

The Highland Council

City of Inverness Area Committee - 1 December 2016

Agenda Item	13
Report No	CIA/55/16

Housing Performance Report – 1st April 2016 to 30th September 2016

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 30 September 2016.

1. Background

- 1.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 1.2 This report provides key performance information based on the reporting framework recommended by the SHR. 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
- 1.4 In accordance with the Scottish Social Housing Charter guidance, the Repairs, Tenancy Management and Rent Arrears figures are cumulative, while the Homeless Presentations figures are given for each separate quarter.
- 1.5 Scottish Quality Network (SQN) benchmark information, derived from the performance of 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.
- 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
2015/16 SQN Benchmark – 5.1 hours

	No of Houses	2014/15				2015/16				2016/17	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	321	8.3	8.0	7.2	9.6	8.8	12.3	10.6	13.4	9.8	8.3
Inverness West	469	5.9	5.5	5.1	7.2	4.0	3.8	4.7	9.1	10.8	9.2
Inverness Central	1897	16.5	10.4	4.8	5.1	6.3	5.3	5.8	6.5	4.2	4.3
Inverness Ness-Side	508	34.8	17.1	12.9	6.2	3.2	4.9	6.2	7.3	5.1	7.9
Inverness Millburn	388	20.7	14.3	11.0	6	6.4	5.7	5.2	5.1	4.0	4
Culloden & Ardersier	564	9.5	9.3	9.4	9.3	4.5	6	6.4	8	5.9	5.3
Inverness South	93	4.8	4.9	4.3	6.1	8.6	7.3	5.9	6.6	5.3	3.4
Highland	13980	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2

2.4 Non-emergency repairs are measured in working days. Performance continues to be within the target.

2.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2015/16 SQN Benchmark – 7.5 days

	No of House	2014/15				2015/16				2016/17	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	321	12.5	9.9	8.3	7.6	8.4	8.4	8.9	8.1	6.7	6.6
Inverness West	469	6.2	7.0	7	7.1	8.1	7.9	8.0	7.6	6.2	6.7
Inverness Central	1897	9	7.9	7.7	7.3	6.5	7.3	7.6	7.5	6.5	6.3
Inverness Ness-Side	508	8.1	7.0	6.7	6.5	6.0	6.9	7.2	7.3	6.1	5.9
Inverness Millburn	388	7.7	8.0	7.8	7.7	6.1	6.4	6.8	7	6.1	6.4
Culloden & Ardersier	564	8.7	7.1	6.8	7	7.0	7.5	7.6	7.5	6	6
Inverness South	93	8.4	8.0	6.9	7	6.7	6.7	6.4	6.4	4.9	5.2
Highland	13980	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9

2.6 Performance continues to be within the 8 day target across all Inverness Wards and is showing improvement in performance compared to the same time last year.

2.7 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 position in the same quarter in previous years for comparison.

3.2 **Table 3 : Average re-let time (days) Target 35 days**

2015/16 SQN Benchmark – 35.4 days

	No of Houses	No of relets	2014/15 Q2	2015/16 Q2	2016/17 Q2
Aird & Loch Ness	321	18	27.25	21.50	20.92
Inverness West	469	16	42.90	37.65	19.22
Inverness Central	1897	56	30.63	32.31	25.19
Inverness Ness-Side	508	17	31.57	29.29	26.59
Inverness Millburn	388	13	43.67	23.08	22.76
Culloden & Ardersier	564	14	28.73	26.15	23.08
Inverness South	93	1	0.00	24.33	18.00
Highland	13980	436	38.90	48.29	43.63

3.3 Re-let times across all Wards continue to be lower than the target of 35 days and are also showing improvement compared to this time last year.

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. The Highland wide current arrears figure is £1,394,688.

4.2 **Table 4 – Current Rent Arrears**

	No of House	2014/15 Q2	2015/16 Q2	2016/17 Q2
Aird & Loch Ness	321	23784	29329	38070
Inverness West	469	40465	49390	60721
Inverness Central	1897	225522	262484	291620
Inverness Ness-Side	508	62932	84924	65921
Inverness Millburn	388	44857	52307	45655
Culloden & Ardersier	564	59346	62804	76077
Inverness South	93	9805	11025	16045

4.3 Welfare Reform and in particular Universal Credit continues to have an impact on Inverness rent arrears. In June 2016 the Inverness area moved to a “full service” for Universal Credit which now includes all working age benefit recipients. This is a fully digital service where the claimant interacts with the DWP through an online account.

4.4 Since the roll out of full service Universal Credit across Inverness we have seen an overall increase in rent arrears. For Universal Credit cases the current average rent arrears are £962.90 compared with £627.99 for the previous restricted Universal Credit service Highland wide. There are currently 270 known Universal Credit cases of which 88% are in rent arrears.

4.5 There are a number of factors associated with Universal Credit that are impacting on rent arrears:-

- A backlog of housing cases at the Universal Credit Service Centre;
- The DWP removal of a dedicated landlord enquiry line; and
- A “test and learn” approach to the roll-out of Universal Credit nationally resulting in frequent changes to processes and procedures.

4.6 Representatives from the Council’s Finance and Community Services continue to

engage with DWP and other partners through the Highland Operational Forum looking at the impacts of Welfare Reform locally to try and plan and deliver effective mitigation across Inverness.

- 4.7 Welfare Reform is a major contributory factor, but not the only factor involved in rent arrears, and we are seeing a general upward trend across Highland, reflecting a national trend. As reported to the Community Services Committee in November 2016 a short life rent arrears working group is currently reviewing current policy and practice and considering where these can be improved, particularly in light of Welfare Reform.

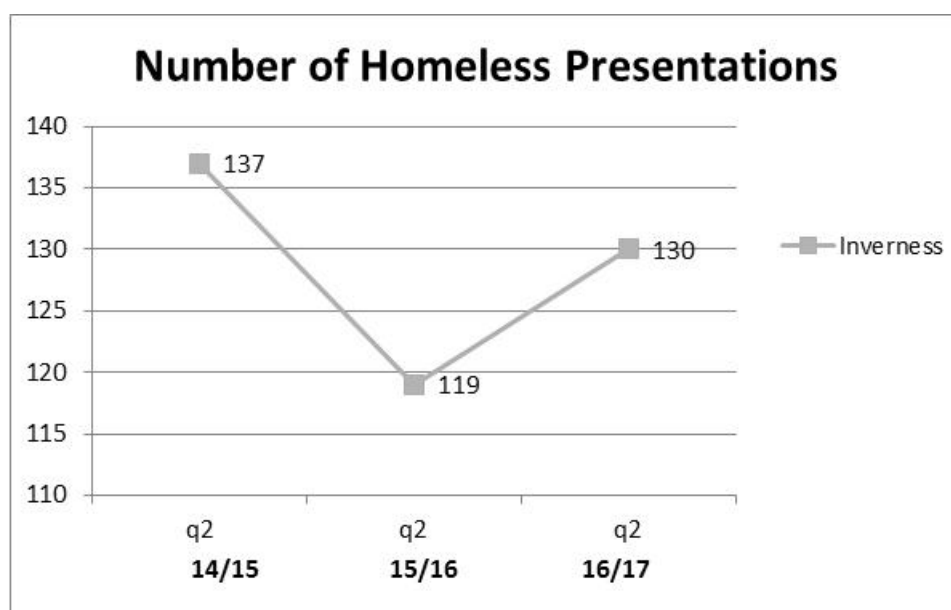
5. Homelessness

- 5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

- 5.2 Table 5 shows the number of homeless presentations received by Inverness Area charting the same quarter in previous years.

- 5.3 There were 288 presentations across Highland at the end of Quarter 2 2016 at 30 September 2016.

- 5.4 **Table 5 - Homeless presentations**



- 5.5 Table 6 provides information on the cases opened and closed in the quarter. These figures are by quarter and are not cumulative.

- 5.6 **Table 6 - Housing Options cases**

	2015 Qtr1	2015 Qtr2	2015 Qtr3	2015 Qtr4	2016 Qtr1	2016 Qtr2
Housing Option cases opened	273	282	227	209	81	132
Housing Options cases closed	326	352	248	215	226	105

6. Housing Revenue Account Capital Programme Update

- 6.1 The HRA Capital Programme 2016-17 was approved by the Community Services Committee on 5 November 2015. The status of the 2016-17 HRA Capital Programme for the Inverness Area is detailed at **Appendix 2**.

7. Implications

7.1 Resources

There are no resource implications arising from this report.

7.2 Legal

There are no legal implications arising from this report.

7.3 Equality

There are no equality implications arising from this report.

7.4 Climate Change/Carbon Clever

There are no climate change/Carbon Clever implications arising from this report.

7.5 Risk

Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

7.6 Gaelic

There are no Gaelic implications arising from this report.

7.7 Rural

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 2016 to 30 September 2016.

Designation: Director of Community Services

Date: 16 November 2016

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

Appendix 1

				2016/17		2015/16		
SPI 15/16	16/17	Scottish Average	Target	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time - Inverness	Amber	91.3	92.0	94.2	92.9	95.0	94.5	94.8
Repairs appointments kept - Inverness	Green	93.5	95.0	88.9	85.1	94.2	94.5	95.2
Rent collected as of rent due - Inverness	Amber	99.5	99.0	98.9	91.6	98.1	99.1	98.7
Gross rent arrears as of rent due - Inverness		5.3		6.1	5.6	5.8	5.3	5.5
Rent loss through voids - Inverness	Green	1.0	1.0	0.5	0.5	0.4	0.6	0.7
ASB Cases reported and resolved - Inverness	Red	86.6	85.0	70.4	63.6	82.2	83.3	60.3
Percentage of new tenancies sustained for more than a year - Inverness	Amber	88.1	90.0	89.3	90.0	89.8	88.6	89.9
Tenancy offers refused - Inverness		37.8		30.3	28.6	12.1	13.1	15.3
Percentage of lettable houses becoming vacant - Inverness		8.7		6.4	9.2	9.8	9.5	9.8
Percentage of households requiring temporary accomm. who receive offer - Inverness	Green		100.0	100	100.0	100.0	100.0	100.0
Ave time in temp/eme accomm. Inverness	Amber		15.0	16.0	16.4	16.3	16.4	16.0

Appendix 2

Project Number	Project Title	Number Of Houses	Budget 2016/17	Project Status	Additional Comments	RAG rating
	Equipment and Adaptations					
BM	Equipment & adaptations Inverness City and Area	Subject to survey	300,000	Ongoing	Works on demand following occupational health referrals	GREEN
	Major Component Replacement					
BMINVBAT 2016	Bathroom replacement Inverness City & Area	14	70,000	20% complete	Works progressing on site	GREEN
BMINVKIT 2016	Kitchen replacement Inverness City & Area	33	165,000	20% complete	Works progressing on site	GREEN
CSH16002	Window & door replacement Inverness City	115	780,000	Tender stage	Tenders being evaluated; works anticipated to be complete on site by March 2017.	GREEN
CSH16003	Window & door replacement Inverness Area, Nairn, Badenoch & Strathspey	71	542,000	Tender stage	Part of wider project of window and door replacement in Inverness Area, Nairn, Badenoch & Strathspey; 50 Inverness addresses at estimated £382,000; schedule being prepared.	GREEN
	Heating/Energy Efficiency					
CSH16008	Heating replacements Inverness and Nairn	64	500,000	Project complete	Part of wider project of gas heating replacement in Inverness and Nairn; 39 Inverness addresses have been completed on site	GREEN
BMINVHE A2016	Heating replacements Inverness	10	85,255	Work on site 50% complete	Works progressing on site	GREEN
CSH16009	Non-gas heating replacements Inverness, Nairn, Badenoch & Strathspey	39	600,000	Project not yet started	Part of wider project of non-gas heating replacement in Inverness Area, Nairn, Badenoch & Strathspey. There are 16 properties in Inverness at an estimated value of £240,000	GREEN
	External Fabric (Major Component Replacement)					
BMINVFAB 2016	External fabric works Inverness City & Area	All wards	477,895	Works ongoing	Various environmental works across Inverness including works to communal areas, fencing, guttering and bin stores	GREEN
	External Fabric (environmental improvements)					
BM	Low-energy lighting in communal blocks	Subject to survey	50,000	Works 40% complete	Replacement of communal stair lighting with low-energy lighting; works match-funded through CARBON CLEVER	GREEN