

The Highland Council

Sutherland County Committee - 22 February 2017

Agenda Item	10.
Report No	SCC/05/17

Housing Performance Report – 1 April 2016 to 31 December 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 31 December 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 The average time take to respond to emergency repairs is currently still high but seeing significant reduction in North, West & Central Sutherland. There has been a gradual reduction over the 3rd Quarter and we are endeavouring to keep moving in the right direction.

2.4 **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	Q3
North, West & Central Sutherland	390	5.2	7.7	10.5	10.6	6.6	8	9.5	10.2	21.4	22.3	16
East Sutherland & Edderton	528	5.7	5.9	6.5	8.8	8.6	7.8	7.2	9.6	8.8	9.1	10.9
Highland	13898	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9

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	Q3
North, West & Central Sutherland	390	5.7	6.5	6.5	6.8	4.0	5.1	5.5	5.8	8.1	7.1	7
East Sutherland & Edderton	528	5.7	6.2	6.2	6.2	4.5	5.4	5.5	5.3	6.1	6.3	6.4
Highland	13898	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9

2.7 The average time taken to respond to non-emergency repairs is within the benchmark of 7.5 days.

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
			Q3	Q3	Q3
North, West & Central Sutherland	390	33	29.14	39.08	48
East Sutherland & Edderton	528	42	19.14	31.97	26.9
Highland	13898	931	39.20	49.28	41.53

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. Rent arrears continue to be a matter of focus for the Sutherland Team and they will endeavour to continue to reduce arrears. The Highland wide current arrears figure is £1,501,827.

4.2

Table 4 – Current Rent Arrears

	No of Houses	2014/15	2015/16	2016/17
		Q3	Q3	Q3
North, West & Central Sutherland	390	10017	7922	8217
East Sutherland & Edderton	528	10681	13057	15264

Rent arrears levels have been increasing Highland-wide. A working group has been set up to review the arrears policy and undertake further analysis of the increase.

5. Homelessness

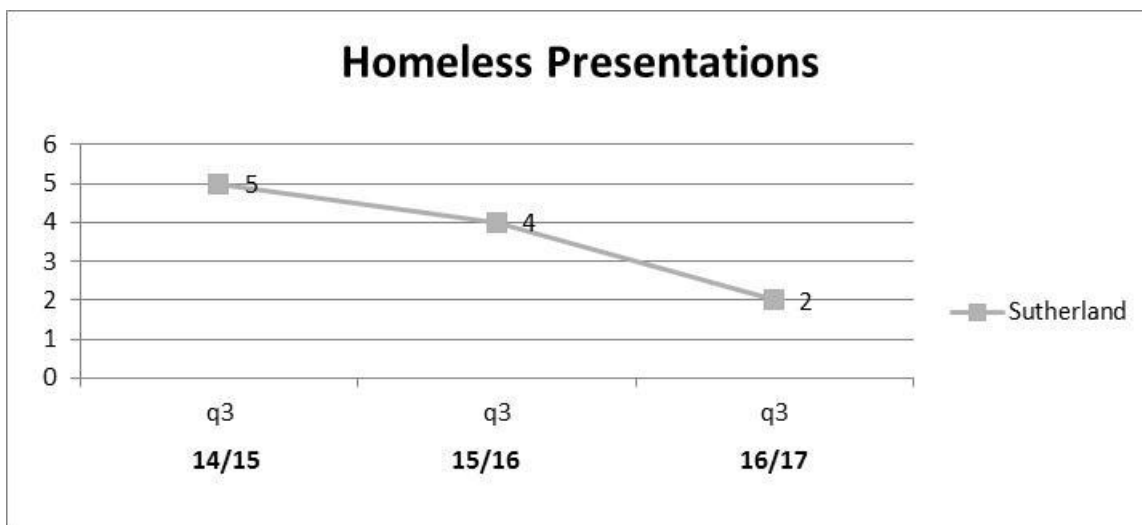
5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

5.2 Table 5 shows the number of homeless presentations received by Sutherland charting the same quarter in previous years. Homeless presentations in Sutherland remained low in Quarter Q3, 2016.

5.3 There were 266 presentations across Highland at the end of Quarter 3 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	2016 Qtr3
Housing Option cases opened	13	12	20	2	1	1	3
Housing Options cases closed	27	26	18	3	9	4	0

6. Implications

6.1 Resources

There are no resource implications arising from this report.

6.2 Legal

There are no legal implications arising from this report.

6.3 Equality

There are no equality implications arising from this report.

6.4 Climate Change/Carbon Clever

There are no climate change/Carbon Clever implications arising 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 October to 31 December 2016.

Designation: Director of Community Services

Date: 8 February 2017

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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	
				Qtr3	Qtr 2	Qtr 1	Qtr 4	Qtr 3
Reactive repairs carried out first time - Sutherland	GREEN	90.2	92.0	97.8	97.1	98.5	97.8	98.3
Repairs appointments kept - Sutherland	RED	92.4	95.0	86.4	88.9	75.5	94.0	93.7
Rent collected as of rent due - Sutherland	GREEN	99.5	99.0	100.8	102.0	105.4	100.0	101.7
Gross rent arrears as of rent due - Sutherland	GREEN	5.3	5.0	1.5	1.6	1.5	1.4	1.2
rent loss through voids - Sutherland	AMBER	1.1	1.0	1.3	1.4	2.3	1.0	1.0
ASB Cases reported and resolved - Sutherland	GREEN	83.2	85.0	91.7	71.9	37.2	87.4	87.9
of new tenancies sustained for more than a year - Sutherland	RED	88.8	90.0	82.2	80.0	77.3	78.6	80.8
Tenancy offers refused - Sutherland	RED	42.0	38.0	59.7	53.8	48.4	55.0	53.2
of lettable houses becoming vacant - Sutherland	GREEN	8.9	8.9	7.8	8.2	11.5	11.6	11.3
households requiring temp/eme accomm who receive offer Sutherland	GREEN	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Ave time in temp/eme accomm Sutherland	GREEN		52.0	24.2	18.3	19.0	15.6	15.7

APPENDIX 2

Project Number	Project Title	Number Of Houses	Budget 2016/17 (£)	Project Status	Additional Comments	RAG rating
	Equipment and Adaptations					
BM	Equipment & adaptations Sutherland	0	125,000	Design in progress	Works carried out on demand following occupational health referrals	GREEN
	Major Component Replacement					
CSH16001	Window & door replacement Caithness & Sutherland	55	412,500	Contract awarded	Anticipate works to be complete by March 2017; 13 Sutherland houses at estimated £97,500	GREEN
BMSUTBAT2016	Bathroom replacement Sutherland	21	98,646	Work on site - 60% complete	Works progressing on site	GREEN
BMSUTKIT2016	Kitchen replacement Sutherland	20	98,646	Work on site complete	Works complete and tenant satisfaction surveys being collated	GREEN
BM	Individual bathroom and kitchens Caithness & Sutherland	12	69,981	Work on site - 30% complete	Started May 2016; works demanded following inspections; anticipate all works done by March 2017	GREEN
	Heating/Energy Efficiency					
BMSUTHEA2016	Heating replacement Sutherland	31	165,000	Work on site complete	Works complete and tenant satisfaction surveys being collated	GREEN

HEEPS:ABS	Insulation works Sutherland	15	75,000	Surveys ongoing	Awaiting survey results from Energy Team; works may now be delayed into first quarter of next financial year	AMBER
BM	Heating replacements Caithness & Sutherland	23	233,895	Work on site - 30% complete	Demand-led replacements following breakdowns/inspections; anticipate all works complete by March 2017	GREEN
	External Fabric (Major Component Replacement)					
CSH16012	Works to roofs, soffits, fascia and downpipes Sutherland	32	250,000	Being re-tendered	Re-tendered as initial tender costs were in excess of original budget and were not deemed to represent best value; project likely to be delayed into 2017-18	AMBER
BMC&SFAB2016	Individual external fabric works Caithness & Sutherland	Subject to survey	48,331	Surveys complete	Works to commence imminently and anticipate completion by March 2017	GREEN
	External Fabric (environmental improvements)					
BMSUTENV2016	Environmental improvements Sutherland	Subject to survey	39,783	Works on site - 20% complete	Works have recently commenced and anticipate completion by March 2017	GREEN