

HIGHLAND COUNCIL

Committee: City of Inverness

Date: 30 November 2017

Report Title: Housing Performance Report – 1 April to 30 September 2017

Report By: 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 September 2017.

2 Recommendations

- 2.1 Members are invited to note the information provided on housing performance for the period 1 April 2017 to 30 September 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
2016/17 SQN Benchmark – 4.6 hours

	No of Houses	2014/15		2015/16				2016/17				2017/18	
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	328	7.2	9.6	8.8	12.3	10.6	13.4	9.8	8.3	9.9	8.8	4.6	6.1
Inverness West	563	5.1	7.2	4.0	3.8	4.7	9.1	10.8	9.2	7.0	4.8	3.2	3.7
Inverness Central	1827	4.8	5.1	6.3	5.3	5.8	6.5	4.2	4.3	4.4	4.4	4.3	4.1
Inverness Ness-Side	476	12.9	6.2	3.2	4.9	6.2	7.3	5.1	7.9	7.5	6.7	3.5	3.6
Inverness Millburn	401	11.0	6	6.4	5.7	5.2	5.1	4.0	4	3.7	3.7	4.2	5.1
Culloden & Ardersier	545	9.4	9.3	4.5	6	6.4	8	5.9	5.3	5.5	5.6	4.5	4.9
Inverness South	105	4.3	6.1	8.6	7.3	5.9	6.6	5.3	3.4	3.6	4	2.2	6.5
Highland	13916	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4	6.7

- 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
2016/17 SQN Benchmark – 7.0 days

	No of Houses	2014/15		2015/16				2016/17				2017/18	
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	328	8.3	7.6	8.4	8.4	8.9	8.1	6.7	6.6	6.1	5.5	5.3	6.2
Inverness West	563	7	7.1	8.1	7.9	8.0	7.6	6.2	6.7	6.5	6	6.5	6.7
Inverness Central	1827	7.7	7.3	6.5	7.3	7.6	7.5	6.5	6.3	6.3	6	5	5.4
Inverness Ness-Side	476	6.7	6.5	6.0	6.9	7.2	7.3	6.1	5.9	5.8	5.8	3.9	6.7
Inverness Millburn	401	7.8	7.7	6.1	6.4	6.8	7	6.1	6.4	5.7	5.5	5.7	5.4
Culloden & Ardersier	545	6.8	7	7.0	7.5	7.6	7.5	6	6	5.9	5.9	5	6
Inverness South	105	6.9	7	6.7	6.7	6.4	6.4	4.9	5.2	5.3	5.8	5	6.8
Highland	13916	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6	7.3

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**
2016/17 SQN Benchmark – 31.8 days

	No of Houses	No of relets	2015/16	2016/17	2017/18
			Q2	Q2	Q2
Aird & Loch Ness	328	10	21.50	20.92	33.80
Inverness West	563	19	37.65	19.22	30.63
Inverness Central	1827	89	32.31	25.19	27.08
Inverness Ness-Side	476	18	29.29	26.59	29.00
Inverness Millburn	401	18	23.08	22.76	28.28
Culloden & Ardersier	545	16	26.15	23.08	32.81
Inverness South	105	1	24.33	18.00	0.00
Highland	13916	697	48.29	43.63	37.71

5.3 Performance is within the 35 day target across all the Inverness wards and better than the Highland wide target. The average in some wards has increased compared to the same time last year, there were 36 additional void properties completed and let this year compared to last.

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 £1,933,343.

Table 4 – Current Rent Arrears

	No of Houses	2015/16	2016/17	2017/18
		Q2	Q2	Q2
Aird & Loch Ness	328	29329	38070	51488
Inverness West	563	49390	60721	111662
Inverness Central	1827	262484	291620	442513
Inverness Ness-Side	476	84924	65921	80758
Inverness Millburn	401	52307	45655	78208
Culloden & Ardersier	545	62804	76077	97211
Inverness South	105	11025	16045	17177

6.3 As previously reported, Welfare Reform and in particular Universal Credit continues to have an impact on Inverness rent arrears.

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 still seeing delays of approximately six weeks in payment to claimants or the Council which has a significant impact on our tenants and rent income.

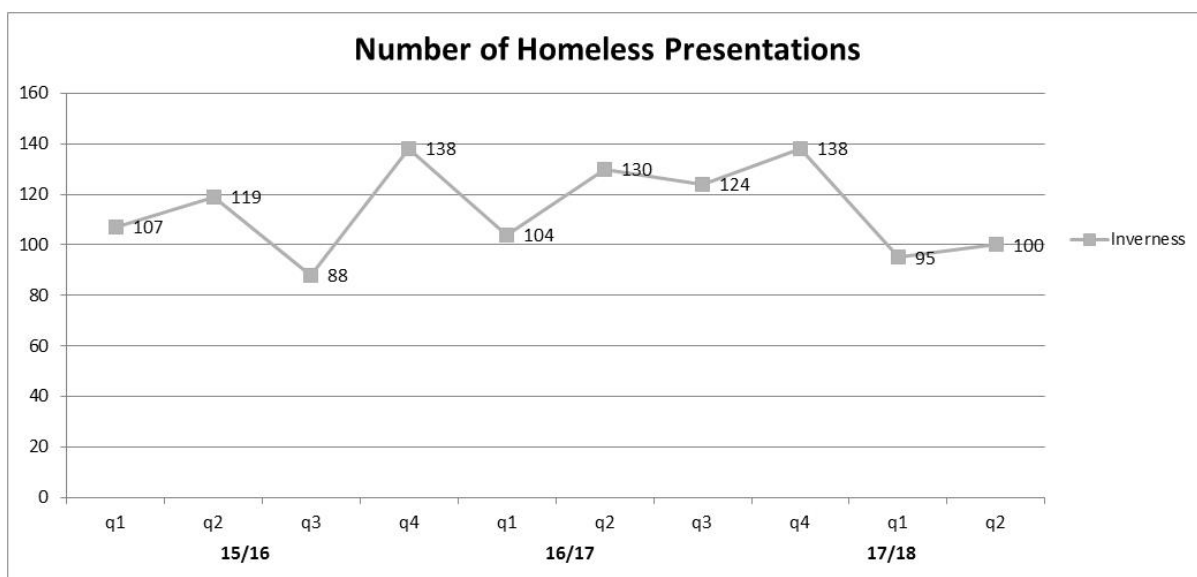
7 Homelessness

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 273 presentations across Highland at the end of Quarter 2 2017 at 30 September 2017.

7.4

Table 5 - Homeless presentations

7.5 Homeless presentations have remained fairly static compared to the previous quarter. Homelessness continues to present a significant challenge, particularly for Inverness. There are additional pressures in Inverness compared to the rest of Highland on the demand for temporary accommodation. To ensure provision of a range of temporary accommodation options in Inverness to meet the needs of homeless households remains a priority for the Inverness team.

8 Implications

8.1 Resource - There are no resource implications arising from this report.

8.2 Legal - There are no legal implications arising from this report.

8.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.

8.4 Climate Change / Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.

8.5 Risk - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

8.6 Gaelic - There are no Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 30 November 2017

Author: Sandra Maclennan, Housing Manager South

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

Appendix 1

SPI 15/16	16/17	Scottish Average	Target	2017/18		2016/17		
				Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time - Inverness	GREEN	90.7	92	96.57	96.50	95.55	94.50	94.20
Repairs appointments kept - Inverness	AMBER	95.9	95	91.10	88.26	88.88	88.66	88.87
Rent collected as % of rent due - Inverness	GREEN	99.6	99	95.94	97.87	98.19	98.64	98.91
Gross rent arrears as % of rent due - Inverness	AMBER	5.1	5	8.10	7.39	6.45	6.28	6.07
% rent loss through voids - Inverness	AMBER	0.9	1	1.09	0.73	0.30	0.44	0.47
ASB Cases reported and resolved - Inverness	RED	87.2	85	77.36	85.06	82.41	81.82	70.37
% of new tenancies sustained for more than a year - Inverness	GREEN	88.8	90	91.79	91.36	90.98	90.57	89.27
Tenancy offers refused - Inverness	GREEN	36.3	38	30.56	28.05	30.15	29.06	30.32
% of lettable houses becoming vacant - Inverness	GREEN	8.5	8.9	7.56	6.09	7.04	6.08	6.38
% households requiring temp/emergency accommodation who receive offer - Inverness				100	100	100	100	99.43
Ave time in temp/emergency accommodation Inverness				20.21	20.10	17.62	16.27	16.05