

Agenda Item	6
Report No	LA 16/15

Housing Performance Report - 1 April 2014 to 31 March 2015

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 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
- 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	Q3	Q4
Caol and Mallaig	540	10.8	12.6	14.7	25.9	30.0	19.4	16.0	10.9
Fort William and Ardnamurchan	795	27.5	16	18	21.6	44.7	25.2	19.8	13.7
Highland	13855	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1

- 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 continues to improve.

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	Q2	Q3	Q4
Caol and Mallaig	540	10	8.8	9.1	10.2	8.2	7.9	7.8	7.4
Fort William and Ardnamurchan	795	10.1	8.3	9.6	10.5	9.3	7.7	7.9	7.1
Highland	13855	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3

2.5 Non-emergency repairs are measured in working days. Table 2 shows the average time to complete these repairs in Lochaber. These results fall within the Highland Council target time of 8 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) – Target 35 working days.*

	No of Houses	No of relets	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
			Q4	Q4	Q4	Q4	Q4	Q4
Caol and Mallaig	540	31	36.94	35.00	40.13	44.33	37.63	43.32
Fort William and Ardnamurchan	795	75	32.23	27.88	32.77	34.10	31.77	32.85
Highland	13855	1548	37.09	32.07	38.16	38.53	37.60	42.01

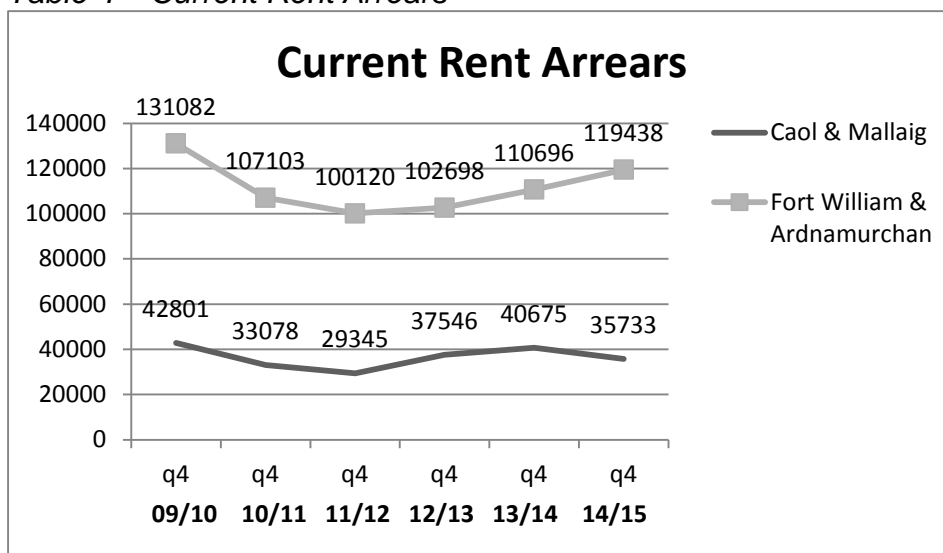
3.5 The void re-let time is a significant indicator for the Service and will remain a matter of focus in relation to performance. Staff continue to work to improve on these figures but can be faced with particularly difficult cases to resolve, for example when there are multiple offers on a property, which can skew the overall results.

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 £1,386,463.

4.3 Table 4 – Current Rent Arrears

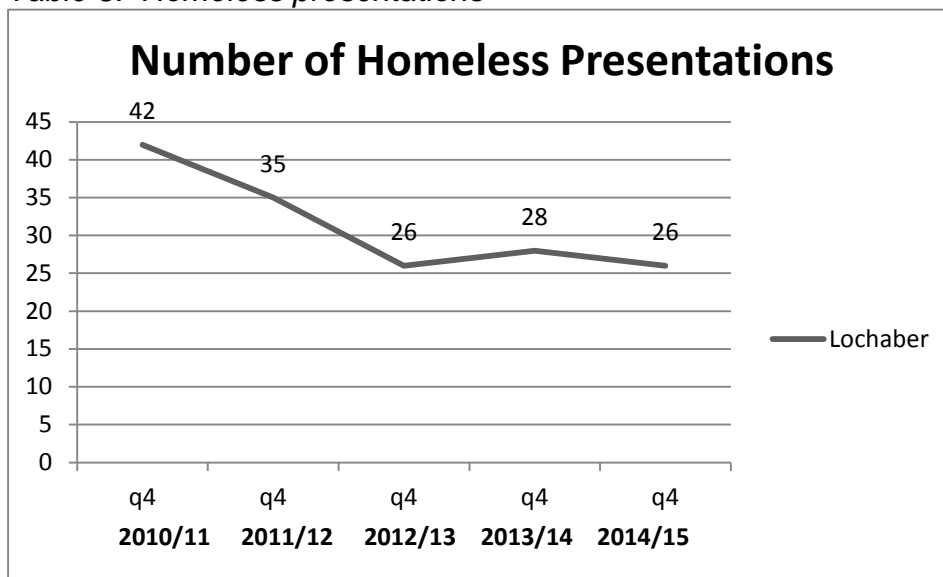


4.4 The Gross Rent Arrears as a percentage of rent due for Quarter 4 is 4.3 % which is better than the 5 % target.

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 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 290 presentations across Highland in the quarter ending 31 March 2015 which is a rise from the previous quarter.

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	Qtr 4
Highland Wide	615	1423	1590	2211	488	970	1355	1978
Lochaber			50	102	28	60	90	105

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	Qtr 3	Qtr 4
Relationship Breakdown			14	21	6	15	20	24
Family dispute			9	14	1	3	10	8
Notice received from landlord			18	47	17	31	38	49
Financial Problem				3	1	2	3	5
Relocation to Highlands			3	6		2	5	8
Overcrowding Issue			3	6	3	5	9	8
Prison release						1	1	1
Antisocial Behaviour							1	0
Medical Housing Need			1	2			1	1
Hospital Discharge			1					0
Poor Housing Condition			1	2		1	2	1
Prevention activity				1				
Total			50	102	28	60	90	105

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	Qtr 4
Highland Wide	743	729	793	1826	310	750	1050	1713
Lochaber			4	85	21	51	70	95

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	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Homeless Presentation			2	50	32	38	7	34	18	35	26	37	38	40		
Advice and Information			2	50	16	19	4	19	3	6	6	9	5	5		
Private Rented Sector					12	14	4	19	12	23	16	23	22	23		
Issues Resolved					2	2			4	8	2	3	3	3		
Living with Family/Friends					8	9	3	14	3	6	3	4	3	3		
Support Referral					1	1			1	2	3	4	3	3		
Housed by HHR					7	8			5	10	6	9	9	9		
Lost Contact					2	3	3	14	3	6	3	4	9	10		
Declined a Service					5	6			2	4	5	7	3	3		
Total			4		85		21		51		70		95			

5.9 The effectiveness of the homeless prevention staff is shown in that not all clients needed to be referred as homeless. Significantly 22 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 equality implications arising from this report.

6.4 There are no climate/Carbon Clever implications arising from this report.

6.5 There are no risk implications arising from this report.

6.6 There are no Gaelic implications arising from this report.

6.7 There are no Rural implications arising from this report.

Recommendation

Committee is invited to scrutinise the information provided on housing performance in the period 1 April to 31 March 2015.

Designation: **Director of Community Services**

Date: 22 April 2015

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

HAP SPI 13-14	14/15	Scottish Average	Target	2014/15				2013/14
				Qtr4	Qtr3	Qtr2	Qtr1	Qtr4
Ave time to complete emergency repairs (hours) - Lochaber	Green	6.9	14	12.54	18.24	22.92	39.15	23.44
Ave time to complete non emergency repairs (days) - Lochaber	Green	8.2	8	7.22	7.88	7.83	8.84	10.38
Reactive repairs carried out first time - Lochaber	Green	87.2	92	95.36	93.71	92.94	89.57	89.18
Repairs appointments kept - Lochaber	Green	92.9	95	93.40	92.64	92.36	93.58	91.42
Rent collected as % of rent due - Lochaber	Amber	99	99	98.89	99.38	98.74	99.16	100.49
Gross rent arrears as % of rent due - Lochaber	Green	5.1	5	4.28	4.45	4.72	4.42	4.86
% rent loss through voids - Lochaber	Green	1.2	1	0.71	0.77	0.98	1.16	1.01
% of lettable houses becoming vacant - Lochaber		9.7		8.07	9.13	9.13	10.58	10.49
% of new tenancies sustained for more than a year - Lochaber	Amber	87.7	90	87.16	86.99	85.42	82.68	84.62
Tenancy offers refused - Lochaber		42.2		21.48	18.00	18.42	29.27	20.24
Ave time taken to re-let - Lochaber	Amber	35.7	35	35.25	33.81	36.66	49.53	32.96
ASB Cases reported and resolved - Lochaber	Red		85	64.96	61.27	70.90	17.65	55.56
% court actions which resulted in eviction - Lochaber	Green	12.2	10	0.00	0.00	0.00	0.00	11.76
Number of Prevention cases - Lochaber				105.00	90.00	63.00	28.00	102.00
Homelessness - Presentations received in period Lochaber				26.00	17.00	30.00	23.00	28.00
% households requiring temp/eme accomm who receive offer - Lochaber	Green	107.3	100	100.00	100.00	100.00	100.00	100.00
% temp/eme accomm offers refused Lochaber		7.3		6.49	5.36	7.32	6.25	56.52