

Agenda Item	10.
Report No	CC/06/20

HIGHLAND COUNCIL

Committee: **Caithness Committee**

Date: **19 February 2020**

Report Title: **Housing Performance Report – 1 April 2019 to 31 December 2019**

Report By: **Executive Chief Officer Property and Housing**

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 31 December 2019

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 31 December 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) – 4.91 hours

2018/19		2019/20						
WARD	NO OF HOUSES	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Thurso and Northwest								
Caithness	845	10.70	5.10	4.60	5.60	3.80	4.80	6.66
Wick and East								
Caithness	1205	9.80	8.20	7.10	5.80	4.90	5.40	6.13
Highland	14162	7.60	8.30	6.40	6.40	4.70	4.80	5.33

- 5.4 There has again been a small increase in response times to emergencies within both wards although response times remain well within the target of 14hrs. Emergency repairs remain a priority for this service.
- 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

		2018/19				2019/20		
WARD	NO OF HOUSES	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Thurso and Northwest								
Caithness	845	9.90	9.40	8.70	8.50	5.80	5.60	5.52
Wick and East								
Caithness	1205	8.90	8.30	8.10	7.80	5.80	5.60	5.83
Highland	14162	8.00	7.60	7.50	7.20	5.10	4.80	4.98

5.7 Performance in non-emergency repairs continue to be below the target of 8 days and below the benchmark of 6.64 days. Non-emergency repairs remain a priority for the service.

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 three years and highlighting the same quarter in previous years for comparison.

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

		2018/19				2019/20			
WARD	NO OF HOUSES	NO OF RELETS	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Thurso and Northwest									
Caithness	845	64	46.63	44.21	39.32	48.10	37.58	47.81	46.13
Wick and East									
Caithness	1205	113	81.33	73.92	50.05	63.72	57.42	49.27	48.19
Highland	14162	769	39.07	39.43	31.48	39.91	36.00	34.60	32.89

6.3 Caithness re-let times continue to be affected by hard to let properties. During Q3 20% of properties returned to us have been from tenants moving outwith the area with a further 20% moving into the private sector. Statistics such as these will continue to affect our re-let times, however progress has been made since Q1&2.

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 three years.

Table 4 – Current Rent Arrears

WARD	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Thurso and Northwest Caithness	845	57013	68959	66130	58456	63791	80988	65341
Wick and East Caithness	1205	111624	133591	149762	135958	143880	162270	122508

- 7.3 Progress has been made in reducing arrears since Q2. Caithness arrears have reduced by £28,043 since Q3 2018/19. This is a significant amount taking into account that the number of tenants claiming Universal Credit is increasing.

8 Homelessness

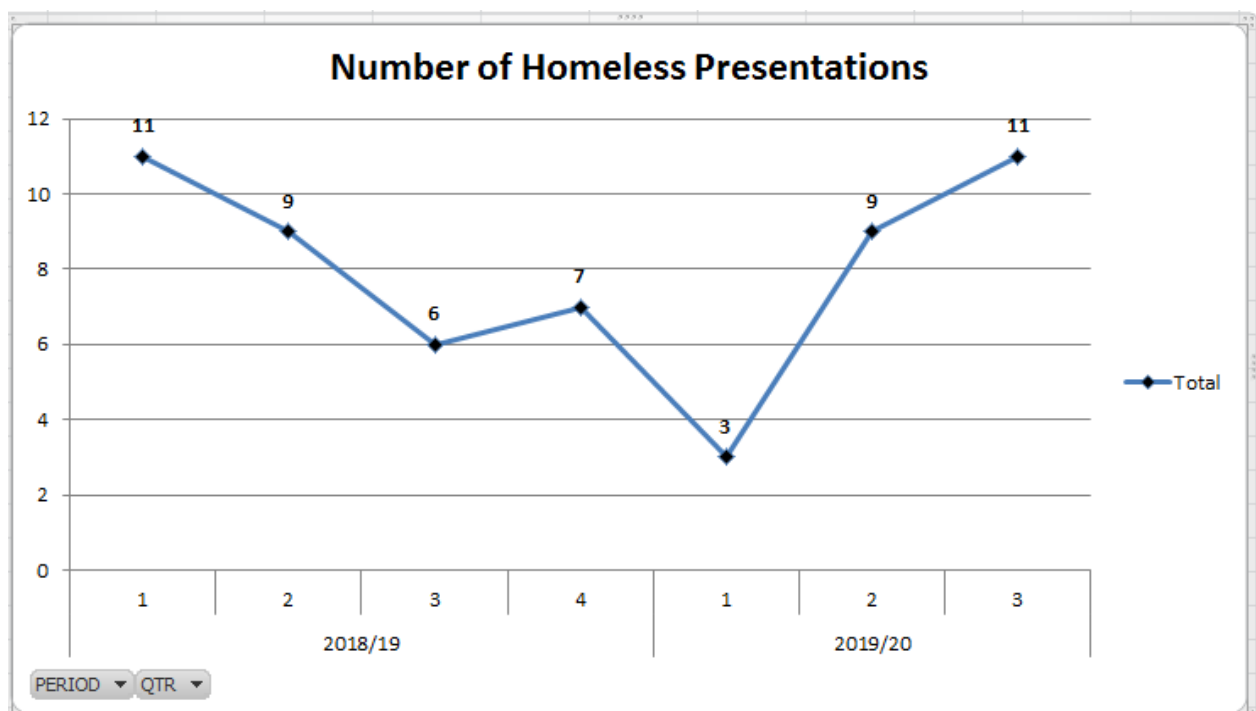
- 8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

- 8.2 Table 5 shows the number of homeless presentations received.

Although the number of homeless presentations have increased in Q3, the numbers remain low and manageable due to the support and advice given by the Housing Options Team and the number of properties readily available.

- 8.3 There were 243 presentations across Highland at the end of Q3 2019.

- 8.4 **Table 5 - Homeless presentations**



9 HRA Capital Programme

- 9.1 An update on the HRA Capital Programme is being provided separately to Members for consideration at Ward Business Meetings.

Designation: Executive Chief Officer Property and Housing

Date: 4 February 2020

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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	
				Qtr3	Qtr2	Qtr1	Qtr 4	Qtr 3
Reactive repairs carried out first time - Caithness	GREEN	92.23	92	94.62	94.98	96.38	93.96	93.45
Repairs appointments kept - Caithness	AMBER	95.45	95	91.57	92.00	92.26	92.14	92.14
Rent collected as % of rent due - Caithness	GREEN	99.38	99	99.77	97.21	99.39	98.96	98.16
Gross rent arrears as % of rent due - Caithness	GREEN	5.41	5	3.68	4.32	3.73	4.12	4.54
% rent loss through voids - Caithness	AMBER	0.85	1	1.84	1.79	1.92	2.01	2.36
% of new tenancies sustained for more than a year - Caithness	RED	88.66	90	79.68	80.65	79.68	79.86	80.59
Tenancy offers refused - Caithness	AMBER	35.86	38	39.85	39.66	44.58	40.91	39.76
% of lettable houses becoming vacant - Caithness	AMBER	8.6	8.9	9.95	9.71	10.54	10.62	11.54
% households requiring temp/eme accomm who receive offer Caithness			100	100	100	100	100	100
Ave time in temp/eme accomm Caithness				10.83	9.08	18.85	21.38	19.32

Appendix 2

Project Title	Total budget 19-20	Spend year to date	estimated outturn 2019/20	Comments	RAG rating
EQUIPMENT & ADAPTATIONS					
Equipment & adaptations Caithness	£150,000	£61,797	£150,000	Works carried out on demand following referrals from Occupational Therapists. Anticipated full spend within financial year.	
FREE FROM SERIOUS DISREPAIR					
One-off Windows & Doors Caithness	£30,000	£0	£30,000	On demand budget being delivered through Building Maintenance. Anticipated full spend based on failure rates in previous years.	
Windows & Doors Caithness & Sutherland	£159,592	£89,277	£183,457	2018-19 joint contract with Sutherland area. Works now 95% completed on site.	
CSH19030 Windows & Doors replacements Caithness	£368,000	£7,652	£359,667	Oldest/worst condition windows & doors in Caithness. Survey works underway. Estimated start on site January 20 20 with anticipated completion in April 2020.	
External Fabric Caithness & Sutherland	£267,322	£51,432	£357,216	2019-20 Caithness roofing addresses added to existing contract. Original contract completed. Anticipated overspend of approx. £89k due to additional works required relating to asbestos removal.	
ENERGY EFFICIENCY					
Non-gas heating replacement Caithness	£230,000	£285,498	£320,000	High number of heating failures already within financial year. Anticipated overspend of approx. £90k.	
CSH19033 Heating - Caithness	£580,000	£26,074	£579,134	Survey works underway. Anticipated start on site October 2019. Tenant Liaison Officers continuing to advise tenants of updated timescales.	
Insulation works Caithness	£117,275	£0	£117,275	Works being progressed through Council's Energy Team. Works presently on site. Works to be completed within financial year.	

Project Title	Total budget 19-20	Spend year to date	estimated outturn 2019/20	Comments	RAG rating
MODERN FACILITIES & SERVICES					
Bathroom replacements Caithness	£250,000	£21,199	£250,000	Works being carried out through Building Maintenance. Anticipated full spend within financial year.	
Kitchen replacements Caithness	£250,000	£87,209	£250,000	Works being carried out through Building Maintenance. Anticipated full spend within financial year.	
HEALTHY, SAFE & SECURE					
Caithness rewires	£97,367	£45	£97,500	Preparatory works underway. Anticipated completion of works within financial year.	
STRUCTURAL & ENVIRONMENTAL					
External Fabric – Caithness	£30,000	£0	£30,000	On demand external fabric repairs being progressed through Building Maintenance.	
Environmental improvements Caithness	£282,935	£129,348	£282,935	Member led budget being progressed through local Housing Management Team. Ward rate your estate inspections are underway. Anticipated full spend in financial year.	