

Agenda Item	<b>10.</b>
Report No	<b>SCC/15/16</b>

**Housing Performance Report - 1 April 2015 to 31 March 2016**

**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 March 2016.

**1. Background**

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords.
- 1.2 Information on the key performance indicators is set out in the report below and 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.

**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 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	Q4
North, West & Central Sutherland	392	9.8	9	8.7	7.5	5.2	7.7	10.5	10.6	6.6	8	9.5	10.2
East Sutherland & Edderton	530	9.8	9.3	9.1	8.4	5.7	5.9	6.5	8.8	8.6	7.8	7.2	9.6
<b>Highland</b>	<b>13958</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>	<b>7.1</b>	<b>7.9</b>

- 2.4 Performance for Sutherland 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 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	Q4
North, West & Central Sutherland	392	5.7	5.7	6.5	5.9	5.7	6.5	6.5	6.8	4.0	5.1	5.5	5.8
East Sutherland & Edderton	530	5.9	5.5	6.1	5.9	5.7	6.2	6.2	6.2	4.5	5.4	5.5	5.3
Highland	13958	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5

2.7 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.

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
			Q4	Q4	Q4	Q4	Q4	Q4
North, West & Central Sutherland	392	45	23.46	15.81	39.72	28.34	35.33	41.07
East Sutherland & Edderton	530	52	8.60	20.16	23.91	20.88	23.8	32.23
Highland	13958	1284	32.07	38.16	38.53	37.60	42.01	47.50

3.3 Table 3 shows that re-let times in Sutherland are performing better than the Highland wide figure of 47.5 days.

3.4 There were 5 voids in Sutherland at the end of March 2016, 2 of which were PIE (Performance Indicator Exempt) due to requiring major structural work and adaptations. The other 3 were designated 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 £1,539,890.

4.3 **Table 4 – Current Rent Arrears**

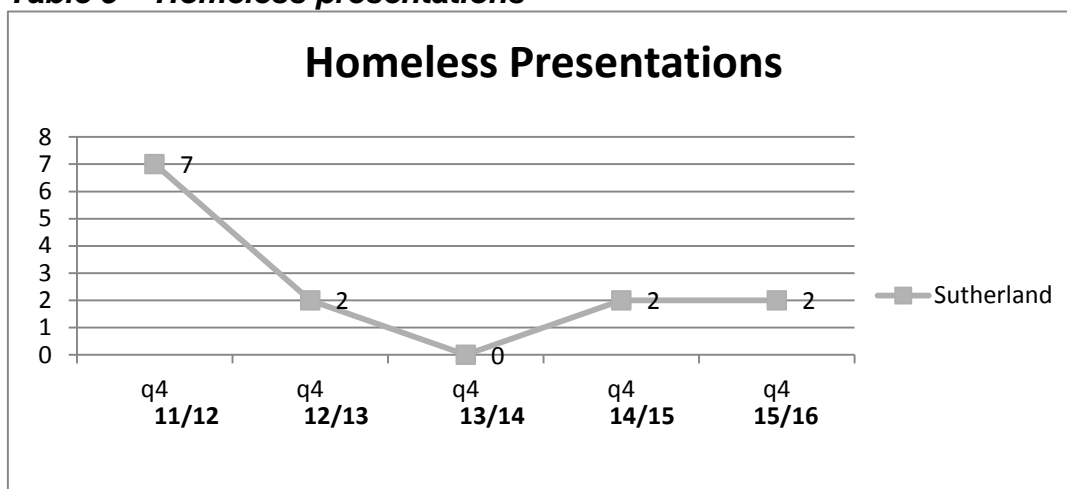
	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q4	Q4	Q4	Q4	Q4	Q4
North, West & Central Sutherland	392	10506	6399	8791	7090	12257	10712
East Sutherland & Edderton	530	8236	9567	13729	17091	15944	17314

4.4 The arrears have increased by £7,047 since the previous quarter, however, a significant portion of this is due to one complex case which is being actively managed.

## 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 Sutherland charting the same quarter in previous years. There were 329 presentations across Highland in the quarter ending 31 March 2016. Homeless presentations in Sutherland decreased from 4 in Quarter 3 in 15/16 to 2 in Quarter 4.

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 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	Qtr 4
Housing Option cases opened		1	1	0
Housing Options cases closed		9	0	1

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	Qtr4
Anti-Social Behaviour				
Financial Problems				
Accommodation unsuitable due to medical reason				
Accommodation unsuitable due to overcrowding				
Accommodation unsuitable due to poor housing condition				
Eviction notice received				
Hospital discharge				
Leaving care				
Leaving armed forces				

Marital/domestic breakdown				
Notice given to landlord				
Notice served by landlord		1		
Prison release				
Relocating to the Highlands				
Section 11				
Wants to leave parental home			1	
Tied accommodation ended				
<b>Total</b>		<b>1</b>	<b>1</b>	

5.8 *Table 8 – Case closure outcomes*

	Qtr1	Qtr2	Qtr3	Qtr4
Homeless application made				1
Remained in current accommodation		2		
Private rented – short assured tenancy		1		
Local Authority Tenancy		5		
RSL (Housing Association) Tenancy				
Private Rented				
Moved in with friends/relatives				
<b>Total</b>		<b>8</b>	<b>0</b>	<b>1</b>

## 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

There are no implications resulting from this report.

### 6.3 Equality

There are no known specific equality implications resulting from this report.

### 6.4 Climate Change/Carbon Clever

There are no known climate change/Carbon Clever implications resulting from this report.

### 6.5 Risk

Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

### 6.6 Gaelic

There are no Gaelic implications arising from this report.

### 6.7 Rural

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 March 2016.

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Date: 22 April 2016

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(Caithness and Sutherland)  
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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 4	Qtr3	Qtr2	Qtr1	Qtr4
Ave time to complete emergency repairs (hours) - Sutherland	Green	5.9	14	9.8	8.0	7.8	7.9	9.5
Ave time to complete non emergency repairs (days) - Sutherland	Green	7.9	8	5.5	5.5	5.2	4.3	6.5
Reactive repairs carried out first time - Sutherland	Green	90.2	92	97.8	98.3	98.7	98.8	97.7
Repairs appointments kept - Sutherland	Amber	92.4	95	94.0	93.7	93.6	92.0	92.8
Rent collected as % of rent due - Sutherland	Green	99.5	99	100.0	101.7	101.3	103.9	99.9
Gross rent arrears as % of rent due - Sutherland	Green	5.3	5	1.4	1.2	1.4	1.3	1.4
% rent loss through voids - Sutherland	Green	1.1	1	1.0	1.0	1.1	1.5	0.9
% court actions which resulted in eviction - Sutherland	Green	14.7	10	5.9	16.7	8.3	0.0	10.0
ASB Cases reported and resolved - Sutherland	Green	83.2	85	87.4	87.9	63.1	19.7	76.1
% of new tenancies sustained for more than a year - Sutherland	Red	88.8	90	78.6	80.8	82.3	83.5	85.0
Tenancy offers refused - Sutherland		42		55.0	53.2	53.4	38.9	47.3
% of lettable houses becoming vacant - Sutherland		8.9		11.6	11.3	11.9	10.8	11.3
% households requiring temp/eme accomm who receive offer Sutherland	Green		100	100.0	100.0	100.0		100.0
% temp/eme accomm offers refused Sutherland				50.0	33.3	50.0		28.6
Ave time in temp/eme accomm Sutherland			10	15.6	15.7	18.9	10.8	9.9