

The Highland Council

Badenoch and Strathspey Committee - 6 September 2016

Agenda Item	11
Report No	BSAC/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.

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 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
Badenoch and Strathspey	550	37.1	12.7	19.2	18.3	20.1	25.2	17.3	15.8	8.4	8.8	9.8	10.5	13.8
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 Badenoch and Strathspey continues to be within the 14 hour target time. There is a decline in performance compared with the previous quarter this has been identified as an administrative error attached to one repair this has now been addressed. Had this error not occurred the time taken to complete emergency repairs in Badenoch & Strathspey would have been 10 hours.

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
Badenoch and Strathspey	550	10.1	11	10.3	8.7	11.3	11.5	10.2	7.9	8.5	8.2	8.1	7.3	7
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
Badenoch and Strathspey	550	14	48.30	55.13	0.00	29.40	40.67	26.14
Highland	13980	436	30.65	41.10	37.80	46.40	47.26	49.32

3.3 Table 3 shows that re-let times in Badenoch and Strathspey are performing better than the Highland wide figure of 49.32 days and significant improvement in performance compared with previous quarters.

3.4 There were 5 re-lettable voids in Badenoch and Strathspey at the end of June 2016, plus 4 which were PIE (Performance Indicator Exempt), 2 due to requiring “major structural work”, 1 was fire damaged and another is a crime scene and the keys are held by police.

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**

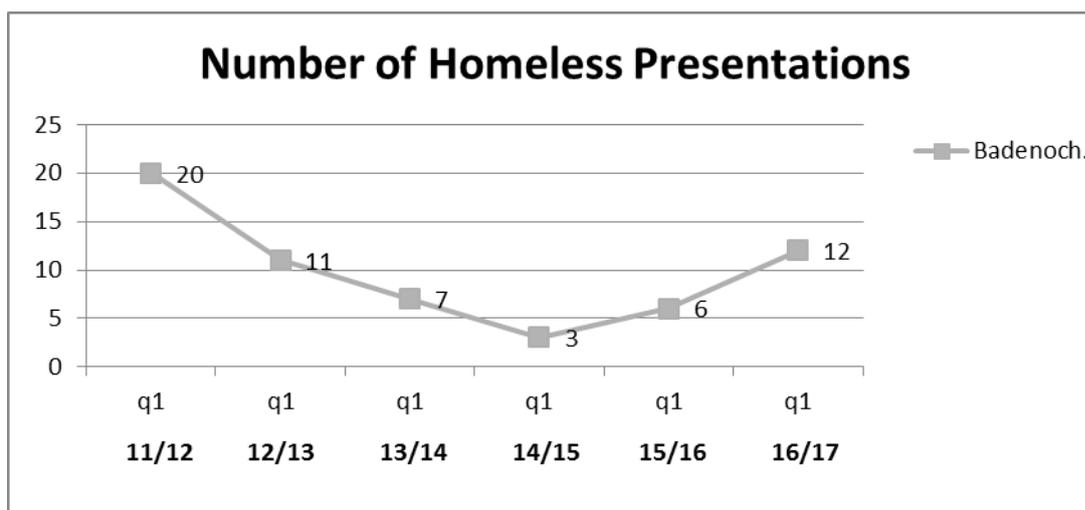
	No of Houses	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
		Q1	Q1	Q1	Q1	Q1	Q1
Badenoch and Straths	550	42200	33356	43579	41641	42463	50593

4.4 The arrears have increased by £6,119 since the previous quarter. Unfortunately since the last performance report there has been further long term staff absence. This has been addressed and from 18th July 2016 the Housing Management Officer post is being delivered by one officer on a full time basis. Rent arrears remain a priority for the Badenoch & Strathspey team.

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. There were 249 presentations across Highland in the quarter ending 30 June 2016. Homeless presentations in Badenoch and Strathspey increased from 6 in quarter 1 2015/16 to 12 in Quarter 1 2016/17.

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**

	2015 Qtr1	2015 Qtr2	2015 Qtr 3	2015 Qtr4	2016 Qtr1
Housing Option cases opened	18	26	15	20	30
Housing Options cases closed	16	17	19	14	33

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 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 2016 to 30 June 2016.

Designation: Director of Community Services

Date: 6 September 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	2015/16			
				Qtr 1	Qtr 4	Qtr3	Qtr2	Qtr1
Reactive repairs carried out first time B&S	Green	90.2	92	94.4	92.3	89.0	89.0	87.7
Rent collected as % of rent due B&S	Green	99.5	99	103.1	98.7	100.4	100.3	102.7
Gross rent arrears as % of rent due B&S	Green	5.3	5	4.7	5.0	4.8	4.8	4.4
% rent loss through voids B&S	Amber	1.1	1	0.7	0.5	0.5	0.6	0.9
% households requiring temp/eme accomm who receive offer B&S	Green	100	100	100	100	100	100	100
ASB cases reported and resolved B&S	Red	83.2	85	50	100	50	33.3	33.3
Ave time taken to re-let B&S		36.90		26.64	30.67	31.04	36.81	40.67
% of new tenancies sustained for more than a year B&S	Red	88.8	90	84.3	85.5	93.5	94.4	94.6
Tenancy offers refused B&S		42.0		46.2	40.7	41.9	44.4	42.9
% of lettable houses becoming vacant B&S		8.9		7.8	6.4	7.0	12.3	13.6
% of court actions which resulted in eviction B&S	Green	14.7	10	0	0	0	0	0
% temp/eme accomm offers refused B&S				0	19.4	18.2	14.3	0
Ave time in temp/eme accomm B&S	Green		52	16	13.3	11.6	15.7	14.9