

The Highland Council

Sutherland Committee – 30 Aug 2016

Agenda Item	8.
Report No	SCC/21/16

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.

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 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.
- 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
North, West & Central Sutherland	391	9.8	9	8.7	7.5	5.2	7.7	10.5	10.6	6.6	8	9.5	10.2	21.4
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	8.8
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 East Sutherland and Edderton continues to be within the 14 hour target time. The 21.4 figure for NW&C Sutherland results from a single works order which was not managed in accordance with procedure, thus skewing the figures. Appropriate guidance has been given to the operative responsible.

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
North, West & Central Sutherland	391	5.7	5.7	6.5	5.9	5.7	6.5	6.5	6.8	4.0	5.1	5.5	5.8	8.1
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	6.1
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 or close to the 8 day target time, but this is being actively monitored to ensure that the target is achieved for the rest of this year.

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

Ave relet time	No of Houses	No of relets	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
			Q1	Q1	Q1	Q1	Q1	Q1
North, West & Central Sutherland	391	11	14.58	26.13	24.49	33.08	15.63	75.75
East Sutherland & Ed	530	24	16.80	23.00	31.00	18.89	30.14	25.79
Highland	13980	436	30.65	41.10	37.80	46.40	47.26	49.32

3.3 The 75.75 days figure for NW&C Sutherland results from difficulties encountered in letting 4 properties in more rural parts of the area. As an example, 1 property was offered 6 times before it was accepted. There appears to be a growing problem letting remote rural properties where owning a car or other means of transport is essential, but often unaffordable for prospective tenants.

3.4 There were 7 voids in Sutherland at the end of June 2016, 2 of which were PIE (Performance Indicator Exempt) due to requiring major structural work and adaptations, 1 was designated as low demand and the remaining 4 voids only became vacant end of May/June.

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**

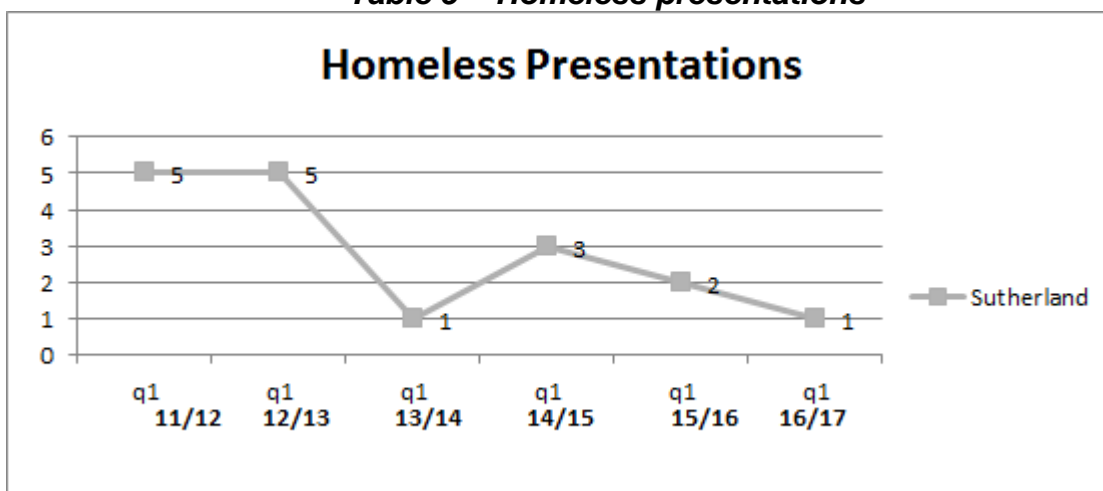
	No of Houses	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
		Q1	Q1	Q1	Q1	Q1	Q1
North, West & Central Sutherland	391	6208	6873	10855	8336	12560	9897
East Sutherland & Edderton	530	11309	13233	12963	15891	15186	14946

4.4 The arrears have decreased by £3,184 since the previous quarter.

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 when we started to record this information. There were 249 presentations across Highland in the quarter ending 30 June 2016. Homeless presentations in Sutherland decreased from 2 in Quarter 4 in 15/16 to 1 in Quarter 1 in 16/17.

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**

	Qtr2	Qtr3	Qtr4	Qtr1
Housing Option cases opened	1	1	0	1
Housing Options cases closed	9	0	1	2

5.6 The tables below provide information on the housing options case closure outcomes each quarter.

6. Implications

6.1 Resources

There are staff and financial requirements 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 equality implications resulting from this report.

6.4 Climate Change/Carbon Clever

There are no 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 2016 to 30 June 2016.

Designation: Director of Community Services

Date: 30 August 2016

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

Appendix 1

				2016/17	2015/16			
SPI 15/16	15/16	Scottish Average	Target	Qtr 1	Qtr 4	Qtr3	Qtr2	Qtr1
Ave time to complete emergency repairs (hours) - Sutherland	Green	5.9	14.0	13.1	9.8	8.0	7.8	7.9
Ave time to complete non emergency repairs (days) - Sutherland	Green	7.9	8.0	6.8	5.5	5.5	5.2	4.3
Reactive repairs carried out first time - Sutherland	Green	90.2	92.0	98.5	97.8	98.3	98.7	98.8
Repairs appointments kept - Sutherland	Red	92.4	95.0	75.5	94.0	93.7	93.6	92.0
Rent collected as % of rent due - Sutherland	Green	99.5	99.0	105.4	100.0	101.7	101.3	103.9
Gross rent arrears as % of rent due - Sutherland	Green	5.3	5.0	1.5	1.4	1.2	1.4	1.3
% rent loss through voids - Sutherland	Amber	1.1	1.0	2.3	1.0	1.0	1.1	1.5
ASB Cases reported and resolved - Sutherland	Red	83.2	85.0	37.2	87.4	87.9	63.1	19.7
Ave time taken to re-let - Sutherland	Red		35.00	54.54	36.33	35.39	37.04	24.86
% of new tenancies sustained for more than a year - Sutherland	Red	88.8	90.0	77.3	78.6	80.8	82.3	83.5
Tenancy offers refused - Sutherland		42.0		48.4	55.0	53.2	53.4	38.9
% of lettable houses becoming vacant - Sutherland		8.9		11.5	11.6	11.3	11.9	10.8
% households requiring temp/eme accomm who receive offer Sutherland	Green		100.0	100.0	100.0	100.0	100.0	
Ave time in temp/eme accomm Sutherland	Green		52.0	19.0	15.6	15.7	18.9	10.8