

**The Highland Council**  
**City of Inverness Area Committee**  
**2 June 2015**

|             |           |
|-------------|-----------|
| Agenda Item | 11        |
| Report No   | CIA/30/15 |

**Housing Performance Report - 1 April 2014 to 31 March 2015**

**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 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 Within **Appendix 1** we have included information on the Scottish Housing Regulator Scottish Average as a benchmark, where available.
- 1.4 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          | Q2          | Q3         | Q4         |
| Aird & Loch Ness     | 305          | 10.9        | 11.0        | 12.8        | 24.4        | 8.3         | 8.0         | 7.2        | 9.6        |
| Inverness West       | 455          | 21.6        | 15.2        | 17.3        | 13.0        | 5.9         | 5.5         | 5.1        | 7.2        |
| Inverness Central    | 1887         | 11.2        | 9.2         | 8.6         | 12.0        | 16.5        | 10.4        | 4.8        | 5.1        |
| Inverness Ness-Side  | 489          | 6.8         | 6.8         | 10.1        | 15.4        | 34.8        | 17.1        | 12.9       | 6.2        |
| Inverness Millburn   | 381          | 16.3        | 12.5        | 10.9        | 20.3        | 20.7        | 14.3        | 11.0       | 6          |
| Culloden & Ardersier | 564          | 35.2        | 17.1        | 13.6        | 20.3        | 9.5         | 9.3         | 9.4        | 9.3        |
| Inverness South      | 94           | 1.8         | 6.0         | 9.0         | 9.2         | 4.8         | 4.9         | 4.3        | 6.1        |
| <b>Highland</b>      | <b>13855</b> | <b>13.4</b> | <b>11.6</b> | <b>11.4</b> | <b>14.5</b> | <b>14.8</b> | <b>11.1</b> | <b>9.3</b> | <b>9.1</b> |

- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 14 hours. Performance for this quarter shows that this target was met for all Inverness Wards.

## 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         | Q2         | Q3         | Q4         |
| Aird & Loch Ness     | 305          | 11.7       | 10         | 9.6        | 9.2        | 12.5       | 9.9        | 8.3        | 7.6        |
| Inverness West       | 455          | 8.5        | 8.6        | 9.7        | 9.5        | 6.2        | 7.0        | 7          | 7.1        |
| Inverness Central    | 1887         | 11.8       | 9.1        | 9.6        | 9.4        | 9          | 7.9        | 7.7        | 7.3        |
| Inverness Ness-Side  | 489          | 8.2        | 6.5        | 7.6        | 8.3        | 8.1        | 7.0        | 6.7        | 6.5        |
| Inverness Millburn   | 381          | 11.8       | 8.2        | 9.3        | 9.6        | 7.7        | 8.0        | 7.8        | 7.7        |
| Culloden & Ardersier | 564          | 8.7        | 6.7        | 8.3        | 8.5        | 8.7        | 7.1        | 6.8        | 7          |
| Inverness South      | 94           | 14.6       | 15.2       | 12.1       | 12.2       | 8.4        | 8.0        | 6.9        | 7          |
| <b>Highland</b>      | <b>13855</b> | <b>9.8</b> | <b>8.6</b> | <b>8.8</b> | <b>8.7</b> | <b>7.5</b> | <b>7.6</b> | <b>7.4</b> | <b>7.3</b> |

2.5 Non-emergency repairs are measured in working days with the Highland Council target being 8 days. Performance for this quarter shows a continuing improvement trend with this target being achieved in all Inverness Wards.

2.6 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.

## 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 | No of relets | 2009/10      | 2010/11      | 2011/12      | 2012/13      | 2013/14      | 2014/15      |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|                      |              |              | Q4           | Q4           | Q4           | Q4           | Q4           | Q4           |
| Aird & Loch Ness     | 305          | 27           | 55.70        | 31.67        | 42.58        | 53.08        | 44.38        | 34.86        |
| Inverness West       | 455          | 42           | 56.00        | 39.87        | 37.69        | 51.73        | 38.71        | 43.28        |
| Inverness Central    | 1887         | 189          | 59.55        | 25.91        | 34.15        | 39.05        | 40.34        | 32.97        |
| Inverness Ness-Side  | 489          | 75           | 60.12        | 28.40        | 35.70        | 46.73        | 44.88        | 35.16        |
| Inverness Millburn   | 381          | 33           | 53.20        | 27.53        | 37.55        | 44.39        | 43.83        | 44.46        |
| Culloden & Ardersier | 564          | 43           | 46.15        | 20.77        | 45.50        | 40.70        | 34.37        | 31.38        |
| Inverness South      | 94           | 39           | 42.00        | 7.00         | 0.00         | 45.50        | 42.00        | 23           |
| <b>Highland</b>      | <b>13855</b> | <b>1548</b>  | <b>37.09</b> | <b>32.07</b> | <b>38.16</b> | <b>38.53</b> | <b>37.60</b> | <b>42.01</b> |

3.3 Table 3 shows that performance for re-let of properties in Inverness area is mixed but is an improving position. The target is 35 days which has been achieved for 4 out of 7 Inverness wards.

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. Proposals include the creation of a Void Management Team in each area, with specific responsibilities for each stage of the void process, led by a Principal Housing Officer.

## 4. Rent Arrears

4.1 A key indicator for rent arrears is considered to be the value of current rent 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 £1,386,463.

#### 4.3 Table 4 – Current Rent Arrears

|                      | No of Houses | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|----------------------|--------------|---------|---------|---------|---------|---------|---------|
|                      |              | Q4      | Q4      | Q4      | Q4      | Q4      | Q4      |
| Aird & Loch Ness     | 305          | 21865   | 20961   | 11692   | 22902   | 25590   | 25926   |
| Inverness West       | 455          | 56782   | 41886   | 31874   | 36677   | 39080   | 49719   |
| Inverness Central    | 1887         | 209205  | 178948  | 154753  | 190208  | 210793  | 259629  |
| Inverness Ness-Side  | 489          | 54050   | 44226   | 38687   | 58790   | 57448   | 79310   |
| Inverness Millburn   | 381          | 40928   | 30671   | 28727   | 41899   | 42136   | 55653   |
| Culloden & Ardersier | 564          | 63887   | 48287   | 36978   | 44970   | 56817   | 72408   |
| Inverness South      | 94           | 1050    | 1834    | 1613    | 2765    | 3881    | 11144   |

The Area team continues to work closely with colleagues in Finance to maximise applications for discretionary housing payment to mitigate the impact of the welfare reform changes and to minimise the increase in rent arrears. There are increasing cases of applicants on universal credit which is having an impact. Further details are provided below:

- there are 29 cases affected by Universal Credit in Inverness Wards 13,14,15,16,17,18 & 20
- Of these, 24 are currently in arrears. The cumulative arrears for these cases are £17,961.48
- 21 tenants are making contributions to their rent either themselves or through Alternative Payment Arrangements but will still have arrears balances on their accounts.
- On 26 January 2015 the qualifying group of customers who can claim Universal Credit was expanded to a small group of families. It is therefore anticipated that the number of tenants affected by Universal Credit will continue to rise.

Universal Credit known cases are checked every week and where we can apply for direct payments from DWP we are doing this. This continues to be a closely monitored area of business.

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

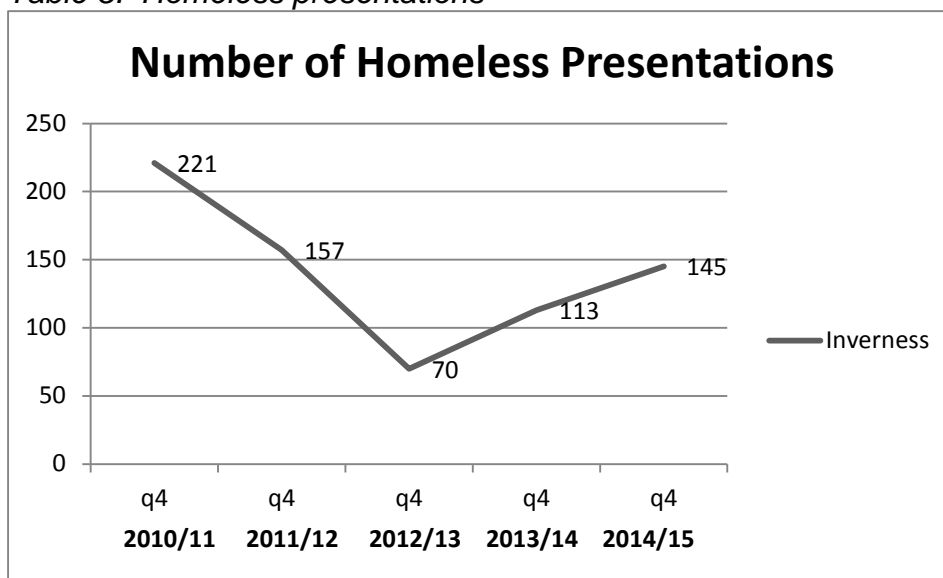
| Year end 2009/10 | Year end 2010/11 | Year end 2011/12 | Year end 2012/13 | Year end 2013/14 | 2014/15 Q3 |
|------------------|------------------|------------------|------------------|------------------|------------|
| 150,890          | 177,075          | 154,457          | 90,725           | 121,005          | 159,343    |

- 4.5 The table at 4.4 shows the current rent arrears for homeless accommodation across Inverness at quarter 3 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 Regulators agreed reporting framework however it is available to report to Members.

### 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 113 presentations in quarter 4 2013/14 compared with 145 this quarter.

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      | Qtr 2      | Qtr 3       | Qtr 4       |
| <b>Highland wide</b> | <b>615</b> | <b>1423</b> | <b>1590</b> | <b>2211</b> | <b>488</b> | <b>970</b> | <b>1355</b> | <b>1978</b> |
| Inverness            | 354        | 530         | 793         | 1075        | 254        | 476        | 682         | 1028        |

5.5 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   | Qtr 2 | Qtr 3 | Qtr 4 |
| Relationship Breakdown        | 82      | 131   | 199   | 275   | 62      | 147   | 195   | 297   |
| Family dispute                | 82      | 103   | 148   | 184   | 28      | 49    | 72    | 93    |
| Notice received from landlord | 76      | 120   | 170   | 226   | 57      | 105   | 155   | 264   |
| Financial Problem             | 37      | 66    | 111   | 154   | 38      | 62    | 85    | 118   |
| Relocation to Highlands       | 23      | 31    | 45    | 66    | 19      | 30    | 47    | 85    |
| Overcrowding Issue            | 15      | 22    | 32    | 47    | 27      | 38    | 55    | 64    |
| Prison release                | 13      | 15    | 21    | 30    | 3       | 8     | 18    | 31    |
| Antisocial Behaviour          | 11      | 14    | 20    | 26    | 5       | 6     | 10    | 17    |
| Medical Housing Need          | 5       | 10    | 17    | 20    | 3       | 9     | 16    | 20    |
| Hospital Discharge            | 5       | 10    | 19    | 26    | 7       | 10    | 11    | 18    |
| Poor Housing Condition        | 3       | 6     | 9     | 17    | 4       | 11    | 17    | 18    |
| Leaving Armed                 | 2       | 2     | 2     | 4     | 1       | 1     | 1     | 3     |

|              |            |            |            |             |            |            |            |             |
|--------------|------------|------------|------------|-------------|------------|------------|------------|-------------|
| Forces       |            |            |            |             |            |            |            |             |
| <b>Total</b> | <b>354</b> | <b>530</b> | <b>793</b> | <b>1075</b> | <b>254</b> | <b>476</b> | <b>682</b> | <b>1028</b> |

5.7 *Table 8 : Total Closed Homeless Prevention Cases*

|                      | <b>2013/14</b> |            |            |             | <b>2014/15</b> |            |             |             |
|----------------------|----------------|------------|------------|-------------|----------------|------------|-------------|-------------|
|                      | Qtr 1          | Qtr 2      | Qtr3       | Qtr 4       | Qtr 1          | Qtr 2      | Qtr 3       | Qtr 4       |
| <b>Highland Wide</b> | <b>743</b>     | <b>729</b> | <b>793</b> | <b>1826</b> | <b>310</b>     | <b>750</b> | <b>1050</b> | <b>1713</b> |
| Inverness            | 444            | 436        | 708        | 937         | 182            | 395        | 533         | 894         |

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

|                               | <b>2013/14</b> |    |            |    |            |    |            |    | <b>2014/15</b> |    |            |    |            |    |            |    |
|-------------------------------|----------------|----|------------|----|------------|----|------------|----|----------------|----|------------|----|------------|----|------------|----|
|                               | Qtr 1          | %  | Qtr 2      | %  | Qtr 3      | %  | Qtr 4      | %  | Qtr 1          | %  | Qtr 2      | %  | Qtr 3      | %  | Qtr 4      | %  |
| Homeless Presentation         | 195            | 44 | 192        | 44 | 250        | 35 | 268        | 39 | 63             | 34 | 104        | 26 | 282        | 53 | 441        | 49 |
| Advice & Information          | 96             | 22 | 95         | 22 | 202        | 29 | 331        | 34 | 46             | 26 | 136        | 35 | 84         | 16 | 142        | 16 |
| Private Rented Sector         | 56             | 13 | 52         | 12 | 104        | 15 | 160        | 15 | 26             | 15 | 62         | 16 | 63         | 12 | 86         | 10 |
| Issues with Landlord Resolved | 30             | 7  | 29         | 7  | 53         | 7  | 44         | 4  | 1              | <1 | 17         | 4  | 27         | 6  | 45         | 5  |
| Living with Family / Friends  | 27             | 6  | 26         | 6  | 29         | 4  | 32         | 2  | 18             | 11 | 29         | 7  | 23         | 4  | 69         | 8  |
| Support Referral              | 20             | 5  | 19         | 4  | 2          | <1 | 12         | <1 | 6              | 3  | 11         | 3  | 10         | 2  | 21         | 3  |
| Housed by HHR                 | 11             | 3  | 10         | 2  | 26         | 4  | 30         | 3  | 5              | 3  | 7          | 2  | 12         | 2  | 20         | 2  |
| Lost Contact                  | 8              | 2  | 5          | 1  | 6          | <1 | 16         | >1 | 8              | 4  | 16         | 4  | 13         | 2  | 40         | 4  |
| Moved outwith Highlands       |                |    | 4          | 1  | 16         | 2  | 15         | >1 | 7              | 4  | 8          | 2  | 12         | 2  | 15         | 2  |
| Reconciliation with Partner   |                |    | 4          | 1  | 18         | 3  | 29         | 2  | 3              | 2  | 5          | 1  | 7          | 1  | 12         | 1  |
| LIFT Scheme                   | 1              | <1 |            |    | 2          | <1 | 0          |    | 0              |    |            |    |            |    | 3          |    |
| <b>Total</b>                  | <b>444</b>     |    | <b>436</b> |    | <b>708</b> |    | <b>937</b> |    | <b>183</b>     |    | <b>395</b> |    | <b>533</b> |    | <b>894</b> |    |

## 7. Implications

- 7.1 **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.
- 7.2 **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.
- 7.3 There are no equality implications arising from this report.
- 7.4 There are no climate/Carbon Clever implications arising from this report.
- 7.5 There are no risk implications arising from this report.
- 7.6 There are no Gaelic implications arising from this report.
- 7.7 There are no Rural implications arising from this report.

## **Recommendation**

Members are invited to scrutinise the information provided on housing performance in the period 1 April 2014 to 31 March 2015.

Designation: **Director of Community Services**

Date: 18 May 2015

Author: Tracey Urry, Area Community Services Manager (Inverness)

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

## Appendix 1

|  |       |                  |        | 2014/15 |       |       |       | 2013/14 |
|--|-------|------------------|--------|---------|-------|-------|-------|---------|
| HAP SPI 13-14  | 14/15 | Scottish Average | Target | Qtr4    | Qtr3  | Qtr2  | Qtr1  | Qtr4    |
| Ave time to complete emergency repairs (hours) - Inverness           | Green | 6.9              | 14     | 6.43    | 7.03  | 10.49 | 15.75 | 15.12   |
| Ave time to complete non emergency repairs (days) - Inverness        | Green | 8.2              | 8      | 7.21    | 7.42  | 7.75  | 8.71  | 9.20    |
| Reactive repairs carried out first time - Inverness                  | Amber | 87.2             | 92     | 92.64   | 91.34 | 90.85 | 89.41 | 90.53   |
| Repairs appointments kept - Inverness                                | Green | 92.9             | 95     | 94.06   | 93.64 | 93.50 | 92.72 | 92.36   |
|  |       |                  |        |         |       |       |       |         |
| Rent collected as % of rent due - Inverness                          | Amber | 99               | 99     | 98.09   | 98.41 | 98.52 | 98.90 | 100.07  |
| Gross rent arrears as % of rent due - Inverness                      | Amber | 5.1              | 5      | 5.06    | 5.63  | 5.39  | 5.08  | 5.09    |
| % rent loss through voids - Inverness                                | Green | 1.2              | 1      | 0.67    | 0.75  | 0.83  | 1.17  | 1.00    |
| % of lettable houses becoming vacant - Inverness                     |       | 9.7              |        | 10.78   | 10.61 | 10.92 | 9.78  | 10.65   |
|  |       |                  |        |         |       |       |       |         |
| % of new tenancies sustained for more than a year - Inverness        | Green | 87.7             | 90     | 90.85   | 92.25 | 92.08 | 91.70 | 91.24   |
| Tenancy offers refused - Inverness                                   | Amber | 42.2             |        | 11.21   | 12.21 | 11.90 | 14.04 | 20.00   |
| Ave time taken to re-let - Inverness                                 | Amber | 35.7             | 35     | 35.44   | 33.67 | 33.55 | 38.05 | 40.62   |
| ASB Cases reported and resolved - Inverness                          | Amber |                  | 85     | 83.67   | 85.05 | 70.54 | 61.03 | 75.38   |
| % court actions which resulted in eviction - Inverness               | Green | 12.2             | 10     | 7.89    | 7.69  | 5.45  | 5.50  | 11.11   |
|  |       |                  |        |         |       |       |       |         |
| Number of Prevention cases - Inverness                               |       |                  |        | 1028    | 682   | 480   | 254   | 1075    |
| Homelessness - Presentations received in period Inverness            |       | 962              |        | 145     | 107   | 137   | 106   | 113     |
| % households requiring temp/eme accomm who receive offer - Inverness | Green | 107.3            | 100    | 100     | 100   | 100   | 100   | 100     |
| % temp/eme accomm offers refused Inverness                           |       | 7.3              |        | 1.82    | 2.23  | 2.66  | 2.22  | 2.97    |