

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

**On: 23 August 2016**

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

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**Heading: Scottish Social Housing Charter – Annual Return 2015/2016**

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## **1. Summary**

- 1.1 Local Authorities and Registered Social Landlords are required to submit an Annual Return relating to performance to the Scottish Housing Regulator by the end of May each year. This report provides details of the submission by Renfrewshire Council for 2015/16.
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## **2. Recommendations**

- 2.1 It is recommended that:

- (i) The Board notes the submission made by the Director of Development and Housing Services on the Scottish Social Housing Charter as attached at Appendix 1.
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## **3. Background**

- 3.1. The report attached as Appendix 1 provides performance information for housing and related services for 2015/16:
- Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators along with comparative information for the last two years
  - Section 2 gives details of some core contextual data which was also submitted as part of the Charter return

- Section 3 provides additional service and performance management information for 2015/16
- 3.2. Overall, the 2015/16 Annual Return on the Charter indicates strong ongoing improvement by the Housing Service, with the majority of indicators improving (22 indicators) or the same as 2014/15 (3 indicators). Lower performance was recorded for nine indicators and work is in progress to identify reasons and implement action to address this.
  - 3.3. The Scottish Housing Regulator will publish all social landlords' performance on its website in August 2016. In common with other Councils and RSL's, Renfrewshire Council is required to report performance against the Charter to tenants by the end of October 2016.
  - 3.4. A report will be presented to a later meeting of this Policy Board which benchmarks Renfrewshire Council's performance in 2015/16 against other social landlords.
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### Implications of the Report

1. **Financial** - None
  2. **HR & Organisational Development** - None
  3. **Community Planning** – None.
  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
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**List of Background Papers:** None

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# **Scottish Social Housing Charter**

## **Outturn Report**

### **2015 -2016**

**Section 1 Outturn Report**

**Section 2 Contextual indicators**

**Section 3 Management Information**

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## SECTION 1: OUTTURN REPORT (2015-2016)

### Overall Satisfaction

No.	Indicator	13/14(a)	14/15(a)	15/16(b)	Comments
1	Percentage of tenants satisfied with the overall service provided by their landlord.	82.0%	82.0%	82.2%	Satisfaction has remained stable for the past three years

Source: (a) 2013 Tenant Satisfaction Survey  
(b) 2015 Tenant Satisfaction Survey

### 1. The Customer Landlord Relationship

#### Equalities

No.	Indicator	13/14	14/15	15/16
2	Ethnic origins and disability details of service users, staff and for RSLs only, governing body members.	Data in return to SHR. Full report to HACs Policy Board on equalities issues in August 2016		

#### Communication

No.	Indicator	13/14(a)	14/15(a)	15/16(b)	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%	Satisfaction has remained stable for the past three years

Source: (a) 2013 Tenant Satisfaction Survey  
(b) 2015 Tenant Satisfaction Survey

#### Complaints

No.	Indicator	13/14	14/15	15/16	Comments
4	Percentage of all 1st stage complaints responded to in full within the last year within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.	94.9%	98.2%	93.3%	Both figures show a reduction in performance from last year – particularly performance dealing with 2 <sup>nd</sup> stage complaints. The reasons for this will be investigated to see where improvements should be made
5	Percentage of all 2nd stage complaints responded to in full within the last year within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.	94.9%	90.2%	46.15%	

#### Participation

No.	Indicator	13/14(a)	14/15(a)	15/16(b)	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%	There was substantial improvement in 2015/16

Source: (a) 2013 Tenant Satisfaction Survey  
(b) 2015 Tenant Satisfaction Survey

## 2. Housing Quality and Maintenance

### Housing Quality

No.	Indicator	13/14	14/15	15/16	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>	62.1%	84.6%	85.9%	After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.
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%	98.5%	There was a slight improvement against this standard in 2015/16.
9	Percentage of tenants satisfied with the standard of their home when moving in.	(a)61.4%	(b)80%	(b)92.3%	There has been substantial improvement each year over the last two years.
10	Percentage of existing tenants satisfied with the quality of their home.	(a)81.6%	(a)81.6%	(b)82.2%	There was a slight increase in satisfaction in 2015/16..

9) Source: (a) 2013 Tenant Satisfaction Survey  
(b) Point of service survey

10) Source: (a) 2013 Tenant Satisfaction Survey  
(b) 2015 Tenant Satisfaction Survey

### Repairs, Maintenance and Improvements

No.	Indicator	13/14	14/15	15/16	Comments
11	Average length of time taken to complete emergency repairs. (hours)	11.5	5.8	5.5	This has shown slight improvement from last year.
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.5	8.4	Performance in 2015/16 was similar to 2014/15.
13	Percentage of reactive repairs carried out in the last year completed right first time.	87.8%	87.5%	90.8%	The proportion of repairs completed 'right first time' increased in 2015/16.
14	Percentage of repairs appointments kept.	95.0%	98.9%	99.1%	Performance in 2015/16 was similar to 2014/15.
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%	99.5%	There was a slight reduction in the proportion of gas safety checks completed on time. This was identified early in 2015/16 and procedures were improved to ensure that the target of 100% is achieved.
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	(a)78.0%	(b)94.7%	(b)96.6%	Satisfaction with repairs continues to improve.

(16) Source: (a) 2013 Tenant Satisfaction Survey  
(b) Point of service survey

### 3. Neighbourhood and community

#### Estate Management, Anti-social Behaviour, Nuisance and Tenancy Disputes

No.	Indicator	13/14	14/15	2015/16	Comments
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	(a)81.2	(a)81.2%	(b)82.5%	This has shown slight improvement.
18	Percentage of tenancy offers refused during the year.	61.3%	59.6%	46.1%	Performance has improved significantly
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	93.7%	91.6%	92.9%	This has shown slight improvement.

(17) Source: (a) 2013 Tenant Satisfaction Survey  
(b) 2015 Tenant Satisfaction Survey

### 4. Access to housing and support

#### Tenancy Sustainment

No.	Indicator	13/14	14/15	15/16	Comments
20	Percentage of new tenancies sustained for more than a year, by source of let.				The overall sustainment figure for 2015/16 (84.5%) is down from 87% in 2014/15. The reasons for this will be investigated, particularly the reasons for the reduction in tenancy sustainment rates for homeless applicants (72.1% in 2015/16 compared to 81.4% last year).
	Existing tenants	90.8%	94.2%	91.0%	
	Homeless applicants	75.4%	81.4%	72.1%	
	Housing List applicants	87.9%	86.9%	87.4%	
	Other	0	0	0	
	<b>Overall</b>	<b>85.0%</b>	<b>87%</b>	<b>84.5%</b>	
21	Percentage of lettable houses that became vacant in the last year.	11%	10.2%	10.2%	This indicator has remained stable

#### Housing Options and Access to Housing

No.	Indicator	13/14	14/15	15/16	Comments
22	Percentage of approved applications for medical adaptations completed during the reporting year.	98.6%	87.8%	96.0%	These indicators show marked improvement from the previous year
23	Average time to complete applications (medical adaptations) days	61	64	44	

Indicator 24 relates to court actions initiated which resulted in eviction

No.	Indicator	13/14	14/15	15/16	Comments
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	26.1%	20.3%	23.1%	The overall figure has increased from 2014/15; most cases are for non payment of rent
	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	15/16	Comments
25	Average length of time in temporary or emergency accommodation by type, days (LAs only)				The overall figure for average length of stay is 23 days longer than 2014/15, this is due to a change in process to avoid repeat homelessness
	Local authority dwelling	43.3	44.9	78.9	
	RSL Dwelling	81	89.4	39.3	
	Bed and Breakfast	10	0	0	
	Other	139.1	98.5	101.9	
	<b>All types of accommodation</b>	<b>47.2</b>	<b>56.9</b>	<b>79.3</b>	
26 & 27	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	100%	99.1%	99.5%	This indicator has remained stable
	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)				The overall refusal rate has remained relatively stable
	L A Dwelling	1.9%	2.4%	2.4%	
	RSL Dwelling	0%	1.6%	0	
	Bed and Breakfast	11.5%	N/A	N/A	
	Other	0%	0%	0	
	<b>All types of accommodation</b>	<b>2.9%</b>	<b>1.96%</b>	<b>2.1%</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%	74.5%	Satisfaction is down from 92.3% in 2014/15. Reasons for this reduction in satisfaction will be investigated.

(28) Source: annual point of service homeless services tenants survey

## 5. Value from Rents and Service Charges

### Value for Money

No.	Indicator	13/14(a)	14/15(a)	15/16(b)	Comments
29	Percentage of tenants who feel that the rent for their property represents good value for money.	75.0%	75%	77.2%	The proportion of tenants who feel their rent represents good value for money increased in 2015/16.

(29) Source: (a) 2013 Tenant Satisfaction Survey

(b) 2015 Tenant Satisfaction Survey

### Rents, Service Charges and Time to Re-let Properties

No.	Indicator	13/14	14/15	15/16	Comments
30	Rent collected as percentage of total rent due in the reporting year.	99.6%	100.2%	100%	This indicator has remained stable
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%	6.0%	Performance improved in 2015/16
32	Average annual management fee per factored property.	N/A	£90.00	£90.00	No change from 2014/15
33	Percentage of factored owners satisfied with the factoring service they receive.	23.8%	45.4%	50.9%	Satisfaction increased in 2015/16
34	Percentage of rent due lost through properties being empty during the last year.	2.6%	2.0%	1.9%	Performance improved slightly in 2015/16
35	Average length of time taken to re-let properties in	56	44	42	Performance improved

	the last year. (days)				in 2015/16
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(33) Source: Annual owners services survey

## 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 Council Managed sites in Renfrewshire		
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.			



## SECTION 2B: CORE CONTEXTUAL INDICATORS

The Charter also has 32 contextual indicators that relate to the stock and profile of our service users. Not all of these are reported by local authorities (7 are relevant to RSL only), similarly some are reported in such a way that it is not conducive to present in tabular format for this report.

The core contextual indicators are included in the table below:

Number	Indicator	2013/14	2014/15	2015/16
7	Number of lets during the reporting year			
	General Needs	1,385	1190	1124
	Supported Housing *	48	45	51
8	Number of lets during the reporting year, by source of let			
	Existing tenants	278	243	241
	Housing List applicants	821	698	618
	Other sources	0	0	1
	Homeless applicants	334	294	315
9	Types of tenancies granted for the reporting year			
	Occupancy agreements	0	0	0
	Short SST	28	12	6
	SST	1405	1223	1169
10	Housing Lists			
	New applicants	2661	3315	3216
	Applicants on list at end of year	6332	6239	5749
	Suspensions	157	169	122
	Cancelled	4020	3607	3965
11	Abandoned properties	196	206	163
12	Number of notices of proceedings issued	1178	1474	1755
	The number of orders for recovery of possession granted during the reporting year	94	105	133
13	Average number of reactive repairs completed per occupied property	5.7	5.5	5.4
14	The Landlords wholly owned stock	12666	12497	12393
17	Stock by house type			
	House	2660	2640	2627
	High Rise	1100	1010	1005
	Tenement	4949	4910	4864
	4 in block	2865	2849	2829
	Other flat/maisonette	1092	1088	1068
20	Number of self contained properties void at the year end	487	480	634
	Void for more than 6 months	79	79	78
21	Rent increase	3.5%	3.5%	2.0%
22	Number of households for which landlords are paid housing costs	8304	8442	8971
	Value of direct housing cost payments received during the year	£27,868,900	£28,905,400	£28,732,900
23	Percentage of former tenant rent arrears written off at the year end	21.6%	44.3%	54.9%

\* Sheltered housing only

## SECTION 3: MANAGEMENT INFORMATION

### Allocations and Managing Tenancy Change

In 2015/16, 1175 properties were let by the Council. Most of these lets (1068) were made through the group system. Within the group system, over 51% of lets went to applicants in Group 3 (Housing Need) and over 30% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants over 2015/2016

<b>Table 1 - Housing Waiting List (at 31<sup>st</sup> March 2016)</b>	
Number of applicants on housing list - at 31 <sup>st</sup> March 2016	5749
Of which number who have their application on hold	1,269

Data source: Northgate Housing System

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

<b>Table 2 - Housing Waiting List Breakdown (at 31<sup>st</sup> March 2016)</b>		
<b>Group</b>	<b>Number Applicants</b>	<b>%</b>
Group 1 Homeless	203	3.53
Group 2 Mobility	348	6.05
Group 3 Housing Need	2272	39.52
Group 4 Exchanges	1105	19.22
Group 5 General	1821	31.68
<b>Total</b>	<b>5749</b>	<b>100%</b>

Data source: Northgate Housing System

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

<b>Table 3 - Total lets (2015/16)</b>		
	<b>Number</b>	<b>%</b>
Lets through group system	1068	90.89%
Lets outwith group system	107	9.11%
<b>Total Lets</b>	<b>1175</b>	<b>100.00%</b>

Data source: Northgate Housing System

Table 4 shows lets to each group and also the target for lets to each group in 2015/16 and agreed allocations targets.

<b>Table 4 - Lets through group system (2015/16)</b>			<b>Targets</b>
<b>Group</b>	<b>Lets</b>	<b>%</b>	<b>%</b>
Group 1 Homeless	316	29.59%	45%
Group 2 Mobility	105	9.83%	5%
Group 3 Housing Need	544	50.94%	40%
Group 4 Exchanges	77	7.21%	9%
Group 5 General	26	2.43%	1%
<b>Total</b>	<b>1068</b>	<b>100%</b>	<b>100%</b>

Data source: Northgate Housing System

Table 5 gives details for lets outwith the group system.

<b>Table 5 - Lets Outwith Group System (2015/16)</b>		
<b>Category</b>	<b>Lets</b>	<b>% Total Lets</b>
Sheltered Housing	22	<b>20.56%</b>
Special Lets/Management Transfers	51	<b>31.78%</b>
Regeneration	34	<b>47.66%</b>
Total	<b>107</b>	<b>100.00%</b>

Table 6 shows lets by house type.

<b>Table 6 - Lets by House Type (2015/16)</b>		
<b>House Type</b>	<b>Number</b>	<b>% of all lets</b>
Tenement Flat	582	49.5
Own Door Flat	239	20.3
Multi-storey Flat	78	6.6
House	73	6.2
Other Flat	95	8.1
Maisonette	33	2.8
Bungalow	23	2.0
Amenity Flat	1	0.1
Prefab	1	0.1
Sheltered Bungalow	8	0.7
Sheltered Flat	42	3.6
Total	<b>1175</b>	<b>100.0</b>

Table 7 shows section 5 and nomination lets

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		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%

**\*Section 5 = general stock only (excludes specialist)**

## Repairs

In 2015/16 63,711 repairs were carried out and 94% of these were completed within the target timescale. This is a slight increase on 2014/15 when 93% of repairs were completed within target.

Table 8 provides data in respect of repairs completed by category of repair:

- an emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent damage
- 'right to repair' qualifying repairs are urgent repairs which must be carried out within a specified timescale in terms of the Housing (Scotland) Act 2001
- routine repairs are every day repairs which are required as a result of normal wear and tear of the property
- programmed repairs are generally non-urgent general maintenance repairs which are carried out on a programmed basis rather than carrying out individual responsive repairs (usually larger scale repairs within common ownership)

Table 8 – Repairs			
Category of Repair	Total Completed	Total completed in target time	% completed in target time
Emergency Completed	11,377	11,212	99%
Right to Repair Completed	11,729	11,321	97%
Urgent Completed	1,328	1,247	94%
Routine Completed	37,909	34,469	91%
Programmed Completed	1,368	1,345	98%
Total Repairs Completed	63,711	59,594	94%

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2015/16 and outcomes for calls received. Over 77,000 calls were made to report repairs and 77% of these were answered. This is a decrease on performance in 2014/15 (when 93% of calls were answered). The average waiting time for all calls was 3 minutes and 30 seconds. This was a rise in waiting time from 2014/15 (when the average waiting time was 56 Seconds). Overall, 21% of calls were answered within the service level target (40 seconds).

The Ren Repairs App saw an increase in use from 758 repairs in 2014/15 to 2018 logged in this manner in 2015/16.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	77,107	
Calls answered	59,032	77%
Calls abandoned	18,075	23%
Calls answered within 40 second target time	16,332	21%
% of all attempted calls answered within 40 sec target (service level)		28%
Average waiting time	00:03:30	
Maximum waiting time (average)	00:41:46	
'Ren Repairs' app (email correspondence)	3973	

'Ren Repairs' registered repairs	2018	
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## Homelessness and Housing Advice

The number of homeless applications reduced during 2015/16. This is a continuing trend and is in line with the national picture. It is largely due to the housing options approach which is being used by social landlords, and the impact of the range of homeless prevention measures that are now in place, such as family mediation.

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

Table 11 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 11 Decision Making</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Number of applications assessed as 'homeless or threatened with homelessness' (ie the Council had a duty to rehouse)	736	684	689
Proportion of assessments completed within 28 days	88%	84%	95.5%

From April 2016 – March 2016, 533 service users completed a 'satisfaction card' following their interview with a Housing Options Adviser or member of the Homeless Prevention team, and where clients gave an opinion after engaging with the service :

- 95.3 % were pleased with the quality of advice and information they were given.
- 96% were pleased with the overall quality of the service they received.

### SECTION 3: Rent Arrears

The reported rent arrears position has improved by £9k from 2014/15 which had in turn reduced by £107k from 2013/14, despite the pressures of Welfare Reform and the roll out of Universal Credit. This continuing improvement reflects the focus on rent collection throughout the year, including the maximisation of DHPs for those under occupying.

Table 12 shows that the annual rental income that due to be collected is just over £46m. At the end of March 2016, £1,239,900 was owed in arrears.

<b>Table 12 - Current Tenant Rent Arrears</b>			
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Annual Rental Income	£43,973,300	£45,092,800	£46,110,300
Number of Tenants	11,914	11,835	11,657
Total Arrears Owed All	£1,355,600	£1,248,600	£1,239,900

Table 13 shows the recovery action taken and notes that there have been 10 evictions enforced in the last year for rent arrears.

<b>Table 13 – Recovery Action</b>			
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
*NPRP issued	1,176	1,469	1,756
All Cases calling at Court	850	773	947
Decrees Granted	96	103	133
Evictions enforced S/Officer	8	4	10
Average time first calling	10 weeks	10 weeks	10 weeks
Average time recalled at court	5 weeks	5 weeks	5 weeks

Table 14 provides a profile of arrears by value and table 17 shows the status of arrears debt.

<b>Table 14 – Profile of Arrears by Value</b>			
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Under £250	£124,000	£113,700	£88,000
Between £250 & £500	£212,300	£81,400	£159,800
Between £500 & £1,000	£382,300	£345,500	£350,500
Over £1,000	£637,000	£608,000	£641,600
TOTALS	£1,355,600	£1,248,600	£1,239,900

<b>Table 15 – Status of Rent Debt</b>			
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Arrears Pre Court	£868,300	£769,900	£733,700
Arrears Post Court	£384,500	£376,000	£413,000
Arrears Rent Direct	£102,800	£102,700	£93,200
TOTALS	£1,355,600	£1,248,600	£1,239,900

Table 16 shows the amount owed by tenants by age profile. Just under 69% of the arrears are from tenants aged between 25 and 49 years, with tenants over the age of 60 having the least amount of arrears.

<b>Table 16 – Profile of Arrears by Age</b>			
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Under 25 years	£175,800	£159,100	£155,900
Between 25 & 49 years	£939,100	£859,700	£849,600
Between 50 & 60 years	£198,700	£188,600	£192,400
Over 60	£42,000	£41,200	£42,000
<b>TOTALS</b>	£1,355,600	£1,248,600	£1,239,900

Table 17 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 71% of our tenants in receipt of some form of benefit.

<b>Table 17 – Housing Benefit</b>			
	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Number of tenants	11,914	11,835	11,657
Tenants with benefit	8,304	8,442	8,263
Tenants without benefit	3,610	3,393	3,394
% in receipt of Housing Benefit	70%	71%	71%