

The Highland Council

City of Inverness Area Committee – 3 June 2014

Agenda Item	15
Report No	CIA/26 /14

Housing Performance Report - 1 April 2013 to 31 March 2014

Report by the Director of Community Services

Summary

This report provides information on housing performance indicators during the year 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 later in the year.
- 1.2 This report provides information on performance for the year 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. This means it is not possible to obtain data retrospectively to allow reporting of data trends.
- 1.3 Members have, since this meeting, requested information in a more straightforward format which will allow comparison of trends on key indicators. There are a number of other performance indicators for housing management performance. Information on these indicators is presented in tabular format at **Appendix 1**.

2 Repairs

- 2.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete emergency repairs and non-emergency repairs. As these indicators only applied from 1 April 2013 we have no historical data.
- 2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*

	No of Houses	2013/14			
		Q1	Q2	Q3	Q4
Aird & Loch Ness	308	10.9	11.0	12.8	24.4
Inverness West	456	21.6	15.2	17.3	13.0
Inverness Central	1868	11.2	9.2	8.6	12.0
Inverness Ness-Side	466	6.8	6.8	10.1	15.4
Inverness Millburn	381	16.3	12.5	10.9	20.3
Culloden & Ardersier	552	35.2	17.1	13.6	20.3
Inverness South	58	1.8	6.0	9.0	9.2
Highland	13678	13.4	11.6	11.4	14.5

2.3 The average length of time taken to complete emergency repairs is calculated in hours with the Highland Council target being 15 hours. Table 1 shows that the average length of time to complete emergency repairs in Inverness was varied. The Highland average figure was 14.5 hours. It should be noted that we have identified administrative errors in closing works orders and this is reflected in the PI. As an example when selecting those works orders which we believe to be incorrectly input the average value for Aird and Loch Ness falls to approximately 9hours. This is being addressed through area visits and training.

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

	No of Houses	2013/14			
		Q1	Q2	Q3	Q4
Aird & Loch Ness	308	11.7	10	9.6	9.2
Inverness West	456	8.5	8.6	9.7	9.5
Inverness Central	1868	11.8	9.1	9.6	9.4
Inverness Ness-Side	466	8.2	6.5	7.6	8.3
Inverness Millburn	381	11.8	8.2	9.3	9.6
Culloden & Ardersier	552	8.7	6.7	8.3	8.5
Inverness South	58	14.6	15.2	12.1	12.2
Highland	13678	9.8	8.6	8.8	8.7

2.5 Non-emergency repairs are measured in working days. Table 2 shows that the average time to complete these repairs in all Inverness wards apart from Inverness South is below the target of 10 days. The Highland average is currently 8.7 days.

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

3. Tenancy Management

3.1 The chart below provides information on the average re-let time showing the trend back 5 years and highlighting the same quarter in previous years for comparison.

3.2 *Table 3 : Average re-let time (days)*

	No of Houses	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
		Q4	Q4	Q4	Q4	Q4	Q4
Aird & Loch Ness	308	94.20	55.70	31.67	42.58	53.08	44.38
Inverness West	456	76.40	56.00	39.87	37.69	51.73	40.20
Inverness Central	1868	71.20	59.55	25.91	34.15	39.05	43.48
Inverness Ness-Side	466	69.40	60.12	28.40	35.70	46.73	50.08
Inverness Millburn	381	75.90	53.20	27.53	37.55	44.39	48.42
Culloden & Ardersier	552	59.60	46.15	20.77	45.50	40.70	37.91
Inverness South	58	88.20	42.00	7.00	0.00	45.50	42.00
Highland	13678	41.60	37.09	32.07	38.16	38.53	39.07

3.3 Table 3 shows that re-let times varies widely across the Inverness wards with Culloden and Ardersier performing best at 37.91 days and Inverness Ness-side the lowest performing at 50.08 days. The Highland average is 39.07 days against the target of 35 days.

3.4 Performance on reletting void houses is a significant issue which the Service Management team is currently focussing on with a view to improving performance.

4. Rent Arrears

4.1 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 five years.

4.2 The Highland wide current rent arrears figure is £1,252,738. The total value for the Inverness wards is £435,744.

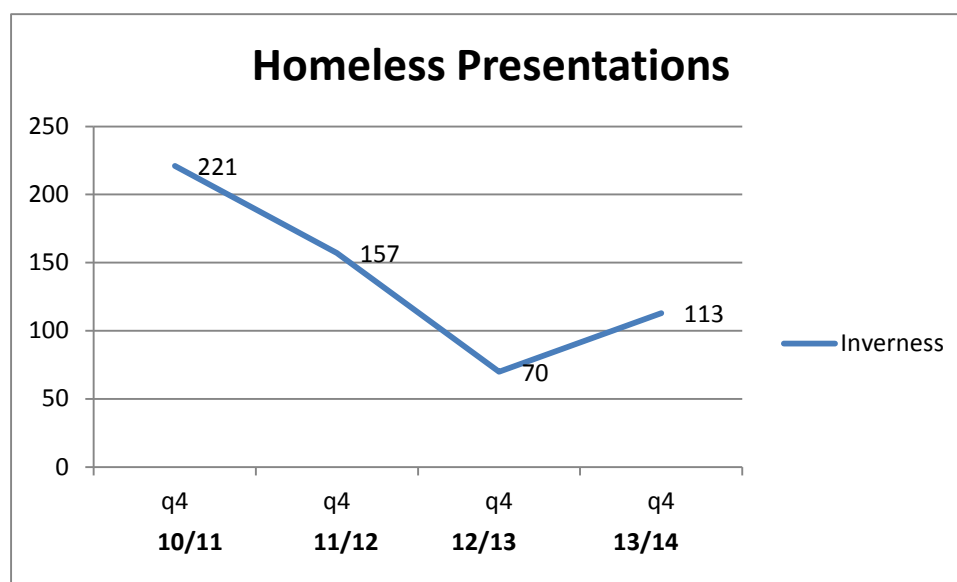
4.3 *Table 4 – Current Rent Arrears*

	No of Houses	2008/09 Q4	2009/10 Q4	2010/11 Q4	2011/12 Q4	2012/13 Q4	2013/14 Q4
Aird & Loch Ness	308	£22,672	£21,865	£20,961	£11,692	£22,902	£25,590
Inverness West	456	£49,326	£56,782	£41,886	£31,874	£36,677	£39,080
Inverness Central	1868	£204,141	£209,205	£178,948	£154,753	£190,208	£210,793
Inverness Ness-Side	466	£56,083	£54,050	£44,226	£38,687	£58,790	£57,448
Inverness Millburn	381	£34,764	£40,928	£30,671	£28,727	£41,899	£42,136
Culloden & Ardersier	552	£62,364	£63,887	£48,287	£36,978	£44,970	£56,817
Inverness South	58	£2,105	£1,050	£1,834	£1,613	£2,765	£3,881

5. Homelessness/Homeless Prevention

5.1 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.

5.2 *Table 5: Homeless presentations*



5.3 Table 5 shows the number of homeless presentations received in the Inverness Area Office charting the same quarter in previous years when we started to record this information.

5.4 *Table 6 : Total number of prevention team cases received*

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Highland Wide	615	1423	1590	2211

Inverness	354	530	793	1075
-----------	-----	-----	-----	-------------

5.5 The Homeless Prevention team continues to deal with a heavy caseload. Details of the primary advice reasons associated with all cases are given at table 7.

5.6 *Table 7 : Primary Advice Reasons*

	2013/14			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Relationship Breakdown	82	131	199	275
Family dispute	82	103	148	184
Notice received from landlord	76	120	170	226
Financial Problem	37	66	111	154
Relocation to Highlands	23	31	45	66
Overcrowding Issue	15	22	32	47
Prison release	13	15	21	30
Antisocial Behaviour	11	14	20	26
Medical Housing Need	5	10	17	20
Hospital Discharge	5	10	19	26
Poor Housing Condition	3	6	9	17
Leaving Armed Forces	2	2	2	4
Total	354	530	793	1075

5.7 *Table 8 : Total Closed Homeless Prevention Cases*

	2013/14			
	Qtr 1	Qtr 2	Qtr3	Qtr 4
Highland Wide	743	729	793	1826
Inverness	444	436	708	937

5.8 *Table 9 details the primary outcomes for the prevention cases received.*

	2013/14							
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%
Homeless Presentation	195	43.9	284	39.3	400	39	522	40
Advice & Information	96	21.6	186	25.7	278	27	331	26
Private Rented Sector	56	12.6	100	13.8	134	13	160	12
Issues with Landlord Resolved	30	6.8	45	6.3	43	4	44	3
Living with Family / Friends	27	6.1	32	4.4	21	2	32	2
Support Referral	20	4.5	26	3.6	2	<1	35	3
Housed by HHR	11	2.5	18	2.5	24	2	30	2
Lost Contact	8	1.8	13	1.8	6	1	16	2
Moved outwith Highlands			9	1.2	14	1	15	1
Reconciliation with Partner			9	1.2	13	1	29	3
LIFT Scheme	1	<1	1	<1	2	<1	0	
Total	444		723		946		1214	

6. Other Performance Information

6.1 Members are asked to note that further more detailed performance information at ward level is available on the Members Intranet//Ward reporting/Housing Repairs/Arrears/Voids.

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 known specific equality, climate change/carbon clever; risk or Gaelic implications arising from this report.

8 Recommendation

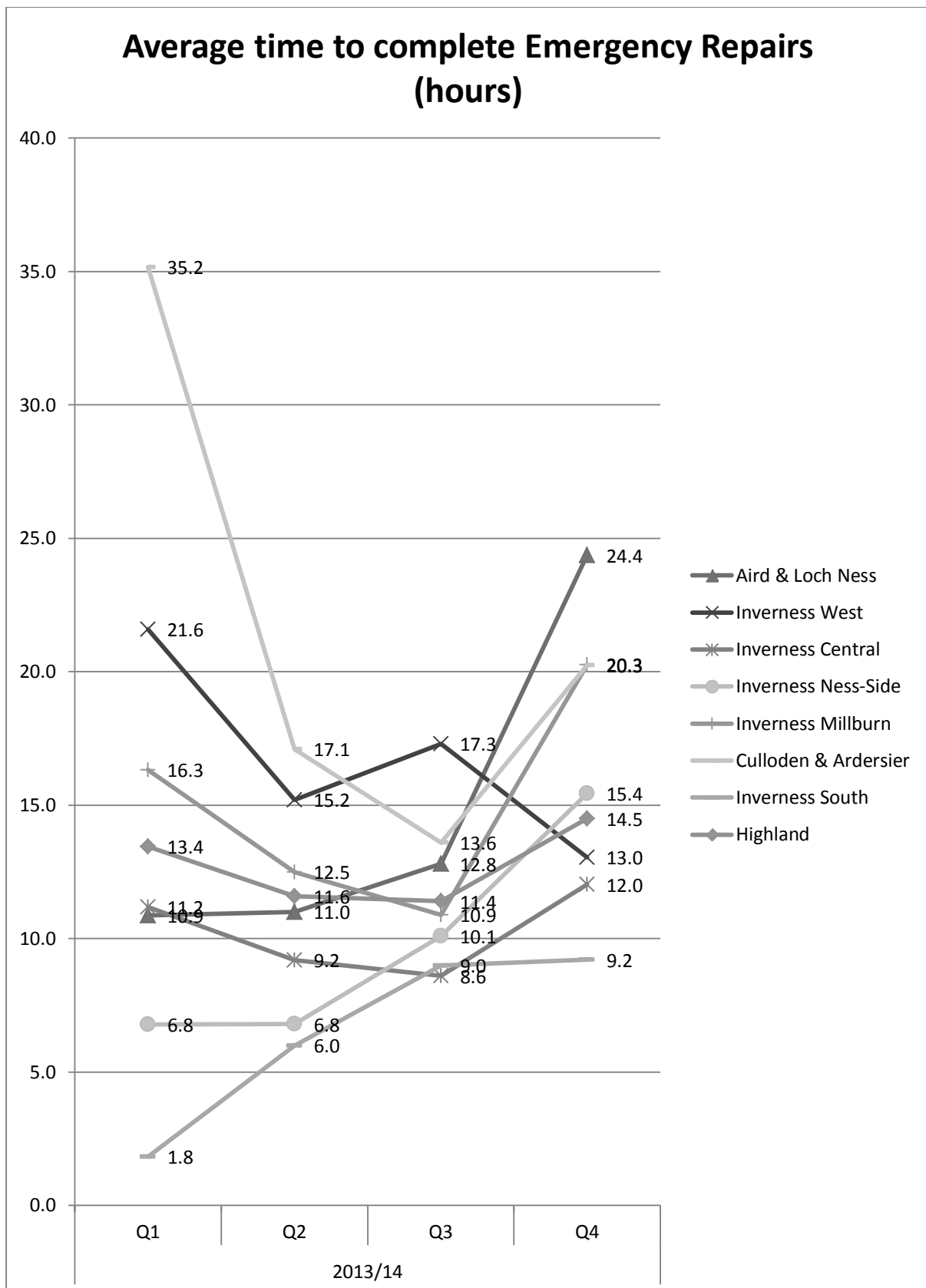
- 8.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April to 31 March 2104.

Designation: **Director of Community Services**

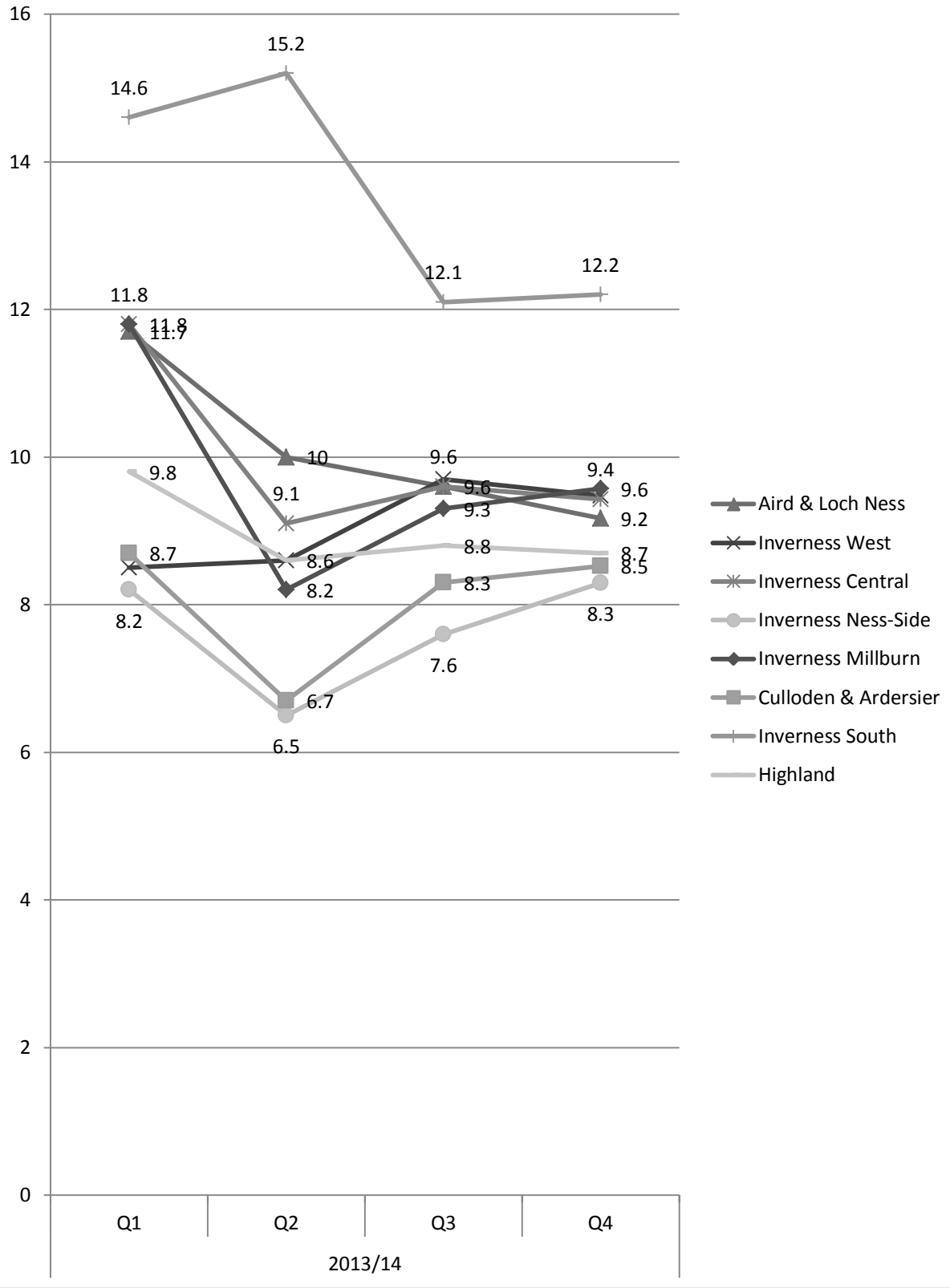
Date: 21 February 2014

Author: Tracey Urry, Area Community Services Manager

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



Average time to complete non Emergency Repairs (days)



Appendix 1

