

The Highland Council

Skye and Raasay Committee – 20 June 2016

Agenda Item	5
Report No	SR/11/16

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 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 and 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	Q4
Skye	370	18.4	12.5	13.9	19	14.3	13.5	11.6	17.9	9.5	7.6	7.3	7.7
Highland	13958	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9

- 2.4 Performance for Skye 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
Skye	370	4.5	5.6	5.6	5.9	4.5	6.3	6.7	8.3	6.8	7.7	7.6	7.3
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 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
			Q4	Q4	Q4	Q4	Q4	Q4
Skye	370	43	27.77	26.44	19.50	19.68	18.33	18.7
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 Skye are performing better than the Highland wide figure of 47.5 days.

3.4 There were 6 voids in Skye at the end of March 2016, 3 of which were PIE (Performance Indicator Exempt). One void required major structural work and the others are in Broadford House which has been vacant prior to the building being demolished and redeveloped.

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**

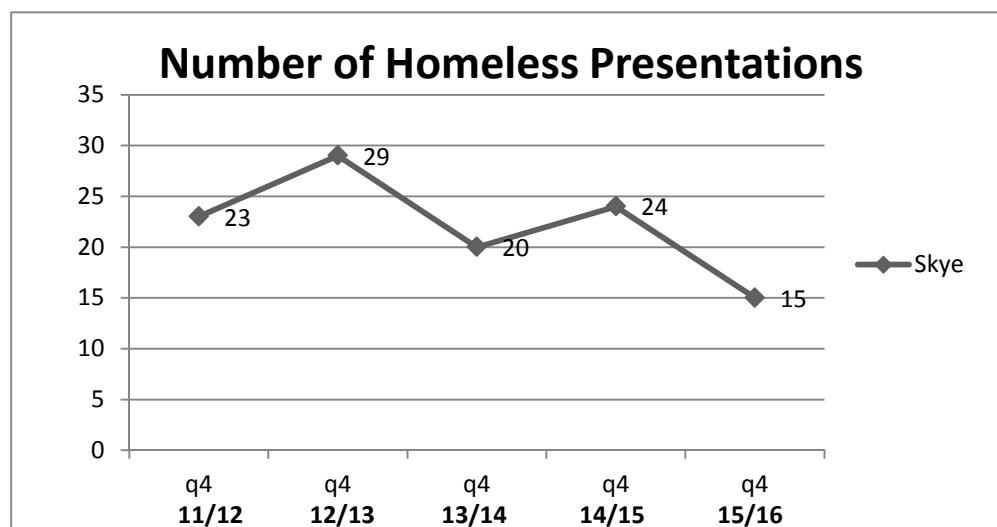
	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q4	Q4	Q4	Q4	Q4	Q4
Skye	370	13116	9704	20232	15933	18951	20179

4.4 The arrears have increased by £5,094 since the previous quarter. Across Highland, Universal Credit continues to impact on the rent arrears.

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 Skye charting the same quarter in previous years. There were 329 presentations across Highland in the quarter ending 31 March 2016. Homeless presentations in Skye increased from 12 in Quarter 3 in 15/16 to 15 in Quarter 4.

5.4 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	26	35	25	24
Housing Options cases closed	48	41	20	27

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		1	1	1
Financial Problems	2	2	1	4
Accommodation unsuitable due to medical reason		2	1	
Accommodation unsuitable due to overcrowding	2	1	1	2
Accommodation unsuitable due to poor housing condition	3	4	2	3
Eviction notice received				
Hospital discharge	1	1		
Leaving care				
Leaving armed forces				
Marital/domestic breakdown	10	13	4	4
Notice given to landlord		1		

Notice served by landlord	5	5	6	8
Prison release			1	
Relocating to the Highlands		1	4	
Section 11	1	2	2	
Wants to leave parental home	1	2	2	2
Tied accommodation ended	1			
Total	26	35	25	24

5.8 *Table 8 – Case closure outcomes*

	Qtr1	Qtr2	Qtr3	Qtr4
Homeless application made	28	24	10	15
Remained in current accommodation	8	8	4	4
Private rented – short assured tenancy	1		4	
Local Authority Tenancy		1		1
RSL (Housing Association) Tenancy	2	2	2	
Private Rented				6
Moved in with friends/relatives				1
Total	39	35	20	27

6. Implications

6.1 Resources

There are staff and financial implications arising from the need to develop and maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. These resources are available within the current HRA budget.

6.2 Legal

There are no legal implications arising 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.

Designation: Director of Community Services

Date: 5 May 2016

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

Appendix 1

	15/16	Scottish Average	Target	2015/16				2014/15
				Qtr 4	Qtr3	Qtr2	Qtr1	Qtr4
Ave time to complete emergency repairs (hours) Skye	Green	5.9	14	7.7	7.3	7.6	9.5	17.9
Ave time to complete non emergency repairs (days) Skye	Green	7.9	8	7.3	7.6	7.7	6.8	8.3
Reactive repairs carried out first time Skye	Green	90.2	92	96.0	95.7	96.2	95.6	92.9
Rent collected as % of rent due Skye	Green	99.5	98	99.1	100.9	101.0	104.3	99.4
Gross rent arrears as % of rent due Skye	Green	5.3	5	3.0	2.5	2.6	2.2	3.8
% rent loss through voids Skye	Green	1.1		0.7	0.7	0.6	0.9	0.5
% court actions which resulted in eviction Skye	Green	14.7	10	0	0	0	0	0
ASB cases reported and resolved Skye	Green	83.2	85	66.7	33.3	0.0	0.0	83.3
Ave time taken to re-let Skye	Green	36.9	35	18.7	19.1	14.8	19.9	18.3
% of new tenancies sustained for more than a year Skye	Green	88.8	90	77.8	81.3	81.3	85.3	87.5
Tenancy offers refused Skye		42		11.4	8.6	7.1	6.7	16.3
% of lettable houses becoming vacant Skye		8.9		15.4	16.5	18.6	21.9	18.9
No of housing options cases opened Skye				24	25	35	26	
No of housing options cases closed Skye				27	20	41	48	
Homelessness - Presentations received in period Skye				15	12	24	20	24
% households requiring temp/eme accomm who receive offer Skye	Green		100	100	100	100	100	100
% temp/eme accomm offers refused Skye				20.3	25.0	32.6	65.0	20.3
Ave time in temp/eme accomm Skye				20.8	22.9	21.2	21.3	24.0