

Agenda Item	11
Report No	CIA/7/20

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 20 February 2020

Report Title: Housing Performance Report – 1 April 2019 to 31 December 2019

Report By: Executive Chief Officer – Property and Housing

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 31 December 2019.

2 Recommendations

2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 31 December 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	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	343	4.60	6.50	5.70	5.50	4.50	4.20	4.23
Inverness West	569	5.50	4.90	4.90	4.60	3.70	3.30	4.86
Inverness Central	1892	6.10	5.60	4.80	4.50	3.40	4.00	3.70
Inverness Ness-Side	490	14.60	9.40	3.60	4.40	3.40	3.90	3.42
Inverness Milburn	438	5.80	6.40	5.60	5.10	6.10	5.00	4.31
Culloden & Ardersier	570	3.90	5.10	4.80	4.60	3.10	3.80	3.68
Inverness South	107	2.50	4.50	5.20	5.50	4.20	3.30	2.89
Highland	14162	7.60	8.30	6.40	6.40	4.70	4.80	5.33

- 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

WARD	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	343	6.80	6.40	6.40	6.30	4.50	4.40	4.84
Inverness West	569	7.30	7.70	7.60	7.30	4.60	4.30	4.84
Inverness Central	1892	6.40	6.90	6.80	6.50	4.20	4.00	4.48
Inverness Ness-Side	490	7.50	7.30	6.90	6.50	4.70	4.30	4.60
Inverness Milburn	438	5.60	6.50	6.40	6.30	4.30	4.00	4.42
Culloden & Ardersier	570	6.60	6.60	6.60	6.40	4.00	3.70	4.14
Inverness South	107	6.10	5.60	6.60	6.10	3.90	3.40	4.07
Highland	14162	8.00	7.60	7.50	7.20	5.10	4.80	4.98

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	NO OF HOUSES	NO OF RELETS	2018/19				2019/20		
			Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	343	25	28.85	34.11	26.55	38.54	41.22	35.35	35.04
Inverness West	569	37	23.64	32.22	30.04	31.11	29.10	29.56	24.59
Inverness Central	1892	70	32.15	37.15	31.21	38.68	28.54	27.25	27.71
Inverness Ness-Side	490	33	18.50	27.58	30.50	34.10	38.20	26.82	24.70
Inverness Milburn	438	20	31.56	34.07	35.22	40.13	32.75	23.70	21.65
Culloden & Ardersier	570	12	30.88	36.63	23.86	38.57	36.00	33.00	35.42
Inverness South	107	3	27.00	23.50	23.50	18.33	33.00	33.00	31.33
Highland	14162	769	39.07	39.43	31.48	39.91	36.00	34.60	32.89

6.3 Performance has exceeded the 35-day target in Aird & Lochness and Culloden & Ardersier wards. The average re-let time in Aird & Loch Ness remains affected by the delay last quarter in dealing with the multi-agency activities around complex needs cases although the average continues to improve. The average re-let time in Culloden and Ardersier was affected by a property being offered and refused 3 times. Five wards showed improvement in average re-let performance.

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	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	343	50496	59821	53926	53512	51009	58603	46477
Inverness West	569	95733	106556	107597	92714	93435	109577	97800
Inverness Central	1892	406687	453610	473418	427279	449780	485191	415452
Inverness Ness-Side	490	80390	87862	90012	82486	82424	104329	83931
Inverness Milburn	438	74330	85990	84478	75153	76062	94199	76311
Culloden & Ardersier	570	91978	108252	107479	94942	92497	103263	93860
Inverness South	107	21767	24038	27355	22094	24247	28692	21462

7.3 Rent Arrears in Quarter 3 has improved across all Inverness Wards when compared to the same period in the previous financial year and has also improved since Quarter 2. The timing of benefit payment runs can impact the value of rent arrears from quarter to quarter.

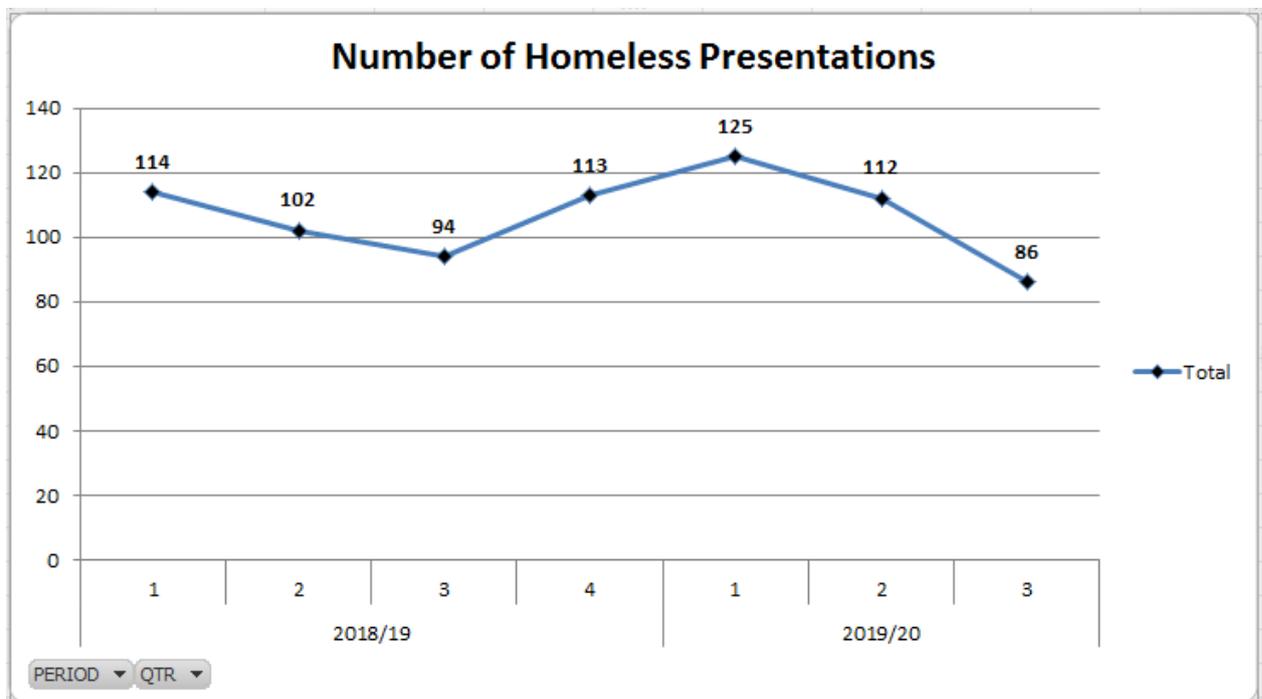
8 Homelessness

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 243 presentations across Highland at the end of Quarter 3 2019, 86 presentations were in Inverness.

8.4 **Table 5 - Homeless presentations**



9 HRA Capital Programme

9.1 The 2019-20 HRA Capital Programme was approved by Members of the Inverness City Committee on 22 November 2018.

9.2 **Appendix 2** provides an update and commentary on the HRA Capital programme for the Inverness City and Area. The programme is a mixture of planned and 'on-demand' projects.

9.3 Members will note that wherever there have been delays on projects, all are now either progressing on site or due commence imminently. Of particular note is the CSH19076 kitchen replacement contract which was previously delayed due to high tender costs. Satisfactory tenders have now been received and awarded, with this contract due on site in March 2020.

9.4 Environmental Improvements

Local teams continue to engage with tenants and Members at a ward level in relation to priority environmental improvement projects. Further 'rate your estate' walkabouts being planned at ward level for the coming financial year. Any balances at year end will be carried forward and spent on identified projects.

9.5 Future year programmes

Officers have commenced engagement with Members through Ward Business Meeting attendance to discuss area priorities for future year capital programming.

Designation: Executive Chief Officer Property and Housing

Date: 20 February 2020

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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	
				Qtr3	Qtr2	Qtr1	Qtr 4	Qtr 3
Reactive repairs carried out first time - Inverness	GREEN	92.23	92	95.80	96.51	98.04	95.33	94.74
Repairs appointments kept - Inverness	AMBER	95.45	95	93.40	94.15	93.68	95.76	95.44
Rent collected as % of rent due - Inverness	GREEN	99.38	99	99.56	96.87	99.10	98.72	97.60
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	6.57	7.48	6.85	7.72	8.35
% rent loss through voids - Inverness	GREEN	0.85	1	0.59	0.45	0.48	0.54	0.64
% of new tenancies sustained for more than a year - Inverness	GREEN	88.66	90	92.33	93.90	93.02	90.06	89.74
Tenancy offers refused - Inverness	GREEN	35.86	38	32.18	37.77	39.78	32.82	33.05
% of lettable houses becoming vacant - Inverness	GREEN	8.56	8.9	8.75	9.39	9.66	8.45	8.50
% households requiring temp/eme accomm who receive offer Inverness			100	99	100	100	100	100
Ave time in temp/eme accomm Inverness				40.63	22.95	24.04	24.71	23.78

APPENDIX 2

Project Title	Total budget	Spend to date	Anticipated final <u>project cost</u> /estimated outturn	Additional Comments	RAG rating
EQUIPMENT & ADAPTATIONS					
Equipment & adaptations Inverness City and Area	£300,000	£169,198	£230,000	Works progressed on demand following referrals from Occupational Therapists. Anticipated underspend due to number of referrals received to date.	GREEN
FREE FROM SERIOUS DISREPAIR					
Window & door replacement Inverness (on demand)	£90,000	£60,030	£80,000	Works being progressed on demand through Building Maintenance	GREEN
CSH19045 Window & Door replacements - Inverness and Area (19-20)	£1,560,000	£64,918	£800,000	Works on site from Jan 2020. Anticipated completion of works Jun 2020. Slippage carried into 20-21.	AMBER
CSH18001 Windows & Doors Replacement Inverness and Area (18-19)	£1,150,000	£844,732	<u>£1,158,000</u>	18-19 project. Works now 90% completed on site. Anticipated completion on site within financial year.	AMBER
ENERGY EFFICIENCY					
Heating replacements Inverness City & Area (on demand)	£380,000	£348,995	£380,000	One-off heating replacements Inverness and Area. Works carried out on demand following heating system failures	GREEN
CSH19037 Heating Replacements Inverness and area (19-20)	£947,356	£1,150,961	<u>£1,150,961</u>	Works now completed on site. Overspend due to additional works required on site. Overspend balance against underspend on heating project below.	GREEN
CSH18007 Heating Replacements Inverness (18-19)	£1,200,000	£839,859	<u>£890,824</u>	Works completed on site. Underspend due to tenants opting out of energy efficiency works, Balance against overspend on heating project above.	GREEN

MODERN FACILITIES & SERVICES					
Bathroom/kitchen replacement Inverness	£380,000	£283,874	£350,000	Works progressing through Building Maintenance. Slippage carried into 20-21.	GREEN
CSH19076 Inverness kitchen replacements	£350,000	£7,638	£29,263	Kitchen replacement contract commencing on site Mar 2020 and due for completion July 2020. Delayed due to high cost of previous tender exercise. Slippage carried into 20-21.	AMBER
HEALTHY, SAFE & SECURE					
External fabric Inverness	£163,512	£49,431	£88,875	Works progressed on-demand through Building Maintenance. Anticipated underspend.	GREEN
STRUCTURAL & ENVIRONMENTAL					
Environmental Improvements	£265,919	£153,601	£179,951	Member led Environmental Capital budget for improvements to HRA estates. Any slippage to be carried forward to 20-21. Discussion ongoing with local teams regarding priority projects.	GREEN