
To: Communities, Housing and Planning Policy Board

On: 27 October 2020

Report by: Director of Communities Housing & Planning Services

Heading: Social Housing Charter Performance: 2020/21 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 2019/20 was presented to the Policy Board in August 2020. This report provides Members with an update for the first six months of 2020/21.
- 1.2 A separate report to this meeting of the Policy Board provides benchmarking information for 2019/20, 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 2020/21 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 2020/21:
- 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 2020/21 has been significantly impacted by the Covid-19 Pandemic, including;

- **Gas servicing** processes have been severely disrupted since March 2020. The Director of Communities, Housing and Planning Services wrote to the Scottish Housing Regulator in September 2020 regarding gas safety. The letter explained that, as a result of the Coronavirus pandemic, it had not been possible to carry out a significant number of gas safety checks by the 12-months due date. (In some cases access was not possible because tenants were self-isolating or shielding or did not want a gas engineer in the house and the decision was taken during lockdown not to physically force access but instead focus on making contact with tenants and rearranging visits where possible. Throughout the period, procedures were amended in line with Scottish Government and Gas Safe guidance.

The attached report shows that, of the 4,906 safety checks due in the first six months of the year, 3,995 were carried out within the required 12-month period (**Charter Indicator 11**). When restrictions eased, arrangements put in place to deal with the backlog and minimise the number of future checks not completed by the due date.

- While the number of routine **repairs** carried in the first six months of 2020/21 was considerably lower than previous years, emergency repairs continued to be completed throughout the period. Over 8,300 emergency repairs were completed up to the end of August and the average time taken to complete them was 6 hours (**Charter Indicator 8**). This was only slightly above the average timescale for emergency repairs in 2019/20 (5.5 hours).
- Remobilisation of the housing repairs service commenced on a phased basis from 29th July and reactive repairs and external planned maintenance works are now being undertaken. Currently it is anticipated that full resumption of all types of repairs works may not be possible until phase 4 of the government's route map, although the types of repairs that can be undertaken is reviewed on an ongoing basis taking account of restrictions in place, resource availability and risk assessment updates. External contractors are also being used on a limited basis for works of an urgent nature.
- In the period following lockdown, void repair work was undertaken where possible in order to maintain a supply of available housing that could be utilised as additional temporary accommodation and enable critical moves to take place.

- **Letting activity** has been severely affected since March 2020, with the number of properties re-let in the first six months of the year down by around two-thirds compared to the same point last year and the time taken to re-let properties up from 45 days in 2019/20 to 96 days (**Charter Indicator 30**). This reflects a reduction in the number of properties becoming vacant (**Charter Indicator 17**) and difficulties completing void repairs in the period following lockdown. A higher proportion of available properties were let to homeless households in the first six months of the years and, while the service continues to focus on addressing homelessness and meeting the highest levels of housing needs in keeping with the needs-based framework set out in the housing allocation policy, available properties are also being let to other applicant groups.
- There has been a slight reduction in the rent collection rate – the rent collected in the first six months of the year represented 96.4% of the total rent due, compared with 99.5% in 2019/20 (**Charter Indicator 26**). The gross rent arrears figure has increased – up to 6.7% at the end of September compared with 5.7% for 2019/20 (**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 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
 13. **Climate Risk** - n/a
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Background Papers

- Report to the Communities, Housing and Planning Policy Board on 18 August 2020, '*Scottish Social Housing Charter: Annual Return 2019/20*'.

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

**2020 – 2021
6 Monthly Update**

Scottish Social Housing Charter 2020- 21 Half Year Update

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Section 1 Outturn Report

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SECTION 1: OUTTURN REPORT (2019-2020)

Overall Satisfaction

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a)82.2%	(b)88.0%	(b)88.0%	(c)88.8%	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey.

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

1. The Customer Landlord Relationship

Communication

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
2 (was 3)	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a)79.5%	(b)82.2	(b)82.2	(c)88.4%	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Complaints

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
New 3 & 4	The percentage of all complaints responded to in full at Stage 1	N/A	N/A	N/A	99.7%	*99.1 %	Out of 113 Stage 1 complaints received, 112 were responded to in full, in an average of 5.8 days.
	The average time in working days for a full response at Stage 1	N/A	N/A	N/A	3.6 days	*5.8 days	
	The percentage of all complaints responded to in full at Stage 2.	N/A	N/A	N/A	94.1%	*100%	Out of 4 Stage 2 complaints received, 4 were responded to in full, in an average of 10.5 days.
	The average time in working days for a full response at Stage 2.	N/A	N/A	N/A	14.6 days	*10.5 Days	

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

Participation

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
5 (was 6)	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	(a)84.2%	(b)87.8%	(b)87.8%	(c)93.7 %	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position
6 (was 7)	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	91.4%	93.5%	94.5%	94.6%	Reported annually
7 (was 10)	Percentage of tenants satisfied with the quality of their home.	(a)82.2%	(b)83.9%	(b)83.9%	(c)86.1%	Reported annually
C10	Percentage of homes meeting the EESSH	N/A	N/A	73.6%	78%	Reported annually

7) Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Repairs, maintenance and improvements

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
8 (was 11)	Average length of time taken to complete emergency repairs. (hours)	6.9	5.1	5.1	5.5	*6 hours	In this period, 8,313 emergency repairs were completed.
9 (was 12)	Average length of time taken to complete non-emergency repairs. (days)	7.4	7.1	6.9	7.8	*19.6 days	2,703 non-emergency repairs were completed. While only emergency repairs were dealt with during the lockdown period, some emergency work would have required follow-on repairs which would have been arranged through appointments. In addition, some external works were

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
							carried out as restrictions eased.
10 (was 13)	Percentage of reactive repairs carried out in the last year completed right first time.	94.8%	90.2%	88.1%	82.6%	Reported annually	
11 (Revised wording for 15)	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	3	17	951	The ability to carry out gas safety services has been seriously impacted by Covid-19 restrictions. During the six-month period, 4,906 services were due to be completed. Of these, 3,955 services were carried out within their 12-month anniversary date.
12 (was 16)	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	91.4%	98.3%	92.5%	90.8%	N/A	Survey questionnaire have not been issued in the period since lockdown.

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

3. Neighbourhood and community

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

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
13 (Revised Definition of 17)	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	(a)82.5%	(b)83.2%	(b)83.2%	(c)84.5%	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey
14 (was 18)	Percentage of tenancy offers refused during the year.	39.7%	37.7%	46.5%	40.2%	30.5%	Of 128 offers issued, 39 were refused.
15 (revised definition of 19)	Percentage of anti-social behaviour cases	96.4%	95.0%	96.0%	99.4%	99.2%	258 cases out of 260 were resolved.

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
	reported in the last year which were resolved.						

13) Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

4. Access to housing and support

Tenancy sustainment and tenancy turnover

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
16 (was20)	Percentage of new tenancies sustained for more than a year, by source of let.						Sustainment has remained stable during the first six months of 20/21.
	Existing tenants	88.4%	91.2%	94.2%	95.4%	92.2%	
	Homeless applicants	78.1%	84.6%	82.1%	80.4%	82.8%	
	Housing List applicants	91.9%	89.3%	90.0%	91.7%	95.9%	
	Other	0	66.7%	0	0	0	
	Overall	87.5%	88.5%	88.5%	88.5%	89.9%	
17 (was 21)	Percentage of lettable houses that became vacant in the last year.	9.7%	9.2%	9.7%	9.5%	2.7%	313 properties have become void in the first six months of 2020/21
18 (was 34)	Percentage of rent due lost through properties being empty during the last year.	1.5%	1.3%	1.4%	1.5%	1.1%	There was a reduction in lost rent due to voids in the first six months, down to 1.1% (with £279,100 of rent due currently lost through properties being empty).

Housing options and access to housing

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
19 (new)	Number of households currently waiting for adaptations to their home	N/A	N/A	N/A	46	Reported annually	
20 (new)	Total cost of adaptations completed in the year by source of funding (£)	N/A	N/A	N/A	£ 402,000	Reported annually	
21 (Was 23)	Average time to complete adaptations (days)	44	33.6	56.8	36.2	Reported annually	
22	Percentage of the court actions initiated which	26.4%	25.0%	27.4%	20%	0	All actions/escalation of court cases have been

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
(was 24)	resulted in eviction and the reasons for eviction.						suspended since March 2020.
	Non-payment of rent	25.7%	24.6	26.7%	20%	0	
	Anti-social behaviour	0.8%	0.4	0.7%	0	0	
	Other	0	0	0	0	0	

Homelessness

No	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
24 (new)	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	32.6%	36.7%	Of 330 homeless households, 121 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	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
25 (was 29)	Percentage of tenants who feel that the rent for their property represents good value for money.	(a)77.2%	(b)75.8%	(b)75.8%	(c)78.2%	Reported annually	The most recent data relates to the 2020 Tenant Satisfaction Survey

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Rents and service charges

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position	Notes
26 (was 30)	Rent collected as percentage of total rent due in the reporting year.	100.1%	100.2%	100%	99.5%	96.4%	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 (was 31)	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.35%	4.88%	5.8%	5.7%	6.75%	At present, gross rent arrears (£3,216,400) represent 6.75% of the total rent due in the year (£47,627,600).
28 (was 32)	Average annual management fee per factored property.	£90.00	£90.00	£90.00	£108	Reported annually	
29 (was 33)	Percentage of factored owners satisfied with the factoring service they receive.	57.6%	56.7%	61.0%	60.8%	Reported annually	
30 (was 35)	Average length of time taken to re-let properties in the last year. (days)	38	38	38	45	96	Re-let timescales have been significantly impacted by the Coronavirus pandemic since March 2020..

(33) Source: Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	16/17	17/18	18/19	19/20	20/21 Six Month position
31 (was 36)	Gypsies / Travellers – Average weekly rent per pitch.	Renfrewshire Council does not provide a Gypsy / Traveller site 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

Table 1 notes the number of applicants on housing list.

	16/17	17/18	18/19	19/20	20/21 Six Month position
Number of applicants on housing list - at 31 st March 2019	5645	5532	5553	5253	5636
of which number who have their application on hold	1255	1163	1118	1016	1023

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

Group	19/20		20/21 Six Month position	
	Applicants	%	Applicants	%
Statutory Homeless	180	3.4%	329	5.8%
Mobility	420	8%	426	7.6%
General Applicants (not landlord's own tenant)	3440	65.5%	3627	64.4%
Transfer Applicants (with housing need)	662	12.6%	693	12.3%
Transfer Applicants (no housing need)	551	10.5%	561	10%
Total	5253	100%	5636	100%

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

	16/17		17/18		18/19		19/20		20/21 Six Month position	
	Number	%	Number	%	Number	%	Number	%	Number	%
Lets through group system	1066	89.8%	937	92.6%	990	93.4%	1074	94.2%	141	83.9%
Lets outwith group system	121	10.2%	75	7.4%	70	6.6%	66	5.8%	27	16.1%
Total Lets	1187	100%	1012	100%	1060	100%	1140	100%	168	100%

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

Group	19/20		20/21 Six Month position		Targets
	Lets	%	Lets	%	%
Statutory Homeless	319	33%	68	48.2%	37%
Mobility	103	10.6%	24	17.0%	10%
General Applicants (not landlords' own tenant)	385	39.8%	30	21.3%	28%
Transfer Applicants (with housing need)	101	10.4%	17	12.1%	15%
Transfer Applicants (no housing need)	60	6.2%	2	1.4%	10%
Total	968	100%	141	100%	100%

Table 5 gives details for lets outwith the group system.

	16/17		17/18		18/19		19/20		20/21 Six Month position	
Category	Lets	%	Lets	%	Lets	%	Lets	%		
Sheltered	44	36.4%	32	42.7%	30	42.9%	39	59.1%	6	22.2%
Special Lets	28	23.1%	28	37.3%	25	35.7%	19	12.1%	7	25.9%
Regeneration	49	40.5%	15	20%	15	21.4%	8	28.8%	14	51.8%
Total	121	100%	75	100%	70	100%	66	100%	27	100%

Table 6 shows lets by house type.

House Type	16/17		17/18		18/19		19/20		20/21 Six Month position	
	Number	%	Number	%	Number	%	Number	%	Number	%
Tenement Flat	628	52.9	512	50.6%	572	54%	543	47.6	62	36.90
Own Door Flat	207	17.4	192	19.0%	173	16.3%	224	19.6	46	27.4
Multi-storey Flat	75	6.3	83	8.2%	93	8.8%	77	6.8	7	4.2
House	83	7.0	78	7.7%	62	5.8%	113	9.9	29	17.3
Other Flat	85	7.2	62	6.1%	82	7.7%	83	7.3	5	3.0
Maisonette	34	2.9	28	2.8%	24	2.3%	37	3.2	4	1.8
Bungalow	31	2.6	23	2.23	22	2.1%	20	1.8	5	3.0
Amenity Flat	0	0.0	1	0.1%	1	0.1%	2	0.2	3	1.8
Prefab	0	0.0	0	0.0%	1	0.1%	0	0	0	0
Sheltered Bungalow	9	0.8	7	0.7%	4	0.4%	11	1.0	1	0.6
Sheltered Flat	35	3.0	26	2.6%	26	2.4%	30	2.6	6	3.6
Total	1187	100%	1012	100%	1060	100%	1140	100	168	100

Table 7 shows Section 5 and Nomination Lets information.

Table 7 Nomination & S5 Lets						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		Total stock		
16/17	64	37	12.3%	78	12.2%	21.9%
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 Six Month position	9	0	4.2%	66	35.9%	35.0%

Note: Some RSLs have still to provide a return for the 6-month update

Section 5 = general stock only (excludes specialist housing)

Repairs

In the first six months of 2020/21, 11,171 repairs were carried out and 92.8% 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			
Category of Repair	Total Completed	Total completed in target time	% completed in target time
Emergency Completed	8313	8252	99.3%
Right to Repair Completed	354	352	99.4%
Urgent Completed	117	89	76.1%
Routine Completed	2348	1850	78.8%
Programmed Completed	39	27	69.2%
Total Repairs Completed	11171	10570	92.8%

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls for the first five months of 2020/21 and the outcomes for calls received. Almost 19,000 calls were made to report repairs and 93% of these were answered. The average waiting time for customers was 55 seconds.

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	18,745	
Calls answered	17,494	93%
Calls abandoned	1,251	7%
Calls answered within 40 second target time	14,077	
% of all attempted calls answered within 40 sec target (service level)		80%
Average waiting time	00:00:55	
Maximum waiting time (average)	00:04:06	
'Ren Repairs' app (email correspondence)	1,682	
'Ren Repairs' registered repairs	1,054	

*These figures are from April 2020 to the end of August 2020

Homelessness and Housing Advice

Table 10 - Homeless Applications	16/17	17/18	18/19	19/20	20/21 Six Month position
Number of homeless applications requiring assessment	776	860	848	874	440
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	2,103	1,962	1,956	1,941	991

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	16/17	17/18	18/19	19/20	20/21 Six Month position
Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse)	618	692	705	**731	*323
Proportion of assessments completed within 28 days	91%	96%	96.5%	98.6%	100%

*Awaiting final Scottish Government confirmation

** 2019/20 figure previously reported as 707 and 98.9% but later confirmed by Scottish Government return to be 731 (98.6%)

Table 12 measures satisfaction with Housing options service

Table 12 - Housing Options Satisfaction	16/17	17/18	18/19	19/20	20/21 Six Month position
% pleased with the quality of advice and information they were given	95.8%	97.5%	97.28%	98.72%	*
% pleased with the overall quality of the service they received.	97.4%	98.4%	98.3%	99.64%	*

*We had to move quickly to a telephone access only service during lockdown and recovery, the 'customer comment card' system that was normally deployed to gather data was suspended between April and September, however a revised electronic version will be introduced during the 3rd and 4th quarters.

Table 13 measures satisfaction with the standard of temporary accommodation

Table 13 – Satisfaction with Temporary Accommodation	16/17	17/18	18/19	19/20	20/21 Six Month position
% Satisfied with temporary accommodation	83.2%	89%	92.1%	90.8%	90.7%

Rent Arrears

Table 14 shows that the rental due to be collected between April and September was over £24.5 million. At the end of September 2020, £2,268,400 was owed in current tenant arrears, which excludes former tenant arrears.

Table 14 - Current Tenant Rent Arrears					
	16/17	17/18	18/19	19/20	20/21 Six Month position
Annual Rental Income	£46,355,300	£45,654,500	£45,895,000	£46,460,700	£24,518,700
Number of Tenants	11,479	11,371	11,294	11,305	11,161
Total Arrears Owed All	£1,194,900	£1,146,600	£1,141,900	£1,363,500	£2,268,400

Table 15 shows the recovery action taken. During the current pandemic all escalation activity has been suspended.

Table 15 – Recovery Action					
	16/17	17/18	18/19	19/20	20/21 Six Month position
NPRP issued	1,944	1942	1802	1494	0
All Cases calling at Court	1057	974	1112	885	0
Decrees Granted	139	106	127	87	0
Evictions enforced S/Officer	10	9	10	6	0
Average time first calling	10 weeks	10 weeks	9 weeks	11 weeks	N/A
Average time recalled at court	4.5 Weeks	7 weeks	4.5 weeks	11 weeks	N/A

Table 16 provides a profile of arrears by value.

Table 16 – Profile of Arrears by Value					
	16/17	17/18	18/19	19/20	20/21 Six Month position
Under £250	£99,700	£101,700	£107,300	£110,900	£182,700
Between £250 & £500	£170,900	£169,800	£186,300	£183,100	£265,600
Between £500 & £1,000	£386,200	£323,200	£323,600	£359,400	£534,500
Over £1,000	£538,100	£551,900	£524,700	£710,100	£1,285,600
TOTALS	£1,194,900	£1,146,600	£1,141,900	£1,363,500	£2,268,400

Table 17 shows the status of arrears debt.

Table 17 – Status of Rent Debt					
	16/17	17/18	18/19	19/20	20/21 Six Month position
Arrears Pre-Court	£666,600	£634,600	£649,700	£871,500	£1,813,600
Arrears Post Court	£411,300	£409,500	£368,400	£321,300	£300,600
Arrears Rent Direct	£117,000	£102,500	£123,800	£170,700	£154,200
TOTALS	£1,194,900	£1,146,600	£1,141,900	£1,363,500	£2,268,400

Table 18 shows the amount owed in rent by the age of tenants. There has been an increase across all age ranges.

Table 18 – Profile of Arrears by Age					
	16/17	17/18	18/19	19/20	20/21 Six Month position
Under 25 years	£150,500	£81,600	£90,500	£153,100	£181,700
Between 25 & 49 years	£812,700	£844,700	£826,600	£885,500	£1,480,000
Between 50 & 60 years	£188,300	£186,700	£176,900	£222,300	£425,700
Over 60	£43,400	£33,600	£47,900	£102,600	£181,000
TOTALS	£1,194,900	£1,146,600	£1,141,900	£1,363,500	£2,268,400

Table 19 provides summary information on benefit levels compared to previous years. Benefit uptake has increased to 74% in the first six months of 2020/21.

Table 19 – Housing Benefit					
	16/17	17/18	18/19	19/20	20/21 Six Month position
Number of tenants	11,479	11,371	11,294	11,305	11,161
Tenants with benefit	8,168	7,947	7,853	8,178	8,253
Tenants without benefit	3,311	3,424	3,441	3,127	2,908
% in receipt of Housing Benefit	71%	70%	70%	72%	74%