

# Appendix 1: Performance Information

## 1. Customer Satisfaction

### 1.1.

Members were previously advised of the outcome of the wholesale tenant satisfaction survey that the Council is required to do every three years.

### 1.2.

The table below shows the level of tenant satisfaction relating to key charter outcomes in comparison to Scotland's Housing Network and peer group averages:

<b>Indicator from the Scottish Social Housing Charter at time of Survey</b>	<b>Orkney level</b>	<b>Scotland's Housing Network average</b>	<b>Peer Group Average</b>
Overall service provided by landlord (indicator 1).	87.7%	90.2%	85.7%
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (charter indicator 3).	90.8%	91.1%	86.6%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	66.0%	83.8%	78.2%
Percentage of tenants satisfied with the condition of their home when moving in (charter indicator 9).	87.5%	90.0%	84.2%
Percentage of tenants satisfied with the quality of their home (charter indicator 10).	82.6%	86.9%	83.3%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with repairs and maintenance service (charter indicator 16).	84.3%	90.6%	86.2%
Percentage of tenants satisfied with the management of the neighbourhood they live in (charter indicator 17).	80.8%	87.1%	83.0%

<b>Indicator from the Scottish Social Housing Charter at time of Survey</b>	<b>Orkney level</b>	<b>Scotland's Housing Network average</b>	<b>Peer Group Average</b>
Percentage of tenants who feel the rent for their property represents good value for money (charter indicator 29).	77.0%	81.9%	82.4%

### **1.3.**

While the above satisfaction figures relate to the wholesale tenant satisfaction survey of 2016 and are therefore current, consideration needs to be given to updating tenant satisfaction information between major surveys which some councils have done. In Orkney, while information is collected in various forms, response rates are generally low which may result in statistical distortions. The wholesale tenant satisfaction survey requires a 40% response rate.

## **2. Housing Quality**

### **2.1.**

The area of repairs is one where context is particularly relevant with some councils setting very challenging timescales for completion well ahead of the legislative requirement. Orkney's geography presents some challenges in that respect.

### **2.2.**

The number of repairs per property is as follows:

<b>Year</b>	<b>Orkney</b>	<b>Scotland's Housing Network</b>	<b>Peer Group</b>
2016/2017	1.5	3.5	3.4
2015/2016	1.4	3.8	3.6
2014/2015	1.2	3.8	3.5

### **2.3.**

The figures above are positive and would indicate that the Council's stock is in good condition.

## 2.4.

The level of repairs raised as emergencies is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	16.4%	26.8%	31.8%
2015/2016	18.2%	32.8%	31.3%
2014/2015	16%	34%	33%

## 2.5.

The time taken to complete emergency repairs in hours is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	8.3	4.7	4.3
2015/2016	6.9	5.8	4.9
2014/2015	12.6	6.3	4.5

## 2.6.

The percentage of emergency repairs completed on time are as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	93.9%	94.2%	96.6%
2015/2016	99.1%	96.7%	94.9%
2014/2015	94%	96%	93%

## 2.7.

The time taken to complete non-emergency repairs in days is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	11.7	7.1	9.0
2015/2016	11.2	9.1	8.6
2014/2015	11.3	8.6	8.5

## 2.8.

The percentage of all categories of repairs completed on time is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	89.5%	93.4%	94.9%
2015/2016	94.8%	93.4%	89.4%
2014/2015	92.2%	93.6%	89.2%

## 2.9.

Non-emergency repairs completed Right First Time were:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	88.5%	92.4%	89.9%
2015/2016	93.7%	91.3%	88%
2014/2015	91.1%	86.9%	65.4%

## 2.10.

Members were previously advised that the Council was introducing some improvements to its service in line with requirements in the Scottish Social Housing Charter and this included responding to the need to report against the proportion of repairs which were right first time and also how often repairs appointments were met by contractors. From 1 April 2016 a new computer system, working systems and a new Measured Term Contractor were all set in place. While this represented an extremely challenging level of change, it should allow certain efficiencies. Initially there was a settling in process and this included a developmental stage for monitoring performance and involvement of the contractor in the process. This affected performance in respect of reactive repairs.

## 2.11.

While the contractor operates an appointments system for repairs, this is not within the control of the Council and consequently the Council states that it does not offer a repairs appointments system. Ideally the Council should be fully involved in this process. Many landlords do offer an appointments system and report against this accordingly. We are considering how to further develop this process.

## 2.12.

The average time to complete a medical adaptation in days is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	40.2	48.5	44.4
2015/2016	37.5	40	38
2014/2015	31	45	41

## 2.13.

The Council was required to meet the Scottish Housing Quality Standard by March 2015 and maintain the standard thereafter. The Council must also ensure that its properties meet the Energy Efficiency Standard for Social Housing by 2020. Consequently Committee receives an annual update report at the June cycle of meetings, regarding progress towards this.

## 2.14.

The level of stock meeting the Scottish Housing Quality Standard is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	89.5%	94.1%	96%
2015/2016	85.8%	93.1%	95%
2014/2015	85%	91%	91%

## 2.15.

Notably Orkney does have a higher proportion of properties recorded as an exemption or abeyance being 10.5% of the Council's stock in comparison to a peer group average of 3.8% and a Scotland's Housing Network average of 5.9%.

## 2.16.

A property may be classified as being in abeyance when work cannot be done for 'social' reasons relating to tenants' or owner-occupiers' behaviour for example where owner-occupiers in a mixed ownership block do not wish to pay a share of a secure door entry system and do not consider it to be necessary. Another example would be where the tenant is elderly or suffering from a medical condition that has led them to feel that they do not wish work to be undertaken on their home at this point in time.

## 2.17.

A property can be classified as an exemption where the property is capable of meeting the Scottish Housing Quality Standard on a particular element but the landlord believes it is not possible to meet it for technical or legal reasons or because the cost is considered disproportionate.

## 2.18.

Monitoring progress towards meeting the Energy Efficiency Standard for Social Housing has begun. The level of stock meeting the Energy Efficiency Standard for Social Housing is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	80.5%	76.0%	72.7%
2015/2016	69.3%	68.3%	63.1%
2014/2015	66%	61%	64%

## 2.19.

Overall for the category of housing quality, the Council is showing positive performance towards meeting the Energy Efficiency Standard for Social Housing, the Council scores positively in respect of the timescale for aids and adaptations and a low number of repairs are undertaken per property. Its delivery of emergency repairs has declined slightly since last year. Delivery of the repairs service generally is broadly average with some repairs taking longer than the average across Scotland. The level of exemptions for Scottish Housing Quality Standard is higher than the national average and energy efficiency presents some challenges.

## 3. Access to Housing and Support

### 3.1.

Lets to households by type are shown in the table below:

Year	Homeless Households	Waiting List Applicants	Transfer Applicants	Other
2016/2017	29.7%	49%	20%	1.4%
2015/2016	30%	43%	27%	0%
2014/2015	21%	64%	15%	0%

### 3.2.

Lets to homeless households were 39.7% across Scotland's Housing Network and 45.9% in respect of the peer group average.

### 3.3.

The turnover of properties is shown in the table below:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	13.5%	8.4%	7.8%
2015/2016	13.6%	8.4%	7.3%
2014/2015	13.5%	8.6%	7.8%

### 3.4.

In financial year 2013 to 2014 the turnover of properties increased considerably, rising to 17.5%, and consequently this information became the subject of regular analysis, focusing particularly on differences between stock built more recently than 2011 and stock built before 2011. Monitoring continues to determine whether there are differences in turnover rates.

### 3.5.

Tenancy turnover impacts on void rental loss, former tenant arrears and tenancy sustainment.

### 3.6.

It initially appeared that the performance figures were affected by the level of new build in rural areas, while the areas of housing became established.

### 3.7.

If voids for financial year 2014 to 2015 are compared, five areas show a level of turnover of 25% of total stock or above. These are Deerness, Holm, Westray, Flotta and Sanday.

### 3.8.

However, there was an element of statistical distortion in the figures. For instance, during 2014 to 2015, Deerness had one property become vacant from a stock of three and consequently this recorded a percentage of 33.3%.

### 3.9.

The same comparison for financial year 2015 to 2016 shows most areas have a level of turnover well below 25% with the exception of Orphir and Sanday, both of which have recorded a turnover of 50%. However, the total number of properties in the area is just 4 and 12 respectively.

### 3.10.

When consideration was given to differences between older stock (pre-2011) and newly built stock, this shows that the turnover previously recorded in Finstown had declined significantly and that there is no longer a higher turnover of new properties in Holm, with older stock now showing the higher level of turnover.

### 3.11.

When undertaking the same comparison for 2016 to 2017, again most areas have a level of turnover well below 25% with the exception of Hoy, Deerness, Rousay and St Margaret's Hope which recorded turnover rates ranging from 26% in Hoy to 67% in Deerness. However, the total number of properties in Deerness is just 3 and 2 of these had become vacant during the year.

### 3.12.

Of the areas outlined at paragraph 3.11 above, only one has any stock which was built more recently than 2011 being St Margaret's Hope. Given that its turnover rate was 28% being 10 of 36 properties this would not suggest a particular issue. The other areas all had older stock so therefore there isn't currently a higher turnover of new properties relative to older properties.

### 3.13.

The percentage of tenancy offers refused is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	39.2%	37.3%	42.8%
2015/2016	43.2%	40.7%	44.8%
2014/2015	34.3%	45.5%	44.3%

### 3.14.

Tenancy offers may be refused for various reasons. In 2016 to 2017 20% referred to offers which were withdrawn. A further 55% either failed to respond to the offer, no longer required accommodation, were unable to move at present or their circumstances had changed and they had failed to notify Housing Services. 58% refused an offer of accommodation unreasonably and 42% refused but this was deemed to be reasonable. The remainder all referred to minor issues such as determining they did not like the area concerned after all or they wanted a different type or size of property.

### 3.15.

Abandonments as a percentage of housing stock is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	0.2%	0.6%	0.5%
2015/2016	0.35%	0.67%	0.54%
2014/2015	0.5%	0.7%	0.4%

### 3.16.

The percentage of all new tenancies sustained from the previous year was as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	91.3%	89.0%	90.1%
2015/2016	89.6%	88.3%	89.7%
2014/2015	87.9%	88.8%	94.7%

### 3.17.

The reasons for some tenancies not being sustained included households leaving Orkney, change in family size and relationship breakdown or reconciliation.

### 3.18.

As regards the level of sustainment of new homeless tenancies, this was as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	97.6%	88.4%	89.5%
2015/2016	78.6%	86.6%	86.4%
2014/2015	91.3%	86.4%	84.6%

### 3.19.

In 2015 to 2016 the percentage of new tenancies sustained for more than a year where the applicant was statutorily homeless declined, the overall percentage was 78.57%. The reasons for 6 cases not being sustained include leaving Orkney for employment / family reasons; reconciliation with partner, imprisonment, rehoused as tenancy management issue (noise) and chose to move to private rented accommodation which afforded options not available through our lettings policy. This improved significantly in 2016 to 2017. Because the data for 2016 to 2017 relates to just one household, the reason for the failure to sustain the tenancy has not been stipulated due to data protection.

### 3.20.

The level of evictions as a percentage of housing stock was as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	0%	0.4%	0.2%
2015/2016	0%	0.38%	0.24%
2014/2015	0.2%	0.4%	0.2%

### 3.21.

Overall for the category for Access to Housing and Support, the level of evictions and abandonments remain very low. Tenancy sustainment in respect of both all new tenancies and new homeless tenancies have increased, the level of refusal of offers has declined and the turnover of tenancies has decreased very slightly. No areas show cause for concern.

## 4. Homelessness

### 4.1.

The Committee receives an update report on the level of homelessness in Orkney annually at the June cycle. That report contains significant levels of performance information. Consequently only key indicators are covered below.

### 4.2.

The number of homeless presentations was as follows:

Year	No of homelessness presentations
2016/2017	127
2015/2016	97
2014/2015	87

### 4.3.

As a national comparator, the national average for homeless presentations per 1,000 people is 6.4 cases. In Orkney there are 5.6 cases per 1,000 people.

### 4.4.

Locally the number of homelessness presentations peaked at 208 in 2004 to 2005 and annual figures have been lower since then. It is unlikely this trend will continue when legislative changes affecting people's entitlements are factored in. However, a housing options approach is being used to try and reduce the number of homelessness presentations and the impact of this is difficult to quantify.

### 4.5.

From 1 April to 19 October 2017, homeless presentations totalled 77. If it continues at that level until 31 March 2017, a total of 140 presentations could be expected. This may suggest another increase in homeless presentations. However, it is important to remember that homelessness may not happen at a continuous pace throughout the year, instead there can be periods with higher and lower presentations so this calculation may or may not be accurate.

### 4.6.

The average time from homeless presentations to completion of duty in weeks was as follows:

<b>Year</b>	<b>Orkney</b>	<b>Scotland's Housing Network</b>
2016/2017	20	34
2015/2016	17	33
2014/2015	26	37

#### 4.7.

The assessment outcomes were as follows:

Outcome	Orkney		Scotland's Housing Network	
	2015/2016	2016 /2017	2015/2016	2016/2017
Housed by Council.	44%	62%	41%	40%
Housing by Housing Association.	31%	23%	23%	23%
Private Rented Sector.	0%	0%	5%	5%
Returned to friends etc.	6%	8%	5%	8%
Lost Contact.	0%	0%	14%	16%
Other outcomes.	12%	8%	6%	8%

#### 4.8.

The length of stay (in days) in the Council's furnished temporary accommodation is as detailed below:

Year	Orkney	Scotland's Housing Network
2016/2017	140	238
2015/2016	109	159
2014/2015	173	154

#### 4.9.

As regards customer satisfaction with temporary accommodation Orkney recorded 90% satisfaction in comparison to the peer group average of 85.7% and Scotland's Housing Network average of 85.9%.

#### 4.10.

Overall for the category of Homelessness, the Council is good at tenancy outcomes, the average time to close a case, time in temporary accommodation and repeat presentations. No areas show cause for concern.

## 5. Neighbourhood and Community

### 5.1.

The prevalence of anti-social behaviour is determined by the number of complaints per 100 tenancies, as follows:

Year	Orkney	Scotland's Housing Network	Peer group
2016/2017	2.2	8.4	9.1
2015/2016	4.0	8.4	9.5
2014/2015	6.1	9.0	11.5

### 5.2.

The level of anti-social behaviour cases resolved within locally agreed targets is as follows:

Year	Orkney	Scotland's Housing Network	Peer group
2016/2017	76.2%	87.2%	83.7%
2015/2016	81.6%	86.4%	89.2%
2014/2015	93%	82.7%	87.9%

### 5.3.

This indicator is slightly problematic in that "locally agreed targets" may differ significantly from each other.

### 5.4.

Orkney generally has a low level of anti-social behaviour and issues arising generally constitute complaints of noise including parties, disposal of waste or failure to dispose of waste appropriately and disputes regarding parking and shared gardens.

## 6. Getting Good Value from Rents

### 6.1.

The average weekly rent is as follows:

Year	Orkney	Scotland's Housing Network	Peer group
2016/2017	£74.38	£70.28	£65.39
2015/2016	£72.54	£68.71	£63.20
2014/2015	£70.32	£67.23	£63.40

### 6.2.

The annual rental increase at 1.4% was very competitive in comparison to the Scotland's Housing Network average of 2.6 % and peer group average of 2.7%.

### 6.3.

The level of rent collected as a percentage of rent due is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	98.1%	99.4%	99.5%
2015/2016	99.4%	99.4%	99.4%
2014/2015	98.8%	99.2%	98.9%

### 6.4.

The information outlined above represents the total amount of rent collected over the year from both current and former tenants for the current and previous years as a percentage of rent due in the reporting year.

### 6.5.

The gross rent arrears (including both current and former tenants) as a percentage of rent due is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	8.0%	6.1%	7.3%
2015/2016	6.7%	6.0%	7.0%
2014/2015	6.6%	5.5%	7.0%

## 6.6.

Current rent arrears as a percentage of annual gross rent due is as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	3.0%	3.7%	4.2%
2015/2016	2.6%	2.5%	4.1%
2014/2015	2.3%	3.4%	3.6%

## 6.7.

Generally, Orkney's performance in relation to collecting current tenant rents remains above average across Scotland as a whole.

## 6.8.

The table below shows the percentage of tenants in arrears annually at 31 March:

Date	Orkney	Scotland's Housing Network
31 March 2017	15.9%	26.4%
31 March 2016	15.7%	29.7%
31 March 2015	16.1%	29.1%

## 6.9.

As regards the service of notices of proceedings for recovery of possession (NOP), the data is as follows:

Year	Number of Notices Served	Number proceeding to court	Number of eviction decrees obtained
2016/2017	23	11	0
2015/2016	29	10	1
2014/2015	15	9	2

## 6.10.

The level of Notices served has changed in recent years due to pre-action requirements being introduced by the Housing (Scotland) Act 2010.

### 6.11.

Obtaining an eviction decree does not always result in the tenant being evicted. For instance, the tenant may clear their arrears or begin making regular payments towards the debt and the decision may be taken to offer a new tenancy instead. The Council may have duties under the homelessness legislation to re-house households they have previously evicted.

### 6.12.

The percentage of tenants who had arrears at the point their tenancy ended was as follows:

Year	Orkney	Scotland's Housing Network
2016/2017	40%	38.6%
2015/2016	40.6%	43.8%
2014/2015	55.3%	43.8%

### 6.13.

The average debt at termination of tenancy was as follows:

Year	Orkney	Scotland's Housing Network
2016/2017	£895	£656
2015/2016	£582	£678
2014/2015	£667	£728

### 6.14.

The level of former tenant arrears as a percentage of rent due was as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	5.0%	2.9%	3.6%
2015/2016	4.1%	2.4%	2.9%
2014/2015	4.3%	2.4%	3.3%

## 6.15.

Nationally there is a strong focus on former tenant arrears written off. Orkney endeavours to collect former tenant arrears and operates a prudent approach to write off. The figures are as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	10.6%	33.3%	23.5%
2015/2016	7.3%	40.0%	14.2%
2014/2015	2.1%	30.0%	15.8%

## 6.16.

It remains important to ensure that former tenant arrears are continually reviewed to ensure that the most appropriate action continues to be taken to recover the debts outstanding and to analyse procedures to see if improvements can be made. These are difficult types of debt to recover and in some instances may take many years to clear.

## 7. Re-Lets and Voids

### 7.1.

Overall the average time in days for re-let of properties was as follows:

Year	Orkney	Scotland's Housing Network	Peer Group
2016/2017	50.3	31.5	40.2
2015/2016	40.6	38.6	35.8
2014/2015	47	39	44

### 7.2.

The information outlined above is broken down between properties which were classified as being not low demand and low demand.

### 7.3.

The average time in days for re-let of properties which were not low demand was as follows:

<b>Year</b>	<b>Orkney</b>	<b>Scotland's Housing Network</b>	<b>Peer Group</b>
2016/2017	45.3	34.6	38.7
2015/2016	32.4	25.37	33.9
2014/2015	31	34	35

### 7.4.

The average time in days for re-let of properties which were low demand was as follows:

<b>Year</b>	<b>Orkney</b>	<b>Scotland's Housing Network</b>	<b>Peer Group</b>
2016/2017	87.9	50.32	43.8
2015/2016	94.5	80.04	51.11
2014/2015	92	90	71

### 7.5.

In December 2015, the Council delegated powers to the Executive Director of Education, Leisure and Housing to dispose of properties, held on the Housing Revenue Account, in areas of low demand. While sale will not be considered lightly, some reduction in stock in some areas may assist in improving the figures in this respect.

### 7.6.

Void rental loss percentages are shown in the table below:

<b>Year</b>	<b>Orkney</b>	<b>Scotland's Housing Network</b>	<b>Peer Group</b>
2016/2017	2.1%	0.9%	0.9%
2015/2016	1.55%	0.96%	0.80%
2014/2015	1.6%	1.2%	0.9%

## **7.7.**

As regards 2015 to 2016, there are two factors affecting the improvement in void rental loss and time taken to re-let properties. Firstly, in 2014 to 2015 there were fewer properties which took over 200 days to re-let - four properties in comparison to nine the year before. Secondly, new procedures were introduced in respect of the management of void properties to endeavour to expedite the process. This included changes such as allocating a property during the renunciation period and undertaking viewings with the prospective tenant while the vacating tenant remains in situ (where possible). However, care needs to be taken as the number of properties which have been vacant for 200 days or more may be subject to variation from one year to another.

## **7.8.**

As regards 2016 to 2017, there were a number of factors affecting the indicators outlined at sections 7.3 to 7.6 above. This included delays in provision of keys to the Council for newly built properties resulting in delays in starting tenancies, two properties which had been void for more than one year (one a sheltered property and another a low demand property) were relet. In addition there were four properties empty for between six months and one year (two sheltered properties and two properties in low demand areas). Although it is positive that it was possible to find a tenant for the properties concerned, this impacts negatively on the performance indicators concerned.

## **7.9.**

As regards the category of Value for Money, the Council can evidence positive performance in respect of the level of its annual rental increase and level of former tenant arrears written off. As regards the situation with re-lets and voids however, it is important to remember that these can be affected by a small sample size being disproportionately affected by a differential in respect of longer term vacancies in low demand and sheltered stock. A small differential in respect of sample size can lead to potentially large percentage increases in this figure.

# **8. Customer/Landlord Relationship**

## **8.1.**

In 2016 to 2017, the Council had a budget of £22,900 assigned to tenant participation. During 2015 to 2016 the part-time post of Tenant Participation Officer was created, following the end of an arrangement with Orkney Housing Association Limited to jointly deliver this service. The budget covers costs of setting up tenants meetings and focus groups, providing grants to tenants groups and attending meetings. Orkney's small size creates a distortion in terms of the level of spend per tenant.

## 8.2.

Orkney's level of spend on tenant participation is compared to the Scotland's Housing Network and peer group average in the table below:

Year	Orkney	Scotland's Housing Network	Peer group
2016/2017	£26.02	£9.64	£7.55
2015/2016	£11.31	£8.85	£8.84
2014/2015	£13.02	£8.70	£10.85

## 8.3.

As regards responses to complaints, this is as follows:

	First Stage Complaints			Second Stage Complaints		
	Orkney	National Average	Peer Group Average	Orkney	National Average	Peer Group Average
Number responded to.	47			7		
Stage.	87%	87%	87%	13%	13%	13%
Percentage upheld.	74%	51%	56%	63%	47%	52%
Responded to within timescale.	89%	84%	82%	88%	82%	77%
Average days taken to respond.	4.2	4.6	3.4	15.1	18.1	15.7