

The Highland Council

Nairnshire Committee
21 September 2016

Agenda Item	9
Report No	N/19/16

Housing Performance Report - 1 January 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 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
Nairn	667	11.3	11.2	8.7	7.8	1.5	3.2	3.4	3.4	2.9	3.4	3.4	3.4	2.8
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 Nairn 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				2016/17
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Nairn	667	6	6	6	5.8	1	3.7	3.7	3.8	4.1	4.1	4.1	4.1	3.4
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
Nairn	667	19	22.00	30.55	31.39	43.33	27.23	45.79
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 Nairn are performing better than the Highland wide figure of 49.32 days. There has been a decline in performance compared with Quarter 1 2015/16 this was due to 2 properties being allocated but refused. There was also an administrative error in recording one void property, had this not occurred the average re-let time for Nairn would have been 30.45 days.

3.4 There was 1 re-lettable void in Nairn at the end of June 2016, plus 5 voids which were PIE (Performance Indicator Exempt). Of these 2 are being held for decant and 3 require 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 £1,353,725.

4.3

Table 4 – Current Rent Arrears

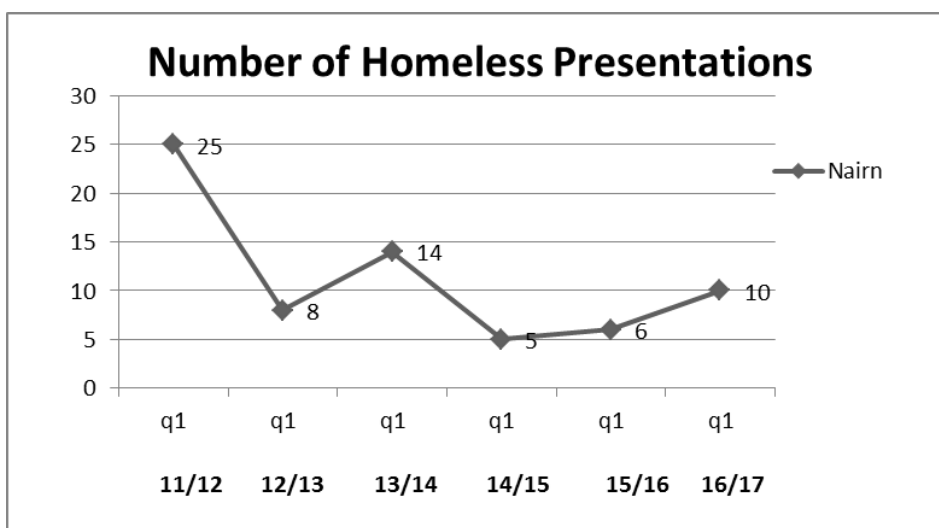
	2014/15	2015/16	2015/16	2015/16	2015/16	2016/17
	Q4	Q1	Q2	Q3	Q4	Q1
Nairn	55404	58187	76961	80267	101495	97220

4.4 Nairn rent arrears have decreased since Quarter 4 by £4,275. Although performance has improved since Q4 reducing current tenant arrears remains a priority. An additional staff resource is being arranged for the Nairn team to assist with the rent arrears workload and focus on an improvement in performance.

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.

Table -5



5.2 Table 5 shows the number of homeless presentations received by Nairn 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 Nairn increased from 6 in Quarter 1 2015/16 to 10 in Quarter 1 2016/17.

5.3 The table 6 below shows a reduction in the number of housing options cases opened and closed. Changes to operational and recording arrangements to comply with national guidance on housing options are reflected in the figures in the table. They reflect the removal of double counting between homeless applications and housing options (prevention) cases. This is in line with guidance emphasising the duty to open a homeless application if the local authority believes an applicant is homeless or threatened with homelessness

5.4

Table 6 - Housing Options cases

	2015 Qtr1	2015 Qtr2	2015 Qtr 3	2015 Qtr4	2016 Qtr1
Housing Option cases opened	34	24	24	29	20
Housing Options cases closed	58	50	18	64	22

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

The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

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

6.4 There are no known climate change/carbon clever implications resulting from this report.

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

6.6 There are no Gaelic implications arising from this report.

6.7 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 January 2016 to 30 June 2016

Designation: Director of Community Services

Date: 1 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
Ave time taken to re-let Nairn	Red	36.90	35	45.79	38.62	34.41	21.00	27.23
Reactive repairs carried out first time Nairn	Green	90.2	92	99.3	99.8	99.8	99.8	99.4
Rent collected as % of rent due Nairn	Green	99.5	99	103.7	97.1	98.8	98.5	101.1
% rent loss through voids Nairn	Amber	1.1	1	1.4	0.9	0.8	0.5	0.7
% court actions with resulted in eviction Nairn	Green	14.3	10	0	9.1	0	0	0
ASB cases reported and resolved Nairn	Red	83.2	85	0	100	80	100	0
% of new tenancies sustained for more than a year Nairn	Green	88.8	90	92.2	91.7	90.3	92.7	93.6
Tenancy offers refused Nairn		42		25	21	22.2	15.4	11.8
% of lettable houses becoming vacant Nairn		8.9		9.7	10.6	10.1	9.2	11.8
% households requiring temp/eme accomm who receive offer Nairn	Green		100	100	100	100	100	100
% temp/eme accomm offers refused Nairn				0	0	0	0	0
Ave time in temp/eme accomm Nairn	Green		14	13.8	14.4	13.4	13.6	13.4