
To: Communities, Housing and Planning Policy Board

On: 30 October 2018

Report by: Director of Communities Housing & Planning Services

Heading: Scottish Social Housing Charter Performance: 2018/19 Half Year Update

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 indicators to the Scottish Housing Regulator. A report on performance for 2017/18 was presented to the Policy Board in August 2018. This report provides Members with an update for the first six months of 2018/19.
- 1.2 A separate report to this meeting of the Policy Board provides benchmarking information for 2017/18, 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 2018/19 Half Year Update Report on Scottish Social Housing Charter Performance attached as Appendix 1
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3. Background

- 3.1 The Half Year Update on Scottish Social Housing Charter Performance provides information on the first two quarters of 2018/19:
- Section 1 provides performance information against the Charter indicators along with comparative data for the last three years, and
 - Section 2 reports on management information for key areas of the housing service – allocations and managing tenancy change; repairs; homelessness and housing advice; rent arrears.
- 3.2 Overall, performance has been maintained at 2017/18 levels or has improved in the first two quarters of 2018/19 across most areas of the service. There has been a slight reduction in performance in a few areas (tenancy offers refused; gross rent arrears; repairs satisfaction; rent lost through empty properties and average time to re-let properties), but this will be closely monitored over the coming months.
- 3.3 Members should note that for some of the Charter indicators, data is only reported on an annual basis and will not be available until the end of the financial year. For this reason, there are a number of gaps in the tables in section 1 of the report.
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Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** - none
3. **Community Planning** –
Empowering our Communities – improving and maintaining neighbourhoods and homes
Safer and Stronger – increasing tenant satisfaction with neighbourhoods and communities
4. **Legal** – none
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 because it is for noting only. 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
12. **Cosla Policy Position** - N/A

Background Papers

- Report to the Communities, Housing and Planning Policy Board on 21 August 2018, '*Scottish Social Housing Charter: Annual Return 2017/18*'.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting.

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Scottish Social Housing Charter Performance

2018/19 Half Year Update

Planning & Housing Team
Development & Housing Services



Scottish Social Housing Charter Performance 2018/19 Half Year Update

Contents	Page
Section 1 Charter Indicators- Half Year Update	2
Section 2 Management Information	
• Allocations and Managing Tenancy Changes	8
• Repairs	11
• Homelessness and Housing Advice	12
• Rent Arrears	13

SECTION 1: SIX MONTHLY OUTTURN REPORT (2018-2019)

Overall Satisfaction

No.	Indicator	14/15	15/16	16/17	17/18	Comments
1	Percentage of tenants satisfied with the overall service provided by their landlord.	82.0%	82.2%	82.2%	88%	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018.

1. The Customer Landlord Relationship

Equalities

Equalities information is collected and reported annually.

Communication

No.	Indicator	14/15	15/16	16/17	17/18	Comments
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	79.2%	79.5%	79.5%	82.2%	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018

Complaints

No	Indicator	14/15	15/16	16/17	17/18	Six month 18/19	Comments
4	Percentage of all 1st stage complaints responded to in full	98.2%	100%	91.4%	100%	99.4%	<p>The Scottish Public Services Ombudsman Complaints Handling Procedures include timescales for:</p> <ul style="list-style-type: none"> • frontline resolution of (1st stage) complaints - 5 working days. • completion of investigation stage (2nd stage) complaints – 20 working days
	Percentage of all 2nd stage complaints responded to in full	90.2%	100%	78.6%	100%	83.3%	
5	Percentage all 1st stage complaints responded to in full within SPSO timescales	100%	93.3%	100%	87.3%	90.3%	<p>In the first six months of 2018/19, 320 frontline complaints about housing services were received. Of these, 318 (99.4%) have been dealt with and 289 (90.3%) were dealt with within the SPO timescale.</p> <p>In the same period, 6 complaints were received which required further investigation. Of these, 5 have been responded to (83.3%) and 4 (66.7%) within in the SPSO timescale.</p>
	Percentage all 2nd stage complaints responded to in full within SPSO timescales	100%	46.2%	100%	100%	66.7%	

Participation

No.	Indicator	14/15	15/16	16/17	17/18	Comments
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	69.0%	84.2%	84.2%	87.8%	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018.

2. Housing quality and maintenance

Housing Quality

No.	Indicator	14/15	15/16	16/17	17/18	Six month 17/18	Comments
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>	84.6%	85.9%	91.4%	93.5%	Annual report	This indicator is reported annually
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.	97.4%	98.5%	98.0%	100%	Annual report	This indicator is reported annually
9	Percentage of tenants satisfied with the standard of their home when moving in.	80%	92.3%	89.5%	88.6%	94.0%	Satisfaction has improved from the year end figure, 194 tenants were surveyed; of these, 183 were either satisfied or very satisfied with the standard of the home when they moved in.
10	Percentage of existing tenants satisfied with the quality of their home.	81.6%	82.2%	82.2%	83.9%	Annual report	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018.

Repairs, maintenance and improvements

No.	Indicator	14/15	15/16	16/17	17/18	Six month 17/18	Comments
11	Average length of time taken to complete emergency repairs. (hours)	5.8	5.5	6.9	5.1	5.0	A total of 8,575 emergency repairs were completed in the first six months of the financial year
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.4	7.4	7.1	6.6	A total of 15,540 non-emergency repairs were completed in the first six months of the financial year.
13	Percentage of reactive repairs carried out in the last year completed right first time.	87.5%	90.8%	94.8%	90.2%	Annual report	This indicator is reported annually
14	Percentage of repairs appointments kept.	98.9%	99.1%	99.0%	98.9%	99.8%	There were 15,701 reactive repairs completed in the first six months of this financial year, and of these, 15,663 appointments were kept.
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%	99.5%	99.97%	99.97%	99.98%	As at the end of September 2018, 6,181 Council properties required a gas safety record. Apart from one property, a gas safety check and record was completed by the anniversary date for all of these properties. (In one case, the gas safety record was renewed 3 days after the anniversary date.)
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	94.7%	96.6%	91.4%	98.3%	95.8%	1,093 tenants were asked how satisfied they were with repairs. In total 1,047 said they were either satisfied or very satisfied with the service.

3. Neighbourhood and community

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

No.	Indicator	14/15	15/16	16/17	17/18	Six month 18/19	Comments
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	81.2%	82.5%	82.5%	83.2%	Annual report	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018.
18	Percentage of tenancy offers refused during the year.	59.6%	46.1%	39.6%	37.7%	44.9%	Of the 1,020 offers made in the first six months of this year, 458 were refused. The refusal rate of 44.9% is a slight increase on the last two years.
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	91.6%	92.9%	96.4%	95%	Annual report	This indicator is reported annually

4. Access to housing and support

Tenancy sustainment

No.	Indicator	14/15	15/16	16/17	17/18	Six month 18/19	Comments
20	Percentage of new tenancies sustained for more than a year, by source of let.						Tenancy sustainment levels improved slightly in the first two quarters, with 88.9% of all new tenancies sustained for more than a year compared to 88.4% for the same period last year.
	Existing tenants	94.2%	91.0%	88.4%	91.2%	93.5%	
	Homeless applicants	81.4%	72.1%	78.1%	84.6%	83.4%	
	Housing List applicants	86.9%	87.4%	91.9%	89.3%	89.8%	
	Other	0	0	0	66.7%	0	
	Overall	87%	84.5%	87.5%	88.5%	88.9%	
21	Percentage of lettable houses that became vacant in the last year.	10.2%	10.2%	9.7%	9.2%	9.8%	In the 12 months to the end of September 2018, 1,128 Council properties became vacant. This represents 9.8% of the lettable stock of 11,468 properties.

Housing options and access to housing

No.	Indicator	14/15	15/16	16/17	17/18	Six month 17/18	Comments
22	Percentage of approved applications for medical adaptations completed during the reporting year.	87.8%	96%	97%	100%	Annual report	This indicator is reported annually
23	Average time to complete applications (medical adaptations) days	64	44	44	33	Annual report	This indicator is reported annually
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	20.3%	23.1%	26.4%	25.0%	19.0%	There have been 30 evictions for non payment of rent compared to 32 at the same point last year.
	Non payment of rent	19.4%	22.2%	25.7%	24.6%	19.0%	
	Anti social behaviour	0.5%	0.8%	0.8%	0.4%	0%	
	Other	0.5%	0%	0	0	0%	

Homelessness

No	Indicator	14/15	15/16	16/17	17/18	Six month 17/18	Comments
25	Average length of time in temporary or emergency accommodation by type, days (LAs only)						The average time spent in temporary accommodation (all types) reduced in the six month period from 93.6 days to 86 days.
	Local authority dwelling	44.9	78.9	82	84.8	77.3	
	RSL Dwelling	89.4	39.3	101.6	112.5	101.3	
	Bed and Breakfast	N/A	N/A	2.4	1.8	1.5	
	Private Sector Lease	N/A	N/A	N/A	111.3	106	
	Other	98.5	101.9	112	148.4	150.1	
	All types of accommodation	56.9	79.3	87	93.6	86.0	
26	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	99.1%	99.5%	100%	100%	100%	Our duty to offer temporary or emergency accommodation was fully met
& 27	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)						Performance has continued to improve, with a very low number of refusals. There were 451 offers of temporary accommodation and only 2 refusals where applicants made their own accommodation arrangements.
	L A Dwelling	2.4%	2.4%	2.5%	1.1%	0.7%	
	RSL Dwelling	1.6%	0%	0	0	0	
	Bed and Breakfast	0%	0%	0	0	0	
	Other	N/A	N/A	0	0	0	
	All types of accommodation	1.96%	2.1%	1.9%	0.8%	0.4%	

28	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only).	92.3%	74.5%	83.2%	89.0%	89.3%	Satisfaction has improved, 150 households completed a survey in the first six months of 2018/19, 134 said they were satisfied or very satisfied with the quality of accommodation.
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(28) Source: annual point of service homeless services tenants survey

5. Getting good value from rents and service charges

Value for money

No.	Indicator	14/15	15/16	16/17	17/18	Comments
29	Percentage of tenants who feel that the rent for their property represents good value for money.	75%	77.2%	77.2%	75.8%	This indicator is reported from the Tenant Satisfaction Survey conducted in 2018

Rents and service charges

No.	Indicator	14/15	15/16	16/17	17/18	Six month 18/19	Comments
30	Rent collected as percentage of total rent due in the reporting year.	100.2%	100%	100.1%	101.1%	98.6%	In the first six months of the financial year just over £23.3 million rent was collected.
31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	6.3%	6.0%	5.35%	4.88%	6.27%	There are some temporary adjustments to the rent account which have affected the six month figure for 18/19. Once these have been accounted for the figure would be slightly better than the same point last year (5.13%).
32	Average annual management fee per factored property.	£90.00	£90.00	£90.00	£90.00	Annual report	This indicator is reported annually
33	Percentage of factored owners satisfied with the factoring service they receive.	45.4%	50.9%	57.6%	56.7%	Annual report	This indicator is reported from the annual owners survey. This is the most recent return, from the 2017/18 survey.

34	Percentage of rent due lost through properties being empty during the last year.	2.0%	1.9%	1.5%	1.31%	1.36%	Rent lost due to voids has increased slightly as has average days to let. In the six month period, there were 13 long term void properties let. Whilst it is positive to bring these properties back in to use, it has an adverse impact on the average days to let.
35	Average length of time taken to re-let properties in the last year. (days)	44	42	38	38	40	

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	14/15	15/16	16/17	17/18
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	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
Number of applicants on housing list - at 31 st March 2014	6,239	5,749	5,645	5,532	5449
Of which number who have their application on hold	1,384	1,269	1,255	1,163	1135

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

Table 2 - Housing Waiting List Breakdown										
Group	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Applicants	%	Applicants	%	Applicants	%	Applicants	%	Applicants	%
Group 1 Homeless	147	2.4%	203	3.5%	231	4.1%	260	4.7%	276	5.1%
Group 2 Mobility	412	6.6%	348	6.1%	303	5.4%	317	5.7%	330	6.1%
Group 3 Housing Need	2,510	40.2%	2272	39.5%	2286	40.5%	2261	40.9%	2167	39.8%
Group 4 Exchanges	1,226	19.6%	1105	19.2%	1087	19.3%	1013	18.3%	996	18.3%
Group 5 General	1,944	31.2%	1821	31.7%	1738	30.8%	1681	30.4%	1680	30.8%
Total	6,239	100%	5749	100%	5645	100%	5532	100%	5449	100%

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

Table 3 - Total lets	2014/15		2015/16		2016/17		2017/18		Six Month 2018/19	
	Number	%	Number	%	Number	%	Number	%	Number	%
Lets through group system	1,153	93.4%	1068	90.9%	1066	89.8%	937	92.6%	549	95.0%
Lets outwith group system	82	6.6%	107	9.1%	121	10.2%	75	7.4%	29	5.0%
Total Lets	1,235	100%	1175	100%	1187	100%	1012	100%	578	100%

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

Table 4 - Lets through group system										
Group	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	%	%	Lets	%	Lets	%	Lets	%	Lets	%
Group 1 Homeless	294	25.5%	316	29.6%	279	26.2%	300	32%	193	35.1%
Group 2 Mobility	105	9.1%	105	9.8%	110	10.3%	94	10%	61	11.1%
Group 3 Housing Need	623	54%	544	50.9%	594	55.7%	491	52%	243	44.3%
Group 4 Exchanges	96	8.3%	77	7.2%	56	5.3%	37	4%	33	6.0%
Group 5 General	35	3%	26	2.4%	27	2.5%	15	1.6%	19	3.5%
Total	1,153	100%	1068	100%	1066	100%	937	100%	549	100%

Table 5 gives details for lets outwith the group system.

Table 5 - Lets Outwith Group System										
Category	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Lets	%	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	42	51.2%	51	47.7%	44	36.4%	32	42.7%	11	37.9%
Special Lets	27	32.9%	22	20.6%	28	23.1%	28	37.3%	12	41.4%
Regeneration	13	15.8%	34	31.8%	49	40.5%	15	20%	6	20.7%
Total	82	100%	107	100%	121	100%	75	100%	29	100%

Table 6 shows lets by house type.

Table 6 - Lets by House Type										
House Type	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Number	%	Number	%	Number	%	Number	%	Number	%
Tenement Flat	656	53.1%	582	49.5%	628	52.9%	512	50.6%	322	55.7%
Own Door Flat	254	20.6%	239	20.3%	207	17.4%	192	19%	96	16.6%
Multi-storey Flat	77	6.2%	78	6.6%	75	6.3%	83	8.2%	44	7.6%
House	70	5.7%	73	6.2%	83	7%	78	7.7%	33	5.7%
Other Flat	72	5.8%	95	8.1%	85	7.2%	62	6.1%	35	6.1%
Maisonette	38	3.1%	33	2.8%	34	2.9%	28	2.8%	25	4.3%
Bungalow	21	1.7%	23	2%	31	2.6%	23	2.3%	12	2.1%
Amenity Flat	1	0.1%	1	0.1%	0	0	1	0.1%	0	0
Prefab	1	0.1%	1	0.1%	0	0	0	0%	0	0
Sheltered Bungalow	9	0.7%	8	0.7%	9	0.8%	7	0.7%	9	1.6%
Sheltered Flat	36	2.9%	42	3.6%	35	3%	26	2.6%	2	0.4%
Total	1,235	100%	1175	100%	1187	100%	1012	100%	578	100%

Table 7a shows section 5 and nomination lets for the past three years, Table 7b gives the 6 monthly update

Table 7a Nomination & S5 Lets						
	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		
2014/15	52	5	6.9%	114	17%	20.8%
2015/16	59	17	8.4%	107	14.5%	20.3%
2016/17	64	37	12.3%	78	12.2%	21.9%
2017/18	100	7	14.3%	117	18.6%	29.8%
Table 7b Nomination & S5 Lets - 6 month update for 2018/19						
	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	17	1	9.9%	42	27.1%	33.2%
Q2	17	6	12.6%	25	16.7%	26.4%
6 mth	34	7	11.3%	67	22.0%	29.8%

Repairs

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

Table 8 – Repairs completed										
Repair category	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Total	% within target	Total	% within target	Total	% within target	Total	% within target	Total	% within target
Emergency	10,911	96%	11,377	99%	11,054	98%	13,162	98.3%	6590	98.2%
Right to Repair	11,287	95%	11,729	97%	12,694	97%	13,795	99.0%	5479	99.1%
Urgent	1,671	94%	1,328	94%	1,564	95%	1,613	97.2%	713	98.7%
Routine	36,449	91%	37,909	91%	28,054	89%	24,176	91.5%	12436	93.1%
Programmed	1,196	96%	1,368	98%	796	100%	1,239	98.7%	353	100%
Total	61,514	93%	63,711	94%	54,162	93%	53,985	95.4%	25571	96.0%

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 2018/19 and outcomes for calls received.

Table 9 - Customer contact centre										
Indicator	2014/15		2015/16		2016/17		2017/18		Six month 2018/19	
	Number	%	Number	%	Number	%	Number	%	Number	%
Total calls attempted	75,026		77,107		65,282		57,181		31,263	
Calls answered	69,648	93%	59,032	77%	54,461	83%	51,830	91%	29,297	94%
Calls abandoned	5,378	7%	18,075	23%	11,091	17%	5,271	9%	2,012	6%
Calls answered within 40 second target time	46,084	66%	16,332	21%	24,709	45%	31,000	60%	19,853	68%
% of all attempted calls answered within 40 sec target (service level)		66%		28%		38%		54%		64%
Average waiting time	00:56		3:30		3:40		1:36		2:08	
Maximum waiting time (average)	n/a		41:46		1:19:14		40:20		32:59	
'Ren Repairs' app (email correspondence)	2,746		3,973		3,079		2,268		1,680	
'Ren Repairs' registered repairs	758		2,018		2,476		1,649		969	

Homelessness and Housing Advice

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

Table 10 Homeless Applications	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
Number of homeless applications requiring assessment	839	832	776	860	464
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	2154	2098	2103	1,962	1,051

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.

Table 11 Decision Making	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse)	684	689	618	692	377
Proportion of assessments completed within 28 days	84%	95.5%	91%	96%	96%

Table 12 measures satisfaction with Housing options service

Table 12 Housing Options Satisfaction	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
% pleased with the quality of advice and information they were given	97.6%	95.3%	95.8%	97.5%	97.1%
% pleased with the overall quality of the service they received.	97.6%	96%	97.4%	98.4%	98.1%

Rent Arrears

Table 13 shows that at the end of September 2018, over £1.48m was owed in arrears, the same as this point last year. Consistent with previous years, the six monthly figure is higher/lower than the year end figure for 2017/18; 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 'no charge' weeks occur.

Table 13 - Current Tenant Rent Arrears	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
Annual Rental Income	£45,092,800	£46,110,300	£46,355,300	£45,654,500	£46,156,500
Number of Tenants	11,835	11,657	11,479	11,371	11,356
Total Arrears Owed All	£1,248,600	£1,239,900	£1,194,900	£1,146,600	£1,481,800

Table 14 shows the recovery action taken, there have been 3 evictions in the last 6 months for rent arrears.

Table 14 – Recovery Action	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
*NPRP issued	1,469	1,756	1,944	1,942	979
All Cases calling at Court	773	947	1,057	974	486
Decrees Granted	103	133	139	106	51
Evictions enforced S/Officer	4	10	10	9	3
Average time first calling	10 weeks	10 weeks	10 weeks	10 weeks	11 weeks
Average time recalled at court	5 weeks	5 weeks	4.5 weeks	7 weeks	8 weeks

Table 15 provides a profile of arrears by value and table 16 shows the status of arrears debt.

Table 15 – Profile of Arrears by Value	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
Under £250	£113,700	£88,000	£99,700	£101,700	£152,000
Between £250 & £500	£81,400	£159,800	£170,900	£169,800	£236,900
Between £500 & £1,000	£345,500	£350,500	£386,200	£323,200	£403,300
Over £1,000	£608,000	£641,600	£538,100	£551,900	£689,600
TOTALS	£1,248,600	£1,239,900	£1,194,900	£1,146,600	£1,481,800

Table 16 – Status of Rent Debt	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
Arrears Pre Court	£769,900	£733,700	£666,600	£634,600	£872,500
Arrears Post Court	£376,000	£413,000	£411,300	£409,500	£500,900
Arrears Rent Direct	£102,700	£93,200	£117,000	£102,500	£108,400
TOTALS	£1,248,600	£1,239,900	£1,194,900	£1,146,600	£1,481,800

Table 17 provides summary information on benefit levels and notes that benefit uptake remains high with 70% of our tenants in receipt of some form of benefit.

Table 17 – Housing Benefit	2014/15	2015/16	2016/17	2017/18	Six month 2018/19
Number of tenants	11,835	11,657	11,479	11,371	11,356
Tenants with benefit	8,442	8,263	8,168	7,947	7,945
Tenants without benefit	3,393	3,394	3,311	3,424	3,411
% in receipt of Housing Benefit	71%	71%	71%	70%	70%