

Agenda Item	<b>6</b>
Report no	<b>SCC/07/18</b>

## **HIGHLAND COUNCIL**

**Committee:** Sutherland County Committee

**Date:** 23 May 2018

**Report Title:** Housing Performance Report – 1 April 2017 to 31 March 2018

**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 31 March 2018.

### **2 Recommendations**

- 2.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April 2017 to 31 March 2018.

### 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**  
**2016/17 SQN Benchmark – 4.6 hours**

	No of Houses	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	6.6	8	9.5	10.2	21.4	22.3	16	12.6	11.8	11.4	12.0	11.9
East Sutherland & Edderton	522	8.6	7.8	7.2	9.6	8.8	9.1	10.9	11.8	11.6	12.7	12.1	10.0
<b>Highland</b>	<b>13937</b>	<b>6.2</b>	<b>6.9</b>	<b>7.1</b>	<b>7.9</b>	<b>6.6</b>	<b>7.2</b>	<b>6.9</b>	<b>6.9</b>	<b>6.4</b>	<b>6.3</b>	<b>6.7</b>	<b>6.4</b>

- 4.4 The average time taken to respond to emergency repairs is currently above the Highland average but within the Highland target of 14 hours. The figures have to be viewed in the context of the dispersed nature of the housing stock and long travel distances involved to respond to emergencies in Sutherland.
- 4.5 The average length of time taken to complete non-emergency repairs is calculated in 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	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	4.0	5.1	5.5	5.8	8.1	7.1	7	6	6.7	6.6	9.9	8.4
East Sutherland & Edderton	522	4.5	5.4	5.5	5.3	6.1	6.3	6.4	5.9	6.3	6	6.2	5.6
<b>Highland</b>	<b>13937</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>	<b>7.3</b>	<b>7.9</b>	<b>7.4</b>

4.7 The average time taken to respond to non-emergency repairs is well within the Highland target of 7 days in East Sutherland & Edderton. North, West & Central Sutherland’s performance is improving but remains just outwith the Highland target. This again emphasises the challenges involved in delivering a day to day repairs service across an area the size of Sutherland.

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	2016/17	2017/18
			Q4	Q4	Q4
North, West & Central Sutherland	386	39	41.07	44.71	60.33
East Sutherland & Edderton	522	43	32.23	26.27	36.81
<b>Highland</b>	<b>13937</b>	<b>1196</b>	<b>47.50</b>	<b>40.78</b>	<b>40.86</b>

5.3 Historically we have experienced extended re-let times in North West & Central Sutherland, mainly because of low demand and contractor travel time involved to the North/West coast to carry out re-let repairs. Unfortunately there were also two abandoned properties on the North West which required extensive work before re-let. These two properties have led to the increased in our re-let times in this ward.

As a comparative indicator the re-let times in Q3 were 44.03 for North, West & Central Sutherland and 33.67 for East Sutherland and Edderton.

## 6 Rent Arrears

6.1 The 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 continued roll out of Universal Credit is contributing to the increase in rent arrears which reflects the Highland-wide trend. The Sutherland team will continue

to prioritise rent arrears.

6.2

**Table 4 – Current Rent Arrears (£)**

	No of Houses	2015/16 Q4	2016/17 Q4	2017/18 Q4
North, West & Central Sutherland	386	10712	9410	17006
East Sutherland & Edderton	522	17314	14709	25307

## 7 Homelessness

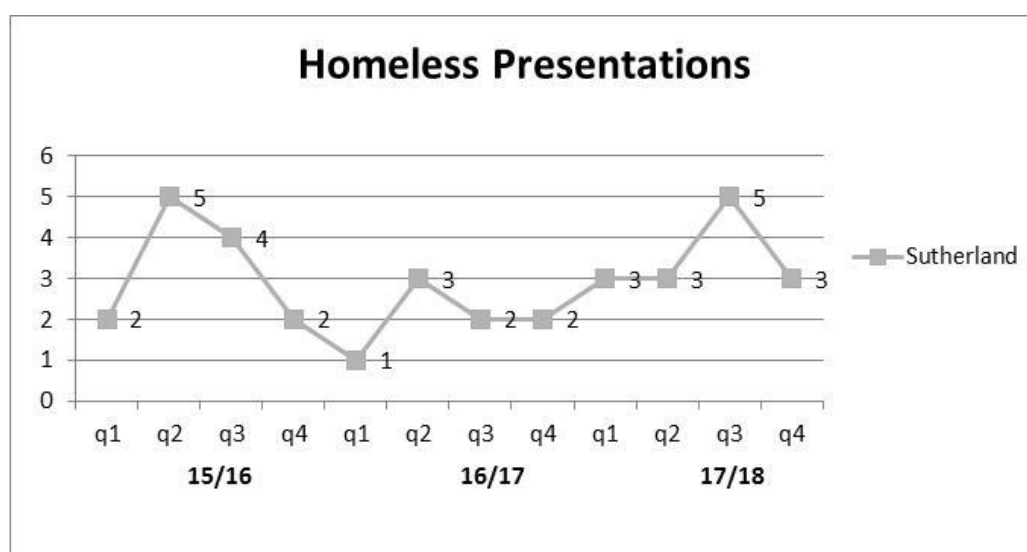
7.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

7.2 Table 5 shows the number of homeless presentations received by Sutherland, charting the same quarter in previous years. There were 3 Homeless presentations in Sutherland in Quarter 4 2017.

7.3 There were 288 presentations across Highland at the end of Quarter 4 2017.

7.4

**Table 5 - Homeless presentations**



## 8 HRA Capital Programme

8.1 The HRA Capital Programme 2017/18 was approved at Community Services Committee in November 2016. A report showing progress to date against the programme will be reported at a future ward business meeting. Members will also be consulted about proposals for the post-2018 HRA Capital Programme during the next quarter.

## 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: 23 May 2018

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

Appendix 1

SPI 17/18	17/18	Scottish Average	Target	2017/18				2016/17
				Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time - Sutherland	GREEN	90.7	92	97.47	96.82	97.98	96.51	97.82
Rent collected as % of rent due - Sutherland	GREEN	99.6	99	99.44	99.65	99.78	106.27	100.62
Gross rent arrears as % of rent due - Sutherland	GREEN	5.1	5	1.44	1.62	1.72	1.63	1.53
% rent loss through voids - Sutherland	AMBER	0.9	1	1.14	1.05	0.95	0.91	0.97
ASB Cases reported and resolved - Sutherland	RED	87.2	85	72.73	70.00	50.00	0.00	95.83
% of new tenancies sustained for more than a year - Sutherland	AMBER	88.8	90	89.77	91.95	89.69	90.91	86.17
Tenancy offers refused - Sutherland	RED	36.3	38	51.94	58.59	60.56	78.38	60.34
% of lettable houses becoming vacant - Sutherland	GREEN	8.5	8.9	6.61	6.04	6.59	6.78	7.32
% households requiring temp/eme accomm who receive offer Sutherland	n/a	n/a	n/a	100.00	100.00	100.00	100.00	100.00
Ave time in temp/eme accomm Sutherland	n/a	n/a	n/a	15.37	17.91	25.19	29.00	29.00