

Scottish Social Housing Charter

Outturn report

2018 -2019

SECTION 1: OUTTURN REPORT (2018-2019)

Overall Satisfaction

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a)82.0%	(a)82.0%	(b)82.2%	(b)82.2%	(c)88.0%	(c)88.0%	The most recent data relates to the 2018 Tenant Satisfaction Survey which has realised around a 6% improvement since the last survey.

Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

1. The Customer Landlord Relationship

Equalities

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19
2	Ethnic origins and disability details of service users.	<p>The Scottish Housing Regulator asks for data regarding the ethnic composition of existing tenants, those on the waiting list and applicants. Of those who advised, the overall majority identified as being White Scottish:</p> <p>Existing tenants: 93%</p> <p>Applicants: 94%</p> <p>New tenants: 91%</p> <p>Information is also reported on disability, since last year there have been increases in people recording disability:</p> <p>Existing tenants: 1477</p> <p>Applicants: 794</p> <p>New tenants: 232</p> <p>To ensure continued reporting accuracy, analysis of other methods of data capture will be looked at.</p>					

Communication

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a)79.2%	(a)79.2%	(b)79.5%	(b)79.5%	(c)82.2	(c)82.2	The most recent data relates to the 2018 Tenant Satisfaction Survey and has seen almost 3% increase in satisfaction.

Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

No	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
4	Percentage of all 1st stage complaints responded to in full	99.8%	98.2%	100%	91.4%	100%	100%	There were 649 1 st stage complaints lodged in 2018/19. They were all responded to, with 584 responded to within SPSO timescales (5 days).
	Percentage of all 2nd stage complaints responded to in full	100%	90.2%	100%	78.6%	100%	100%	
5	Percentage all 1st stage complaints responded to in full within SPSO timescales	94.9%	100%	93.3%	100%	87.4%	89.6%	There were 14 2 nd stage complaints, 12 were responded to within SPSO timescale (20 days). Work will continue to look at how complaints can lead to improvement in the service.
	Percentage all 2nd stage complaints responded to in full within SPSO timescales	94.9%	100%	46.2%	100%	100%	85.7%	

Participation

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	(a)69.0%	(a)69.0%	(b)84.2%	(b)84.2%	(c)87.8%	(c)87.8%	The most recent data relates to the 2018 Tenant Satisfaction Survey and satisfaction has increase by more than 3%.

Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	62.1%	84.6%	85.9%	91.4%	93.5%	94.5%	Last year the service brought a further 128 properties up to SHQS. At the end of 2018/19, 11,341 of the Council's stock of 12,002 properties met the SHQS. The Council has 661 properties in abeyance where the current tenant has refused internal works/ the Council

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
								has been unable to secure owner participation to allow external works to be carried out to comply with SHQS. 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%	98.0%	100%	99.8%	23 Council properties did not meet the appropriate NHER or SAP rating at the end of March 2019. It is projected to be 100% next year.
9	Percentage of tenants satisfied with the standard of their home when moving in.	(a)61.4%	(b)80%	(b)92.3%	(b)89.5%	(b)88.6%	93.3%	343 tenants participated in a survey about the standard of their home, when they moved in – 320 stated they were either very satisfied or satisfied with the standard of their home.
10	Percentage of existing tenants satisfied with the quality of their home.	(a)81.6%	(a)81.6%	(b)82.2%	(b)82.2%	(c)83.9%	83.9%	The most recent data relates to the 2018 Tenant Satisfaction Survey and there has been a slight increase in satisfaction.

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

10) Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

Repairs, maintenance and improvements

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
11	Average length of time taken to complete emergency repairs. (hours)	11.5	5.8	5.5	6.9	5.1	5.1	The Council arranged for over 50,000 housing repairs in 18/19. Of these, around 19,400 emergency repairs were completed in an average time of 5.1 hours. This is the same as the previous year.
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.5	8.4	7.4	7.1	6.9	Over 32,000 non-emergency repairs were completed in an average of 6.9 days. This is an improvement from 7.1 days the previous year.
13	Percentage of reactive repairs carried out in the last year completed right first time.	87.8%	87.5%	90.8%	94.8%	90.2%	88.1%	Just under 33,000 reactive repairs were completed 'right first time' last year. Although down from the previous year it remains that almost 9 out of 10 repairs are completed on the first visit.
14	Percentage of repairs appointments kept.	95.0%	98.9%	99.1%	99.0%	98.9%	99.8%	The Council operates a repairs appointment system. Over 30,000 reactive repairs appointments were made last year. The appointment made was kept in 99% of cases.
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%	99.97%	99.97%	99.99%	There was one property from 11,331 that required a gas safety certificate that was not issued with the safety certificate by the anniversary date. The certificate was due on 24 July 2018 and issued on 27 July 2018.
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%	(b)91.4%	(b)98.3%	92.5%	Just under 2,500 interviews were carried out on repairs satisfaction. Almost 2,300 were satisfied or very satisfied with the repairs service. 44 respondents said they were dissatisfied.

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

3. Neighbourhood and community

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

No.	Indicator	13/14	14/15	15/16	16/17	17/18	218/19	Notes
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	(a)81.2	(a)81.2%	(b)82.5%	(b)82.5%	(c)83.2%	83.2%	The most recent data relates to the 2018 Tenant Satisfaction Survey where a slight increase in satisfaction has been achieved.
18	Percentage of tenancy offers refused during the year.	61.3%	59.6%	46.1%	39.7%	37.7%	46.5%	Last year 1942 tenancy offers were made, from that 902 were refused. Work is underway to minimise future refusals.
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%	96.4%	95.0%	96.0%	411 of 428 anti-social behaviour cases were resolved within agreed targets last year.

(17) Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

4. Access to housing and support

Tenancy sustainment and tenancy turnover

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
20	Percentage of new tenancies sustained for more than a year, by source of let.							Overall tenancy sustainment levels stabilised last year – with 88.5% of all new tenancies sustained for more than a year. There was a slight dip amongst homeless applicants, with 247 of 301 new tenants sustaining their tenancy for more than a year. However, there was an increase in the number of tenancies allocated to homeless applicants. Support work from the George Street service and Housing support continues to help their client group remain in settled accommodation.
	Existing tenants	90.8%	94.2%	91.0%	88.4%	91.2%	94.2%	
	Homeless applicants	75.4%	81.4%	72.1%	78.1%	84.6%	82.1%	
	Housing List applicants	87.9%	86.9%	87.4%	91.9%	89.3%	90.0%	
	Other	0	0	0	0	66.7%	00.00	
	Overall	85.0%	87%	84.5%	87.5%	88.5%	88.5%	

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
21	Percentage of lettable houses that became vacant in the last year.	11%	10.2%	10.2%	9.7%	9.2%	9.7%	During the year 2018/19, 1,128 properties became vacant. This is 60 more than last year.

Housing options and access to housing

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
22	Percentage of approved applications for medical adaptations completed during the reporting year.	98.6%	87.8%	96.0%	97.0%	100%	99.2%	242 medical adaptations were completed during 18/19. The average time to complete was 56.8 days. There are a number of factors that contributed to this increase. An improvement plan has been prepared and is being implemented to ensure performance returns to the levels displayed in previous years.
23	Average time to complete applications (medical adaptations) days	61	64	44	44	33.6	56.8	
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	26.1%	20.3%	23.1%	26.4%	25.0%	27.4%	There were 277 court actions initiated last year. This led to the recovery of 74 properties for non-payment of rent and 2 properties for anti-social behaviour.
	Non-payment of rent		19.4%	22.2%	25.7%	24.6	26.7%	
	Anti-social behaviour		0.5%	0.8%	0.8%	0.4	0.7%	
	Other		0.5%	0%	0	0	0	

Homelessness

No	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
25	Average length of time in temporary or emergency accommodation by type, days (LAs only)							Over the last year, 865 households occupied temporary accommodation in Renfrewshire: 581 in Council short-stay housing; 76 in housing association properties; 152 in 'other' types of accommodation, including supported housing; and 53 in bed and breakfast. B & B had to be used as the
	Local authority dwelling	43.3	44.9	78.9	82	84.8	82.5	
	RSL Dwelling	81	89.4	39.3	101.6	112.5	95.2	
	Bed and Breakfast	10	0	0	2.4	1.8	5.1	
	Other	139.1	98.5	101.9	112	148.4	139.7	
	All types of accommodation	47.2	56.9	79.3	87	93.6	89.1	

No	Indicator	13/14	14/15	15/16	16/17	17/18	18/19	Notes
								Service's supply of temporary accommodation was fully occupied at certain points during the year. The average length of stay in temporary accommodation has decreased to 89 days.
26 & 27	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	100%	99.1%	99.5%	100%	100%	100%	The Council made an offer of temporary accommodation to 878 households during 2018/19. This represents 100% of all households where the Council was required to make an offer of temporary or emergency accommodation.
	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)							The refusal rate for temporary accommodation continues to improve, however there have been occasions where B&B has been used, which has led to a rise in refusals.
	L A Dwelling	1.9%	2.4%	2.4%	2.5%	1.1%	1.0%	
	RSL Dwelling	0%	1.6%	0	0	0	0	
	Bed and Breakfast	11.5%	N/A	N/A	0	0	3.6%	
	Other	0%	0%	0	0	0	0	
	All types of accommodation	2.9%	1.96%	2.1%	1.9%	0.8%	0.9%	
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%	83.2%	89.0%	92.1%	The level of satisfaction with temporary accommodation increased to 92% in 2018/19, this is based on interviews with 291 homeless applicants.

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

5. Getting good value from rents and service charges

Value for money

No.	Indicator	13/14	14/15	15/16	16/17	17/18	2018/19	Notes
29	Percentage of tenants who feel that the rent for their property represents good value for money.	(a)75.0%	(a)75%	(b)77.2%	(b)77.2%	(c)75.8%	75.8%	The most recent data relates to the 2018 Tenant Satisfaction Survey

(29) Source: (a) 2013 Tenant Satisfaction Survey, (b) 2015 Tenant Satisfaction Survey, (c) 2018 Tenant Satisfaction Survey

Rents and service charges

No.	Indicator	13/14	14/15	15/16	16/17	17/18	2018/19	Notes
30	Rent collected as percentage of total rent due in the reporting year.	99.6%	100.2%	100%	100.1%	100.2%	100%	The Council collected over £45.2 million last year in rent.
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%	5.35%	4.88%	5.8%	While Current rent arrears have reduced, gross arrears have increased. This can be attributed to greater activity in recovering former tenant arrears before being written off.
32	Average annual management fee per factored property.	N/A	£90.00	£90.00	£90.00	£90.00	£90.00	The annual management fee remains the same.
33	Percentage of factored owners satisfied with the factoring service they receive.	23.8%	45.4%	50.9%	57.6%	56.7%	61.0%	Satisfaction from factored owners has improved.
34	Percentage of rent due lost through properties being empty during the last year.	2.6%	2.0%	1.9%	1.5%	1.3%	1.4%	The proportion of rent lost to properties being empty has a marginal increase of 0.1%. This is in line with the increase in turnover of properties from previous year.
35	Average length of time taken to re-let properties in the last year. (days)	56	44	42	38	38	38	Our average days to lets performance has remained stable last year. This included a number of long-term void properties being re-let. This indicator is monitored monthly and quarterly reviews are carried out to ensure progress is maintained.

(33) Source: Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	13/14	14/15	15/16	16/17	17/18	2018/19
36	Gypsies/travellers – Average weekly rent per pitch.	Not applicable, no sites in Renfrewshire					
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.						

SECTION 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:

No.	Indicator	13/14	14/15	15/16	16/17	17/18	18/19
7	Number of lets during the reporting year						
	General Needs	1,385	1190	1124	1144	980	1030
	Supported Housing *	48	45	51	43	32	30
8	Number of lets during the reporting year, by source of let						
	Existing tenants	278	243	241	239	191	194
	Housing List applicants	821	698	618	666	520	509
	Other sources	0	0	1	3	0	0
	Homeless applicants	334	294	315	279	301	357
9	Types of tenancies granted for the reporting year						
	Occupancy agreements	0	0	0	0	0	0
	Short SST	28	12	6	3	3	2
	SST	1405	1223	1169	1184	1009	1058
10	Housing Lists						
	New applicants	2661	3315	3216	3335	3189	4450
	Applicants on list at end of year	6332	6239	5749	5645	5532	5553
	Suspensions	157	169	122	106	96	94
	Cancelled	4020	3607	3965	3421	3281	3232
11	Abandoned properties	196	206	163	141	133	155
12	Number of notices of proceedings issued	1178	1474	1755	1944	1942	1802
	The number of orders for recovery of possession granted during the reporting year	94	105	133	139	106	127

13	Average number of reactive repairs completed per occupied property	5.7	5.5	5.4	4.7	4.4	4.5
14	The Landlords wholly owned stock	12666	12497	12393	12220	12163	12002
17	Stock by house type						
	House	2660	2640	2627	2562	2558	2561
	High Rise	1100	1010	1005	1003	1001	1001
	Tenement	4949	4910	4864	4809	4777	4609
	4 in block	2865	2849	2829	2784	2781	2781
	Other flat/maisonette	1092	1088	1068	1062	1046	1050
20	Number of self-contained properties void at the year end	487	480	431	354	289	358
	Void for more than 6 months	79	79	78	77	8	9
21	Rent increase	3.5%	3.5%	2.0%	0%	1%	2%
22	Number of households for which landlords are paid housing costs	8304	8442	8971	8168	7947	7323
	Value of direct housing cost payments received during the year	£27,868,900	£28,905,400	£28,732,900	£28,306,500	£28,048,646	£27,737,100
23	Percentage of former tenant rent arrears written off at the year end	21.6%	44.3%	54.9%	37%	50.45%	26.9%

* Sheltered housing only

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.

	2015/16	2016/17	2017/18	2018/19
Number of applicants on housing list - at 31 st March 2019	5749	5645	5532	5553
Of which number who have their application on hold	1269	1255	1163	1118

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

	2015/16		2016/17		2017/18		2018/19	
Group	Applicants	%	Applicants	%	Applicants	%	Applicants	%
Group 1 Homeless	203	3.53	231	4.09%	260	4.7%	218	3.93%
Group 2 Mobility	348	6.05	303	5.37%	317	5.7%	352	6.34%
Group 3 Housing Need	2272	39.52	2286	40.50%	2261	40.87%	2222	40.41
Group 4 Exchanges	1105	19.22	1087	19.26%	1013	18.3%	1018	18.34
Group 5 General	1821	31.68	1738	30.79%	1681	30.38%	1743	31.39
Total	5749	100%	5645	100%	5532	100%	5553	100%

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

	2015/16		2016/17		2017/18		2018/19	
	Number	%	Number	%	Number	%	Number	%
Lets through group system	1068	90.89	1066	89.81%	937	92.6%	990	93.40%
Lets outwith group system	107	9.11	121	10.19%	75	7.4%	70	6.60%
Total Lets	1175	100%	1187	100%	1012	100%	1060	100%

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

	2015/16		2016/17		2017/18		2018/19		Targets
Group	%	%	Lets	%	Lets	%	Lets	%	%
Group 1 Homeless	316	29.59%	279	26.17%	300	32.02%	357	36.0%	35%
Group 2 Mobility	105	9.83%	110	10.32%	94	10.03%	100	10.1%	8%
Group 3 Housing Need	544	50.94%	594	55.72%	491	52.04%	446	45.0%	47%
Group 4 Exchanges	77	7.21%	56	5.25%	37	3.95%	54	5.4%	8%
Group 5 General	26	2.43%	27	2.53%	15	1.60%	34	3.4%	2%
Total	1068	100%	1066	100%	937	100%	991	100%	100%

Table 5 gives details for lets outwith the group system.

	2015/16		2016/17		2017/18		2018/19	
Category	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	51	20.56%	44	36.36%	32	42.67%	30	42.86%
Special Lets	22	31.78%	28	23.14%	28	37.33%	25	35.71%
Regeneration	34	47.66%	49	40.50%	15	20%	15	21.43%
Total	107	100%	121	100%	75	100%	70	100%

Table 6 shows lets by house type.

House Type	2015/16		2016/17		2017/18		2018/19	
	Number	%	Number	%	Number	%	Number	%
Tenement Flat	582	49.5%	628	52.91	512	50.59%	572	53.96%
Own Door Flat	239	20.3%	207	17.44	192	18.97%	173	16.32%
Multi-storey Flat	78	6.6%	75	6.32	83	8.20%	93	8.77%
House	73	6.2%	83	6.99	78	7.71%	62	5.85%
Other Flat	95	8.1%	85	7.16	62	6.13%	82	7.74%
Maisonette	33	2.8%	34	2.86	28	2.77%	24	2.26%
Bungalow	23	2.0%	31	2.61	23	2.27%	22	2.08%
Amenity Flat	1	0.1%	0	0.00	1	0.10%	1	0.09%
Prefab	1	0.1%	0	0.00	0	0.00%	1	0.09%
Sheltered Bungalow	8	0.7%	9	0.76	7	0.69%	4	0.38%
Sheltered Flat	42	3.6%	35	2.95	26	2.57%	26	2.45%
Total	1175	100%	1187	100%	1012	100%	1060	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		
2014/15	52	5	6.90%	114	17%	20.80%
2015/16	59	17	8.40%	107	14.50%	20.30%
2016/17	64	37	12.30%	78	12.20%	21.90%
2017/18	100	7	14.25%	117	18.63%	29.83%
2018/19	75	17	12.20%	130	20.87%	29.44%

Section 5 = general stock only (excludes specialist)

Repairs

In 2018/19 54,115 repairs were carried out and 96% of these were completed within the target timescale. This is an increase on 2017/18 when 95% 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	14380	14137	98.31
Right to Repair Completed	12592	12579	99.90
Urgent Completed	1546	1509	97.61
Routine Completed	24983	23120	92.54
Programmed Completed	614	605	98.53
Total Repairs Completed	54115	51950	96.00

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2018/19 and outcomes for calls received. Over 64,226 calls were made to report repairs and 93% of these were answered. This is an increase on performance in 2017/18 (when 91% of calls were answered).

The average waiting time for all calls is 1 minute and 48 second. This is an increase in waiting time from 2017/18 (when the average waiting time was 1 minutes and 36 Seconds). Overall, 60% of calls were answered within the service level target (40 seconds).

The Ren Repairs App saw a decrease in usage from 3917 repairs in 2017/18 to 3610 logged in this manner in 2018/19.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	64226	
Calls answered	60031	93%
Calls abandoned	4253	7%
Calls answered within 40 second target time	31,000	60%
% of all attempted calls answered within 40 sec target (service level)		60%
Average waiting time	00.01.48	
Maximum waiting time (average)	00.35.12	
'Ren Repairs' app (email correspondence)	3610	
'Ren Repairs' registered repairs	1,649	

Homelessness and Housing Advice

The number of homeless applications decreased slightly during 2018/19.

Table 10 Homeless Applications	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Number of homeless applications requiring assessment	981	839	832	776	860	848
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	1,978	2,154	2,098	2,103	1,962	1956

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	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse)	736	684	689	618	692	705
Proportion of assessments completed within 28 days	88%	84%	95.5%	91%	96%	97%

Between April 2018 – March 2019, 294 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	2014/15	2015/16	2016/17	2017/18	2018/19
% pleased with the quality of advice and information they were given	97.6%	95.3%	95.8%	97.5%	97.3%
% pleased with the overall quality of the service they received.	97.6%	96%	97.4%	98.4%	98.3%

SECTION 3: Rent Arrears

The total arrears owed reduced by £4,600 from 2018/19, 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 13 shows that the annual rental income due to be collected is almost £45.9m. At the end of March 2019, £1,141,900 was owed in arrears.

Table 13 - Current Tenant Rent Arrears						
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Annual Rental Income	£43,973,300	£45,092,800	£46,110,300	£46,355,300	£45,654,500	£45,895,000
Number of Tenants	11,914	11,835	11,657	11,479	11,371	11,294
Total Arrears Owed All	£1,355,600	£1,248,600	£1,239,900	£1,194,900	£1,146,600	£1,141,900

Table 14 shows the recovery action taken and notes that there have been 10 evictions enforced in the last year for rent arrears.

Table 14 – Recovery Action						
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
NPRP issued	1,176	1,469	1,756	1,944	1942	1802
All Cases calling at Court	850	773	947	1057	974	1112
Decrees Granted	96	103	133	139	106	127
Evictions enforced S/Officer	8	4	10	10	9	10
Average time first calling	10 weeks	10 weeks	10 weeks	10 weeks	10 weeks	9 weeks
Average time recalled at court	5 weeks	5 weeks	5 weeks	4.5 Weeks	7 weeks	4.5 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						
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Under £250	£124,000	£113,700	£88,000	£99,700	£101,700	£107,300
Between £250 & £500	£212,300	£81,400	£159,800	£170,900	£169,800	£186,300
Between £500 & £1,000	£382,300	£345,500	£350,500	£386,200	£323,200	£323,600
Over £1,000	£637,000	£608,000	£641,600	£538,100	£551,900	£524,700
TOTALS	£1,355,600	£1,248,600	£1,239,900	£1,194,900	£1,146,600	£1,141,900

Table 16 – Status of Rent Debt						
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Arrears Pre Court	£868,300	£769,900	£733,700	£666,600	£634,600	£649,700
Arrears Post Court	£384,500	£376,000	£413,000	£411,300	£409,500	£368,400
Arrears Rent Direct	£102,800	£102,700	£93,200	£117,000	£102,500	£123,800
TOTALS	£1,355,600	£1,248,600	£1,239,900	£1,194,900	£1,146,600	£1,141,900

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 between 50 & 60. The overall reduction in arrears is a positive outcome for the Service in light of current benefit arrangements.

Table 17 – Profile of Arrears by Age						
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Under 25 years	£175,800	£159,100	£155,900	£150,500	£81,600	£90,500
Between 25 & 49 years	£939,100	£859,700	£849,600	£812,700	£844,700	£826,600
Between 50 & 60 years	£198,700	£188,600	£192,400	£188,300	£186,700	£176,900
Over 60	£42,000	£41,200	£42,000	£43,400	£33,600	£47,900
TOTALS	£1,355,600	£1,248,600	£1,239,900	£1,194,900	£1,146,600	£1,141,900

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

Table 18 – Housing Benefit						
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Number of tenants	11,914	11,835	11,657	11,479	11,371	11,294
Tenants with benefit	8,304	8,442	8,263	8,168	7,947	7,853
Tenants without benefit	3,610	3,393	3,394	3,311	3,424	3,441
% in receipt of Housing Benefit	70%	71%	71%	71%	70%	70%