

**The Highland Council**  
**City of Inverness Committee – 2 June 2016**

<b>Agenda Item</b>	<b>13</b>
<b>Report No</b>	<b>CIA/29/16</b>

**Housing Performance Report - 1 April 2015 to 31 March 2016**

**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 up to 31 March 2016.

**1. Background**

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords.
- 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 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.  
[http://www.highland.gov.uk/staffsite/info/13/members\\_intranet/37/ward\\_reporting/2](http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2)
- 1.4 In accordance with the Scottish Social Housing Charter guidance, the Repairs, Tenancy Management, Rent Arrears figures are cumulative. The Homeless Presentations figures are given for each separate quarter.
- 1.5 Benchmarking information for 2014/15 across all Scottish Landlords has also been provided where available.

**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.
- 2.2 The average length of time taken to complete emergency repairs is calculated in hours.

2.3 ***Table 1: Average length of time taken to complete emergency repairs (hours)***

**Target 14 hours****2014/15 Benchmark – 5.9 hours**

	No of Houses	2013/14				2014/15				2015/16			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	311	10.9	11.0	12.8	24.4	8.3	8.0	7.2	9.6	8.8	12.3	10.6	13.4
Inverness West	469	21.6	15.2	17.3	13.0	5.9	5.5	5.1	7.2	4.0	3.8	4.7	9.1
Inverness Central	1898	11.2	9.2	8.6	12.0	16.5	10.4	4.8	5.1	6.3	5.3	5.8	6.5
Inverness Ness-Side	509	6.8	6.8	10.1	15.4	34.8	17.1	12.9	6.2	3.2	4.9	6.2	7.3
Inverness Millburn	386	16.3	12.5	10.9	20.3	20.7	14.3	11.0	6	6.4	5.7	5.2	5.1
Culloden & Ardersier	565	35.2	17.1	13.6	20.3	9.5	9.3	9.4	9.3	4.5	6	6.4	8
Inverness South	94	1.8	6.0	9.0	9.2	4.8	4.9	4.3	6.1	8.6	7.3	5.9	6.6
<b>Highland</b>	<b>13958</b>	<b>13.4</b>	<b>11.6</b>	<b>11.4</b>	<b>14.5</b>	<b>14.8</b>	<b>11.1</b>	<b>9.3</b>	<b>9.1</b>	<b>6.2</b>	<b>6.9</b>	<b>7.1</b>	<b>7.9</b>

- 2.4 Performance for Inverness continues to be within the 14 hour target time, although the average times for Aird and Loch Ness and Inverness West are longer than other Wards.
- 2.5 Unfortunately administrative errors with data entry have skewed the figures reported for both Aird and Loch Ness and Inverness West. A total of 5 jobs across both areas have contributed disproportionately to the reported figures for quarter 4. Discounting these errors, the average response times reported would have been 10.2 hours for Aird and Loch Ness and 5.5 hours for Inverness West.
- 2.6 Non-emergency repairs are measured in working days.

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

**Target 8 days****2014/15 Benchmark – 7.9 days**

	No of Houses	2013/14				2014/15				2015/16			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	311	11.7	10	9.6	9.2	12.5	9.9	8.3	7.6	8.4	8.4	8.9	8.1
Inverness West	469	8.5	8.6	9.7	9.5	6.2	7.0	7	7.1	8.1	7.9	8.0	7.6
Inverness Central	1898	11.8	9.1	9.6	9.4	9	7.9	7.7	7.3	6.5	7.3	7.6	7.5
Inverness Ness-Side	509	8.2	6.5	7.6	8.3	8.1	7.0	6.7	6.5	6.0	6.9	7.2	7.3
Inverness Millburn	386	11.8	8.2	9.3	9.6	7.7	8.0	7.8	7.7	6.1	6.4	6.8	7
Culloden & Ardersier	565	8.7	6.7	8.3	8.5	8.7	7.1	6.8	7	7.0	7.5	7.6	7.5
Inverness South	94	14.6	15.2	12.1	12.2	8.4	8.0	6.9	7	6.7	6.7	6.4	6.4
<b>Highland</b>	<b>13958</b>	<b>9.8</b>	<b>8.6</b>	<b>8.8</b>	<b>8.7</b>	<b>7.5</b>	<b>7.6</b>	<b>7.4</b>	<b>7.3</b>	<b>7.1</b>	<b>7.3</b>	<b>7.5</b>	<b>7.5</b>

- 2.9 Performance remains within the 8 day target time with the exception of Aird and Loch Ness ward.
- 2.10 In gathering the information for repairs indicators we do not include instances where we have been unable to gain access to properties. This is in accordance with the Scottish Social Housing Charter guidance.

### 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)**

**Target 35 days**

**2014/15 Benchmark – 36.9 days**

	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q4	Q4	Q4	Q4	Q4	Q4
Aird & Loch Ness	311	11	31.67	42.58	53.08	44.38	34.86	19.73
Inverness West	469	38	39.87	37.69	51.73	38.71	43.28	33.79
Inverness Central	1898	142	25.91	34.15	39.05	40.34	32.97	31.72
Inverness Ness-Side	509	20	28.40	35.70	46.73	44.88	35.16	28.7
Inverness Millburn	386	37	27.53	37.55	44.39	43.83	44.46	25
Culloden & Ardersier	565	29	20.77	45.50	40.70	34.37	31.38	25.83
Inverness South	94	3	7.00	0.00	45.50	42.00	23	30.33
<b>Highland</b>	<b>13958</b>	<b>1284</b>	<b>32.07</b>	<b>38.16</b>	<b>38.53</b>	<b>37.60</b>	<b>42.01</b>	<b>47.50</b>

3.3 Table 3 shows that re-let times in all Inverness wards are performing much better than the Highland average of 47.5 days and within the 35 day target.

3.4 There were 18 voids in Inverness wards at the end of March 2016, 4 of which were Performance Indicator Exempt due to requiring major structural work, and a further 2 were being held for decant.

## 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 £1,539,890.

### 4.3 **Table 4 – Current Rent Arrears**

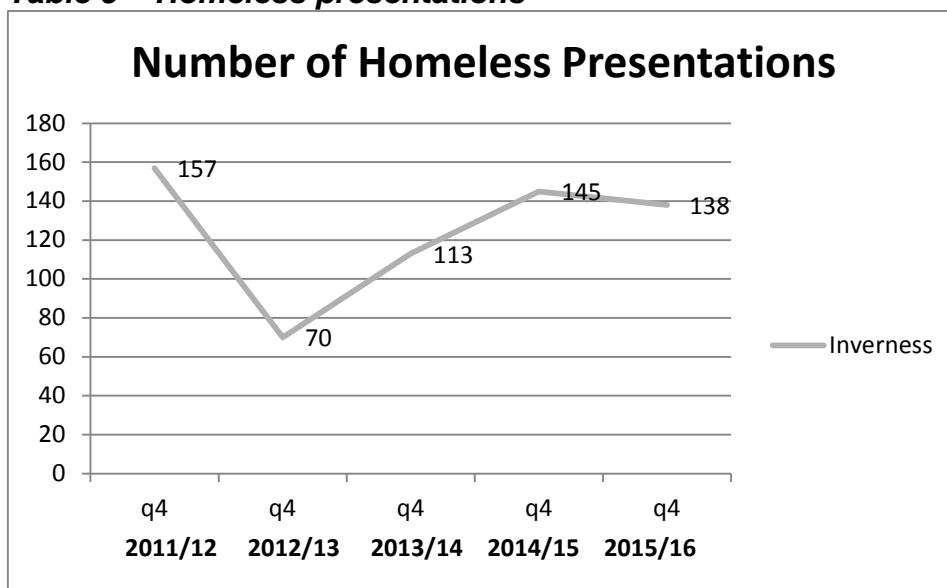
	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q4	Q4	Q4	Q4	Q4	Q4
Aird & Loch Ness	311	20961	11692	22902	25590	25926	35790
Inverness West	469	41886	31874	36677	39080	49719	57670
Inverness Central	1898	178948	154753	190208	210793	259629	277609
Inverness Ness-Side	509	44226	38687	58790	57448	79310	75650
Inverness Millburn	386	30671	28727	41899	42136	55653	44280
Culloden & Ardersier	565	48287	36978	44970	56817	72408	68049
Inverness South	94	1834	1613	2765	3881	11144	11658

4.4 The arrears have increased by £55,512 since the previous quarter. Welfare Reform continues to impact on rent arrears performance. We have commenced the Universal Credit 'Trusted Partner' Pilot Project in Inverness. This allows greater involvement by the Council as a landlord in the Universal Credit process and we hope it will enhance liaison with DWP and speed up the direct payment process in individual cases improving performance.

## 5. Homelessness

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 in Inverness charting the same quarter in previous years. There were 329 presentations across Highland in the quarter ending 31 March 2016. Homeless presentations in Inverness increased from 88 in Quarter 3 in 15/16 to 138 in Quarter 4.

5.4 Our Homelessness Service was reviewed following a thematic inquiry on Housing Options by the Scottish Housing Regulator, published in May 2014. This involved a re-design of the job roles of staff to ensure a person-centred approach. The table below provides information on housing options cases opened and closed in the quarter. These figures are by quarter not cumulative.

5.5 **Table 6 - Housing Options cases**

	Qtr1	Qtr2	Qtr 3	Qtr 4
Housing Option cases opened	273	282	227	209
Housing Options cases closed	326	352	248	215

5.6 The tables below provide information on the housing options approach reasons and the case closure outcomes each quarter.

5.7 **Table 7- Approach reasons**

	Qtr1	Qtr2	Qtr3	Qtr4
Anti-Social Behaviour	5	6	1	2
Financial Problems	34	38	30	54
Accommodation unsuitable due to medical reason	4	6	4	
Accommodation unsuitable due to overcrowding	13	12	16	9
Accommodation unsuitable due to poor housing condition	2	3	10	5
Eviction notice received	11	10	4	18
Hospital discharge	3	4	5	
		1	1	
Leaving armed forces	1	1		
Marital/domestic breakdown	79	80	62	65
Notice given to landlord	8	6	1	4
Notice served by landlord	46	46	34	21
Prison release	7	8	5	9

Relocating to the Highlands	24	25	28	
Section 11				
Wants to leave parental home	32	31	23	16
Tied accommodation ended	4	5	3	6
<b>Total</b>	<b>273</b>	<b>282</b>	<b>227</b>	<b>209</b>

5.8 *Table 8 – Case closure outcomes*

	Qtr1	Qtr2	Qtr3	Qtr4
Homeless application made	152	145	97	95
Remained in current accommodation	68	62	54	53
Private rented – short assured tenancy	33	27	22	17
Local Authority Tenancy	5	4	4	7
RSL (Housing Association) Tenancy	4	5	5	6
Private Rented	3	1	2	20
Moved in with friends/relatives				17
<b>Total</b>	<b>265</b>	<b>244</b>	<b>184</b>	<b>215</b>

## 6. Implications

### 6.1 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.

### 6.2 Legal

There are no implications arising from this report.

### 6.3 Equality

There are no known specific equality implications resulting from this report.

### 6.4 Climate Change/Carbon Clever

There are no known climate change/Carbon Clever implications resulting from this report.

### 6.5 Risk

Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

### 6.6 Gaelic

There are no Gaelic implications arising from this report.

### 6.7 Rural

There are no rural implications arising from this report.

## Recommendation

Members are invited to scrutinise the information provided on housing performance in the period 1 April 2015 to 31 March 2016.

Designation: Director of Community Services

Date: 18 May 2016

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

## Appendix 1

	15/16	Scottish Average	Target	Qtr 4	Qtr3	Qtr2	Qtr1	2014/15 Qtr4
Ave time to complete emergency repairs (hours) Inverness	Green	5.9	14	7.6	6.1	5.7	5.7	6.4
Ave time to complete non emergency repairs (days) Inverness	Green	7.9	8	7.5	7.6	7.4	6.8	7.2
Reactive repairs carried out first time Inverness	Green	90.2	92	95.0	94.5	94.8	94.8	92.6
Repairs appointments kept - Inverness	Amber	92.4	95	94.2	94.5	95.2	94.4	94.1
Rent collected as % of rent due Inverness	Amber	99.5	99	98.1	99.1	98.7	101.1	98.1
Gross rent arrears as % of rent due Inverness	Amber	5.3	5	5.8	5.3	5.5	5.1	5.1
% rent loss through voids Inverness	Green	1.1	1	0.4	0.6	0.7	0.9	0.7
% of court actions which resulted in eviction Inverness	Amber	14.7	10	13.1	11.6	7.4	4.8	7.9
ASB cases reported and resolved Inverness	Amber	83.2	85	82.2	83.3	60.3	35.8	83.7
Ave time taken to re-let Inverness	Green	36.9	35	29.8	30.4	30.4	41.6	35.4
% of new tenancies sustained for more than a year Inverness	Amber	88.8	90	89.8	88.6	89.9	90.8	90.9
Tenancy offers refused Inverness	Green	42	26	12.1	13.1	15.3	16.0	11.2
% of lettable houses becoming vacant Inverness		8.9		9.8	9.5	9.8	10.1	10.8
% households requiring temp/eme accomm who receive offer Inverness	Green	100	100	100	100	100	100	100
% temp/eme accomm offers refused Inverness	Amber		0	2.7	3.4	3.7	2.8	1.8
Ave time in temp/eme accomm (weeks) Inverness			15	16.3	16.4	16.0	15.6	15.1