

**The Highland Council**  
**City of Inverness Area Committee**  
**10 September 2015**

Agenda Item	13
Report No	CIA/43/15

**Housing Performance Report - 1 April 2015 to 30 June 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 the first quarter of 2015/16.

**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://dev-highland.dev.jadu.net/intranet/hsg/ward\\_reporting/housing\\_repairs\\_arrears\\_voids.htm](http://dev-highland.dev.jadu.net/intranet/hsg/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				2015/16
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	312	10.9	11.0	12.8	24.4	8.3	8.0	7.2	9.6	8.8
Inverness West	455	21.6	15.2	17.3	13.0	5.9	5.5	5.1	7.2	4.0
Inverness Central	1887	11.2	9.2	8.6	12.0	16.5	10.4	4.8	5.1	6.3
Inverness Ness-Side	509	6.8	6.8	10.1	15.4	34.8	17.1	12.9	6.2	3.2
Inverness Millburn	382	16.3	12.5	10.9	20.3	20.7	14.3	11.0	6	6.4
Culloden & Ardersier	564	35.2	17.1	13.6	20.3	9.5	9.3	9.4	9.3	4.5
Inverness South	94	1.8	6.0	9.0	9.2	4.8	4.9	4.3	6.1	8.6
<b>Highland</b>	<b>13896</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>	<b>6.2</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				2015/16
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	312	11.7	10	9.6	9.2	12.5	9.9	8.3	7.6	8.4
Inverness West	455	8.5	8.6	9.7	9.5	6.2	7.0	7	7.1	8.1
Inverness Central	1887	11.8	9.1	9.6	9.4	9	7.9	7.7	7.3	6.5
Inverness Ness-Side	509	8.2	6.5	7.6	8.3	8.1	7.0	6.7	6.5	6.0
Inverness Millburn	382	11.8	8.2	9.3	9.6	7.7	8.0	7.8	7.7	6.1
Culloden & Ardersier	564	8.7	6.7	8.3	8.5	8.7	7.1	6.8	7	7.0
Inverness South	94	14.6	15.2	12.1	12.2	8.4	8.0	6.9	7	6.7
<b>Highland</b>	<b>13896</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>	<b>7.1</b>

2.5 Non-emergency repairs are measured in working days with the Highland Council target being 8 days. Performance for this quarter shows 5 of the 7 Inverness wards achieving the target.

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	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q1	Q1	Q1	Q1	Q1	Q1
Aird & Loch Ness	312	5	39.20	35.00	73.50	58.98	23.25	23.40
Inverness West	455	11	43.75	30.33	58.19	39.01	46.00	50.09
Inverness Central	1887	33	39.20	31.50	50.24	42.09	36.26	44.58
Inverness Ness-Side	509	4	41.00	28.00	58.92	59.12	28.29	39.75
Inverness Millburn	382	8	30.80	25.67	57.62	42.67	46.38	35.25
Culloden & Ardersier	564	6	38.50	31.50	61.44	38.92	41.00	34.00
Inverness South	94	0	49.00	0.00	0.00	0.00	0.00	0.00
<b>Highland</b>	<b>13896</b>	<b>289</b>	<b>33.30</b>	<b>30.65</b>	<b>41.10</b>	<b>37.80</b>	<b>46.40</b>	<b>47.26</b>

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

Void Performance in this quarter has been affected by two Factors:

- Death of Tenant. There has been 19 vacancies this quarter which have arisen due to the death of the tenant. This can add 4 weeks to the void period due to the period between the date of death and the date when the property is actually returned to the service.
- There has been two new development completions in this quarter at Balloan gardens, Hilton (19 units) and Farlie View, Beauly (8 units), and three house purchases. A number of these properties have been allocated to Tenant transfers therefore increasing the overall number of void properties managed.

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 Void Management Team is now in place, 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 £1,333,163.

4.3 *Table 4 – Current Rent Arrears*

	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q1	Q1	Q1	Q1	Q1	Q1
Aird & Loch Ness	312	18786	18894	19716	24493	25146	25051
Inverness West	455	48620	37631	38822	38778	39966	42988
Inverness Central	1887	171885	171781	155079	193677	200107	245581
Inverness Ness-Side	509	48853	42545	39999	55493	53460	79373
Inverness Millburn	382	29849	29507	36990	38724	41710	55780
Culloden & Ardersier	564	60925	44819	40955	43954	51850	59904
Inverness South	94	1333	1262	1814	3144	3822	7797

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:

HIGHLAND	Number of cases	Number of cases in arrears	Percentage of cases in arrears (%)	Cumulative rent arrears	Average rent arrears per household
<b>All Highland Council Universal Credit Cases</b>	124	111	89.5%	£86,288	£777.37
<b>Mainstream Tenancies</b>	114	102	89%	£77,495	£759.75
<b>Temporary Accommodation</b>	10	9	90%	£8793	£977.01

<b>INVERNESS</b>	<b>Number of cases</b>	<b>Number of cases in arrears</b>	<b>Percentage of cases in arrears (%)</b>	<b>Cumulative rent arrears</b>	<b>Average rent arrears per household</b>
<b>Inverness Universal Credit Cases</b>	85	77	90%	74,048	£902
<b>Mainstream Tenancies</b>	76	68	89%	69,454	£881
<b>Temporary Accommodation</b>	9	9	100%	9,594	£1066

#### **Under Occupancy (Bedroom Tax)**

	<b>Number of Cases</b>	<b>Cases in receipt of Discretionary Housing Payment</b>	<b>*No Discretionary Housing Payment</b>
<b>HIGHLAND</b>	1682	1439	243

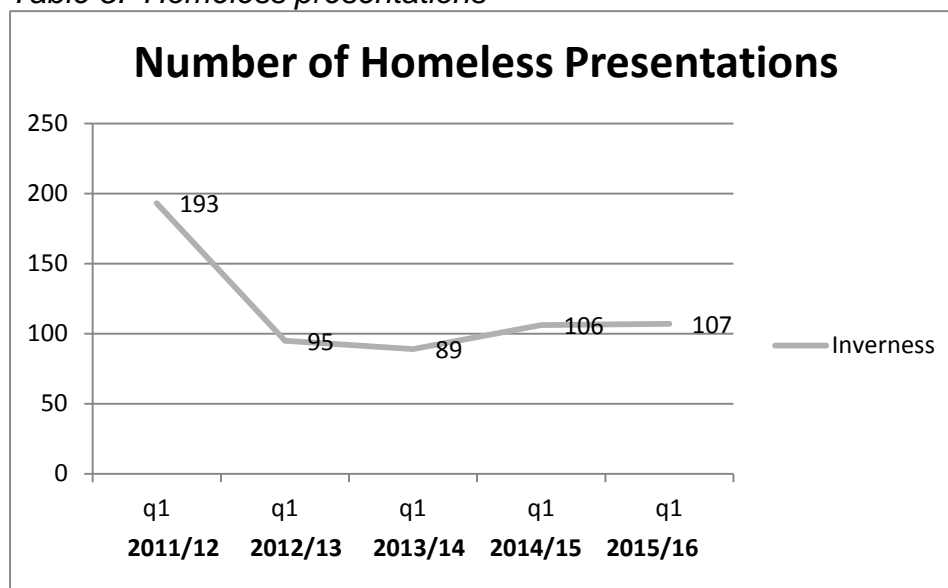
	<b>Number of Cases</b>	<b>Cases in receipt of DHP payment</b>	<b>*No DHP in payment</b>
<b>INVERNESS</b>	394	331	63

\*No Discretionary Housing Payment can be for a number of reasons e.g. tenant working and not entitled to apply, has chosen to pay. The Inverness non DHP cases and reviewed by the Housing Management Officers weekly to ensure we maximise take up.

## **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 107 presentations in quarter 1 compared to 145 in the previous quarter.

5.4 Following a thematic inquiry, in May 2014, by the Scottish Housing Regulator on Housing Options our Homelessness Service delivery is currently under review. This involves a re-design of the job roles of staff to ensure a person-centred approach. New reports on case management are currently being developed and will be included in future Area Committee reports.

## 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 2015 to 30 June 2015.

Designation: **Director of Community Services**

Date: 25 August 2015

Author: Tracey Urry, Area Community Services Manager (Inverness)  
Joan Macdonald, Performance Officer

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

## Appendix 1

	15/16	Scottish Average	Target	2015/16	2014/15			
				Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
Ave time to complete emergency repairs (hours) - Inverness	Green	6.9	14	5.7	6.4	7.0	10.5	15.8
Ave time to complete non emergency repairs (days) - Inverness	Green	8.2	8	6.8	7.2	7.4	7.8	8.7
Reactive repairs carried out first time - Inverness	Amber	87.2	92	94.8	92.6	91.3	90.9	89.4
Repairs appointments kept - Inverness	Green	92.9	95	94.4	94.1	93.6	93.5	92.7

Rent collected as % of rent due - Inverness	Green	99	99	101.1	98.1	98.4	98.5	98.9
Gross rent arrears as % of rent due - Inverness	Amber	5.1	5	5.1	5.1	5.6	5.4	5.1
% rent loss through voids - Inverness	Green	1.2	1	0.9	0.7	0.8	0.8	1.2
% of lettable houses becoming vacant - Inverness	Green	9.7	5.1	10.1	10.8	10.6	10.9	9.8

% of new tenancies sustained for more than a year - Inverness	Green	87.7	90	90.8	90.9	92.2	92.1	91.7
Tenancy offers refused - Inverness	Amber	42.2	11	16.0	11.2	12.2	11.9	14.0
Ave time taken to re-let - Inverness	Red	35.7	35	41.6	35.4	33.7	33.6	38.1
ASB Cases reported and resolved - Inverness	Red		85	35.8	83.7	85.1	70.5	61.0
% court actions which resulted in eviction - Inverness	Green	12.2	10	4.8	7.9	7.7	5.5	5.5

Homelessness - Presentations received in period Inverness	Green	962	107	107	145	107	137	106
% households requiring temp/eme accomm who receive offer - Inverness	Green	107.3	100	100	100	100	100	100
% temp/eme accomm offers refused Inverness	Amber	7.3	0	2.8	1.8	2.2	2.7	2.2
No of housing options cases opened Inverness	Green		280	280				
No of housing options cases closed Inverness	Green		348	348				