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| <b>Agenda Item</b> | <b>7.</b>         |
| <b>Report No</b>   | <b>BSAC/19/18</b> |

## **HIGHLAND COUNCIL**

**Committee:** **Badenoch and Strathspey Committee**

**Date:** **14 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 asked 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](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**  
**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         |
| Badenoch and Strathspey | 542          | 13.8       | 11.8       | 10.1       | 9.4        | 19.9       | 7.4        | 7.4        | 12.4       | 10.2       | 7.8        |
| <b>Highland</b>         | <b>13973</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> | <b>7.6</b> | <b>8.3</b> |

- 4.4 Emergency repairs performance in Badenoch and Strathspey has improved since last quarter and is better than the Highland wide average of 8.3 hours.
- 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**  
**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         |
| Badenoch and Strathspey | 542          | 7          | 7.4        | 7.0        | 7.0        | 15.2       | 11.7       | 10.9       | 8.1        | 13.3       | 9.8        |
| <b>Highland</b>         | <b>13973</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> | <b>8.0</b> | <b>7.6</b> |

- 4.7 Non-emergency repairs performance has improved compared to last quarter. Performance improvement for non-emergency repairs remains a focus for the Badenoch and Strathspey team.

- 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<br>Q2 | 2017/18<br>Q2 | 2018/19<br>Q2 |
|-------------------------|--------------|--------------|---------------|---------------|---------------|
| Badenoch and Strathspey | 542          | 17           | 27.00         | 21.25         | 20.06         |
| <b>Highland</b>         | <b>13973</b> | <b>708</b>   | <b>43.63</b>  | <b>37.71</b>  | <b>39.43</b>  |

- 5.3 Table 3 shows the average re-let time for Quarter 2 2018/19 in Badenoch and Strathspey was 20.06 days. This is an improvement in performance compared to the same quarter 2017/18, within the Highland wide target of 35 days and 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. The Highland wide current arrears figure is £1,942,665.

- 6.2 Rent arrears have reduced slightly in Quarter 2 2018/19 compared with Q2 2017/18. The local team continue to have a focus on performance in this area.

6.3 **Table 4 – Current Rent Arrears**

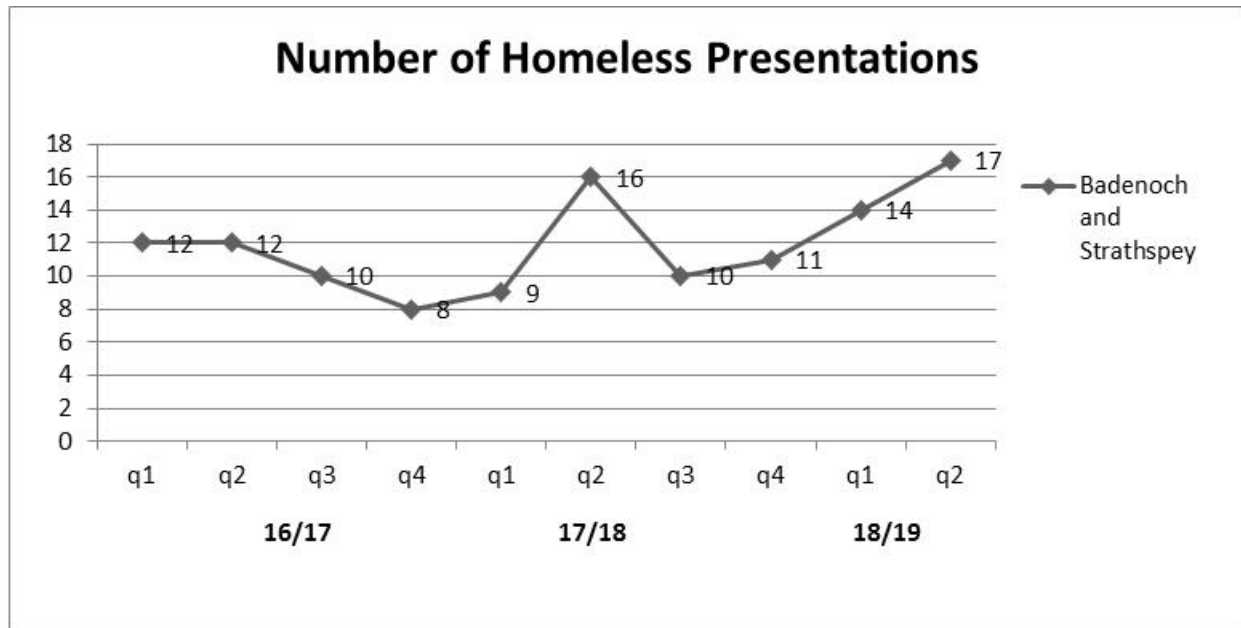
|                         | No of Houses | 2016/17<br>Q2 | 2017/18<br>Q2 | 2018/19<br>Q2 |
|-------------------------|--------------|---------------|---------------|---------------|
| Badenoch and Strathspey | 542          | 50593         | 40383         | 37179         |

## 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 269 presentations across Highland at the end of Quarter 2 at 30 September 2018, 17 homeless presentations were in Badenoch and Strathspey. This shows a similar trend when compared with Quarter 2 2017.

**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: 14 November 2018

Author: Sandra MacLennan, Housing Manager South

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

## Appendix 1

|   |       |                  |        | 2018/19 |       | 2017/18 |        |       |
|---|-------|------------------|--------|---------|-------|---------|--------|-------|
| SPI 18/19   | 18/19 | Scottish Average | Target | Qtr 2   | Qtr 1 | Qtr 4   | Qtr 3  | Qtr 2 |
| Reactive repairs carried out first time B&S                               | GREEN | 92.23            | 92     | 91.58   | 96.40 | 91.42   | 86.71  | 83.50 |
| Rent collected as % of rent due B&S                                       | GREEN | 99.38            | 99     | 99.13   | 97.91 | 99.12   | 98.79  | 98.27 |
| Gross rent arrears as % of rent due B&S                                   | GREEN | 5.41             | 5      | 2.77    | 2.67  | 2.43    | 2.42   | 3.14  |
| % rent loss through voids B&S   | GREEN | 0.85             | 1      | 1.98    | 0.94  | 0.36    | 0.39   | 0.46  |
| ASB cases reported and resolved B&S                                       | GREEN | 87.88            | 85     | 80.00   | 33.33 | 85.19   | 100.00 | 81.25 |
| % of new tenancies sustained for more than a year B&S                     | GREEN | 88.66            | 90     | 91.67   | 95.24 | 100     | 100    | 100   |
| Tenancy offers refused B&S  | GREEN | 35.86            | 38     | 32.14   | 40.00 | 17.50   | 10.00  | 8.33  |
| % of lettable houses becoming vacant B&S                                  | GREEN | 8.56             | 8.9    | 7.20    | 5.72  | 7.33    | 6.75   | 7.12  |
| % households requiring temp/emergency accommodation who receive offer B&S | GREEN |                  | 100    | 100     | 100   | 100     | 100    | 100   |
| Ave time in temp/emergency accommodation B&S (weeks)                      |       |                  |        | 19.13   | 20.46 | 15.97   | 17.06  | 17.61 |