

**The Highland Council**  
**Lochaber Area Committee**  
**24 November 2015**

Agenda Item	<b>6.</b>
Report No	<b>LA/ 37/15</b>

**Housing Performance Report - 1 April 2014 to 30 September 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 and for the first half 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 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.  
[http://www.highland.gov.uk/staffsite/info/13/members\\_intranet/37/ward\\_reporting/2](http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2)
- 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.
- 1.5 Benchmarking information for 2014/15 across all Scottish Landlords has also been provided where available.

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

2.3 *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	Q2
Caol and Mallaig	524	10.8	12.6	14.7	25.9	30.0	19.4	16.0	10.9	6.7	7.1
Fort William and Ardnamurchan	806	27.5	16	18	21.6	44.7	25.2	19.8	13.7	7.1	6.8
<b>Highland</b>	<b>13854</b>	<b>13.4</b>	<b>11.6</b>	<b>11.4</b>	<b>14.5</b>	<b>14.8</b>	<b>11.1</b>	<b>9.3</b>	<b>9.1</b>	<b>6.2</b>	<b>6.9</b>

2.4 Performance for both Wards continues to be within the 14 hour target time and shows an improvement from the previous year.

2.5 Non-emergency repairs are measured in working days.

2.6 *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	Q2
Caol and Mallaig	524	10	8.8	9.1	10.2	8.2	7.9	7.8	7.4	6.7	6.9
Fort William and Ardnamurchan	806	10.1	8.03	9.6	10.5	9.3	7.7	7.9	7.1	7.2	6.7
<b>Highland</b>	<b>13854</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>	<b>7.3</b>	<b>7.1</b>	<b>7.3</b>

2.7 In both Wards performance remains within the 8 day target time.

2.8 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 days*

	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q2	Q2	Q2	Q2	Q2	Q2
Caol and Mallaig	524	19	33.60	47.44	45.32	55.21	34.08	35.42
Fort William and Ardnamurchan	806	54	33.07	29.75	34.70	36.41	37.40	31.04
<b>Highland</b>	<b>13854</b>	<b>769</b>	<b>30.65</b>	<b>29.53</b>	<b>39.85</b>	<b>41.00</b>	<b>38.90</b>	<b>48.29</b>

3.3 Table 3 shows that re-let times in Lochaber are performing better than the Highland wide figure of 48.29 days with the Fort William and Ardnamurchan Ward within the 35 day target.

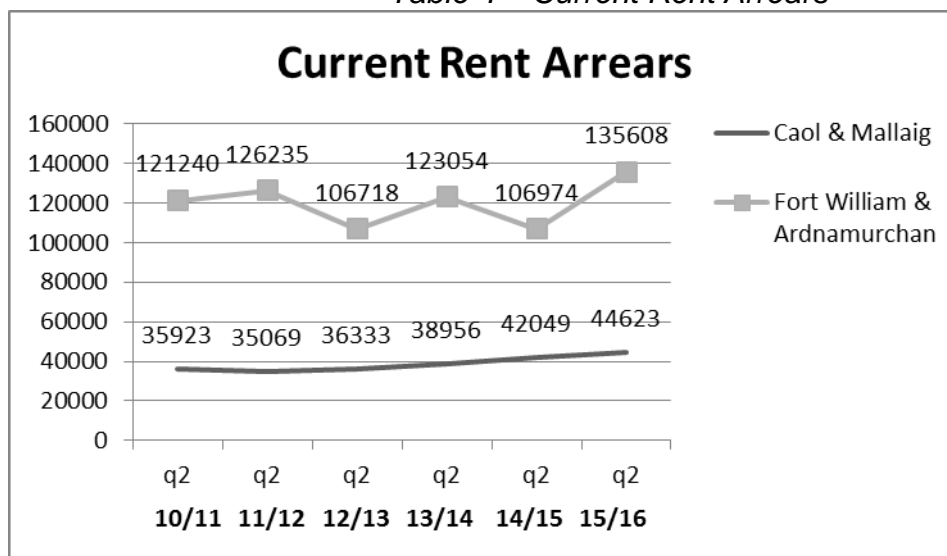
3.4 The target in the Coal and Mallaig Ward was just missed however performance has improved since the first Quarter of 2015/16 when the figure was 47.13 days. The performance figure is cumulative over Quarters 1 and 2. An analysis of the voids in the Ward over the two quarters reveals that a factor impacting on performance was the delay experienced with keys being returned following the death of the tenant. This occurred in six cases resulting in total delay of 32 weeks across the void process. Members will appreciate the sensitivities that officers face in dealing with relatives in these circumstances.

#### 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 £1,478,625.

4.3 *Table 4 – Current Rent Arrears*

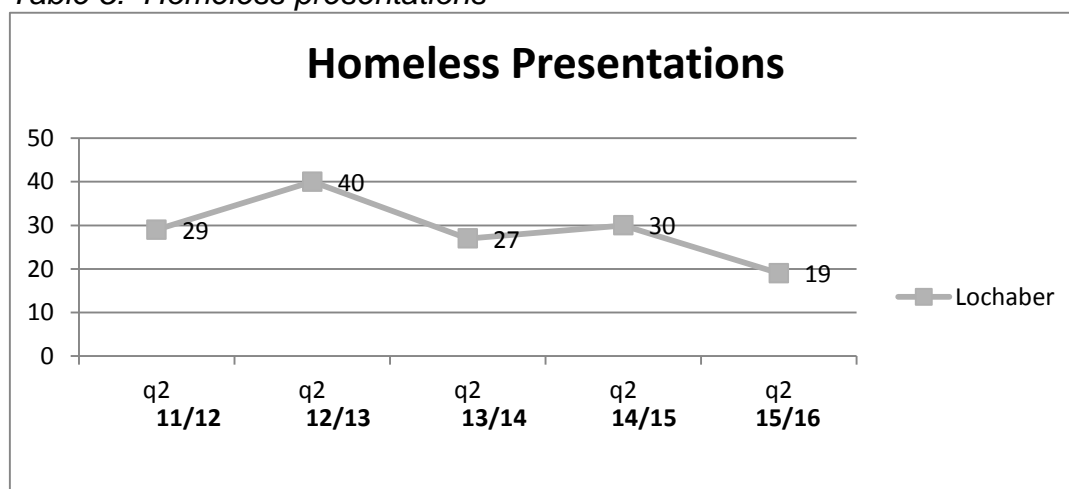


4.4 It is accepted that action is required in order to reduce rent arrears. Recent pressures have impacted on the time available to closely monitor arrears performance. Steps have been taken to address this issue.

#### 5. Homelessness

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 Lochaber charting the same quarter in previous years when we started to record this information. There were 238 presentations across Highland in the quarter ending 30 September 2015. Homeless presentations in Lochaber decreased from 23 in Quarter 1 to 19 in

Quarter 2.

- 5.4 There were 11 Housing Options cases in Quarter 2 with a noted Outcome of which 7 did not result in a Homeless Presentation helping reduce pressure on the need to provide accommodation from the Highland Housing Register housing stock. The number of homeless presentations at 19, being higher than these Housing Options cases, is because not all approaches to the Service provide an opportunity to carry out the prevention aspect of Housing Options work.
- 5.5 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 person-centred approach. The officers currently involved in this area of the Service have been confirmed in the new Housing Options Officer posts. 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 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 2015 to 30 September 2015.

Designation: Director of Community Services

Date: 9 November 2015

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

## Appendix 1

SPI 15/16	15/16	Scottish Average	Target	2015/16		2014/15		
				Qtr 2	Qtr1	Qtr4	Qtr3	Qtr2
Ave time to complete emergency repairs (hours) -	Green	5.9	14	6.9	6.9	12.5	18.2	22.9
Ave time to complete non emergency repairs	Green	7.9	8	6.8	7.0	7.2	7.9	7.8
Reactive repairs carried out first time - Lochaber	Green	90.2	92	98.1	98.0	95.4	93.7	92.9
Repairs appointments kept - Lochaber	Amber	92.4	95	93.5	94.3	93.4	92.6	92.4
Rent collected as % of rent due - Lochaber	Green	99.5	99	99.5	103.6	98.9	99.4	98.7
Gross rent arrears as % of rent due - Lochaber	Amber	5.3	5	5.4	4.7	4.3	4.4	4.7
% rent loss through voids - Lochaber	Green	1.1	1	0.9	1.3	0.7	0.8	1.0
% of lettable houses becoming vacant - Lochaber	Amber	8.9	9.7	11.7	11.0	8.1	9.1	9.1
% of new tenancies sustained for more than a year - Lochaber	Amber	88.8	90	86.6	89.5	87.2	87.0	85.4
Tenancy offers refused - Lochaber	Red	42	31	18.6	15.2	21.5	18.0	18.4
Ave time taken to re-let - Lochaber	Green	36.9	35	32.2	40.9	35.2	33.8	36.7
ASB Cases reported and resolved - Lochaber	Red	83.2	85	69.3	40.1	65.0	61.3	70.9
% court actions which resulted in eviction - Lochaber	Green	14.7	10	6.3	14.3	0.0	0.0	0.0
Homelessness - Presentations received in period Lochaber				19.0	23.0	26.0	17.0	30.0
% households requiring temp/eme accomm who receive offer - Lochaber	Green		100	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused Lochaber	Amber		0	2.2	0.0	6.5	5.4	7.3
No of housing options cases opened Lochaber				19.0	20.0			
No of housing options cases closed Lochaber				24.0	19.0			