

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
- 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

2016/17 SQN Benchmark – 4.6 hours

	No of Houses	2014/15		2015/16				2016/17				2017/18	
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	534	17.3	15.8	8.4	8.8	9.8	10.5	13.8	11.8	10.1	9.4	19.9	11.9
Highland	13916	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4	6.7

- 4.4 Performance in completing emergency repairs is below the 14 hour target and performance has improved compared to the previous quarter.
- 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

2016/17 SQN Benchmark – 7.0 days

	No of Houses	2014/15		2015/16				2016/17				2017/18	
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	534	10.2	7.9	8.5	8.2	8.1	7.3	7	7.4	7.0	7.0	15.2	11.7
Highland	13916	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6	7.3

- 4.7 The average time taken to complete non-emergency repairs is 11.7 days this is an improvement in performance compared to quarter 1 although still above the 8 day target. There will be a focus on improving repairs performance through more local management arrangements in order to reduce times to achieve the target.

- 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
2016/17 SQN Benchmark – 31.8 days**

	No of Houses	No of relets	2015/16 Q2	2016/17 Q2	2017/18 Q2
Badenoch and Strathspey	534	38	30.38	24.39	21.25
Highland	13916	697	48.29	43.63	37.71

- 5.3 Table 3 shows the average re-let time for 2017/18 up to Quarter 2 in Badenoch and Strathspey was 21.25 days; this is within the Highland wide target of 35 days and better than the Highland wide average of 37.71 days.

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 £1,922,343.

- 6.2 Rent arrears performance in Badenoch and Strathspey remains relatively stable.

6.3 **Table 4 – Current Rent Arrears**

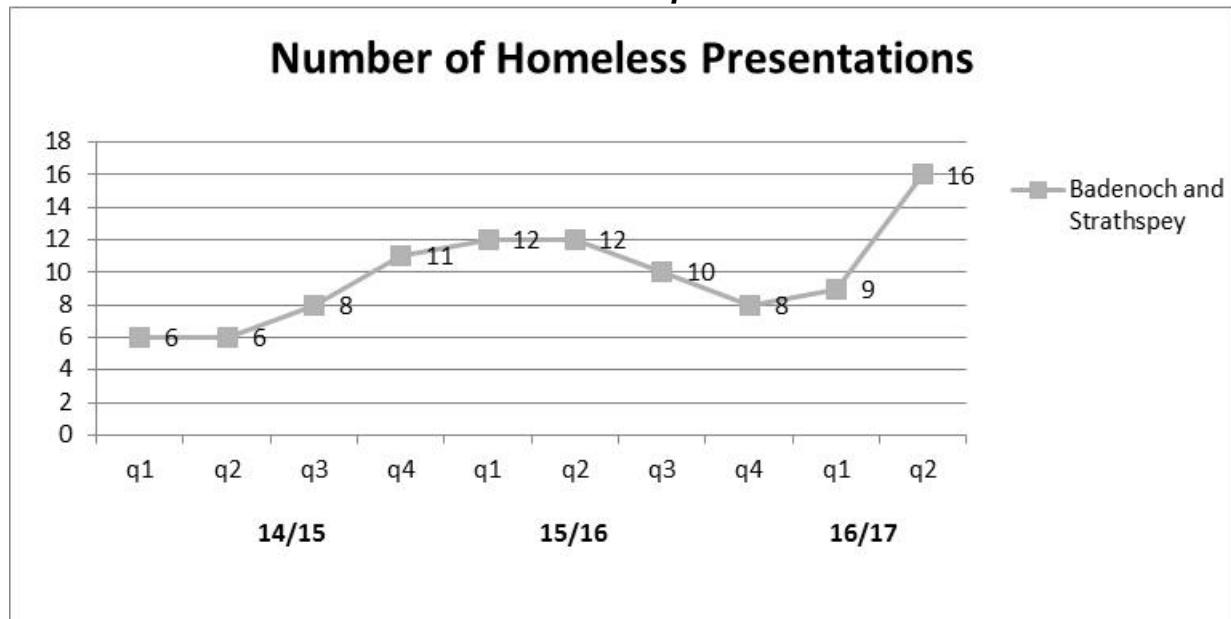
	No of Houses	2015/16 Q2	2016/17 Q2	2017/18 Q2
Badenoch and Strathspey	534	48923	38746	40383

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.

- 7.3 There were 273 presentations across Highland at the end of Quarter 2 at 30 September 2017, 16 presentations were in Badenoch and Strathspey.

Table 5 - Homeless presentations

7.5 Homeless presentations in Badenoch & Strathspey increased in quarter 2. Homeless trends are an area that is monitored; there is no specific reason for the increase in presentations in Badenoch and Strathspey in quarter 2.

8 Implications

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

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

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

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

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

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

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

Appendix 1

				2017/18		2016/17		
SPI 15/16	16/17	Scottish Average	Target	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time B&S	RED	90.7	92	83.5	84.6	91.7	91.2	92.9
Rent collected as % of rent due B&S	AMBER	99.6	99	98.3	104.7	100.6	100.8	101.3
Gross rent arrears as % of rent due B&S	GREEN	5.1	5	3.1	3.5	3.1	3.5	4.2
% rent loss through voids B&S	GREEN	0.9	1	0.5	0.6	0.6	1.7	0.9
ASB cases reported and resolved B&S	AMBER	87.2	85	81.3	75.0	83.3	69.6	33.3
% of new tenancies sustained for more than a year B&S	GREEN	88.8	90	100.0	89.2	82.4	87.7	78.5
Tenancy offers refused B&S	GREEN	36.3	38	8.3	12.5	37.9	40.0	43.2
% of lettable houses becoming vacant B&S	GREEN	8.5	8.9	7.1	4.6	9.2	10.0	9.6
% 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 (weeks)				17.6	17.2	17.1	16.2	15.7