

Agenda Item	12
Report No	CIA/28/19

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 30 May 2019

Report Title: Housing Performance Report – 1 April to 31 March 2019

Report By: Director of Community Services

1 Purpose/Executive Summary

- 1.1 This report provides information on how the Inverness Housing Team performed in relation to Scottish Social Housing Charter and other performance indicators up to 31 March 2019 and it also provides an update on the Inverness HRA Capital Programme.

2 Recommendations

- 2.1 Members are invited to note the information provided on housing performance for the period 1 April 2018 to 31 March 2019 and the position of the HRA Capital Programme for Inverness.

3 Background

- 3.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 3.2 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**.
- 3.3 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
- 3.4 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.
- 3.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

4 Repairs

- 4.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 4.2 The average length of time taken to complete Emergency repairs is calculated in hours.

4.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours
2017/18 SHN Benchmark (Group) – 5.3 hours

	No of Houses	2016/17				2017/18				2018/19			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	342	9.8	8.3	9.9	8.8	4.6	6.1	5.5	6.2	4.6	6.5	5.7	5.5
Inverness West	564	10.8	9.2	7.0	4.8	3.2	3.7	3.6	3.9	5.5	4.9	4.9	4.6
Inverness Central	1911	4.2	4.3	4.4	4.4	4.3	4.1	4.8	4.0	6.1	5.6	4.8	4.5
Inverness Ness-Side	479	5.1	7.9	7.5	6.7	3.5	3.6	3.5	3.4	14.6	9.4	3.6	4.4
Inverness Millburn	405	4.0	4	3.7	3.7	4.2	5.1	4.8	4.5	5.8	6.4	5.6	5.1
Culloden & Ardersier	570	5.9	5.3	5.5	5.6	4.5	4.9	4.9	5.2	3.9	5.1	4.8	4.6
Inverness South	107	5.3	3.4	3.6	4	2.2	6.5	6.3	5.4	2.5	4.5	5.2	5.5
Highland	14062	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6	8.3	6.4	5.8

- 4.4 Performance across all the Inverness Wards is within the 14 hour target.
- 4.5 Non-emergency repairs are measured in working days.
- 4.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2017/18 SHN Benchmark (Group) – 6.9 days

	No of Houses	2016/17				2017/18				2018/19			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	342	6.7	6.6	6.1	5.5	5.3	6.2	6.8	6.8	6.8	6.4	6.4	6.3
Inverness West	564	6.2	6.7	6.5	6	6.5	6.7	7.6	6.9	7.3	7.7	7.6	7.3
Inverness Central	1911	6.5	6.3	6.3	6	5	5.4	6.2	6.2	6.4	6.9	6.8	6.5
Inverness Ness-Side	479	6.1	5.9	5.8	5.8	3.9	6.7	6.7	6.6	7.5	7.3	6.9	6.5
Inverness Millburn	405	6.1	6.4	5.7	5.5	5.7	5.4	5.7	5.5	5.6	6.5	6.4	6.3
Culloden & Ardersier	570	6	6	5.9	5.9	5	6	6.9	7.3	6.6	6.6	6.6	6.4
Inverness South	107	4.9	5.2	5.3	5.8	5	6.8	6.8	7.2	6.1	5.6	6.6	6.1
Highland	14062	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0	7.6	7.5	7.2

- 4.7 Performance across all the Inverness Wards is within the 8 day target.
- 4.8 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.

5 Tenancy Management

- 5.1 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.

5.2 **Table 3 : Average re-let time (days) Target 35 days
2017/18 SHN Benchmark (Group) – 38.2 days**

	No of Houses	No of relets	2016/17 Q4	2017/18 Q4	2018/19 Q4
Aird & Loch Ness	342	25	22.44	29	38.54
Inverness West	564	37	22.92	32.97	31.11
Inverness Central	1911	140	26.37	32.71	38.68
Inverness Ness-Side	479	31	28.97	30.66	34.10
Inverness Millburn	405	31	26.60	33.22	40.13
Culloden & Ardersier	570	21	23.45	35.75	38.57
Inverness South	107	2	41.00	5.00	18.33
Highland	14062	1229	40.78	40.86	39.91

- 5.3 Re-let performance in the final quarter was impacted in Inverness due to 60 new properties coming into stock from the Housing Development Programme. These were completed in late December 2018 and as a result there were a higher number of voids to be dealt with in January 2019 as tenants transferred properties. Inverness Millburn ward average re-let time was affected by delays with repairs to two sheltered housing properties which required refurbishment to bring them up to a re-lettable standard.

6 Rent Arrears

- 6.1 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 £2,120,982.

6.2 **Table 4 – Current Rent Arrears**

	No of Houses	2016/17 Q4	2017/18 Q4	2018/19 Q4
Aird & Loch Ness	342	38599	55876	53512
Inverness West	564	69757	103402	92714
Inverness Central	1911	360915	424129	437279
Inverness Ness-Side	479	76873	83445	82486
Inverness Millburn	405	51349	78853	75153
Culloden & Ardersier	570	82477	91985	94942
Inverness South	107	12214	18043	22094

- 6.3 There has been a slight decrease in rent arrears across some Inverness Wards in Quarter 4 2018/19. This is as a result of the Universal Credit payment due to be received from DWP in December 2018 being received in January 2019. As previously reported, Welfare Reform and in particular Universal Credit continues to have an impact on Inverness rent arrears. The average rent arrear for Universal Credit households is £679.

6.4 The Inverness team continue to assist tenants where it is known they are in receipt of Universal Credit, by referring to specialist money advice services, giving information and advice and requesting direct payments from DWP to the landlord.

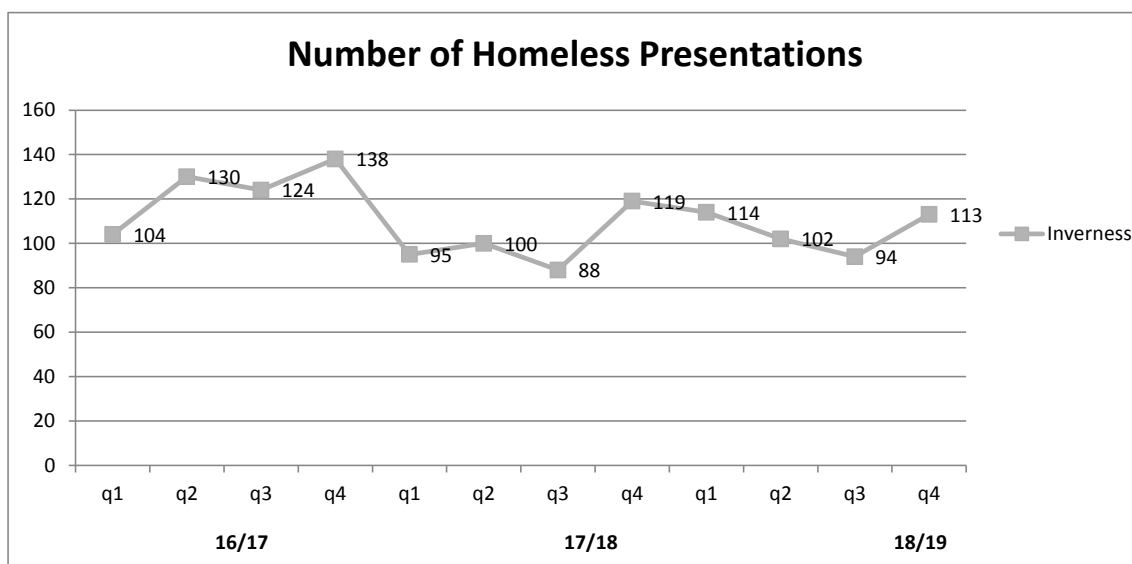
7 Homelessness

7.1 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.

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

7.3 Whilst the number of homeless presentations in Q4 2017/18 is higher than the previous quarter, if compared against the same quarter in previous years it shows a reduction in the number of presentations.

7.4 **Table 5 - Homeless presentations**



8 HRA Capital Programme update

8.1 The HRA Capital Programme 2018-19 was approved by Members at the Community Services Committee on 25 January 2018.

8.2 **Appendix 2** provides an update on the near final position of the HRA Capital Programme for the Inverness area for 2018-19.

8.3 The programme is a combination of 'on-demand' and programmed/planned project works. Any programmed projects yet to complete will have underspent balances carried forward as slippage, as indicated in **Appendix 2**. Estimated completion dates for incomplete projects are also indicated in **Appendix 2**.

8.4 Members will note an overspend in relation to heating replacement works in 2018-19 carried out in-house through Building Maintenance. The budget is an 'on demand budget' which reacts to one-off heating failures and the overspend is due to higher than anticipated heating system failures within the financial year. Planned programming will mitigate any potential future overspend.

8.5 Environmental Improvements

The HRA Capital Plan 2016-21 was approved at Community Services Committee in August 2015. Members agreed that 5% of the annual programme be committed to local priority projects to improve the environment of HRA housing estates.

8.6 Local Ward priority environmental improvement projects have been identified through 'Rate your Estate' walkabouts involving Members and tenants and also through discussion with Members at Ward business meetings. Further 'Rate your Estate' walkabouts are being planned for the next few months.

8.7 The local team will continue to engage with Members at Ward business meetings to discuss environmental improvement plans for 2019-20 and provide updates on completed projects.

8.8 Members will be updated on the progress of the 2019-20 HRA Capital Programme through future housing performance reports to the Inverness City Committee.

9 Implications

9.1 Resource - There are no resource implications arising from this report.

9.2 Legal - There are no legal implications arising from this report.

9.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.

9.4 Climate Change / Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.

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

9.6 Gaelic - There are no Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 9 May 2019

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

Appendix 1

SPI 18/19	18/19	Scottish Average	Target	2018/19				2017/18
				Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time - Inverness	GREEN	92.23	92	95.33	94.74	94.28	93.59	96.32
Repairs appointments kept - Inverness	GREEN	95.45	95	95.76	95.44	94.73	89.75	93.50
Rent collected as % of rent due - Inverness	AMBER	99.38	99	98.72	97.60	97.31	99.07	97.62
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	7.72	8.35	8.17	7.49	7.14
% rent loss through voids - Inverness	GREEN	0.85	1	0.54	0.64	0.77	0.93	0.62
% of new tenancies sustained for more than a year - Inverness	GREEN	88.66	90	90.06	89.74	88.32	89.02	92.26
Tenancy offers refused - Inverness	GREEN	35.86	38	32.82	33.05	37.62	32.94	31.65
% of lettable houses becoming vacant - Inverness	GREEN	8.56	8.9	8.45	8.50	7.83	7.87	7.70
% households requiring temporary emergency accommodation who receive offer Inverness	GREEN		100	100	100	100	100	100
Average time in temporary emergency accommodation Inverness				24.71	23.78	23.02	21.47	20.18

HRA Capital Programme Inverness & Area 2018-19

Project delivery	Project Title	Budget 2018/19	Spend to date	Estimated outturn 2018/19	Slippage/ Acceleration	Comments	RAG rating
	EQUIPMENT & ADAPTATIONS						
Building Maintenance	Equipment & adaptations Inverness City and Area	£287,278	£224,887	£224,887		Demand-led budget. Referrals received during the year from Occupational Therapists.	GREEN
	FREE FROM SERIOUS DISREPAIR						
Development & Infrastructure	CSH18001 Windows & Doors Inverness	£1,150,000	£179,438	£179,438	-£858,963	Works 30% completed on site. Anticipated completion on site in August 2019. Delays due to retendering to provide best value. Slippage carried forward to 2019/20.	AMBER
	ENERGY EFFICIENCY						
Building Maintenance	Heating replacements Inverness City & Area	£171,589	£526,291	£526,291		Significant number of failures of old heating systems within financial year. Future planned programming to militate against future potential overspend.	AMBER
Development & Infrastructure	CSH18007 Heating Replacements Inverness & Area	£1,200,000	£545,721	£545,721	-£654,279	Works 50% completed on site. Anticipated completion on site in July 19. Delays due to previous year programme being prioritised. Slippage carried forward to 2019/20.	AMBER
	MODERN FACILITIES & SERVICES						
Building Maintenance	Bathroom/kitchen/windows & doors replacement Inverness City & Area	£304,972	£337,407	£337,407		Works planned and carried out on demand. Marginal overspend due to additional failures identified at void stage.	GREEN
Development & Infrastructure	CSH18014 Kitchens Replacement Inverness	£350,000	£340,824	£12,390	-£328,434	Works being retendered to provide best value. Original tenders received were significantly beyond budget estimates. Anticipated completion on site in August 2019. Slippage	AMBER

Project delivery	Project Title	Budget 2018/19	Spend to date	Estimated outturn 2018/19	Slippage/ Acceleration	Comments	RAG rating
	HEALTHY, SAFE & SECURE						
BM	External fabric Inverness	£225,898	£161,704	£161,704		External fabric works carried out on demand. Roofing/harling etc.	GREEN
	STRUCTURAL & ENVIRONMENTAL						
BM	Environmental improvements Inverness	£188,630	£112,710	£112,710	£-75,920	Member-led Environmental Capital budget for improvements to HRA estate. Slippage carried forward to 2019/20.	GREEN
BM	Glendoe Terrace security doors Project	£91,212	£0	£0	£-91,212	Further survey works carried out. Slippage carried forward to 2019/20.	AMBER