

**The Highland Council**  
**City of Inverness Area Committee**  
**3 March 2016**

Agenda Item	<b>13</b>
Report No	<b>CIA/15/16</b>

**Housing Performance Report - 1 April 2015 to 31 December 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 up to 31 December 2015.

**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://www.highland.gov.uk/staffsite/info/13/members\\_intranet/37/ward\\_reporting/2](http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2)
- 1.4 In accordance with the Scottish Social Housing Charter guidance the Repairs, Tenancy Management, Rent Arrears figures are cumulative. The Homeless Presentations figures are given for each separate quarter.
- 1.5 Benchmarking information for 2014/15 across all Scottish Landlords has also been provided where available.

**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 The average length of time taken to complete emergency repairs is calculated in hours.

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

*Target 14 hours*  
*2014/15 Benchmark – 5.9 hours*

	No of Houses	2013/14				2014/15				2015/16		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	311	10.9	11.0	12.8	24.4	8.3	8.0	7.2	9.6	8.8	12.3	10.6
Inverness West	470	21.6	15.2	17.3	13.0	5.9	5.5	5.1	7.2	4.0	3.8	4.7
Inverness Central	1898	11.2	9.2	8.6	12.0	16.5	10.4	4.8	5.1	6.3	5.3	5.8
Inverness Ness-Side	509	6.8	6.8	10.1	15.4	34.8	17.1	12.9	6.2	3.2	4.9	6.2
Inverness Millburn	386	16.3	12.5	10.9	20.3	20.7	14.3	11.0	6	6.4	5.7	5.2
Culloden & Ardersier	565	35.2	17.1	13.6	20.3	9.5	9.3	9.4	9.3	4.5	6	6.4
Inverness South	94	1.8	6.0	9.0	9.2	4.8	4.9	4.3	6.1	8.6	7.3	5.9
<b>Highland</b>	<b>13933</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>	<b>6.9</b>	<b>7.1</b>

2.4 Performance for the wards continues to be within the 14 hour target.

2.5 Non-emergency repairs are measured in working days.

2.6 *Table 2: Average length of time taken to complete non-emergency repairs (days)*  
*Target 8 days*  
*2014/15 Benchmark – 7.9 days*

	No of Houses	2013/14				2014/15				2015/16		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	311	11.7	10	9.6	9.2	12.5	9.9	8.3	7.6	8.4	8.4	8.9
Inverness West	470	8.5	8.6	9.7	9.5	6.2	7.0	7	7.1	8.1	7.9	8.0
Inverness Central	1898	11.8	9.1	9.6	9.4	9	7.9	7.7	7.3	6.5	7.3	7.6
Inverness Ness-Side	509	8.2	6.5	7.6	8.3	8.1	7.0	6.7	6.5	6.0	6.9	7.2
Inverness Millburn	386	11.8	8.2	9.3	9.6	7.7	8.0	7.8	7.7	6.1	6.4	6.8
Culloden & Ardersier	565	8.7	6.7	8.3	8.5	8.7	7.1	6.8	7	7.0	7.5	7.6
Inverness South	94	14.6	15.2	12.1	12.2	8.4	8.0	6.9	7	6.7	6.7	6.4
<b>Highland</b>	<b>13933</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>	<b>7.3</b>	<b>7.5</b>

2.7 With the exception of Aird and Loch Ness all Inverness wards are below the 8 days target.

2.8 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) Target 35 days*  
*2014/15 Benchmark – 36.9 days*

	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q3	Q3	Q3	Q3	Q3	Q3
Aird & Loch Ness	311	8	56.00	48.42	53.14	46.21	33.88	21.88
Inverness West	470	30	28.00	47.92	54.25	39.26	41.65	37.67
Inverness Central	1898	111	37.03	111.48	42.00	43.95	30.96	31.69
Inverness Ness-Side	509	18	41.13	53.81	46.20	52.11	33.32	28.72
Inverness Millburn	386	33	24.50	57.59	44.80	50.70	41.41	24.58
Culloden & Ardersier	565	19	26.92	57.84	41.00	37.45	31.17	26.16
Inverness South	94	3	0.00	0.00	42.00	42.00	23.00	30.33
<b>Highland</b>	<b>13933</b>	<b>1027</b>	<b>31.25</b>	<b>35.25</b>	<b>38.61</b>	<b>41.70</b>	<b>39.20</b>	<b>49.28</b>

3.3 Table 3 shows that re-let times in all Inverness wards except Inverness West are within the 35 days target. It should be noted that the re-let time figures are cumulative averages and the average re-let time in Inverness West has been

reducing month on month since the first quarter in which performance was skewed due to a number of Tenant deaths.

- 3.4 There were 22 voids in Inverness area as at 31 December, of which 6 were PIE (performance indicator exempt) due to major structural works and 1 is held for decant.

#### 4. Rent Arrears

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

- 4.2 The Highland wide current rent arrears figure is £1,353,725.

- 4.3 *Table 4 – Current Rent Arrears*

	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q3	Q3	Q3	Q3	Q3	Q3
Aird & Loch Ness	311	16023	13808	20831	22279	20624	29462
Inverness West	470	37838	33275	36020	43055	43240	50340
Inverness Central	1898	160571	166643	190303	199453	238354	251887
Inverness Ness-Side	509	38744	47110	55947	55247	70199	75955
Inverness Millburn	386	24483	30910	41446	40119	47987	41883
Culloden & Ardersier	565	42613	42439	47048	52071	64584	55990
Inverness South	94	1509	2005	3400	3587	10874	9678

- 4.4 Welfare Reform continues to impact on Inverness rent arrears. The Area team continue to monitor all rent arrears cases closely to minimise the impact. Members should also be aware that DWP have announced the introduction of Universal Credit Digital Services this means that all new claims for working age benefits will be Universal Credit claims, i.e customers will no longer be able to claim benefits such as Jobseekers Allowance, Employment & Support Allowance, Housing Benefit etc. this is being rolled out to the Inverness Area first with a proposed go live date of June 2016.

Universal Credit Cases detail as at January 2016.

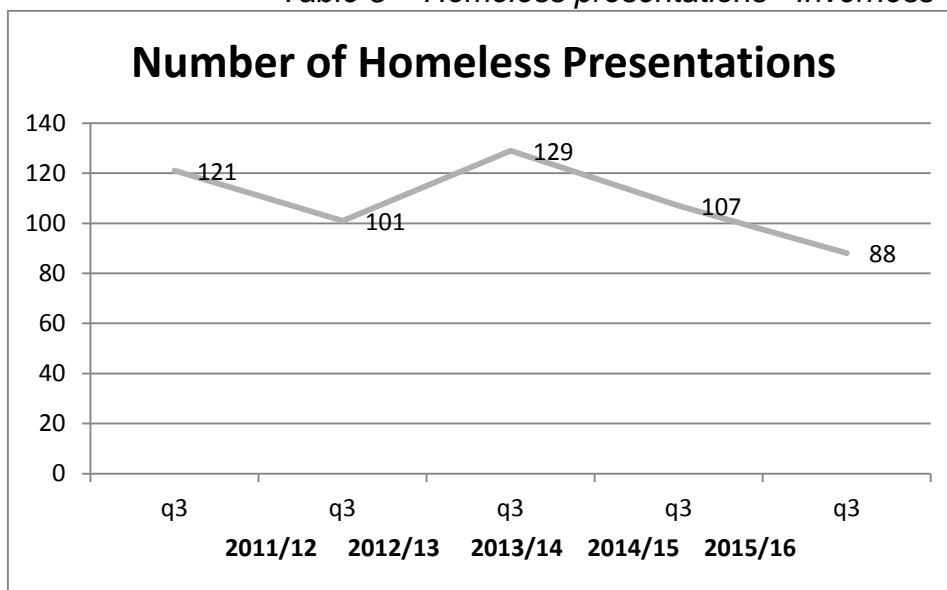
HIGHLAND	Number of cases	Number of cases in arrears	Percentage of cases in arrears (%)	Cumulative rent arrears	Average arrears household
<b>All Highland Council Universal Credit Cases</b>	261	218	84%	£151,091	£693
<b>Mainstream Tenancies</b>	255	212	83%	£138,582	£654
<b>Temporary Accommodation</b>	6	6	100%	£12,510	£2085

<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 arrears household</b>
<b><i>Inverness Universal Credit Cases</i></b>	138	116	84%	£88,418	£762
<b><i>Mainstream Tenancies</i></b>	133	111	83%	£76,678	£691
<b><i>Temporary Accommodation</i></b>	5	5	100%	£11,740	£2348

## 5. Homelessness

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 - Inverness*



5.3 Table 5 shows the number of homeless presentations received by Inverness charting the same quarter in previous years when we started to record this information. There were 203 presentations across Highland in the quarter ending 31 December 2015.

5.4 Following a thematic inquiry, in May 2014, by the Scottish Housing Regulator on Housing Options our Homelessness Service delivery was reviewed. This involved a re-design of the job roles of staff to ensure a person-centred approach. The officers currently involved in this area of the Service have been confirmed in the new Housing Options Officer posts. The table below provides information on the cases opened and closed in the quarter. These figures are by quarter not cumulative.

## 5.5

*Table 6 - Housing Options cases*

	Qtr1	Qtr2	Qtr 3
Housing Option cases opened	273	282	227
Housing Options cases closed	326	352	248

5.6 The tables below provide information on the housing options approach reasons and the case closure outcomes each quarter

## 5.7

*Table 7- Approach reasons*

	Qtr1	Qtr2	Qtr3
Anti-Social Behaviour	5	6	1
Financial Problems	34	38	30
Accommodation unsuitable due to medical reason	4	6	4
Accommodation unsuitable due to overcrowding	13	12	16
Accommodation unsuitable due to poor housing condition	2	3	10
Eviction notice received	11	10	4
Hospital discharge	3	4	5
Leaving armed forces	1	1	
Leaving care		1	1
Marital/domestic breakdown	79	80	62
Notice given to landlord	8	6	1
Notice served by landlord	46	46	34
Prison release	7	8	5
Relocating to the Highlands	24	25	28
Section 11			
Wants to leave parental home	32	31	23
Tied accommodation ended	4	5	3
<b>Total</b>	<b>273</b>	<b>282</b>	<b>227</b>

*Table 8 – Case closure outcomes*

	Qtr1	Qtr2	Qtr3
Homeless application made	152	145	97
Remained in current accommodation	68	62	54
Private rented – short assured tenancy	33	27	22
Local Authority Tenancy	5	4	4
RSL (Housing Association) Tenancy	4	5	5
Private Rented	3	1	2
<b>Total</b>	<b>265</b>	<b>244</b>	<b>184</b>

## 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 implications resulting from this report.

6.4 There are no known climate change/carbon clever implications resulting from this

report.

- 6.5 Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 6.6 There are no Gaelic implications arising from this report.
- 6.7 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 31 December 2015.

Designation: Director of Community Services

Date: 18 February 2016

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

SPI 15/16	15/16	Scottish Average	Target	2015/16			2014/15	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Ave time to complete emergency repairs (hours) - Inverness	Green	5.9	14	6.1	5.7	5.7	6.4	7.0
Ave time to complete non emergency repairs (days) - Inverness	Green	7.9	8	7.6	7.4	6.8	7.2	7.4
Reactive repairs carried out first time - Inverness	Green	90.2	92	94.5	94.8	94.8	92.6	91.3
Repairs appointments kept - Inverness	Amber	92.4	95	94.5	95.2	94.4	94.1	93.6
Rent collected as % of rent due - Inverness	Green	99.5	99	99.1	98.7	101.1	98.1	98.4
Gross rent arrears as % of rent due - Inverness	Amber	5.3	5	5.3	5.5	5.1	5.1	5.6
% court actions which resulted in eviction - Inverness	Amber	14.7	10	11.6	7.4	4.8	7.9	7.7
ASB Cases reported and resolved - Inverness	Amber	83.2	85	83.3	60.3	35.8	83.7	85.1
Ave time taken to re-let - Inverness	Green	36.9	35	30.4	30.4	41.6	35.4	33.7
% rent loss through voids - Inverness	Green	1.1	1	0.6	0.7	0.9	0.7	0.8
% of lettable houses becoming vacant - Inverness	Green	8.9		9.5	9.8	10.1	10.8	10.6
Tenancy offers refused - Inverness	Green	42	26	13.1	15.3	16.0	11.2	12.2
% of new tenancies sustained for more than a year - Inverness	Amber	88.8	90	88.6	89.9	90.8	90.9	92.2
No of housing options cases opened Inverness				227.0	260.0	280.0		
No of housing options cases closed Inverness				248.0	310.0	348.0		
Homelessness - Presentations received in period Inverness				88.0	119.0	107.0	145.0	107.0
% households requiring temp/eme accomm who receive offer - Inverness	Green		100	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused Inverness				3.4	3.7	2.8	1.8	2.2