

THE HIGHLAND COUNCIL

City of Inverness Area Committee – 3 June 2013

Agenda Item	9
Report No	CIA/028/13

Housing Performance Report - 1 April 2012 to 31 March 2013

Report by Depute Chief Executive/Director of Housing and Property

Summary

This report provides information on how the Housing and Property Service performed in relation to Housing Performance Indicators during 2012/2013.

1. Background

- 1.1 Quarterly performance reports on Statutory Performance Indicators for Housing are presented to the Finance, Housing and Resources Committee. At the Highland Council meeting on 28 June 2012, report number HC-4-12 "Scheme of Delegation to City/Area Committees", it was agreed that the City of Inverness Area Committee role would include "To monitor local housing performance in relation to voids, arrears, maintenance and prevention of homelessness".
- 1.2 This report provides a profile of housing performance at Ward and Area level, and compares this with the figures at the end of the same quarter in the previous year and against the Highland wide position. The Ward data is provided for Members information and it should be noted that these services are managed by process rather than by Ward. The exception to this is the Homeless Prevention/Homelessness (Section 5 of this report) where no Ward figures are gathered. **Appendix 1** provides details of the number of Council properties in each of the Wards of the Inverness City and Area.
- 1.3 It should be noted that national reporting arrangements for housing performance are being changed as a result of the introduction of the Scottish Social Housing Charter. The Scottish Housing Regulator has now published the final indicators that will replace statutory performance indicators for housing from April 2013. Work is taking place to gather this information from April 2013, and on drafting a new format for annual and quarterly performance information to the Finance Housing and Resources Committee and Area Committees. The Committee is asked to note that a report on the future framework of performance reporting will be presented to the Finance Housing and Resources Committee in June.

2. Re-letting Empty Homes (Voids)

- 2.1 Tables 1, 2, 3 and 4 give data for the Statutory Performance Indicators for Re-letting empty homes for the 346 properties relet in the Inverness Area to the end of the year 2012/13 compared to 289 to the end of the previous year.

Table 1: % of Properties let within 4 weeks

	2011/12	2012/13				Target
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Ward 13 - Aird & Loch Ness	41.2%	0.0%	31.5%	13.6%	12.5%	60%
Ward 14 - Inverness West	23.8%	25.0%	19.1%	34.7%	31.7%	
Ward 15 - Inverness Central	43.2%	25.8%	26.2%	38.1%	39.3%	
Ward 16 - Inverness Ness-Side	45.2%	50.0%	33.3%	36.7%	70.3%	
Ward 17 - Inverness Millburn	31.0%	15.4%	26.1%	33.3%	34.2%	
Ward 18 - Culloden & Ardersier	24.0%	0.0%	30.8%	42.9%	40.7%	
Ward 20 - Inverness South	0.0%	0.0%	50.0%	33.3%	16.7%	
Inverness	39.1%	21.4%	27.6%	35.1%	39.0%	
Highland Wide	44.8%	44.3%	45.1%	44.7%	45.2%	

Table 2: % of Properties let within 5/8 weeks

	2011/12	2012/13				Target
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Ward 13 - Aird & Loch Ness	41.2%	12.5%	31.5%	45.5%	45.8%	35%
Ward 14 - Inverness West	42.9%	31.2%	33.3%	25.0%	31.7%	
Ward 15 - Inverness Central	36.8%	35.5%	43.1%	39.8%	42.2%	
Ward 16 - Inverness Ness-Side	38.1%	12.5%	33.3%	33.3%	27.0%	
Ward 17 - Inverness Millburn	44.8%	38.5%	39.1%	36.7%	36.8%	
Ward 18 - Culloden & Ardersier	48.0%	62.5%	38.5%	38.1%	44.5%	
Ward 20 - Inverness South	0.0%	0.0%	50.0%	66.7%	83.3%	
Inverness	39.4%	33.4%	38.3%	37.4%	39.9%	
Highland Wide	36.7%	35.4%	37.7%	37.6%	38.1%	

Table 3: % of Properties let 9 weeks and over

	2011/12	2012/13				Target
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Ward 13 - Aird & Loch Ness	17.6%	87.5%	37.0%	40.9%	41.7%	5%
Ward 14 - Inverness West	33.3%	43.8%	47.6%	40.6%	36.6%	
Ward 15 - Inverness Central	20.0%	38.7%	30.7%	22.1%	18.5%	
Ward 16 - Inverness Ness-Side	16.7%	37.5%	33.4%	30.0%	2.7%	
Ward 17 - Inverness Millburn	24.2%	46.1%	34.8%	30.0%	29.0%	
Ward 18 - Culloden & Ardersier	28.0%	37.5%	30.7%	19.0%	14.8%	
Ward 20 - Inverness South	0.0%	0.0%	0.0%	0.0%	0.0%	
Inverness	21.5%	45.2%	34.1%	27.5%	21.1%	
Highland Wide	18.5%	20.3%	17.2%	17.7%	16.7%	

Table 4: Average void period in days

	2011/12	2012/13				Target
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Ward 13 - Aird & Loch Ness	42	73	42	53	53	28
Ward 14 - Inverness West	37	51	62	54	52	
Ward 15 - Inverness Central	39	47	48	42	39	
Ward 16 - Inverness Ness-Side	37	69	49	46	47	
Ward 17 - Inverness Millburn	41	57	49	45	44	
Ward 18 - Culloden & Ardersier	47	60	49	41	41	
Ward 20 - Inverness South	0	0	39	42	45	
Inverness	40	59	49	45	43	
Highland Wide	39	41	39	39	38	

- 2.2 Work is on-going to improve void performance and it is evident that progress is being made. A dedicated voids repairs team has been put in place since September 2012. The team are focused on carrying out essential repairs to ensure properties are ready for re-occupation as soon as possible. Any capital works identified are programmed to be undertaken once the property is occupied. This has had a positive impact on performance and we are committed to delivering further improvements.
- 2.3 Void performance has continued to improve in Quarter 4, compared to previous quarters.
- 2.4 At the August meeting Members asked for information on the reasons why properties were refused. Table 5 below provides the best information available regarding reasons for termination of tenancies for each quarter of 2012/13.

Table 5 - Reasons for Termination of Tenancy 2012/13 - Inverness Wards

	Q1	Q2	Q3	Q4	2012/13
Reason Given	No.	No.	No.	No.	Total
ABANDONED-28 DAYS NOTICE	4	7	3	2	16
DEATH OF TENANT	10	11	13	18	52
EVICTED-RENT ARREARS	4	5	3	7	19
MOVED INTO RESIDENTIAL CARE	9	6	4	7	26
MOVING OUTWITH HIGHLAND AREA	5	2	7	6	20
MOVING OUTWITH MANAGEMENT AREA	1	1	0	0	2
MOVING TO OWNER OCCUPATION IN PRIVATE SECTOR	1	2	0	0	3
MUTUAL EXCHANGE OF PROPERTY	7	12	11	0	30
NO REASON GIVEN	20	16	21	16	73
REHOUSED	28	16	22	32	98
REHOUSED BY ANOTHER ORGANISATION	3	9	1	3	16
RIGHT TO BUY	2	2	2	2	8
TRANSFER TO OTHER PARTY	0	2	0	0	2
Total	94	91	87	93	365

- 2.5 Members also asked for information regarding the reasons for refusal of properties. Table 6 below provides information on the reasons given by applicants when offers have been refused.

Table 6 - Reasons for Refusal of offer of tenancy 2012/13 - Inverness Wards

	Q1	Q2	Q3	Q4	2012/13
Refusal Reason Given	No.	No.	No.	No.	Total
CONCERNS ABOUT NEIGHBOURS	0	0	0	0	0
CONCERN ABOUT SHELTERED SUPPORT CHARGE	0	0	0	0	0
DEFAULT REFUSAL REASON	0	0	0	1	1
DOES NOT WANT TO MOVE AT PRESENT	3	1	1	0	5
NO REASON GIVEN	3	2	3	2	10
NO RESPONSE FROM NOMINEE	0	1	0	0	1
OTHER	25	10	8	6	49
POTENTIAL LOSS OF HOUSING BENEFIT FROM APRIL 2013	0	0	0	0	0
TOO FAR FROM RELATIVES/FACILITIES	0	0	0	0	0
UNSATISFACTORY CONDITION OF PROPERTY	0	0	0	1	1
UNSUITABLE AREA	6	8	6	2	22
UNSUITABLE HOUSE	5	2	0	0	7
UNSUITABLE SIZE	10	3	3	4	20
Total number of refusals	52	27	21	16	116
Total number of Offers Made	118	100	81	96	395

3. Repairs

- 3.1 Statutory performance indicators for repairs relate to the percentage of repairs completed within target timescales. Tables 7, 8 and 9 detail performance for Repairs Completed within 24 hours, 3 Working Days and 20 Working Days:

Table 7: % of Repairs completed within 24 hours

	2011/12	2012/13				Target
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Ward 13 - Aird & Loch Ness	92.2%	98.0%	97.7%	95.7%	89.7%	96.0%
Ward 14 - Inverness West	95.1%	93.4%	96.1%	95.8%	92.1%	
Ward 15 - Inverness Central	95.1%	95.8%	96.7%	96.0%	94.4%	
Ward 16 - Inverness Ness-Side	95.8%	97.3%	95.3%	96.7%	95.5%	
Ward 17 - Inverness Millburn	94.9%	97.5%	96.5%	96.7%	95.1%	
Ward 18 - Culloden & Ardersier	94.9%	89.3%	93.5%	93.1%	92.8%	
Ward 20 - Inverness South	100.0%	80.0%	93.8%	87.1%	87.2%	
Inverness	95.0%	95.2%	96.1%	95.7%	93.8%	
Highland Wide	96.5%	97.4%	97.7%	97.6%	95.3%	

Table 8: % of Repairs completed within 3 working days

	2011/12	2012/13				Target
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Ward 13 - Aird & Loch Ness	83.0%	82.9%	86.1%	83.7%	85.9%	88.0%
Ward 14 - Inverness West	85.9%	84.8%	85.4%	83.9%	85.6%	
Ward 15 - Inverness Central	86.1%	88.0%	87.4%	86.1%	87.6%	
Ward 16 - Inverness Ness-Side	87.7%	82.0%	86.9%	90.2%	88.3%	
Ward 17 - Inverness Millburn	89.7%	80.5%	87.9%	88.6%	90.2%	
Ward 18 - Culloden & Ardersier	83.9%	87.8%	88.6%	87.8%	87.2%	
Ward 20 - Inverness South	81.7%	88.9%	95.0%	96.6%	94.1%	
Inverness	86.1%	85.9%	87.3%	86.7%	87.5%	
Highland Wide	89.5%	90.4%	91.9%	91.8%	91.9%	

Table 9: % of Repairs completed within 20 working days

	2011/12	2012/13				Target
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Ward 13 - Aird & Loch Ness	78.1%	80.5%	82.4%	81.1%	81.0%	86.0%
Ward 14 - Inverness West	79.7%	84.0%	84.1%	82.9%	87.1%	
Ward 15 - Inverness Central	81.7%	86.0%	85.1%	84.3%	86.8%	
Ward 16 - Inverness Ness-Side	83.3%	88.1%	89.9%	86.4%	89.2%	
Ward 17 - Inverness Millburn	82.2%	89.1%	87.4%	86.8%	86.6%	
Ward 18 - Culloden & Ardersier	86.8%	84.8%	82.9%	82.2%	86.5%	
Ward 20 - Inverness South	75.0%	91.7%	80.0%	70.5%	84.8%	
Inverness	82.0%	85.9%	85.2%	83.9%	89.2%	
Highland Wide	88.2%	91.1%	91.0%	90.2%	91.9%	

3.2 Members will recall that the figures for repairs for Quarters 1, 2 and 3 completed on time include some repairs which have been closed off following non-access, without being physically completed. Work has now been completed on the reporting format so that the non-access incidents that occurred in Quarter 4 have been taken out. However as the performance figures are cumulative for the year the non-access incidents in Quarters 1, 2 and 3 impact on the figure for Quarter 4. The performance figures from the start of 2013/14 will however be a true reflection of actual performance.

4. Rent Arrears

4.1 Table 10 presents information on the percentage of current tenants with arrears over £250 and owing more than 13 weeks rent.

Table 10: % of tenants with arrears over 13 weeks and £250

	2011/12	2012/13				Target
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Ward 13 - Aird & Loch Ness	1.0%	1.6%	2.0%	2.3%	3.6%	4.3%
Ward 14 - Inverness West	4.9%	4.8%	4.3%	3.6%	4.3%	
Ward 15 - Inverness Central	6.1%	5.1%	5.4%	6.5%	6.5%	
Ward 16 - Inverness Ness-Side	4.8%	4.6%	6.5%	7.6%	7.4%	
Ward 17 - Inverness Millburn	5.7%	6.7%	7.2%	9.3%	9.1%	
Ward 18 - Culloden & Ardersier	3.3%	2.8%	2.6%	3.7%	3.5%	
Ward 20 - Inverness South	2.2%	2.3%	0.0%	6.6%	4.3%	
Inverness	4.9%	4.5%	4.9%	5.8%	5.9%	
Highland Wide	4.2%	3.9%	4.1%	4.7%	4.8%	

4.2 These cumulative figures show a continuing increase in rent arrears for quarter 4 2012/13 compared to previous quarters. This is an area of work that needs continual effort to keep rent arrears under control which the rent arrears team are continually focused on.

5. Homeless Prevention / Homelessness

- 5.1 Background relating to the implementation of the Homeless Prevention Team can be found in the Housing and Social Work Committee papers of 9 March 2011 and 9 November 2011 at the following links:

<http://www.highland.gov.uk/NR/rdonlyres/E1FF5AC5-B8E6-4F36-8804-68792848C9F0/0/Item8HSW3211.pdf>

<http://www.highland.gov.uk/NR/rdonlyres/8460EC0A-DFCB-465F-A0F4-14123F45725A/0/Item12HSW11411.pdf>

Table 11: Total number of prevention team cases received

	2012/13			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Inverness	336	297	276	296
Highland Wide	470	504	433	525

- 5.2 Table 11 shows that the Homeless Prevention Team dealt with 296 new cases in Inverness during Quarter 4 of 2012/13. Details of the primary reasons given for contacting the Homeless Prevention Team are given at table 12.

Table 12: Primary Reasons

	2012/13			
	Qtr. 1	Qtr. 2	Qtr3	Qtr4
Antisocial Behaviour	8	3	3	5
Financial Problem	35	37	36	35
Medical Housing Need	9	8	8	2
Overcrowding Issue	29	18	20	14
Poor Housing Condition	5	1	6	3
Notice received from landlord	67	64	53	48
Family dispute	60	63	43	61
Hospital Discharge	10	3	4	7
Leaving Armed Forces	2	1	0	1
Relationship Breakdown	71	57	65	79
Prison release	18	11	21	13
Relocation to Highlands	22	31	17	28
Total	336	297	276	296

- 5.3 During Quarter 4, 286 homeless prevention cases were closed as shown in table 13.

Table 13: Total Closed Homeless Prevention Cases

	2012/13			
	Qtr. 1	Qtr. 2	Qtr3	Qtr4
Inverness	293	429	359	286
Highland Wide	330	588	623	529

- 5.4 During quarter 4 60% of cases resulted in a positive outcome as detailed at Table 14, 36% resulted in a statutory homeless presentation and the remaining 4% lost contact or declined a service.

Table 14: Primary Outcomes

	2012/13							
	Qtr. 1	%	Qtr. 2	%	Qtr. 3	%	Qtr. 4	%
Homeless Presentation	117	39.9	118	27.5	91	25.3	103	36.0
Advice & Information	63	21.5	158	36.8	141	39.2	91	31.8
Declined a Service	6	2.0	7	1.6	3	<1	4	1.4
Homeless Prevention Fund	-	-	-	-	-	-	2	<1
Lost Contact	13	4.4	5	1.2	17	4.7	8	2.8
Reconciliation with Partner	-	-	-	-	-	-	4	1.4
Living with Family / Friends	11	3.8	16	3.7	7	1.9	2	<1
Housed by HHR	5	1.7	10	2.3	4	1.1	14	4.9
Issues with Landlord Resolved	26	8.9	36	8.4	31	8.6	12	4.2
Private Rented Sector	30	10.2	49	11.4	32	8.9	24	8.4
Support Referral	22	7.5	28	6.5	27	7.5	19	6.6
LIFT Scheme	0	-	2	0.5	1	<1	1	<1
Moved Outwith Highland	0	-	0	-	5	1.4	2	<1
Total	293		429		359		286	

Table 15: % Homeless decision notifications within 28 days

	2012/13					Average12/13	Target
	Qtr 1	Qtr 2	Qtr 3	Qtr 4			
Inverness	67%	77%	84%	76%	76%	70%	
Highland Wide	79%	75%	79%	86%	78%		

5.6 Decisions for clients presenting as homeless should be assessed within 28 days. Table 15 shows that the average performance for 2012/13 was better than target.

Table 16: Proportion provided with permanent accommodation who maintained their tenancy for at least 12 months

	2012/13					Average12/13	Target
	Qtr 1	Qtr 2	Qtr 3	Qtr 4			
Inverness	97%	97%	97%	97%	97%	94%	
Highland Wide	98%	98%	98%	99%	98.25%		

5.7 Table 16 provides information on tenancy sustainment and for the fourth quarter running the target of 94% has been exceeded.

6. Other Performance Information

6.1 Members can find detail of ward performance on the Council Intranet, under Management Intranet, Performance, Ward Reporting.

6.2 Members can also find details of Housing and Property quarterly performance on the Council Intranet under Management Intranet, Performance, Quarterly Performance Reviews.

7. Implications

- 7.1 There are no specific resource, legal, equality, climate change or risk implications arising from this report.

8. Recommendation

- 8.1 Committee is asked to note and scrutinise the information provided on performance for the four quarters of 2012/13 from 1 April 2012 to 31 March 2013.

Signature:

Designation: **Depute Chief Executive/Director of Housing and Property**

Date: 20 May 2013

Author: Tracey Urry, Housing and Property Manager South

APPENDIX 1

Number of Council Properties in the Inverness Wards

Ward	Number
13 Aird & Loch Ness	306
14 Inverness West	458
15 Inverness Central	1837
16 Inverness Ness-side	467
17 Inverness Millburn	366
18 Culloden & Ardersier	545
20 Inverness South	46
TOTAL	4025