

<b>Agenda Item</b>	<b>5</b>
<b>Report No</b>	<b>CIA/52/19</b>

## **HIGHLAND COUNCIL**

**Committee:** City of Inverness Area Committee

**Date:** 21 November 2019

**Report Title:** Housing Performance Report – 1 April 2019 to 30 September 2019

**Report By:** Executive Chief Officer Customer and Communities

### **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 September 2019.

### **2 Recommendations**

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 30 September 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](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**

EME	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	343	4.6	6.5	5.7	5.5	4.5	4.2
Inverness West	568	5.5	4.9	4.9	4.6	3.7	3.3
Inverness Central	1885	6.1	5.6	4.8	4.5	3.4	4.0
Inverness Ness-Side	490	14.6	9.4	3.6	4.4	3.4	3.9
Inverness Millburn	436	5.8	6.4	5.6	5.1	6.1	5.0
Culloden & Ardersier	570	3.9	5.1	4.8	4.6	3.1	3.8
Inverness South	107	2.5	4.5	5.2	5.5	4.2	3.3
<b>Highland</b>	<b>14152</b>	<b>7.6</b>	<b>8.3</b>	<b>6.4</b>	<b>6.4</b>	<b>4.7</b>	<b>4.8</b>

- 5.4 Performance is well within the 14 hour target across all the Inverness Wards, and better than the Highland average in all wards except Millburn.
- 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**

NON-EME	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	343	6.8	6.4	6.4	6.3	4.5	4.4
Inverness West	568	7.3	7.7	7.6	7.3	4.6	4.3
Inverness Central	1885	6.4	6.9	6.8	6.5	4.2	4.0
Inverness Ness-Side	490	7.5	7.3	6.9	6.5	4.7	4.3
Inverness Millburn	436	5.6	6.5	6.4	6.3	4.3	4.0
Culloden & Ardersier	570	6.6	6.6	6.6	6.4	4.0	3.7
Inverness South	107	6.1	5.6	6.6	6.1	3.9	3.4
<b>Highland</b>	<b>14152</b>	<b>8.0</b>	<b>7.6</b>	<b>7.5</b>	<b>7.2</b>	<b>5.1</b>	<b>4.8</b>

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**

Avg relet time	No of Houses	No of relets	2018/19				2019/20	
			Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	343	21	28.85	34.11	26.55	38.54	41.22	35.35
Inverness West	568	23	23.64	31.22	30.04	31.11	29.10	29.56
Inverness Central	1885	58	32.15	37.15	31.21	38.68	28.54	27.25
Inverness Ness-Side	490	27	18.50	27.58	30.50	34.10	38.20	26.82
Inverness Millburn	436	13	31.56	34.07	35.22	40.13	32.75	23.70
Culloden & Ardersier	570	10	30.88	36.63	23.86	38.57	36.00	33.00
Inverness South	107	2	27.00	23.50	23.50	18.33	33.00	33.00
<b>Highland</b>	<b>14152</b>	<b>644</b>	<b>39.07</b>	<b>39.43</b>	<b>31.48</b>	<b>39.91</b>	<b>36.00</b>	<b>34.60</b>

6.3 Performance has exceeded the 35-day target in only one Ward across Inverness. The average re-let time in Aird & Loch Ness is still affected by the delay last quarter in dealing with the multi-agency activities around complex needs cases although the average has shown an improvement.

## 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.

**Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	343	50496	59821	53926	53512	51009	58603
Inverness West	568	95733	106556	107597	92714	93435	109577
Inverness Central	1885	406687	453610	473418	437279	449780	485191
Inverness Ness-Side	490	80390	87862	90012	82486	82424	104329
Inverness Millburn	436	74330	85990	84478	75153	76062	94199
Culloden & Ardersier	570	91978	108252	107479	94942	92497	103263
Inverness South	107	21767	24038	27355	22094	24247	28692

7.3 As reported previously to Members, having been the pilot area for the roll-out of Universal Credit has had a significant impact on rent arrears across the Inverness wards. In addition, the rent arrears figures for quarter 2 across Highland have increased, but this is due to the timing of direct debit payments and payment from DWP for tenants in receipt of Universal Credit. These payments were received after 30 September and therefore are not included in the quarter end figure. The Inverness team continue to monitor rent arrears levels closely.

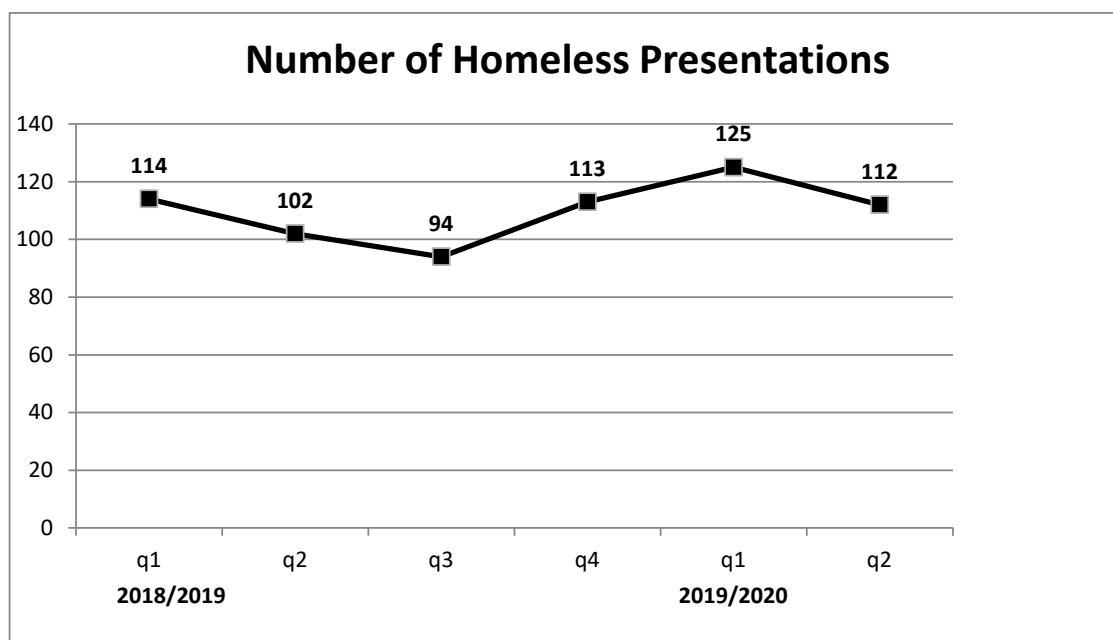
## 8 Homelessness

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 285 presentations across Highland at the end of Quarter 2 2019, 112 presentations were in Inverness.

### 8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Customer and Communities

Date: 21 November 2019

Author: Julie Vivers, Acting Housing and Homeless Manager

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			
				Qtr2	Qtr1	Qtr4	Qtr3	Qtr2	Qtr1
Reactive repairs carried out first time - Inverness	GREEN	92.23	92	96.51	98.04	95.33	94.74	94.28	93.59
Repairs appointments kept - Inverness	AMBER	95.45	95	94.19	93.68	95.76	95.44	94.73	89.75
Rent collected as % of rent due - Inverness	AMBER	99.38	99	96.87	99.10	98.72	97.60	97.31	99.07
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	7.48	6.85	7.72	8.35	8.17	7.49
% rent loss through voids - Inverness	GREEN	0.85	1	0.45	0.48	0.54	0.64	0.77	0.93
% of new tenancies sustained for more than a year - Inverness	GREEN	88.66	90	93.90	93.02	90.06	89.74	88.32	89.02
Tenancy offers refused - Inverness	GREEN	35.86	38	37.77	39.78	32.82	33.05	37.62	32.94
% of lettable houses becoming vacant - Inverness	AMBER	8.56	8.9	9.39	9.66	8.45	8.50	7.83	7.87
% households requiring temp/eme accommodation who receive an offer Inverness	GREEN		100	100	100	100	100	100	100
Ave time in temp/eme accommodation Inverness (weeks)				22.90	24.04	24.71	23.78	23.02	21.47