

The Highland Council
City of Inverness Area Committee –
2 December 2014

Agenda Item	14
Report No	CIA/67 /14

Housing Performance Report - 1 April 2014 to 30 September 2014

Report by the Director of Community Services

Summary

This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators during the first half of 2014/15.

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords. These replaced statutory performance indicators for Housing from April 2013.
- 1.2 This report provides information on performance based on the agreed reporting framework. Information on the key performance indicators is set out in the report below. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 1.3 Within Appendix 1 we have included information on the Scottish Housing Regulator Scottish Average as a benchmark, where available.
- 1.4 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.
http://ntintra1/miweb/current/ward_reporting/housing_repairs_arrears_voids.htm

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 limited historical data.
- 2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*

	No of Houses	2013/14				2014/15	
		Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	306	10.9	11.0	12.8	24.4	8.3	8.0
Inverness West	454	21.6	15.2	17.3	13.0	5.9	5.5
Inverness Central	1869	11.2	9.2	8.6	12.0	16.5	10.4
Inverness Ness-Side	490	6.8	6.8	10.1	15.4	34.8	17.1
Inverness Millburn	381	16.3	12.5	10.9	20.3	20.7	14.3
Culloden & Ardersier	564	35.2	17.1	13.6	20.3	9.5	9.3
Inverness South	94	1.8	6.0	9.0	9.2	4.8	4.9
Highland	13768	13.4	11.6	11.4	14.5	14.8	11.1

- 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 with the

exception of Inverness Ness-side, all wards are performing above the target. This is a significant improvement on the position reported for the 1st quarter and an improvement on performance during 13/14.

Further analysis of Inverness ness-side shows that there were 214 Emergency jobs recorded in the report, of this 1 job from the 1st quarter is still affecting the statistics. If this repair is removed then the average reported would have been 7.0 hrs.

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

	No of Houses	2013/14				2014/15	
		Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	306	11.7	10	9.6	9.2	12.5	9.9
Inverness West	454	8.5	8.6	9.7	9.5	6.2	7.0
Inverness Central	1869	11.8	9.1	9.6	9.4	9	7.9
Inverness Ness-Side	490	8.2	6.5	7.6	8.3	8.1	7.0
Inverness Millburn	381	11.8	8.2	9.3	9.6	7.7	8.0
Culloden & Ardersier	564	8.7	6.7	8.3	8.5	8.7	7.1
Inverness South	94	14.6	15.2	12.1	12.2	8.4	8.0
Highland	13768	9.8	8.6	8.8	8.7	7.5	7.6

2.5 Non-emergency repairs are measured in working days with the Highland Council target being 8 days. Table 2 shows that all Wards are below the target of 10 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.

It should also be noted that the information reported is cumulative i.e. the report for quarter 2 also contains performance data from quarter 1 so it is the average performance from both quarters that is reported. Unfortunately any bad or rogue data from Q1 as reported to the last Committee will affect the statistics throughout the year but will become diluted by good performance as the year progresses.

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	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
		Q2	Q2	Q2	Q2	Q2	Q2
Aird & Loch Ness	306	70.64	46.67	30.55	41.63	52.11	27.25
Inverness West	454	69.53	36.17	36.40	61.67	40.79	42.90
Inverness Central	1869	75.76	32.34	25.20	48.46	44.03	30.63
Inverness Ness-Side	490	80.27	32.81	31.33	49.29	54.87	31.57
Inverness Millburn	381	75.73	25.67	36.00	49.30	51.15	43.67
Culloden & Ardersier	564	69.46	30.58	32.85	49.54	38.86	28.73
Inverness South	94	1.75	49.00	0.00	38.50	77.98	0.00
Highland	13768	40.52	30.65	29.53	39.85	43.43	35.56

3.3 Table 3 shows that performance for re-let of properties in Inverness area is mixed but is an improving position. It should be noted that during quarter 2 there were 51 new

builds which were predominately let to transfer applicants which has impacted on performance. The target is 35 days.

- 3.4 The void re-let time is a significant issue which the Service Management team is currently focussing on with a view to improving performance. Proposals include the creation of a Void Management Team in each area, with specific responsibilities for each stage of the void process, led by a Principal Housing Officer.

4. Rent Arrears

- 4.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The table below at 4.3 shows the comparative figure for the same quarter in the previous five years.

- 4.2 The Highland wide current rent arrears figure is £1,262,276.

4.3 *Table 4 – Current Rent Arrears*

	No of Houses	2009/10 Q2	2010/11 Q2	2011/12 Q2	2012/13 Q2	2013/14 Q2	2014/15 Q2
Aird & Loch Ness	306	22773	19064	20378	20825	26578	23,784
Inverness West	454	51737	41161	36730	36638	43437	40,465
Inverness Central	1869	218364	168377	189350	175615	220496	225,522
Inverness Ness-Side	490	54303	47425	48257	53120	65654	62,932
Inverness Millburn	381	42137	26702	34282	40217	45098	44,857
Culloden & Ardersier	564	67586	53891	45501	49127	53619	59,346
Inverness South	94	1865	1691	1033	2767	2797	9,805

The Area team continues to work closely with colleagues from Finance to maximise applications for discretionary housing payment to mitigate the impact of the welfare reform changes and to minimize the increase in rent arrears. There are increasing cases of applicants on universal credit. Universal Credit known cases are checked every week and where we can apply for direct payments from DWP we are doing this. Unfortunately it is the cases we don't know that are the issue. This continues to be a closely monitored area of business.

4.4 *Table 5 – Current Rent Arrears Homeless Accommodation*

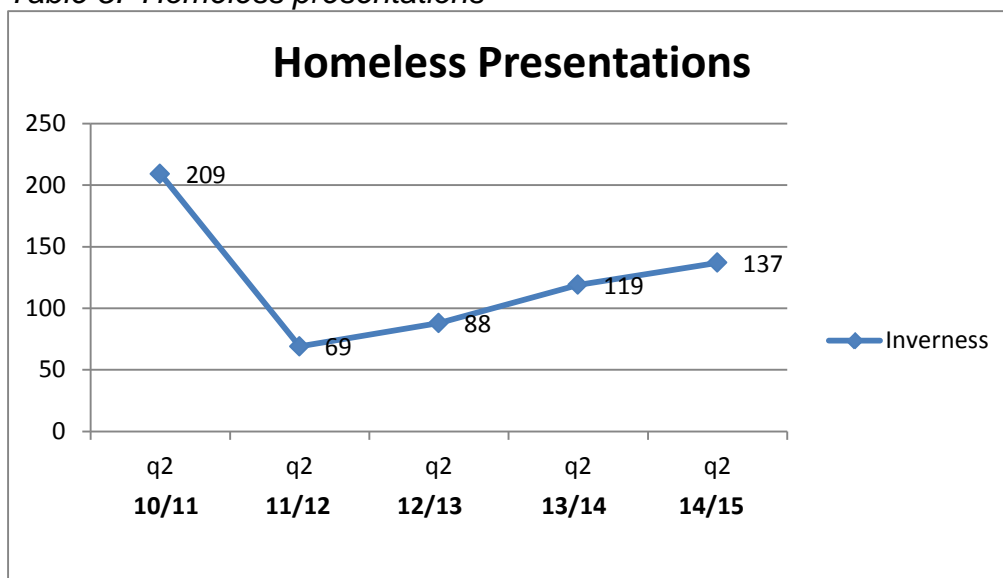
Year end 2009/10	Year end 2010/11	Year end 2011/12	Year end 2012/13	Year end 2013/14	2014/15 Q2
150,890	177,075	154,457	90,725	121,005	96,711

- 4.5 The table at 4.4 shows the current rent arrears for homeless accommodation across Inverness at quarter 2 2014/15. The comparative figure is the year-end balance for the past five years. This information does not form part of the Scottish Housing Regulators agreed reporting framework however it is available to report to Members.

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 by the Inverness office charting the same quarter in previous years when we started to record this information. There were 119 presentations in quarter 2 2013/14 compared with 137 in quarter 2 of the current year. There were 256 presentations across Highland in the quarter ended 30 September 2014.

5.4 Table 6 : Total number of prevention team cases received

	2013/14				2014/15	
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2
Highland wide	615	1423	1590	2211	488	970
Inverness	354	530	793	1075	254	453

5.5 Details of the primary advice reasons associated with all cases are given at table 7.

5.6 Table 7 : Primary Advice Reasons

	2013/14				2014/15	
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2
Relationship Breakdown	82	131	199	275	62	137
Family dispute	82	103	148	184	28	46
Notice received from landlord	76	120	170	226	57	99
Financial Problem	37	66	111	154	38	58
Relocation to Highlands	23	31	45	66	19	30
Overcrowding Issue	15	22	32	47	27	38
Prison release	13	15	21	30	3	8
Antisocial Behaviour	11	14	20	26	5	6
Medical Housing Need	5	10	17	20	3	9
Hospital Discharge	5	10	19	26	7	10
Poor Housing Condition	3	6	9	17	4	11
Leaving Armed Forces	2	2	2	4	1	1
Total	354	530	793	1075	254	453

5.7 Table 8 : Total Closed Homeless Prevention Cases

	2013/14				2014/15	
	Qtr 1	Qtr 2	Qtr3	Qtr 4	Qtr 1	Qtr 2
Highland Wide	743	729	793	1826	310	750
Inverness	444	436	708	937	182	395

5.8 Table 9 details the primary outcomes for the prevention cases closed.

	2013/14								2014/15			
	Qtr 1	%	Qtr 2	%	Qtr 3	%	Qtr 4	%	Qtr 1	%	Qtr 2	%
Homeless Presentation	195	44	284	39	400	39	522	40	133	53	225	52
Advice & Information	96	22	186	26	278	27	331	26	46	18	70	16
Private Rented Sector	56	13	100	14	134	13	160	12	26	10	48	12
Issues with Landlord Resolved	30	7	45	6	43	4	44	3	1	<1	17	4
Living with Family / Friends	27	6	32	4	21	2	32	2	18	7	29	6
Support Referral	20	5	26	4	2	<1	35	3	6	2	11	1
Housed by HHR	11	3	18	2	24	2	30	2	5	2	7	2
Lost Contact	8	2	13	2	6	1	16	2	8	3	16	2
Moved outwith Highlands			9	1	14	1	15	1	7	3	8	3
Reconciliation with Partner			9	1	13	1	29	3	3	1	5	2
LIFT Scheme	1	<1	1	<1	2	<1	0		0	0		
Total	444		723		946		1214		253		428	

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.

Recommendation

Committee is invited to scrutinise the information provided on housing performance in the period 1 April to 30 September 2014.

Designation: **Director of Community Services**

Date: 17 November 2014

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

				2014/15		2013/14		
	14/15	Scottish Average	Target	Qtr2	Qtr1	Qtr4	Qtr3	Qtr2
Tenancy offers refused - Inverness		42.2		11.90	14.04	20.00	20.09	22.19
Repairs appointments kept - Inverness	Green	92.9	95	93.50	92.72	92.36	92.42	92.51
Rent collected as % of rent due - Inverness	Green	99	99	98.52	98.90	100.07	99.05	97.56
Reactive repairs carried out first time - Inverness	Green	87.2	92	90.85	89.41	90.53	89.21	89.03
Number of Prevention cases - Inverness				480.00	254.00	1075.00	793.00	530.00
Homelessness - Presentations received in period Inverness		962		137.00	106.00	113.00	129.00	119.00
Gross rent arrears as % of rent due - Inverness	Amber	5.1	5	5.39	5.08	5.09	5.39	5.79
Ave time to complete non emergency repairs (days) - Inverness	Green	8.2	8	7.80	8.71	9.20	9.21	8.52
Ave time to complete emergency repairs (hours) - Inverness	Green	6.9	14	9.90	15.75	15.12	10.87	10.84
Ave time taken to re-let - Inverness	Red	35.7	35	43.38	38.05	40.62	44.54	45.78
% temp/eme accomm offers refused Inverness		7.3		2.66	2.22	2.97	3.13	3.70
% rent loss through voids - Inverness	Green	1.2	1	0.83	1.17	1.00	1.08	1.08
% of new tenancies sustained for more than a year - Inverness	Green	87.7	90	91.91	92.14	91.24	89.66	90.26
% of lettable houses becoming vacant - Inverness		9.7		10.92	9.78	10.65	10.73	10.66
% households requiring temp/eme accomm who receive offer - Inverness	Green	107.3	100	100.00	100.00	100.00	100.00	96.30
% court actions which resulted in eviction - Inverness	Green	12.2	10	5.45	5.50	11.11	10.37	12.15