

**To: Housing and Community Safety Policy Board**

**On: 8 November 2016**

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**Report by: Director of Development and Housing Services**

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**Heading: Half Year Update on Scottish Social Housing Charter 2016/17**

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**1. Summary**

- 1.1 Local authorities and Registered Social Landlords (RSLs) are required to submit an Annual Return on performance against the Scottish Social Housing Charter to the Scottish Housing Regulator. A report was presented to the Policy Board in August reporting on performance for 2015/16. This report provides Members with an update for the first six months of 2016/17.
  - 1.2 A separate report to this meeting of the Policy Board provides benchmarking information for 2015/16, comparing Renfrewshire Council's performance with other social landlords.
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**2. Recommendations**

- 2.1 It is recommended that the Policy Board
    - (i) Notes the Half Year Update on the Scottish Social Housing Charter 2016/17 which is attached to this report as Appendix 1.
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**3. Background**

- 3.1 The attached report attached as Appendix 1 provides performance information for the first two quarters of 2016/17:

- Section 1 provides performance information against the Charter indicators along with comparative data for the last three years, and
  - Section 2 provides general management information on key areas of the housing service – allocations and managing tenancy change; repairs; homelessness and housing advice; rent arrears.
- 3.2 Overall, performance in the first six months of 2016/17 indicates continued ongoing improvement with the majority of the Charter indicators showing similar or improved performance compared with previous years.
- 3.3 Members should note that for some of the indicators, data is only reported on an annual basis and will not be available until the end of the financial year and as such, there are some omissions in the tables in section 1 of the attached report.
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## Implications of the Report

1. **Financial** - None
  2. **HR & Organisational Development** - None
  3. **Community Planning** – None
  4. **Legal** – The Housing (Scotland) Act 2010 requires all local authorities and registered social landlords
  5. **Property/Assets** - None
  6. **Information Technology** – None
  7. **Equality & Human Rights:** The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** - None
  9. **Procurement** – None
  10. **Risk** - None
  11. **Privacy Impact** - None
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## List of Background Papers

- Reports to the Housing and Community Safety Policy Board on:
  - 12 November 2013 '2013/14 Update on Social Housing Charter'
  - 26 August 2014 ' Scottish Social Housing Charter Return
  - 11 November 2014 Update on the Scottish Social Housing Charter'
  - 15 March 2016 'Tenant Satisfaction Survey 2015'
  - 25 August 2015 Social Housing Charter Return for 2014-15'



# **Half Year Update on the Scottish Social Housing Charter Indicators**

**2016 -2017**

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## SECTION 1: SIX MONTHLY OUTTURN REPORT (2016-2017)

### Overall Satisfaction

No.	Indicator	13/14	14/15	15/16	Comments
1	Percentage of tenants satisfied with the overall service provided by their landlord.	82.0%	82.0%	82.2%	This indicator is reported from the Tenant Satisfaction Survey. This is the most recent return, from the 2015 survey.

### 1. The Customer Landlord Relationship

**Equalities:** Charter Indicator 2 asks for information on the ethnic origin of service users and staff and for information on disability. A range of equalities information is reported to the Housing and Community Safety Policy Board each year.

### Communication

No.	Indicator	13/14	14/15	15/16	Comments
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	79.2%	79.2%	79.5%	This indicator is reported from the Tenant Satisfaction Survey. This is the most recent return, from the 2015 survey.

### Complaints

No.	Indicator	13/14	14/15	Six -mth 15/16	15/16	Six mth 16/17
4 & 5	Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.	94.9% (Stage 1)	97.2% (Stage 1)	96% (Stage 1)	93.3% (Stage 1)	97.1% (Stage 1)
	Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.	94.9% (Stage 2)	90.2% (Stage 2)	54% (Stage 2)	44.0% (Stage 2)	71.4% (stage 2)

Performance on complaints handling has improved significantly in the first six months of 2016/17. Following a review of complaints handling, further training has been delivered, and performance is being closely monitored.

### Participation

No.	Indicator	13/14	14/15	15/16	Comments
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	69.0%	69.0%	84.2%	This indicator is reported from the Tenant Satisfaction Survey. This is the most recent return.

### 2. Housing quality and maintenance

#### Housing Quality

No.	Indicator	13/14	14/15	Six month	15/16	Six month
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				15/16		16/17
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.</i>	62.1%	84.6%	Annual report	85.9%	Annual report
8	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.	85.1%	97.4%	Annual report	98.5%	Annual report
9	Percentage of tenants satisfied with the standard of their home when moving in.	61.4%	80%	Annual	92.3%	85.7%
10	Percentage of existing tenants satisfied with the quality of their home.	81.6%	81.6%	Annual report	82.2%	Annual report

## Repairs, maintenance and improvements

No.	Indicator	13/14	14/15	15/16		16/17
		Annual	Annual	6 month	Annual	6 month
11	Average length of time taken to complete emergency repairs. (hours)	11.5	5.8	4.8	5.5	6.7
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.5	8	8.4	7.1
13	Percentage of reactive repairs carried out in the last year completed right first time.	87.8%	87.5%	Annual report	90.8%	Annual report
14	Percentage of repairs appointments kept.	95.0%	98.9%	99%	99.1%	98%
15	Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	99.99%	99.99%	99%	99.5%	100%
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	78.0%	94.7%	96.1%	96.6%	96.2%

## 3. Neighbourhood and community

### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

No.	Indicator	13/14	14/15	15/16		16/17
		Annual	Annual	6 month	Annual	6 month
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	81.2	81.2%	Annual report	82.5%	Annual report
18	Percentage of tenancy offers refused during the year.	61.3%	59.6%	59.1%	46.1%	42.8%
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	93.7%	91.6%	Annual report	92.9%	Annual report

## 4. Access to housing and support

### Tenancy sustainment

No.	Indicator	13/14	14/15	Six month 15/16	15/16	Six month 16/17
20	Percentage of new tenancies sustained for more than a year, by source of let.					

No.	Indicator	13/14	14/15	Six month 15/16	15/16	Six month 16/17
	Existing tenants	90.8%	94.2%	Annual Report	91.0%	89.4%
	Homeless applicants	75.4%	81.4%	Annual Report	72.1%	73.3%
	Housing List applicants	87.9%	86.9%	Annual Report	87.4%	88.9%
	Other	0	0	Annual Report	0	0
	<b>Overall</b>	<b>85.0%</b>	<b>87%</b>	Annual Report	<b>84.5%</b>	85.2%
21	Percentage of lettable houses that became vacant in the last year.	11%	10.2%	10.3%	10.2%	9.5%

## Housing options and access to housing

No.	Indicator	13/14	14/15	Six month 15/16	15/16	Six month 16/17
22	Percentage of approved applications for medical adaptations completed during the reporting year.	98.6%	87.8%	Annual report	96.0%	Annual report
23	Average time to complete applications (medical adaptations) days	61	64	Annual report	44	Annual report
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	26.1%	20.3%	Annual report	23.1%	Annual report
	Non payment of rent		19.4%		22.2%	
	Anti social behaviour		0.5%		0.8%	
	Other		0.5%		0%	

## Homelessness

No	Indicator	13/14	14/15	Six month 15/16	15/16	Six month 16/17
25	Average length of time in temporary or emergency accommodation by type, days (LAs only)					
	Local authority dwelling	43.3	44.9	57	78.9	<b>87</b>
	RSL Dwelling	81	89.4	85	39.3	<b>68</b>
	Bed and Breakfast	10	0	0	0	<b>0</b>
	Other	139.1	98.5	97	101.9	<b>91</b>
	<b>All types of accommodation</b>	<b>47.2</b>	<b>56.9</b>	<b>67</b>	<b>79.3</b>	<b>82</b>
26 & 27	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	100%	99.1%	96.5%	99.5%	<b>100%</b>
	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)					
	L A Dwelling	<b>1.9%</b>	2.4%	1.9%	2.4%	4.9%
	RSL Dwelling	<b>0%</b>	1.6%	0%	0%	0%
	Bed and Breakfast	<b>11.5%</b>	0%	0%	0%	0%
	Other	0%	0%	0%	0%	0%
	<b>All types of accommodation</b>	<b>2.9%</b>	<b>1.96%</b>	<b>1.8%</b>	<b>2.1%</b>	<b>3.5%</b>
28	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only).	87.9%	92.3%	79%	74.5%	<b>75.7%</b>

## 5. Getting good value from rents and service charges

### Value for money

No.	Indicator	13/14	14/15	15/16	Comments
29	Percentage of tenants who feel that the rent for their property represents good value for money.	75.0%	75%	77.2%	This indicator is reported from the Tenant Satisfaction Survey. This is the most recent return, from the 2015 survey.

### Rents and service charges

No.	Indicator	13/14	14/15	Six month 15/16	15/16	Six month 16/17
30	Rent collected as percentage of total rent due in the reporting year.	99.6%	100.2%	98.8%	100%	<b>98.4%</b>
31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.6%	6.3%	6.3%	6.0%	<b>5.4%</b>
32	Average annual management fee per factored property.	N/A	£90.00	Annual report	£90.00	Annual report
33	Percentage of factored owners satisfied with the factoring service they receive.	23.8%	45.4%	Annual report	50.9%	Annual report
34	Percentage of rent due lost through properties being empty during the last year.	2.6%	2.0%	1.8%	1.9%	<b>1.7%</b>
35	Average length of time taken to re-let properties in the last year. (days)	56	44	41	42	38

## Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	13/14	14/15	15/16
36	Gypsies/travellers – Average weekly rent per pitch.	Not applicable, no sites in Renfrewshire		
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.			

## SECTION 2: MANAGEMENT INFORMATION

### Allocations and Managing Tenancy Change

Table 1 notes the number of applicants.

Table 1 - Housing Waiting List					
	2013/14	2014/15	6 month 2015/16	2015/16	6 month 2016/17
Number of applicants on housing list - at 31 <sup>st</sup> March 2014	6332	6,239	6001	5749	5,596
Of which number who have their application on hold	1386	1,384	1314	1,269	1,183

Table 2 illustrates where the applicants are placed in the group system.

<b>Table 2 - Housing Waiting List Breakdown</b>										
<b>Group</b>	<b>2013/14</b>		<b>2014/15</b>		<b>6 month 2015/16</b>		<b>2015/16</b>		<b>6 month 2016/17</b>	
	<b>Applicants</b>	<b>%</b>	<b>Applicants</b>	<b>%</b>	<b>Applicants</b>	<b>%</b>	<b>Applicants</b>	<b>%</b>	<b>Applicants</b>	<b>%</b>
Group 1 Homeless	171	2.7%	147	2.4%	172	2.9%	203	3.5%	176	3.1%
Group 2 Mobility	331	5.2%	412	6.6%	373	6.2%	348	6.1%	305	5.4%
Group 3 Housing Need	2638	41.7%	2,510	40.2%	2390	39.8%	2272	39.5%	2270	40.6%
Group 4 Exchanges	1174	18.5%	1,226	19.6%	1167	19.4%	1105	19.2%	1053	18.8%
Group 5 General	2018	31.8%	1,944	31.2%	1899	31.6%	1821	31.7%	1792	32%
<b>Total</b>	<b>6332</b>	<b>100%</b>	<b>6,239</b>	<b>100%</b>	<b>6001</b>	<b>100%</b>	<b>5749</b>	<b>100%</b>	<b>5596</b>	<b>100%</b>

Table 3 shows lets made through and outwith the group system.

<b>Table 3 - Total lets</b>										
	<b>2013/14</b>		<b>2014/15</b>		<b>6 month 2015/16</b>		<b>2015/16</b>		<b>6 month 2016/17</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Lets through group system	1351	94.3%	1,153	93.4%	527	90.9%	1068	90.9%	559	91.5%
Lets outwith group system	82	5.7%	82	6.6%	53	9.1%	107	9.1%	52	8.5%
<b>Total Lets</b>	<b>1433</b>	<b>100%</b>	<b>1,235</b>	<b>100%</b>	<b>580</b>	<b>100%</b>	<b>1175</b>	<b>100%</b>	<b>611</b>	<b>100%</b>

Table 4 shows lets to each group and also the target for lets to each group.

<b>Table 4 - Lets through group system</b>											
<b>Group</b>	<b>2013/14</b>		<b>2014/15</b>		<b>6 month 2015/16</b>		<b>2015/16</b>		<b>6 month 2016/17</b>		<b>2015/16 Targets</b>
	<b>Lets</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>Lets</b>	<b>%</b>	<b>Lets</b>	<b>%</b>	<b>Lets</b>	<b>%</b>	<b>%</b>
Group 1 Homeless	334	24.7%	294	25.5%	153	29%	316	29.6%	138	24.7%	45%
Group 2 Mobility	120	8.9%	105	9.1%	56	10.6%	105	9.8%	65	11.6%	5%
Group 3 Housing Need	781	57.8%	623	54%	260	49.3%	544	50.9%	302	54%	40%
Group 4 Exchanges	88	6.5%	96	8.3%	42	8%	77	7.2%	36	6.4%	9%
Group 5 General	28	2.1%	35	3%	16	3%	26	2.4%	18	3.2%	1%
<b>Total</b>	<b>1351</b>	<b>100%</b>	<b>1,153</b>	<b>100%</b>	<b>527</b>	<b>100%</b>	<b>1068</b>	<b>100%</b>	<b>511</b>	<b>100%</b>	<b>100%</b>

Table 5 gives details for lets outwith the group system.

<b>Table 5 - Lets Outwith Group System</b>										
<b>Category</b>	<b>2013/14</b>		<b>2014/15</b>		<b>6 month 2015/16</b>		<b>2015/16</b>		<b>6 month 2016/17</b>	
	<b>Lets</b>	<b>%</b>	<b>Lets</b>	<b>%</b>	<b>Lets</b>	<b>%</b>	<b>Lets</b>	<b>%</b>	<b>Lets</b>	<b>%</b>
Sheltered	49	59.8%	42	51.2%	21	39.6%	22	<b>20.6%</b>	18	34.6%
Special Lets	32	39.0%	27	32.9%	23	43.4%	51	<b>31.8%</b>	9	17.3%
Regeneration	1	1.2%	13	15.8%	9	17%	34	<b>47.7%</b>	25	48.1%
<b>Total</b>	<b>82</b>	<b>100%</b>	<b>82</b>	<b>100%</b>	<b>53</b>	<b>100.00%</b>	<b>107</b>	<b>100.00%</b>	<b>52</b>	<b>100%</b>

Table 6 shows lets by house type.



Table 6 - Lets by House Type										
House Type	2013/14		2014/15		6 month 2015/16		2015/16		6 month 2016/17	
	Number	%	Number	%	Number	%	Number	%	Number	%
Tenement Flat	683	47.7%	656	53.1%	281	48.4%	582	49.5%	338	55.3%
Own Door Flat	296	20.7%	254	20.6%	132	22.8%	239	20.3%	109	17.8%
Multi-storey Flat	126	8.8%	77	6.2%	34	5.9%	78	6.6%	32	5.2%
House	118	8.2%	70	5.7%	39	6.7%	73	6.2%	31	5.1%
Other Flat	70	4.9%	72	5.8%	48	8.3%	95	8.1%	55	9%
Maisonette	38	2.7%	38	3.1%	12	2.1%	33	2.8%	18	3%
Bungalow	32	2.2%	21	1.7%	11	1.9%	23	2%	9	1.5%
Amenity Flat	16	1.1%	1	0.1%	0	0%	1	0.1%	1	0.2%
Prefab	4	0.3%	1	0.1%	1	0.2%	1	0.1%	0	0%
Sheltered Bungalow	5	0.4%	9	0.7%	8	1.4%	8	0.7%	6	1%
Sheltered Flat	45	3.1%	36	2.9%	14	2.4%	42	3.6%	12	2%
<b>Total</b>	<b>1433</b>	<b>100%</b>	<b>1,235</b>	<b>100%</b>	<b>580</b>	<b>100%</b>	<b>1175</b>	<b>100%</b>	<b>611</b>	<b>100%</b>

Table 7a shows section 5 and nomination lets for 2015/16, Table 7b gives the 6 monthly update

Table 7a Nomination & S5 Lets 2015/16						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		General stock		
Q1	13	2	6.8%	30	16.9%	20.4%
Q2	20	5	9.7%	31	14.6%	21.8%
Q3	13	7	8.7%	23	11.9%	18.7%
Q4	13	3	8.3%	23	14.8%	20.2%
Annual	59	17	8.4%	107	14.5%	20.3%
Table 7b Nomination & S5 Lets - 6 month update for 2016/17						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		General stock		
Q1	26	4	14.9%	23	14.6%	26.4%
Q2	21	18	16.8%	14	8.0%	22.9%
6 mth	47	22	15.9%	37	11.1%	24.5%

## Repairs

Table 8 shows amount of repairs by category and percentage achieved within target.

Table 8 – Repairs completed										
Repair category	2013/14		2014/15		6 month 2015/16		2015/16		6 month 2015/16	
	Total	% within target	Total	% within target	Total	% within target	Total	% within target	Total	% within target
Emergency	11,494	96%	10,911	96%	4,847	98%	11,377	99%	4,887	98%
Right to Repair	11,558	93%	11,287	95%	4,993	97%	11,729	97%	5,072	97%
Urgent	1078	95%	1,671	94%	548	96%	1,328	94%	688	94%
Routine	42,670	93%	36,449	91%	18,101	92%	37,909	91%	14,270	91%
Programmed	2101	97%	1,196	96%	565	100%	1,368	98%	134	100%

<b>Total</b>	<b>68,901</b>	<b>94%</b>	<b>61,514</b>	<b>93%</b>	<b>29054</b>	<b>94%</b>	<b>63,711</b>	<b>94%</b>	<b>25,051</b>	<b>93%</b>
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Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in the first six months of 2016/17 and outcomes for calls received.

<b>Table 9 - Customer contact centre</b>										
<b>Indicator</b>	<b>2013/2014</b>		<b>2014/2015</b>		<b>6 month update 2015/16</b>		<b>2015/16</b>		<b>6 month update 2016/17</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Total calls attempted	80,087		75,026		34,547		77,107		32,599	
Calls answered	71,528	89%	69,648	93%	27,610	80%	59,032	77%	26,162	80%
Calls abandoned	8525	12%	5,378	7%	6937	20%	18,075	23%	6437	20%
Calls answered within 40 second target time	44,126	62%	46,084	66%	8785	32%	16,332	21%	8474	32%
% of all attempted calls answered within 40 sec target (service level)		62%		66%		32%		28%		26%
Average waiting time	00:01:29		00:00:56		00:03:15		00:03:30		00:03:09	
'Ren Repairs' app (email correspondence)	N/A		2,746		1324		3973		1134	
'Ren Repairs' registered repairs	N/A		758		681		2018		1555	

## Homelessness and Housing Advice

The number of homeless applications continues to reduce, this trend and is in line with the national picture, which is largely due to the housing options approach being used by social landlords and the impact of prevention activity.

Table 10 provides comparative information on the number of homeless applications as well as 'repeat' applications.

<b>Table 10 Homeless Applications</b>	<b>2013/14</b>	<b>2014/15</b>	<b>6 month update 2015/16</b>	<b>2015/16</b>	<b>6 month update 2016/17</b>
Number of homeless applications requiring assessment	981	839	430	832	377
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	1978	2154	1048	2098	1063

Table 11 provides information on the number of applications that have been assessed and how quickly assessments are carried out. Performance in terms of time taken to complete assessments continues to compare well with other Scottish local authorities.

<b>Table 11 Decision Making</b>	<b>2013/14</b>	<b>2014/15</b>	<b>6 month update 2015/16</b>	<b>2015/16</b>	<b>6 month update 2016/17</b>
Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse)	736	684	346	689	303

Proportion of assessments completed within 28 days	88%	84%	89%	95.5%	98.2%
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Table 12 measures satisfaction with Housing options service

<b>Table 12 Housing Options Satisfaction</b>	<b>2013/14</b>	<b>2014/15</b>	<b>6 month update 2015/16</b>	<b>2015/16</b>	<b>6 month update 2016/17</b>
% pleased with the quality of advice and information they were given	97%	97.6%	92%	95.3%	97%
% pleased with the overall quality of the service they received.	96%	97.6%	95%	96%	97%

## Rent Arrears

Table 13 shows that at the end of September 2016, just over £1.6m was owed in arrears. This is higher than the year end figure for 2015/16; however there is a seasonal pattern, seen over previous years, whereby arrears are higher at the end of September than they are at year end as collection rates fluctuate through the year, depending on when 'rent free' weeks occur.

<b>Table 13 - Current Tenant Rent Arrears</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>6 month 2015/16</b>	<b>2015/16</b>	<b>6 month 2016/17</b>
Annual Rental Income	£45,428,200	£45,092,800	£46,391,290	£46,110,300	£46,709,600
Number of Tenants	12,056	11,835	12,074	11,657	11,607
<b>Total Arrears Owed All</b>	<b>£1,382,600</b>	<b>£1,248,600</b>	<b>£1,571,100</b>	<b>£1,239,900</b>	<b>£1,627,900</b>

Table 14 shows the recovery action taken, there have been 6 evictions in the last 6 months for rent arrears.

<b>Table 14 – Recovery Action</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>6 month 2015/16</b>	<b>2015/16</b>	<b>6 month 2016/17</b>
*NPRP issued	1176	1,469	777	1,756	<b>924</b>
All Cases calling at Court	850	773	477	947	<b>563</b>
Decrees Granted	96	103	63	133	<b>75</b>
Evictions enforced S/Officer	10	4	4	10	<b>6</b>
Average time first calling	10 weeks	10 weeks	10	10 weeks	<b>10 weeks</b>
Average time recalled at court	5 weeks	5 weeks	7 weeks	5 weeks	<b>5 weeks</b>

Table 15 provides a profile of arrears by value and table 18 shows the status of arrears debt.

<b>Table 15 – Profile of Arrears by Value</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>6 month 2015/16</b>	<b>2015/16</b>	<b>6 month 2016/17</b>
Under £250	£124,600	£113,700	£161,800	£88,000	£158,700
Between £250 & £500	£211,700	£81,400	£226,800	£159,800	£234,400
Between £500 & £1,000	£385,600	£345,500	£441,900	£350,500	£448,800
Over £1,000	£660,700	£608,000	£740,600	£641,600	£786,000
<b>TOTALS</b>	<b>£1,382,600</b>	<b>£1,248,600</b>	<b>£1,571,100</b>	<b>£1,239,900</b>	<b>£1,627,900</b>

<b>Table 16 – Status of Rent Debt</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>6 month 2015/16</b>	<b>2015/16</b>	<b>6 month 2016/17</b>
Arrears Pre Court	£868,300	£769,900	£1,027,600	£733,700	£1,070,100
Arrears Post Court	£384,500	£376,000	£395,400	£413,000	£442,900
Arrears Rent Direct	£102,800	£102,700	£102,300	£93,200	£114,900
<b>TOTALS</b>	<b>£1,382,600</b>	<b>£1,279,400</b>	<b>£1,571,100</b>	<b>£1,239,900</b>	<b>£1,627,900</b>

Table 17 shows the amount owed by tenants by age profile. Around 70% of the arrears are from tenants aged between 25 and 49 years of age.

<b>Table 17 – Profile of Arrears by Age</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>6 month 2015/16</b>	<b>2015/16</b>	<b>6 month 2016/17</b>
Under 25 years	£183,800	£159,100	£161,300	£155,900	£178,900
Between 25 & 49 years	£956,200	£859,700	£1,101,300	£849,600	£1,117,900
Between 50 & 60 years	£199,900	£188,600	£250,600	£192,400	£285,100
Over 60	£42,700	£41,200	£57,900	£42,000	£46,000
<b>TOTALS</b>	<b>£1,382,600</b>	<b>£1,248,600</b>	<b>£1,571,100</b>	<b>£1,239,900</b>	<b>£1,627,900</b>

Table 18 provides summary information on benefit levels and notes that benefit uptake remains high with 71% of our tenants in receipt of some form of benefit, including 307 tenants who are receiving Universal Credit

<b>Table 18 – Housing Benefit</b>					
	<b>2013/14</b>	<b>2014/15</b>	<b>6 month 2015/16</b>	<b>2015/16</b>	<b>6 month 2016/17</b>
Number of tenants	12,056	11,835	11,713	11,657	<b>11607</b>
Tenants with benefit	8,304	8,442	8,306	8,263	<b>8254</b>
Tenants without benefit	3,752	3,393	3,407	3,394	<b>3353</b>
% in receipt of Housing Benefit	69%	71%	71%	71%	<b>71%</b>