

The Highland Council

Nairnshire Committee
7 December 2016

Agenda Item	10
Report No	N/31/16

Housing Performance Report – 1 April 2016 to 30 September 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 September 2016.

1. Background

- 1.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 1.2 This report provides key performance information based on the reporting framework recommended by the SHR. 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, while the Homeless Presentations figures are given for each separate quarter.
- 1.5 Scottish Quality Network (SQN) benchmark information, derived from the performance of 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
2015/16 SQN Benchmark – 5.1 hours

	No of Houses	2014/15				2015/16				2016/17	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Nairn	667	1.5	3.2	3.4	3.4	2.9	3.4	3.4	3.4	2.8	3.1
Highland	13980	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2

2.4 Performance continues to be well within the 14 hour target.

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

2015/16 SQN Benchmark – 7.5 days

	No of Houses	2014/15				2015/16				2016/17	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Nairn	667	1	3.7	3.7	3.8	4.1	4.1	4.1	4.1	3.4	3.7
Highland	13980	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9

2.7 Performance is well 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 3 years and highlighting the same quarter in previous years for comparison.

3.2 **Table 3 : Average re-let time (days) Target 35 days**
2015/16 SQN Benchmark – 35.4 days

	No of Houses	No of relets	2014/15	2015/16	2016/17
			Q2	Q2	Q2
Nairn	667	24	43.00	21.00	47.50
Highland	13980	436	38.90	48.29	43.63

3.3 The reduction in performance in Quarter 2 was due to a low demand property being offered four times prior to a successful allocation. The void re-let time is a significant indicator for the Service and will remain a matter of focus in relation to performance.

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 three years. The Highland wide current arrears figure is £1,590,977.

4.2 **Table 4 – Current Rent Arrears**

	No of Houses	2014/15	2015/16	2016/17
		Q2	Q2	Q2
Nairn	667	48274	76961	103397

4.3 There has been a significant increase in rent arrears compared to Quarter 2 2015/16. As previously reported to Members an additional staffing resource has been arranged to assist with the rent arrears workload in Nairn. This post should be in place by the end of November. In general rent arrears are seeing an increase across Highland and this does reflect a national trend, an external factor involved being the impact of welfare reform and in particular universal credit.

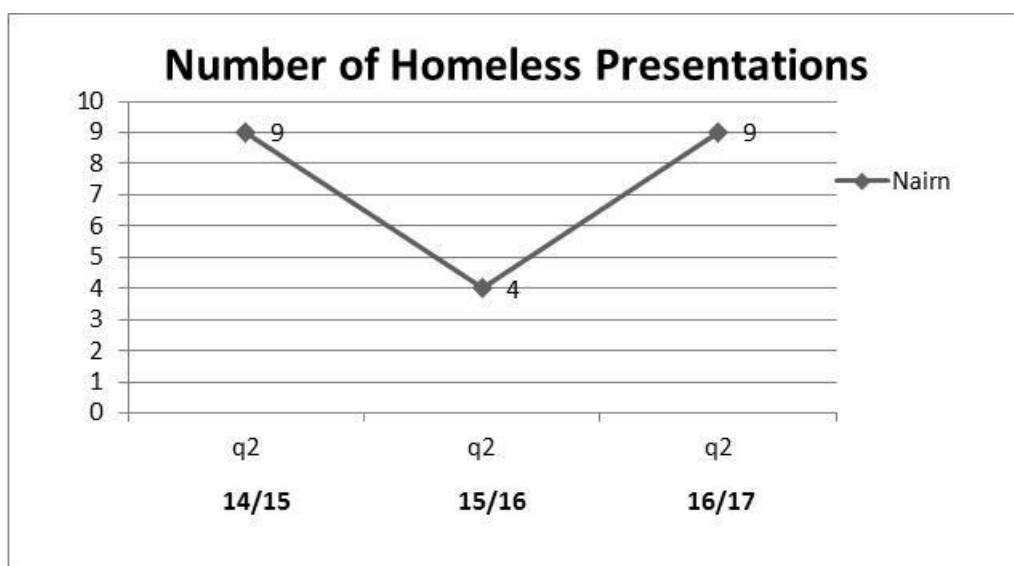
5. Homelessness

5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

5.2 Table 5 shows the number of homeless presentations received in Nairnshire charting the same quarter in previous years. Homeless presentations in Nairnshire have increased in Quarter 2016.

5.3 There were 288 presentations across Highland at the end of Quarter 2, 30 September 2016.

5.4 **Table 5 - Homeless presentations**



5.5 Table 6 provides information on the cases opened and closed in the quarter. These figures are by quarter and are not cumulative.

5.6 **Table 6 - Housing Options cases**

	2015 Qtr1	2015 Qtr2	2015 Qtr3	2015 Qtr4	2016 Qtr1	2016 Qtr2
Housing Option cases opened	18	26	15	20	30	38
Housing Options cases closed	16	17	19	14	33	55

6. Housing Revenue Account Capital Programme Update

6.1 The HRA Capital Programme 2016-17 was approved by the Community Services Committee on 5th November 2015. The status of the 2016-17 HRA Capital Programme for the Nairnshire Area is detailed at **Appendix 2**.

7. Implications

7.1 Resources

There are no resource implications arising from this report.

7.2 Legal

There are no legal implications arising from this report.

7.3 Equality

There are no equality implications arising from this report.

7.4 Climate Change/Carbon Clever

There are no climate change/Carbon Clever implications arising 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 September 2016.

Designation: Director of Community Services

Date: 23 November 2016

Author: Sandra MacLennan, Housing Manager South
Brian Cameron Policy & Investment Manager

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

Appendix 1

				2016		2015		
SPI 15/16	16/17	Scottish Average	Target	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time Nairn	GREEN	91.3	92.0	99.5	99.3	99.8	99.8	99.8
Rent collected as % of rent due Nairn	GREEN	99.5	99.0	100.3	103.7	97.1	98.8	98.5
Gross rent arrears as % of rent due Nairn	AMBER	5.3	5.0	5.5	5.5	5.9	4.7	4.3
% rent loss through voids Nairn	AMBER	1.0	1.0	1.0	1.4	0.9	0.8	0.5
ASB cases reported and resolved Nairn	RED	86.6	85.0	0.0	0.0	100.0	80.0	100.0
% of new tenancies sustained for more than a year Nairn	AMBER	88.1	90.0	89.9	92.2	91.7	90.3	92.7
Tenancy offers refused Nairn		37.8		28.6	25.0	21.0	22.2	15.4
% of lettable houses becoming vacant Nairn		8.7		4.7	9.7	10.6	10.1	9.2
% households requiring temp/eme accomm who receive offer Nairn	GREEN		100.0	100.0	100.0	100.0	100.0	100.0
Ave time in temp/eme accommodation Nairn	GREEN		14.0	12.5	13.8	14.4	13.4	13.6

Appendix 2

Project Number	Project Title	Number Of Houses	Budget 2016/17	Project Status	Additional Comments	RAG rating
	Equipment and Adaptations					
BM	Equipment & adaptations Nairn	On demand	46,800	Design in progress	Works on demand following occupational health referrals	GREEN
	Major Component Replacement					
CSH16003	Window & door replacement	71	542,000	Tender stage	Part of wider project of window and door replacement in Inverness Area, Nairn, Badenoch & Strathspey; 8 Nairn addresses at estimated £62,000.	GREEN
BMNAIBAT2016	Replacement bathrooms and kitchens Nairn	20	104,470	Contract awarded	Awaiting schedule of works from contractor	GREEN
	Heating/Energy Efficiency					
CSH16008	Heating replacements Nairn	64	500,000	Complete on site	Part of wider project of gas heating replacement in Inverness and Nairn; 16 Nairn addresses have been completed on site. There are 8 Nairn addresses where work has not been done as there is no gas supply and efforts are being made to install a supply to allow future heating upgrade.	GREEN
CSH16009	Non-gas heating replacements Nairn	58	600,000	Tender stage	Part of wider project of non-gas heating replacement in Inverness Area, Nairn, Badenoch & Strathspey. 9 Nairn addresses at estimated cost of £94,000.	GREEN
	External Fabric (Major Component Replacement)					
BMNAIROF2016	Roof works Nairn	4	26,693	Works complete on site	Lochdhu Gate, Nairn	GREEN
	External Fabric (environmental improvements)					
BMNAIENV2016	Environmental improvements Nairn	Subject to survey	26,693	Design in progress	Awaiting further Member consultation.	GREEN