

To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities Housing & Planning Services

Heading: Social Housing Charter Performance: 2019/20 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 2018/19 was presented to the Policy Board in August 2019. This report provides Members with an update for the first six months of 2019/20.
 - 1.2 A separate report to this meeting of the Policy Board provides benchmarking information for 2018/19, 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 2019/20 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 2019/20:

- 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 in the first 6 months of 2019/20 is broadly similar to last year. There has been some improvement with respect to tenancy offer refusals, anti social behaviour cases, the proportion of properties becoming vacant and gross rent arrears. There has been a slight reduction in performance in several areas of the service (complaints, emergency repair timescales, gas safety checks and rent collection/rent loss due to voids and days to let) but this will continue to be closely monitored in the second half of 2019/20
- 3.3 Members should note that this is a revised suite of indicators due to changes in the Regulatory Framework introduced by the Scottish Housing Regulator. Changes and revisions are noted against the appropriate indicator for ease of reference. Additionally, 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.

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

Outturn report

2019 - 2020

Scottish Social Housing Charter 2019-2020

Outturn report

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SECTION 1: OUTTURN REPORT (2019-2020)

Overall Satisfaction

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|-----|--|--------------|--------------|--------------|--------------|---------------------------|--|
| 1 | Percentage of tenants satisfied with the overall service provided by their landlord. | (a) 82.2% | (a) 82.2% | (b) 88.0% | (b) 88.0% | This is reported annually | The most recent data relates to the 2018 Tenant Satisfaction Survey. |

Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

1. The Customer Landlord Relationship

Communication

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--------------------------------------|--|--------------|--------------|--------------|--------------|---------------------------|--|
| 2 <i>(Previously Indicator 3)</i> | Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions. | (a) 79.5% | (a) 79.5% | (b) 82.2% | (b) 82.2% | This is reported annually | The most recent data relates to the 2018 Tenant Satisfaction Survey. |

Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

Complaints

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--------------------------------------|--|--|--|--|--|---|--|
| 3 <i>(Previously Indicator 4)</i> | The percentage of all complaints responded to in full at Stage 1 and the percentage of all complaints responded to in full at Stage 2. | Stage 1 100.0% Stage 2 100.0% | Stage 1 91.4% Stage 2 78.6% | Stage 1 100.0% Stage 2 100.0% | Stage 1 100.0% Stage 2 100.0% | Stage 1: 92.9% Stage 2: 88.9% | There were 337 Stage 1 complaints in April – September (85% related to repairs issues). There were 9 Stage 2 complaints. |
| 4 <i>(New Indicator)</i> | The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2. | N/A | N/A | N/A | N/A | Stage 1: 3.9 days Stage 2: 15 days | This is a new indicator, therefore no information is available prior to April 2019. |

The complaints indicators have been revised by the Scottish Housing Regulator.

Participation

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--------------------------------------|--|--------------|--------------|--------------|--------------|---------------------------|--|
| 5 (Previously Indicator 6) | Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes. | (a) 84.2% | (a) 84.2% | (b) 87.8% | (b) 87.8% | This is reported annually | The most recent data relates to the 2018 Tenant Satisfaction Survey. |

Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|---------------------------------------|---|--------------|--------------|--------------|--------------|---------------------------|--|
| 6 (Previously Indicator 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> | 85.9% | 91.4% | 93.5% | 94.5% | This is reported annually | |
| 7 (Previously Indicator 10) | Percentage of tenants satisfied with the quality of their home. | (a) 82.2% | (a) 82.2% | (b) 83.9% | (b) 83.9% | This is reported annually | The most recent data relates to the 2018 Tenant Satisfaction Survey. |

7) Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

Repairs, maintenance and improvements

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--|---|-------|-------|-------|-------|------------------------|--|
| 8 <i>(Previously Indicator 11)</i> | Average length of time taken to complete emergency repairs. (hours) | 5.5 | 6.9 | 5.1 | 5.1 | 5.3 | Full data is not yet available up to 30 September 2019. In the 5 months (April – August) the average time to complete was 5.3 hours. |
| 9 <i>(Previously Indicator 12)</i> | Average length of time taken to complete non-emergency repairs. (days) | 8.4 | 7.4 | 7.1 | 6.9 | 6.9 | Full data is not yet available up to 30 September 2019. In the 5 months (April – August) the average time to complete was 6.9 days. |
| 10 <i>(Previously Indicator 13)</i> | Percentage of reactive repairs carried out in the last year completed right first time. | 90.8% | 94.8% | 90.2% | 88.1% | Reported annually | |
| 11 <i>(Previously Indicator 15- updated wording)</i> | 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? | (58) | (3) | (3) | (3)* | 3 | In 3 cases, properties were due to have a gas safety check completed between April and September 2019 and the check was not completed by the 12 month anniversary due date. In all 3 cases certificates have now been issued and procedures are being reviewed and updated. The 3 cases have been fully investigated and 2 of these properties should have been included in the Charter Return for 2018/19. The amended figure of 3* cases for 2018/19 will be |

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--|---|-------|-------|-------|-------|------------------------|---|
| | | | | | | | reported to the Scottish Housing Regulator |
| 12 (Previously Indicator 16) | Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service. | 96.6% | 91.4% | 98.3% | 92.5% | 93% | More than 1,600 tenants were asked about satisfaction with repairs carried out. More than 9 out of 10 (93%) were satisfied or very satisfied. |

* data was reported as completed Gas Safety checks prior to 2019/20. (figures quoted denotes number of failure for each years)

(12) Source: Point of service survey

3. Neighbourhood and community

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

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--|---|---------|---------|---------|---------|--------------------------------|---|
| 13 (Previously Indicator 17 – Updated Wording) | Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in. | (82.5%) | (82.5%) | (83.2%) | (83.2%) | This will be reported annually | |
| 14 (Previously Indicator 18) | Percentage of tenancy offers refused during the year. | 46.1% | 39.7% | 37.7% | 46.5% | 39.1% | Of the 908 offers made in the first six months of this year, 355 were refused. The refusal rate of 39.1% is an improvement 2018/19. |
| 15 (Previously Indicator 19 – Updated Wording) | Percentage of anti-social behaviour cases reported in the last year which were resolved. | (91.6%) | (92.9%) | (96.4%) | (95.0%) | 97.6% | 201 of 206 anti-social behaviour cases reported between April – September 2019 were resolved. |

4. Access to housing and support

Tenancy sustainment and tenancy turnover

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--|--|-------|-------|-------|-------|------------------------|---|
| 16 (Previously Indicator 20) | Percentage of new tenancies sustained for more than a year, by source of let. | | | | | | Renfrewshire's Rapid Rehousing Transition Plan (RRTP) will implement some practical approaches which will help improve tenancy sustainment for homeless applicants with more complex needs. |
| | Existing tenants | 91.0% | 88.4% | 91.2% | 94.2% | 94.1% | |
| | Homeless applicants | 72.1% | 78.1% | 84.6% | 82.1% | 80.5% | |
| | Housing List applicants | 87.4% | 91.9% | 89.3% | 90.0% | 91.2% | |
| | Overall | 84.5% | 87.5% | 88.5% | 88.5% | 88.3% | |
| 17 (Previously Indicator 21) | Percentage of lettable houses that became vacant in the last year. | 10.2% | 9.7% | 9.2% | 9.7% | 9.4% | In the 12 months to the end of September 2018, 1,092 Council properties became vacant. This represents 9.4% of the lettable stock of 11,643 properties. |
| 18 (Previously Indicator 34) | Percentage of rent due lost through properties being empty during the last year. | 1.9% | 1.5% | 1.3% | 1.4% | 1.5% | Rent loss in April – September was marginally higher than 2018/19 but similar to the first 2 quarters of 2018/19. |

Housing Options and Access to Housing

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--|--|-------|-------|-------|-------|---------------------------|---|
| 19 (new Indicator) | Number of households currently waiting for adaptations to their home | n/a | n/a | n/a | n/a | This is reported annually | |
| 20 (new Indicator) | Total cost of adaptations completed in the year by source of funding (£) | n/a | n/a | n/a | n/a | This is reported annually | |
| 21 (Previously Indicator 23) | Average time to complete adaptations | 44 | 44 | 33.6 | 56.8 | This is reported annually | |
| 22 (Previously Indicator 24) | Percentage of the court actions initiated which resulted in eviction and the reasons for eviction. | 23.1% | 26.4% | 25.0% | 27.4% | 22.2% | There were 135 court actions initiated. This resulted in the recovery of 30 properties for non payment of rent (no properties were recovered for anti-social behaviour in the |
| | Non-payment of rent | 22.2% | 25.7% | 24.6 | 26.7% | 22.2% | |
| | Anti-social behaviour | 0.8% | 0.8% | 0.4 | 0.7% | 0.0% | |
| | Other | 0% | 0 | 0 | 0 | 0 | |

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|-----|-----------|-------|-------|-------|-------|------------------------|------------------------------|
| | | | | | | | first 6 months of the year). |

Homelessness

| No | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|-------------------------------------|---|-------|-------|-------|-------|------------------------|---|
| 24 <i>(new Indicator)</i> | Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes. | n/a | n/a | n/a | n/a | 37.6% | The Council had a duty to secure permanent accommodation for 372 homeless households and 140 were referred through the S5 route to RSLs during first 6 months of the year |

Note: Indicator 23 is for RSLs to complete only

5. Getting good value from rents and service charges

Value for money

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|---|--|--------------|--------------|--------------|--------------|---------------------------|-------|
| 25 <i>(Previously Indicator 29)</i> | Percentage of tenants who feel that the rent for their property represents good value for money. | (a) 77.2% | (a) 77.2% | (b) 75.8% | (b) 75.8% | This is reported annually | |

(29) Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

Rents and service charges

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|---|---|-------|--------|--------|-------|------------------------|--|
| 26 <i>(Previously Indicator 30)</i> | Rent collected as percentage of total rent due in the reporting year. | 100% | 100.1% | 100.2% | 100% | 98.3% | In the first six months of the financial year just over £23.6 million rent was collected. This mid year position is consistent with the trend in previous years and relates to the pattern of |

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 | Notes |
|--|---|--------|--------|--------|--------|---------------------------|--|
| | | | | | | | rent arrears throughout the year. The reported position for this indicator is expected to improve at the year end as in previous years. |
| 27 (Previously Indicator 31) | Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year. | 6.0% | 5.35% | 4.88% | 5.8% | 5.7% | The Gross Rent arrears at in the first six months of the financial year was just over £46m. The gross rent arrears figure shows a slight improvement in the first six months of 2019/20 and is better than the same point last year. |
| 28 (Previously Indicator 32) | Average annual management fee per factored property. | £90.00 | £90.00 | £90.00 | £90.00 | This is reported annually | |
| 29 (Previously Indicator 33) | Percentage of factored owners satisfied with the factoring service they receive. | 50.9% | 57.6% | 56.7% | 61.0% | This is reported annually | |
| 30 (Previously Indicator 35) | Average length of time taken to re-let properties in the last year. (days) | 42 | 38 | 38 | 38 | 39 | The average days to let increased marginally in the first six months of 2019/20 but performance is slightly better than the same period last year. |

(29) Source: Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

| No. | Indicator | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
|----------------|--|--|-------|-------|-------|------------------------|
| 31 (was 36) | Gypsies/travellers – Average weekly rent per pitch. | There are no Gypsy/Traveller sites in Renfrewshire | | | | |
| 32 (was 37) | 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

In 2018/19, 1,060 properties were let by the Council. Most of these lets (93.4%) were made through the group system. Within the group system, 45% of lets went to applicants in Group 3 (Housing Need) and 36% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants on housing list.

| | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
|---|-------|-------|-------|-------|------------------------|
| Number of applicants on housing list - at 31 st March 2019 | 5749 | 5645 | 5532 | 5553 | 5604 |
| Of which number who have their application on hold | 1269 | 1255 | 1163 | 1118 | 1055 |

Table 2 illustrates where the applicants are placed in the group system, new groupings due to allocation policy change

| | Six Month update 19/20 | |
|---|------------------------|-------------|
| Group | Applicants | % |
| Statutory Homeless | 242 | 4.3% |
| Mobility | 392 | 7.0% |
| General Applicants (not landlords own tenant) | 3661 | 65.3% |
| Transfer Applicants (with housing need) | 710 | 12.7% |
| Transfer Applicants (no housing need) | 599 | 10.7% |
| Total | 5604 | 100% |

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

| | 15/16 | | 16/17 | | 17/18 | | 18/19 | | Six Month update 19/20 | |
|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------------------|-------------|
| | Number | % | Number | % | Number | % | Number | % | Number | % |
| Lets through group system | 1068 | 90.9% | 1066 | 89.8% | 937 | 92.6% | 990 | 93.4% | 486 | 93.6% |
| Lets outwith group system | 107 | 9.1% | 121 | 10.2% | 75 | 7.4% | 70 | 6.6% | 33 | 6.4% |
| Total Lets | 1175 | 100% | 1187 | 100% | 1012 | 100% | 1060 | 100% | 519 | 100% |

Table 4 shows lets to each group and the target for lets to each group, new groupings due to new allocation policy.

| | Six Month update 19/20 | | Targets |
|---|------------------------|-------------|-------------|
| Group | Lets | % | % |
| Statutory Homeless | 123 | 32.4% | 37% |
| Mobility | 42 | 11.1% | 10% |
| General Applicants (not landlords own tenant) | 170 | 44.7% | 28% |
| Transfer Applicants (with housing need) | 25 | 3.7% | 15% |
| Transfer Applicants (no housing need) | 20 | 5.3% | 10% |
| Total | 380 | 100% | 100% |

Table 5 gives details for lets outwith the group system.

| | 15/16 | | 16/17 | | 17/18 | | 18/19 | | Six Month update 19/20 | |
|--------------|------------|-------------|------------|-------------|-----------|-------------|-----------|-------------|------------------------|------------|
| Category | Lets | % | Lets | % | Lets | % | Lets | % | Lets | % |
| Sheltered | 51 | 20.6% | 44 | 36.4% | 32 | 42.7% | 30 | 42.86% | 16 | 48.5 |
| Special Lets | 22 | 31.8% | 28 | 23.1% | 28 | 37.3% | 25 | 35.71% | 11 | 33.3 |
| Regeneration | 34 | 47.7% | 49 | 40.5% | 15 | 20% | 15 | 21.43% | 6 | 18.2 |
| Total | 107 | 100% | 121 | 100% | 75 | 100% | 70 | 100% | 33 | 100 |

Table 6 shows lets by house type.

| House Type | 15/16 | | 16/17 | | 17/18 | | 18/19 | | Six Month update 19/20 | |
|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------------------|-------------|
| | Number | % | Number | % | Number | % | Number | % | Number | % |
| Tenement Flat | 582 | 49.5% | 628 | 52.9% | 512 | 50.6% | 572 | 54% | 244 | 47.0% |
| Own Door Flat | 239 | 20.3% | 207 | 17.4% | 192 | 19% | 173 | 16.3% | 106 | 20.4% |
| Multi-storey Flat | 78 | 6.6% | 75 | 6.3% | 83 | 8.2% | 93 | 8.8% | 42 | 8.1% |
| House | 73 | 6.2% | 83 | 7% | 78 | 7.7% | 62 | 5.8% | 40 | 7.7% |
| Other Flat | 95 | 8.1% | 85 | 7.2% | 62 | 6.1% | 82 | 7.7% | 38 | 7.3% |
| Maisonette | 33 | 2.8% | 34 | 2.9% | 28 | 2.8% | 24 | 2.3% | 19 | 3.7% |
| Bungalow | 23 | 2.0% | 31 | 2.6% | 23 | 2.3% | 22 | 2.1% | 14 | 2.7% |
| Amenity Flat | 1 | 0.1% | 0 | 0 | 1 | 0.1% | 1 | 0.1% | 0 | 0 |
| Prefab | 1 | 0.1% | 0 | 0 | 0 | 0.00% | 1 | 0.1% | 0 | 0 |
| Sheltered Bungalow | 8 | 0.7% | 9 | 0.8% | 7 | 0.7% | 4 | 0.4% | 6 | 1.9% |
| Sheltered Flat | 42 | 3.6% | 35 | 3% | 26 | 2.6% | 26 | 2.4% | 10 | 1.2% |
| Total | 1175 | 100% | 1187 | 100% | 1012 | 100% | 1060 | 100% | 519 | 100% |

Table 7 shows section 5 and nomination lets for 2018/19

| 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 | | |
| 14/15 | 52 | 5 | 6.9% | 114 | 17% | 20.8% |
| 15/16 | 59 | 17 | 8.4% | 107 | 14.5% | 20.3% |
| 16/17 | 64 | 37 | 12.3% | 78 | 12.2% | 21.9% |
| 17/18 | 100 | 7 | 14.2% | 117 | 18.6% | 29.8% |
| 18/19 | 75 | 17 | 12.2% | 130 | 20.9% | 29.4% |
| Table 7b Nomination & S5 Lets – 6 month update for 2018/19 | | | | | | |
| Six Month update 19/20 | 13 | 4 | 4.0% | 80 | 21.9% | 22.8% |

Section 5 = general stock only (excludes specialist)

Repairs

For the first five months of 2019/20 20,367 repairs were carried out and just over 95% of these were completed within their timescale which compares to 96% at the year end.

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 | 5491 | 5373 | 97.9% |
| Right to Repair Completed | 4334 | 4316 | 99.6% |
| Urgent Completed | 679 | 660 | 97.2% |
| Routine Completed | 9701 | 8854 | 91.3% |
| Programmed Completed | 162 | 162 | 100% |
| Total Repairs Completed | 20367 | 19365 | 95.1% |

*Figures relate to April – August 2019

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls from April to the end of July 2019/20 and outcomes for calls received. 21,660 calls were made to report repairs and 94% of these were answered. This is slightly better than 2018/19 (93%).

The Ren Repairs App saw an increase in usage from 1680 (for the same point last year) to 1903 (as at end July 19).

| Table 9 - Customer contact centre | | |
|--|---------------|-------------------|
| Indicator | Number | Percentage |
| Total calls attempted | 21660* | |
| Calls answered | 20458* | 94.5%* |
| Calls abandoned | 1202* | 5.5%* |
| Calls answered within 40 second target time | 14138* | 69.1%* |
| % of all attempted calls answered within 40 sec target (service level) | | 65.3%* |
| Average waiting time [†] | | |
| Maximum waiting time (average) [†] | | |
| 'Ren Repairs' app (email correspondence) | 1903* | |
| 'Ren Repairs' registered repairs [†] | | |

*Figures relate to April – July 2019

[†] Data for April to September 2019 not yet available

Homelessness and Housing Advice

The number of homeless applications decreased slightly during the first half of 2019/20.

| Table 10 - Homeless Applications | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
|---|--------------|--------------|--------------|--------------|-------------------------------|
| Number of homeless applications requiring assessment | 832 | 776 | 860 | 848 | 459 |
| Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice. | 2,098 | 2,103 | 1,962 | 1956 | 1003 |

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.

| Table 11 - Decision Making | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
|--|--------------|--------------|--------------|--------------|-------------------------------|
| Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse) | 689 | 618 | 692 | 705 | 372 |
| Proportion of assessments completed within 28 days | 95.5% | 91% | 96% | 96.5% | 97.8% |

From April 2019 – end of September 2019, 335 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:

Table 12 measures satisfaction with Housing options service

| Table 12 - Housing Options Satisfaction | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
|--|--------------|--------------|--------------|---------------|-------------------------------|
| % pleased with the quality of advice and information they were given | 95.3% | 95.8% | 97.5% | 97.28% | 98.8% |
| % pleased with the overall quality of the service they received. | 96% | 97.4% | 98.4% | 98.3% | 99.7% |

SECTION 3: Rent Arrears

The total arrears increased by £71,900 predominately due to the pressures of Welfare Reform and the roll out of Universal Credit. This increase has been mitigated by continuing to focus on rent collection throughout the year, including the maximisation of DHPs for those under occupying. The increase from 2018/19 position is consistent with the increase during previous years and relates to the pattern of rent arrears throughout the year. This is the result of the timing of rent catch up weeks, monthly payments, DWP payment schedules and year end activity.

Table 13 shows that the annual rental income due to be collected is £46.1m. At the end of September 2018, £1,553,700 was owed in arrears.

| Table 13 - Current Tenant Rent Arrears | | | | | |
|---|--------------|--------------|--------------|--------------------|-------------------------------|
| | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
| Annual Rental Income | £46,110,300 | £46,355,300 | £45,654,500 | £45,895,000 | £46,102,900 |
| Number of Tenants | 11,657 | 11,479 | 11,371 | 11,294 | 11,232 |
| Total Arrears Owed All | £1,239,900 | £1,194,900 | £1,146,600 | £1,141,900 | £1,553,700 |

Table 14 shows the recovery action taken and notes that there have been 5 evictions enforced in the last six months for rent arrears.

| Table 14 – Recovery Action | | | | | |
|-----------------------------------|--------------|--------------|--------------|--------------|-------------------------------|
| | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
| NPRP issued | 1,756 | 1,944 | 1942 | 1802 | 748 |
| All Cases calling at Court | 947 | 1057 | 974 | 1112 | 412 |
| Decrees Granted | 133 | 139 | 106 | 127 | 42 |
| Evictions enforced S/Officer | 10 | 10 | 9 | 10 | 5 |
| Average time first calling | 10 weeks | 10 weeks | 10 weeks | 9 weeks | 11 weeks |
| Average time recalled at court | 5 weeks | 4.5 Weeks | 7 weeks | 4.5 weeks | 10 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 | | | | | |
|---|--------------|--------------|--------------|-------------------|-------------------------------|
| | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
| Under £250 | £88,000 | £99,700 | £101,700 | £107,300 | £159,000 |
| Between £250 & £500 | £159,800 | £170,900 | £169,800 | £186,300 | £244,500 |
| Between £500 & £1,000 | £350,500 | £386,200 | £323,200 | £323,600 | £441,700 |
| Over £1,000 | £641,600 | £538,100 | £551,900 | £524,700 | £708,500 |
| TOTALS | £1,239,900 | £1,194,900 | £1,146,600 | £1,141,900 | £1,553,700 |

| Table 16 – Status of Rent Debt | | | | | |
|---------------------------------------|--------------|--------------|--------------|-------------------|-------------------------------|
| | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
| Arrears Pre-Court | £733,700 | £666,600 | £634,600 | £649,700 | £888,800 |
| Arrears Post Court | £413,000 | £411,300 | £409,500 | £368,400 | £368,100 |
| Arrears Rent Direct | £93,200 | £117,000 | £102,500 | £123,800 | £296,800 |
| TOTALS | £1,239,900 | £1,194,900 | £1,146,600 | £1,141,900 | £1,553,700 |

Table 17 shows the amount owed by tenants by age profile. There has been a reduction in the amount of arrears owed by those aged between 25 & 49 and 50 & 60. The overall reduction in arrears is a positive outcome for the Service considering current benefit arrangements.

| Table 17 – Profile of Arrears by Age | | | | | |
|---|-------------------|-------------------|-------------------|-------------------|-------------------------------|
| | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
| Under 25 years | £155,900 | £150,500 | £81,600 | £90,500 | £154,100 |
| Between 25 & 49 years | £849,600 | £812,700 | £844,700 | £826,600 | £1,058,700 |
| Between 50 & 60 years | £192,400 | £188,300 | £186,700 | £176,900 | £245,300 |
| Over 60 | £42,000 | £43,400 | £33,600 | £47,900 | £95,600 |
| TOTALS | £1,239,900 | £1,194,900 | £1,146,600 | £1,141,900 | £1,553,700 |

Table 18 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 70% of tenants in receipt of some form of benefit.

| Table 18 – Tenants in Receipt of Housing Benefit/Universal Credit | | | | | |
|--|--------------|--------------|--------------|---------------|-------------------------------|
| | 15/16 | 16/17 | 17/18 | 18/19 | Six Month update 19/20 |
| Number of tenants | 11,657 | 11,479 | 11,371 | 11,294 | 11,232 |
| Tenants on HB/UC | 8,263 | 8,168 | 7,947 | 7,853 | 7876 |
| Tenants not on HB/UC | 3,394 | 3,311 | 3,424 | 3,441 | 3,356 |
| % in receipt of HB/UC | 71% | 71% | 70% | 70% | 70% |