

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 19 June 2017

Report Title: Housing Performance Report – 1 April 2016 to 31 March 2017

Report By: Report by the Director of Community Services

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 2017.

2 Recommendations

- 2.1 Members are invited to note the information provided on housing performance for the period 1 April 2016 to 31 March 2017.

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 Quality Network (SQN) 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
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	Q4
Aird & Loch Ness	319	8.3	8.0	7.2	9.6	8.8	12.3	10.6	13.4	9.8	8.3	9.9	8.8
Inverness West	474	5.9	5.5	5.1	7.2	4.0	3.8	4.7	9.1	10.8	9.2	7.0	4.8
Inverness Central	1914	16.5	10.4	4.8	5.1	6.3	5.3	5.8	6.5	4.2	4.3	4.4	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	6.7
Inverness Millburn	367	20.7	14.3	11.0	6	6.4	5.7	5.2	5.1	4.0	4	3.7	3.7
Cullooden & Ardersier	561	9.5	9.3	9.4	9.3	4.5	6	6.4	8	5.9	5.3	5.5	5.6
Inverness South	104	4.8	4.9	4.3	6.1	8.6	7.3	5.9	6.6	5.3	3.4	3.6	4.0
Highland	13951	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9

- 4.4 Performance across 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
2015/16 SQN Benchmark – 7.5 days

	No of Houses	2014/15				2015/16				2016/17			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	319	12.5	9.9	8.3	7.6	8.4	8.4	8.9	8.1	6.7	6.6	6.1	5.5
Inverness West	474	6.2	7.0	7	7.1	8.1	7.9	8.0	7.6	6.2	6.7	6.5	6.0
Inverness Central	1914	9	7.9	7.7	7.3	6.5	7.3	7.6	7.5	6.5	6.3	6.3	6.0
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	5.8
Inverness Millburn	367	7.7	8.0	7.8	7.7	6.1	6.4	6.8	7	6.1	6.4	5.7	5.5
Culloden & Ardersier	561	8.7	7.1	6.8	7	7.0	7.5	7.6	7.5	6	6	5.9	5.9
Inverness South	104	8.4	8.0	6.9	7	6.7	6.7	6.4	6.4	4.9	5.2	5.3	5.8
Highland	13951	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8

4.7 Performance across 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**
2015/16 SQN Benchmark – 35.4 days

	No of Houses	No of relets	2014/15	2015/16	2016/17
			Q4	Q4	Q4
Aird & Loch Ness	319	36	34.86	19.73	22.44
Inverness West	474	33	43.28	33.79	22.92
Inverness Central	1914	122	32.97	31.72	26.37
Inverness Ness-Side	508	22	35.16	28.70	28.97
Inverness Millburn	367	37	44.46	25.00	26.60
Culloden & Ardersier	561	35	31.38	25.83	23.45
Inverness South	104	14	23.00	30.33	41.00
Highland	13951	1243	42.01	47.50	40.78

5.3 Performance is within the 35 day target across all wards apart from Inverness South. In that Ward there were three properties out of the 14 relets which exceeded the 35 day target. In one case this was the result of a complex tenancy succession issue. The other two cases involved properties requiring extensive repairs.

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 £1,501,827.

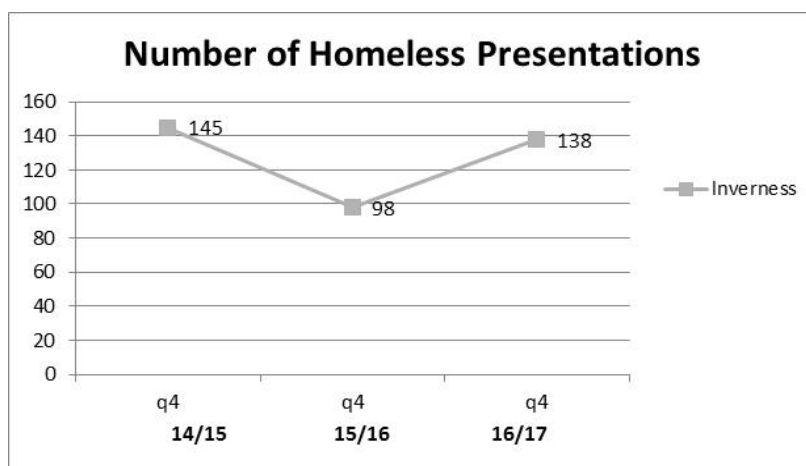
Table 4 – Current Rent Arrears

	No of Houses	2014/15 Q4	2015/16 Q4	2016/17 Q4
Aird & Loch Ness	319	25926	35790	38599
Inverness West	474	49719	57670	69757
Inverness Central	1914	259629	277609	360915
Inverness Ness-Side	508	79310	75650	76873
Inverness Millburn	367	55653	44280	51349
Culloden & Ardersier	561	72408	68049	82477
Inverness South	104	11144	11658	12214

- 6.3 As previously reported, Welfare Reform and in particular Universal Credit continues to have an impact on Inverness rent arrears, particularly in the Inverness jobcentre area, which has the earliest roll-out of this new benefit system.
- 6.4 We 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. In relation to Universal Credit and direct payments of rent we are seeing long delays in payment to claimants or the Council which has a significant impact on rent income and makes managing and monitoring arrears cases resource intensive.
- 6.5 We have increased the staff resources we have managing arrears, targeted at Universal Credit cases. The Service is currently considering changes to policy and procedures and procedures that aim to mitigate the impacts of Universal Credit on arrears. The outcomes will be reported to strategic committee later this year.

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. Homeless presentations in Inverness have increased in Quarter 4 2016/17.
- 7.3 There were 293 presentations across Highland at the end of Quarter 4 2016 at 31 March 2017.

Table 5 - Homeless presentations

7.5 Homelessness continues to present a significant challenge in Inverness, where caseloads are considerably higher and with a higher proportion of complex casework than in any other part of the Highlands. Providing the right level and quality of temporary accommodation in Inverness, where we currently have an over-reliance on leased private sector HMO accommodation, remains a major priority.

8 Housing Revenue Account Capital Programme Update

8.1 The HRA Capital programme was approved at Community Services Committee in November 2016. An appendix report showing progress to date against the programme will be reported to Members at the next City of Inverness Area 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: 16 June 2017

Author: Sandra MacLennan, Housing Manager South

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

Background Papers: