

Agenda Item	<b>10</b>
Report No	<b>WRSL/006/21</b>

## HIGHLAND COUNCIL

**Committee:** Wester Ross, Strathpeffer and Lochalsh

**Date:** 14 January 2021

**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 Service 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.
- 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](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
Wester Ross, Strathpeffer & Lochalsh	515	9.9	8.6	12.5	11.9	6.3	8.9	6.2	9.2	6.1	5.4
Highland	14287	7.6	8.3	6.4	6.4	4.7	4.8	5.3	6.0	4.5	5.7

- 5.4 Emergency repairs continue to perform well within the target of 14 hours. Emergency repairs continue to be a priority for the Building Maintenance team.
- 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
Wester Ross, Strathpeffer & Lochalsh	515	9.3	7.4	7.7	7.4	5.5	5.4	5.7	6.0	6.3	16.2
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 have been heavily impacted by the pandemic and we are working hard to reduce the target times. Non-emergency repairs continue to be a priority for the Building maintenance team.

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 for the last 10 Quarters.

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
Wester Ross, Strathpeffer & Lochalsh	515	13	15.25	25.37	27.48	41.51	57.55	45.54	43.88	42.11	41.29	33.23
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 Void performance for the Ward in Q2 was within the Council and SHN Benchmark targets.

## 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 last 10 Quarters.

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
Wester Ross, Strathpeffer & Lochalsh	515	42888	53793	61292	47590	43195	54623	40700	53226	67012	63104

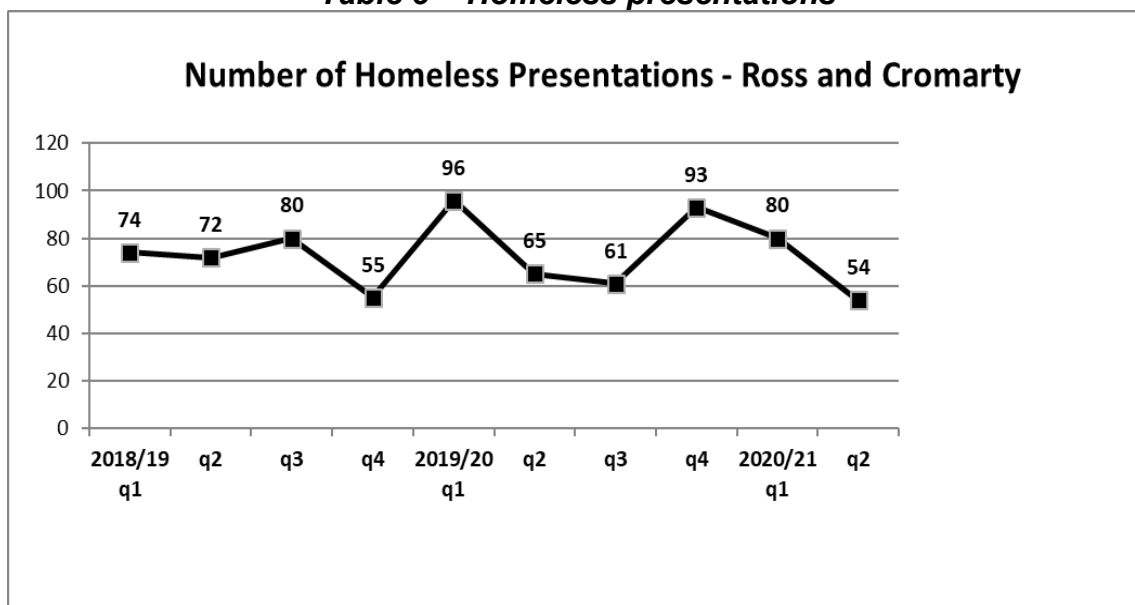
7.3 The rent arrears figures for Wester Ross, Strathpeffer and Lochalsh show a reduction from Quarter 1 of this year. It is however showing an increase for the same quarters in 2018/19 and also 2019/20. The increase this year can be mainly attributed to the challenges of Covid, where some tenants experienced a change in income due to losing their jobs or going on furlough. The area team continue to manage and pursue rent arrears with limited ability due to restrictions on rent arrears escalation during Covid.

## 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 combined number of homeless presentations received in the 3 Ross and Cromarty Local Committee Areas – it is not possible to disaggregate these figures. Covid-related staffing issues have caused fluctuation in the number of homeless presentations being recorded month to month, but overall we expect the number of homeless presentations to increase in Q3 and Q4.

8.3 There were 256 presentations across Highland at the end of Q2 2020

**Table 5 - Homeless presentations**

## 9 HRA Capital Programme

- 9.1 All capital works were stopped on site during the national lockdown period in Spring and early Summer 2020. From 20 July 2020, capital works re-started on several projects. This focused initially on external works and completing outstanding works rather than initiating new works. As of 31 August, all capital projects re-started on site and all 2020-21 projects have been progressing. Whilst works are underway, they are being delivered far more slowly than in normal circumstances. Estimated outturns for the present year overall HRA capital programme were reported to Housing and Property Committee in December 2020.
- 9.2 Following approval of the 2021-22 Wester Ross, Strathpeffer and Lochalsh HRA capital programme at local area committee on 15 October 2020, projects are being initiated in order to progress as soon as possible early in the new year. An update on progress against the current year capital programme and 2021-22 programme will be provided through ward briefings and area committee reports as requested.

Designation: Executive Chief Officer Housing and Property

Date: 15 December 2020

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