

Report By: Director of Community Services

- 2.1 Members are invited to consider the information provided on housing performance for the period 1 April 2017 to 31 December 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
- 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		
		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	533	15.8	8.4	8.8	9.8	10.5	13.8	11.8	10.1	9.4	19.9	7.4	7.4
Highland	13923	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4	6.3	6.7

- 4.4 Performance in completing emergency repairs in Badenoch and Strathspey is well within the 14 hour target.
- 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		
		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	533	7.9	8.5	8.2	8.1	7.3	7	7.4	7.0	7.0	15.2	11.7	10.9
Highland	13923	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6	7.3	7.9

- 4.7 The average time taken to complete non-emergency repairs is 10.9 days this is an improvement in performance compared to previous quarters in 2017/18. The Badenoch and Strathspey team continue to focus on improving repairs 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
2016/17 SQN Benchmark – 31.8 days**

	No of Houses	No of relets	2015/16 Q3	2016/17 Q3	2017/18 Q3
Badenoch and Strathspey	533	24	31.04	27.47	23.88
Highland	13923	956	49.28	41.53	39.97

- 5.3 Table 3 shows the average re-let time for Quarter 3 2017/18 in Badenoch and Strathspey was 23.88 days; this is within the Highland wide target of 35 days and better than the Highland wide average of 39.97 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 £1,942,665.

- 6.2 Rent arrears have increased in Quarter 3 2017/18. Welfare Reform and in particular Universal Credit is impacting on the rent arrears figure, however the local team continue to have a focus on performance in this area.

6.3 **Table 4 – Current Rent Arrears**

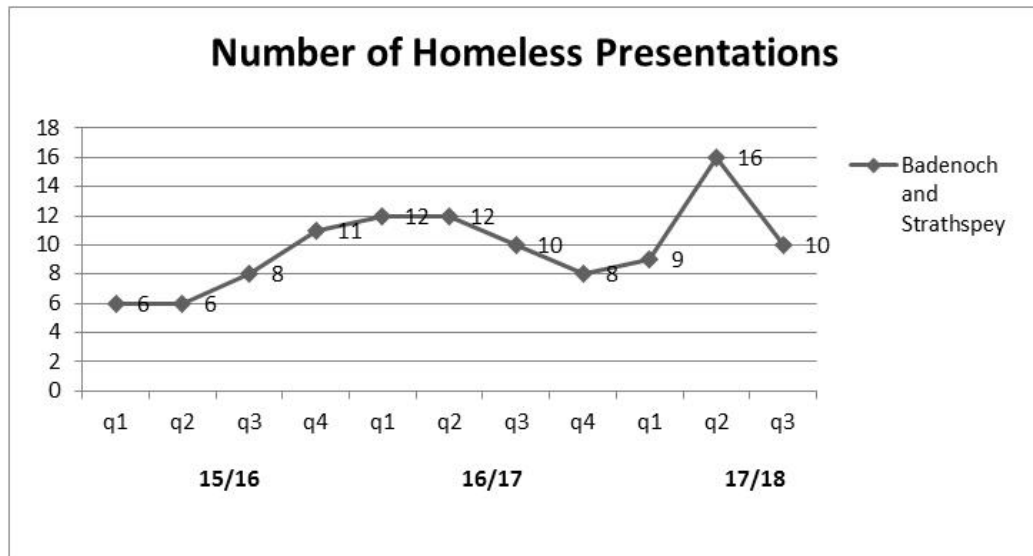
	No of Houses	2015/16 Q3	2016/17 Q3	2017/18 Q3
Badenoch and Strathspey	533	52028	33882	38271

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 236 presentations across Highland at the end of Quarter 3 at 31 December 2017, 10 presentations were in Badenoch and Strathspey.

Table 5 - Homeless presentations

7.5 Homeless presentations in Badenoch & Strathspey decreased in quarter 3 2017/18.

8 Housing Revenue Account Capital Programme Update

8.1 The HRA Capital Programme 2017-18 was approved by the Community Services Committee on 3 November 2016. The status of the 2017/18 HRA Capital Programme for Badenoch & Strathspey Area is detailed in Appendix 2.

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: 13 February 2018

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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 17/18	17/18	Scottish Average	Target	Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3
Reactive repairs carried out first time B&S	RED	90.7	92	86.71	83.50	84.62	91.69	91.24
Rent collected as % of rent due B&S	AMBER	99.6	99	98.79	98.27	104.69	100.63	100.75
Gross rent arrears as % of rent due B&S	GREEN	5.1	5	2.42	3.14	3.47	3.11	3.52
% rent loss through voids B&S	GREEN	0.9	1	0.39	0.46	0.64	0.63	1.67
ASB cases reported and resolved B&S	GREEN	87.2	85	100	81.25	75.00	83.33	69.57
% of new tenancies sustained for more than a year B&S	GREEN	88.8	90	100	100	89.19	82.35	87.72
Tenancy offers refused B&S	GREEN	36.3	38	10	8.33	12.50	37.88	40
% of lettable houses becoming vacant B&S	GREEN	8.5	8.9	6.75	7.12	4.65	9.25	9.98
% households requiring temp/emergency accommodation who receive an offer B&S	GREEN		100	100	100	100	100	100
Ave time in temp/emergency accommodation B&S (weeks)				17.06	17.61	17.24	17.09	16.20

Appendix 2

	Project Title	Budget Number Of Houses	current year total budget	Project Status	
	EQUIPMENT & ADAPTATIONS				
BAD-AIC	Equipment & adaptations Badenoch & Strathspey	on demand	£180,198	Works being completed on demand, following assessment from Occupational Therapist	GREEN
	FREE FROM SERIOUS DISREPAIR				
CSH16003	Window & door replacement Inverness Area, Nairn, Badenoch & Strathspey	71	£533,550	Work on site 40% completed. Will be completed by end of financial year	GREEN
BM	Window & door replacement Badenoch & Strathspey	18	£146,781	Works out to tender with local contractors. Works due to be completed by Jun 2018.	AMBER
	ENERGY EFFICIENCY				
CSH16009	Non-gas heating replacements Inverness, Nairn, Badenoch & Strathspey	57	£544,890	(20 Badenoch & Strathspey properties) Work on site 50% complete. Will be completed by end of financial year	GREEN
BM	Heating replacements Badenoch & Strathspey		£250,338	Out to tender with local contractors, asbestos surveys being carried out. Works to be completed by May 2018.	AMBER
	MODERN FACILITIES & SERVICES				
BM	Kitchen & bathroom replacement Badenoch & Strathspey	10	£60,000	Works on site. 40% completed	GREEN
	HEALTHY, SAFE & SECURE				
BM	External fabric Badenoch & Strathspey		£22,975	External fabric works being progressed through local contractors	GREEN
	STRUCTURAL & ENVIRONMENTAL				
BM	Environmental improvements Badenoch & Strathspey	Subject to survey	£22,975	Design in progress. Prices received for Orchard Court project. To be completed within financial year	AMBER