

Agenda Item	10
Report No	CIA/58/13

Housing and Property Services Performance Report - 1 April 2013 to 30 June 2013

Report by the Interim Director of Housing and Property

Summary

This report provides information on housing performance indicators for the first quarter of 2013/2014.

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use to form part of its scrutiny of landlords. These replace statutory performance indicators for housing from April 2013, with the Council required to make its first Annual Return on the Charter to the Scottish Housing Regulator and annual report to tenants in May 2014.
- 1.2 This report provides information on performance in the 1st quarter of 2013/14 based on the reporting framework agreed by the Finance, Housing and Resources Committee on 5 June 2013. Most of the indicators required are not directly comparable with previous statutory performance indicators. Unfortunately that means it is not possible to obtain data retrospectively to allow reporting of data trends.

2 Repairs

- 2.1 Performance on repairs is summarised in the tables below.
- 2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	14			
Inverness City	15			
Aird & Loch Ness (13)	11			
Inverness West (14)	22			
Inverness Central (15)	11			
Inverness Ness-Side (16)	7			
Inverness Millburn (17)	16			
Culloden & Ardersier (18)	35			
Inverness South (20)	2			

- 2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 24 hours. Table 1 shows that the average length of time to complete emergency repairs in Inverness was around the same as the Highland average. There were variations in performance across wards with only one ward having an average above the

target level of 24 hours.

2.4 *Table 2: Average length of time taken to complete non-emergency repairs (days)*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	10			
Inverness City	11			
Aird & Loch Ness (13)	12			
Inverness West (14)	8			
Inverness Central (15)	12			
Inverness Ness-Side (16)	8			
Inverness Millburn (17)	12			
Culloden & Ardersier (18)	9			
Inverness South (20)	15			

2.5 Non-emergency repairs are measured in working days. Table 2 shows that the average time to complete these in repairs Inverness is longer than the Highland average figure.

2.6 *Table 3: % of reactive repairs completed right first time*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	89%			
Inverness City	86%			
Aird & Loch Ness (13)	85%			
Inverness West (14)	92%			
Inverness Central (15)	87%			
Inverness Ness-Side (16)	89%			
Inverness Millburn (17)	92%			
Culloden & Ardersier (18)	90%			
Inverness South (20)	68%			

2.7 The percentage of reactive repairs completed “right first time” is defined as “repairs being complete to the tenant’s satisfaction within locally agreed target timescales, without the need to return a further time”. It is not possible to collect all the information required to report definitively on this indicator. The figure shown in Table 3 is based on all day to day housing repairs completed in the period where: only one repairs request was raised; no “make good” orders were required; there was access to carry out the repair; and the repair was completed on time. Tenant satisfaction with repairs is measured through a sample survey and it has been agreed that this will be reported annually. It is not possible to report tenant satisfaction at the level of these individual repairs. The figures indicate that performance on this indicator in Inverness is below the Highland average.

2.8 *Table 4: % of repairs appointments kept*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	93%			
Inverness City	94%			
Aird & Loch Ness (13)	89%			
Inverness West (14)	91%			
Inverness Central (15)	92%			
Inverness Ness-Side (16)	94%			
Inverness Millburn (17)	98%			
Culloden & Ardersier (18)	93%			
Inverness South (20)	100%			

2.9 The percentage of repairs appointments kept is gathered from the repairs appointment system which is currently in place but which has not been implemented Highland wide. It shows that performance on appointments in Inverness is almost the same as the Highland average.

2.10 In gathering the information for repairs indicators we do not include instances where we have been unable to gain access to properties.

3. Anti-Social Behaviour

3.1 The national indicator is the percentage of anti-social behaviour cases reported which were resolved within locally agreed targets.

3.2 *Table 5: Percentage of cases resolved within target timescales*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	95%			
Inverness City	94%			
Aird & Loch Ness (13)	100%			
Inverness West (14)	100%			
Inverness Central (15)	95%			
Inverness Ness-Side (16)	67%			
Inverness Millburn (17)	100%			
Culloden & Ardersier (18)	100%			
Inverness South (20)	0			

3.3 The table shows that a slightly lower percentage of cases were resolved within target timescales in Inverness compared to the Highland-wide figure. There were variations between Wards, although in some Wards the percentages are based on low case numbers. For example in Inverness Ness-side there were 3 cases completed, of which 2 were completed on time. The complexity and severity of cases can also affect the timescale for completion.

4. Tenancy Management

4.1 This indicator provides information on the percentage of tenancy offers refused during the year and the percentage of new tenancies sustained for more than a

year, by type of let. The indicator also provides information on the percentage of rent lost through properties being empty and the average length of time taken to re-let properties in the last year.

4.2 *Table 6 : % of tenancy offers refused during the year*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	34%			
Inverness City	32%			
Aird & Loch Ness (13)	64%			
Inverness West (14)	33%			
Inverness Central (15)	18%			
Inverness Ness-Side (16)	27%			
Inverness Millburn (17)	29%			
Culloden & Ardersier (18)	20%			
Inverness South (20)	0%			

4.3 Table 6 shows that there is a lower rate of refusal of offers of housing than Highland-wide, although the refusal rate is around a third of offers. The figure for Aird and Loch Ness stands out at 64%. There were 11 offers of housing made in the ward during the quarter, of which 7 were refused. 3 refusals were on a single property in Drumnadrochit and 2 on a single property in Beauly. Of the refusals 2 people said they did not want to move at present; 3 people didn't like either the house or the area and 1 refused due to the size of the property. One person did not give a reason for refusal.

4.4 *Table 7: % new tenancies sustained for more than 1 year (by source of let)*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Transfers				
Highland-wide	92%			
Inverness	92%			
Aird & Loch Ness (13)	100%			
Inverness West (14)	80%			
Inverness Central (15)	98%			
Inverness Ness-Side (16)	93%			
Inverness Millburn (17)	92%			
Culloden & Ardersier (18)	92%			
Inverness South (20)	No cases			
Homeless households				
Highland-wide	89%			
Inverness City	93%			
Aird & Loch Ness (13)	91%			
Inverness West (14)	95%			
Inverness Central (15)	92%			
Inverness Ness-Side (16)	93%			
Inverness Millburn (17)	89%			
Culloden & Ardersier (18)	100%			
Inverness South (20)	No cases			
Housing list				
Highland-wide	81%			
Inverness City	89%			
Aird & Loch Ness (13)	100%			
Inverness West (14)	67%			
Inverness Central (15)	92%			
Inverness Ness-Side (16)	100%			
Inverness Millburn (17)	100%			
Culloden & Ardersier (18)	75%			
Inverness South (20)	No cases			
Other				
Highland-wide	85%			

Inverness City	84%			
Aird & Loch Ness (13)	No cases			
Inverness West (14)	86%			
Inverness Central (15)	81%			
Inverness Ness-Side (16)	83%			
Inverness Millburn (17)	67%			
Culloden & Ardersier (18)	89%			
Inverness South (20)	100%			

4.5 Table 7 shows the percentage of tenancies sustained for more than a year broken down by type of let. This shows that in general tenancy sustainment was higher in Inverness than in Highland as a whole.

4.6 *Table 8: % of rent due lost through properties being empty*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	0.8%			
Inverness City	0.97%			
Aird & Loch Ness (13)	0.31%			
Inverness West (14)	1.52%			
Inverness Central (15)	1.32%			
Inverness Ness-Side (16)	0.76%			
Inverness Millburn (17)	1.04%			
Culloden & Ardersier (18)	0.84%			
Inverness South (20)	No relets			

4.7 Table 8 shows the average rent loss due to empty houses. It shows that rent loss is higher in Inverness than Highland as a whole. Rent loss depends on the time a property is vacant. Table 9 (below) provides details of the average reletting time.

4.8 *Table 9: Average length of time taken to re-let properties (weeks)*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	5			
Inverness City	8			
Aird & Loch Ness (13)	8			
Inverness West (14)	6			
Inverness Central (15)	7			
Inverness Ness-Side (16)	7			
Inverness Millburn (17)	8			
Culloden & Ardersier (18)	6			
Inverness South (20)	0			

4.9 The table indicates that average reletting time is greater in Inverness than Highland and a whole. A graph showing the historic profile for Inverness is attached as **Appendix 1**.

5. Rent Arrears

5.1 There are significant differences in the way the new indicators for rent arrears are derived compared to previous indicators. In calculating the rent collected figure we include rent paid in advance and also former tenant debt collected.

5.2 *Table 10: Rent collected as a % of total rent due in the reporting year*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	99.0%			
Inverness City	98.5%			
Aird & Loch Ness (13)	99.2%			
Inverness West (14)	98.5%			
Inverness Central (15)	97.1%			
Inverness Ness-Side (16)	97.9%			
Inverness Millburn (17)	96.7%			
Culloden & Ardersier (18)	99.4%			
Inverness South (20)	101.1%			

5.3 Table 10 shows that rent collected in Inverness is a little below that of Highland as a whole.

5.4 *Table 11: Gross rent arrears (all tenants) as a % of rent due to the reporting year*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Highland-wide	5.08%			
Inverness City	5.03%			
Aird & Loch Ness (13)	2.99%			
Inverness West (14)	7.32%			
Inverness Central (15)	5.98%			
Inverness Ness-Side (16)	5.64%			
Inverness Millburn (17)	5.50%			
Culloden & Ardersier (18)	3.29%			
Inverness South (20)	4.50%			

5.5 The gross rent arrears calculation includes current and former tenant debt prior to any write off. Table 11 shows that rent arrears as a % of rent due is the same as the Highland average, although differences between ward are apparent. In order to put these figures into perspective **Appendix 2** contains a graph showing the longer term trends in current tenant arrears.

6. Homelessness/Homeless Prevention

6.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter. However a number of indicators have been agreed by the Council.

6.2 *Table 12: Homelessness and homeless prevention*

HOMELESSNESS/HOMELESS PREVENTION	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number of homeless presentations	89			
Number of open homelessness cases	293			

6.3 The number of homeless presentations continues to decrease down from 95 in the corresponding quarter of last year as do the number of open homelessness cases, which are down from 437.

6.4 The homeless prevention team continues to deal with a high caseload, and the effectiveness of this approach is reflected in the reducing number of homeless presentations.

6.5 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>

6.6 *Table 13: Total number of prevention team cases received*

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr4
Inverness	354			
Highland Wide	615			

6.7 Table 13 shows that the Homeless Prevention Team dealt with 354 new cases in Inverness during Quarter 1 of 2013/14. Details of the primary advice reasons associated with each case are given at table 14.

6.8 *Table 14: Primary Advice Reasons*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Relationship Breakdown	82			
Family dispute	82			
Notice received from landlord	76			
Financial Problem	37			
Relocation to Highlands	23			
Overcrowding Issue	15			
Prison release	13			
Antisocial Behaviour	11			
Medical Housing Need	5			
Hospital Discharge	5			
Poor Housing Condition	3			
Leaving Armed Forces	2			
Total	354			

6.9 During Quarter 1, 444 homeless prevention cases were closed as shown in table 15.

Table 15: Total Closed Homeless Prevention Cases

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Inverness	444			
Highland Wide	743			

6.10 During Quarter 1 54.3% of cases resulted in a positive outcome as detailed at table 16, 43.9% resulted in a statutory homeless presentation and the remaining 1.8% lost contact.

Table 16: Primary Outcomes

	2013/14							
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%
Homeless Presentation	195	43.9						
Advice & Information	96	21.6						
Private Rented Sector	56	12.6						
Issues with Landlord Resolved	30	6.8						
Living with Family / Friends	27	6.1						
Support Referral	20	4.5						
Housed by HHR	11	2.5						
Lost Contact	8	1.8						
LIFT Scheme	1	<1						
Total	444							

7. Implications

- 7.1 **Resources:** There are ongoing resource implications arising from the need to develop and maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This is managed within the current HRA budget.
- 7.2 **Legal:** The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.
- 7.3 There are no specific equality, climate change/carbon clever or risk implications arising from this report

8 Recommendation

- 9.1 Committee is asked to note the information provided on housing performance in quarter 1 covering 1 April 2013 to 30 June 2013.

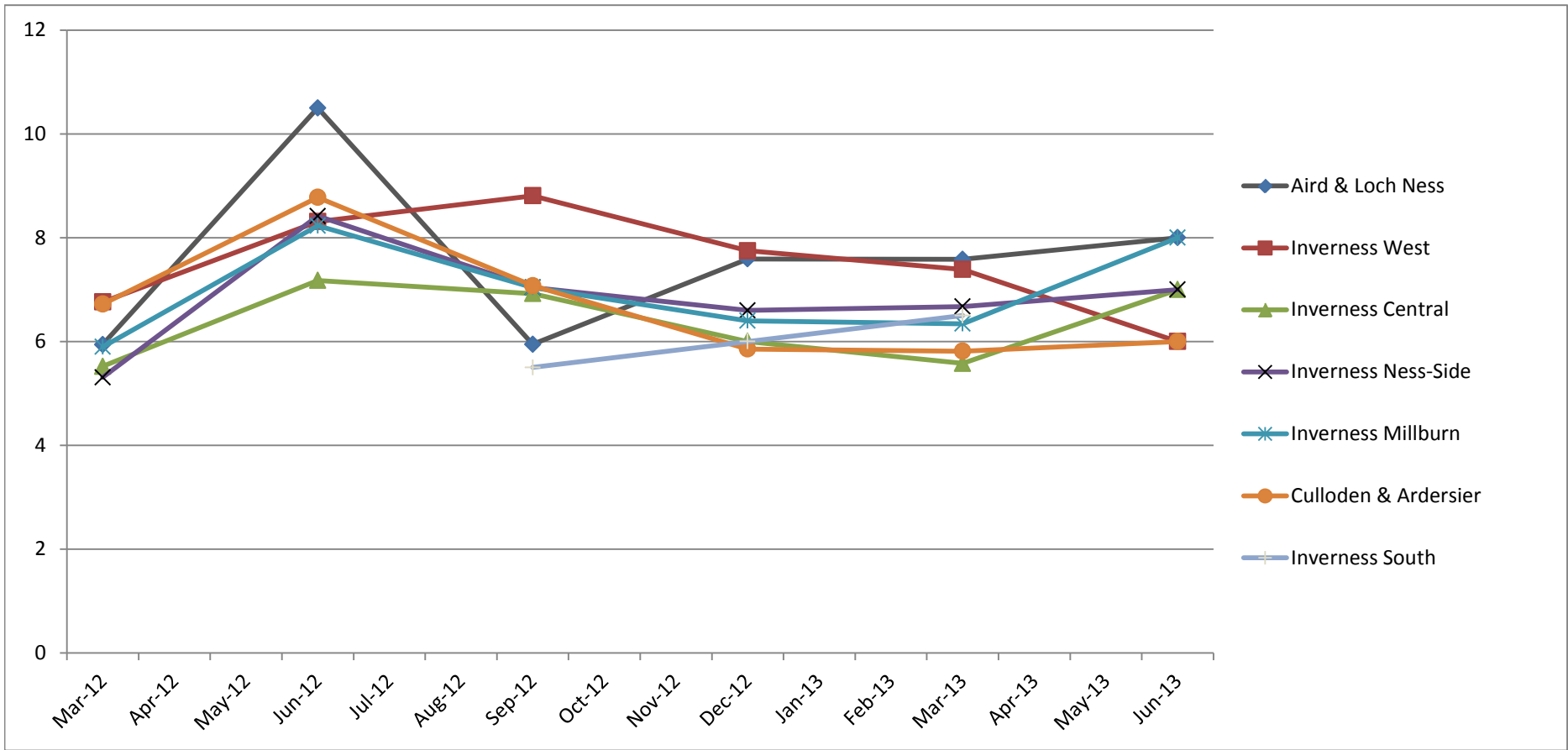
Designation: **Interim Director of Housing and Property**

Date: 8 October 2013

Author: David Goldie, Head of Housing

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

Average Relet Time



Arrears Trends

