

AGENDA ITEM 6
REPORT NO. LA/27/18

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 7 November 2018

Report Title: Housing Performance Report – 1 April 2018 to 30 September 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 30 September 2018.

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance for the period 1 April 2018 to 30 September 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 Emergency repairs performance in Lochaber is within the 14 hour target.

4.4 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours
2017/18 SQN Benchmark – 4.0 hours

	No of Houses	2016/17				2017/18				2018/19	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Caol and Mallaig	508	7.9	14.1	10.6	8.4	6.3	7.6	7.8	7.0	10.6	9.6
Fort William and Ardnamurchan	818	10.1	7.7	7.1	7.0	5.3	4.7	7.0	7.6	9.6	8.7
Highland	13973	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6	8.3

4.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2017/18 SQN Benchmark – 6.4 days

	No of Houses	2016/17				2017/18				2018/19	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Caol and Mallaig	508	5.8	6.2	6.6	6.8	6.0	4.7	7.4	7.3	7.9	7.9
Fort William and Ardnamurchan	818	5.4	5.3	5.7	5.7	5.4	4.4	6.1	6.4	8.6	8.1
Highland	13973	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0	7.6

- 4.6 The average length of time taken to complete non-emergency repairs in Ward 11 Caol and Mallaig continues to be within the 8 day target. Performance in Fort William and

- 4.7 Ardnamurchan Ward 21 has improved slightly compared to the previous quarter but remains over the 8 day 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
2017/18 SQN Benchmark – 30.7 days**

	No of Houses	No of relets	2016/17 Q2	2017/18 Q2	2018/19 Q2
Caol and Mallaig	508	16	20.92	28.59	22.69
Fort William and Ardnamurchan	818	39	27.80	38.32	26.05
Highland	13973	708	43.63	37.71	39.43

- 5.3 There has been improvement in performance in re-let times in both Wards in Lochaber compared to the same quarter in the previous year. The Lochaber performance is better than the Highland wide average of 39.43 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.

6.2 **Table 4 – Current Rent Arrears**

	No of Houses	2016/17 Q2	2017/18 Q2	2018/19 Q2
Caol and Mallaig	508	37157	42183	83755
Fort William and Ardnamurchan	818	110319	133764	184566

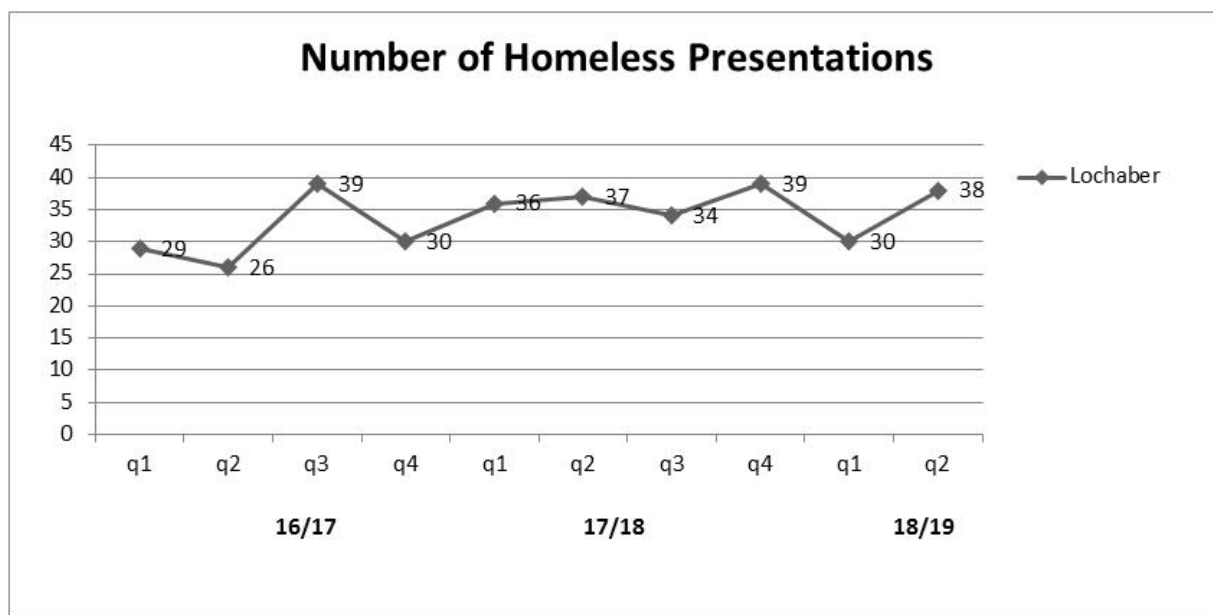
- 6.3 There has been an increase in rent arrears across both Lochaber wards. This increase is consistent with a Highland-wide trend. As previously reported Universal Credit continues to be a significant contributory factor in rent arrears and this will become more acute as the number of people on Universal Credit increases. The table below provides information on the number of Universal Credit cases in Lochaber at 30 September 2018.

Universal Credit Cases Lochaber – September 2018			
Ward	No of UC Cases	No of UC cases in Arrears	Average Rent Arrear
11 - Caol & Mallaig	51	37	£660
21 - Fort William & Ardnamurchan	138	111	£838
Highland Average	2470	1885	£685

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 Lochaber charting the same quarter in previous years.
- 7.3 There were 269 presentations across Highland at the end of Quarter 2 2018/19, 38 homeless presentations were in Lochaber. This reports a similar trend when compared with Quarter 2 2017/18, when there were 37 homeless presentations.

7.4 Table 5 - Homeless presentations



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: 7 November 2018

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

Appendix 1

SPI 18/19	18/19	Scottish Average	Target	2018/19		2017/18		
				Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time - Lochaber	GREEN	92.23	92	91.76	90.81	96.76	97.60	97.01
Repairs appointments kept - Lochaber	AMBER	95.45	95	88.57	87.63	87.68	87.47	88.59
Rent collected as % of rent due - Lochaber	GREEN	99.38	99	97.68	97.18	96.91	96.97	97.47
Gross rent arrears as % of rent due - Lochaber	GREEN	5.41	5	7.44	6.71	6.22	5.73	5.88
% rent loss through voids - Lochaber	GREEN	0.85	1	0.61	0.77	0.97	1.03	1.23
% of new tenancies sustained for more than a year - Lochaber	GREEN	88.66	90	93.37	89.29	87.12	88.28	86.81
Tenancy offers refused - Lochaber	GREEN	35.86	38	31.15	28.57	37.68	38.79	36.94
% of lettable houses becoming vacant - Lochaber	GREEN	8.56	8.9	7.39	8.14	8.51	11.06	10.14
% households requiring temp/emergency accommodation who receive an offer Lochaber	GREEN		100	100	100	100	100	100
Average time in temp/emergency accommodation Lochaber (weeks)				19.72	14.38	13.35	14.36	14.10