

Agenda Item	5
Report No	NC/12/20

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 2 December 2020

Report Title: Housing Performance Report – 1 April 2020 to 30 September 2020

Report By: Executive Chief Officer Housing and Property

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 2020.

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 30 September 2020.

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				2020/21	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Nairn & Cawdor	717	2.6	2.8	2.6	2.8	3.8	3.7	3.7	3.8	8.2	6.0
Highland	14287	7.6	8.3	6.4	6.4	4.7	4.8	5.3	6.0	4.5	5.7

- 5.4 The average response time for emergency repairs in Nairnshire for Quarter 2 is 6 hours which is within the 14 hour target.
- 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				2020/21	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Nairn & Cawdor	717	3.5	3.5	3.3	3.2	4.0	3.9	3.7	3.9	2.9	5.0
Highland	14287	8.0	7.6	7.5	7.2	5.1	4.8	5.0	5.3	7.9	12.4

- 5.7 Non-emergency repairs performance for Quarter 2 is 5 days which is within target and better than the Highland 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				2020/21	
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Nairn & Cawdor	717	33	25.19	34.08	27.9	36.53	25.22	47.59	39.78	44.69	7.67	26.33
Highland	14287	326	39.07	39.43	31.48	39.91	36.00	34.60	32.89	35.77	45.86	53.24

6.3 Re-let times for Quarter 2 in Nairnshire are 26.33 days, this 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 three years.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2018/19				2019/20				2020/21	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Nairn & Cawdor	717	69425	82692	82333	75598	69999	84050	71432	92905	115470	122018

7.3 As reported to Members at Area Committee on 16 September 2020 we are seeing an increase in rent arrears. There is an increase in the number of tenants applying for Universal Credit and an increasing number of tenants in rent arrears. The levels of rent arrears have also increased.

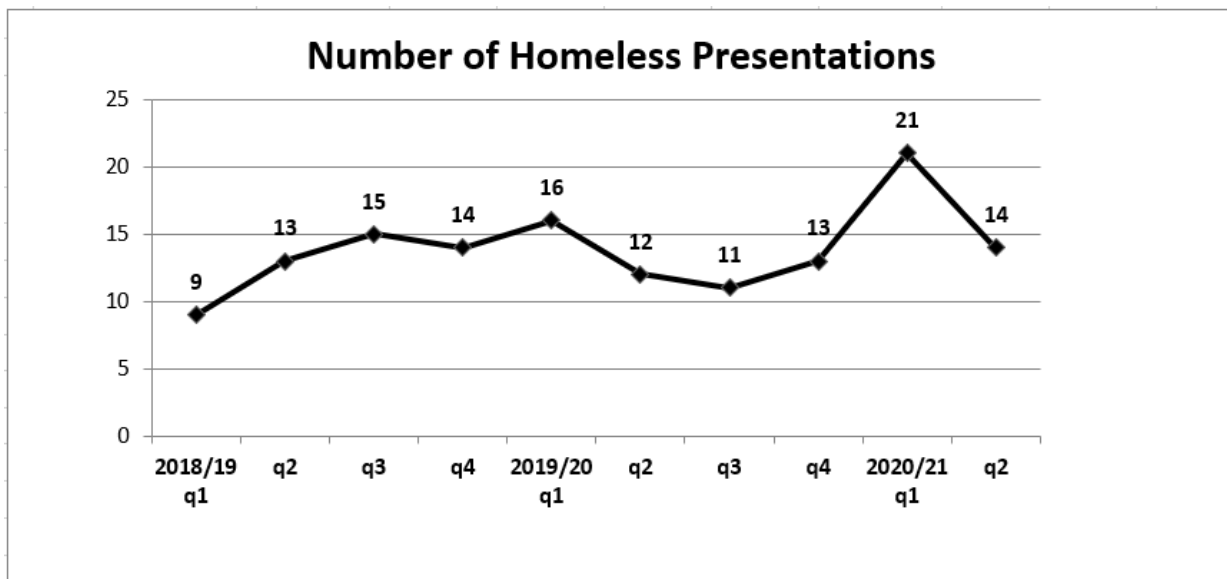
7.4 The Nairn area team continue to have a focus on rent arrears contacting tenants to offer advice and assistance, discussing repayment of rent arrears and where appropriate signposting to specialist money advice services.

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 256 presentations across Highland at the end of Q2 2020, 14 presentations were in Nairnshire.

Table 5 - Homeless presentations

9 Housing Revenue Account Capital Programme Update

- 9.1 Works have commenced on site following the delays experienced through the COVID-19 pandemic. Works are being carried out in line with government guidance and with updated method statements, risk assessments and amended working practices. Significant tenant liaison is being carried out with tenants in advance of any works taking place and tenants have been supportive to date of the additional processes.
- 9.2 All approved works will be progressed accordingly but they are taking longer than normal to carry out in line with the new way of working. Expenditure to date and estimated outturns will be provided to December 2020 Housing and Property Committee. A specific update on the Nairnshire Capital Programme will be provided to the next Nairnshire Area Committee.

Designation: Executive Chief Officer Housing and Property

Date: 10 November 2020

Author: Sandra MacLennan Housing Manager (South)

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

APPENDIX 1

SPI 20/21	20/21	Scottish Average	Target	2020/21		2019/20	
				Qtr2	Qtr1	Qtr4	Qtr3
Reactive repairs carried out first time - Nairn	GREEN	92.23	92	96.05	99.05	98.97	98.96
Rent collected as % of rent due - Nairn	GREEN	99.38	99	99.13	99.38	98.99	100.78
Gross rent arrears as % of rent due - Nairn	AMBER	5.41	5	5.14	4.98	4.85	4.10
% rent loss through voids - Nairn	GREEN	0.85	1	0.38	0.03	0.61	0.57
% of new tenancies sustained for more than a year - Nairn	AMBER	88.66	90	89.58	87.76	92.45	93.75
Tenancy offers refused - Nairn	GREEN	35.86	38	10.81	0.00	9.68	4.76
% of lettable houses becoming vacant Nairn	GREEN	8.56	8.9	8.09	4.51	4.80	5.10
% households requiring temporary emergency accommodation who receive an offer Nairn	AMBER		100	97.30	100	100	100
Average time in temporary emergency accommodation Nairn (weeks)				42.00	35.48	33.31	