

Agenda Item	10.
Report No	CLH 47/19

## **HIGHLAND COUNCIL**

**Committee:** **Care, Learning and Housing Committee**

**Date:** **21 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 housing performance for the period 1 April 2019 to 30 June 2019.

### **2. Recommendations**

Members are asked to note 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

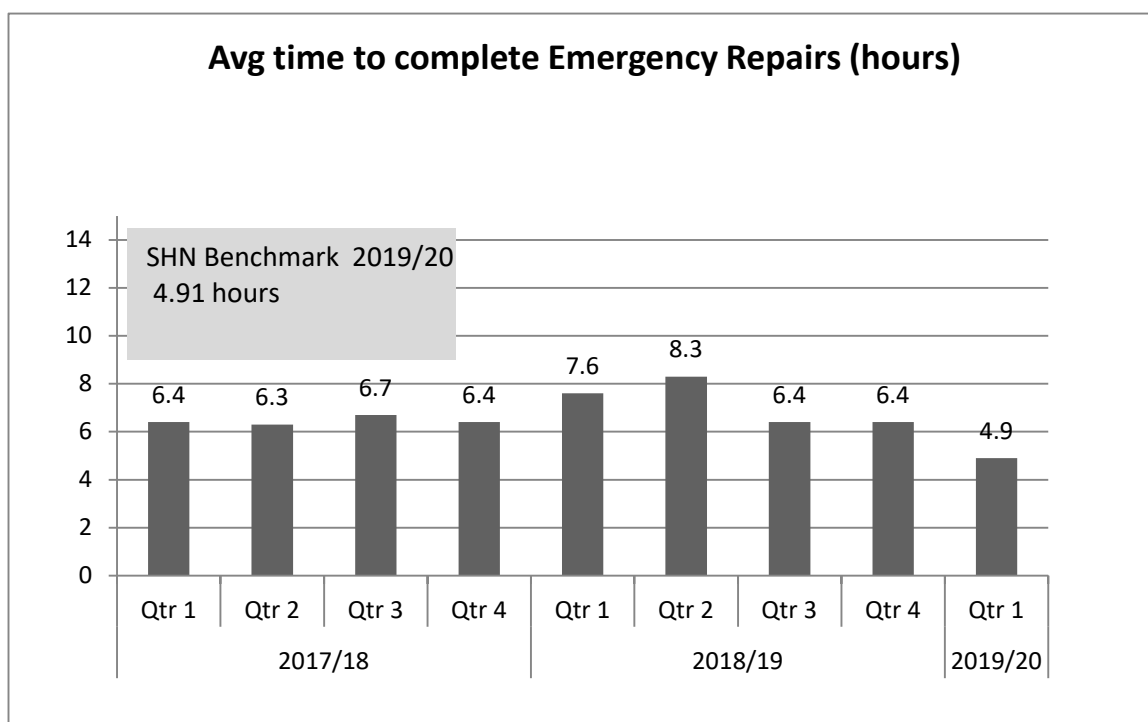
- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 4.2 This report provides performance information based on the reporting framework recommended by the SHR. Further performance information by Council Ward can be found on 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)
- 4.3 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.
- 4.4 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

## 5. Housing Repairs

- 5.1 The key indicators for measuring repairs performance are the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2018/19 figures.
- 5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**

**Target 14 hours**

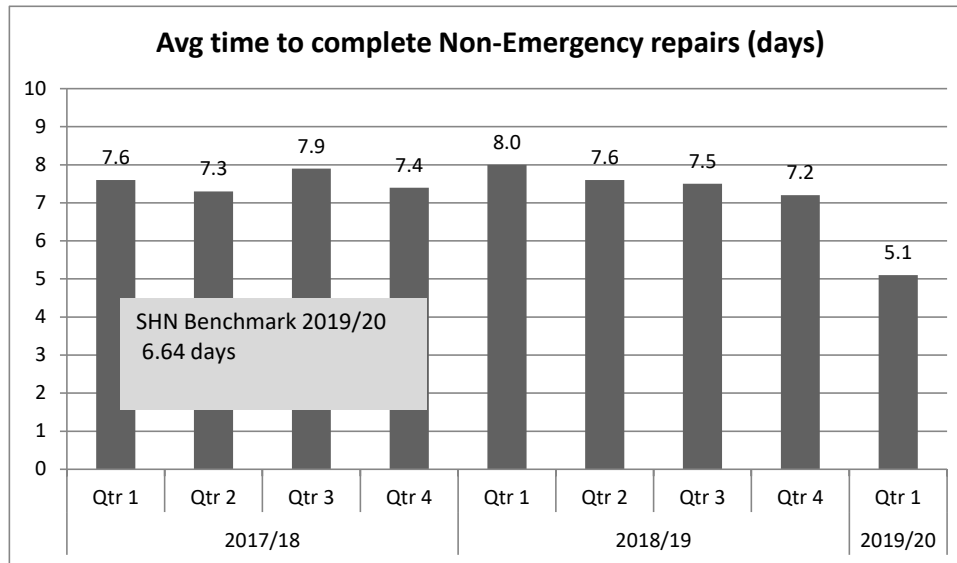
**2018/19 SHN Benchmark (Group) – 4.91 hours**



- 5.4 Performance on emergency repairs remains within the Highland target and has improved significantly for Quarter 1 of 2019/20.

5.5

**Table 2 – Average length of time taken to complete non-emergency repairs (days)**  
**Target 8 days**  
**2018/19 SHN Benchmark (Group) – 6.64 days**

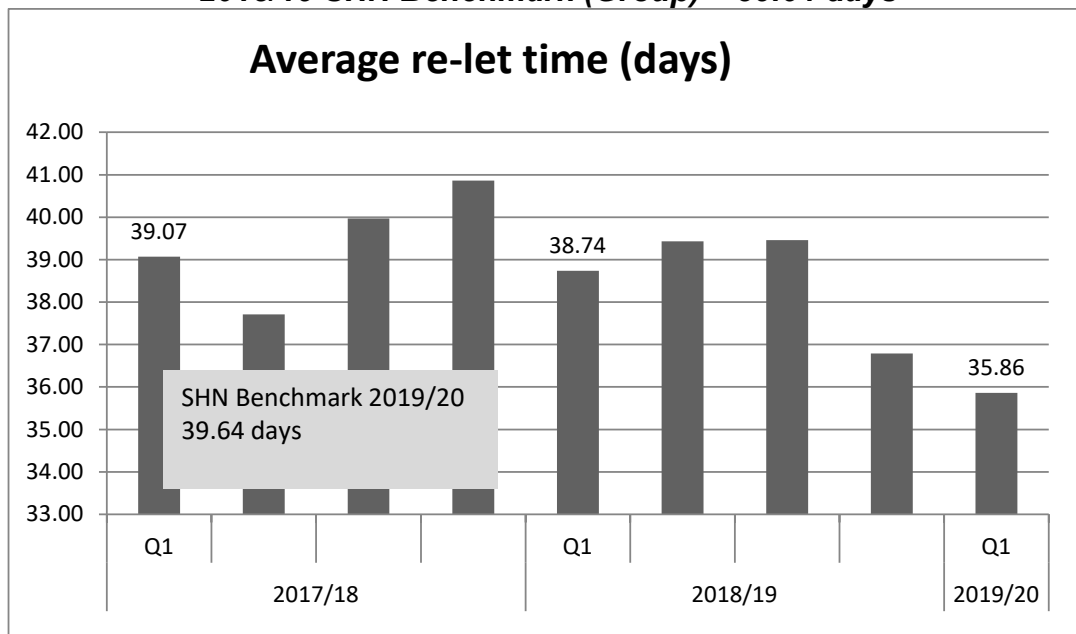


5.6 Average performance on non-emergency repairs remains within the target timescales, and performance has been improving each quarter since the beginning of 2018/19. Performance is significantly better than the national benchmark group figure.

## 6. Tenancy Management

6.1 Table 3 below provides information on the average re-let time showing the trend back 3 years and highlighting the same quarter in previous years for comparison.

**Table 3 – Average re-let time (days) Target 35 days**  
**2018/19 SHN Benchmark (Group) – 39.64 days**



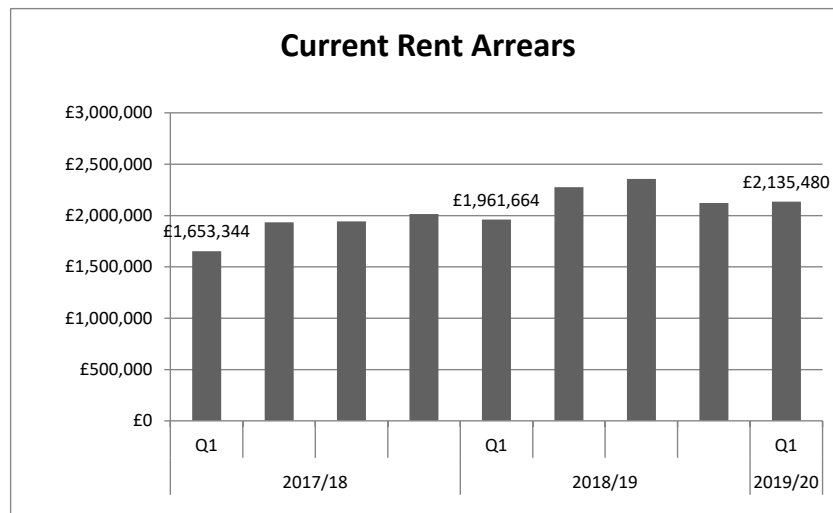
6.3 Performance on reletting times remains above our Highland target of 35 days but performance continues to improve.

## 7. Rent Arrears

7.1 The key performance indicator for rent arrears is the value of current arrears. Table 4 below provides information on current rent arrears going back 3 years and shows the comparative figure for the same quarter in previous years.

7.2

**Table 4 – Current Rent Arrears**



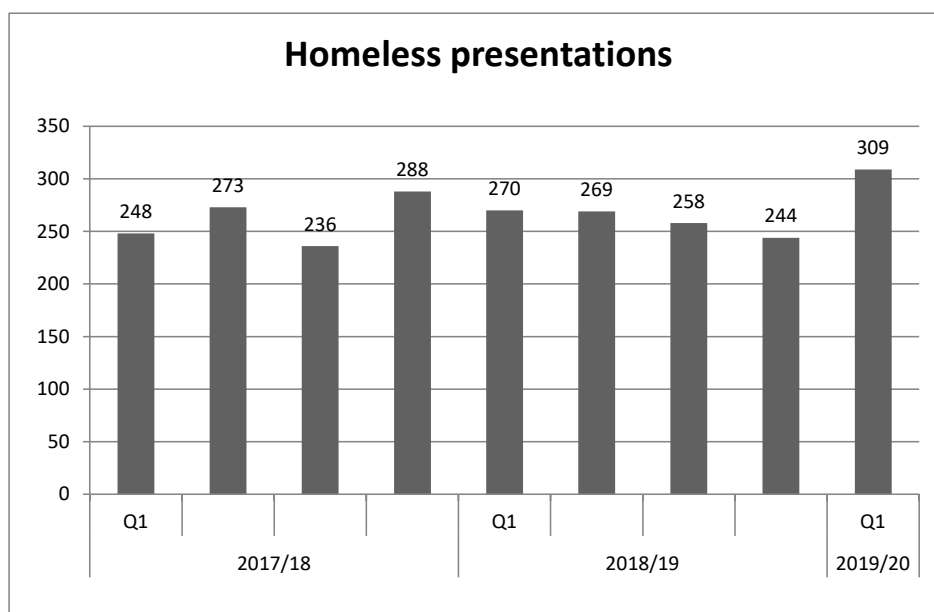
7.3 The impact of Universal Credit continues to be a factor in the levels of rent arrears though they have stabilised somewhat following the improvements the Department for Work and Pensions (DWP) have made to their processes and IT systems. Officers are continuing to work with the DWP on a number of projects to help minimise the overall impact on tenants and the Council.

7.4 A paper on the management of rent arrears will be presented to October Committee which will recommend changes to the arrears policy following a policy review.

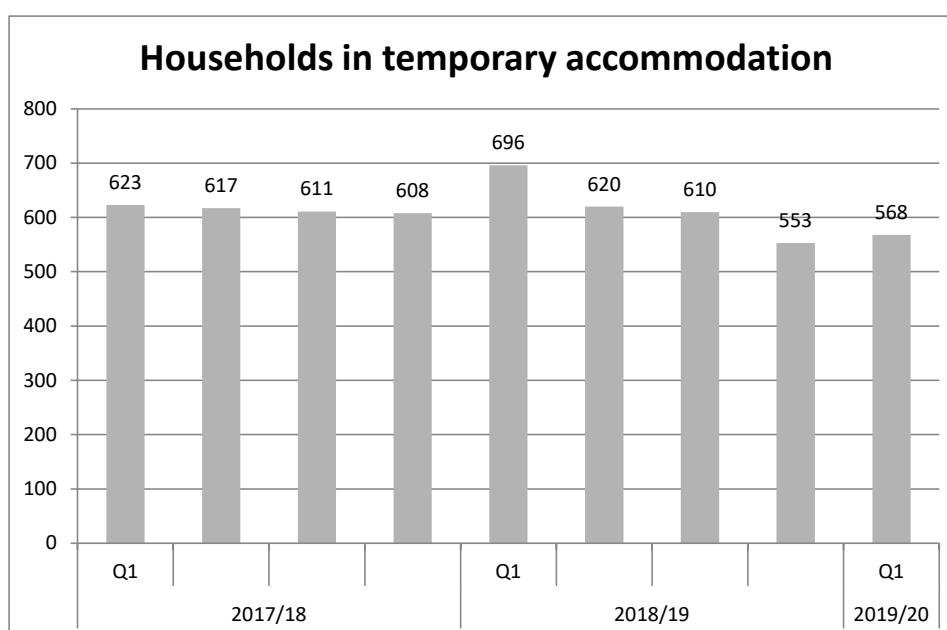
## 8. Homelessness

8.1 Performance information on homelessness is noted in tables 5 and 6.

8.2 **Table 5 - Homeless presentations per quarter (not cumulative)**



8.3 **Table 6 – Households in Temporary Accommodation (not cumulative)**



- 8.4 The last quarter has shown an increase across Highland in the numbers of people presenting as homeless which is similar to trends nationally. Further information on homelessness services and Scottish Government funding allocations will be reported to Committee when reporting on progress against the Council's Rapid Rehousing Transition Plan.

Designation: Interim Chief Officer Resources (Community Services)

Date: 12 August 2019

Author: David Goldie, Head of Housing and Building Maintenance

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