

HIGHLAND COUNCIL

Committee: City of Inverness

Date: 31 May 2018

Report Title: Housing Performance Report – 1 April to 31 March 2018

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 March 2018.

2 Recommendations

- 2.1 Members are invited to note the information provided on housing performance for the period 1 April 2017 to 31 March 2018.

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	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	329	8.8	12.3	10.6	13.4	9.8	8.3	9.9	8.8	4.6	6.1	5.5	6.2
Inverness West	564	4.0	3.8	4.7	9.1	10.8	9.2	7.0	4.8	3.2	3.7	3.6	3.9
Inverness Central	1830	6.3	5.3	5.8	6.5	4.2	4.3	4.4	4.4	4.3	4.1	4.8	4.0
Inverness Ness-Side	477	3.2	4.9	6.2	7.3	5.1	7.9	7.5	6.7	3.5	3.6	3.5	3.4
Inverness Millburn	406	6.4	5.7	5.2	5.1	4.0	4	3.7	3.7	4.2	5.1	4.8	4.5
Culloden & Ardersier	571	4.5	6	6.4	8	5.9	5.3	5.5	5.6	4.5	4.9	4.9	5.2
Inverness South	106	8.6	7.3	5.9	6.6	5.3	3.4	3.6	4	2.2	6.5	6.3	5.4
Highland	13937	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4

- 4.4 Performance across all 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	2015/16				2016/17				2017/18			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	329	8.4	8.4	8.9	8.1	6.7	6.6	6.1	5.5	5.3	6.2	6.8	6.8
Inverness West	564	8.1	7.9	8.0	7.6	6.2	6.7	6.5	6	6.5	6.7	7.6	6.9
Inverness Central	1830	6.5	7.3	7.6	7.5	6.5	6.3	6.3	6	5	5.4	6.2	6.2
Inverness Ness-Side	477	6.0	6.9	7.2	7.3	6.1	5.9	5.8	5.8	3.9	6.7	6.7	6.6
Inverness Millburn	406	6.1	6.4	6.8	7	6.1	6.4	5.7	5.5	5.7	5.4	5.7	5.5
Culloden & Ardersier	571	7.0	7.5	7.6	7.5	6	6	5.9	5.9	5	6	6.9	7.3
Inverness South	106	6.7	6.7	6.4	6.4	4.9	5.2	5.3	5.8	5	6.8	6.8	7.2
Highland	13937	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4

4.7 Performance across all the Inverness Wards is within the 8 day target and better than the Highland wide average.

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
			Q4	Q4	Q4
Aird & Loch Ness	329	22	19.73	22.44	29
Inverness West	564	35	33.79	22.92	32.97
Inverness Central	1830	150	31.72	26.37	32.71
Inverness Ness-Side	477	29	28.70	28.97	30.66
Inverness Millburn	406	32	25.00	26.60	33.22
Culloden & Ardersier	571	28	25.83	23.45	35.75
Inverness South	106	1	30.33	41.00	5.00
Highland	13937	1196	47.50	40.78	40.86

5.3 All wards except for Culloden & Ardersier are under the 35 day target. There were 7 relets in Culloden & Ardersier during Q4 2017/18 one property failed to achieve the 35 day target. Performance in all wards is better than the Highland wide average.

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 £2,015,061.

Table 4 – Current Rent Arrears

	No of Houses	2015/16	2016/17	2017/18
		Q4	Q4	Q4
Aird & Loch Ness	329	35790	38599	55876
Inverness West	564	57670	69757	103402
Inverness Central	1830	277609	360915	424129
Inverness Ness-Side	477	75650	76873	83445
Inverness Millburn	406	44280	51349	78853
Culloden & Ardersier	571	68049	82477	91985
Inverness South	106	11658	12214	18043

6.3 As previously reported, Welfare Reform and in particular Universal Credit continues to have an impact on Inverness rent arrears. The average rent arrear for Universal Credit households is £679.

6.4 The Inverness team 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.

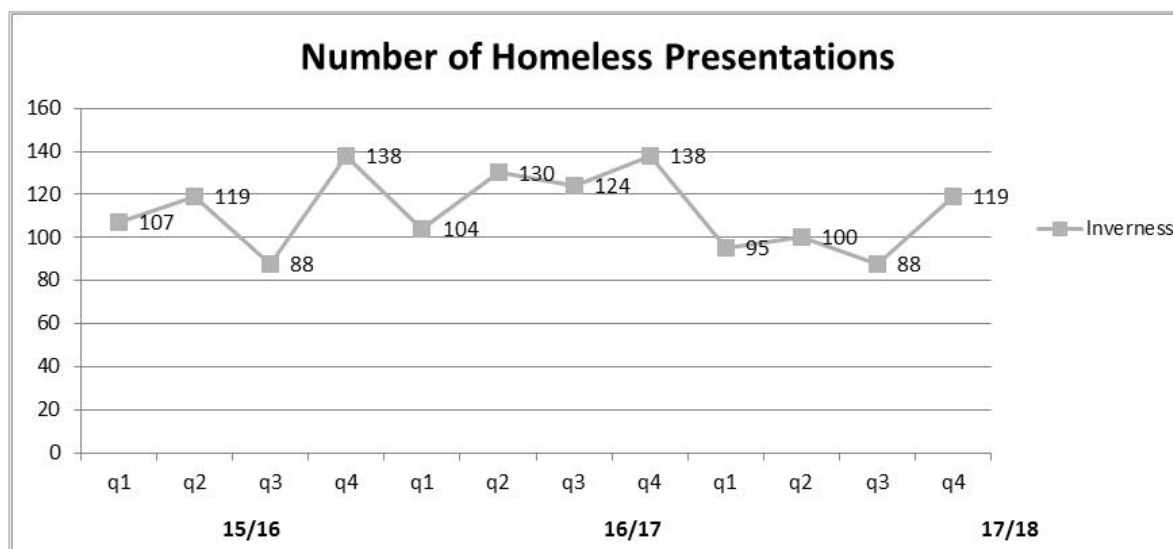
7 Homelessness

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. There is a noticeable trend towards higher numbers of homeless presentations during Q4 compared to the previous quarters in 2017/18.

7.3 Whilst the number of homeless presentations in Q4 2017/18 is significantly higher than the previous quarter, if compared against the same quarter in previous years it shows a significant reduction in the number of presentations.

7.4

Table 5 - Homeless presentations

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: 31 May 2018

Author: Sandra Maclennan, Housing Manager South
Jake Mitchell, Principal Housing Officer

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 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time - Inverness	GREEN	90.7	92	96.32	96.84	96.57	96.50	95.55
Repairs appointments kept - Inverness	AMBER	95.9	95	93.50	92.50	91.10	88.26	88.88
Rent collected as % of rent due - Inverness	GREEN	99.6	99	97.62	97.42	95.94	97.87	98.19
Gross rent arrears as % of rent due - Inverness	AMBER	5.1	5	7.14	7.33	8.10	7.39	6.45
% rent loss through voids - Inverness	GREEN	0.9	1	0.62	0.74	1.09	0.73	0.30
ASB Cases reported and resolved - Inverness	GREEN	87.2	85	85.64	84.18	77.36	85.06	82.41
% of new tenancies sustained for more than a year - Inverness	GREEN	88.8	90	92.26	93.07	91.79	91.36	90.98
Tenancy offers refused - Inverness	GREEN	36.3	38	31.65	31.82	30.56	28.05	30.15
% of lettable houses becoming vacant - Inverness	GREEN	8.5	8.9	7.70	7.79	7.56	6.09	7.04
% households requiring temp/emergency accommodation who receive an offer - Inverness	GREEN		100	100	100	100	100	100
Average time in temp/emergency accommodation – Inverness (weeks)				20.18	20.53	20.21	20.10	17.62