

To: Communities, Housing and Planning Policy Board

On: 26 October 2021

Report by: Director of Communities Housing & Planning Services

Heading: Social Housing Charter Performance: 2021/22 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 2020/21 was presented to the Policy Board in August 2021. This report provides Members with an update for the first six months of 2021/22.
 - 1.2 A separate report to this meeting of the Policy Board provides benchmarking information for 2020/21, 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 2021/22 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 2021/22:
 - 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 As anticipated, overall performance in the first 6 months of 2021/22 continued to be impacted by the Covid-19 Pandemic, including:

- Gas servicing has been seriously affected by pandemic restrictions, however, since April, the situation has improved and the number of times that a gas service missed the anniversary date has reduced. The attached report shows that, of the 5,421 safety checks due in the first six months of the year, 5,337 were carried out within the required 12-month period (**Charter Indicator 11**). As at the end of September, there were 84 occasions where a service was not carried out by the anniversary date. The reasons for this remains to be issues with access where tenants are isolating or have tested positive for Covid-19. Throughout the period, procedures have been amended in line with Scottish Government and Gas Safe guidance. All 84 of the missed services have since been accessed and completed.
- There were around 9,000 routine repairs carried in the first five months of 2021/22 which is higher than at the same point last year, where just around 2,700 non-emergency repairs had been carried out (**Charter Indicator 9**). In addition, there were over 7,000 emergency repairs completed up to the end of August and the average time taken to complete them was 5.8 which is better than the position at the year end of 6.2 hours (**Charter Indicator 8**).
- **Letting activity** is showing signs of a return to pre pandemic levels. During the pandemic the number of properties re-let had reduced significantly and there was a knock effect to the average days to re-let properties. As at the end of the five months there were 461 re-lets, this is on a par with previous years. The average days to re-let has been significantly impacted by the pandemic at 76.4 days. (**Charter Indicator 30**).
- Similar to the same time last year, there has been a slight reduction in the rent collection rate – the rent collected in the first six months of the year represented 96.5% of the total rent due, compared with 99% in 2020/21 (**Charter Indicator 26**). The gross rent arrears figure has increased – up to 8.17% at the end of September compared with 6.4% at April 2020/21 (**Charter Indicator 27**).

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 some gaps in the tables in appendix 1 of the report.

Members have previously been advised about issues relating to the housing repairs service, including repairs to vacant properties (voids), and adaptations. The backlog of voids is significantly in excess of that which can be managed internally, and work has been undertaken to scope the works and contractual arrangements with external providers are now being put into place.

There is also a backlog of outstanding adaptations. These range from minor aids through to more substantial works like wet rooms, and level access shower conversions and ramps. In terms of securing additional capacity to deal with this backlog, initial discussions have been held with contractors to assess capacity to accept the works and arrangements are being made to visit properties to understand the scope of works prior to allocation of work. Urgent adaptations will be prioritised.

Services will continue to prioritise work to reduce these backlogs. Subject to the constraints on internal and external capacity outlined above, it is anticipated that the backlog could be substantially addressed by the end of financial year.

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

Background Papers

- Report to the Communities, Housing and Planning Policy Board on 17 August 2021, '*Scottish Social Housing Charter: Annual Return 2020/21*'.

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

**2021 – 2022
6 Monthly Update**

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Section 1 Outturn Report

Section 2 Management Information

SECTION 1: OUTTURN REPORT (April-September 2021-2022)**Overall Satisfaction**

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a)88.0%	(a)88.0%	(b)88.8%	(b)88.8%	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey.

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey

1. The Customer Landlord Relationship**Communication**

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a)82.2	(a)82.2	(b)88.4%	(b)88.4%	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey.

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey

Complaints

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
3 & 4	The percentage of all complaints responded to in full at Stage 1	N/A	N/A	99.7%	100%	100%	Out of 290 Stage 1 complaints received, 290 were responded to in full, in an average of 7.8 days.
	The average time in working days for a full response at Stage 1	N/A	N/A	3.6 days	4.97 days	7.8 days	
	The percentage of all complaints responded to in full at Stage 2.	N/A	N/A	94.1%	100%	100%	Out of 12 Stage 2 complaints received, 12 were responded to in full, in an average of 20 days.
	The average time in working days for a full response at Stage 2.	N/A	N/A	14.6 days	13.9 days	20 days	

Participation

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	(a)87.8%	(a)87.8%	(b)93.7 %	(b)93.7 %	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey.

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	
6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	93.5%	94.5%	94.6%	Reported annually		Reported annually
7	Percentage of tenants satisfied with the quality of their home.	(a)83.9%	(a)83.9%	(b)86.1%	Reported annually		The most recent data relates to the 2020 Tenant Satisfaction Survey.
C10	Percentage of homes meeting EESSH	N/A	73.6%	78%	Reported annually		Reported annually

7) Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey

Repairs, maintenance and improvements

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
8	Average length of time taken to complete emergency repairs. (hours)	5.1	5.1	5.5	6.2	*5.8 hours	Up to end of August 2021, average time for emergency repairs was 5.8 hours. In this period, 7051 emergency repairs were completed.
9	Average length of time taken to complete non-emergency repairs. (days)	7.1	6.9	7.8	10.7	*11.9	Up to end of August 2021, average time was 11.9 days with 9086 non-emergency repairs completed.
10	Percentage of reactive repairs carried out in the last year completed right first time.	90.2%	88.1%	82.6%	85.1%	Reported annually	Reported annually

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
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	3	17	1471	84	The ability to carry out gas safety services has been seriously impacted by Covid-19 restrictions. 5421 services were due to be completed between April and September. Of these, 5337 services were carried out within the 12-month anniversary date.
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	98.3%	92.5%	90.8%	92.0%	92.8%	Up to the end of September 2021, we asked 515 tenants about repairs satisfaction. 92.8% said they were satisfied or very satisfied with the service received.

*These are five month figures (From 1 April 2020 to 31 August 2021)

3. Neighbourhood and community

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

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	(a)83.2%	(a)83.2%	(b)84.5%	84.5%	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey.
14	Percentage of tenancy offers refused during the year.	37.7%	46.5%	40.2%	24.1%	39.5%	Between April and September, 688 offers of housing were issued, 272 of these were refused.
15	Percentage of anti-social behaviour cases reported in the last year which were resolved.	95.0%	96.0%	99.4%	99.8%	99%	191 cases out of 193 were resolved.

13) Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey

4. Access to housing and support

Tenancy sustainment and tenancy turnover

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
16	Percentage of new tenancies sustained for more than a year, by source of let.						Sustainment has remained stable during the first six months of 2021/22.
	Existing tenants	91.2%	94.2%	95.4%	95.5%	95.1%	
	Homeless applicants	84.6%	82.1%	80.4%	88.4%	89.5%	
	Housing List applicants	89.3%	90.0%	91.7%	92.8%	94.3%	
	Other	66.7%	0	0	0	0	
	Overall	88.5%	88.5%	88.5%	92%	92.9%	
17	Percentage of lettable houses that became vacant in the last year.	9.2%	9.7%	9.5%	6.6%	4.2%	493 properties have become void in the first six months of 2021/22.
18	Percentage of rent due lost through properties being empty during the last year.	1.3%	1.4%	1.5%	1.58%	2.33%	Void rent loss has increased to £580,600 of £24,904,000 rent due at the six-month position in 2021/22.

Housing options and access to housing

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
19	Number of households currently waiting for adaptations to their home	N/A	N/A	46	129	Reported annually	Reported annually
20	Total cost of adaptations completed in the year by source of funding (£)	N/A	N/A	£ 402,000	£86,152	Reported annually	Reported annually
21	Average time to complete adaptations (days)	33.6	56.8	36.2	79.4	Reported annually	Reported annually
22	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	25.0%	27.4%	20%	0	0	There was one eviction for anti-social behaviour in August 2021.
	Non-payment of rent	24.6	26.7%	20%	0	0	
	Anti-social behaviour	0.4	0.7%	0	0	1	
	Other	0	0	0	0	0	

Homelessness

No	Indicator	17/18	18/19	19/20	20/21	21/22 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	N/A	37.1%	26.3%	31%	Of 371* homeless households, 115 were referred to RSLs. (<i>*This is a provisional figure, subject to Scottish Government validation</i>).

Note: Indicator 23 is for RSLs only

5. Getting good value from rents and service charges

Value for money

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
25	Percentage of tenants who feel that the rent for their property represents good value for money.	(a)75.8%	(a)75.8%	(b)78.2%	(b)78.2%	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey.

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey

Rents and service charges

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
26	Rent collected as percentage of total rent due in the reporting year.	100.2%	100%	99.5%	99%	96.5%	While arrears escalation activity has been suspended, officers are making contact with tenants to check on health and well-being and offering advice, support and signposting to relevant services where required.
27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	4.88%	5.8%	5.7%	6.4%	8.17%	Gross arrears increased by over £900,000 in the last six months to £3,972,600.
28	Average annual management fee per factored property.	£90.00	£90.00	£108	£0	Reported annually	Reported annually

No.	Indicator	17/18	18/19	19/20	20/21	21/22 Six Month position	Notes
29	Percentage of factored owners satisfied with the factoring service they receive.	56.7%	61.0%	60.8%	62.4%	Reported annually	Reported annually
30	Average length of time taken to re-let properties in the last year. (days)	38	38	45	85.7	76.4 days	Over the first 6 months of 21/22 461 re-lets have taken place. Re-let timescales have been significantly impacted by the Coronavirus pandemic since March 2020.

Source: 29 - Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	17/18	18/19	19/20	20/21	21/22 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.

	17/18	18/19	19/20	20/21	21/22 Six Month position
Number of applicants on housing list - at 30 Sept 2021	5532	5553	5253	5901	5672
of which number who have their application on hold	1163	1118	1016	1034	983

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

Group	19/20		20/21		21/22 Six Month position	
	Applicants	%	Applicants	%	Applicants	%
Statutory Homeless	180	3.4%	254	4.30	242	4.27%
Mobility	420	8%	435	7.37	402	7.09%
General Applicants (not landlord's own tenant)	3440	65.5%	3859	65.40	3667	64.65%
Transfer Applicants (with housing need)	662	12.6%	745	12.62	720	12.69%
Transfer Applicants (no housing need)	551	10.5%	608	10.30	641	11.30%
Total	5253	100%	5901	100%	5672	100.00%

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

	17/18		18/19		19/20		20/21		21/22 Six Month position	
	Number	%	Number	%	Number	%	Number	%	Number	%
Lets through group system	937	92.6%	990	93.4%	1074	94.2%	500	83%	426	90.3%
Lets outwith group system	75	7.4%	70	6.6%	66	5.8%	99	17%	46	9.7%
Total Lets	1012	100%	1060	100%	1140	100%	599	100%	472	100%

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

Group	19/20		20/21		21/22 Six Month position		Targets
	Lets	%	Lets	%	Lets	%	%
Statutory Homeless	319	33%	245	49%	201	47.18%	49%
Mobility	103	10.6%	74	14.8%	53	12.44%	10%
General Applicants (not landlords' own tenant)	385	39.8%	128	25.6%	119	27.93%	23%
Transfer Applicants (with housing need)	101	10.4%	47	9.4%	43	10.09%	15%
Transfer Applicants (no housing need)	60	6.2%	6	1.2%	10	2.35%	3%
Total	968	100%	500	100%	426	100.00%	100%

Table 5 gives details for lets outwith the group system.

	17/18		18/19		19/20		20/21		21/22 Six Month position	
Category	Lets	%	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	32	42.7%	30	42.9%	39	59.1%	25	25.25%	22	47.8%
Special Lets	28	37.3%	25	35.7%	19	12.1%	25	25.25%	20	43.5%
Regeneration	15	20%	15	21.4%	8	28.8%	49	49.5%	4	8.7%
Total	75	100%	70	100%	66	100%	99	100%	46	100%

Table 6 shows lets by house type.

House Type	17/18		18/19		19/20		20/21		21/22 Six Month position	
	Number	%	Number	%	Number	%	Number	%	Number	%
Tenement Flat	512	50.6%	572	54%	543	47.6	232	39%	210	44.5%
Own Door Flat	192	19.0%	173	16.3%	224	19.6	122	20%	94	19.9%
Multi-storey Flat	83	8.2%	93	8.8%	77	6.8	42	7%	54	11.4%
House	78	7.7%	62	5.8%	113	9.9	122	20%	48	10.2%
Other Flat	62	6.1%	82	7.7%	83	7.3	18	3%	19	4.0%
Maisonette	28	2.8%	24	2.3%	37	3.2	14	2%	16	3.4%
Bungalow	23	2.23	22	2.1%	20	1.8	17	3%	8	1.7%
Amenity Flat	1	0.1%	1	0.1%	2	0.2	4	1%	0	0.0%
Prefab	0	0.0%	1	0.1%	0	0	0	0%	1	0.2%
Sheltered Bungalow	7	0.7%	4	0.4%	11	1.0	7	1%	4	0.8%
Sheltered Flat	26	2.6%	26	2.4%	30	2.6	20	3%	18	3.8%
Total	1012	100%	1060	100%	1140	100	599	100	472	100.00%

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		
17/18	100	7	14.3%	117	18.6%	29.8%
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 Six Month position	12	4	3.96%	66	22.15%	20.3%

Note: Three RSLs have still to provide (September figures) a return for the 6-month update
Section 5 = general stock only (excludes specialist housing)

Repairs

In the first five months of 2021/22, over 14,000 repairs were carried out and 95% of these were completed within the target timescale.

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 everyday 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 % completed in target time				
Category of Repair	18/19	19/20	20/21	21/22 Five Month position*
Emergency Completed	98.3%	98%	98.7%	97%
Right to Repair Completed	99.9%	100%	99.5%	99%
Urgent Completed	97.6%	94%	87%	89%
Routine Completed	92.5%	90%	90%	88%
Programmed Completed	98.5%	97%	98.8%	100%
Total Repairs Completed	96%	95%	96.2%	95%

*The figures for table 8 are from April 2021 to the end of August 2021

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 2021/22 and the outcomes for calls received. Just over 31,000 calls were made to report repairs and 90% of these were answered. The average waiting time for customers was 00:02:06 seconds.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	31,288	
Calls answered	28,050	90%
Calls abandoned	3,238	10%
Calls answered within 40 second target time	14,411	
% of all attempted calls answered within 40 sec target (service level)		51%
Average waiting time	00:02:06	
Maximum waiting time (average)	00:03:52	
'Ren Repairs' app (email correspondence)	1,786	
'Ren Repairs' registered repairs	2,796	

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.

Table 10 Applications and Decision Making	17/18	18/19	19/20	20/21	21/22 Six Month position
Number of homeless applications requiring assessment	860	848	874	832	475
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	1,962	1,956	1,941	2,084	1140
Number of applications assessed as ‘homeless or threatened with homelessness’ (i.e. the Council had a duty to rehouse)	692	705	731	682*	371
Proportion of assessments completed within 28 days	96%	96.5%	98.6%	99.7%	100%

*Awaiting final Scottish Government confirmation

Table 11 measures satisfaction with Housing options service.

Table 11 – Satisfaction	17/18	18/19	19/20	20/21	21/22 Six Month position*
% pleased with the quality of advice and information they were given	97.5%	97.28%	98.72%	96.3%	100%
% pleased with the overall quality of the service they received.	98.4%	98.3%	99.64%	96.3%	100%
% Satisfied with temporary accommodation	89%	92.1%	90.8%	94.7%	100%

*Feedback from 35 interviews

Rent Arrears

Table 12 shows that the rental due to be collected between April and September was almost £25 million. At the end of September 2021, £2.74 million was owed in current tenant arrears, which excludes former tenant arrears.

Table 12 - Current Tenant Rent Arrears					
	17/18	18/19	19/20	20/21	21/22 Six Month position
Annual Rental Income	£45,654,500	£45,895,000	£46,460,700	£47,627,600	£24,904,000
Number of Tenants	11,371	11,294	11,305	11,121	11,804
Total Arrears Owed All	£1,146,600	£1,141,900	£1,363,500	£1,849,868	£2,743,000

Table 13 shows the recovery action taken. During the current pandemic all escalation activity has been suspended.

Table 13 – Recovery Action					
	17/18	18/19	19/20	20/21	21/22 Six Month position
NPRP issued	1942	1802	1494	4	0
All Cases calling at Court	974	1112	885	67	119
Decrees Granted	106	127	87	0	0
Evictions enforced S/Officer	9	10	6	0	0
Average time first calling	10 weeks	9 weeks	11 weeks	11 weeks	0 weeks
Average time recalled at court	7 weeks	4.5 weeks	11 weeks	23 weeks	2.8 weeks

Table 14 provides a profile of arrears by value.

Table 14 – Profile of Arrears by Value					
	17/18	18/19	19/20	20/21	20/21 Six Month position
Under £250	£101,700	£107,300	£110,900	£109,500	£183,900
Between £250 & £500	£169,800	£186,300	£183,100	£187,500	£304,800
Between £500 & £1,000	£323,200	£323,600	£359,400	£333,700	£500,800
Over £1,000	£551,900	£524,700	£710,100	£1,219,200	£1,753,500
TOTALS	£1,146,600	£1,141,900	£1,363,500	£1,849,900	£2,743,000

Table 15 shows the status of arrears debt.

Table 15 – Status of Rent Debt					
	17/18	18/19	19/20	20/21	21/22 Six Month position
Arrears Pre-Court	£634,600	£649,700	£871,500	£1,493,900	£2,367,900
Arrears Post Court	£409,500	£368,400	£321,300	£201,800	£233,000
Arrears Rent Direct	£102,500	£123,800	£170,700	£154,200	£142,100
TOTALS	£1,146,600	£1,141,900	£1,363,500	£1,849,900	£2,743,000

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

Table 16 – Profile of Arrears by Age					
	17/18	18/19	19/20	20/21	21/22 Six Month position
Under 25 years	£81,600	£90,500	£153,100	£112,700	£165,600
Between 25 & 49 years	£844,700	£826,600	£885,500	£1,230,100	£1,805,400
Between 50 & 60 years	£186,700	£176,900	£222,300	£358,100	£540,200
Over 60	£33,600	£47,900	£102,600	£149,000	£231,800
TOTALS	£1,146,600	£1,141,900	£1,363,500	£1,849,900	£2,743,000

Table 17 provides summary information on benefit levels compared to previous years. Benefit uptake has remained around 76% in the first six months of 2021/22.

Table 17– Housing Benefit					
	17/18	18/19	19/20	20/21	21/22 Six Month position
Number of tenants	11,371	11,294	11,305	11,121	11,084
Tenants with benefit	7,947	7,853	8,178	8,498	8,430*
Tenants without benefit	3,424	3,441	3,127	2,623	2,654
% in receipt of Housing Benefit	70%	70%	72%	76%	76.1%

*being 3,497 UC (from ASR) + 4,933 HB (from Ren622)