

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 14 September 2017

Report Title: Housing Performance Report – 1 April 2017 to 30 June 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 30 June 2017.

2 Recommendations

- 2.1 Members are invited to note the information provided on housing performance for the period 1 April 2017 to 30 June 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				2017/18
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	329	8.0	7.2	9.6	8.8	12.3	10.6	13.4	9.8	8.3	9.9	8.8	4.6
Inverness West	564	5.5	5.1	7.2	4.0	3.8	4.7	9.1	10.8	9.2	7.0	4.8	3.2
Inverness Central	1826	10.4	4.8	5.1	6.3	5.3	5.8	6.5	4.2	4.3	4.4	4.4	4.3
Inverness Ness-Side	475	17.1	12.9	6.2	3.2	4.9	6.2	7.3	5.1	7.9	7.5	6.7	3.5
Inverness Millburn	403	14.3	11.0	6	6.4	5.7	5.2	5.1	4.0	4	3.7	3.7	4.2
Culloden & Ardersier	549	9.3	9.4	9.3	4.5	6	6.4	8	5.9	5.3	5.5	5.6	4.5
Inverness South	104	4.9	4.3	6.1	8.6	7.3	5.9	6.6	5.3	3.4	3.6	4.0	2.2
Highland	13954	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4

- 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 House	2014/15			2015/16				2016/17				2017/18
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	329	9.9	8.3	7.6	8.4	8.4	8.9	8.1	6.7	6.6	6.1	5.5	5.3
Inverness West	564	7.0	7	7.1	8.1	7.9	8.0	7.6	6.2	6.7	6.5	6.0	6.5
Inverness Central	1826	7.9	7.7	7.3	6.5	7.3	7.6	7.5	6.5	6.3	6.3	6.0	5.0
Inverness Ness-Side	475	7.0	6.7	6.5	6.0	6.9	7.2	7.3	6.1	5.9	5.8	5.8	3.9
Inverness Millburn	403	8.0	7.8	7.7	6.1	6.4	6.8	7	6.1	6.4	5.7	5.5	5.7
Culloden & Ardersier	549	7.1	6.8	7	7.0	7.5	7.6	7.5	6	6	5.9	5.9	5.0
Inverness South	104	8.0	6.9	7	6.7	6.7	6.4	6.4	4.9	5.2	5.3	5.8	5.0
Highland	13954	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6

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 House	No of relets	2015/16	2016/17	2017/18
			Q1	Q1	Q1
Aird & Loch Ness	329	4	23.40	22.64	34.00
Inverness West	564	5	50.09	27.88	27.40
Inverness Central	1826	49	44.58	27.62	26.22
Inverness Ness-Side	475	10	39.75	34.71	31.40
Inverness Millburn	403	12	35.25	26.18	21.00
Culloden & Ardersier	549	13	34.00	33.13	29.69
Inverness South	104	0	0.00	18.00	0.00
Highland	13954	389	47.26	49.32	39.07

5.3 Performance is within the 35 day target across all wards and better than the Highland wide target of 39.07 days. There were no properties re-let in the quarter in the Inverness South ward.

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 £1,653,344.

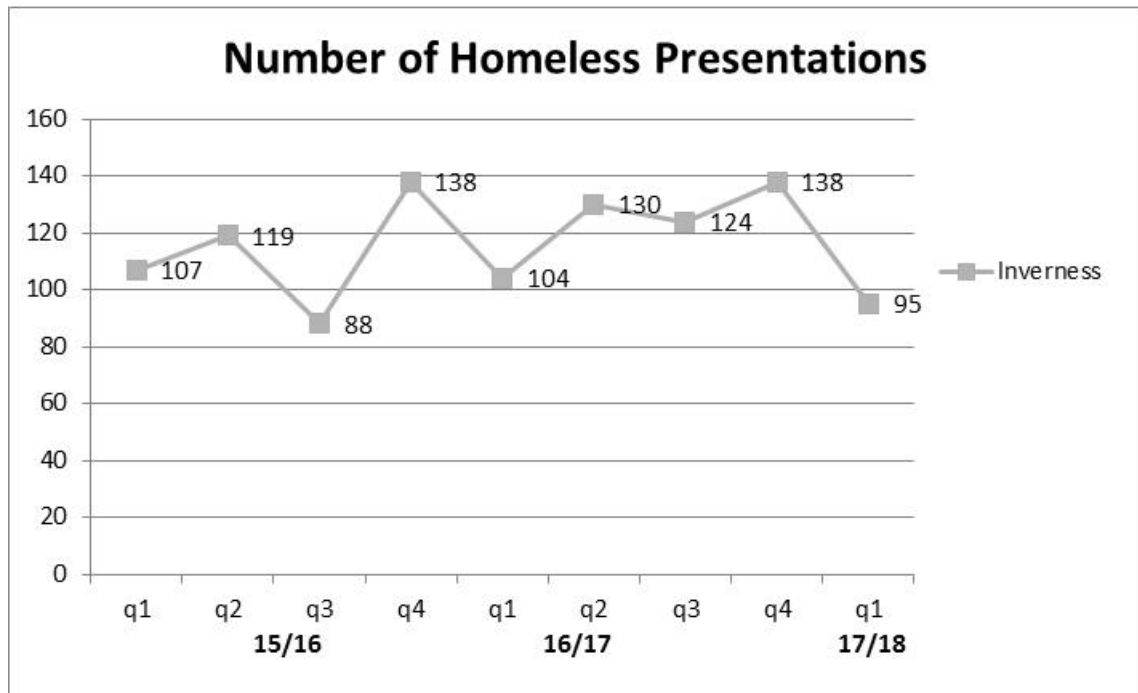
Table 4 – Current Rent Arrears

	No of House	2015/16	2016/17	2017/18
		Q1	Q1	Q1
Aird & Loch Ness	329	25051	30645	44673
Inverness West	564	42988	52044	94060
Inverness Central	1826	245581	254904	385722
Inverness Ness-Side	475	79373	63874	75889
Inverness Millburn	403	55780	37290	67944
Culloden & Ardersier	549	59904	62256	83076
Inverness South	104	7797	13862	12423

- 6.3 As previously reported Welfare Reform and in particular Universal Credit continues to have an impact on Inverness rent arrears. At 30 June 2017 there were 1210 Universal Credit cases across the Inverness wards with an average rent arrear of £648.
- 6.4 The DWP payment to landlords for Universal Credit is made between 1 and 27 days after the Universal Credit application assessment period. In reality this means that the minimum time to pay a landlord is 38 days after the claim was made and the maximum is 72 days (10 weeks). To date payments have taken on average 10 weeks, this has had a significant impact on the level of rent arrears. We are working closely with the DWP to improve the rent verification process; this will help to speed up the number of claims being processed within the initial application assessment period.

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 reduced in Quarter 4 2016/17.
- 7.3 There were 248 presentations across Highland at the end of Quarter 1 2017 at 30 June 2017.

Table 5 - Homeless presentations

8 Housing Revenue Account Capital Programme Update

8.1 A briefing paper has been sent to Members giving an update on the 2017/18 Capital programme. An update will be provided to the November 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: 14 September 2017

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

Appendix 1

SPI 15/16	16/17	Scottish Average	Target	Qtr 1	Q4	Q3	Qtr 2	Qtr 1
Reactive repairs carried out first time - Inverness	GREEN	90.7	92	96.40	95.55	94.50	94.20	92.94
Repairs appointments kept - Inverness	RED	95.9	95	88.18	88.88	88.66	88.87	85.11
Rent collected as % of rent due - Inverness	AMBER	99.6	99	97.87	98.19	98.64	98.91	91.63
Gross rent arrears as % of rent due - Inverness	AMBER	5.1	5	6.79	6.45	6.28	6.07	5.61
% rent loss through voids - Inverness	GREEN	0.9	1	0.75	0.30	0.44	0.47	0.50
ASB Cases reported and resolved - Inverness	GREEN	87.2	85	85.06	82.41	81.82	70.37	63.64
% of new tenancies sustained for more than a year - Inverness	GREEN	88.8	90	91.36	90.98	90.57	89.27	89.98
Tenancy offers refused - Inverness	GREEN	36.3	38	23.16	30.15	29.06	30.32	28.57
% of lettable houses becoming vacant - Inverness	GREEN	8.5	8.9	5.88	7.04	6.08	6.38	9.22
% households requiring temp/eme accommodation who receive offer - Inverness	GREEN		100	100	100	100	99.43	100
Ave time in temp/eme accommodation Inverness				20.10	17.62	16.27	16.05	16.38