

Agenda Item	10
Report No	CIA/32/22

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 24 November 2022

Report Title: Housing Performance Report – 1 April 2022 – 30 September 2022

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 30 September 2022

2 Recommendations

2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2022 to 30 September 2022

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.
- 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

2020/21 SHN Benchmark (Group) – 5.1 hours

EME	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	350	5.3	5.2	-	6.0	4.7
Inverness West	647	3.3	3.8	-	15.4	10.6
Inverness Central	1972	7.4	4.3	-	12.7	9.0
Inverness Ness-Side	500	3.2	3.6	-	18.1	12.6
Inverness Millburn	448	4.5	3.9	-	9.2	6.9
Culloden & Ardersier	612	4.0	4.5	-	6.1	5.2
Inverness South	170	3.2	4.5	-	3.4	3.7
Highland	14745	5.7	5.0		10.5	8.1

- 5.4 Performance continues to be within the 14 hour target across all the Inverness Wards.

- 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
2020/21 SHN Benchmark (Group) – 9 days

NON-EME	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	350	14.1	11.4	-	8.2	6.5
Inverness West	647	11.5	10.1	-	7.7	6.6
Inverness Central	1972	13.4	10.6	-	6.9	5.8
Inverness Ness-Side	500	12.5	11.3	-	6.8	6.6
Inverness Millburn	448	13.7	10.1	-	6.1	5.8
Culloden & Ardersier	612	14.2	11.6	-	5.6	5.1
Inverness South	170	15.1	11.2	-	5.0	4.7
Highland	14745	12.4	9.8		7.2	6.3

5.7 The average response time for non-emergency repairs for every Inverness ward is within the 8 day target.

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 at table 3 provides information on the average re-let time for all void properties, showing the trend back two years and highlighting the same quarter in previous year for comparison, these figures are reported to the Scottish Housing Regulator. Table 4 provides information on the average re-let time for voids excluding new build properties and properties which have been converted from temporary accommodation to permanent accommodation.

6.2 **Table 3: Average re-let time (days) Target 35 days**
2020/21 SHN Benchmark (Group) – 56.3 days

Avg relet time, ARC	No of Houses	No of relets	2021/22			2022/23	
			Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	350	23	31.07	33.63	35.55	47.50	56.93
Inverness West	647	35	14.64	22.21	23.38	66.00	26.20
Inverness Central	1972	279	39.95	39.30	41.97	59.58	39.52
Inverness Ness-Side	500	71	25.17	26.24	32.03	46.00	41.09
Inverness Millburn	448	44	22.92	29.21	34.63	53.55	48.20
Culloden & Ardersier	612	30	36.76	42.23	47.29	57.14	47.70
Inverness South	170	50	39.25	35.83	7.82	8.25	9.27
Highland	14745	1507	29.52	34.51	35.49	40.55	35.14

Table 4: average re-let times excluding conversions and new build properties	2021/22		2022/23	
	Q3	Q4	Q1	Q2
Aird & Loch Ness	50.70	36.73	47.50	56.93
Inverness West	27.52	25.75	66.00	65.08
Inverness Central	41.81	48.54	63.83	59.08
Inverness Ness-Side	33.71	40.04	49.07	45.00
Inverness Millburn	32.56	46.75	53.55	51.64
Culloden & Ardersier	40.39	50.92	57.14	47.70
Inverness South	21.53	8.03	8.25	46.33
Highland	50.22	37.23	41.45	41.62

- 6.3 An additional table for re-lets is being reported to Members on this and future performance reports. We are required to report all void instances to the Scottish Housing Regulator in our Annual Return on the Charter (ARC), table 3 reflects the data being reported to the Regulator on the ARC. The voids reported in the ARC include where we have taken handover of a new housing development, and are letting them for the first time. These are not true void properties in terms of measuring area performance and therefore we have excluded these in table 4.
- 6.4 Where a household is occupying temporary emergency accommodation and it is established that this would provide a suitable home on a permanent basis we do on occasions convert the property to permanent accommodation. To do this we need to convert the property to a void property for one day. To give a more accurate reflection of area performance we have excluded these properties in table 4.
- 6.5 Performance has exceeded the 35-day target in all Inverness wards except Inverness West and Inverness South, however as indicated in table 4 there were new build properties let in these wards which have improved these statistics. There is however, slight improvement across all wards except Aird & Loch Ness and Inverness South in actual performance from quarter 1. Inverness has experienced a significantly higher volume of void properties over the last year. Delays in completion of properties because of difficulties experienced after the pandemic regards, obtaining supplies, for example glass, recruiting and retaining staff, sub-contractor availability and utility company communication has caused a build up in the number of voids. Added to this we have received an additional 80 new build properties which has created a higher level of voids in their wake. Some of the difficulties highlighted have now started to lessen and we are starting to see turnover times reduce.

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 5 – Current Rent Arrears

Rent arrears	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	350	81,539	79,075	85,073	85,782	105,204
Inverness West	647	150,270	142,090	146,937	141,923	174,687
Inverness Central	1972	636,448	612,989	641,868	638,572	720,479
Inverness Ness-Side	500	89,107	88,800	96,862	104,501	124,784
Inverness Millburn	448	86,405	80,038	86,721	88,645	104,758
Culloden & Ardersier	612	150,595	141,454	141,662	147,713	178,138
Inverness South	170	39,750	36,641	42,268	44,122	58,821

7.3 Rent arrears have increased across all wards in Inverness when compared with Quarter 1 2022/23 and the same quarter in the previous year. This is the trend across Highland. We are seeing more cases of rent arrears and higher balances. This reflects the current economic situation and as a result financial pressure for tenants.

7.4 The highest proportional increase is in Inverness South and this is likely due to the delay in Universal Credit claims for tenants who moved to the new builds in the ward being started.

7.5 Ongoing support to tenants who have rent arrears remains a priority for the Inverness team, this includes offering advice and assistance and signposting to specialist advice services.

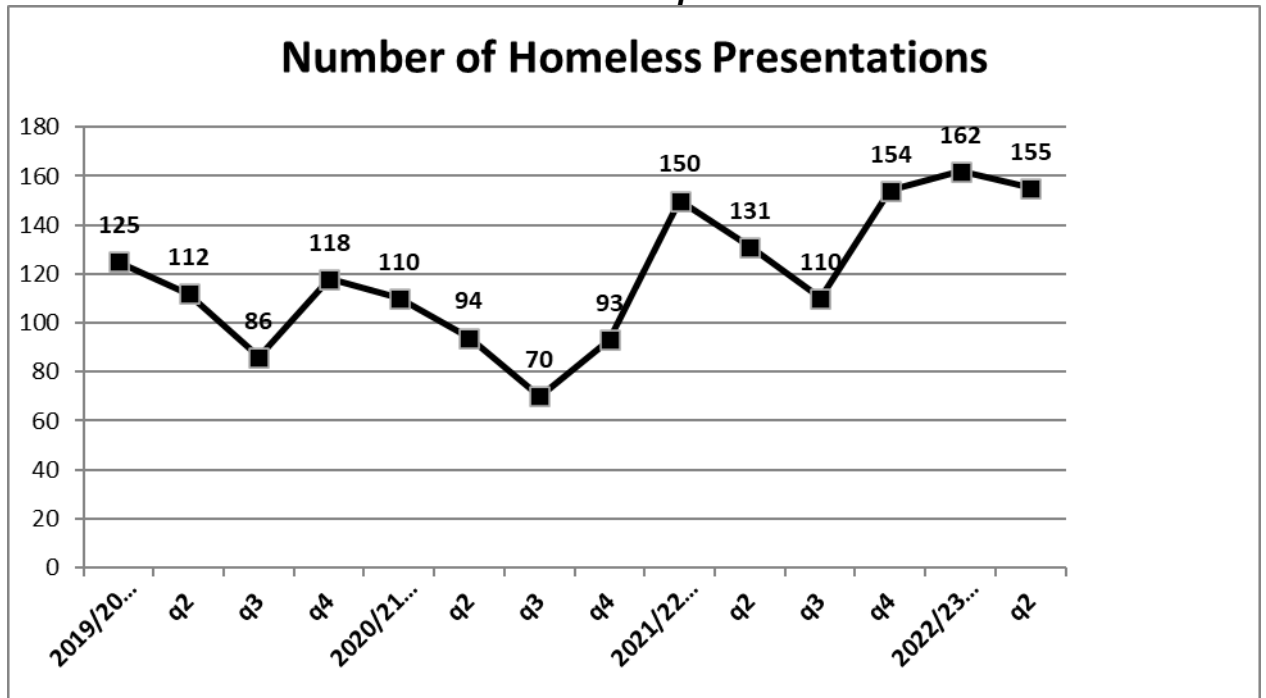
8 Homelessness

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 6 shows the number of homeless presentations received.

8.3 There were 344 presentations across Highland at the end of Quarter 2 2022, 155 presentations were in Inverness. The pattern of homelessness continues but at a higher level than previously experienced in the last 3 years.

Table 5 - Homeless presentations



Designation: Executive Chief Officer Housing and Property

Date: 24 November 2022

Author: Julie Vivers, Housing Manager (Inverness)

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