

BULLETIN ITEM

HIGHLAND COUNCIL

Committee: City of Inverness Committee

Date: 22 November 2018

Report Title: Housing Performance Report – 1 April 2018 to 30 September 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 30 September 2018.

2 Recommendations

- 2.1 Members are invited to note the information provided on housing performance for the period 01 April 2018 to 30 September 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
2017/18 SQN Benchmark – 4.0 hours

	No of Houses	2016/17				2017/18				2018/19	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	338	9.8	8.3	9.9	8.8	4.6	6.1	5.5	6.2	4.6	6.5
Inverness West	564	10.8	9.2	7.0	4.8	3.2	3.7	3.6	3.9	5.5	3.1
Inverness Central	1838	4.2	4.3	4.4	4.4	4.3	4.1	4.8	4.0	6.1	5.6
Inverness Ness-Side	478	5.1	7.9	7.5	6.7	3.5	3.6	3.5	3.4	14.6	9.4
Inverness Millburn	406	4.0	4	3.7	3.7	4.2	5.1	4.8	4.5	5.8	6.4
Culloden & Ardersier	571	5.9	5.3	5.5	5.6	4.5	4.9	4.9	5.2	3.9	5.1
Inverness South	107	5.3	3.4	3.6	4	2.2	6.5	6.3	5.4	2.5	4.5
Highland	13973	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6	8.3

- 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
2017/18 SQN Benchmark – 6.4 days

	No of Houses	2016/17				2017/18				2018/19	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	338	6.7	6.6	6.1	5.5	5.3	6.2	6.8	6.8	6.8	6.4
Inverness West	564	6.2	6.7	6.5	6	6.5	6.7	7.6	6.9	7.3	7.7
Inverness Central	1838	6.5	6.3	6.3	6	5	5.4	6.2	6.2	6.4	6.9
Inverness Ness-Side	478	6.1	5.9	5.8	5.8	3.9	6.7	6.7	6.6	7.5	7.3
Inverness Millburn	406	6.1	6.4	5.7	5.5	5.7	5.4	5.7	5.5	5.6	6.5
Culloden & Ardersier	571	6	6	5.9	5.9	5	6	6.9	7.3	6.6	6.6
Inverness South	107	4.9	5.2	5.3	5.8	5	6.8	6.8	7.2	6.1	5.6
Highland	13973	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0	7.6

4.7 Performance across all 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**
2017/18 SQN Benchmark – 30.7 days

	No of Houses	No of relets	2016/17	2017/18	2018/19
			Q2	Q2	Q2
Aird & Loch Ness	338	18	20.92	33.80	34.11
Inverness West	564	18	19.22	30.63	31.22
Inverness Central	1838	78	25.19	27.08	37.15
Inverness Ness-Side	478	19	26.59	29.00	27.58
Inverness Millburn	406	15	22.76	28.28	34.07
Culloden & Ardersier	571	8	23.08	32.81	36.63
Inverness South	107	2	18.00	0.00	23.50
Highland	13973	697	43.63	37.71	39.43

5.3 Performance against re-letting vacant properties is within the 35 day target across all Inverness wards apart from Central Ward and Culloden and Ardersier. The impact in Central Ward was as a result of the refusal of sheltered accommodation. This resulted in re-allocation increasing the re-let time to 37.15 days. The impact in the Culloden and Ardersier ward related to one property where there were difficulties relating to the change of preferred electric supplier. These issues have been identified and are being addressed. Performance in all Inverness 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 £2,275,930.

Table 4 – Current Rent Arrears

	No of Houses	2016/17	2017/18	2018/19
		Q2	Q2	Q2
Aird & Loch Ness	338	38070	51488	59821
Inverness West	564	60721	111662	106556
Inverness Central	1838	291620	442513	453610
Inverness Ness-Side	478	65921	80758	87862
Inverness Millburn	406	45655	78208	85990
Culloden & Ardersier	571	76077	97211	108252
Inverness South	107	16045	17177	24038

6.3 As previously reported, Welfare Reform and in particular Universal Credit continues to have an impact on Inverness rent arrears. The total value of rent arrears for Inverness has increased from the previous year for Quarter 2. This is consistent with a Highland-wide trend.

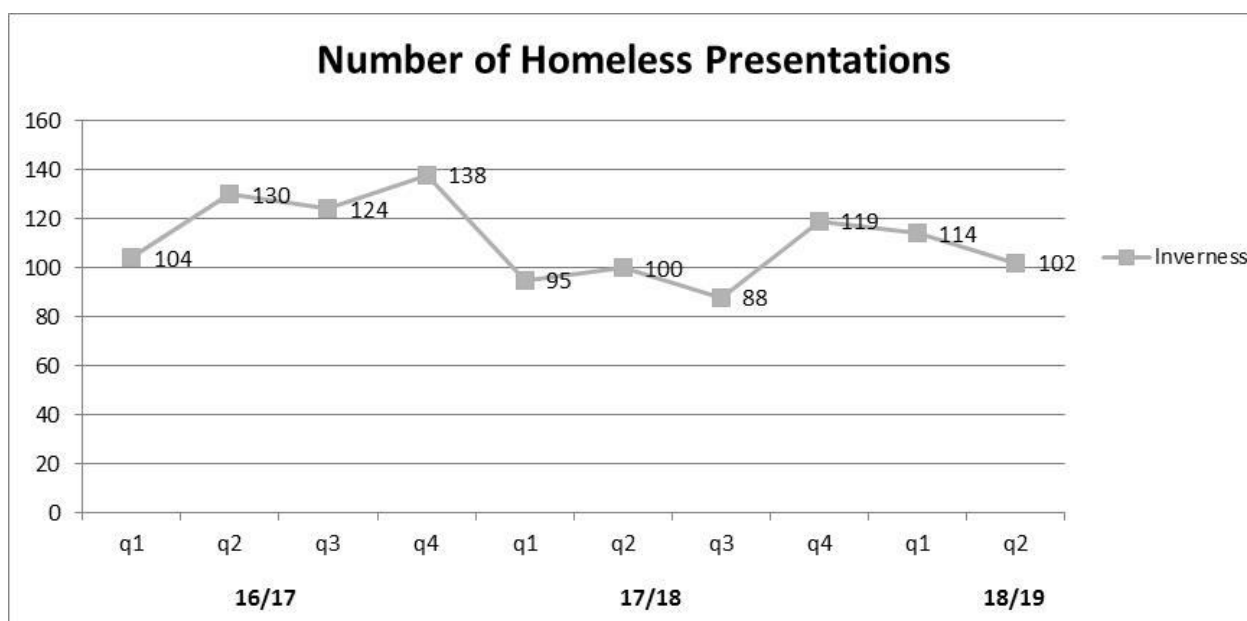
7 Homelessness

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.

7.3 There were 102 homeless presentations in the Inverness Area in quarter 2, a reduction compared to the previous quarter.

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: 22 November 2018

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

Appendix 1

SPI 18/19	18/19	Scottish Average	Target	2018/19		2017/18		
				Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Reactive repairs carried out first time - Inverness	GREEN	92.23	92	94.28	93.59	96.32	96.84	96.57
Repairs appointments kept - Inverness	AMBER	95.45	95	94.73	89.75	93.50	92.50	91.10
Rent collected as % of rent due - Inverness	AMBER	99.38	99	97.31	99.07	97.62	97.42	95.94
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	8.17	7.49	7.14	7.33	8.10
% rent loss through voids - Inverness	GREEN	0.85	1	0.77	0.93	0.62	0.74	1.09
% of new tenancies sustained for more than a year - Inverness	AMBER	88.66	90	88.32	89.02	92.26	93.07	91.79
Tenancy offers refused - Inverness	GREEN	35.86	38	37.62	32.94	31.65	31.82	30.56
% of lettable houses becoming vacant - Inverness	GREEN	8.56	8.9	7.83	7.87	7.70	7.79	7.56
% households requiring temp/emergency accommodation who receive an offer Inverness				100	100	100	100	100
Ave time in temp/emergency accommodation Inverness				23.02	21.47	20.18	20.53	20.21