

The Highland Council

**Nairn, Badenoch and Strathspey Area Committee –
18 March 2015**

Agenda Item	7.
Report No	NBS 05/15

Housing Performance Report - 1 April 2014 to 31 December 2014

Report by the Director of Community Services

Summary

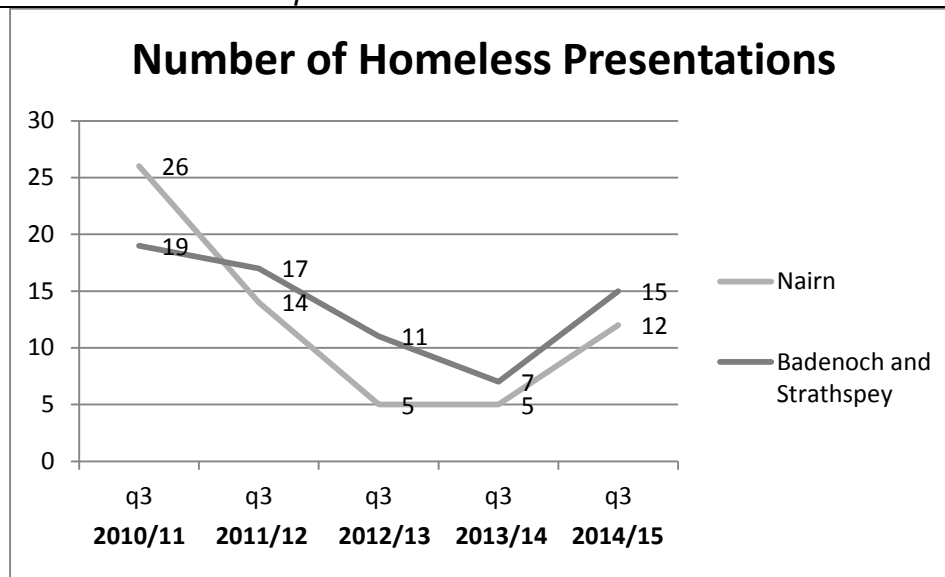
This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators during the first nine months of 2014/15.

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	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																																											
1.4	In accordance with the Scottish Social Housing Charter guidance the Repairs, Tenancy Management, Rent Arrears figures are cumulative. The Homeless Presentations figures are given for each separate quarter. In the Homeless Prevention section Table 7 and Table 8 are cumulative and Table 9 records 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	<i>Table 1: Average length of time taken to complete emergency repairs (hours) Target 14 hours</i>																																											
	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th rowspan="2">No of Houses</th> <th colspan="4">2013/14</th> <th colspan="3">2014/15</th> </tr> <tr> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Nairn</td> <td>664</td> <td>11.3</td> <td>11.2</td> <td>8.7</td> <td>7.8</td> <td>1.5</td> <td>3.2</td> <td>3.4</td> </tr> <tr> <td>Badenoch and Strathspey</td> <td>542</td> <td>37.1</td> <td>12.7</td> <td>19.2</td> <td>18.3</td> <td>20.1</td> <td>25.2</td> <td>17.3</td> </tr> <tr> <td>Highland</td> <td>13807</td> <td>13.4</td> <td>11.6</td> <td>11.4</td> <td>14.5</td> <td>14.8</td> <td>11.1</td> <td>9.3</td> </tr> </tbody> </table>		No of Houses	2013/14				2014/15			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Nairn	664	11.3	11.2	8.7	7.8	1.5	3.2	3.4	Badenoch and Strathspey	542	37.1	12.7	19.2	18.3	20.1	25.2	17.3	Highland	13807	13.4	11.6	11.4	14.5	14.8	11.1	9.3
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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 Nairn continues																																											

	to perform well and that Badenoch and Strathspey has improved since Quarter 2.																																											
2.4	<p>At the Area Committee on 4 December 2014 during the discussion regarding emergency repairs which then required further works Members had commented that that they considered that the re-issuing work orders created unnecessary paperwork and asked if it would be simpler to have a system in place whereby contractors emailed to confirm they had attended and the final repair was outstanding.</p> <p>To clarify the situation, the purpose of the emergency works order is to provide a “first response” to deal with any matter that could cause serious problems for tenants such as a burst pipe. Once the “first response” is achieved it can be the case that there is the need to for more work involving for example the ordering of parts. Consequently it is considered appropriate to then monitor the contractor’s response to that part of the work by raising a “follow on” works order.</p>																																											
2.5	<p><i>Table 2: Average length of time taken to complete non-emergency repairs (days)</i> <i>Target 8 days</i></p>																																											
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2.6	Non-emergency repairs are measured in working days. Table 2 shows that the average time to complete these repairs in Nairn continues to remain better than the target. Although in Badenoch and Strathspey performance is below the Highland average of 7.4 days however Members will note an improving picture.																																											
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	<p><i>Table 3 : Average re-let time (days)</i></p>																																											
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3.3	Table 3 shows that re-let times in both Nairn and Badenoch and Strathspey are performing better than the Highland wide figure of 39.20 days and just outside the target of 35 days.																																											
3.4	At the Area Committee on 4 December 2014 Members had asked if figures could be provided to show the time spent preparing properties for let. From information held in the Housing Information System; for Nairn this was an average 14 days and for Badenoch and Strathspey 10 days.																																											

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 £1,285,898.																					
4.3	<i>Table 4 – Current Rent Arrears</i>																					
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4.4	The difference between the 2009/10 and the 2014/15 figure for Nairn is £6,594 and for Badenoch and Strathspey is £2,247. Consequently from 2009/10 to 2014/15 the rent arrears figures across the two Wards have remained relatively static which reflects the commitment of those officers dealing with arrears.																					
4.5	At the Area Committee on 4 December 2014 Members had asked for information regarding the percentage of court actions resulting in eviction. Eviction action is considered as a last resort with tenants offered every assistance in dealing with their rent arrears.																					
4.6	The total number of court cases in the Nairn and Badenoch & Stathspey area was 41 with 5 evictions which is 12.2% as given in Appendix 1. Of these Nairn had 25 court actions with 2 evictions which is 8% and Badenoch & Strathspey had 16 court actions with 3 evictions which is 19%.																					
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 Nairn, Badenoch and Strathspey offices charting the same quarter in previous years when we started to record this information. There were 229 presentations across Highland in the quarter ending 31 December 2014. Homeless presentations in Badenoch and Strathspey remained static at 15 from Quarter 2 whilst presentations in Nairn increased from 9 in Quarter 2 to 12 in Quarter 3.

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
Highland Wide	615	1423	1590	2211	488	970	1355
Nairn	21	40	52	80	19	49	60
Badenoch and Strathspey	0	0	0	21	3	9	19

5.5 The Homeless Prevention Officer was appointed mid 2013/14 to Badenoch & Strathspey so we were unable to report before that period. Details of the Primary Advice Reasons associated with all cases are given in 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	Qtr 3
Relationship Breakdown	3	9	14	21	4	9	14
Family dispute	7	12	16	21	5	13	19
Notice received from landlord	8	16	20	30	10	27	32
Financial Problem	3	4	6	7	0	3	3
Relocation to Highlands	0	0	1	3	2	4	5
Overcrowding Issue	2	3	4	9	1	1	5
Prison release	0	0	0	0	0	1	1
Antisocial Behaviour	0	0	0	0	0	0	0
Medical Housing Need	1	2	3	3	0	0	0
Hospital Discharge	0	0	1	2	0	0	0
Poor Housing Condition	0	1	4	4	0	0	0
Leaving Armed Forces	0	1	1	1	0	0	0
Total	24	48	70	101	22	58	79

5.7	<i>Table 8 : Total Closed Homeless Prevention Cases</i>							
		2013/14				2014/15		
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3
	Highland Wide	743	729	793	1826	310	750	305
	Nairn	10	21	29	46	2	16	27
	Badenoch and Strathspey	0	0	0	0	0	4	8

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	1	10	4	19	4	15	6	13					13	37
Advice & Information	2	20	4	19	5	17	7	15	2	100	1	5	5	15
Private Rented Sector	2	20	6	28	8	28	11	24			6	30	4	11
Issues with Landlord Resolved	2	20	2	11	2	7	3	7			3	15	5	15
Living with Family / Friends	0		0		1	3	4	9			1	5	4	11
Support Referral														
Housed by HHR	1	10	2	11	2	7	4	9			2	10	4	11
Lost Contact	0		1	4	1	3	3	7			1	5		
Moved outwith Highlands							1	2						
Reconciliation with Partner	1	10	1	4	1	3	1	2						
Homelessness Prevented	1	10	1	4	5	17	6	12			6	30		
Total	10		21		29		46		2		20		35	

5.9 The effectiveness of Homeless Prevention is demonstrated in that not all clients needed to be referred as homeless which reduces 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 implications resulting from this report.

6.4 There are no known climate change/carbon clever implications resulting from this

	report.
6.5	Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
6.6	There are no Gaelic implications arising from this report.
6.7	There are no 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 31 December 2014.

Designation: **Director of Community Services**

Date: 24 February 2015

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	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Ave time to complete emergency repairs (hours) - NBS	Green	6.9	14	10.04	11.52	18.43	12.77	13.40
Ave time to complete non emergency repairs (days) - NBS	Green	8.2	8	7.53	7.49	11.06	7.24	7.97
Reactive repairs carried out first time - NBS	Green	87.2	92	92.78	93.10	83.52	94.50	93.59
Rent collected as % of rent due - NBS	Green	99	99	99.71	99.97	99.39	100.82	99.90
Ave time taken to re-let - NBS	Amber	35.7	35	36.67	39.17	37.00	42.14	34.27
% rent loss through voids - NBS	Green	1.2	1	0.75	0.98	0.89	0.97	0.32
% of lettable houses becoming vacant - NBS		9.7	No target set	10.80	8.43	8.02	8.53	9.31
Tenancy offers refused - NBS		42.2	No target set	19.64	22.86	20.00	36.02	34.78
% of new tenancies sustained for more than a year - NBS	Green	87.7	90	93.33	91.30	90.91	87.27	88.68
Gross rent arrears as % of rent due - NBS	Green	5.1	5	4.90	4.60	4.39	4.17	4.87
% court actions which resulted in eviction - NBS	Amber	12.2	10	12.20	10.34	11.76	7.69	8.11
ASB Cases reported and resolved - NBS	Red		85	0	0	0	0	0
Homelessness - Presentations received in period NBS			No target set	27	24	8	10	12
Number of Prevention cases - NBS			No target set	79	60	22	101	69
% households requiring temp/eme accomm who receive offer - NBS	Green	107.3	100	100	100	100	100	100
% temp/eme accomm offers refused NBS		7.3		19.15	19.23	0.00	8.70	8.70