

The Highland Council

Badenoch and Strathspey Area Committee – 23 February 2016

Agenda Item	7
Report No	BSAC 04/16

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

	No of Houses	2013/14				2014/15				2015/16		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	542	37.1	12.7	19.2	18.3	20.1	25.2	17.3	15.8	8.4	8.8	9.8
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 the ward continues to be within the 14 hour target time.

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	Q3
Badenoch and Strathspey	542	10.1	11	10.3	8.7	11.3	11.5	10.2	7.9	8.5	8.2	8.1
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 Ward performance is slightly outwith the 8 day target time and higher than the Highland average of 7.5 days. The Senior Maintenance Officer will be discussing with contractors how performance can be improved to meet the target.

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 table 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
			Q3	Q3	Q3	Q3	Q3	Q3
Badenoch and Strathspey	542	24	38.50	69.05	56.00	25.00	35.32	31.04
Highland	13933	1027	31.25	35.25	38.61	41.70	39.20	49.28

3.3 Table 3 shows that re-let times in Badenoch and Strathspey are performing better than both the target time of 35 days and the Highland wide figure of 49.28 days.

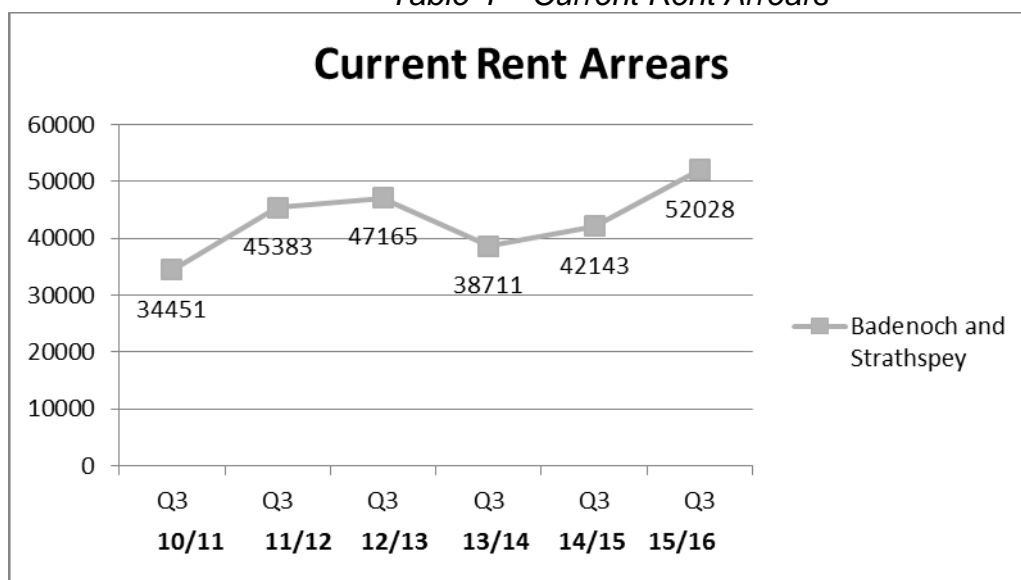
4. Rent Arrears

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 £1,353,725.

4.3

Table 4 – Current Rent Arrears



4.4 Rent arrears have risen as a consequence of not having full Housing Management Officer coverage in Badenoch and Strathspey. This has been somewhat mitigated as some assistance has been provided from Lochaber Housing Management Officers.

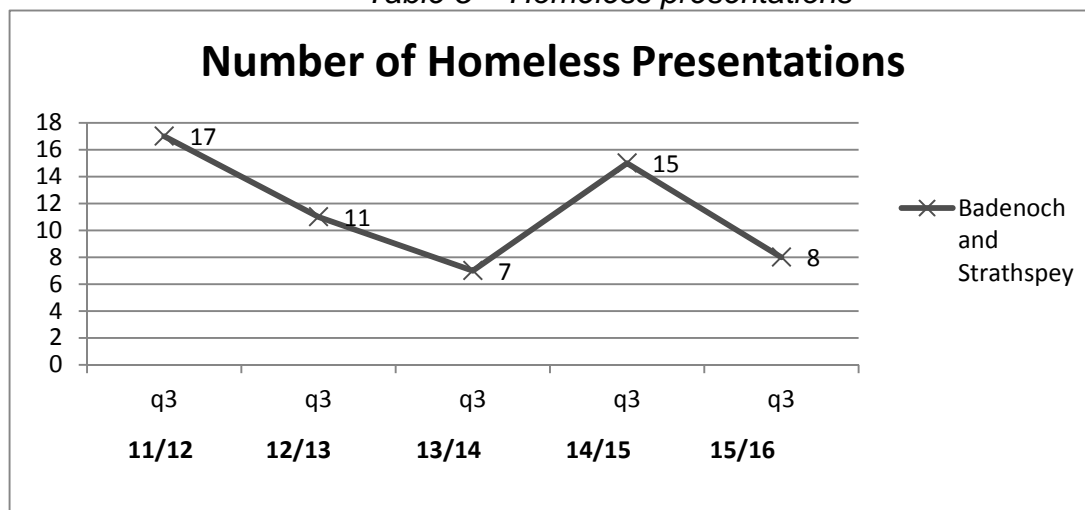
A new appointee had been selected but has recently withdrawn. Options for filling this staffing gap are being considered in the context of the recruitment restrictions in place due to the Council's challenging financial situation for 2016/17.

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 Badenoch and Strathspey 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.

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

	Qtr1	Qtr2	Qtr 3
Housing Option cases opened	18	26	15
Housing Options cases closed	16	17	19

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			
Financial Problems			1
Accommodation unsuitable due to medical reason			
Accommodation unsuitable due to overcrowding	2	3	
Accommodation unsuitable due to poor housing condition	1	1	
Eviction notice received		1	1
Hospital discharge			
Leaving armed forces			
Marital/domestic breakdown	5	7	5
Notice given to landlord			
Notice served by landlord	5	7	5
Prison release		1	
Relocating to the Highlands			1
Section 11			
Wants to leave parental home	5	5	1
Tied accommodation ended		1	1
Total	18	26	15

Table 8 – Key Outcomes of Closed Cases

	Qtr1	Qtr2	Qtr3
Homeless application made	4	4	8
Remained in current accommodation	5	3	7
Private rented – short assured tenancy	3	3	
Local Authority Tenancy	0	2	
RSL (Housing Association) Tenancy	2	2	
Private Rented	2		1
Total	16	14	16

5.8 Table 8 shows the Key Outcomes of Closed Cases of which there were 16. The remaining 3 cases that were closed were:

1 Moved in with friends/relatives, 1 Lost contact with applicant and 1 Shared Property - Private Rented Sector.

6. Anti-Social Behaviour

6.1 The performance indicator records Cases Resolved on Target against all cases

received.

There were six Anti-Social Behaviour cases opened in Badenoch and Strathspey during the reporting year to the end of December 2015.

Of the three closed all were resolved on target however as the indicator takes into account the three open cases this results in the recorded performance of 50%.

At the time of writing this report a review of open cases is being carried out to establish whether they can be closed.

7. Implications

- 7.1 **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.
- 7.2 **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.
- 7.3 There are no known specific equality implications resulting from this report.
- 7.4 There are no known climate change/carbon clever implications resulting from this report.
- 7.5 Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 7.6 There are no Gaelic implications arising from this report.
- 7.7 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: 10 February 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 B&S	Green	5.9	14	9.8	8.8	8.4	15.8	17.3
Ave time to complete non emergency repairs B&S	Amber	7.9	8	8.1	8.2	8.5	7.9	10.2
Reactive repairs carried out first time B&S	Amber	90.2	92	89.0	89.0	87.7	87.9	84.5
Rent collected as % of rent due B&S	Green	99.5	99	100.4	100.3	102.7	98.4	99.3
Gross rent arrears as % of rent due B&S	Green	5.3	5	4.8	4.8	4.4	5.5	6.2
% rent loss through voids B&S	Green	1.1	1	0.5	0.6	0.9	0.8	0.7
% of court actions which resulted in eviction B&S	Green	14.7	10	0.0	0.0	0.0	22.2	18.8
ASB cases reported and resolved B&S	Red	83.2	85	50.0	33.3	33.3	50.0	0.0
Ave time taken to re-let B&S	Green	36.9	35	31.0	36.8	40.7	38.9	35.3
% of new tenancies sustained for more than a year B&S	Amber	88.8	95	93.5	94.4	94.6	96.4	91.1
Tenancy offers refused B&S		42		41.9	44.4	42.9	30.7	28.0
% of lettable houses becoming vacant B&S		8.9		7.0	12.3	13.6	13.2	9.1
No of housing options cases opened B&S			No target set	15.0	26.0	18.0		
No of housing options cases closed B&S			No target set	19.0	17.0	16.0		
Homelessness - Presentations received in period B&S			No target set	8.0	6.0	6.0	13.0	15.0
% households requiring temp/eme accomm who receive offer B&S	Green		100	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused B&S			No target set	18.2	14.3	0.0	27.8	32.1