

The Highland Council
Lochaber Area Committee
25 August 2015

Agenda Item	13
Report No	LA 27/15

Housing Performance Report - 1 April 2015 to 30 June 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 the first quarter of 2015/16.

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://dev-highland.dev.jadu.net/intranet/hsg/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. 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.

- 2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*
Target 14 hours

	No of Houses	2013/14				2014/15				2015/16
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	538	10.8	12.6	14.7	25.9	30.0	19.4	16.0	10.9	6.7
Fort William and Ardnamurchan	813	27.5	16	18	21.6	44.7	25.2	19.8	13.7	7.1
Highland	13896	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2

- 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 and is within 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				2015/16
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	538	10	8.8	9.1	10.2	8.2	7.9	7.8	7.4	6.7
Fort William and Ardnamurchan	813	10.1	8.03	9.6	10.5	9.3	7.7	7.9	7.1	7.2
Highland	13896	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1

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	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q1	Q1	Q1	Q1	Q1	Q1
Caol and Mallaig	538	8	37.33	42.00	51.15	29.00	40.50	47.13
Fort William and Ardnamurchan	813	18	35.00	34.46	33.47	38.64	52.54	38.17
Highland	13896	289	33.30	30.65	41.10	37.80	46.40	47.26

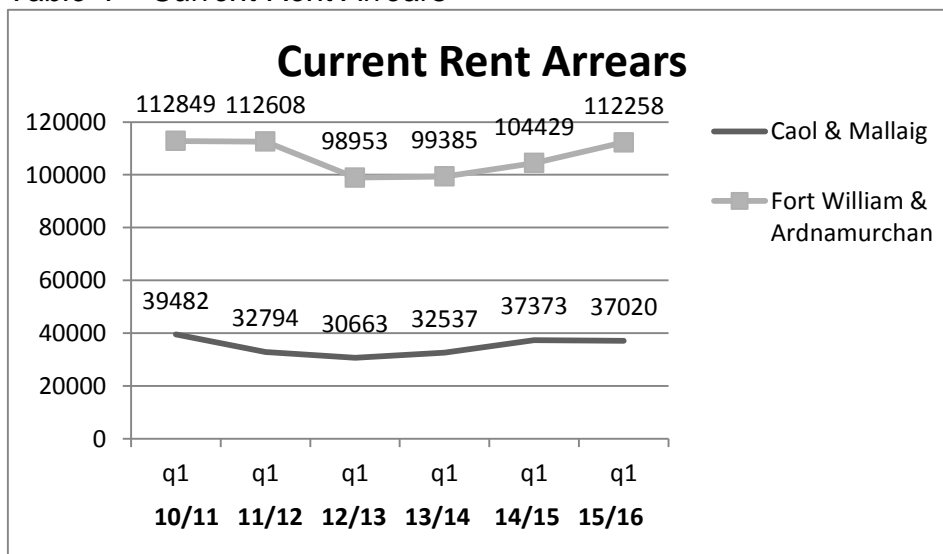
3.3 Performance was better in both Wards than the Highland average. An analysis of the voids for Quarter 1 has revealed that performance was influenced by a number of voids with multiple offers. For Caol and Mallaig, of the seven voids there were two with multiple offers and for Fort William and Ardnamurchan of the eighteen voids there were seven with multiple offers. The analysis indicates that there is scope for reducing the time period between the various steps in the void process. The Principal Housing Officer and the recently appointed Senior Maintenance Officer are working on improving this with their respective teams.

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 £1,333,163.

4.3 Table 4 – Current Rent Arrears

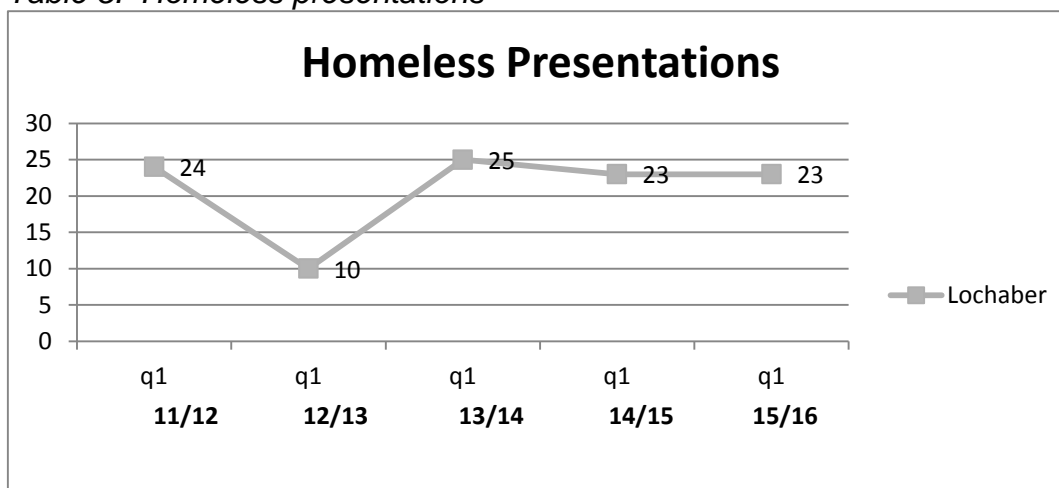


4.4 In cash terms the arrears have remained relatively static since 2010/11 with a total cash figure in Lochaber in Quarter 1 of 2010/11 of £152,331 and £149,278 in Quarter 1 of 2015/16. A small reduction of £3,053. The Gross Rent Arrears as a percentage of rent due for Quarter 1 is 4.75 % which is better 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 229 presentations across Highland in the quarter ending 30 June 2015.

5.4 Following a thematic inquiry, in May 2014, by the Scottish Housing Regulator on Housing Options our Homelessness Service delivery is currently under review. This involves a re-design of the job roles of staff to ensure a client-centred approach. New reports on case management are currently being developed and will be included in future Area Committee reports.

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 30 June 2015.

Designation: **Director of Community Services**

Date: 6 August 2015

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

Appendix 1

HAP SPI 15/16	15/16	Scottish Average	Target	2015/16	2014/15			
				Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
Tenancy offers refused - Lochaber	Amber	42.2	10	15.22	21.48	18.00	18.42	29.27
Repairs appointments kept - Lochaber	Amber	92.9	95	94.34	93.39	92.64	92.36	93.58
Rent collected as % of rent due - Lochaber	Green	99	99	103.64	98.89	99.38	98.74	99.16
Reactive repairs carried out first time - Lochaber	Green	87.2	92	98.05	95.36	93.71	92.94	89.57
Homelessness - Presentations received in period Lochaber	Green		25	25	26	17	30	23
Gross rent arrears as % of rent due - Lochaber	Green	5.1	5	4.75	4.28	4.45	4.72	4.42
Ave time to complete non emergency repairs (days) - Lochaber	Green	8.2	8	7.02	7.22	7.88	7.83	8.84
Ave time to complete emergency repairs (hours) - Lochaber	Green	6.9	14	6.93	12.54	18.24	22.92	39.15
Ave time taken to re-let - Lochaber	Red	35.7	35	40.92	35.25	33.81	36.66	49.53
ASB Cases reported and resolved - Lochaber	Red		85	40.15	64.96	61.27	70.90	17.65
% temp/eme accomm offers refused Lochaber	Green	7.3	0	0	6.49	5.36	7.32	6.25
% rent loss through voids - Lochaber	Amber	1.2	1	1.27	0.71	0.77	0.98	1.16
% of new tenancies sustained for more than a year - Lochaber	Amber	87.7	90	89.51	87.16	86.99	85.42	82.68
% of lettable houses becoming vacant - Lochaber	Green	9.7	6	10.99	8.07	9.13	9.13	10.58
% households requiring temp/eme accomm who receive offer - Lochaber	Green	107.3	100	100	100	100	100	100
% court actions which resulted in eviction - Lochaber	Amber	12.2	10	14.29	0	0	0	0