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**To: Communities and Housing Policy Board**

**On: 17 January 2023**

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

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**Heading: Social Housing Charter Performance: 2022/23 Half Year Update**

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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 indicators to the Scottish Housing Regulator. A report on performance for 2021/22 was presented to the policy board in August 2022. This report provides Members with an update for the first six months of 2022/23.
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## **2. Recommendations**

- 2.1 It is recommended that the policy board
- (i) notes the 2022/23 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 2022/23:
- 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 Key areas of performance for the first six months of 2022/23 are:

- **Gas servicing** The number of times in the reporting year that a gas safety check was not completed within 12 months of a gas appliance being fitted or its last check (**Charter Indicator 11**). For the first six months there were 13 occasions where this was not completed before the anniversary date. These have now all been completed.
- **Letting activity** has returned to pre pandemic levels and although the average days to re-let remains higher than desired, it is improving. During the six month period from April 2022, there were 420 properties re-let taking an average of 64.5 days. This will remain a priority area for the service. (**Charter Indicator 30**). Improving re-let performance has been reflected in a reduction in the Percentage of rent due lost through properties being empty during the last year (**Charter Indicator 18**) from 2% in April to 1.95% at the end of September.
- **Tenancy sustainment (Charter Indicator 16)** continues to remain high with slight improvements in the number of tenancies sustained from homeless applicants from 89.4% at the end of March to 90.7% at the end of the six month period.
- Similar to the same time last year, there has been a slight reduction in the rent collection rate. This is a consistent pattern for the first six months of the financial year – the amount collected usually increases in the second half of the year and this should be reflected in the arrears figure at the year end. The rent collected in the first six months of the year represented 96.4% of the total rent due, compared with 98.2% in 2021/22 (**Charter Indicator 26**). The gross rent arrears figure has increased – up to 10.07% at the end of September from 7.99% at April 2021/22 (**Charter Indicator 27**). The level of arrears increase reflects the experience of similarly-sized local authorities. In order to address the increase, however, we have increased our level of advice and support to tenants in arrears. This includes directing them to money advice and energy agencies and so far, this year we have made 150 referrals for tenants to Advice works and the Energy Management Unit to assist in debt management. We have also started to target arrears at the earliest stage possible to stop any escalation of debt and this includes further development of our arrears analysis and monitoring.

### 3.3 In April 2022, the Council changed the IT system for repairs reporting. There have been technical issues in the implementation of the system that are currently being worked through but that are to date unresolved. As a result, we are unable to provide performance information at this time for the following indicators:

- Indicator 8: Average length of time taken to complete emergency repairs
- Indicator 9: Average length of time taken to complete non-emergency repairs

- Indicator 12: % Satisfaction with repairs service, job completions are not up to date and as such the service is unable to identify jobs to gauge satisfaction. However we are working on an interim approach using text messaging for tenant feedback for this indicator.

Members can be assured that this has not impacted on the delivery of the repairs service for tenants and we are actively working with the software supplier to ensure the provision of the relevant data as a matter of priority.

- 3.4 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 some gaps in the tables in Appendix 1 of the report.

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## Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** - None
3. **Community/Council Planning**

*Building strong, safe, and resilient communities – Improving and maintaining neighbourhoods and homes.*

*Working together to improve outcomes – Increasing resident 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. **Risks** – None
  11. **Privacy Impact** – None
  12. **COSLA Policy Position** – N/A
  13. **Climate Risk** – None
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### **Background Papers**

- Report to the Communities, Housing and Planning Policy Board on 16 August 2022, '*Scottish Social Housing Charter: Annual Return 2021/22*'.

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.

The contact officer within the service is Ray Walkinshaw, Housing Regeneration and Development Manager Communities, Housing & Planning Services, 07483 146814 [ray.walkinshaw@renfrewshire.gov.uk](mailto:ray.walkinshaw@renfrewshire.gov.uk)

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# **Scottish Social Housing Charter**

## **Outturn report**

**2022 – 2023  
6 Monthly Update**

## **Contents**

### **Section 1 Outturn Report**

### **Section 2 Management Information**

**SECTION 1: OUTTURN REPORT (April-September 2022-2023)****Overall Satisfaction**

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	88.0%	88.8%	88.8%	82.4%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey.

**1. The Customer Landlord Relationship****Communication**

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	82.2	88.4%	88.4%	91.1%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey

**Complaints**

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
3 & 4	The percentage of all complaints responded to in full at Stage 1	N/A	99.7%	100%	95.9%	<b>98.6%</b>	Out of 433 Stage 1 complaints received, 427 were responded to in full, in an average of 6.5 days
	The average time in working days for a full response at Stage 1	N/A	3.6 days	4.97 days	6.6 days	<b>6.5 days</b>	
	The percentage of all complaints responded to in full at Stage 2.	N/A	94.1%	100%	96.2%	<b>100%</b>	Out of 13 Stage 2 complaints received, 13 were responded to in full, in an average of 19.2 days.
	The average time in working days for a full response at Stage 2.	N/A	14.6 days	13.9 days	16.6 days	<b>19.2 days</b>	

## Participation

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	87.8%	93.7%	93.7%	99%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey

## Housing quality and maintenance

### Housing Quality

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	93.5%	94.5%	94.6%	57.1%	Reported annually	
7	Percentage of tenants satisfied with the quality of their home.	83.9%	83.9%	86.1%	79.9%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey
C10	Percentage of homes meeting EESSH	N/A	73.6%	78%	78.4	Reported annually	

## Repairs, maintenance and improvements

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
8	Average length of time taken to complete emergency repairs. (hours)	5.1	5.5	6.2	7.1	No data.	No data.
9	Average length of time taken to complete non-emergency repairs. (days)	6.9	7.8	10.7	14.6	No data.	No data.
10	Percentage of reactive repairs carried out in the last year completed right first time.	88.1%	82.6%	85.1%	85%	Reported annually	



11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?	3	17	1471	142	<b>13</b>	5183 services were due to be completed between April and August. Of these, 5170 services were carried out within the 12-month anniversary date. There were 13 occasions where the gas safety check was not carried out by the anniversary date. These services have been completed subsequently.
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	92.5%	90.8%	92.0%	95%	No data.	No data.

### 3. Neighbourhood and community

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

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	83.2%	84.5%	84.5%	87%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey
14	Percentage of tenancy offers refused during the year.	46.5%	40.2%	24.1%	39.6%	<b>38.15%</b>	Between April and September, 713 offers of housing were issued, 265 of these were refused.
15	Percentage of anti-social behaviour cases reported in the last year which were resolved.	96.0%	99.4%	99.8%	99.7%	<b>95%</b>	184 cases out of 194 were resolved.

#### 4. Access to housing and support

##### Tenancy sustainment and tenancy turnover

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
16	Percentage of new tenancies sustained for more than a year, by source of let.						Overall 902 Properties Let with 835 having sustained for more than a year.
	Existing tenants	94.2%	95.4%	95.5%	93.5%	<b>93.95%</b>	
	Homeless applicants	82.1%	80.4%	88.4%	89.4%	<b>90.74%</b>	
	Housing List applicants	90.0%	91.7%	92.8%	94.5%	<b>93.85%</b>	
	<b>Overall</b>	<b>88.5%</b>	<b>88.5%</b>	<b>92%</b>	<b>92.2%</b>	<b>92.57%</b>	
17	Percentage of lettable houses that became vacant in the last year.	9.7%	9.5%	6.6%	8.3%	<b>4.04%</b>	<b>467</b> properties have become void in the first six months of 2022/23
18	Percentage of rent due lost through properties being empty during the last year.	1.4%	1.5%	1.58%	2%	<b>1.95%</b>	Void rent loss is £490,500 of £25,123,400 rent due at the six -month position in 2022/23.

##### Housing options and access to housing

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
19	Number of households currently waiting for adaptations to their home	N/A	46	129	107	Reported annually	
20	Total cost of adaptations completed in the year by source of funding (£)	N/A	£402,000	£86,152	£608,555	Reported annually	
21	Average time to complete adaptations (days)	56.8	36.2	79.4	142	Reported annually	
22	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	27.4%	20%	0	0.8%	<b>3.5%</b>	There were 88 cases in total at court; 12 decrees granted and 3 evictions
	Non-payment of rent	26.7%	20%	0	0	<b>3.5%</b>	
	Anti-social behaviour	0.7%	0	0	0.8%	<b>0</b>	
	Other	0	0	0	0	<b>0</b>	

## Homelessness

No	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
24	Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.	N/A	26.3%	32.1%	32%	<b>27.98%</b>	Of 361* homeless households, 101 were referred to RSLs. ( <i>*This is a provisional figure, subject to Scottish Government validation.</i> )

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

### Value for money

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
25	Percentage of tenants who feel that the rent for their property represents good value for money.	75.8%	78.2%	78.2%	83.4%	Reported annually	The most recent data relate to the 2022 Tenant Satisfaction Survey

### Rents and service charges

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
26	Rent collected as percentage of total rent due in the reporting year.	100.0%	99.5%	99%	98.2%	<b>96.4%</b>	In the first six months of the financial year just over £24.1 million rent was collected. This mid-year position is consistent with the trend in previous years and relates to the pattern of rent arrears throughout the year. The reported position for this indicator is expected to improve at the year-end as in previous years
27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.8%	5.7%	6.4%	7.99%	<b>10.07%</b>	Gross arrears have increased by over £1.1m in the last six months to £4,930,500. The level of arrears increase is the same as that of other similarly-sized authorities. In order to address the increase, however, we have: <ul style="list-style-type: none"> <li>Increased our level of advice and support to tenants in arrears. This includes</li> </ul>

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position	Notes
							<p>directing them to money advice and energy agencies and so far, this year we have made 150 referrals for tenants to Advice works and the Energy Management Unit to assist in debt management.</p> <ul style="list-style-type: none"> <li>Targetted arrears at the earliest stage possible to stop any escalation of debt and this includes further development of our arrears analysis and monitoring.</li> </ul>
28	Average annual management fee per factored property.	£90.00	£108	£0	£57.70	Reported annually	
29	Percentage of factored owners satisfied with the factoring service they receive.	61.0%	60.8%	62.4%	60.4%	Reported annually	
30	Average length of time taken to re-let properties in the last year. (days)	38	45	85.7	66	<b>64.5</b>	Over the <b>first 6 months</b> of 22/23 <b>420 re-lets</b> have taken place

## Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	18/19	19/20	20/21	21/22	22/23 Six Month position
31	Gypsies/travellers – Average weekly rent per pitch.	Currently there are no gypsy/traveller sites in Renfrewshire.				
32	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.					

### SECTION 3: MANAGEMENT INFORMATION

#### Allocations and Managing Tenancy Change

Table 1 notes the number of applicants on housing list.

	18/19	19/20	20/21	21/22	22/23 Six Month position
Number of applicants on housing list - at 30 Sept 2021	5,553	5,253	5,901	5,672	<b>4,873</b>
Of which, number who have their application on hold	1,118	1,016	1,034	983	<b>813</b>

Table 2 provides the source of housing applicant from the allocation policy.

Group	19/20		20/21		21/22		22/23 Six Month position	
	Applicants	%	Applicants	%	Applicants	%	Applicants	%
Statutory Homeless	180	3.4%	254	4.3%	215	4%	<b>253</b>	<b>5.2%</b>
Mobility	420	8%	435	7.4%	479	9%	<b>513</b>	<b>10.5%</b>
General Applicants (not landlord's own tenant)	3,440	65.5%	3,859	65.4%	3,400	63.6%	<b>2,967</b>	<b>60.9%</b>
Transfer Applicants (with housing need)	662	12.6%	745	12.6%	676	12.6%	<b>619</b>	<b>12.7%</b>
Transfer Applicants (no housing need)	551	10.5%	608	10.3%	577	10.8%	<b>521</b>	<b>10.7%</b>
<b>Total</b>	<b>5,253</b>	<b>100%</b>	<b>5,901</b>	<b>100%</b>	<b>5,347</b>	<b>100%</b>	<b>4873</b>	<b>100%</b>

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

	18/19		19/20		20/21		21/22		22/23 Six Month position	
	Number	%	Number	%	Number	%	Number	%	Number	%
Lets through group system	990	93.4%	1074	94.2%	500	83%	426	90.3%	<b>399</b>	<b>88.3%</b>
Lets outwith group system	70	6.6%	66	5.8%	99	17%	46	9.7%	<b>53</b>	<b>11.7%</b>
<b>Total Lets</b>	<b>1,060</b>	<b>100%</b>	<b>1,140</b>	<b>100%</b>	<b>599</b>	<b>100%</b>	<b>472</b>	<b>100%</b>	<b>452</b>	<b>100%</b>

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

	19/20		20/21		21/22		22/23 Six Month position		Targets
Group	Lets	%	Lets	%	Lets	%	Lets	%	%
Statutory Homeless	319	33%	245	49%	368	42.9%	147	36.8%	49%
Mobility	103	10.6%	74	14.8%	117	13.6%	44	11.0%	10%
General Applicants (not landlords' own tenant)	385	39.8%	128	25.6%	255	29.8%	149	37.3%	23%
Transfer Applicants (with housing need)	101	10.4%	47	9.4%	93	10.9%	48	12.0%	15%
Transfer Applicants (no housing need)	60	6.2%	6	1.2%	24	2.8%	11	2.8%	3%
<b>Total</b>	968	100%	500	100%	857	100%	399	100%	100%

Table 5 gives details for lets outwith the group system.

	18/19		19/20		20/21		21/22		22/23 Six Month position	
Category	Lets	%	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	30	42.9%	39	59.1%	25	25.2%	39	46.2%	20	37.7%
Special Lets	25	35.7%	19	12.1%	25	25.2%	40	48.9%	29	54.7%
Regeneration	15	21.4%	8	28.8%	49	49.5%	4	4.9%	4	7.5%
<b>Total</b>	70	100%	66	100%	99	100%	83	100%	53	100%

Table 6 shows lets by house type.

House Type	18/19		19/20		20/21		21/22		22/23 Six Month position	
	No.	%	No.	%	No.	%	No.	%	No.	%
Tenement Flat	572	54%	543	47.6%	232	39%	210	44.5%	196	43.4%
Own Door Flat	173	16.3%	224	19.6%	122	20%	94	19.9%	72	15.9%
Multi-storey Flat	93	8.8%	77	6.8%	42	7%	54	11.4%	42	9.3%
House	62	5.8%	113	9.9%	122	20%	48	10.2%	72	15.9%
Other Flat	82	7.7%	83	7.3%	18	3%	19	4.0%	21	4.6%
Maisonette	24	2.3%	37	3.2%	14	2%	16	3.4%	13	2.9%
Bungalow	22	2.1%	20	1.8%	17	3%	8	1.7%	14	3.1%
Amenity Flat	1	0.1%	2	0.2%	4	1%	0	0%	0	0
Prefab	1	0.1%	0	0%	0	0%	1	0.2%	0	0
Sheltered Bungalow	4	0.4%	11	1%	7	1%	4	0.8%	3	0.7%
Sheltered Flat	26	2.4%	30	2.6%	20	3%	18	3.8%	19	4.2%
<b>Total</b>	1,060	100%	1,140	100%	599	100%	472	100%	452	100%

Table 7 shows Section 5 and Nomination Lets information.

Table 7 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		Total stock		
18/19	75	17	12.2%	130	20.9%	29.4%
19/20	47	9	6.9%	142	20.9%	23.4%
20/21	19	1	3.3%	165	31.8%	30.0%
21/22	74	3	8.58%	174	24.20%	27.98%
22/23 Six Month	33	10	10.02%	80	22.31%	28.65%

Section 5 = general stock only (excludes specialist housing)

## Repairs

There have been technical issues with the Work Hub system, in particular the interfaces that provide the system with the relevant information to provide data for certain performance information are not fully operational. As such we are unable to provide some of the repairs information.

Table 8 – Repairs % completed in target time					
Category of Repair	18/19	19/20	20/21	21/22	Six month 22/23
Emergency Completed	98.3%	98%	98.7%	<b>97%</b>	No data
Right to Repair Completed	99.9%	100%	99.5%	<b>100%</b>	No data
Urgent Completed	97.6%	94%	87%	<b>86%</b>	No data
Routine Completed	92.5%	90%	90%	<b>87%</b>	No data
Programmed Completed	98.5%	97%	98.8%	<b>100%</b>	No data
Total Repairs Completed	96%	95%	96.2%	<b>93.6%</b>	No data

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls for the first six months of 2022/23 and the outcomes for calls received. Almost 33,000 calls were made to report repairs and 91% of these were answered.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	32,891	
Calls answered	29,964	91%
Calls abandoned	2,581	8%
Calls answered within 40 second target time	17,973	
% of all attempted calls answered within 40 sec target (service level)		55%

## Homelessness and Housing Advice

Table 10 provides information on the number of applications that were assessed as being statutorily homeless or threatened with homelessness. Performance in terms of time taken to complete assessments continues to compare well with other Scottish Local Authorities.

<b>Table 10 Applications and Decision Making</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23 Six Month position</b>
Number of homeless applications requiring assessment	848	874	832	909	<b>470</b>
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	1,956	1,941	2,084	2,256	<b>1,151</b>
Number of applications assessed as ‘homeless or threatened with homelessness’ (i.e. the Council had a duty to rehouse)	705	731	682	712	<b>361</b>
Proportion of assessments completed within 28 days	96.5%	98.6%	99.7%	100%	<b>100%</b>

Table 11 measures satisfaction with Housing options service.

<b>Table 11 – Satisfaction</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23 Six Month position</b>
% pleased with the quality of advice and information they were given	97.28%	98.72%	96.3%	100%	<b>97.3%</b>
% pleased with the overall quality of the service they received.	98.3%	99.64%	96.3%	100%	<b>97.3%</b>
% Satisfied with temporary accommodation	92.1%	90.8%	94.7%	98.3%	<b>96.9%</b>



## Rent Arrears

Table 12 shows that the rental due to be collected between April and September was over £25 million. At the end of September 2022, £3.264 million was owed in current tenant arrears, which excludes former tenant arrears.

<b>Table 12 - Current Tenant Rent Arrears</b>					
	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23 Six Month position</b>
Annual Rental Income	£45,895,000	£46,460,700	£47,627,600	<b>£47,658,100</b>	<b>£25,123,400</b>
Number of Tenants	11,294	11,305	11,121	<b>11,036</b>	<b>10,992</b>
Total Arrears Owed All	£1,141,900	£1,363,500	£1,849,868	<b>£2,334,578</b>	<b>£3,263,600</b>

Table 13 shows the recovery action taken.

<b>Table 13 – Recovery Action</b>					
	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23 Six Month position</b>
NPRP issued	1,802	1,494	4	106	<b>475</b>
All Cases calling at Court	1,112	885	67	22	<b>88</b>
Decrees Granted	127	87	0	3	<b>12</b>
Evictions enforced S/Officer	10	6	0	0	<b>3</b>
Average time first calling	9 weeks	11 weeks	11 weeks	n/a	<b>12</b>
Average time recalled at court	4.5 weeks	11 weeks	23 weeks	4 weeks	<b>9 weeks</b>

Table 14 provides a profile of arrears by value.

<b>Table 14 – Profile of Arrears by Value</b>					
	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23 Six Month position</b>
<b>Under £250</b>	£107,300	£110,900	£109,500	£110,600	<b>£214,500</b>
<b>Between £250 &amp; £500</b>	£186,300	£183,100	£187,500	£186,500	<b>£384,800</b>
<b>Between £500 &amp; £1,000</b>	£323,600	£359,400	£333,700	£336,800	<b>£533,100</b>
<b>Over £1,000</b>	£524,700	£710,100	£1,219,200	£1,700,600	<b>£2,131,200</b>
<b>TOTALS</b>	<b>£1,141,900</b>	<b>£1,363,500</b>	<b>£1,849,900</b>	<b>£2,334,500</b>	<b>£3,263,600</b>

Table 15 shows the status of arrears debt.

<b>Table 15 – Status of Rent Debt</b>					
	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23 Six Month position</b>
Arrears Pre-Court	£649,700	£871,500	£1,493,900	<b>£1,839,500</b>	<b>£2,868,200</b>
Arrears Post Court	£368,400	£321,300	£201,800	<b>£241,800</b>	<b>£288,500</b>
Arrears Rent Direct	£123,800	£170,700	£154,200	<b>£253,200</b>	<b>£106,900</b>
<b>TOTALS</b>	<b>£1,141,900</b>	<b>£1,363,500</b>	<b>£1,849,900</b>	<b>£2,334,533</b>	<b>£3,263,600</b>

Table 16 shows the amount owed in rent by the age of tenants. There has been an increase across all age ranges.

<b>Table 16 – Profile of Arrears by Age</b>					
	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23 Six Month position</b>
Under 25 years	£90,500	£153,100	£112,700	£137,600	<b>£222,100</b>
Between 25 & 49 years	£826,600	£885,500	£1,230,100	£1,565,100	<b>£2,131,000</b>
Between 50 & 60 years	£176,900	£222,300	£358,100	£453,200	<b>£633,300</b>
Over 60	£47,900	£102,600	£149,000	£178,600	<b>£277,200</b>
<b>TOTALS</b>	<b>£1,141,900</b>	<b>£1,363,500</b>	<b>£1,849,900</b>	<b>£2,334,500</b>	<b>£3,263,600</b>

Table 17 provides summary information on benefit levels compared to previous years. Benefit uptake has increased slightly to 77% in the first six months of 2022/23.

<b>Table 17– Housing Benefit</b>					
	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23 Six Month position</b>
Number of tenants	11,294	11,305	11,121	<b>11,036</b>	<b>10,992</b>
Tenants with benefit	7,853	8,178	8,498	<b>8,408</b>	<b>8,414</b>
Tenants without benefit	3,441	3,127	2,623	<b>2,628</b>	<b>2,578</b>
% in receipt of Housing Benefit	70%	72%	76%	<b>76%</b>	<b>77%</b>