

Agenda Item	8
Report No	CIA/17/20

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 27 August 2020

**Report Title:** Housing Performance Report – 1 April 2020 to 30 June 2020

**Report By:** Executive Chief Officer Property and Housing

### **1 Purpose/Executive Summary**

- 1.1 This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators up to 30 June 2020.

### **2 Recommendations**

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 30 June 2020.

### **3 Implications**

- 3.1 Resource - There are no resource implications arising from this report.
- 3.2 Legal - There are no legal implications arising from this report.
- 3.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.
- 3.4 Climate Change/Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.
- 3.5 Risk - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 3.6 Gaelic - There are no Gaelic implications arising from this report.

## 4 Background

- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 4.2 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**.
- 4.3 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)
- 4.4 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.
- 4.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

## 5 Repairs

- 5.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**

**Target 14 hours**  
**2018/19 SHN Benchmark (Group) – 4.91 hours**

EME	No of Houses	2018/19				2019/20				2020/21
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	343	4.6	6.5	5.7	5.5	4.5	4.2	4.2	6.3	3.7
Inverness West	569	5.5	4.9	4.9	4.6	3.7	3.3	4.9	4.7	4.1
Inverness Central	1892	6.1	5.6	4.8	4.5	3.4	4.0	3.7	3.9	2.9
Inverness Ness-Side	495	14.6	9.4	3.6	4.4	3.4	3.9	3.4	3.6	3.3
Inverness Millburn	441	5.8	6.4	5.6	5.1	6.1	5.0	4.3	4.1	2.7
Culloden & Ardersier	570	3.9	5.1	4.8	4.6	3.1	3.8	3.7	5.1	2.7
Inverness South	127	2.5	4.5	5.2	5.5	4.2	3.3	2.9	3.8	2.4
<b>Highland</b>	<b>14191</b>	<b>7.6</b>	<b>8.3</b>	<b>6.4</b>	<b>6.4</b>	<b>4.7</b>	<b>4.8</b>	<b>5.3</b>	<b>6.0</b>	<b>4.5</b>

- 5.4 Performance is well within the 14 hour target across all the Inverness Wards, and better than the Highland average in all wards and improvement across the board. Repairs responses during the COVID-19 restriction concentrated on emergency and essential repairs.
- 5.5 Non-emergency repairs are measured in working days.

5.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**  
**Target 8 days**  
**2018/19 SHN Benchmark (Group) – 6.64 days**

NON-EME	No of Houses	2018/19				2019/20				2020/21
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	343	6.8	6.4	6.4	6.3	4.5	4.4	4.8	5.3	20.7
Inverness West	569	7.3	7.7	7.6	7.3	4.6	4.3	4.8	5.4	8.9
Inverness Central	1892	6.4	6.9	6.8	6.5	4.2	4.0	4.5	4.9	9.6
Inverness Ness-Side	495	7.5	7.3	6.9	6.5	4.7	4.3	4.6	4.9	6.0
Inverness Millburn	441	5.6	6.5	6.4	6.3	4.3	4.0	4.4	4.7	9.9
Culloden & Ardersier	570	6.6	6.6	6.6	6.4	4.0	3.7	4.1	4.9	12.0
Inverness South	127	6.1	5.6	6.6	6.1	3.9	3.4	4.1	4.5	3.6
<b>Highland</b>	<b>14191</b>	<b>8.0</b>	<b>7.6</b>	<b>7.5</b>	<b>7.2</b>	<b>5.1</b>	<b>4.8</b>	<b>5.0</b>	<b>5.3</b>	<b>7.9</b>

5.7 Non-emergency repairs performance across all the Inverness Wards has slipped except Inverness South. Non-emergency repairs were impacted by COVID-19 restrictions limiting working to essential repairs, with some repairs also affected by supply chain delays. The restrictions meant that relatively few service requests were completed in April and May while most work was completed in June concentrating on delayed works. Aird & Loch Ness and Culloden & Ardersier have experienced the greatest impact with the longest delays being due to supply of materials. There is likely to be an ongoing effect on non-emergency repairs performance through 2020/21 in all wards.

5.8 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.

## 6 Tenancy Management

6.1 The chart below provides information on the average re-let time showing the trend back two years and highlighting the same quarter in previous year for comparison.

6.2 **Table 3: Average re-let time (days) Target 35 days**  
**2018/19 SHN Benchmark (Group) – 39.64 days**

Avg relet time	No of Houses	No of relets	2018/19				2019/20				2020/21
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	343	3	28.85	34.11	26.55	38.54	41.22	35.35	35.04	36.97	99.00
Inverness West	569	3	23.64	31.22	30.04	31.11	29.10	29.56	24.59	26.80	53.33
Inverness Central	1892	11	32.15	37.15	31.21	38.68	28.54	27.25	27.71	31.57	53.73
Inverness Ness-Side	495	1	18.50	27.58	30.50	34.10	38.20	26.82	24.70	27.21	31.00
Inverness Millburn	441	4	31.56	34.07	35.22	40.13	32.75	23.70	21.65	31.93	36.75
Culloden & Ardersier	570	2	30.88	36.63	23.86	38.57	36.00	33.00	35.42	39.35	39.00
Inverness South	127	0	27.00	23.50	23.50	18.33	33.00	33.00	31.33	29.00	0.00
<b>Highland</b>	<b>14191</b>	<b>99</b>	<b>39.07</b>	<b>39.43</b>	<b>31.48</b>	<b>39.91</b>	<b>36.00</b>	<b>34.60</b>	<b>32.89</b>	<b>35.77</b>	<b>49.75</b>

6.3 Performance has exceeded the 35-day target in all Inverness wards except Ness-Side and Inverness South where there were no re-lets in the reporting period. COVID-19 restrictions on moving home, working practices, non-essential work and supply chain has impacted re-letting times. Some essential moves proceeded during the lockdown. Where suitable, void properties have been furnished to assist with temporary accommodation in support of homeless response.

## 7 Rent Arrears

7.1 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 two years.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2018/19				2019/20				2020/21
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	343	50496	59821	53926	53512	51009	58603	46477	55618	66094
Inverness West	569	95733	106556	107597	92714	93435	109577	97800	106943	128659
Inverness Central	1892	406687	453610	473418	437279	449780	485191	415452	470766	545959
Inverness Ness-Side	495	80390	87862	90012	82486	82424	104329	83931	91271	105938
Inverness Millburn	441	74330	85990	84478	75153	76062	94199	76311	90058	94649
Culloden & Ardersier	570	91978	108252	107479	94942	92497	103263	93860	112925	126395
Inverness South	127	21767	24038	27355	22094	24247	28692	21462	26067	30292

7.3 Rent Arrears in Quarter 1 has increased in all Inverness Wards in line with the Highland total. COVID-19 restrictions have impacted tenant incomes with an increasing number moving onto Universal Credit since the lockdown. The Housing Management team is working with tenants to ensure they receive appropriate and timely advice to maximise their incomes. We expect rent arrears to be an ongoing issue through 2020/21.

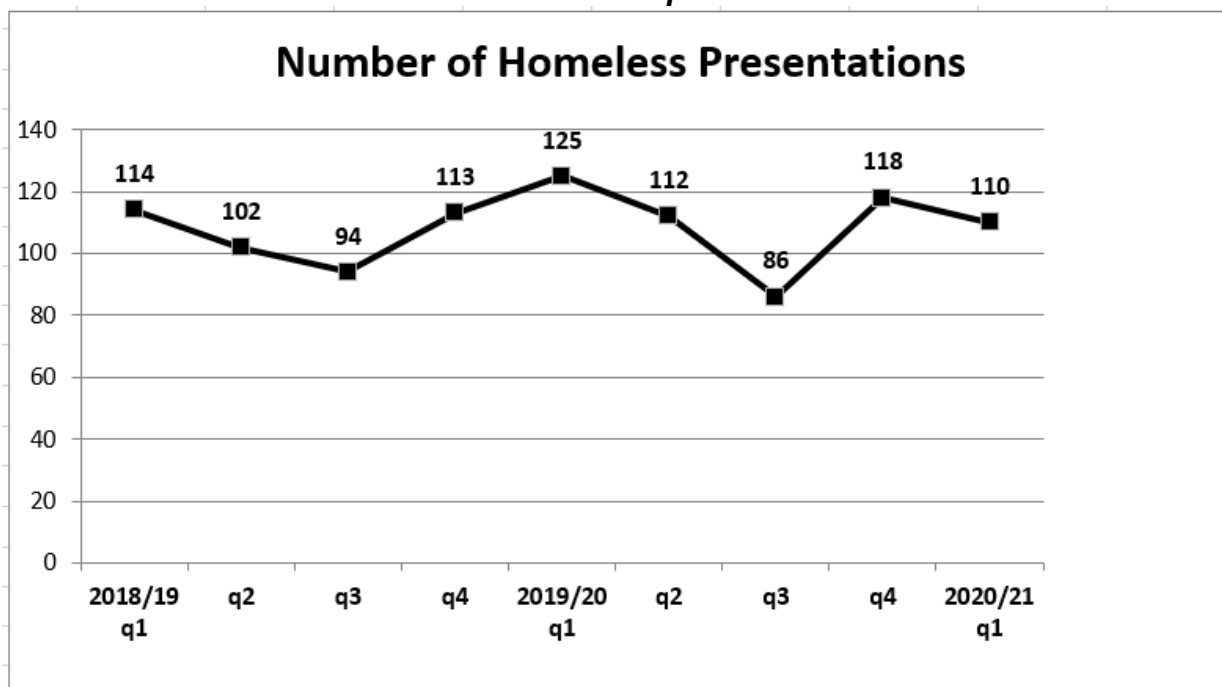
## 8 Homelessness

8.1 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.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 287 presentations across Highland at the end of Quarter 1 2020/21, 110 presentations were in Inverness.

8.4 **Table 5 - Homeless presentations**



## **9 HRA Capital Programme**

9.1 A Capital Programme report will be available for the next City of Inverness Area Committee on 19 November 2020.

Designation: Executive Chief Officer Property and Housing

Date: 27 August 2020

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

**APPENDIX 1**

SPI 20/21	20/21	Scottish Average	Target	2020/21	2019/20		
				Qtr1	Qtr4	Qtr3	Qtr2
Reactive repairs carried out first time - Inverness	GREEN	92.23	92	94.50	94.90	95.80	96.51
Repairs appointments kept - Inverness	GREEN	95.45	95	97.89	93.32	93.40	94.15
Rent collected as % of rent due - Inverness	AMBER	99.38	99	95.99	98.29	99.56	96.87
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	7.72	7.24	6.57	7.48
% rent loss through voids - Inverness	GREEN	0.85	1	0.63	0.58	0.59	0.45
% of new tenancies sustained for more than a year - Inverness	GREEN	88.66	90	93.17	92.51	92.33	93.90
Tenancy offers refused - Inverness	GREEN	35.86	38	28.57	33.43	32.18	37.77
% of lettable houses becoming vacant - Inverness	GREEN	8.56	8.9	6.85	7.15	8.75	9.39
% households requiring temp/eme accomm who receive offer Inverness	AMBER		100	98.99	98.93	99.11	100
Ave time in temp/eme accomm Inverness				43.52	41.32		22.95