

Agenda Item	10
Report No	LA-20-19

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 29 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.

Members are requested to approve an amendment to the approved Lochaber HRA capital at item 9.5.

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) – 4.91 hours

EME	No of Houses	2018/19				2019/20
		Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	508	10.6	6.9	6.5	6.0	3.3
Fort William and Ardnamurchan	819	9.6	6.8	6.6	5.8	3.6
Highland	14101	7.6	8.3	6.4	6.4	4.7

- 5.4 Performance in both Wards in Lochaber is within the 14-hour target and better than the Highland wide average.
- 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) – 6.64 days

NON-EME	No of Houses	2018/19				2019/20
		Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	508	7.9	7.9	7.9	7.3	4.6
Fort William and Ardnamurchan	819	8.6	8.1	7.5	6.6	4.6
Highland	14101	8.0	7.6	7.5	7.2	5.1

5.7 Performance in both Wards in Lochaber is within the 8 day target and better than the Highland wide average.

5.8 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.

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) – 39.64 days

Avg relet time	No of Houses	No of relets	2018/19				2019/20
			Q1	Q2	Q3	Q4	Q1
Caol and Mallaig	508	7	17.90	22.69	22.35	21.77	21.71
Fort William and Ardnamurchan	819	18	29.09	26.05	23.68	27.13	27.33
Highland	14101	250	39.07	39.43	31.48	39.91	36.00

6.3 Performance in both Wards in Lochaber is within the 35-day target and 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
Caol and Mallaig	508	68672	83755	88486	84596	69759
Fort William and Ardnamurchan	819	168633	184566	187839	152314	153592

7.3 Rent arrears in Quarter 1 have increased slightly in the Fort William and Ardnamurchan Ward and reduced significantly in the Caol and Mallaig Ward. Performance overall has improved when compared with Quarters 2 and 3 2018/19. The Lochaber team will continue to have a focus on rent arrears.

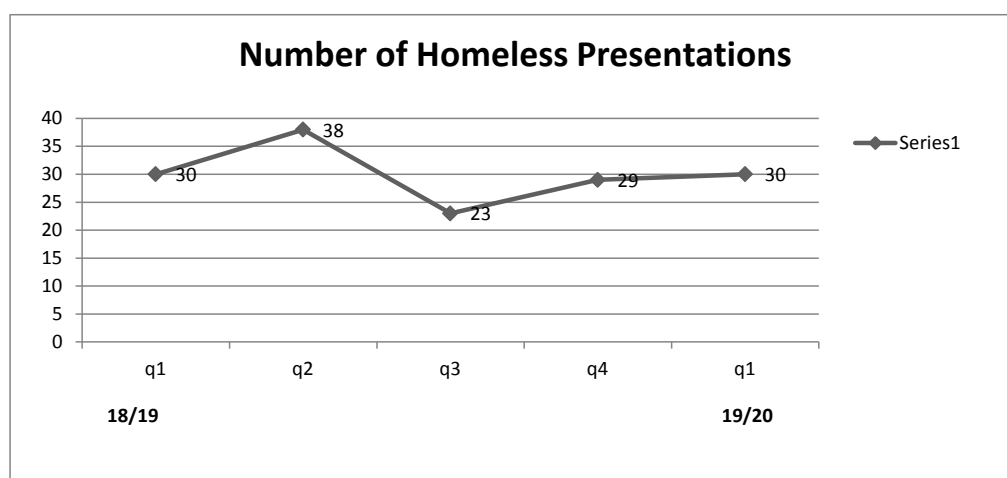
8 Homelessness

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. 30 presentations were in Lochaber.

8.4 **Table 5 - Homeless presentations**



9 HRA Capital programme

9.1 Appendix 2 provides an update on the 2019-20 HRA capital Programme for Lochaber to end June 2019.

9.2 The HRA Capital Programme 2019-2021 was approved by Lochaber Area Committee on Thursday 30 August 2018. Members are updated on the present financial year programme of 2019-20 and are advised that preparatory works will be carried out on 2020-21 contracts in advance of the financial year.

9.3 Where works have yet not commenced on the 2019-20 programme tenant engagement is underway through Tenant Liaison Officers and the local Housing Team. Timescales for commencing works are being communicated to tenants through our Tenant Liaison Officers.

9.4 Plantation Energy Efficiency Works

Discussion has taken place with Members at ward business meeting regarding a previous commitment given to externally insulate the remaining properties in the Plantation area. Members were advised that indicative costs received to carry out the works were prohibitive against the approved budget and that alternative energy efficiency measures would be considered to deliver better value.

9.5 Members are asked to approve an alternative project for energy efficiency improvements in the Plantation area. The revised plan will focus on the replacement of approximately 50 ageing and inefficient heating systems within the approved budget of £480,000. The intended outcome will be that all heating systems in the Plantation area will be less than 10 years old.

9.6 The delivery of the revised project will be developed in partnership with the Energy Team and may be the focus of a joint bid to the Warmer Homes Fund to supplement the project. This is due to Lochaber being an area of interest for energy efficiency improvements under the Scottish Government's Home Energy Efficiency Programme which the Energy Team manages in Highland.

9.7 Progress against the amended project will be reported to future Committees as part of the HRA capital programme update, along with updates regarding the potential Warmer Homes funding bid.

9.8 Environmental Capital

The environmental capital budget is disaggregated to ward level, with each ward allocated a proportional budget for ward spend.

9.9 For 2019-20 the allocation for each ward is:

Ward 11 - £25,669

Ward 21 - £40,492.

9.10 Members will be aware that local teams are organising 'rate your estate' walkabouts and continue to engage with Members and tenants in order to identify and develop priority projects for HRA estates.

Designation: Interim Chief Officer Resources (Community Services)

Date: 29 August 2019

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

APPENDIX 1

SPI 19/20	19/20	Scottish Average	Target	2019/20	2018/19			
				Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Reactive repairs carried out first time - Lochaber	GREEN	92.23	92	96.29	94.92	92.98	91.76	90.81
Repairs appointments kept - Lochaber	AMBER	95.45	95	92.09	90.54	89.96	88.57	87.63
Rent collected as % of rent due - Lochaber	GREEN	99.38	99	99.82	98.88	97.72	97.68	97.18
Gross rent arrears as % of rent due - Lochaber	AMBER	5.41	5	6.23	7.08	7.74	7.44	6.71
% rent loss through voids - Lochaber	GREEN	0.85	1	0.54	0.52	0.60	0.61	0.77
Ave time in temp/emergency accommodation - Lochaber				23.88	22.57	19.80	19.72	14.38
% of new tenancies sustained for more than a year - Lochaber	GREEN	88.66	90	92.36	93.92	92.31	93.37	89.29
Tenancy offers refused - Lochaber	AMBER	35.86	38	38.24	28.00	27.84	31.15	28.57
% of lettable houses becoming vacant - Lochaber	GREEN	8.56	8.9	6.93	6.56	6.79	7.39	8.14
% households requiring temp/emergency accommodation who receive offer Lochaber	GREEN		100	100	100	100	100	100

Appendix 2

Project Title	Number of houses	Total budget 2019/20	Spend in current year to date	Estimated outturn 2019/20	Additional Comments	RAG rating
EQUIPMENT & ADAPTATIONS						
Equipment & adaptations Lochaber (BM)	On demand	£97,000	£85,381	£147,000	Works progressed on demand following referrals from Occupational Therapists. Anticipated overspend based on the number of referrals received to date from the Occupational Therapists.	
FREE FROM SERIOUS DISREPAIR						
CSH19053 Roofing Lochaber 19/20 (PM)	19	£270,000	£8,868	£258,446	Survey works completed, tender prices received and being reviewed. Anticipated start on site late September 2019. Works anticipated to be around 5% under budget based on initial review of tenders.	
CSH18002 W&D Lochaber & Badenoch & Strathspey 18/19 (PM)	61 (39 Properties Lochaber)	£186,610	£204,642	£245,210	Works 100% completed on site by local contractors and project complete. Project estimated to be £58k overspent due to additional works required following invasive surveys.	
ENERGY EFFICIENCY						
Heating replacements Lochaber (BM)	On demand	£200,000	£53,439	£200,000	One off heating failures in across Lochaber area. Works carried out on demand through Building Maintenance. Works anticipated to be on budget based on present failure rate.	
CSH19055 Heating Lochaber 19/20 (PM)	36	£291,000	£2,322	£291,050	Survey works completed. Tenders received and being appraised. Anticipated start on site Autumn 2019 and for completion within financial year.	
CSH18009 Heating Lochaber 18/19 (PM)	17	£373,974	£213,433	£281,118	2018-19 project now 100% completed on site. Delays regarding design works and feasibility of system types. Estimated project underspend due to a reduction in project numbers following tenant opt outs.	

MODERN FACILITIES & SERVICES						
Bathroom/kitchen/window replacement Lochaber (BM)	On demand	£160,000	£62,805	£160,000	Works being carried out on demand through Building Maintenance. Anticipated to be on budget.	
HEALTHY, SAFE & SECURE						
Rewiring Lochaber 19/20 (PM)	16	£130,000	£337	£130,000	Project being initiated. Works anticipated to commence towards end of year. Anticipated completion within financial year.	
STRUCTURAL & ENVIRONMENTAL						
External fabric Lochaber	n/a	£97,060	£78,098	£100,000	Works being carried out through Building Maintenance. Works to fascias and soffits in Lochaber area. Anticipated small overspend.	
Environmental improvements Ward 11	n/a	£25,669	£0	£25,669	Member led budget. Projects identified through 'rate your estate' walk arounds and through discuss with tenants and tenant groups. Projects for this financial year being identified.	
Environmental improvements Ward 21	n/a	£40,492	£1,923	£40,492	Member led budget. Projects identified through 'rate your estate' walk arounds and through discuss with tenants and tenant groups. Projects for this financial year being identified.	