

The Highland Council

Nairn and Badenoch and Strathspey Area Committee 10 June 2015

Agenda Item	6.
Report No	NBS 11/15

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 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 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.

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)*
Target 14 hours

	No of Houses	2013/14				2014/15			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Nairn	670	11.3	11.2	8.7	7.8	1.5	3.2	3.4	3.4
Badenoch and Strathspey	542	37.1	12.7	19.2	18.3	20.1	25.2	17.3	15.8
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 Nairn continues to perform well and that work continues in Badenoch and Strathspey to reduce response times towards the target.

2.4 *Table 2: Average length of time taken to complete non-emergency repairs (days)*
Target 8 days

	No of Houses	2013/14				2014/15			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Nairn	670	6	6	6	5.8	1	3.7	3.7	3.8
Badenoch and Strathspey	542	10.1	11	10.3	8.7	11.3	11.5	10.2	7.9
Highland	13855	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3

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. Members will note an improving picture in Badenoch and Strathspey.

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	No of relets	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
			Q4	Q4	Q4	Q4	Q4	Q4
Nairn	670	76	40.83	24.97	21.58	46.73	33.84	41.23
Badenoch and Strathspey	542	70	51.38	41.61	47.33	54.76	48.85	38.86
Highland	13855	1548	37.09	32.07	38.16	38.53	37.60	42.01

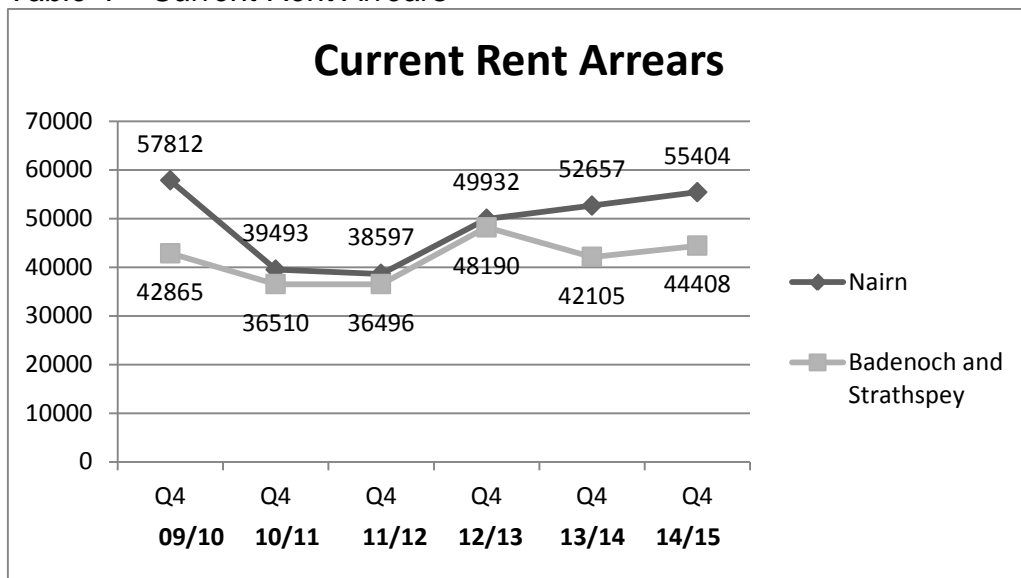
3.3 Table 3 shows that re-let times in Nairn and Badenoch and Strathspey are performing better than the Highland wide figure of 42.01 days.

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 £1,386,463.

4.3 Table 4 – Current Rent Arrears

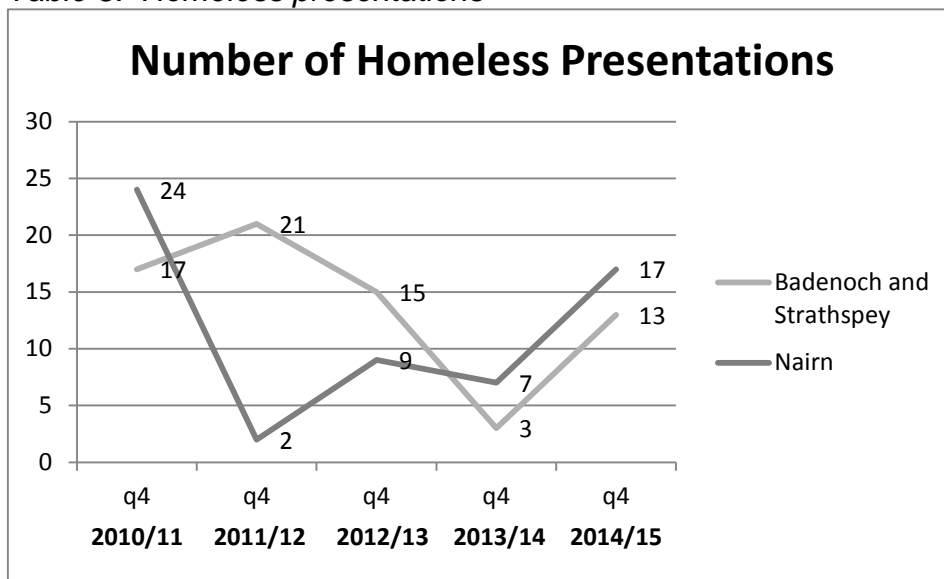


4.4 Between 2009/10 and 2014/15 the figure for Nairn has reduced by £2,404 and for Badenoch and Strathspey has increased by £1,543 indicating that from 2009/10 to 2014/15 the rent arrears figures across the two Wards have remained relatively static. This reflects the commitment of those officers dealing with arrears. It has been challenging in the Badenoch and Strathspey Area over the final quarter of 2014/15 with other staff covering the absence of the local Housing Management Officer.

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 and Badenoch and Strathspey offices 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. Homeless presentations in Badenoch and Strathspey reduced from 15 in Quarter 3 to 13 in quarter 4 whilst presentations in Nairn increased from 12 in Quarter 3 to 17 in Quarter 4.

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
Nairn	21	40	52	80	19	49	60	81
Badenoch and Strathspey	0	0	0	21	3	9	19	52

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	Qtr 4
Relationship Breakdown	3	9	14	21	4	9	14	24
Family dispute	7	12	16	21	5	13	19	25
Notice received from landlord	8	16	20	30	10	27	32	52
Financial Problem	3	4	6	7	0	3	3	8
Relocation to Highlands	0	0	1	3	2	4	5	8
Overcrowding Issue	2	3	4	9	1	1	5	10
Prison release	0	0	0	0	0	1	1	3
Antisocial Behaviour	0	0	0	0	0	0	0	0
Medical Housing Need	1	2	3	3	0	0	0	2
Hospital Discharge	0	0	1	2	0	0	0	1
Poor Housing Condition	0	1	4	4	0	0	0	0
Leaving Armed Forces	0	1	1	1	0	0	0	0
Total	24	48	70	101	22	58	79	133

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
Nairn	10	21	29	46	2	16	27	81
Badenoch and Strathspey	0	0	0	0	0	4	8	38

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	%
Homeless Presentation	1	10	4	19	4	15	6	13					13	37	52	45
Advice & Information	2	20	4	19	5	17	7	15	2	100	1	5	5	15	15	13
Private Rented Sector	2	20	6	28	8	28	11	24			6	30	4	11	16	13
Issues with Landlord Resolved	2	20	2	11	2	7	3	7			3	15	5	15	7	7
Living with Family / Friends	0		0		1	3	4	9			1	5	4	11	7	7
Support Referral															1	<1
Housed by HHR	1	10	2	11	2	7	4	9			2	10	4	11	5	4
Lost Contact	0		1	4	1	3	3	7			1	5			7	7
Moved outwith Highlands							1	2								
Reconciliation with Partner	1	10	1	4	1	3	1	2							3	3
Homelessness Prevented	1	10	1	4	5	17	6	12			6	30				
Total	10		21		29		46		2		20		35		119	

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.

Recommendation

Members are invited to scrutinise the information provided on housing performance in the period 1 April 2014 to 31 March 2015.

Designation: Director of Community Services

Date: 26 May 2015

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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
				Qtr4	Qtr3	Qtr2	Qtr1	Qtr4
Ave time to complete emergency repairs (hours) - NBS	Green	6.9	14	8.40	10.04	11.52	18.43	12.77
Ave time to complete non emergency repairs (days) - NBS	Green	8.2	8	5.69	7.53	7.49	11.06	7.24
Reactive repairs carried out first time - NBS	Green	87.2	92	94.65	92.78	93.10	83.52	94.50
Rent collected as % of rent due - NBS	Amber	99	99	98.97	99.71	99.97	99.39	100.82
Gross rent arrears as % of rent due - NBS	Green	5.1	5	4.43	4.90	4.60	4.39	4.17
% rent loss through voids - NBS	Green	1.2	1	0.77	0.75	0.98	0.89	0.97
% of lettable houses becoming vacant - NBS		9.7		12.17	9.97	8.43	8.02	8.53
% of new tenancies sustained for more than a year - NBS	Green	87.7	90	95.96	93.33	91.30	90.91	87.27
Tenancy offers refused - NBS		42.2		24	19.64	22.86	20.00	36.02
Ave time taken to re-let - NBS	Red		35	40.13	36.67	39.17	37.00	42.14
ASB Cases reported and resolved - NBS	Red		85	25	0	0	0	0
% court actions which resulted in eviction - NBS	Amber		10	13.73	12.20	10.34	11.76	7.69
Number of Prevention cases - NBS				133	79	60	22	101
Homelessness - Presentations received in period NBS				30	27	24	8	10
% 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		14.93	19.15	19.23	0.00	8.70

