

HIGHLAND COUNCIL

Committee: City of Inverness

Date: 22 February 2018

Report Title: Housing Performance Report – 1 April to 31 December 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 31 December 2017.

2 Recommendations

- 2.1 Members are invited to note the information provided on housing performance for the period 1 April 2017 to 31 December 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		
		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	329	9.6	8.8	12.3	10.6	13.4	9.8	8.3	9.9	8.8	4.6	6.1	5.5
Inverness West	564	7.2	4.0	3.8	4.7	9.1	10.8	9.2	7.0	4.8	3.2	3.7	3.6
Inverness Central	1829	5.1	6.3	5.3	5.8	6.5	4.2	4.3	4.4	4.4	4.3	4.1	4.8
Inverness Ness-Side	477	6.2	3.2	4.9	6.2	7.3	5.1	7.9	7.5	6.7	3.5	3.6	3.5
Inverness Millburn	406	6	6.4	5.7	5.2	5.1	4.0	4	3.7	3.7	4.2	5.1	4.8
Culloden & Ardersier	550	9.3	4.5	6	6.4	8	5.9	5.3	5.5	5.6	4.5	4.9	4.9
Inverness South	106	6.1	8.6	7.3	5.9	6.6	5.3	3.4	3.6	4	2.2	6.5	6.3
Highland	13923	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4	6.3	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		
		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	329	7.6	8.4	8.4	8.9	8.1	6.7	6.6	6.1	5.5	5.3	6.2	6.8
Inverness West	564	7.1	8.1	7.9	8.0	7.6	6.2	6.7	6.5	6	6.5	6.7	7.6
Inverness Central	1829	7.3	6.5	7.3	7.6	7.5	6.5	6.3	6.3	6	5	5.4	6.2
Inverness Ness-Side	477	6.5	6.0	6.9	7.2	7.3	6.1	5.9	5.8	5.8	3.9	6.7	6.7
Inverness Millburn	406	7.7	6.1	6.4	6.8	7	6.1	6.4	5.7	5.5	5.7	5.4	5.7
Culloden & Ardersier	550	7	7.0	7.5	7.6	7.5	6	6	5.9	5.9	5	6	6.9
Inverness South	106	7	6.7	6.7	6.4	6.4	4.9	5.2	5.3	5.8	5	6.8	6.8
Highland	13923	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6	7.3	7.9

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
			Q3	Q3	Q3
Aird & Loch Ness	329	16	21.88	21.48	32.94
Inverness West	564	26	37.67	24.30	30.00
Inverness Central	1829	116	31.69	26.86	31.91
Inverness Ness-Side	477	22	28.72	26.95	29.86
Inverness Millburn	406	29	24.58	24.61	30.62
Culloden & Ardersier	550	21	26.16	23.46	39.62
Inverness South	106	1	30.33	35.00	5.00
Highland	13923	956	49.28	41.53	39.97

5.3 All wards except for Culloden & Ardersier are under the 35 day Highland target. The target not being met in the Culloden & Ardersier ward relates to one property which took 8 weeks to re-let. This was due to the repair work being slightly over the target and a delay with allocation, the property was refused and had to be reallocated.

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 £1,942,665.

Table 4 – Current Rent Arrears

	No of Houses	2015/16 Q3	2016/17 Q3	2017/18 Q3
Aird & Loch Ness	329	29462	36209	54954
Inverness West	564	50340	66494	106270
Inverness Central	1829	251887	317236	423114
Inverness Ness-Side	477	75955	72862	78839
Inverness Millburn	406	41883	51857	72440
Culloden & Ardersier	550	55990	76255	96607
Inverness South	106	9678	14132	16712

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

6.4 The Inverness team continue to focus on rent arrears, assisting 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.

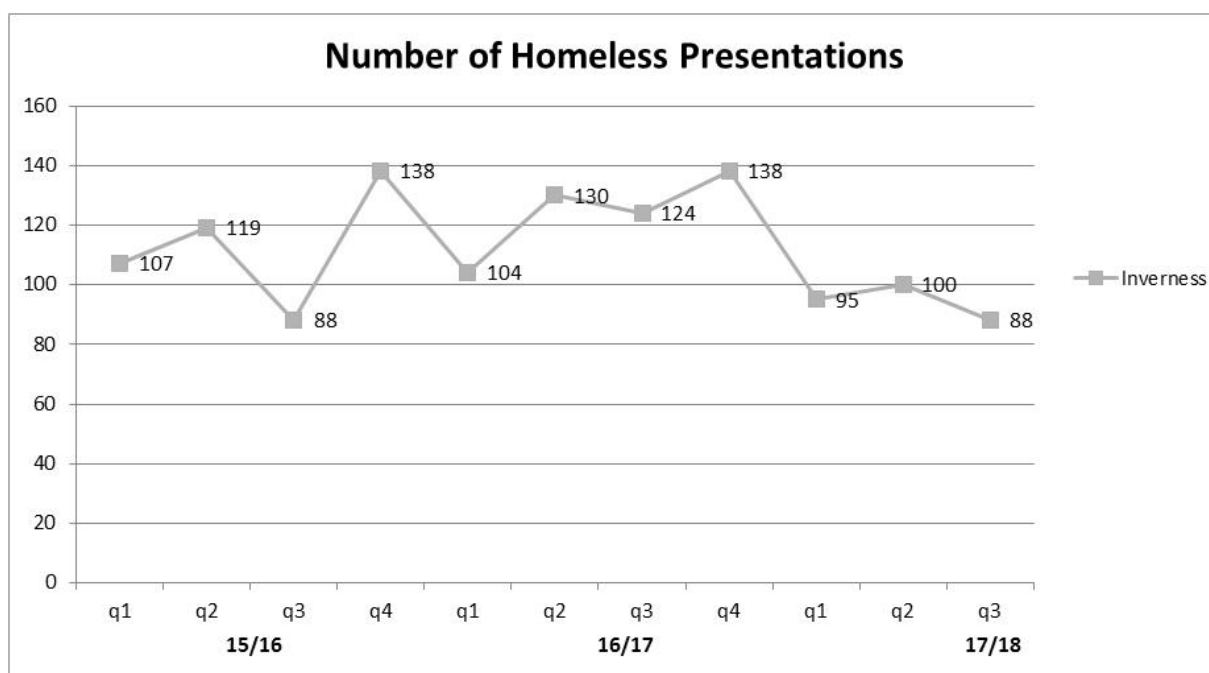
7 Homelessness

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 236 presentations across Highland at the end of Quarter 3 2017 at 31 December 2017.

7.4 **Table 5 - Homeless presentations**



7.5 Homeless presentations have reduced compared to the previous quarter.

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: 22 February 2018

Author: Sandra Maclennan, Housing Manager South

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

Appendix 1

SPI 17/18	17/18	Scottish Average	Target	2017/18			2016/17	
				Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3
Reactive repairs carried out first time - Inverness	GREEN	90.7	92	96.84	96.57	96.50	95.55	94.50
Repairs appointments kept - Inverness	RED	95.9	95	92.50	91.10	88.26	88.88	88.66
Rent collected as % of rent due - Inverness	AMBER	99.6	99	97.42	95.94	97.87	98.19	98.64
Gross rent arrears as % of rent due - Inverness	AMBER	5.1	5	7.33	8.10	7.39	6.45	6.28
% rent loss through voids - Inverness	GREEN	0.9	1	0.74	1.09	0.73	0.30	0.44
ASB Cases reported and resolved - Inverness	AMBER	87.2	85	84.18	77.36	85.06	82.41	81.82
% of new tenancies sustained for more than a year - Inverness	GREEN	88.8	90	93.07	91.79	91.36	90.98	90.57
Tenancy offers refused - Inverness	GREEN	36.3	38	31.82	30.56	28.05	30.15	29.06
% of lettable houses becoming vacant - Inverness	GREEN	8.5	8.9	7.79	7.56	6.09	7.04	6.08
% households requiring temp/emergency accommodation who receive offer Inverness				100	100	100	100	100
Ave time in temp/emergency accommodation Inverness (weeks)				20.53	20.21	20.10	17.62	16.27