

# The Highland Council

## City of Inverness Area Committee – 9 December 2013

Agenda Item	8
Report No	CIA/66/13

### Housing Performance Report - 1 April 2013 to 30 September 2013

#### Report by the Interim Director of Housing and Property

#### Summary

This report provides information on housing performance indicators for the first half 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 2014.
- 1.2 This report provides information on performance in the first 6 months 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.
- 1.3 Current housing stock levels for the City of Inverness area are as follows:

*Table 1*

Ward	Number of Council houses
Aird & Loch Ness (13)	306
Inverness West (14)	457
Inverness Central (15)	1870
Inverness Ness-Side (16)	467
Inverness Millburn (17)	383
Culloden & Ardersier (18)	543
Inverness South (20)	46

## 2 Repairs

- 2.1 Performance on repairs is summarised in the tables below.

2.2 *Table 2: Average length of time taken to complete emergency repairs (hours)*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Highland-wide</b>	14	<b>12</b>		
<b>Inverness City</b>	15	<b>11</b>		
Aird & Loch Ness (13)	11	11		
Inverness West (14)	22	15		
Inverness Central (15)	11	9		
Inverness Ness-Side (16)	7	7		
Inverness Millburn (17)	16	12		
Culloden & Ardersier (18)	35	17		
Inverness South (20)	2	6		

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 Highland average. There were variations in performance across wards. The relatively poor performance in Culloden and Ardersier during quarter 1 was investigated following the previous meeting, and this was due to incorrect completion dates being entered in a small number of cases. As figures are cumulative this is will also reflect in the figure for quarter 2. Performance in all wards is now within the Highland target of 24 hours.

2.4 *Table 3: Average length of time taken to complete non-emergency repairs (days)*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Highland-wide</b>	10	<b>9</b>		
<b>Inverness City</b>	11	<b>9</b>		
Aird & Loch Ness (13)	12	10		
Inverness West (14)	8	9		
Inverness Central (15)	12	9		
Inverness Ness-Side (16)	8	7		
Inverness Millburn (17)	12	8		
Culloden & Ardersier (18)	9	7		
Inverness South (20)	15	15		

2.5 Non-emergency repairs are measured in working days. Table 3 shows that the average time to complete these repairs in Inverness is the same as the Highland average figure.

2.6 *Table 4: % of reactive repairs completed right first time*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Highland-wide</b>	89%	<b>89%</b>		
<b>Inverness City</b>	86%	<b>89%</b>		
Aird & Loch Ness (13)	85%	85%		
Inverness West (14)	92%	93%		
Inverness Central (15)	87%	88%		
Inverness Ness-Side (16)	89%	92%		
Inverness Millburn (17)	92%	94%		
Culloden & Ardersier (18)	90%	89%		
Inverness South (20)	68%	71%		

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.

2.8 The figures indicate that performance on this indicator in Inverness is improving slightly and is in line with the Highland Average. The relatively poor performance in Inverness South is partly due to the low number of repairs involved (24 compared to 747 in Inverness Central).

2.9 *Table 5: % of repairs appointments kept*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Highland-wide</b>	93%	<b>92%</b>		
<b>Inverness City</b>	94%	<b>93%</b>		
Aird & Loch Ness (13)	89%	91%		
Inverness West (14)	91%	93%		
Inverness Central (15)	92%	92%		
Inverness Ness-Side (16)	94%	94%		
Inverness Millburn (17)	98%	95%		
Culloden & Ardersier (18)	93%	92%		
Inverness South (20)	100%	97%		

2.10 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. The relatively poor performance in Aird and Loch Ness in quarter 1 was highlighted at the previous meeting. We looked at the actual repairs involved and found that most of the 12 cases where appointments were not kept involved tradespersons being held up on other jobs. This highlighted some issues about managing workflow and

communication with tenants, which is being taken forward with the Maintenance Manager.

2.11 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 6: Percentage of cases resolved within target timescales*

	2013/14					
	Qtr 1		Qtr 2		Qtr 3	Qtr 4
	Number resolved	% on time	Number resolved	% on time		
<b>Highland-wide</b>		95%		<b>91%</b>		
<b>Inverness City</b>		94%		<b>86%</b>		
Aird & Loch Ness (13)	1	100%	5	60%		
Inverness West (14)	9	100%	17	88%		
Inverness Central (15)	18	95%	34	94%		
Inverness Ness-Side (16)	3	67%	8	75%		
Inverness Millburn (17)	1	100%	3	100%		
Culloden & Ardersier (18)	1	100%	3	67%		
Inverness South (20)	0	0	2	50%		

3.3 The table shows a slight reduction in the percentage of cases resolved within target timescales compared to the Highland average. There continue to be variations between wards, and low case numbers can affect the change in percentage results between quarters. 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 7: % of tenancy offers refused during the year*

	2013/14					
	Qtr 1		Qtr 2		Qtr 3	Qtr 4
	Offers made	% refused	Offers made	% refused		
<b>Highland-wide</b>		34%		<b>35%</b>		
<b>Inverness City</b>		32%		<b>30%</b>		
Aird & Loch Ness (13)	11	64%	19	42%		
Inverness West (14)	6	33%	15	33%		
Inverness Central (15)	109	18%	188	20%		
Inverness Ness-Side (16)	15	27%	37	14%		
Inverness Millburn (17)	14	29%	19	32%		
Culloden & Ardersier (18)	15	20%	22	18%		
Inverness South (20)	0	0%	2	50%		

4.3 Table 7 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.

4.4 Table 8: % new tenancies sustained for more than 1 year (by source of let)

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Transfers</b>				
<b>Highland-wide</b>	92%	<b>92%</b>		
<b>Inverness</b>	92%	<b>93%</b>		
Aird & Loch Ness (13)	100%	100%		
Inverness West (14)	80%	83%		
Inverness Central (15)	98%	98%		
Inverness Ness-Side (16)	93%	100%		
Inverness Millburn (17)	92%	93%		
Culloden & Ardersier (18)	92%	86%		
Inverness South (20)	No cases	No cases		
<b>Homeless households</b>				
<b>Highland-wide</b>	89%	<b>89%</b>		
<b>Inverness City</b>	93%	<b>92%</b>		
Aird & Loch Ness (13)	91%	82%		
Inverness West (14)	95%	96%		
Inverness Central (15)	92%	91%		
Inverness Ness-Side (16)	93%	90%		
Inverness Millburn (17)	89%	95%		
Culloden & Ardersier (18)	100%	100%		
Inverness South (20)	No cases	100%		
<b>Housing list</b>				
<b>Highland-wide</b>	81%	<b>82%</b>		
<b>Inverness City</b>	89%	<b>92%</b>		
Aird & Loch Ness (13)	100%	100%		
Inverness West (14)	67%	75%		
Inverness Central (15)	92%	93%		
Inverness Ness-Side (16)	100%	100%		
Inverness Millburn (17)	100%	100%		
Culloden & Ardersier (18)	75%	83%		
Inverness South (20)	No cases	No cases		
<b>Other</b>				
<b>Highland-wide</b>	85%	<b>68%</b>		
<b>Inverness City</b>	84%	<b>88%</b>		
Aird & Loch Ness (13)	No cases	100%		
Inverness West (14)	86%	89%		
Inverness Central (15)	81%	65%		
Inverness Ness-Side (16)	83%	100%		
Inverness Millburn (17)	67%	83%		
Culloden & Ardersier (18)	89%	80%		
Inverness South (20)	100%	100%		

4.5 Table 8 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 9: % of rent due lost through properties being empty

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Highland-wide</b>	0.8%	<b>0.7%</b>		
<b>Inverness City</b>	0.97%	<b>0.80%</b>		
Aird & Loch Ness (13)	0.31%	0.24%		
Inverness West (14)	1.52%	0.94%		
Inverness Central (15)	1.32%	1.49%		
Inverness Ness-Side (16)	0.76%	0.79%		
Inverness Millburn (17)	1.04%	1.15%		
Culloden & Ardersier (18)	0.84%	0.80%		
Inverness South (20)	No relets	0.69%		

4.7 Table 9 shows the percentage of rent loss due to empty houses for houses let in the period. It shows that rent loss is higher in Inverness than Highland as a whole although there has been an improvement compared to quarter 1. The rent loss figure for Inverness Millburn is affected by one property out of 14 let, which was technically void for an extended period due to a complex tenancy succession issue. Rent loss depends on the time a property is vacant. Table 10 (below) provides details of the average reletting time.

4.8 *Table 10: Average length of time taken to re-let properties (days)*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Highland-wide</b>	41.3	<b>43.4</b>		
<b>Inverness City</b>	40.1	<b>45.6</b>		
Aird & Loch Ness (13)	58.9	52.1		
Inverness West (14)	39.0	40.8		
Inverness Central (15)	42.1	44.0		
Inverness Ness-Side (16)	59.1	54.9		
Inverness Millburn (17)	42.7	51.2		
Culloden & Ardersier (18)	38.9	38.6		
Inverness South (20)	0	77.9		

4.9 The table indicates that average reletting time is greater in Inverness than Highland as 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 Current rent arrears for Inverness City wards are set out below:

Ward	Current Arrears (£)
Aird & Loch Ness (13)	24,188.41
Inverness West (14)	40,068.86
Inverness Central (15)	220,008.87
Inverness Ness-Side (16)	62,941.81
Inverness Millburn (17)	42,345.27
Culloden & Ardersier (18)	47,855.52
Inverness South (20)	2,902.52

5.2 *Table 11: Rent collected as a % of total rent due in the reporting year*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Highland-wide</b>	99.0%	<b>98.0%</b>		
<b>Inverness City</b>	98.5%	<b>96.7%</b>		
Aird & Loch Ness (13)	99.2%	98.5%		
Inverness West (14)	98.5%	97.6%		
Inverness Central (15)	97.1%	97.4%		
Inverness Ness-Side (16)	97.9%	96.9%		
Inverness Millburn (17)	96.7%	96.9%		
Culloden & Ardersier (18)	99.4%	98.3%		
Inverness South (20)	101.1	100.3		

5.3 Table 11 shows that rent collected in Inverness is a little below that of Highland as a whole.

5.4 *Table 12: Gross rent arrears (all tenants) as a % of rent due to the reporting year*

	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Highland-wide</b>	5.08%	<b>5.41%</b>		
<b>Inverness City</b>	5.03%	<b>5.43%</b>		
Aird & Loch Ness (13)	2.99%	3.27%		
Inverness West (14)	7.32%	7.50%		
Inverness Central (15)	5.98%	6.41%		
Inverness Ness-Side (16)	5.64%	6.06%		
Inverness Millburn (17)	5.50%	6.13%		
Culloden & Ardersier (18)	3.29%	3.43%		
Inverness South (20)	4.50%	5.21%		

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 slightly higher than 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. Current rent arrears in Inverness are £457,679 compared to £398,263 last quarter.

## 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 13: Homelessness and homeless prevention*

HOMELESSNESS/HOMELESS PREVENTION HIGHLAND WIDE	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number of homeless presentations	89	<b>208</b>		
Number of open homelessness cases	293	<b>238</b>		

6.3 The homeless prevention team continues to deal with a high caseload.

6.4 *Table 14: Total number of prevention team cases received*

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr4
Inverness	354	530		
<b>Highland Wide</b>	<b>615</b>	<b>1423</b>		

6.5 Table 14 shows that the Homeless Prevention Team dealt with 530 new cases in Inverness during Quarter 2 of 2013/14. Details of the primary advice reasons associated with each case are given at table 14.

6.6 *Table 14: Primary Advice Reasons*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Relationship Breakdown	82	131		
Family dispute	82	103		
Notice received from landlord	76	120		
Financial Problem	37	66		
Relocation to Highlands	23	31		

Overcrowding Issue	15	22		
Prison release	13	15		
Antisocial Behaviour	11	14		
Medical Housing Need	5	10		
Hospital Discharge	5	10		
Poor Housing Condition	3	6		
Leaving Armed Forces	2	2		
<b>Total</b>	<b>354</b>	<b>530</b>		

6.7 During Quarter 2, 436 homeless prevention cases were closed as shown in table 16.

Table 16: Total Closed Homeless Prevention Cases

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Inverness	444	436		
<b>Highland Wide</b>	<b>743</b>	<b>729</b>		

6.8 During Quarter 2 58.9% of cases resulted in a positive outcome as detailed at table 16, 39.3% resulted in a statutory homeless presentation and the remaining 1.8% lost contact.

6.9 Table 17: Primary Outcomes

	2013/14							
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%
Homeless Presentation	195	43.9	284	39.3				
Advice & Information	96	21.6	186	25.7				
Private Rented Sector	56	12.6	100	13.8				
Issues with Landlord Resolved	30	6.8	45	6.3				
Living with Family / Friends	27	6.1	32	4.4				
Support Referral	20	4.5	26	3.6				
Housed by HHR	11	2.5	18	2.5				
Lost Contact	8	1.8	13	1.8				
Moved outwith Highlands			9	1.2				
Reconciliation with Partner			9	1.2				
LIFT Scheme	1	<1	1	<1				
<b>Total</b>	<b>444</b>		<b>723</b>					

## 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 scrutinise the information provided on housing performance in the period 1 April to 30 September 2013.

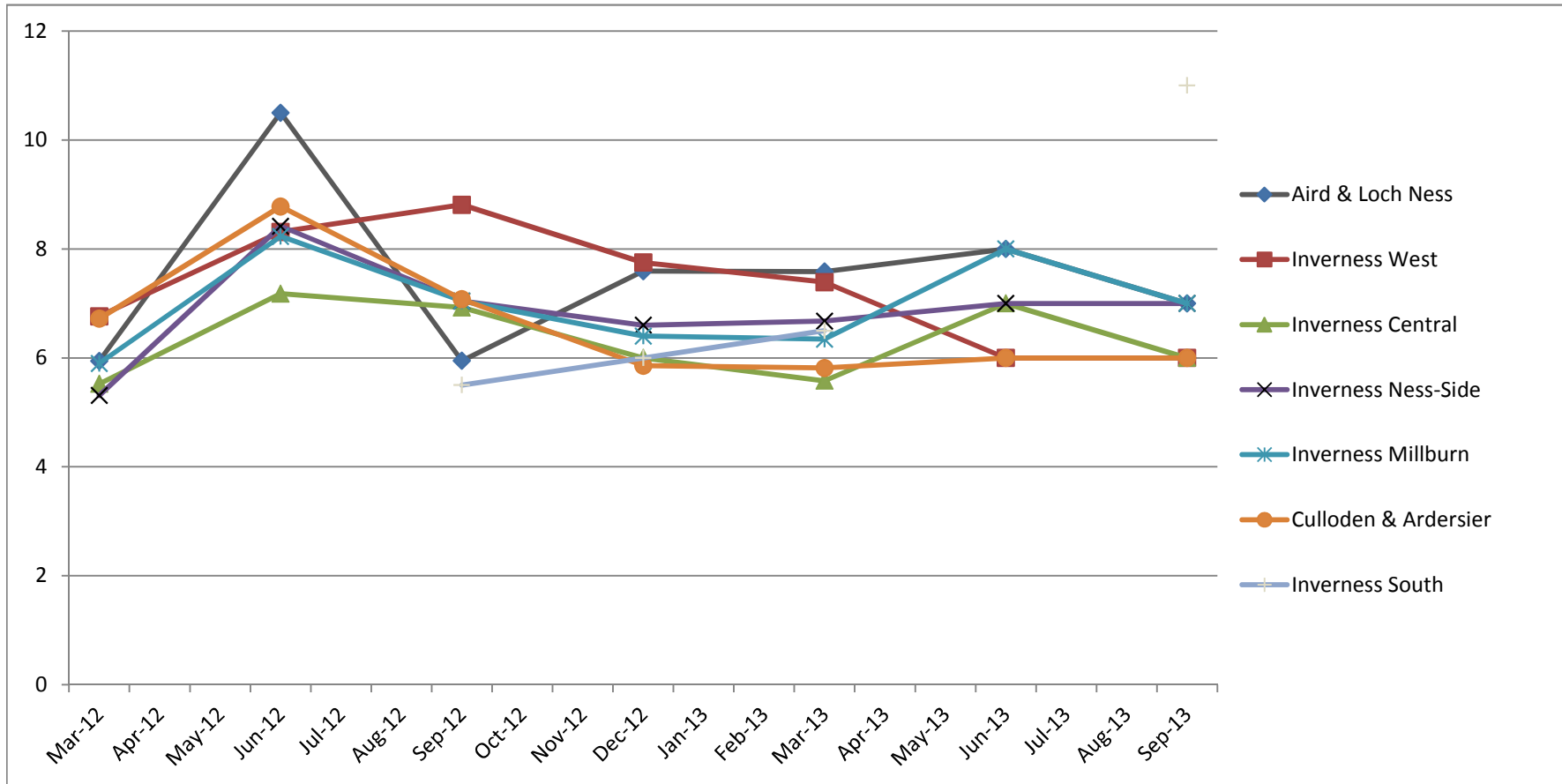
Designation: **Interim Director of Housing and Property**

Date: 22 November 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

