

Agenda Item	12
Report No	CIA/17/20

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 27 May 2021

Report Title: Housing Performance Report – 1 April 2020 to 31 March 2021

Report By: Executive Chief Officer Housing and Property

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 31 March 2021

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 31 March 2021

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
- 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
2019/20 SHN Benchmark (Group) – 4.8 hours

EME	No of Houses	2019/20			2020/21			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	344	4.2	4.2	6.3	3.7	6.0	5.1	4.9
Inverness West	588	3.3	4.9	4.7	4.1	3.5	5.7	4.8
Inverness Central	1915	4.0	3.7	3.9	2.9	6.4	8.6	6.9
Inverness Ness-Side	499	3.9	3.4	3.6	3.3	5.9	6.2	6.2
Inverness Millburn	442	5.0	4.3	4.1	2.7	7.1	3.7	4.0
Culloden & Ardersier	572	3.8	3.7	5.1	2.7	3.5	5.8	4.8
Inverness South	128	3.3	2.9	3.8	2.4	3.4	2.3	3.3
Highland	14329	4.8	5.3	6.0	4.5	5.7	6.9	8.5

- 5.4 Performance is well within the 14 hour target across all the Inverness Wards. 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
2019/20 SHN Benchmark (Group) – 6.6 days

NON-EME	No of Houses	2019/20			2020/21			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	344	4.4	4.8	5.3	20.7	17.8	14.1	9.3
Inverness West	588	4.3	4.8	5.4	8.9	18.0	17.1	9.0
Inverness Central	1915	4.0	4.5	4.9	9.6	17.7	14.7	10.4
Inverness Ness-Side	499	4.3	4.6	4.9	6.0	14.7	11.0	8.9
Inverness Millburn	442	4.0	4.4	4.7	9.9	12.3	10.7	8.0
Culloden & Ardersier	572	3.7	4.1	4.9	12.0	17.9	13.9	9.6
Inverness South	128	3.4	4.1	4.5	3.6	9.4	8.3	8.2
Highland	14329	4.8	5.0	5.3	7.9	12.4	10.8	7.9

5.7 The easing of restrictions has allowed for improvements in non-Emergency repairs performance across all Inverness wards over Q4. Performance will continue to be impacted in future quarters as most non-essential repairs were suspended during the second lockdown period in accordance with Scottish Government guidance creating a significant backlog when the restrictions on non-essential domestic repairs were eased on 26 April 2021

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
2019/20 SHN Benchmark (Group) – 40.9 days**

Avg relet time	No of Houses	No of relets	2019/20			2020/21			
			Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	344	22	35.35	35.04	36.97	99.00	71.82	76.47	65.23
Inverness West	588	42	29.56	24.59	26.80	53.33	40.71	24.76	27.17
Inverness Central	1915	117	27.25	27.71	31.57	53.73	52.45	44.66	37.23
Inverness Ness-Side	499	20	26.82	24.70	27.21	31.00	36.33	29.08	36.00
Inverness Millburn	442	27	23.70	21.65	31.93	36.75	43.90	44.00	47.59
Culloden & Ardersier	572	14	33.00	35.42	39.35	39.00	43.20	33.91	33.36
Inverness South	128	22	33.00	31.33	29.00	0.00	22.00	38.00	6.41
Highland	14329	896	34.60	32.89	35.77	45.86	53.24	46.01	44.23

6.3 Performance has exceeded the 35-day target in all Inverness wards except Inverness West, Culloden & Ardersier and Inverness South. With the easing of restrictions, we expect to see improvements in the time to complete void repairs. Households are now more able to move after being offered housing.

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	2019/20			2020/21			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	344	58,603	46,477	55,618	66,094	61,052	61,202	68,101
Inverness West	588	109,577	97,800	106,943	128,659	120,965	115,292	128,344
Inverness Central	1915	485,191	415,452	470,766	545,959	537,295	512,565	574,637
Inverness Ness-Side	499	104,329	83,931	91,271	105,938	97,011	77,794	86,462
Inverness Millburn	442	94,199	76,311	90,058	94,649	85,375	72,041	79,693
Culloden & Ardersier	572	103,263	93,860	112,925	126,395	127,625	132,859	142,609
Inverness South	128	28,692	21,462	26,067	30,292	28,943	27,982	38,882

7.3 Rent Arrears in Q4 has increased in all Inverness Wards. Total rent arrears for Inverness is £1,118,728 against a Highland total of £2,657,975. There is an ongoing impact of COVID-19 restrictions on tenant incomes with more first-time benefit recipients. We are working individually with households to support them to pay their rent and reduce rent arrears. As restrictions ease, we will continue supporting tenants returning to employment to ensure any arrangements are affordable.

8 Homelessness

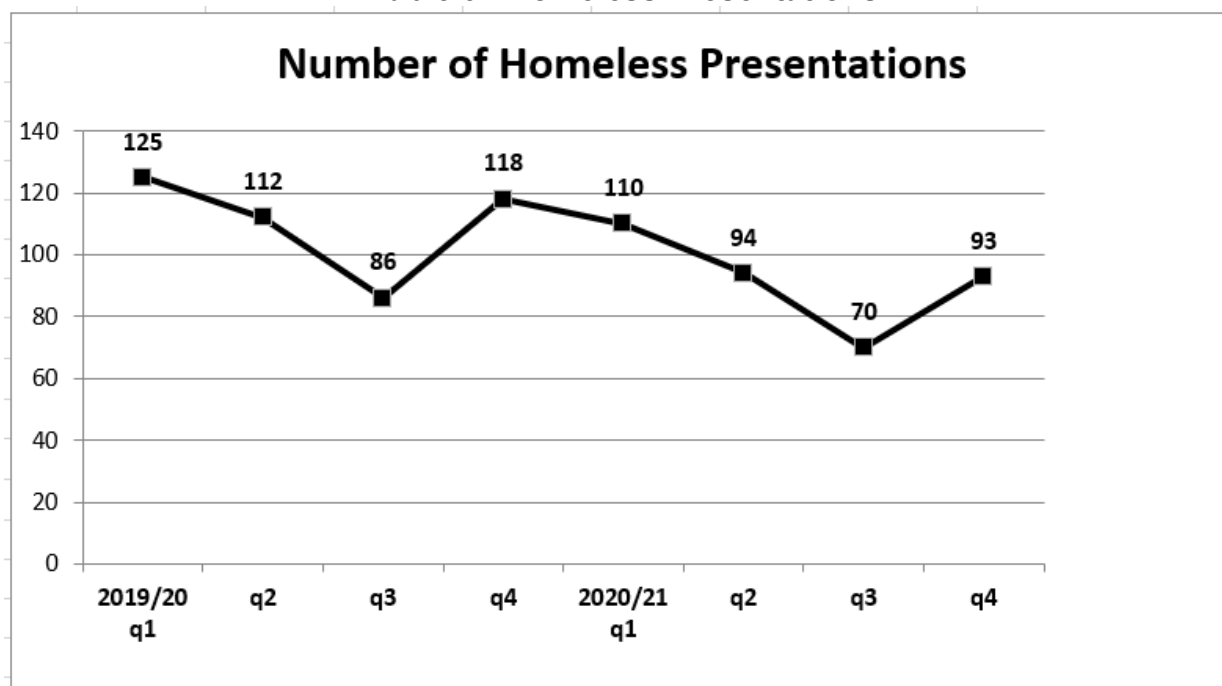
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 269 presentations across Highland at the end of Q4 2020/21, 93 presentations were in Inverness.

8.4

Table 5 - Homeless Presentations



Designation: Executive Chief Officer Housing and Property

Date: 27 May 2021

Author: Rory MacLeod, Housing Manager (Inverness)

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			
				Qtr4	Qtr3	Qtr2	Qtr1
Reactive repairs carried out first time - Inverness	GREEN	92.23	92	92.36	89.35	87.46	94.50
Repairs appointments kept - Inverness	AMBER	95.45	95	94.67	94.02	94.07	97.89
Rent collected as % of rent due - Inverness	AMBER	99.38	99	98.45	99.63	98.28	95.99
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	7.75	7.01	7.34	7.72
% rent loss through voids - Inverness	GREEN	0.85	1	0.75	0.77	0.57	0.63
% of new tenancies sustained for more than a year - Inverness	GREEN	88.66	90	93.06	92.99	92.81	93.17
Tenancy offers refused - Inverness	GREEN	35.86	38	34.07	37.26	43.27	28.57
% of lettable houses becoming vacant - Inverness	GREEN	8.56	8.9	7.40	6.26	6.67	6.85
% households requiring temp/eme accomm who receive offer Inverness	GREEN		100	100.00	99.05	99.03	98.99
Ave time in temp/eme accomm Inverness				46.63	45.35	43.64	43.52