

The Highland Council

Lochaber Committee - 18 January 2017

Agenda Item	7
Report No	LA/5/17

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
Caol and Mallaig	535	30.0	19.4	16.0	10.9	6.7	7.1	7.6	7.9	7.9	14.1
Fort William and Ardnamurchan	812	44.7	25.2	19.8	13.7	7.1	6.8	7.7	8.8	10.1	7.7
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 for Ward 12, Caol and Mallaig reports a reduction in performance compared to quarter 1, 2016/17. An administrative error entering a completion date against one repair has resulted in this figure being reported. Had the correct completion date been entered the response time would have been 7.0 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
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
Caol and Mallaig	535	8.2	7.9	7.8	7.4	6.7	6.9	6.8	6.8	5.8	6.2
Fort William and Ardnamurchan	812	9.3	7.7	7.9	7.1	7.2	6.7	6.5	6.6	5.4	5.3
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 continues to be within the 7.5 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 three 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
Caol and Mallaig	535	13	34.08	35.42	20.92
Fort William and Ardnamurchan	812	54	37.40	31.04	27.80
Highland	13980	436	38.90	48.29	43.63

3.3 Performance has improved since the same quarter last year and is much better than the Highland wide figure of 43.63 days.

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 Q2	2015/16 Q2	2016/17 Q2
Caol and Mallaig	535	42049	44623	37157
Fort William and Ardnamurchan	812	106974	135608	110319

4.3 Rent arrears performance is showing improvement compared to Quarter 2 2015/16. Rent arrears continue to be a priority for the Lochaber team.

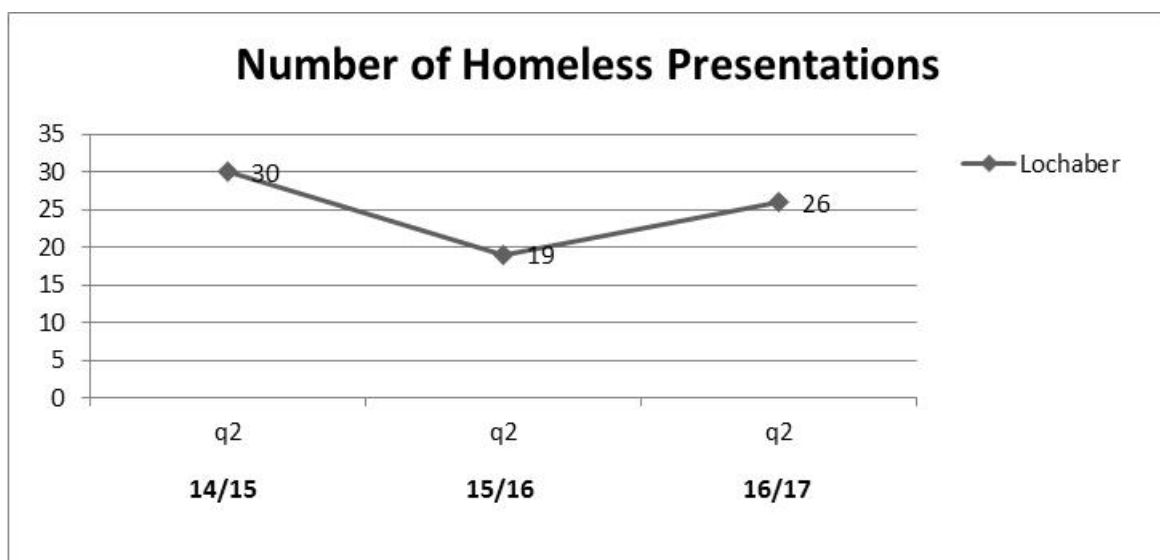
5. Homelessness

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 the Lochaber Area charting the same quarter in previous years. Homeless presentations in Lochaber have increased compared to the same quarter last year.

5.3 There were 288 presentations across Highland at the end of Quarter 2 2016 at 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		19	6	2	2	9
Housing Options cases closed		24	14	6	3	10

6. HRA Capital Programme 2016/17 Update

6.1 The HRA Capital Programme 2016/17 was approved by the Community Services Committee on 5 November 2015. The status of the 2016/17 HRA Capital Programme for the Lochaber 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: 12 December 2016

Author: Sandra MacLennan Housing Manager South
Lachie MacDonald Repairs Manager South
Brian Cameron Policy & Investment Manager

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

Appendix 1

SPI 15/16	16/17	Scottish Average	Target	2016/17		2015/16		
				Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time - Lochaber	GREEN	91.3		96.5	97.2	98.0	97.7	98.1
Repairs appointments kept - Lochaber	RED	93.5	95.0	85.8	79.5	93.1	93.4	93.5
Rent collected as % of rent due - Lochaber	GREEN	99.5	99.0	100.0	104.1	98.4	100.2	99.5
Gross rent arrears as % of rent due - Lochaber	AMBER	5.3	5.0	5.2	4.7	5.3	4.9	5.4
% rent loss through voids - Lochaber	GREEN	1	1.0	0.7	0.8	0.8	0.9	0.9
ASB Cases reported and resolved - Lochaber	GREEN	86.6	85.0	100.0	100.0	76.8	73.2	69.3
% of new tenancies sustained for more than a year - Lochaber	GREEN	88.1	90.0	90.4	86.4	87.7	87.6	86.6
Tenancy offers refused - Lochaber		37.8		36.0	25.0	24.7	26.4	18.6
% of lettable houses becoming vacant - Lochaber		8.7		6.9	10.4	11.7	12.7	11.7
Ave time in temp/eme accomm Lochaber	GREEN			12.8	14.8	15.2	20.9	21.4

Appendix 2

Project Number	Project Title	Number Of Houses	Budget 2016/17 (£)	Project Status	Additional Comments	RAG rating
	Equipment and Adaptations					
BM	Equipment & adaptations Fort William & Ardnamurchan	On demand	57,600	Works ongoing	Works carried out on demand following occupational health referrals	GREEN
BM	Equipment & adaptations Caol & Mallaig	On demand	37,800	Works ongoing	Works carried out on demand following occupational health referrals	GREEN
	Major Component Replacement					
CSH16004	Window & door replacement Fort William & Ardnamurchan, Caol & Mallaig	29	195,000	Tender stage	The tenders have come back high and this project will be re-tendered to achieve better value for money; Project Management will advise accordingly if the works will be delayed into 2017-18	AMBER
BMLOCBAT2016	Replacement bathrooms and kitchens Fort William & Ardnamurchan	20	82,992	Work on site 50% complete	Works progressing on site	GREEN
BMCAOBAT2016	Replacement bathrooms and kitchens Caol & Mallaig	9	23,972	Work on site 20% complete	Works progressing on site	GREEN
	Heating/Energy Efficiency					
CSH16010	Non-gas heating replacements Fort William & Ardnamurchan, Caol & Mallaig	58	572,961	Tender stage	Tenders are being evaluated	AMBER
	External Fabric (Major Component Replacement)					
BMCAOROF2016	Roof works Caol & Mallaig	11	54,413	Work on site 70% complete	Number of houses has been increased from 4 to 11 to reflect the low tender received; this will allow houses to be brought forward from future programmes and completed in 2016-17	GREEN
	External Fabric (environmental improvements)					
BMLOCENV2016	Environmental improvements Fort William & Ardnamurchan	Subject to survey	32,854	Awaiting further Member consultation	Works identified and to be discussed with Members	GREEN
BMCAOENV2016	Environmental improvements Caol & Mallaig	Subject to survey	21,559	Awaiting further Member consultation	Works identified and to be discussed with Members	GREEN