

The Highland Council

Lochaber Committee - 11 February 2016

Agenda Item	8
Report No	LA/6/16

Housing Performance Report - 1 April 2015 to 31 December 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 up to 31 December 2015.

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
- 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.

2.3 *Table 1: Average length of time taken to complete emergency repairs (hours)*
Target 14 hours
2014/15 Benchmark – 5.9 hours

	No of Houses	2013/14				2014/15				2015/16		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	537	10.8	12.6	14.7	25.9	30.0	19.4	16.0	10.9	6.7	7.1	7.6
Fort William and Ardnamurchan	813	27.5	16	18	21.6	44.7	25.2	19.8	13.7	7.1	6.8	7.7
Highland	13933	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9	7.1

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
2014/15 Benchmark – 7.9 days

	No of Houses	2013/14				2014/15				2015/16		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	537	10	8.8	9.1	10.2	8.2	7.9	7.8	7.4	6.7	6.9	6.8
Fort William and Ardnamurchan	813	10.1	8.03	9.6	10.5	9.3	7.7	7.9	7.1	7.2	6.7	6.5
Highland	13933	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3	7.5

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*
2014/15 Benchmark – 36.9 days

	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q3	Q3	Q3	Q3	Q3	Q3
Caol and Mallaig	537	25	28.00	67.67	43.83	44.10	39.20	27.60
Fort William and Ardnamurchan	813	77	28.00	54.32	35.42	31.77	31.88	34.58
Highland	13933	1027	31.25	35.25	38.61	37.60	39.20	49.28

3.3 Table 3 shows that re-let times in Lochaber are performing better than the Highland wide figure of 49.28 days.

3.4 There were 7 voids in Caol and Mallaig in in Q3. . In Fort William and Ardnamurchan we had 24 void properties in in Q3, 2 of which were PIE (Performance Indicator Exempt) due to requiring major structural work.1 property was classed as low demand.

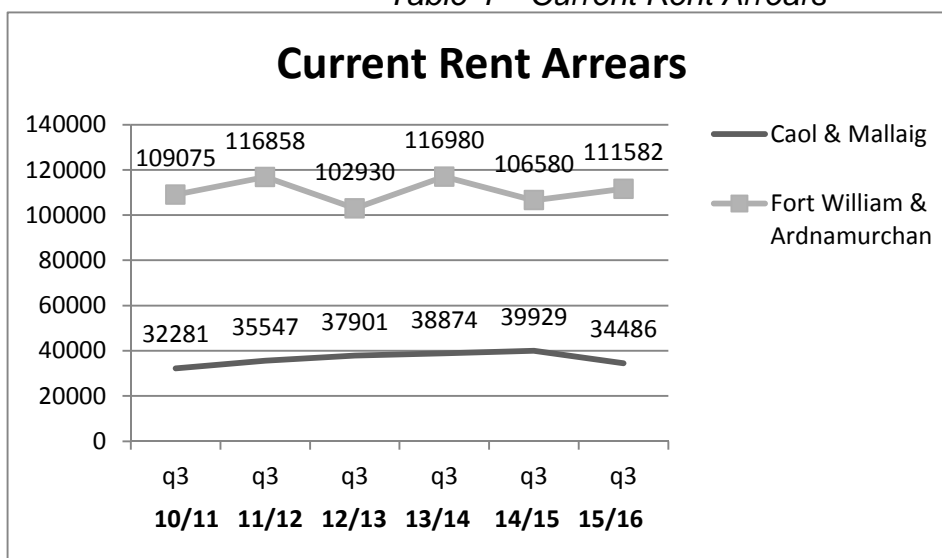
4. Rent Arrears

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 £1,353,725.

4.3

Table 4 – Current Rent Arrears



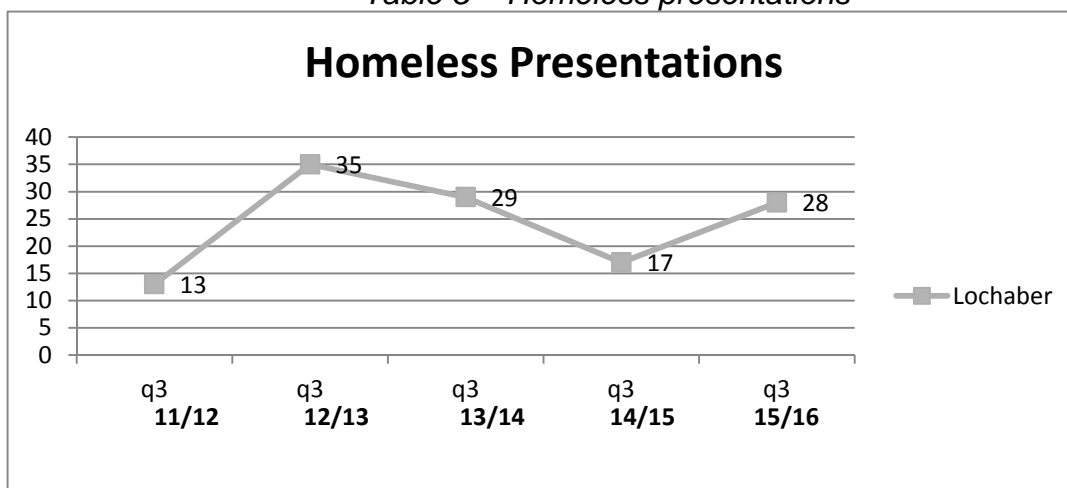
4.4 The arrears have reduced by £9786 since the same quarter in 13/14. This evidences the commitment of the Housing Management team who are now experiencing the impact of Universal Credit benefit being paid to the tenants rather than directly into the rent accounts.

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 203 presentations across Highland in the quarter ending 31 December 2015. Homeless presentations in Lochaber increased from 17 in Quarter 3 in 14/15 to 28 in Quarter 3.

5.4 Following a thematic inquiry, in May 2014, by the Scottish Housing Regulator on Housing Options our Homelessness Service delivery was reviewed. This involved 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. The table below provides information on the cases opened and closed in the quarter. These figures are by quarter not cumulative.

5.5

Table 6 - Housing Options cases

5.5

	Qtr1	Qtr2	Qtr 3
Housing Option cases opened	20	19	20
Housing Options cases closed	19	24	24

5.6 The tables below provide information on the housing options approach reasons and the case closure outcomes each quarter

5.7

Table 7- Approach reasons

	Qtr1	Qtr2	Qtr3
Anti-Social Behaviour	0	0	0
Financial Problems	0	1	1
Accommodation unsuitable due to medical reason	1	0	0
Accommodation unsuitable due to overcrowding	3	1	2
Accommodation unsuitable due to poor housing condition	0	0	0
Eviction notice received	0	0	0
Hospital discharge	0	0	0
Leaving armed forces	0	0	0
Marital/domestic breakdown	7	3	3
Notice given to landlord	0	0	0
Notice served by landlord	7	9	9
Prison release	0	0	0
Relocating to the Highlands	2	0	0
Section 11	0	2	2
Wants to leave parental home	0	3	3
Tied accommodation ended	0	0	0
Total	20	19	20

Table 8 – Case closure outcomes

	Qtr1	Qtr2	Qtr3
Homeless application made	6	8	8
Remained in current accommodation	1	7	7
Private rented – short assured tenancy	4	2	2
Local Authority Tenancy	3	1	1
RSL (Housing Association) Tenancy	0	0	0
Private Rented	1	0	0
Total	15	18	18

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 31 December 2015.

Designation: Director of Community Services

Date: 15 January 2016

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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	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Ave time to complete emergency repairs (hours) - Lochaber	Green	5.9	14	7.7	6.9	6.9	12.5	18.2
Ave time to complete non emergency repairs (days) - Lochaber	Green	7.9	8	6.6	6.8	7.0	7.2	7.9
Reactive repairs carried out first time - Lochaber	Green	90.2	92	97.7	98.1	98.0	95.4	93.7
Repairs appointments kept - Lochaber	Amber	92.4	95	93.4	93.5	94.3	93.4	92.6
Rent collected as % of rent due - Lochaber	Green	99.5	99	100.2	99.5	103.6	98.9	99.4
Gross rent arrears as % of rent due - Lochaber	Amber	5.3	5	6.5	5.4	4.7	4.3	4.4
% rent loss through voids - Lochaber	Green	1.1	1	0.9	0.9	1.3	0.7	0.8
% court actions which resulted in eviction - Lochaber	Red	14.7	10	15.8	6.3	14.3	0.0	0.0
ASB Cases reported and resolved - Lochaber	Red	83.2	85	73.2	69.3	40.1	65.0	61.3
Ave time taken to re-let - Lochaber	Green	36.9	35	32.9	32.2	40.9	35.2	33.8
% of new tenancies sustained for more than a year - Lochaber	Amber	88.8	90	87.6	86.6	89.5	87.2	87.0
Tenancy offers refused - Lochaber	Amber	42	26	26.4	18.6	15.2	21.5	18.0
% of lettable houses becoming vacant - Lochaber	Red	8.9	1.9	12.7	11.7	11.0	8.1	9.1
No of housing options cases opened Lochaber			No target set	20.0	19.0	20.0		
No of housing options cases closed Lochaber			No target set	24.0	24.0	19.0		
Homelessness - Presentations received in period Lochaber			No target set	28.0	19.0	23.0	26.0	17.0
% 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	1.4	2.2	0.0	6.5	5.4