

Agenda Item	12.
Report No	CIA/9/22

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 17 February 2022

Report Title: Housing Performance Report – 1 April 2021 to 31 December 2021

Report By: Executive Chief Officer Housing and Property

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 2021

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 31 December 2021

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
2019/20 SHN Benchmark (Group) – 4.8 hours

EME	No of Houses	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	350	5.1	4.9	5.2	5.3	5.2
Inverness West	645	5.7	4.8	3.1	3.3	3.8
Inverness Central	1929	8.6	6.9	5.0	7.4	4.3
Inverness Ness-Side	500	6.2	6.2	3.1	3.2	3.6
Inverness Millburn	444	3.7	4.0	3.6	4.5	3.9
Culloden & Ardersier	573	5.8	4.8	3.6	4.0	4.5
Inverness South	154	2.3	3.3	3.2	3.2	4.5
Highland	14540	6.9	8.5	5.7	5.7	5.0

- 5.4 Performance continues to be 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
2019/20 SHN Benchmark (Group) – 6.6 days

NON-EME	No of Houses	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	350	14.1	9.3	16.4	14.1	11.4
Inverness West	645	17.1	9.0	14.9	11.5	10.1
Inverness Central	1929	14.7	10.4	17.4	13.4	10.6
Inverness Ness-Side	500	11.0	8.9	14.4	12.5	11.3
Inverness Millburn	444	10.7	8.0	19.1	13.7	10.1
Culloden & Ardersier	573	13.9	9.6	17.5	14.2	11.6
Inverness South	154	8.3	8.2	15.1	15.1	11.2
Highland	14540	10.8	7.9	16.2	12.4	9.8

5.7 We are continuing to provide a full repairs service and performance continues to improve but is still being impacted by Covid-19 in relation to staff absence and the availability of sub-contractors due to contracting covid or needing to self isolate. Also the suspension of non emergency repairs and subsequent back log created during lock down continues to impact the performance reported. As the covid case numbers ease we anticipate further improvements in performance.

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 at table 3 provides information on the average re-let time for all void properties, showing the trend back two years and highlighting the same quarter in previous year for comparison, these figures are reported to the Scottish Housing Regulator.

6.2 **Table 3: Average re-let time (days) Target 35 days**
2019/20 SHN Benchmark (Group) – 40.9 days

Avg relet time, ARC	No of Houses	No of relets	2020/21		2021/22		
			Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	350	27	76.47	65.23	52.00	31.07	33.63
Inverness West	645	79	24.76	27.17	11.48	14.64	22.21
Inverness Central	1929	200	44.66	37.23	45.41	39.95	39.30
Inverness Ness-Side	500	46	29.08	36.00	35.38	25.17	26.24
Inverness Millburn	444	33	44.00	47.59	50.75	22.92	29.21
Culloden & Ardersier	573	38	33.91	33.36	40.78	36.76	42.23
Inverness South	154	9	38.00	6.41	0.00	39.25	35.83
Highland	14540	899	46.01	44.23	33.51	29.52	34.51

6.3 In line with Scottish Housing Regulator guidance on performance reporting these figures include all void instances. This includes properties let where we have taken handover of a new housing development and where we have converted a temporary to a permanent tenancy. Removing these properties adjusts the average re-let times to 50.70 days for Aird & Loch Ness, 27.52 days for Inverness West, 41.81 days for Inverness Central, 33.71 days for Inverness Ness-side, 32.56 days Inverness Millburn, 40.39 days for Culloden & Ardersier and 21.51 days for Inverness South.

Performance is within the 35 day target in the Inverness wards with the exception of Aird & Loch Ness, Inverness Central and Culloden & Ardersier. Performance has been impacted by COVID 19 in relation to staff absence and the availability of sub-contractors due to contracting covid or needing to self isolate, material shortages and issues with fuel suppliers. As the covid case numbers ease and the shortage of materials improving we anticipate improvements in 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**

Rent arrears	No of Houses	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	350	61,202	68,101	64,012	81,539	79,075
Inverness West	645	115,292	128,344	116,341	150,270	142,090
Inverness Central	1929	512,565	574,637	553,629	636,448	612,989
Inverness Ness-Side	500	77,794	86,462	75,436	89,107	88,800
Inverness Millburn	444	72,041	79,693	72,233	86,405	80,038
Culloden & Ardersier	573	132,859	142,609	128,878	150,595	141,454
Inverness South	154	27,982	38,882	34,801	39,750	36,641

7.3 Rent arrears have improved in Q3 2021/22 when compared to Q2 but is still higher than in previous quarters.

During the lockdown staff were able to concentrate effort to rent arrears management which resulted in improved arrears figures. With the easing of restrictions, visits to tenants in arrears resumed, allowing officers to further progress arrears cases where face-to-face communication is crucial to resolving rent arrears issues. Officers are also reporting progress in individual cases with Universal Credit claims being processed quicker than before and tenants making more frequent payments to their rent accounts now furlough has ended and they have returned to work. Officers remain supportive and sympathetic to all tenants facing financial hardship at this time and officers continue to signpost tenants to partner services who can provide specialist advice relating to income maximisation and benefits uptake.

Q2 was impacted by there being a staff vacancy in the team and improvement is being made following successful recruitment.

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.

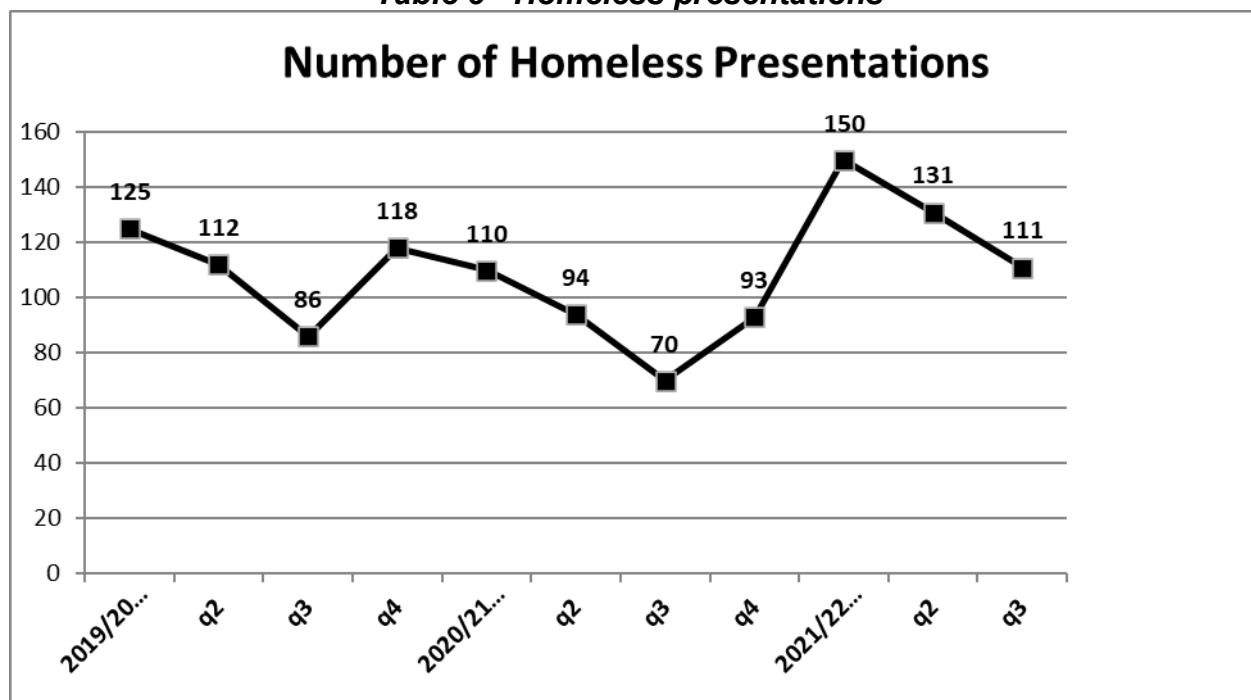
8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 254 presentations across Highland at the end of Quarter 3 2021/22, 111 presentations were in Inverness. Due to pandemic restrictions impacting on freedom of movement we experienced reduced numbers of homeless presentations until Quarter 1 when these restrictions eased. Since then numbers have declined but experience shows Qtr 3 is usually less, probably due to Christmas, so we are expecting a rise next quarter and therefore overall presentations remain at a higher level than previous years.

This appears to be due to Private Rented Sector (PRS) landlords being able to resume tenancy recovery action. As PRS in Highland is very much centred in the Inner Moray Firth and in particular Inverness, this accounts for the additional increase in homeless presentations in Inverness.

8.4

Table 5 - Homeless presentations



Designation: Executive Chief Officer Housing and Property

Date: 17 February 2022

Author: Julie Vivers, Housing Manager (Inverness)

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

APPENDIX 1

SPI 21/22	21/22	Scottish Average	Target	2021/22		2020/21		
				Quarter 3	Quarter 2	Qtr 1	Qtr4	Qtr3
Reactive repairs carried out first time - Inverness Ward Q	AMBER	92.23	92	88.57	87.87	85.27	92.36	89.35
Repairs appointments kept - Inverness Ward Q	AMBER	95.45	95	92.59	95.20	95.32	94.67	94.02
Rent collected as % of rent due - Inverness Ward Q	AMBER	99.38	99	98.32	96.69	99.76	98.45	99.63
Gross rent arrears as % of rent due - Inverness Ward Q	AMBER	5.41	5	8.24	8.47	7.25	7.75	7.01
% rent loss through voids - Inverness Ward Q	AMBER	0.85	1	1.14	0.93	0.64	0.75	0.77
% of new tenancies sustained for more than a year - Inverness Ward Q	GREEN	88.66	90	91.32	92.83	91.13	93.06	92.49
Tenancy offers refused - Inverness Ward Q	GREEN	35.86	38	33.16	35.69	41.67	34.07	33.33
% of lettable houses becoming vacant - Inverness Ward Q	AMBER	8.6	8.9	9.40	9.53	8.85	7.40	8.02
% households requiring temp/eme accomm who receive offer Inverness	GREEN	100	100	100.00	100.00	100.00	100.00	99.05
Ave time in temp/eme accomm Inverness				46.35	46.71	47.36	46.63	45.35