

The Highland Council

City of Inverness Committee - 1 September 2016

Agenda Item	12
Report No	CIA/40/16

Housing Performance Report - 1 April 2016 to 30 June 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 30 June 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
- 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 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	321	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	1897	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	508	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	388	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	564	35.2	17.1	13.6	20.3	9.5	9.3	9.4	9.3	4.5	6	6.4	8
Inverness South	93	1.8	6.0	9.0	9.2	4.8	4.9	4.3	6.1	8.6	7.3	5.9	6.6
Highland	13980	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9

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 The decline in performance in Ward 14 Inverness West was as a result of one repair which was not closed on the Housing System correctly, had this not been the case the average repair time would have been 6 hours.

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				2016/17
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Aird & Loch Ness	321	11.7	10	9.6	9.2	12.5	9.9	8.3	7.6	8.4	8.4	8.9	8.1	6.7
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	6.2
Inverness Central	1897	11.8	9.1	9.6	9.4	9	7.9	7.7	7.3	6.5	7.3	7.6	7.5	6.5
Inverness Ness-Side	508	8.2	6.5	7.6	8.3	8.1	7.0	6.7	6.5	6.0	6.9	7.2	7.3	6.1
Inverness Millburn	388	11.8	8.2	9.3	9.6	7.7	8.0	7.8	7.7	6.1	6.4	6.8	7	6.1
Culloden & Ardersier	564	8.7	6.7	8.3	8.5	8.7	7.1	6.8	7	7.0	7.5	7.6	7.5	6
Inverness South	93	14.6	15.2	12.1	12.2	8.4	8.0	6.9	7	6.7	6.7	6.4	6.4	4.9
Highland	13980	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6

2.8 Performance remains within the 8 day target time.

2.9 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	2011/12 Q1	2012/13 Q1	2013/14 Q1	2014/15 Q1	2015/16 Q1	2016/17 Q1
Aird & Loch Ness	321	11	35.00	73.50	58.98	23.25	23.40	22.64
Inverness West	469	8	30.33	58.19	39.01	46.00	50.09	27.88
Inverness Central	1897	40	31.50	50.24	42.09	36.26	44.58	27.62
Inverness Ness-Side	508	7	28.00	58.92	59.12	28.29	39.75	34.71
Inverness Millburn	388	11	25.67	57.62	42.67	46.38	35.25	26.18
Culloden & Ardersier	564	8	31.50	61.44	38.92	41.00	34.00	33.13
Inverness South	93	1	0.00	0.00	0.00	0.00	0.00	18.00
Highland	13980	436	30.65	41.10	37.80	46.40	47.26	49.32

3.3 Table 3 shows that re-let times in all Inverness wards are performing much better than the Highland average of 49.32 days and within the 35 day target.

3.4 There were 26 re-lettable voids in Inverness wards at the end of June 2016, plus 3 of which were Performance Indicator Exempt – 1 due to being “held for decant” and 2 due to requiring “major structural work”.

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 £1,394,688.

4.3

Table 4 – Current Rent Arrears

	No of Houses	2011/12 Q1	2012/13 Q1	2013/14 Q1	2014/15 Q1	2015/16 Q1	2016/17 Q1
Aird & Loch Ness	321	18894	19716	24493	25146	25051	30645
Inverness West	469	37631	38822	38778	39966	42988	52044
Inverness Central	1897	171781	155079	193677	200107	245581	254904
Inverness Ness-Side	508	42545	39999	55493	53460	79373	63874
Inverness Millburn	388	29507	36990	38724	41710	55780	37290
Culloden & Ardersier	564	44819	40955	43954	51850	59904	62256
Inverness South	93	1262	1814	3144	3822	7797	13862

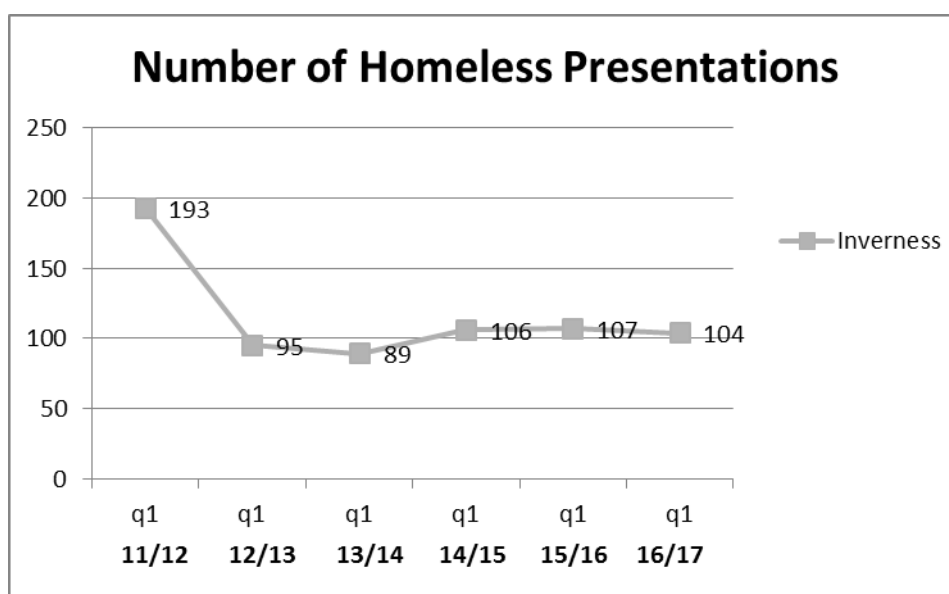
4.4 The arrears have decreased by £55,833 since the previous quarter. The Quarter 1 balance date was 2nd July 2016 and also includes Direct Debit and Standing Order payments for the month of July.

- 4.5 Members requested additional information regarding evictions. There were 35 evictions carried out across the Inverness Area during 2015/16.
- 4.6 Where there has been non-engagement by the tenant and support needs are identified late in the eviction process a “technical eviction” can be carried out. This involves carrying out the eviction but leaving the tenant in situ and converting the tenancy to a Short Scottish Secure Tenant (SSST) with a support plan. The support plan will include support to address debt and personal budgeting issues.
- 4.7 Of the 35 evictions carried out across the Inverness Area 23 were “technical evictions” 9 of these have now converted to secure tenancies with satisfactory rent accounts. 2 resulted in the termination of the tenancy and 6 remain on SSSTs and are being supported. The “technical eviction” approach is demonstrated as being successful in preventing homelessness and sustaining tenancies in many eviction cases.

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 249 presentations across Highland in the quarter ending 30 June 2016. Homeless presentations in Inverness decreased from 138 in Quarter 4 in 15/16 to 104 in Quarter 1 16/17.

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

	2015 Qtr1	2015 Qtr2	2015 Qtr3	2015 Qtr4	2016 Qtr1
Housing Option cases opened	273	282	227	209	175
Housing Options cases closed	326	352	248	215	226

5.6 The table at 5.5 shows a reduction in the number of housing options cases opened and closed. Changes to operational and recording arrangements to comply with national guidance on housing options are reflected in the figures in the table. They reflect the removal of double counting between homeless applications and housing options (prevention) cases. This is in line with guidance emphasising the duty to open a homeless application if the local authority believes an applicant is homeless or threatened with homelessness.

6. Highland Housing Register Applications

At the previous Committee Members requested additional information relating to trends in Housing Applications. The table below provides information on trends in housing applications held by the Inverness team during 2015/16:

Table 7 - Housing Applications

Number of Applications at 31.03.16	2521
Number housed in 2015/16	300
Number of applications cancelled in 2015/16	864
Number of new applications in 2015/16	1291

We are currently refining the way trends in the Highland Housing Register can be tracked to identify activity across all HHR partners and this will feature in future annual HHR monitoring reports to the Community Services Committee.

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

There are no implications arising from this report.

7.3 Equality

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

7.4 Climate Change/Carbon Clever

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

7.5 Risk

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

7.6 Gaelic

There are no Gaelic implications arising from this report.

7.7 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 2016 to 30 June 2016.

Designation: Director of Community Services

Date: 23 August 2016

Author: Sandra MacLennan, Housing Manager (South)
Lachie Macdonald, Repairs Manager
CS System Development Team

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

Appendix 1

SPI 15/16	15/16	Scottish Average	Target	2016/17	2015/16			
				Qtr 1	Qtr 4	Qtr3	Qtr2	Qtr1
Reactive repairs carried out first time	Amber	90.2	92.0	92.9	95.0	94.5	94.8	94.8
Repairs appointments kept	Green	92.4	95.0	85.1	94.2	94.5	95.2	94.4
Rent collected as % of rent due	Red	99.5	99.0	91.6	98.1	99.1	98.7	101.1
% rent loss through voids	Green	1.1	1.0	0.5	0.4	0.6	0.7	0.9
% court actions which resulted in eviction	Amber	14.7	10.0	13.9	13.1	11.6	7.4	4.8
ASB Cases reported and resolved	Red	83.2	85.0	63.6	82.2	83.3	60.3	35.8
Ave time taken to re-let	Green	36.90	35.00	27.80	29.80	30.36	30.40	41.55
% of new tenancies sustained for more than a year	Amber	88.8	90.0	90.0	89.8	88.6	89.9	90.8
Tenancy offers refused		42.0		28.6	12.1	13.1	15.3	16.0
% of lettable houses becoming vacant		8.9		9.2	9.8	9.5	9.8	10.1
% households requiring temporary accommodation who receive offer	Green		100	100	100	100	100	100
% of temporary accommodation refused				4.5	2.7	3.4	3.7	2.8
Ave time in temporary accommodation	Amber		15.0	16.4	16.3	16.4	16.0	15.6