

## The Highland Council

City of Inverness Area Committee - 23 February 2017

Agenda Item	12
Report No	CIA/10/17

### Housing Performance Report – 1 April 2016 to 31 December 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 31 December 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](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 Repairs performance is well within the 14 hour target in Inverness.

2.4 **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	Q3
Aird & Loch Ness	321	8.3	8.0	7.2	9.6	8.8	12.3	10.6	13.4	9.8	8.3	9.9
Inverness West	469	5.9	5.5	5.1	7.2	4.0	3.8	4.7	9.1	10.8	9.2	7.0
Inverness Central	1897	16.5	10.4	4.8	5.1	6.3	5.3	5.8	6.5	4.2	4.3	4.4
Inverness Ness-Side	508	34.8	17.1	12.9	6.2	3.2	4.9	6.2	7.3	5.1	7.9	7.5
Inverness Millburn	388	20.7	14.3	11.0	6	6.4	5.7	5.2	5.1	4.0	4	3.7
Culloden & Ardersier	564	9.5	9.3	9.4	9.3	4.5	6	6.4	8	5.9	5.3	5.5
Inverness South	93	4.8	4.9	4.3	6.1	8.6	7.3	5.9	6.6	5.3	3.4	3.6
<b>Highland</b>	<b>13980</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>	<b>7.9</b>	<b>6.6</b>	<b>7.2</b>	<b>6.9</b>

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**  
**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	Q3
Aird & Loch Ness	321	12.5	9.9	8.3	7.6	8.4	8.4	8.9	8.1	6.7	6.6	6.1
Inverness West	469	6.2	7.0	7	7.1	8.1	7.9	8.0	7.6	6.2	6.7	6.5
Inverness Central	1897	9	7.9	7.7	7.3	6.5	7.3	7.6	7.5	6.5	6.3	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	5.8
Inverness Millburn	388	7.7	8.0	7.8	7.7	6.1	6.4	6.8	7	6.1	6.4	5.7
Culloden & Ardersier	564	8.7	7.1	6.8	7	7.0	7.5	7.6	7.5	6	6	5.9
Inverness South	93	8.4	8.0	6.9	7	6.7	6.7	6.4	6.4	4.9	5.2	5.3
<b>Highland</b>	<b>13980</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>	<b>7.5</b>	<b>6.6</b>	<b>6.9</b>	<b>6.9</b>

2.7 Repairs performance continues to be within the 8 day target time in Inverness and performance is better than the Highland wide figure.

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 three years and highlighting 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 Q3	2015/16 Q3	2016/17 Q3
Aird & Loch Ness	321	18	33.88	21.88	21.48
Inverness West	469	16	41.65	37.67	24.30
Inverness Central	1897	56	30.96	31.69	26.86
Inverness Ness-Side	508	17	33.32	28.72	26.95
Inverness Millburn	388	13	41.41	24.58	24.61
Culloden & Ardersier	564	14	31.17	26.16	23.46
Inverness South	93	1	23.00	30.33	35.00
<b>Highland</b>	<b>13980</b>	<b>436</b>	<b>39.20</b>	<b>49.28</b>	<b>41.53</b>

3.3 Performance for re-let times across Inverness is within the 35 day target. Performance in Inverness South has decline compared to the same quarter last year this was due to one property which required significant repairs and exceeded the 35 day turnaround time.

#### 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 three years. The Highland wide current arrears figure is £1,501,827.

4.2

**Table 4 – Current Rent Arrears**

	No of Houses	2014/15 Q3	2015/16 Q3	2016/17 Q3
Aird & Loch Ness	474	20624	29462	36209
Inverness West	1895	43240	50340	66494
Inverness Central	508	238354	251887	317236
Inverness Ness-Side	367	70199	75955	72862
Inverness Millburn	561	47987	41883	51857
Culloden & Ardersier	666	64584	55990	76255
Inverness South	104	10874	9678	14132

4.3 As previously reported to Members the level of rent arrears across the Inverness Area continues to rise. Universal Credit Full Service was introduced in the Inverness jobcentre catchment area in June 2016. Tenants claiming Universal Credit Full Service are required to have an online account to manage and maintain their claim. This includes interactions with DWP staff at the job centre and service centres.

4.4 Staff process an APA request (a request for direct payments to landlords) for all known Universal Credit cases this is an area of work that is monitored to ensure we capture all known cases and make an APA application in each case. Changes to DWP administrative processes for direct payments for Full Service Universal Credit means that it is becoming increasingly difficult to monitor payments and manage arrears without extensive manual intervention.

4.5 Community Services has set up a small working group of Officers to look at the impact that Full Service Universal Credit is having on rent arrears with a view to identifying changes to policies and procedures that will help mitigate the impacts. This will include the management of rent arrears and potential changes to IT systems. The outcomes from this working group will be reported to Community Services Committee.

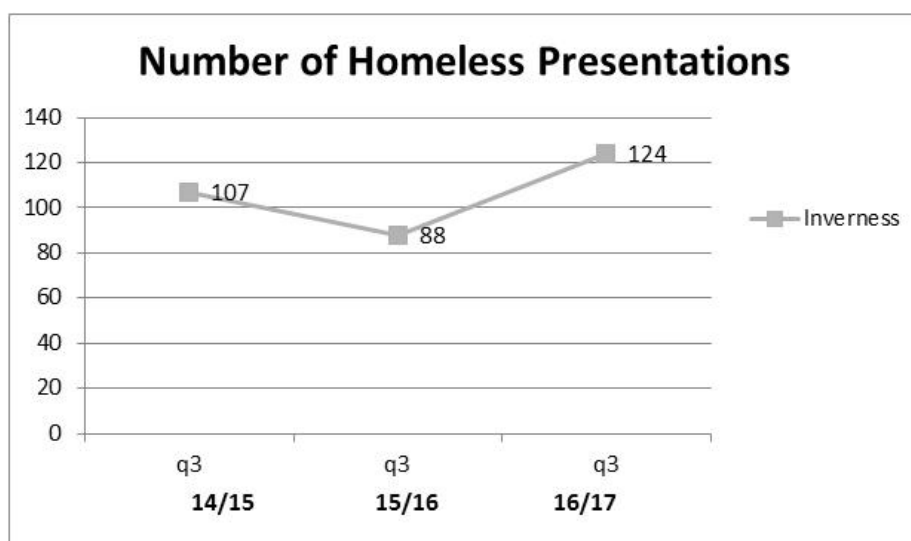
**5. Homelessness**

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 266 presentations across Highland at the end of Quarter 3 2016 at 31 December 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	2016 Qtr3
Housing Option cases opened	273	282	227	209	81	132	55
Housing Options cases closed	326	352	248	215	226	105	122

5.7 The table at 5.6 shows a reduction in the number of housing options cases opened. Changes to operational and recording arrangements to comply with national guidance on housing options are reflected in the figures in the table. They reflect the removal of double counting between homeless applications and housing options (prevention) cases. This is in line with guidance emphasising the duty to open a homeless application if the local authority believes an applicant is homeless or threatened with homelessness.

## 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 31 December 2016.

Designation: Director of Community Services

Date: 30 January 2017

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

**Appendix 1**

SPI 15/16	16/17	Scottish Average	Target	2016/17			2015/16	
				Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3
Reactive repairs carried out first time - Inverness	GREEN	90.2	92.0	94.5	94.2	92.9	95.0	94.5
Repairs appointments kept - Inverness	AMBER	92.4	95.0	88.7	88.9	85.1	94.2	94.5
Rent collected as of rent due - Inverness	AMBER	99.5	99.0	98.6	98.9	91.6	98.1	99.1
Gross rent arrears as of rent due - Inverness	AMBER	5.3	5.0	6.3	6.1	5.6	5.8	5.3
Rent loss through voids - Inverness	GREEN	1.1	1.0	0.4	0.5	0.5	0.4	0.6
ASB Cases reported and resolved - Inverness	AMBER	83.2	85.0	81.8	70.4	63.6	82.2	83.3
% of new tenancies sustained for more than a year - Inverness	GREEN	88.8	90.0	90.6	89.3	90.0	89.8	88.6
% of tenancy offers refused - Inverness	GREEN	42.0	38.0	29.1	30.3	28.6	12.1	13.1
% of lettable houses becoming vacant - Inverness	GREEN	8.9	8.9	6.1	6.4	9.2	9.8	9.5
% households requiring temporary accommodation who receive offer - Inverness	GREEN	100	100	100	99.4	100	100	100
Ave time in temporary accommodation -Inverness	AMBER		15	16.3	16	16.4	16.3	16.4

## Appendix 2

Project Number	Project Title	Number Of Houses	Budget 2016/17 (£)	Project Status	Additional Comments	RAG rating
	<b>Equipment and Adaptations</b>					
BM	Equipment & adaptations Inverness City and Area	Subject to survey	200,000	Ongoing	Works on demand following occupational health referrals	GREEN
	<b>Major Component Replacement</b>					
BMINVBAT2016	Bathroom replacement Inverness City & Area	14	70,000	Works on site	Works progressing on site – 80% complete	GREEN
BMINVKIT2016	Kitchen replacement Inverness City & Area	33	165,000	Works on site	Works progressing on site – 80% complete	GREEN
CSH16002	Window & door replacement Inverness City	91	780,000	Contract awarded	Works anticipated to be complete on site by March 2017.	GREEN
CSH16003	Window & door replacement Inverness Area, Nairn, Badenoch & Strathspey	71	542,000	Being Re-tendered	Part of wider project of window and door replacement in Inverness Area, Nairn, Badenoch & Strathspey; 50 Inverness addresses at estimated £382,000; project being retendered to achieve better value for money; works now anticipated to be delayed into next financial year	AMBER
	<b>Heating/Energy Efficiency</b>					
CSH16008	Heating replacements Inverness and Nairn	52	500,000	Project complete	Part of wider project of gas heating replacement in Inverness and Nairn; 36 Inverness addresses have been completed on site	GREEN
BMINVHEA2016	Heating replacements Inverness	10	85,255	Project complete	Works complete on site	GREEN
CSH16009	Non-gas heating replacements Inverness, Nairn, Badenoch & Strathspey	40	600,000	Being Re-tendered	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; project being retendered to achieve better value for money; works now anticipated to be delayed into next financial year	AMBER
	<b>External Fabric (Major Component Replacement)</b>					
BMINVFAB2016	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; additional proposals for works to be submitted to Ward Members for approval	AMBER
	<b>External Fabric (environmental improvements)</b>					
BM	Low-energy lighting in communal blocks	Subject to survey	50,000	Works on site	Replacement of communal stair lighting with low-energy lighting; works match-funded through CARBON CLEVER; works 60% complete on site	GREEN