

Agenda Item	8
Report No	CIA/38/19

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 29 August 2019

Report Title: Housing Performance Report – 1 April 2019 to 30 June 2019

Report By: Interim Chief Officer Resources (Community Services)

1 Purpose/Executive Summary

- 1.1 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 2019.

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 30 June 2019

3 Implications

- 3.1 Resource - There are no resource implications arising from this report.
- 3.2 Legal - There are no legal implications arising from this report.
- 3.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.
- 3.4 Climate Change/Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.
- 3.5 Risk - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 3.6 Gaelic - There are no Gaelic implications arising from this report.

4 Background

- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 4.2 This report provides key performance information based on the reporting framework recommended by the SHR. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 4.3 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
- 4.4 In accordance with the Scottish Social Housing Charter guidance, the Repairs, Tenancy Management and Rent Arrears figures are cumulative, while the Homeless Presentations figures are given for each separate quarter.
- 4.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

5 Repairs

- 5.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**

Target 14 hours
2018/19 SHN Benchmark (Group) – 4.91 hours

WARD	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2019/20 Q1
Aird & Loch Ness	4.6	6.5	5.7	5.5	4.5
Inverness West	5.5	4.9	4.9	4.6	3.7
Inverness Central	6.1	5.6	4.8	4.5	3.4
Inverness Ness-Side	14.6	9.4	3.6	4.4	3.4
Inverness Millburn	5.8	6.4	5.6	5.1	6.1
Culloden & Ardersier	3.9	5.1	4.8	4.6	3.1
Inverness South	2.5	4.5	5.2	5.5	4.2
Highland	7.6	8.3	6.4	6.4	4.7

- 5.4 Performance is within the 14 hour target across all the Inverness Wards.
- 5.5 Non-emergency repairs are measured in working days.

5.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2018/19 SHN Benchmark (Group) – 6.64 days

WARD	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2019/20 Q1
Aird & Loch Ness	6.8	6.4	6.4	6.3	4.5
Inverness West	7.3	7.7	7.6	7.3	4.6
Inverness Central	6.4	6.9	6.8	6.5	4.2
Inverness Ness-Side	7.5	7.3	6.9	6.5	4.7
Inverness Millburn	5.6	6.5	6.4	6.3	4.3
Culloden & Ardersier	6.6	6.6	6.6	6.4	4.0
Inverness South	6.1	5.6	6.6	6.1	3.9
Highland	8.0	7.6	7.5	7.2	5.1

5.7 Non-emergency repairs performance across all the Inverness Wards is within the 8-day target and better than the Highland wide average.

5.8 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.

6 Tenancy Management

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

6.2 **Table 3: Average re-let time (days) Target 35 days**
2018/19 SHN Benchmark (Group) – 39.64 days

WARD	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2019/20 Q1
Aird & Loch Ness	28.85	34.11	26.55	38.54	41.22
Inverness West	23.64	31.22	30.04	31.11	29.10
Inverness Central	32.15	37.15	31.21	38.68	28.54
Inverness Ness-Side	18.50	27.58	30.50	34.10	38.20
Inverness Millburn	31.56	34.07	35.22	40.13	32.75
Culloden & Ardersier	30.88	36.63	23.86	38.57	36.00
Inverness South	27.00	23.50	23.50	18.33	33.00
Highland	39.07	39.43	31.48	39.91	36.00

WARD	No of Houses	No of relets
Aird & Loch Ness	343	9
Inverness West	564	10
Inverness Central	1882	26
Inverness Ness-Side	487	5
Inverness Millburn	436	4
Culloden & Ardersier	570	3
Inverness South	107	2
Highland	14101	250

6.3 Performance has exceeded the 35-day target in three Wards across Inverness. In Culloden/Ardsier although the average is 36 this is an improvement on the previous quarter. The average re-let times in Aird & Loch Ness and Inverness Ness-side have increased this quarter mainly due to multi-agency activities around four complex needs cases which affected target times, for example a sign up was delayed due to difficulty sourcing a care package.

7 Rent Arrears

7.1 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 two years.

7.2 **Table 4 – Current Rent Arrears**

WARD	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2019/20 Q1
Aird & Loch Ness	50496	59821	53926	53512	51009
Inverness West	95733	106556	107597	92714	93435
Inverness Central	406687	453610	473418	437279	449780
Inverness Ness-Side	80390	87862	90012	82486	82424
Inverness Millburn	74330	85990	84478	75153	76062
Culloden & Ardsier	91978	108252	107479	94942	92497
Inverness South	21767	24038	27355	22094	24247

7.3 As previously reported to Committee there was a decrease in rent arrears in Quarter 4 2018/19. This was due to Universal Credit payment delays from DWP during Quarter 3. Universal Credit continues to have an impact on Inverness rent arrears as the number of households in receipt of Universal Credit increases. The Inverness team continue to assist and support all tenants who are in rent arrears, this includes referring tenants to specialist agencies for advice.

8 Homelessness

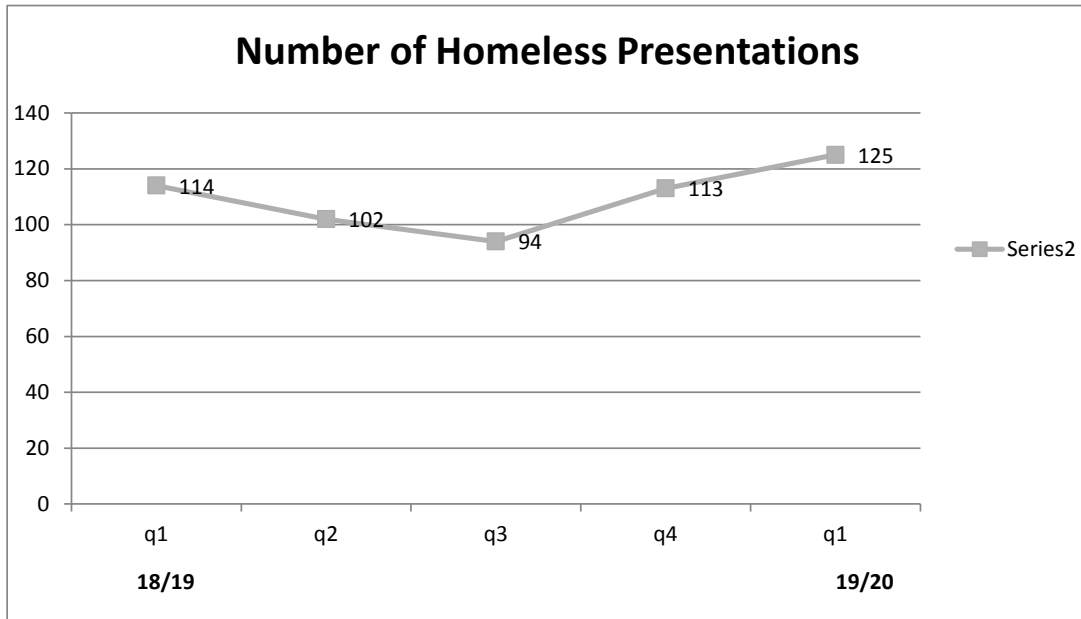
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 309 presentations across Highland at the end of Quarter 1 2019, 125 presentations were in Inverness.

8.4

Table 5 - Homeless presentations



Designation: Interim Chief Officer Resources (Community Services)

Date: 29 August 2019

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

APPENDIX 1

SPI 19/20	19/20	Scottish Average	Target	2019/20	2018/19			
				Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Reactive repairs carried out first time - Inverness	GREEN	92.23	92	98.04	95.33	94.74	94.28	93.59
Repairs appointments kept - Inverness	AMBER	95.45	95	93.68	95.76	95.44	94.73	89.75
Rent collected as % of rent due - Inverness	GREEN	99.38	99	99.10	98.72	97.60	97.31	99.07
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	6.85	7.72	8.35	8.17	7.49
% rent loss through voids - Inverness	GREEN	0.85	1	0.48	0.54	0.64	0.77	0.93
Average time in temporary emergency accommodation - Inverness				24.04	24.71	23.78	23.02	21.47
% of new tenancies sustained for more than a year - Inverness	GREEN	88.66	90	93.02	90.06	89.74	88.32	89.02
Tenancy offers refused - Inverness	AMBER	35.86	38	39.78	32.82	33.05	37.62	32.94
% of lettable houses becoming vacant - Inverness	AMBER	8.56	8.9	9.66	8.45	8.50	7.83	7.87
% households requiring temporary emergency accommodation who receive an offer -Inverness	GREEN		100	100	100	100	100	100