

The Highland Council

Lochaber Committee – 23 August 2016

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| Agenda Item | 6 |
| Report No | LA/17/16 |

Housing Performance Report - 1 April 2016 to 30 June 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 30 June 2016. It also gives an update on progress for Lochaber projects in the HRA Capital Programme 2016/17.

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, Rent Arrears figures are cumulative. The Homeless Presentations figures are given for each separate quarter.
- 1.5 Benchmarking information 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 | | | | 2016/17 |
|-------------------------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Caol and Mallaig | 535 | 10.8 | 12.6 | 14.7 | 25.9 | 30.0 | 19.4 | 16.0 | 10.9 | 6.7 | 7.1 | 7.6 | 7.9 | 7.9 |
| Fort William and Ardnamurchan | 812 | 27.5 | 16 | 18 | 21.6 | 44.7 | 25.2 | 19.8 | 13.7 | 7.1 | 6.8 | 7.7 | 8.8 | 10.1 |
| Highland | 13980 | 13.4 | 11.6 | 11.4 | 14.5 | 14.8 | 11.1 | 9.3 | 9.1 | 6.2 | 6.9 | 7.1 | 7.9 | 6.6 |

2.4 Performance for Lochaber continues to be within the 14 hour target time, however there has been a decline in performance from last quarter this has been identified as a system scheduling error which has been corrected and procedures have been firmed up to prevent this re-occurring.

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 | | | | 2016/17 |
|-------------------------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Caol and Mallaig | 535 | 10 | 8.8 | 9.1 | 10.2 | 8.2 | 7.9 | 7.8 | 7.4 | 6.7 | 6.9 | 6.8 | 6.8 | 5.8 |
| Fort William and Ardnamurchan | 812 | 10.1 | 8.03 | 9.6 | 10.5 | 9.3 | 7.7 | 7.9 | 7.1 | 7.2 | 6.7 | 6.5 | 6.6 | 5.4 |
| Highland | 13980 | 9.8 | 8.6 | 8.8 | 8.7 | 7.5 | 7.6 | 7.4 | 7.3 | 7.1 | 7.3 | 7.5 | 7.5 | 6.6 |

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 6 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 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|-------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | | Q1 | Q1 | Q1 | Q1 | Q1 | Q1 |
| Caol and Mallaig | 535 | 9 | 42.00 | 51.15 | 29.00 | 40.50 | 47.13 | 17.67 |
| Fort William and Ardnamurchan | 812 | 37 | 34.46 | 33.47 | 38.64 | 52.54 | 38.17 | 21.81 |
| Highland | 13980 | 436 | 30.65 | 41.10 | 37.80 | 46.40 | 47.26 | 54.96 |

3.3 Table 3 shows that re-let times in Lochaber are performing better than the Highland wide figure of 54.96 days and significant improvement compared to Quarter 1 2015/16.

3.4 There were 12 re-lettable voids in Lochaber at the end of June 2016, plus 4 voids which were PIE (Performance Indicator Exempt) due to requiring major structural work.

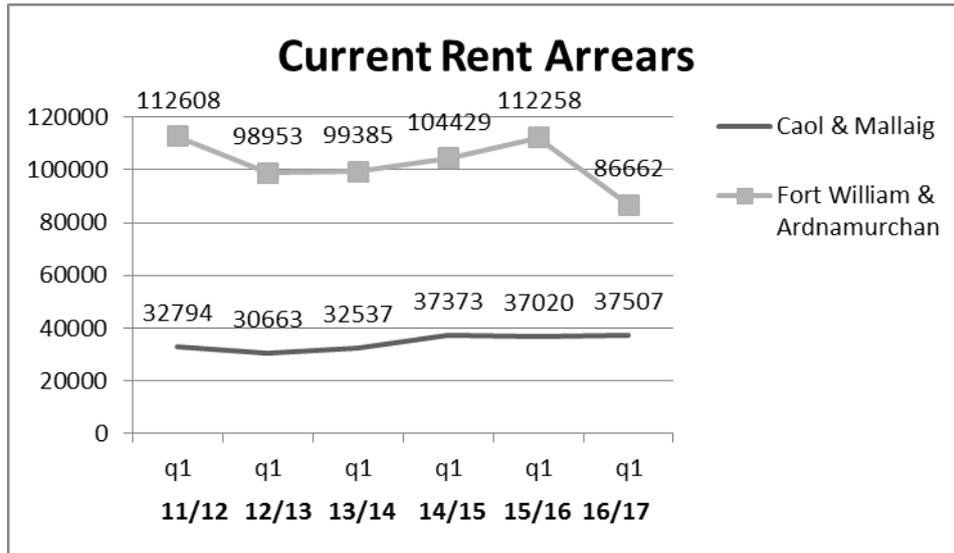
4. Rent Arrears

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 £1,394,688

4.3

Table 4 – Current Rent Arrears

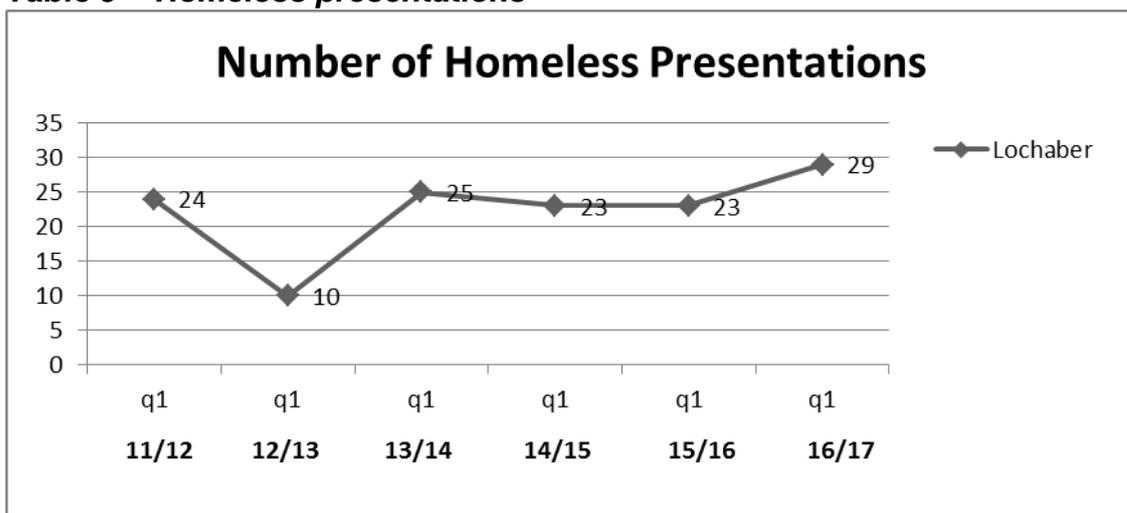


4.4 Arrears have decreased by £41,321 since the previous quarter. The Quarter 1 balance date was 2nd July 2016 and therefore includes Direct Debit and Standing Order payments for the month of July. This accounts for part of the reduction in rent arrears; however the figure at table 4 also illustrates the effort by the Lochaber team to reduce 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 Lochaber, charting the same quarter in previous years. There were 249 presentations across Highland in the quarter ending 30 June 2016. Homeless presentations in Lochaber decreased from 47 in Quarter 4 in 15/16 to 29 in Quarter 1 in 16/17. It is difficult to draw conclusions regarding trends from a single quarter, but we will continue to monitor homeless presentations closely.

5.4 Our Homelessness Service was reviewed following a thematic inquiry on Housing Options by the Scottish Housing Regulator, published in May 2014. This involved a re-design of the job roles of staff to ensure a person-centred approach. The table below provides information on housing options cases opened and closed in the quarter. These figures are by quarter not cumulative.

5.5 *Table 6 - Housing Options cases*

| | Qtr2 | Qtr 3 | Qtr 4 | Qtr 1 |
|------------------------------|------|-------|-------|-------|
| Housing Option cases opened | 19 | 6 | 2 | 2 |
| Housing Options cases closed | 24 | 14 | 6 | 3 |
| | | | | |

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*

| | Qtr2 | Qtr3 | Qtr4 | Qtr1 |
|--|-----------|----------|----------|----------|
| Anti-Social Behaviour | | | | |
| Financial Problems | 1 | | | |
| Accommodation unsuitable due to medical reason | | | | |
| Accommodation unsuitable due to overcrowding | 1 | | | |
| Accommodation unsuitable due to poor housing condition | | 1 | | |
| Eviction notice received | | | | |
| Hospital discharge | | | | |
| Leaving care | | | | |
| Leaving armed forces | | | | |
| Marital/domestic breakdown | 3 | 3 | 1 | 1 |
| Notice given to landlord | | | | |
| Notice served by landlord | 9 | 2 | | |
| Other action by landlord resulting in the termination of the tenancy | | | 1 | |
| Prison release | | | | |
| Relocating to the Highlands | | | | |
| Section 11 | 2 | | | |
| Wants to leave parental home | 3 | | | |
| Tied accommodation ended | | | | |
| General housing options advice | | | | 1 |
| Total | 19 | 6 | 2 | 2 |

5.8 *Table 8 – Case closure outcomes*

| | Qtr2 | Qtr3 | Qtr4 | Qtr1 |
|--|-----------|-----------|----------|----------|
| Homeless application made | 8 | 1 | 2 | |
| Remained in current accommodation | 7 | 5 | 2 | 1 |
| Private rented – short assured tenancy | 2 | 3 | | |
| Local Authority or RSL (Housing Association) Tenancy | 1 | 4 | 1 | 2 |
| Private Rented | | | 1 | |
| Moved in with friends/relatives | | | | |
| Total | 18 | 13 | 6 | 3 |

6. HRA Capital Programme 2016/17

- 6.1 The HRA Capital Programme 2016/17 was approved at Community Services Committee on 5 November 2015.
- 6.2 An update on progress with Lochaber projects is available at **Appendix 2**. Additional information on projects can be provided to Members on request.
- 6.3 Preparations are ongoing to develop the 2017/18 Capital Programme. It is proposed that consultation takes place with Members on local HRA Capital Programme projects for 2017/18 and that the final programme for 2017/18 is reported to Community Services Committee in November.

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

There are no implications arising from this report.

7.3 Equality

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

7.4 Climate Change/Carbon Clever

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

7.5 Risk

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

7.6 Gaelic

There are no Gaelic implications arising from this report.

7.7 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 2016 to 30 June 2016.

Designation: Director of Community Services

Date: 11 August 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 | 2016/17 Qtr 1 | 2015/16 Qtr 4 | 2015/16 Qtr3 | 2015/16 Qtr2 | 2015/16 Qtr1 |
|---|-------|------------------|--------|---------------|---------------|--------------|--------------|--------------|
| Ave time to complete emergency repairs (hours) - Lochaber | GREEN | 5.9 | 14 | 9.20 | 8.44 | 7.66 | 6.91 | 6.93 |
| Repairs appointments kept - Lochaber | RED | 92.4 | | 79.48 | 93.10 | 93.40 | 93.54 | 94.34 |
| Reactive repairs carried out first time – Lochaber | GREEN | 90.2 | | 97.24 | 98 | 97.69 | 98.07 | 98.05 |
| Ave time to complete non emergency repairs (days) - Lochaber | GREEN | 7.9 | | 5.61 | 6.69 | 6.62 | 6.77 | 7.02 |
| Ave time taken to re-let - Lochaber | GREEN | 36.9 | | 19.13 | 32.22 | 32.87 | 32.18 | 40.92 |
| Tenancy Offers Refused – Lochaber | | 42 | 0 | 20 | 24.66 | 26.44 | 18.58 | 15.22 |
| Ave time in temp/eme accomm Lochaber | AMBER | | 10 | 14.75 | 15.22 | 20.88 | 21.39 | 20.95 |
| % temp/eme accomm offers refused Lochaber | | | 0 | 15.79 | 5.15 | 1.39 | 2.17 | 0.00 |
| % of new tenancies sustained for more than a year - Lochaber | AMBER | 88.8 | | 87.30 | 87.70 | 87.60 | 86.62 | 89.51 |
| % of lettable houses becoming vacant - Lochaber | | 8.9 | 0 | 10.42 | 11.75 | 12.73 | 11.65 | 10.99 |
| % households requiring temp/eme accomm who receive offer - Lochaber | GREEN | | 100 | 100 | 100 | 100 | 100 | 100 |
| ASB Cases reported and resolved - Lochaber | GREEN | 83.2 | | 100 | 76.79 | 73.16 | 69.26 | 40.15 |
| Rent collected as % of rent due - Lochaber | GREEN | 99.5 | | 104.07 | 98.43 | 100.18 | 99.53 | 103.64 |
| Gross rent arrears as % of rent due - Lochaber | GREEN | 5.3 | | 4.66 | 5.29 | 4.87 | 5.41 | 4.75 |
| % rent loss through voids - Lochaber | GREEN | 1.1 | | 0.85 | 0.79 | 0.94 | 0.94 | 1.27 |
| % court actions which resulted in eviction - Lochaber | RED | 14.7 | | 23.08 | 11.76 | 15.79 | 6.25 | 14.29 |

Appendix 2

| Project Number | Project Title | Number Of Houses | Budget 2016/17 | Project Status | Additional Comments |
|----------------|--|-------------------|----------------|---|---|
| | HRA Capital Programme 2016/17 | | | | |
| | Equipment and Adaptations | | | | |
| BM | Equipment & adaptations Fort William & Ardnamurchan | On demand | 57,600 | Adaptations carried out on demand following Occupational Health referrals | Works to 4 properties have been instructed to date totalling £11,025 for disabled shower adaptations, wet room and sliding doors. |
| BM | Equipment & adaptations Caol & Mallaig | On demand | 37,800 | Adaptations carried out on demand following Occupational Health referrals | Works to 5 properties have been instructed to date totalling £12,388 for disabled shower adaptations, over bath showers, door entry system and access ramp. |
| | Major Component Replacement | | | | |
| CSH16004 | Window & door replacement Fort William & Ardnamurchan, Caol & Mallaig | 29 | 195,000 | Design in progress | Project Management awaiting confirmation of works schedule. |
| BMLOCBAT2016 | Replacement bathrooms and kitchens Fort William & Ardnamurchan | 20 | 82,992 | Start on site imminent | Asbestos surveys have / are being carried out. Refurbishments scheduled to begin on site week commencing 15 August. |
| BMCAOBAT2016 | Replacement bathrooms and kitchens Caol & Mallaig | 9 | 23,972 | Start on site imminent | Asbestos surveys have / are being carried out. Refurbishments scheduled to begin on site week commencing 15 August. |
| CSH16022 | Rewiring - Highland | 165 | 503,000 | Project initiation | This is a Highland-wide project with 19 houses in Caol & Mallaig and 22 houses in Fort William & Ardnamurchan. The allocation for Lochaber is £123,000. |
| | Heating/Energy Efficiency | | | | |
| CSH16010 | Non-gas heating replacements Fort William & Ardnamurchan, Caol & Mallaig | 58 | 572,961 | Design in progress | Project Management awaiting confirmation of works schedule. |
| | External Fabric (Major Component Replacement) | | | | |
| BMCAOROF2016 | Roof works Caol & Mallaig | 4 | 54,413 | Contract Awarded | Contractor due to start on site week commencing 15 August (weather permitting). Additional properties to be identified as quotations are less than anticipated. |
| | External Fabric (environmental improvements) | | | | |
| BMLOCENV2016 | Environmental improvements Fort William & Ardnamurchan | Subject to survey | 32,854 | Design in progress | Building Warrant due by week commencing 15 August to demolish garages in Douglas Place. Works to commence shortly thereafter. |
| BMCAOIEENV2016 | Environmental improvements Caol & Mallaig | Subject to survey | 21,559 | Design in progress | Approved works to kerbs are now being carried forward by BEAR Scotland. Local officers have been asked to identify new works and present these to Members for approval. |