

## **Item: 16**

**Education, Leisure and Housing Committee: 8 February 2023.**

**Housing Services – Performance Monitoring.**

**Report by Corporate Director for Education, Leisure and Housing.**

### **1. Purpose of Report**

To advise on the performance of Housing Services for the reporting period 1 April 2021 to 31 March 2022.

### **2. Recommendations**

The Committee is invited to note:

#### **2.1.**

That housing organisations are required to report performance against a number of service areas and indicators within the Scottish Social Housing Charter.

#### **2.2.**

Performance in relation to the undernoted range of service areas within Housing Services for the reporting period 1 April 2021 to 31 March 2022, as detailed in Appendix 1 to this report:

- Customer Satisfaction.
- Housing Quality and Maintenance.
- Access to Housing and Support.
- Homelessness.
- Neighbourhood and Community.
- Getting Good Value from Rents.
- Re-lets and Voids.
- Customer/Landlord Relationship.

#### **2.3.**

Areas of positive performance within Housing Services for the reporting period, as follows:

- Time to complete non-emergency repairs.
- Level of stock meeting the Energy Efficiency Standard for Social Housing.
- Low levels of tenancy offers refused.
- Good levels of tenancy sustainment.

- Reduction in void relet times.
- Low levels of abandonments/evictions.
- Reduction in time taken to assess a homeless application.
- No repeat homelessness presentations.
- Positive tenancy outcomes for homeless households, including the average time to close a case and the limited time spent in temporary accommodation.
- Reduction in the number of households in temporary accommodation.
- Low levels of former tenant arrears written off.
- Overall percentage of rent collected higher than in previous years.

## **2.4.**

Areas where performance within Housing Services could potentially be improved or continue to be improved, as follows:

- Customer Satisfaction.
- Opportunities to participate in landlord decision making.
- Level of stock meeting the Scottish Housing Quality Standard.
- Time taken to complete a medical adaptation.
- Time to complete emergency repairs.
- High percentage of tenancies ending in arrears.
- Rent arrears remaining high.

## **2.5.**

That, as part of the performance monitoring processes for 2021/22, the Annual Assurance Statement required by the Scottish Housing Regulator was approved by Council in October 2022.

The Committee is invited to scrutinise:

## **2.6.**

Performance in relation to the range of service areas within Housing Services for the reporting period 1 April 2021 to 31 March 2022, as detailed in Appendix 1 to this report, in order to obtain assurance.

# **3. Background**

## **3.1.**

The Council is a member of Scotland's Housing Network, previously known as Scottish Housing Best Value Network, having joined a number of years ago.

### **3.2.**

Scotland's Housing Network is an organisation that offers a benchmarking service to councils who wish to be members. It also offers other related services including sub-groups to discuss good practice.

### **3.3.**

Membership is optional, as is attendance at sub-groups. However, in order to benefit from the service, each council must provide detailed data on its performance in relation to a range of service areas.

### **3.4.**

Scotland's Housing Network undertakes a benchmarking service amongst all member councils. This is useful as it allows a comparison and identification of each council's weaker areas and also allows identification of top performers which can be beneficial when seeking to improve service areas. Most members are happy to share information and provide guidance in areas where their performance is good.

### **3.5.**

Membership of the peer group is detailed at section 6.4 below. Western Isles Council, being an authority which has transferred its housing stock, is part of a separate peer group.

### **3.6.**

The service areas covered include void management, stock turnover, rent arrears, homelessness, repairs, Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing.

### **3.7.**

Members were previously advised of offers made to the Council in relation to making the best use of membership of Scotland's Housing Network, including training opportunities.

### **3.8.**

In November 2022, representatives from Scotland's Housing Network presented a report to the Council's Housing and Homelessness Service, by Microsoft Teams, on its performance relative to other councils during 2021/22 and gave their analysis of the findings.

### **3.9.**

Scotland's Housing Network also offers discussion forums online and has developed a self-assessment website to assist member authorities make progress in relation to adopting a greater emphasis on performance management and improve services accordingly.

## **4. Scottish Social Housing Charter**

### **4.1.**

Housing organisations are required to report against the Scottish Social Housing Charter which was introduced in 2012 and has been reviewed twice since then in 2017 and 2021. The revised Charter was launched on 1 November 2022.

### **4.2.**

Councils are required to publish an Annual Report against the Charter and this was done in October 2022. The Annual Report is available [here](#).

### **4.3.**

Information on the Scottish Social Housing Charter is available [here](#).

## **5. Recent Changes**

### **5.1.**

The Scottish Housing Regulator introduced the requirement for an annual assurance statement to be submitted from October 2019. This is a process whereby the Scottish Housing Regulator looks for assurances from local authorities that Elected Members have been informed of performance across the Housing Service and are satisfied that the governance process is sufficiently robust to allow them to sign off the certificate of assurance.

### **5.2.**

The Annual Assurance Statement for Orkney was recommended for approval by the Education, Leisure and Housing Committee on 7 September 2022 and subsequently approved by Council on 4 October 2022.

### **5.3.**

The Annual Assurance Statement for Orkney is available [here](#).

## **6. Orkney's Performance by Comparison**

### **6.1.**

Scotland's Housing Network has implemented a system of peer groups in order to compare performance with other relevant Councils. Orkney's peer group includes "all small councils" which is deemed to be those which hold housing stock of less than 10,000.

## **6.2.**

The peer group includes:

- Angus Council.
- Clackmannanshire Council.
- East Dunbartonshire Council.
- East Lothian Council.
- East Renfrewshire Council.
- Midlothian Council.
- Perth and Kinross Council.
- Shetland Islands Council.
- South Ayrshire Council.
- Stirling Council.
- The Moray Council.
- Hebridean Housing Partnership.
- Orkney Housing Association Limited.

## **6.3.**

As well as looking at comparison in performance between Orkney and other members of the peer group, as detailed in section 6.4 below, it is important to assess performance for various other reasons, including:

- To ensure that 'the direction of travel' is towards improvement.
- To critically assess and analyse where further improvements could be made.
- Where another Council has performed better, to consider whether any of their practices would assist in this area.
- To ensure that, in Orkney, the Council continues to look at the areas where performance can be assessed and a determination made as to whether there are other areas that could be included.
- To ensure that assessment is continual, but equally to ensure that this information is used for valid purposes, being to consistently improve the services offered.

## **6.4.**

The following areas have been covered:

- Customer Satisfaction.
- Housing Quality and Maintenance.
- Access to Housing and Support.
- Homelessness.
- Neighbourhood and Community.
- Getting Good Value from Rents.

- Re-lets and Voids.
- Customer/Landlord Relationship.

## **6.5.**

The performance information is detailed in Appendix 1 to this report. Where available, data is displayed for a three-year period.

## **7. Direction of Travel**

### **7.1.**

Scotland's Housing Network provides a summary outlining good performance and areas where improvements could be made.

### **7.2.**

Positive performance for Orkney for 2021/22 includes:

- Time to complete non-emergency repairs.
- Level of stock meeting the Energy Efficiency Standard for Social Housing.
- Low levels of tenancy offers refused.
- Good levels of tenancy sustainment.
- Reduction in void relet times.
- Low levels of abandonments/evictions.
- Reduction in time taken to assess a homeless application.
- No repeat homelessness presentations.
- Positive tenancy outcomes for homeless households – the average time to close a case is positive and a limited time is spent in temporary accommodation.
- Reduction in the number of households in temporary accommodation.
- Low levels of former tenant arrears written off.
- Overall percentage of rent collected higher than in previous years.

### **7.3.**

Areas where performance could potentially be improved or continue to be improved for Orkney are as follows:

- Customer Satisfaction.
- Opportunities to participate in landlord decision making.
- Level of stock meeting the Scottish Housing Quality Standard.
- Time taken to complete a medical adaptation.
- Time to complete emergency repairs.
- High percentage of tenancies ending in arrears.
- Rent arrears remaining high.

## **8. Corporate Governance**

This report relates to the Council complying with governance and scrutiny and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

## **9. Financial Implications**

There are no significant financial implications arising directly from the recommendations to this noting report.

## **10. Legal Aspects**

### **10.1.**

Housing (Scotland) Act 2010, Section 31, provides Scottish Ministers with the power to set standards for social landlords. The standards are enforced by the Scottish Housing Regulator through such actions as their inspections of Local Authorities.

### **10.2.**

Various national performance indicators are set and all Local Authorities are required to report against these on an annual basis.

### **10.3.**

In terms of the Local Government (Scotland) Act 2003 the Council has a duty to deliver services in terms of best value principles, and an aspect of best value is continuous improvement. An integral part of complying with the above is performance monitoring.

## **11. Contact Officers**

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## **12. Appendix**

Appendix 1: Performance Information.

# 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. The Council has undertaken to do this every two years in order to ensure the data is more current and undertook this in spring 2022. The context in which the survey was undertaken, was immediately after the restrictions of the pandemic had begun to be lifted.

Tenants were asked to rate the services they had received during a period where Scottish Government guidance had imposed significant restrictions on service providers including staff working from home, significant limitations on home visits and house moves. Performance has been impacted significantly during that period and it was recognised that undertaking the satisfaction survey during that period of time may well impact on satisfaction levels. Equally, it was important to undertake the survey and determine satisfaction levels while taking the context into account.

### 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).	75.8%.	87.7%.	83.1%.
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (indicator 2).	69.8%.	91.2%.	86.5%.
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (indicator 5).	60.5%.	86.8%.	80.3%.
Percentage of tenants satisfied with the quality of their home (indicator 7).	75.3%.	85.4%.	82.4%.
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with repairs and maintenance service (indicator 12).	90.9%.	88%.	88%.

<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 satisfied with the management of the neighbourhood they live in (indicator 13).	66.9%.	85.1%.	83.1%.
Percentage of tenants who feel the rent for their property represents good value for money (indicator 29).	69.3%.	82.5%.	81.3%.

### **1.3.**

While the above satisfaction figures relate to the wholesale tenant satisfaction survey of 2022 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>
2021/22.	1.6.	3.2.	2.7.
2020/21.	1.2.	2.6.	2.4.
2019/20.	1.6.	3.3.	3.0.

### **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:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22	17.8%.	32.6%.	31.5%.
2020/21.	19.2%.	48.5%.	48.5%.
2019/20.	15.6%.	29.7%.	28.4%.

## 2.5.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	10.1.	4.2.	5.
2020/21.	6.2.	4.2.	4.1.
2019/20.	6.3.	3.6.	4.0.

## 2.6.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	84.1%.	95.8%.	95.9%.
2020/21.	90.6%.	96.0%.	96.0%.
2019/20.	92.7%.	98.0%.	95.1%.

## 2.7.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	15.3.	8.9.	8.8.
2020/21.	17.1.	6.7.	10.8.
2019/20.	11.5.	6.4.	7.5.

## 2.8.

All reactive repairs completed Right First Time were:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	77.7%.	88.27%.	86.10%.
2020/21.	81.7%.	91.5%.	62.7%.
2019/20.	88.3%.	92.4%.	89.5%.

## 2.9.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	77.7%.	88.27%.	86.10%.
2020/21.	78.3%.	93.7%.	94.6%.
2019/20.	87.2%.	95.2%.	91.4%.

## 2.10.

The time taken to deliver non-emergency repairs has improved from the previous year. The previous year had been impacted by the lockdown due to COVID-19 meaning that timescales had been affected due to supply issues, travel restrictions to the isles etc. Figures have not yet returned to those seen pre-COVID-19 and this is due to continued supply issues and in some instances tenants feeling uncomfortable about workmen accessing their homes despite COVID-19 mitigations being in place.

## 2.11.

The time taken to deliver emergency repairs has declined. New processes were implemented where the Council's in-house technical staff undertake some of the emergency repairs themselves where they are able to do so. Of the 252 emergency repairs, 47 (18.1%) were outwith the 24 hour period. Reasons for some repairs being out of time included inaccurate reporting by contractors in relation to dates/times of completion or failing to raise second orders and stopping the clock once an emergency has been addressed but further parts are required. The Council continues to work closely with contractors to ensure accurate reporting.

## 2.12.

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. Consideration is being given regarding how to further develop this process.

### 2.13.

There has been a decline in the average time to complete a medical adaptation however this is attributed to the fact that there were 55 adaptations completed in 2021/22 as opposed to 30 adaptations in 2020/21.

### 2.14.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	46.47.	54.35.	51.44.
2020/21.	33.1.	58.0.	48.1.
2019/20.	31.4.	41.5.	34.9.

### 2.15.

The Council was required to meet the Scottish Housing Quality Standard by March 2015 and maintain the standard thereafter. The decline in the stock meeting the Scottish Housing Quality Standard is because of the changes in legislation around inter-linked smoke detectors. The Council is working hard to ensure that all its properties meet this standard but arranging access to properties and supply issues impacted on this. The Council must also ensure that its properties meet and maintain the Energy Efficiency Standard for Social Housing from December 2020. The second target, with additional challenging energy efficiency targets, is 2032 however Scottish Government is currently reviewing guidance in relation to this second target with the outcome of this likely to be in Summer 2023. Committee has received an annual update report at the June cycle of meetings, regarding progress towards the existing standards.

### 2.16.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	81.99%.	67.33%.	74.57%.
2020/21.	93.8%	91.0%	89.6%
2019/20.	92.3%.	94.4%.	95.6%.

## 2.17.

At present the percentage of properties either in abeyance or exempt from Scottish Housing Quality Standard is 6.2% in comparison to a peer group average of 11.1% and an average of all Scottish Local Authorities of 9.9%.

## 2.18.

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.

## 2.19.

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.

## 2.20.

A specific module has been being developed in the asset management computer system, Concerto, which now facilitates recording of the Scottish Housing Quality Standard. While the module was being developed, the opportunity was taken to undertake a refresh of data and an initial stock review with a view to minimising the level of abeyances and exemptions and ensuring data held was appropriately robust. The depth of information held on Concerto has been enhanced. There has been a process of seeking to reduce the number of properties failing the Scottish Housing Quality Standard.

## 2.21.

The Council required to meet the first Energy Efficiency Standard for Social Housing, by December 2020. The level of stock meeting the Energy Efficiency Standard for Social Housing is as follows:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	96.1%.	87.9%.	83.3%
2020/21.	88.1%.	88.7%.	82.8%.
2019/20.	86.8%.	85.8%.	78.5%.

## 2.22.

Overall, for the category of housing quality, the Council is showing positive performance towards meeting the Energy Efficiency Standard for Social Housing and a low number of repairs are undertaken per property. Delivery of the repairs service generally is broadly average with some repairs taking longer than the average across Scotland. The level of exemptions, abeyances and fails for Scottish Housing Quality Standard locally at 6.2% is lower than the national Local Authority average of 9.9% however overall the figures around the Scottish Housing Quality Standard have declined due to the legislation in respect of inter-linked smoke detectors.

## 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.
2021/22.	58.4%.	31.2%.	10.4%.	0%.
2020/21.	35.71%.	48.57%.	15.72%.	0%.
2019/20.	31.0%.	49.0%.	21%.	0%.

### 3.2.

Lets to homeless households were 39.1% across Scotland's Housing Network and 46.4% 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.
2021/22.	8%.	7.8%	7%.
2020/21.	8.9%.	7.0%.	6.4%.
2019/20.	8.6%.	8.4%.	7.4%.

### 3.4.

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

### 3.5.

The percentage of tenancy offers refused is as follows:

Year.	Orkney.	Scotland's Housing Network.	Peer Group.
2021/22.	32.6%.	32.9%.	35.2%.
2020/21.	25.0%.	31.9%.	33.2%.
2019/20.	36.6%.	34.2%.	38.8%.

### 3.6.

The percentage of offers refused has declined in performance since last year where it had been 25%. This was due to a newly completed housing scheme during 2021/22 where there was an issue with the numbering of the properties. This was outwith Housing Services' control and led to 16 offers having to be recorded as being refused, with these refusals removed from the calculation the percentage would have been 24% rather than 32.6%, which is positive.

### 3.7.

Operational procedures were enhanced during the previous financial year. While applicants are given four area choices, in practice they may not take an offer if it is not in the area of first choice. Therefore, additional steps have been introduced to contact the prospective tenant, prior to offer, (where possible) to ensure their circumstances have not changed and that they would be interested in the potential offer etc. This continues to reduce the number of refusals received.

### 3.8.

A revised lettings policy was scheduled to be implemented from 1 April 2021. The COVID-19 situation has delayed implementation, but it is anticipated to be implemented in the near future. The new policy will include increasing the level of choice in Council housing allocations.

### 3.9.

Tenancy offers may be refused for various reasons. For example, their circumstances may have changed and they no longer wish to live in that area.

### 3.10.

Abandonments as a percentage of housing stock is as follows:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	0.33%.	0.45%.	0.03%.
2020/21.	0.00%.	0.36%.	0.35%.
2019/20.	0.12%.	0.57%.	0.5%.

### 3.11.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	89.5%.	90.8%.	90.9%.
2020/21.	89.2%.	90.9%.	90.4%.
2019/20.	90.4%.	89.1%.	88.8%.

### 3.12.

The reasons for some tenancies not being sustained included reasons such as death, hospitalisation or leaving Orkney, as well as those who had sought housing in another sector. This indicator is about the personal circumstances of the households concerned and not necessarily within the control of the Council.

### 3.13.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	91.2%.	90.2%.	90.5%.
2020/21.	90.9%.	90.2%.	88.3%.
2019/20.	88.9%.	88.1%.	86.5%.

### 3.14.

Tenancies not being sustained for longer than a year, where the tenant was previously homeless, are affected by individual household circumstances. During 2021/22 this applied to three households, one moved within Orkney, one with no forwarding address and the other rented privately. For 2020/21, two households did not sustain their tenancies – one moved outwith Orkney and the other passed away.

For 2019/20 the reasons related to households moving outwith Orkney and returning to the family home.

### 3.15.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	0.00%.	0.06%.	0.03%.
2020/21.	0.00%.	0.02%.	0.01%.
2019/20.	0.12%.	0.31%.	0.26%.

### 3.16.

Overall for the category for Access to Housing and Support, the level of evictions and abandonments remain very low. Tenancy sustainment has improved in respect of both new homeless tenancies and remains high for all new tenancies more generally, the level of refusal of offers has declined but there are technical reasons for this and the turnover of tenancies remains average. 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:

<b>Year.</b>	<b>No of homelessness presentations.</b>
2021/22.	132.
2020/21.	136.
2019/20.	118.

### 4.3.

As a national comparator, the national average for homeless presentations per 1,000 people is 6.43 cases. In Orkney there are 5.81 cases per 1,000 people.

#### 4.4.

Locally the number of homelessness presentations peaked at 208 in 2004/05 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. Under normal circumstances utilising a housing options approach and implementation of the Rapid Rehousing Transition Plan may assist in the reduction of cases. The COVID-19 impact has resulted in a rise in homelessness presentations and this will also affect performance for 2022/23.

#### 4.5.

From 1 April 2022 to 6 January 2023, homeless presentations totalled 100. If it continues at that level until 31 March 2023, a total of 133 presentations could be expected which could be marginally higher than for 2021/22. It is important to remember that homelessness may not happen at a continuous pace throughout the year, instead there can be periods with higher or 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>
2021/22.	28.4.	36.6.
2020/21.	30.	35.
2019/20.	30.	34.

#### 4.7.

The assessment outcomes for those assessed as unintentionally homeless were as follows (excludes lost contacts):

<b>Outcome.</b>	<b>Orkney.</b>		<b>Scotland's Housing Network</b>	
	<b>2020/21.</b>	<b>2021/22.</b>	<b>2020/21.</b>	<b>2021/22.</b>
Housed by Council.	29%.	72.2%.	57%.	57.1%.
Housing by Housing Association.	41%.	27.8%.	17%.	19%.
Private Rented Sector.	12%.	0%.	5%.	3.5%.
Returned to friends etc.	6%.	0%.	5%.	4.3%.
Hostel.	0.0%.	0%.	0%.	0.04%

<b>Outcome.</b>	<b>Orkney.</b>		<b>Scotland's Housing Network</b>	
	<b>2020/21.</b>	<b>2021/22.</b>	<b>2020/21.</b>	<b>2021/22.</b>
Returned to previous accommodation.	6%.	0%.	6%.	5.7%.
Other outcomes.	6%.	0%.	9%.	.9.7%.

#### **4.8.**

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>
2021/22	207.	207.
2020/21.	210.	199.
2019/20.	193.	184.

#### **4.9.**

Overall for the category of Homelessness, the Council is good at tenancy outcomes, the average time to close a case and time in temporary accommodation. 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:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer group.</b>
2021/22.	1.1.	8.3.	6.1.
2020/21.	0.6.	9.7.	6.9.
2019/20.	1.1.	7.6.	5.3.

#### **5.2.**

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

### 5.3.

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

Year.	Orkney.	Scotland's Housing Network.	Peer group.
2021/22.	80.0%.	94.5%.	90.5%.
2020/21.	20.0%.	94.4%.	89.9%
2019/20.	66.7%.	94.1%.	88.6%.

### 5.4.

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

### 5.5.

While a review of the policy and procedures on anti-social behaviour has been undertaken to ensure targets are similar to those used elsewhere in Scotland, Orkney's small numbers lead to statistical distortions. The figures for 2021/22 relate to a total of 10 cases. Eight were resolved within the target timeframe, two cases are still open. In 2020/21, the figures represent a total of five cases where four remained open. This is in comparison to 2019/20 where there were 18 cases and one remained open.

## 6. Getting Good Value from Rents

### 6.1.

The average weekly rent is as follows:

Year.	Orkney.	Scotland's Housing Network.	Peer group.
2021/22.	£81.15.	£85.36.	£75.58.
2020/21.	£81.15.	£83.75.	£74.85.
2019/20.	£79.56.	£81.47.	£71.42.

### 6.2.

The annual rental increase at 2.6% is below the Scotland's Housing Network average of 2.98% and peer group average of 1.39%.

### 6.3.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	99.5%.	99.3%.	100.1%.
2020/21.	96.6%.	99.1%.	100%.
2019/20.	94.8%.	99.3%.	99.1%.

### 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:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	14.4%.	6.3%.	8.2%.
2020/21.	14.6%.	6.1%.	8.1%.
2019/20.	11.3%.	5.8%.	7.6%.

### 6.6.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	8.5%.	4.4%.	5.2%
2020/21.	8.9%.	4.3%.	5.4%.
2019/20.	7.0%.	3.8%.	4.6%.

### 6.7.

Arrears have remained challenging as a result of the COVID-19 impact. Throughout the pandemic, a strong focus was placed on the recovery of arrears. This included undertaking welfare checks for all Council tenants throughout the initial lockdown, working with tenants to ensure that those who needed assistance to claim Universal Credit Housing Costs / Housing Benefit, were assisted to do so. Throughout there was also close joint working with Orkney Citizen's Advice Bureau in relation to

income maximisation and money advice / debt assistance. Every attempt was made, and continues to be made, to recover outstanding arrears where this is possible. This has included senior management prioritising the pursuit of arrears and significant levels of staffing resource being focused on this aspect.

### 6.8.

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

<b>Date.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>
31 March 2022.	31.1%.	34.4%
31 March 2021.	35.7%.	31.7%.
31 March 2020.	20.9%.	31.9%.

### 6.9.

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

<b>Year.</b>	<b>Number of Notices Served.</b>	<b>Number proceeding to court.</b>	<b>Number of eviction decrees obtained.</b>
2021/22.	25.	0.	0.
2020/21.	19.	0.	0.
2019/20.	20.	3.	1.

### 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. Restrictions were placed on evictions as a result of the COVID-19 pandemic for a period of time during the financial year.

## 6.12.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>
2021/22.	59.4%.	40.7%.
2020/21.	62.7%.	34.9%.
2019/20.	61.1%.	39.2%.

## 6.13.

The average debt at termination of tenancy was as follows:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>
2021/22.	£965.	£832.
2020/21.	£1,217.	£941.
2019/20.	£839.	£750.

## 6.14.

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	5.8%.	2%.	3%.
2020/21.	5.7%.	1.9%.	2.7%.
2019/20.	4.2%.	2.0%.	2.9%.

## 6.15.

Nationally there are high levels of former tenant arrears written-off. Orkney adopts a prudent approach to write-offs and endeavours to collect former tenant arrears. However, this has a detrimental impact on overall arrears performance. Write-offs for 2021/22 remained low at 7% (£15,577). The figures are as follows:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22.	7%.	27.6%.	19.4%.
2020/21.	6.8%.	31.9%.	22.6%.
2019/20.	0.0%.	34.4%.	31.4%.

## **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.**

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>
2021/22.	1.4%.	1.4%.	1.5%.
2020/21.	1.3%.	1.4%.	1.5%.
2019/20.	0.6%.	0.9%.	1.1%.

### **7.2.**

Various factors contribute to the slight rise in void rental loss outlined above. National guidance on COVID-19 required that void properties were held for 72 hours following keys being returned, before staff went in to deal with the void and significantly increased cleaning was implemented, which was in place until June 2021. In addition, some voids were located on the isles. There was a period of time where travel to the isles was affected by restrictions in respect of COVID-19. There have also been general supply issues affecting a range of items including internal doors.

### **7.3.**

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

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer Group.</b>
2021/22	52.1.	51.6.	55.2
2020/21.	62.5.	56.3.	57.7.
2019/20.	35.8.	31.8.	41.0.

#### **7.4.**

As regards the reduction in the average time to re-let properties shown above, a total of 78 properties were relet during 2021/22. The time taken to relet properties was affected by COVID-19 as outlined in section 2 above. This figure is affected by a small number of properties which are subject to low demand and consequently were vacant for an extended period of time. During 2021/22 this applied to just two properties with 252 and 287 days void respectively, without which the average would have been reduced to 46.4 days. This compares to three properties during 2020/21 with 392, 210 and 182 days void respectively, and two properties which in total were vacant for 511 days in 2019/20.

#### **7.5.**

As regards the category of Value for Money, the Council can evidence positive performance in respect of the level of former tenant arrears written off and in its rent collection. However, gross arrears (both current and former tenant arrears) have increased. The percentage of tenants who had arrears at the point at which their tenancy ended has decreased as has the level of the arrears at that point in time. A consistent focus on arrears is being maintained to try and improve the position surrounding rent collection.

#### **7.6.**

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 2021/22, the Council had a budget of £25,200 assigned to tenant participation. The budget covers a part-time post of Tenant Participation Officer, the cost 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:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer group.</b>
2021/22	£28.41	£8.85	Not available.
2020/21.	£29.75	£9.29	£11.73
2019/20.	£23.98.	£8.96.	£13.49.

## 8.3.

As regards complaints per 100 homes, this is as follows:

<b>Year.</b>	<b>Orkney.</b>	<b>Scotland's Housing Network.</b>	<b>Peer group.</b>
2021/22.	2.9.	5.5.	3.3.
2020/21.	4.2.	3.7.	2.7
2019/20.	5.9.	5.1.	4.0.