

Agenda Item	8
Report No	RC/027/16

Housing Performance Report - 1 April 2015 to 31 March 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 March 2016.

**1. Background**

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords.
- 1.2 This report provides information on performance based on the agreed reporting framework. Information on the key performance indicators is set out in the report below. 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](http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2)
- 1.4 In accordance with Scottish Social Housing Charter guidance the Repairs, Tenancy Management and Rent Arrears figures are cumulative. The Homeless Presentations figures are given for each separate quarter.
- 1.5 Benchmarking information for 2014/15 across 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**  
**2014/15 Benchmark – 5.9 hours**

	No of Houses	2013/14				2014/15				2015/16			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	505	9.8	17.9	19.9	37.0	14.3	17.9	21.9	23.7	14.6	12.2	15.3	15.5
Cromarty Firth	1390	10.4	9.4	8.5	9.6	7.6	7.1	8.8	10.5	6.7	6.8	6.8	7.7
Tain & Easter Ross	628	13.9	12.2	11.6	13.0	11.2	9.8	10.1	12.7	7.8	7.4	6.8	6.4
Dingwall & Seaforth	931	7.0	6.8	6.9	10.2	8.6	8.1	6.9	9.7	7.8	10.6	15.5	14.2
Black Isle	314	5.7	6.4	7.6	7.9	29.8	19.9	14.9	22.2	6.0	5.8	7.1	7.9
<b>Highland</b>	<b>13958</b>	<b>13.4</b>	<b>11.6</b>	<b>11.4</b>	<b>14.5</b>	<b>14.8</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>

2.4 Performance for Ross and Cromarty continues to be within the 14 hour target time with the exception of Wester Ross, Strathpeffer and Lochalsh, and Dingwall and Seaforth, where roof repairs required as a result of winter storms could not be completed because tradesmen could not safely access roofs within the designated time period.

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**

**2014/15 Benchmark – 7.9 days**

	No of Houses	2013/14				2014/15				2015/16			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	505	13.4	12.1	11	10.0	10.3	9.9	9.4	8.7	11.4	10.5	10.3	9
Cromarty Firth	1390	11.6	10.4	11	10.7	8.7	8.7	9	9.2	9.4	10.6	11.2	10.8
Tain & Easter Ross	628	11.3	11.7	11.3	11.1	7.7	8.2	8.2	8.6	9.7	9.8	10.1	9.8
Dingwall & Seaforth	931	12.4	10.5	10	10.7	9	8.8	8.9	8.8	9.3	10.8	10.2	9.3
Black Isle	314	12.7	9.7	8.8	9.4	7.4	7.6	7.5	7.4	7.6	8.7	8.9	8.5
<b>Highland</b>	<b>13958</b>	<b>9.8</b>	<b>8.6</b>	<b>8.8</b>	<b>8.7</b>	<b>7.5</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>

2.7 Performance is outwith the 8 day target. The volume of repair orders continues to present challenges for both Council operatives and sub-contractors. Prioritising Emergency works and Void repairs has meant that non-emergency works have not always been carried out as quickly as we would wish. However, it should be noted that all wards show an improving performance on Q3.

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 5 years and highlighting the same quarter in previous years for comparison.

3.2 **Table 3 : Average re-let time (days) Target 35 days**  
**2014/15 Benchmark – 36.9 days**

	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q4	Q4	Q4	Q4	Q4	Q4
Wester Ross, Strathpeffer & Lochalsh	505	41	31.03	48.65	46.57	42.47	45.68	26.76
Cromarty Firth	1390	97	21.78	39.28	36.09	26.79	26.23	32.12
Tain & Easter Ross	628	65	18.15	32.67	35.58	36.45	28.76	36.14
Dingwall & Seaforth	931	76	31.79	47.50	37.15	26.18	30.06	28.38
Black Isle	314	29	32.41	49.00	51.33	39.29	35	35.34
<b>Highland</b>	<b>13958</b>	<b>1284</b>	<b>32.07</b>	<b>38.16</b>	<b>38.53</b>	<b>37.60</b>	<b>42.01</b>	<b>47.50</b>

3.3 Table 3 shows that re-let times in Ross and Cromarty are performing better than the Highland wide figure of 47.5 days.

3.4 There were 75 voids in Ross and Cromarty at the end of March 2016, 24 of which were PIE (Performance Indicator Exempt) because they required major/structural work.

#### 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 five years.

4.2 The Highland wide current rent arrears figure is £1,539,890.

4.3 **Table 4 – Current Rent Arrears**

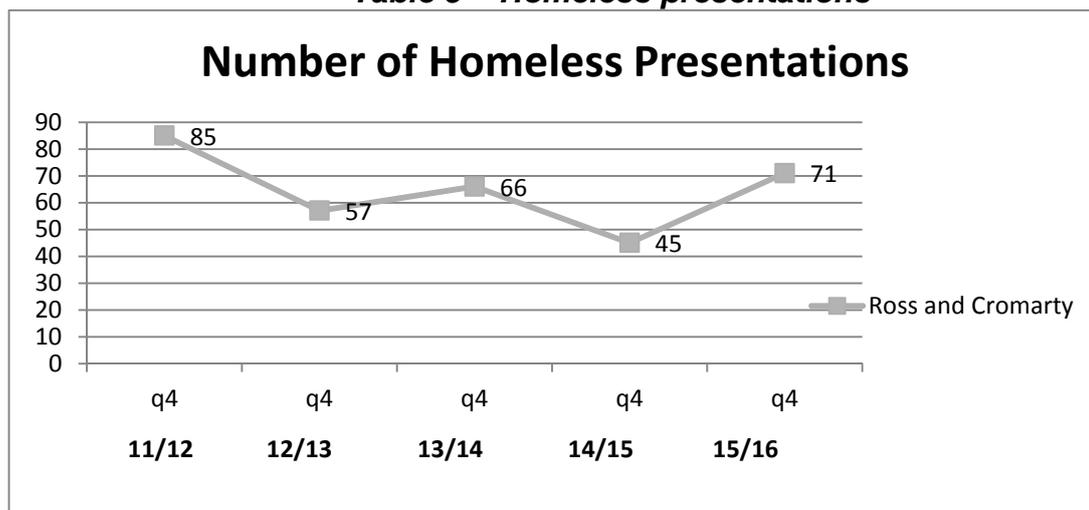
	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q4	Q4	Q4	Q4	Q4	Q4
Wester Ross, Strathpeffer & Lochalsh	505	21652	24872	21174	27176	25051	29202
Cromarty Firth	1390	128089	124905	169788	175099	177055	213240
Tain & Easter Ross	628	54617	56339	62204	66826	69941	77801
Dingwall & Seaforth	931	78217	82230	94352	100214	98621	119849
Black Isle	314	21025	18543	15023	20184	21925	30893

4.4 The arrears have increased by £41,767 since the previous quarter. This increase is attributable to delays in payment of universal credit and benefit sanctions, an increase in the number of tenants with multiple debts and increasing poverty of tenants which means tenants have less available money to reduce rent arrears.

#### 5. Homelessness

5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter. However a number of indicators have been agreed by the Council.

5.2 **Table 5 - Homeless presentations**



5.3 Table 5 shows the number of homeless presentations received by Ross and Cromarty charting the same quarter in previous years when we started to record this information. There were 329 presentations across Highland in the quarter ending 31 March 2016. Homeless presentations in Ross and Cromarty increased from 34 in Quarter 3 in 15/16 to 71 in Quarter 4. Changes to operational arrangements to comply with national guidance on housing options is likely to be a contributing factor to this increase.

5.4 The table below provides information on the Housing Options cases opened and closed in the quarter. These figures are by quarter not cumulative.

5.5 *Table 6 - Housing Options cases*

	Qtr1	Qtr2	Qtr 3	Qtr 4
Housing Option cases opened	100	104	66	44
Housing Options cases closed	104	114	80	83

5.6 The tables below provide information on the housing options approach reasons and the case closure outcomes each quarter

5.7 *Table 7- Approach reasons*

	Qtr1	Qtr2	Qtr3	Qtr4
Anti-Social Behaviour				
Financial Problems	6	8	7	3
Accommodation unsuitable due to medical reason	1	3	2	
Accommodation unsuitable due to overcrowding	5	4		
Accommodation unsuitable due to poor housing condition	3	4	3	
Eviction notice received	8	9	5	4
Hospital discharge	2			2
Leaving care				
Leaving armed forces				
Marital/domestic breakdown	37	35	21	12
Notice given to landlord	4	1	7	2
Notice served by landlord	12	19		19
Prison release	2		3	
Relocating to the Highlands	2	2		
Section 11				1
Wants to leave parental home	16	19	18	
Tied accommodation ended	2			1
<b>Total</b>	<b>100</b>	<b>104</b>	<b>66</b>	<b>44</b>

*Table 8 – Case closure outcomes*

	Qtr1	Qtr2	Qtr3	Qtr4
Homeless application made	42	44	21	39
Remained in current accommodation	20	20	25	13
Private rented –	10	12	9	6
Local Authority Tenancy	7	6	9	10
RSL (Housing Association) Tenancy		2	1	
Moved in with friends/relatives				2
Lost contact/other				13
<b>Total</b>	<b>79</b>	<b>84</b>	<b>65</b>	<b>83</b>

## 6. Implications

### 6.1 Resources

There are staff and financial implications arising from the need to maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. These resources are available within the current HRA budget.

- 6.2 Legal  
There are no legal implications arising from this report
- 6.3 Equality  
There are no equality implications resulting from this report.
- 6.4 Climate Change/Carbon Clever  
There are no climate change/Carbon Clever implications resulting 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 April 2015 to 31 March 2016.

Designation: Director of Community Services

Date: 1 June 2016

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

## Appendix 1

	15/16	Scottish Average	Target	2015/16				2014/15
				Qtr 4	Qtr3	Qtr2	Qtr1	Qtr4
Ave time to complete emergency repairs (hours) - Ross and Cromarty	Green	5.9	14	9.9	9.9	8.2	7.7	13.5
Ave time to complete non emergency repairs (days) - Ross and Cromarty	Amber	7.9	8	9.9	10.5	10.3	9.6	8.8
Reactive repairs carried out first time - Ross and Cromarty	Green	90.2	92	93.2	92.5	93.0	93.4	91.7
Repairs appointments kept - Ross and Cromarty	Amber	92.4	95	90.4	91.0	91.6	90.9	90.8
Rent collected as % of rent due - Ross and Cromarty	Amber	99.5	98	98.4	99.5	98.8	100.5	98.9
Gross rent arrears as % of rent due - Ross and Cromarty	Green	5.3	5	4.9	4.7	4.8	4.3	4.1
% rent loss through voids - Ross and Cromarty	Green	1.1	1	0.7	0.8	0.8	1.0	0.6
% court actions which resulted in eviction - Ross and Cromarty	Green	14.7	10	2.4	1.7	0.0	0.0	10.0
ASB Cases reported and resolved - Ross and Cromarty	Red	83.2	85	65.2	69.3	60.1	26.3	71.7
Ave time taken to re-let - Ross and Cromarty	Green	36.9	35	31.6	31.0	30.0	38.7	31.1
% of new tenancies sustained for more than a year - Ross and Cromarty	Green	88.8	90	97.9	90.0	91.0	90.3	89.1
Tenancy offers refused - Ross and Cromarty	Amber	42	26	20.0	20.6	21.9	24.2	21.1
% of lettable houses becoming vacant - Ross and Cromarty	Green	8.9	5.5	9.9	9.9	9.8	9.8	10.6
Ave time in temp/eme accomm Ross and Cromarty			15	11.3	11.5	11.7	13.7	14.0
% households requiring temp/eme accomm who receive offer Ross and Cromarty	Green		100	100	100	100	100	100
% temp/eme accomm offers refused Ross and Cromarty				11.8	11.5	11.3	15.8	3.3