Agenda Item	4
Report No	BI/007/21

HIGHLAND COUNCIL

Committee:	**Black Isle** Committee
Date:	**16 November 2021**
Report Title:	**Housing Performance Report – 1 April 2021 to 30 September 2021**
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 2021.

2   Recommendations

2.1   Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 30 September 2021.

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

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
2019/20 SHN Benchmark (Group) – 4.8 hours

EME	No of Houses	2020/21			2021/22	
		Q2	Q3	Q4	Q1	Q2
Black Isle	311	4.9	5.4	4.8	4.9	5.0
Highland	14508	5.7	6.9	8.5	5.7	5.7

5.4 Emergency repairs continue to perform well within the target of 14 hours. Emergency repairs are always 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
2019/20 SHN Benchmark (Group) – 6.6 days

NON-EME	No of Houses	2020/21			2021/22	
		Q2	Q3	Q4	Q1	Q2
Black Isle	311	14.6	13.9	11.6	19.7	15.5
Highland	14508	12.4	10.8	7.9	16.2	12.4

5.7 The response times for non-emergency repairs have improved over Q2 but remain outwith the Highland target. This has been due to the impact of the pandemic and we are working hard to reduce the response times.

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 Rent Arrears

6.1 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 6 Quarters.

6.2   *Table 3 – Current Rent Arrears*

Rent arrears	No of Houses	2020/21			2021/22	
		Q2	Q3	Q4	Q1	Q2
Black Isle	311	27,921	23,393	22,970	23,462	24,007

6.3 Rent arrears for Black Isle has increased slightly over Q2 but remains lower than at the same time in the previous year.
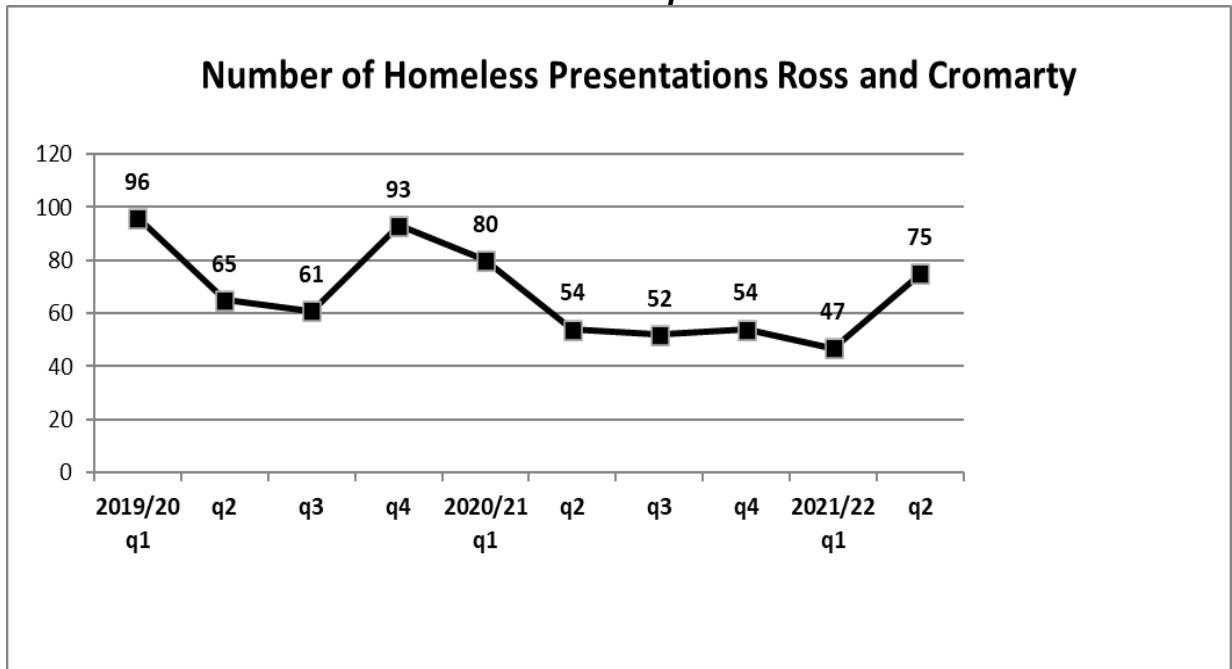
7 Homelessness

7.1 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.

7.2 Table 4 shows the number of homeless presentations received in Ross and Cromarty. It is not currently possible to disaggregarte figures specifically for Black Isle.

7.3 There were 298 presentations across Highland at the end of Q2 2021

7.4   *Table 4 - Homeless presentations*

Number of Homeless Presentations Ross and Cromarty

Appendix 1

SPI 21/22	21/22	Scottish Average	Target	2021/22		2020/21		
				Qtr2	Qtr1	Qtr4	Qtr3	Qtr2
Reactive repairs carried out first time - Ross and Cromarty	RED	92.23	92	83.59	79.27	89.26	86.50	87.96
Repairs appointments kept - Ross and Cromarty	AMBER	95.45	95	93.96	94.45	95.69	95.11	95.84
Rent collected as % of rent due - Ross and Cromarty	GREEN	99.38	99	99.08	101.94	100.09	100.81	99.02
Gross rent arrears as % of rent due - Ross and Cromarty	AMBER	5.41	5	5.21	4.60	5.20	5.24	5.96
% rent loss through voids - Ross and Cromarty	GREEN	0.85	1	0.58	0.39	0.50	0.52	0.53
% of new tenancies sustained for more than a year - Ross and Cromarty	GREEN	88.66	90	90.75	90.88	92.31	92.04	94.27
Tenancy offers refused - Ross and Cromarty	GREEN	35.86	38	28.82	35.80	30.36	18.75	37.86
% of lettable houses becoming vacant - Ross and Cromarty	GREEN	8.6	8.9	7.09	7.13	6.08	6.19	7.41
% households requiring temp/eme accomm who receive offer Ross and Cromarty	AMBER		100	98.87	100.00	100.00	94.03	92.88
Ave time in temp/eme accomm Ross and Cromarty				55.73	54.59	59.37	52.74	41.77