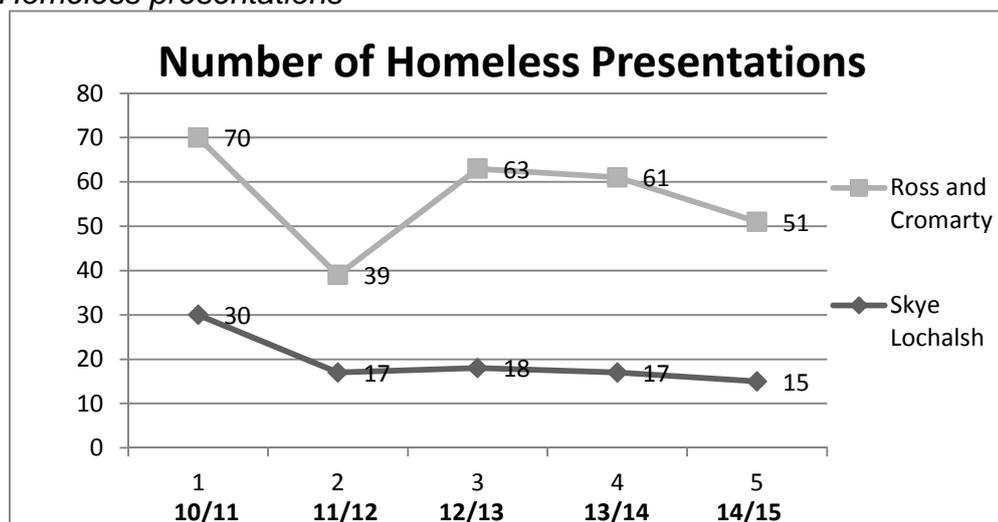
4.2 *Table 4 – Current Rent Arrears*

	No of Houses	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
		Q3	Q3	Q3	Q3	Q3	Q3
Skye	373	£23,062	£17,103	£16,368	£19,813	£19,106	£23,534
Ross and Cromarty	3694	£370,240	£299,548	£310,418	£344,896	£407,719	£ 377,168

#### 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 Skye, Ross and Cromarty offices charting the same quarter in previous years when we started to record this information. There were 229 presentations across Highland in the quarter ended 31 December 2014, 66 of which were in Skye, Ross and Cromarty.

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	Qtr 3
<b>Highland Wide</b>	<b>615</b>	<b>1423</b>	<b>1590</b>	<b>2211</b>	<b>488</b>	<b>970</b>	<b>1355</b>
Skye	23	37	81	114	29	63	84
Ross and Cromarty	80	220	240	589	122	225	303

5.5 Details of the primary advice reasons associated with all cases are given at table 7. This shows the areas of increase are predominately within the advice categories for relationship breakdown, family dispute and notice from landlord.

5.6 Table 7 : Primary Advice Reasons

	2013/14				2014/15		
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3
Relationship Breakdown	32	87	98	211	45	87	118
Family dispute	11	42	56	128	33	60	82
Notice received from landlord	26	52	56	155	36	67	88
Financial Problem	6	14	21	45	9	19	29
Relocation to Highlands	6	16	24	41	5	10	14
Overcrowding Issue	10	22	27	53	9	20	26
Prison release	3	5	6	11	3	3	3
Antisocial Behaviour	0	1	1	4	1	2	3
Medical Housing Need	3	6	13	15	5	7	9
Hospital Discharge	2	2	3	4	0	0	0
Poor Housing Condition	4	9	16	35	5	13	15
Leaving Armed Forces	0	0	0	1	0	0	0
<b>Total</b>	<b>103</b>	<b>257</b>	<b>321</b>	<b>703</b>	<b>151</b>	<b>288</b>	<b>387</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	Qtr 3
<b>Highland Wide</b>	<b>743</b>	<b>729</b>	<b>793</b>	<b>1826</b>	<b>310</b>	<b>750</b>	<b>1050</b>
Skye	17	26	74	94	12	38	58
Ross and Cromarty	83	201	206	500	80	186	253

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	%	Qtr 3	%
Homeless Presentation	33	33	95	42	87	31	225	37	28	30	102	46	121	39
Advice and Information	17	17	37	16	70	25	188	31	14	15	45	19	76	25
Private Rented Sector	18	18	29	13	44	16	69	11	10	12	28	12	41	13
Issues with Landlord Resolved	7	7	14	6	16	6	15	3	4	4	10	5	15	4
Living with Family / Friends	5	5	12	5	10	4	20	4	6	7	10	5	10	3
Support Referral	3	3	0		1	<1	0		1	>1	2	<1	1	<1
Housed by HHR	3	3	13	6	8	3	20	4	8	9	9	5	16	5
Lost Contact	2	2	9	4	12	4	33	6	5	6	5	2	8	3
Moved outwith Highlands	0		4	2	4	2	5	<1	4	4	6	3	6	2
Reconciliation with Partner	4	4	4	2	6	2	12	3	4	4	6	3	12	4
Homelessness Prevented	8	8	10	4	22	7	7	1	8	9	1	<1	5	2
<b>Total</b>	<b>100</b>		<b>227</b>		<b>280</b>		<b>594</b>		<b>92</b>		<b>224</b>		<b>311</b>	

## 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 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 31 December 2014.

Designation: **Director of Community Services**

Date: 23 January 2015

Author: Tina Luxton, Area Community Services Manager (Skye, Ross and Cromarty)

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

Appendix 1

	14/15	Scottish Average	Target	2014/15			2013/14	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Ave time to complete emergency repairs (hours) - Skye, Ross and Cromarty	Green	6.9	14	11.00	11.11	13.79	13.79	10.05
Ave time to complete non emergency repairs (days) - Skye, Ross and Cromarty	Amber	8.2	8	8.53	8.39	10.04	10.04	10.12
Reactive repairs carried out first time - Skye, Ross and Cromarty	Amber	87.2	92	88.66	88.60	87.70	87.70	87.57
Repairs appointments kept - Skye, Ross and Cromarty	Amber	92.9	95	90.80	92.09	91.87	91.87	91.99
Rent collected as % of rent due - Skye, Ross and Cromarty	Green	99	99	99.31	100.13	100.19	100.19	99.50
Gross rent arrears as % of rent due - Skye, Ross and Cromarty	Green	5.1	5	4.67	4.46	4.55	4.55	5.71
Ave time taken to re-let - Skye, Ross and Cromarty	Green	35.7	35	24.41	25.95	30.21	30.21	38.20
% rent loss through voids - Skye, Ross and Cromarty	Green	1.2	1	0.64	0.65	0.75	0.75	0.62
Tenancy offers refused - Skye, Ross and Cromarty		42.2	No target set	21.24	24.64	24.49	24.49	24.44
% of lettable houses becoming vacant - Skye, Ross and Cromarty		9.7	No target set	11.24	11.54	11.08	11.08	11.49
% court actions which resulted in eviction - Skye, Ross and Cromarty	Green	12.2	10	7.69	13.33	6.42	6.42	8.33
ASB Cases reported and resolved - Skye, Ross and Cromarty	Red		85	21.77	9.86	32.05	32.05	33.33
% of new tenancies sustained for more than a year - Skye, Ross and Cromarty	Amber	87.7	90	87.30	86.55	86.51	86.51	79.16
Homelessness - Presentations received in period - Skye, Ross and Cromarty			Reduce	69	72	86	86	78
Number of Prevention cases - Skye, Ross and Cromarty			No target set	293	151	703	703	503
% households requiring temp/eme accomm who receive offer - Skye, Ross and Cromarty	Green	107.3	100	100.00	91.89	100.00	100.00	100.00
% temp/eme accomm offers refused Skye, Ross and Cromarty		7.3	No target set	10.94	8.82	16.67	16.67	16.46