

**The Highland Council**  
**City of Inverness Area Committee**  
**2 September 2014**

Agenda Item	19
Report No	CIA/47 /14

**Housing Performance Report - 1 April 2014 to 30 June 2014**

**Report by the Director of Community Services**

**Summary**

This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators during the first quarter of 2014/15.

**1. Background**

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords. These replaced statutory performance indicators for Housing from April 2013.
- 1.2 This report provides information on performance based on the agreed reporting framework. Information on the key performance indicators is set out in the report below. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 1.3 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.

[http://ntintra1/miweb/current/ward\\_reporting/housing\\_repairs\\_arrears\\_voids.htm](http://ntintra1/miweb/current/ward_reporting/housing_repairs_arrears_voids.htm)

**2. Repairs**

- 2.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete emergency repairs and non-emergency repairs. As these indicators only applied from 1 April 2013 we have limited historical data.

- 2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*

	No of Houses	2013/14				2014/15
		Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	306	10.9	11.0	12.8	24.4	8.3
Inverness West	454	21.6	15.2	17.3	13.0	5.9
Inverness Central	1870	11.2	9.2	8.6	12.0	16.5
Inverness Ness-Side	479	6.8	6.8	10.1	15.4	34.8
Inverness Millburn	381	16.3	12.5	10.9	20.3	20.7
Culloden & Ardersier	563	35.2	17.1	13.6	20.3	9.5
Inverness South	94	1.8	6.0	9.0	9.2	4.8
<b>Highland</b>	<b>13743</b>	<b>13.4</b>	<b>11.6</b>	<b>11.4</b>	<b>14.5</b>	<b>14.8</b>

- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 15 hours. Table 1 shows Inverness Central, Ness-side and Millburn are performing below the Highland average and the target of

15 hours.

It should be noted we have identified that there is an element of incorrect input of the closure dates as below.

Inverness Ness-side: For the period there were 97 Emergency jobs; of those 84 jobs were responded to and completed under 24hrs. The remaining 13 jobs were out with 24hrs and are made up of incorrect completion dates, or jobs where a temporary repair was undertaken but the full repair could not be undertaken until a part was delivered. In these situations a new card should have been raised as a non-emergency repair. Excluding 1 of the incorrect completions reduces the average completion time to 9.0hrs.

Inverness Milburn: for the period there were 113 Emergency jobs; of those 106 jobs were responded to and completed under 24hrs. The remainder are made up of incorrect completions as above. Excluding 1 of the incorrect completions out with target reduces the average completion time to 8.24hrs.

Building Maintenance have taken steps to try and ensure that correct completion dates are entered and have a series of road shows planned with sub-contractors to discuss performance, PI's.

2.4 *Table 2: Average length of time taken to complete non-emergency repairs (days)*

	No of Houses	2013/14				2014/15
		Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	306	11.7	10	9.6	9.2	12.5
Inverness West	454	8.5	8.6	9.7	9.5	6.2
Inverness Central	1870	11.8	9.1	9.6	9.4	9
Inverness Ness-Side	479	8.2	6.5	7.6	8.3	8.1
Inverness Millburn	381	11.8	8.2	9.3	9.6	7.7
Culloden & Ardersier	563	8.7	6.7	8.3	8.5	8.7
Inverness South	94	14.6	15.2	12.1	12.2	8.4
<b>Highland</b>	<b>13743</b>	<b>9.8</b>	<b>8.6</b>	<b>8.8</b>	<b>8.7</b>	<b>7.5</b>

2.5 Non-emergency repairs are measured in working days. The target is 10 days. Table 2 shows that, with the exception of Aird & Loch Ness, all Wards are below the target of 10 days.

2.6 In gathering the information for repairs indicators we do not include instances where we have been unable to gain access to properties.

### 3. Tenancy Management

3.1 The chart below provides information on the average re-let time showing the trend back 5 years and highlighting the same quarter in previous years for comparison.

### 3.2 Table 3 : Average re-let time (days)

	No of Houses	2009/10 Q1	2010/11 Q1	2011/12 Q1	2012/13 Q1	2013/14 Q1	2014/15 Q1
Aird & Loch Ness	306	65.33	39.20	35.00	73.50	58.98	23.25
Inverness West	454	68.09	43.75	30.33	58.19	39.01	46
Inverness Central	1870	70.39	39.20	31.50	50.24	42.09	36.26
Inverness Ness-Side	479	90.00	41.00	28.00	58.92	59.12	28.29
Inverness Millburn	381	78.75	30.80	25.67	57.62	42.67	46.38
Culloden & Ardersier	563	67.38	38.50	31.50	61.44	38.92	41
Inverness South	94	0.00	49.00	0.00	0.00	0.00	0
<b>Highland</b>	<b>13743</b>	<b>56.52</b>	<b>33.30</b>	<b>30.65</b>	<b>41.10</b>	<b>32.83</b>	<b>46.44</b>

3.3 Table 3 shows that re-let times in Inverness are performing better than the Highland average of 46.44 days; however the target is 35 days.

3.4 The void re-let time is a significant issue which the Service Management team is currently focussing on with a view to improving performance. A paper was presented to Community Services committee on 21 August detailing the void management process and recommending improvements to the process.

## 4. Rent Arrears

4.1 A key indicator for rent arrears is considered to be the value of current arrears. The table below at 4.3 shows the comparative figure for the same quarter in the previous five years.

4.2 The Highland-wide current rent arrears figure is £1,171,605. The total value for the Inverness Wards is £416,061 which is a reduction of £19,683 on the Inverness total of £435,744 as at the last quarter of 2013/14.

### 4.3 Table 4 – Current Rent Arrears

	No of Houses	2009/10 Q1	2010/11 Q1	2011/12 Q1	2012/13 Q1	2013/14 Q1	2014/15 Q1
Aird & Loch Ness	306	18596	18786	18894	19716	24493	25146
Inverness West	454	48074	48620	37631	38822	38778	39966
Inverness Central	1870	202341	171885	171781	155079	193677	200107
Inverness Ness-Side	479	51306	48853	42545	39999	55493	53460
Inverness Millburn	381	40277	29849	29507	36990	38724	41710
Culloden & Ardersier	563	55541	60925	44819	40955	43954	51850
Inverness South	94	1909	1333	1262	1814	3144	3822

4.4 The Area team continues to work closely with colleagues from Finance to maximise applications for discretionary housing payment to mitigate the impact of the welfare reform changes and to minimize the increase in rent arrears. This continues to be a closely monitored area of business.

### 4.5 Table 5 – Current Rent Arrears Homeless Accommodation

Year end 2009/10	Year end 2010/11	Year end 2011/12	Year end 2012/13	Year end 2013/14	2014/15 Q1
150,890	177,075	154,457	90,725	121,005	96,711

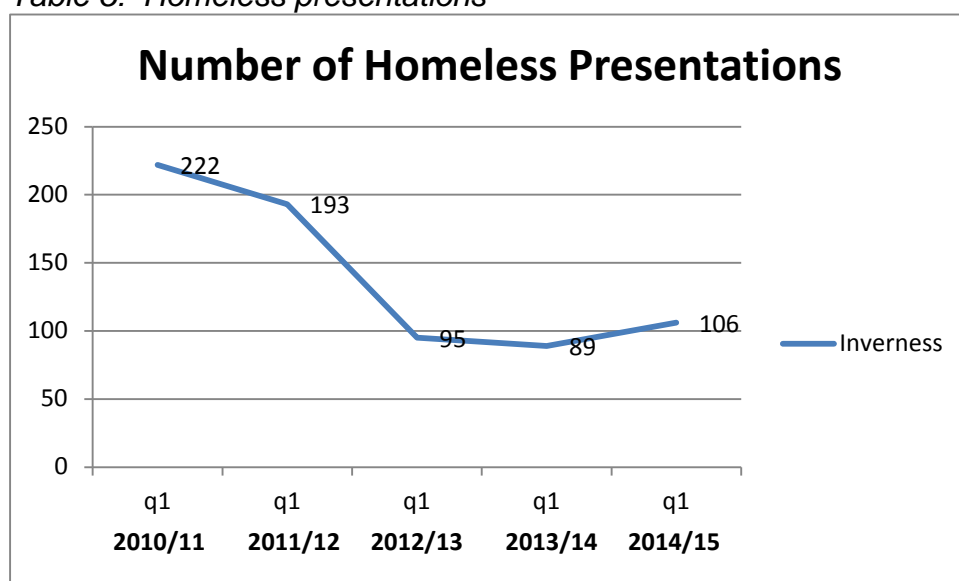
4.5 The table at 4.5 shows the current rent arrears for homeless accommodation across Inverness at quarter 1 2014/15. The comparative figure is the year-end balance for the past five years. This information does not form part of the Scottish Housing Regulator's agreed reporting framework however it is available to report to Members. Members are asked to comment if this information is useful and should be reported in future and if so if Members wish these figures to be reported by Ward.

4.6 At the last Committee Members raised concerns regarding rent arrears attached to service charges. In temporary furnished accommodation service charges are covered by housing benefit however in Bed and Breakfast accommodation a deduction is made for heating at the rate of £8 per week. In relation to managing rent arrears in temporary accommodation irrespective of whether the arrear is generated by the service charge or accommodation charge all rent arrears debts are pursued by the officer responsible for that case.

## 5. Homelessness/Homeless Prevention

5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter. However a number of indicators have been agreed by the Council.

5.2 *Table 5: Homeless presentations*



5.3 Table 5 shows the number of homeless presentations received by the Inverness office charting the same quarter in previous years when we started to record this information. There were 106 in quarter 1 of the current year, compared to 89 in quarter 1 of 2013/14. There were 222 presentations across Highland in the quarter ended 30 June 2014.

5.4 *Table 6 : Total number of prevention team cases received*

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1
<b>Highland wide</b>	<b>615</b>	<b>1423</b>	<b>1590</b>	<b>2211</b>	<b>488</b>
Inverness	354	530	793	1075	254

5.5 The Homeless Prevention Team continues to deal with a heavy case load. Details of the primary advice reasons associated with all cases are given at table 7.

5.6 *Table 7 : Primary Advice Reasons*

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1
Relationship Breakdown	82	131	199	275	62
Family dispute	82	103	148	184	28
Notice received from landlord	76	120	170	226	57
Financial Problem	37	66	111	154	38
Relocation to Highlands	23	31	45	66	19
Overcrowding Issue	15	22	32	47	27
Prison release	13	15	21	30	3
Antisocial Behaviour	11	14	20	26	5
Medical Housing Need	5	10	17	20	3
Hospital Discharge	5	10	19	26	7
Poor Housing Condition	3	6	9	17	4
Leaving Armed Forces	2	2	2	4	1
<b>Total</b>	<b>354</b>	<b>530</b>	<b>793</b>	<b>1075</b>	<b>254</b>

5.7 *Table 8 : Total Closed Homeless Prevention Cases*

	2013/14				2014/15
	Qtr 1	Qtr 2	Qtr3	Qtr 4	Qtr 1
<b>Highland Wide</b>	<b>743</b>	<b>729</b>	<b>793</b>	<b>1826</b>	<b>310</b>
Inverness	444	436	708	937	<b>182</b>

5.8 *Table 9 details the primary outcomes for the prevention cases closed.*

	2013/14								2014/15	
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%	Qtr 1	%
Homeless Presentation	195	43.9	284	39.3	400	39	522	40	133	53
Advice & Information	96	21.6	186	25.7	278	27	331	26	46	18
Private Rented Sector	56	12.6	100	13.8	134	13	160	12	26	10
Issues with Landlord Resolved	30	6.8	45	6.3	43	4	44	3	1	<1
Living with Family / Friends	27	6.1	32	4.4	21	2	32	2	18	7
Support Referral	20	4.5	26	3.6	2	<1	35	3	6	2
Housed by HHR	11	2.5	18	2.5	24	2	30	2	5	2
Lost Contact	8	1.8	13	1.8	6	1	16	2	8	3
Moved outwith Highlands			9	1.2	14	1	15	1	7	3
Reconciliation with Partner			9	1.2	13	1	29	3	3	1
LIFT Scheme	1	<1	1	<1	2	<1	0		0	0
<b>Total</b>	<b>444</b>		<b>723</b>		<b>946</b>		<b>1214</b>		<b>253</b>	

5.9 Members will re-call that a briefing was requested with regard to Homelessness in Inverness. This briefing was provided to Members on 15 August 2014, and a copy of the briefing slides/notes has been circulated to Members separately.

## 6. Implications

- 6.1 **Resources:** There are ongoing resource implications arising from the need to develop and maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This is managed within the current HRA budget.
- 6.2 **Legal:** The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.
- 6.3 There are no known specific equality, climate change/carbon clever; risk, rural or Gaelic implications arising from this report.

### Recommendation

Committee is invited to scrutinise the information provided on housing performance in the period 1 April to 30 June 2014.

Designation: Director of Community Services

Date: 19 August 2014

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

## Appendix 1

HAP SPI 13-14	14/15	Target	Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
Tenancy offers refused - Inverness		No target set	15.12	19.86	20.55	21.79	24.82
Repairs appointments kept - Inverness	Amber	95%	92.72	92.36	92.42	92.51	92.41
Rent collected as % of rent due - Inverness	Green	98%	101.59	99.66	98.66	97.68	100.36
Reactive repairs carried out first time - Inverness	Red	92%	89.41	90.53	89.21	89.03	87.76
Number of Prevention cases - Inverness		No target set	254.00	1075.00	793.00	530.00	354.00
Homelessness - Presentations received in period Inverness		No target set	106.00	113.00	129.00	119.00	89.00
Gross rent arrears as % of rent due - Inverness	Amber	5%	5.12	5.05	5.59	5.61	5.05
Ave time to complete non emergency repairs (days) - Inverness	Green	10 days	8.71	9.20	9.21	8.52	10.68
Ave time to complete emergency repairs (hours) - Inverness	Amber	15 hours	15.75	15.12	10.87	10.84	14.63
Ave time taken to re-let - Inverness	Amber	35 days	38.42	43.03	44.64	45.15	42.51
% rent loss through voids - Inverness	Green	2%	1.16	1.01	1.07	1.02	0.70
% of new tenancies sustained for more than a year - Inverness	Green	90%	92.03	89.60	89.53	90.14	91.45
% of lettable houses becoming vacant - Inverness		No target set	9.81	10.88	11.13	10.72	10.20
% households requiring temp/eme accomm who receive offer - Inverness	Green	100	100.00	100.00	100.00	96.30	91.67
% court actions which resulted in eviction - Inverness	Green	36%	5.50	11.11	10.37	12.15	13.33