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| Agenda Item | 9. |
| Report No | BSAC/15/19 |

HIGHLAND COUNCIL

Committee: **Badenoch and Strathspey Committee**

Date: **19 August 2019**

Report Title: **Housing Performance Report – 1 April 2019 to 30 June 2019**

Report By: **Interim Chief Officer Resources (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 June 2019.

2. Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 30 June 2019.

3. Implications

- 3.1 Resource: There are no resource implications arising from this report.
- 3.2 Legal: There are no legal implications arising from this report.
- 3.3 Community (Equality, Poverty and Rural): There are no equality implications arising from this report.
- 3.4 Climate Change/Carbon Clever: There are no climate change/Carbon Clever implications arising from this report.
- 3.5 Risk: Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 3.6 Gaelic: There are no Gaelic implications arising from this report.

4. Background

- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 4.2 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**.
- 4.3 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
- 4.4 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.
- 4.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

5. Repairs

- 5.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 5.3 ***Table 1: Average length of time taken to complete emergency repairs (hours)***

Target 14 hours
2018/19 SHN Benchmark (Group) – 3.73 hours

| EME | No of Houses | 2018/19 | | | | 2019/20 |
|-------------------------|--------------|------------|------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Badenoch and Strathspey | 542 | 10.2 | 7.8 | 7.6 | 12.4 | 5.8 |
| Highland | 14101 | 7.6 | 8.3 | 6.4 | 6.4 | 4.7 |

- 5.4 Performance in Badenoch & Strathspey is within the 14 hour target and has improved when compared with previous quarters.
- 5.5 Non-emergency repairs are measured in working days.

5.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2018/19 SHN Benchmark (Group) – 6.59 days

| NON-EME | No of Houses | 2018/19 | | | | 2019/20 |
|-------------------------|--------------|------------|------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Badenoch and Strathspey | 542 | 13.3 | 9.8 | 9.5 | 8.9 | 4.6 |
| Highland | 14101 | 8.0 | 7.6 | 7.5 | 7.2 | 5.1 |

5.7 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.

5.8 Performance is within the 8 day target and better than the Highland wide average.

6 Tenancy Management

6.1 The chart below provides information on the average re-let time showing the trend back two years and highlighting the same quarter in previous year for comparison.

6.2 **Table 3 : Average re-let time (days) Target 35 days**
2018/19 SHN Benchmark (Group) – 32.67 days

| Avg relet time | No of Houses | No of relets | 2018/19 | | | | 2019/20 |
|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Badenoch and Strathspey | 542 | 7 | 21.45 | 20.06 | 21.37 | 25.63 | 30.29 |
| Highland | 14101 | 250 | 39.07 | 39.43 | 31.48 | 39.91 | 36.00 |

6.3 Re-let performance is within the 35 day target and is better than the Highland wide average.

7 Rent Arrears

7.1 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 two years.

7.2 **Table 4 – Current Rent Arrears**

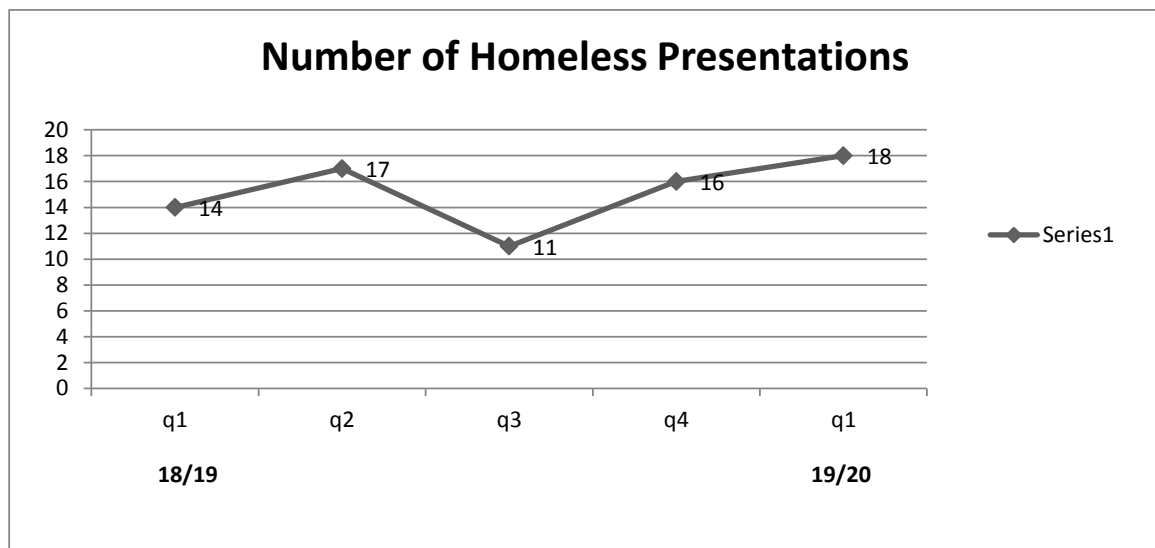
| Rent arrears | No of Houses | 2018/19 | | | | 2019/20 |
|-------------------------|--------------|---------|-------|-------|-------|---------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Badenoch and Strathspey | 542 | 34434 | 37179 | 40771 | 38960 | 36068 |

- 7.3 Rent arrears in Badenoch and Strathspey have reduced slightly since last quarter. The increase in rent arrears compared to Quarter 1, 2018/19 reflects the impact of Universal Credit. The local team will continue to prioritise rent arrears.

8 Homelessness

- 8.1 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.
- 8.2 Table 5 shows the number of homeless presentations received.
- 8.3 There were 309 presentations across Highland at the end of Q1 2019. 18 presentations were in Badenoch and Strathspey.

8.4 **Table 5 - Homeless presentations**



9 HRA Capital programme

- 9.1 The 2019-21 Badenoch & Strathspey HRA Capital Programme was approved by Badenoch & Strathspey Area Committee on 14 November 2018. Members are provided with an update on the 2019-20 Programme at **Appendix 2**.
- 9.2 Members will note delays with two of the 2018-19 contracts which have slipped into 2019-20, and these are indicated as amber on the update. Delays have occurred due to the requirement to re-tender to provide best value and also due to required survey works taking longer than anticipated. Both projects are expected to spend fully within the present financial year and will be due on site over the coming months.
- 9.3 **Castle Road East**

Within the 2019-21 programme for Badenoch & Strathspey, Members approved significant works to properties at Castle Road East, Grantown. The intended project involves installation of external insulation, roofing works and replacement windows and doors. Preliminary survey works were carried out in advance and detailed invasive survey work is now underway to establish the programme and timeline of works. Initial contact has been made with residents, with further engagement planned over the

- coming months, in partnership with the local team.
- 9.4 It should be noted that where there have been delays on contracts, the Tenant Liaison Officers are making contact with tenants in order to provide updates and communicate revised timescales.

Designation: Interim Chief Officer Resources (Community Services)

Date: 19 August 2019

Author: Sandra MacLennan, Housing Manager (South)
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Background Papers: Scottish Housing Regulator: The Scottish Social Housing
Charter: Indicators and Context Information

APPENDIX 1

| | | | | 2019/20 | 2018/19 | | | |
|--|-------|------------------|--------|---------|---------|-------|-------|-------|
| SPI 19/20 | 19/20 | Scottish Average | Target | Qtr1 | Qtr 4 | Qtr 3 | Qtr 2 | Qtr 1 |
| Reactive repairs carried out first time - B&S | GREEN | 92.23 | 92 | 92.55 | 91.59 | 91.56 | 91.58 | 96.40 |
| Rent collected as % of rent due - B&S | GREEN | 99.38 | 99 | 101.80 | 99.09 | 98.61 | 99.13 | 97.91 |
| Gross rent arrears as % of rent due - B&S | GREEN | 5.41 | 5 | 2.55 | 2.82 | 2.98 | 2.77 | 2.67 |
| % rent loss through voids - B&S | GREEN | 0.85 | 1 | 0.32 | 0.36 | 0.43 | 1.98 | 0.94 |
| % of households requiring temporary emergency accommodation who receive an offer – B&S | GREEN | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| % of new tenancies sustained for more than a year - B&S | AMBER | 88.66 | 90 | 89.74 | 88.10 | 88.10 | 91.67 | 95.24 |
| Tenancy offers refused - B&S | GREEN | 35.86 | 38 | 0.00 | 27.08 | 27.78 | 32.14 | 40.00 |
| % of lettable houses becoming vacant B&S | GREEN | 8.56 | 8.9 | 6.64 | 8.49 | 7.93 | 7.20 | 5.72 |
| Average time in temporary emergency accommodation – B&S | GREEN | | | 17.74 | 21.23 | 18.67 | 19.13 | 20.46 |

APPENDIX 2

| Project Title | Budget 2019/20 | Spend year to date | Estimated outturn 2019/20 | Comments | RAG rating |
|---|----------------|--------------------|---------------------------|--|------------|
| EQUIPMENT & ADAPTATIONS | | | | | |
| Equipment & adaptations Badenoch & Strathspey (19-20) | £40,000 | £10,194 | £40,000 | Works progressed on demand following referrals from Occupational Therapists. Anticipated full budget spend. | |
| MODERN FACILITIES AND SERVICES | | | | | |
| Castle Rd East Project (19-20) | £217,548 | £71 | £197,768 | Detailed invasive survey works underway. Intended works: roofing, external insulation, windows and door replacement. Detailed update to be provided to ward business meeting. | |
| Bathroom Replacements Badenoch & Strathspey (19-20) | £120,000 | £33 | £117,000 | Project being initiated. Survey works have commenced, with tendering to follow. | |
| Kitchen Replacements Badenoch & Strathspey (18-19) | £132,000 | - | £132,000 | Being delivered through a multi-area contract to provide best value. Works being re-tendered due to original tender prices being unacceptably high. Anticipated start on site January 2020. Anticipated full spend and works complete within present financial year. | |
| Kitchen/Bathroom/Window Replacement Badenoch & Strathspey (19-20) | £60,000 | £17,918 | £60,000 | On demand kitchen/bathroom/windows replacements being delivered through local team. Anticipated full budget spend in financial year. | |
| ENERGY EFFICIENCY | | | | | |
| Heating Replacements Badenoch & Strathspey (18-19) | £235,529 | £13,873 | £235,529 | 2018-19 Heating contract. Delays relating to surveying. All survey works and tenant engagement now completed. Works being tendered at present. Anticipated start on site November 2019. Expected completion within financial year. | |
| Heating Replacements Badenoch & Strathspey (19-20) | £15,000 | £ 6,496 | £ 15,000 | On demand one-off heating failures being progressed through local team. Anticipated full spend. | |
| Heating Replacements Badenoch & Strathspey (19-20) | £312,884 | £975 | £313,162 | Survey works underway. Anticipated that works will follow on after completion of 2018-19 heating project. Expected completion within financial year. Marginal overspend anticipated. | |