

Agenda Item	<b>6</b>
Report No	<b>BSAC/06/17</b>

## HIGHLAND COUNCIL

**Committee:** Badenoch and Strathspey Area Committee

**Date:** 5 September 2017

**Report Title:** Housing Performance Report – 1 April 2017 to 30 June 2017

**Report By:** Director of Community Services

### **1 Purpose/Executive Summary**

- 1.1 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 2017.

### **2 Recommendations**

- 2.1 Members are invited to consider the information provided on housing performance for the period 1 April 2017 to 30 June 2017.

### 3 Background

- 3.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 3.2 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**.
- 3.3 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](http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2)
- 3.4 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.
- 3.5 Scottish Quality Network (SQN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

### 4 Repairs

- 4.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 4.2 The average length of time taken to complete Emergency repairs is calculated in hours.

4.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**  
**Target 14 hours**  
**2015/16 SQN Benchmark – 5.1 hours**

	No of House	2014/15			2015/16				2016/17				2017/18
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q	Q2	Q3	Q4	Q1
Badenoch and Strathspey	537	25.2	17.3	15.8	8.4	8.8	9.8	10.5	13.	11.8	10.1	9.4	8.8
<b>Highland</b>	<b>13954</b>	<b>11.1</b>	<b>9.3</b>	<b>9.1</b>	<b>6.2</b>	<b>6.9</b>	<b>7.1</b>	<b>7.9</b>	<b>6.</b>	<b>7.2</b>	<b>6.9</b>	<b>6.9</b>	<b>6.4</b>

- 4.4 Performance continues to improve and is within the 14 hour target time.
- 4.5 Non-emergency repairs are measured in working days.

4.6 **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 House	2014/15			2015/16				2016/17				2017/18
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Badenoch and Strathspey	537	11.5	10.2	7.9	8.5	8.2	8.1	7.3	7	7.4	7.0	7.0	15.2
<b>Highland</b>	<b>13954</b>	<b>7.6</b>	<b>7.4</b>	<b>7.3</b>	<b>7.1</b>	<b>7.3</b>	<b>7.5</b>	<b>7.5</b>	<b>6.6</b>	<b>6.9</b>	<b>6.9</b>	<b>6.8</b>	<b>7.6</b>

- 4.7 The average time taken to complete non-emergency repairs is 15.2 days, a decline in performance. On reviewing the data, which has been measured against 142 non-emergency repairs it appears that the performance of some contractors slipped during this quarter. The contractors involved have been contacted to address these issues and to agree on the steps that can be taken to improve performance.

4.8 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.

## 5 Tenancy Management

5.1 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.

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

	No of House	No of relets	2015/16 Q1	2016/17 Q1	2017/18 Q1
Badenoch and Strathspey	537	10	40.67	26.64	28.40
<b>Highland</b>	<b>13954</b>	<b>389</b>	<b>47.26</b>	<b>49.32</b>	<b>39.07</b>

5.3 Table 3 shows the average re-let time for 2016/17 in Badenoch and Strathspey was 28.40 days; this is within the Highland wide target and better than the Highland wide figure of 39.07.

## 6 Rent Arrears

6.1 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 £1,653,344.

6.2 Rent arrears performance in Badenoch and Strathspey continues to show improvement.

6.3 **Table 4 – Current Rent Arrears**

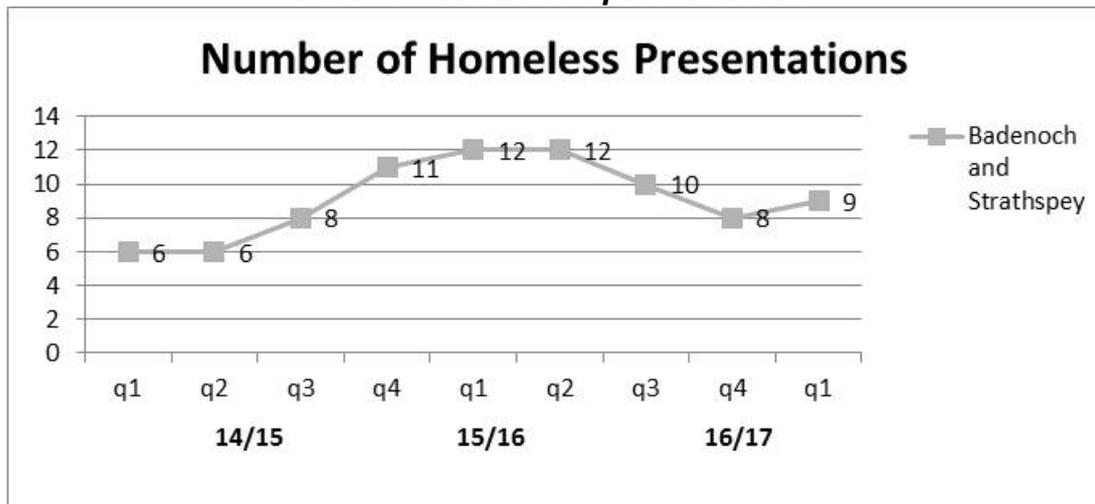
	No of House	2015/16 Q1	2016/17 Q1	2017/18 Q1
Badenoch and Strathspey	537	42463	50593	32970

## 7 Homelessness

7.1 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.

7.2 Table 5 shows the number of homeless presentations received by Badenoch and Strathspey charting the same quarter in previous years. Homeless presentations in Badenoch and Strathspey remain fairly static.

7.3 There were 248 presentations across Highland at the end of Quarter 1 at 30 June 2017.

**Table 5 - Homeless presentations**

## 8 Housing Revenue Account Capital Programme Update

8.1 A briefing paper has been sent to Members giving an update on the 2017/18 Capital programme. An update will be provided to the November Area Committee.

## 9 Implications

9.1 Resource - There are no resource implications arising from this report.

9.2 Legal - There are no legal implications arising from this report.

9.3 Community (Equality, Poverty and Rural) – There are no equality implications arising from this report.

9.4 Climate Change/Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.

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

9.6 Gaelic - There are no Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 5 September 2017

Author: Sandra MacLennan, Housing Manager South

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

## Appendix 1

SPI 15/16	16/17	Scottish Average	Target	2017/18	2016/17			
				Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Reactive repairs carried out first time B&S	GREEN	90.7	92	97.69	91.69	91.24	92.90	94.37
Rent collected as % of rent due B&S	GREEN	99.6	99	104.69	100.63	100.75	101.35	103.12
Gross rent arrears as % of rent due B&S	GREEN	5.1	5	3.47	3.11	3.52	4.15	4.70
% rent loss through voids B&S	GREEN	0.9	1	0.64	0.63	1.67	0.86	0.72
ASB cases reported and resolved B&S	RED	87.2		75.00	83.33	69.57	33.33	50.00
% of new tenancies sustained for more than a year B&S	AMBER	88.8	90	89.19	82.35	87.72	78.46	84.29
Tenancy offers refused B&S	GREEN	36.3	38	36.96	37.88	40.00	43.18	46.15
% of lettable houses becoming vacant B&S	GREEN	8.5	8.9	5.0	9.25	9.98	9.57	7.81
% households requiring temp/emergency accommodation who receive offer B&S	GREEN		100	100	100	100	100	100
Ave time in temp/emergency accommodation B&S				17.24	17.09	16.20	15.74	16.04