

Agenda Item	7
Report No	N/9/18

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 13 June 2018

Report Title: Housing Performance Report – 1 April 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 consider the information provided on housing performance for 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
- 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 Performance in the Nairn area is within the 14 hour target and is much better than both the Highland average and performance among Registered Social Landlords nationally.

- 4.4 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours
2016/17 SQN Benchmark – 4.6 hours

	No of House	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	680	2.9	3.4	3.4	3.4	2.8	3.1	3.1	2.9	3.4	3.4	3.2	3.0
Highland	13937	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4

- 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 House	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	680	4.1	4.1	4.1	4.1	3.4	3.7	3.7	3.6	3.1	3.6	3.7	3.4
Highland	13937	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4

- 4.7 Performance in Nairn is within the 8 day target and is much better than both the Highland average and performance among Registered Social Landlords nationally.

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 Q4	2016/17 Q4	2017/18 Q4
Nairn & Cawdor	680	41	38.62	49.75	34.34
Highland	13937	1196	47.50	40.78	40.86

5.3 Table 3 shows that re-let times in Nairn are below the 35 day target and better than the Highland wide average of 40.86 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 £2,015,061.

6.2 **Table 4 – Current Rent Arrears**

	No of Houses	2015/16 Q4	2016/17 Q4	2017/18 Q4
Nairn & Cawdor	680	101495	62277	69937

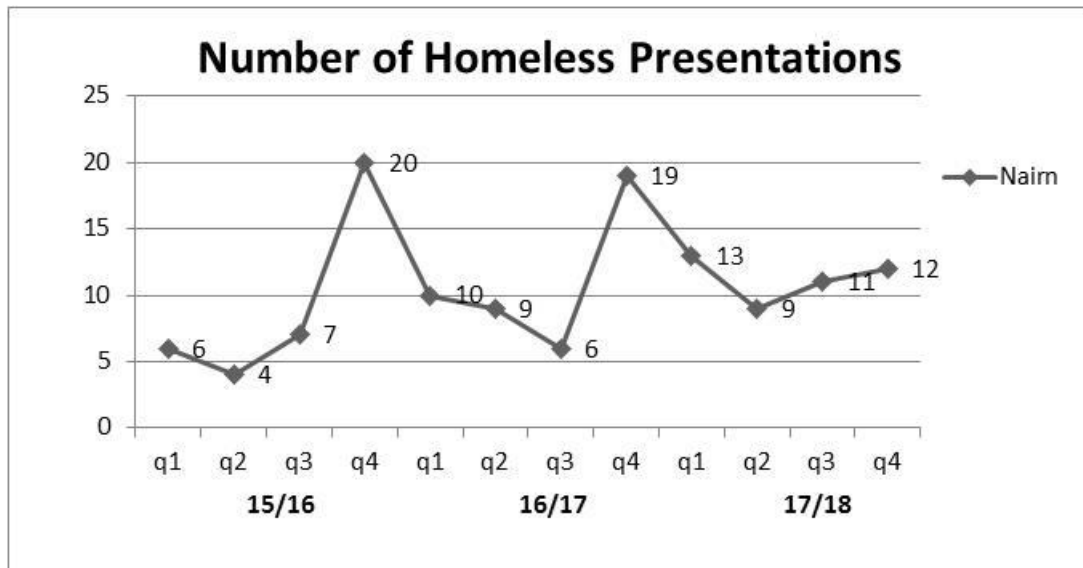
6.3 There has been a slight increase in rent arrears compared to Quarter 4 2016/17 however performance has improved significantly since 2015/16. Rent arrears performance continues to be a focus for the Nairn team.

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 in Nairn charting the same quarter in previous years.

7.3 There were 288 presentations across Highland at the end of Quarter 4 at 31 March 2018.

Table 5 - Homeless presentations

7.5 There were 12 homeless presentations in the Nairn Area in quarter 4 2017/18.

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.

Designation: Director of Community Services

Date: 21 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 Nairn	GREEN	90.7	92	99.06	99.17	99.11	98.91	99.53
Rent collected as % of rent due Nairn	GREEN	99.6	99	99.40	99.51	99.53	104.46	100.13
Gross rent arrears as % of rent due Nairn	GREEN	5.1	5	3.45	3.48	4.45	4.51	4.29
% rent loss through voids Nairn	GREEN	0.9	1	0.60	0.66	0.74	0.73	0.95
ASB cases reported and resolved Nairn	AMBER	87.2	85	83.87	89.29	70.00	66.67	40.00
% of new tenancies sustained for more than a year Nairn	GREEN	88.8	90	95.31	90.63	89.09	84.62	85.71
Tenancy offers refused Nairn	GREEN	36.3	38	16.67	16.13	19.05	18.18	18.37
% of lettable houses becoming vacant Nairn	GREEN	8.5	8.9	5.00	7.35	7.21	6.01	3.12
% households requiring temporary emergency accommodation who receive an offer Nairn	GREEN		100	100	100	100	100	100
Ave time in temporary emergency accommodation Nairn				22.55	22.43	24.03	26.98	20.44