

Agenda Item	5
Report No	WRSL/013/22

HIGHLAND COUNCIL

Committee: Wester Ross, Strathpeffer and Lochalsh

Date: 08 November 2022

Report Title: Housing Performance Report – 1 April 2022 to 30 September 2022

Report By: Executive Chief Officer Housing and Property

1 Purpose/Executive Summary

- 1.1 This report provides information on how the Housing Service performed in relation to Scottish Social Housing Charter and other performance indicators up to 30 September 2022.

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2022 to 30 September 2022.

3 Implications

- 3.1 Resource - There are no resource implications arising from this report.
- 3.2 Legal - There are no legal implications arising from this report.
- 3.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.
- 3.4 Climate Change/Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.
- 3.5 Risk - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 3.6 Gaelic - There are no Gaelic implications arising from this report.

4 Background

- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 4.2 This report provides key performance information based on the reporting framework recommended by the SHR.
- 4.3 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.
http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2
- 4.4 In accordance with the Scottish Social Housing Charter guidance, the Repairs, Tenancy Management and Rent Arrears figures are cumulative, while the Homeless Presentations figures are given for each separate quarter.
- 4.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

5 Repairs

- 5.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 The average length of time taken to complete Emergency repairs is calculated in hours.

- 5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours

2020/21 SHN Benchmark (Group) – 5.1 hours

EME	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	538	7.2	5.9	-	6.7	6.5
Highland	14745	5.7	5.0		10.5	8.1

- 5.4 Emergency repairs continue to perform well within the target of 14 hours with a marked improvement in target times. Emergency repairs continue to be a priority for the Building Maintenance team.
- 5.5 Non-emergency repairs are measured in working days.

5.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2020/21 SHN Benchmark (Group) – 9 days

NON-EME	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	538	15.2	11.8	-	7.1	6.3
Highland	14745	12.4	9.8		7.2	6.3

5.7 Non emergency repairs performance has returned to within target after a period of slippage caused by Covid 19 restrictions. Repairs teams remain focused on maintaining good performance against repairs target timescales.

5.8 In gathering the information for repairs indicators, we do not include instances where we have been unable to gain access to properties. This is in accordance with the Scottish Social Housing Charter guidance.

6 Tenancy Management

6.1 The chart below provides information on the average re-let time, showing the trend for the last 5 Quarters.

6.2 **Table 3: Average re-let time (days) Target 35 days**
2020/21 SHN Benchmark (Group) – 56.3 days

Avg relet time, ARC	No of Houses	No of relets	2021/22			2022/23	
			Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	538	29	15.33	9.27	12.95	49.50	49.17
Highland	14745	1507	29.52	34.51	35.49	40.55	35.14

6.3 Void performance in Wester Ross is outwith the target of 35 days. Properties in more remote areas which were in low demand had a disproportionate effect on performance.

7 Rent Arrears

7.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The table below shows the comparative figure for the last 6 Quarters.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	538	61,696	52,334	51,688	52,559	70,120

7.3 Rent arrears has increased in Quarter 2. Housing Management Officer are monitoring the impact of cost of living pressures on council tenancies and working with tenants on suitable repayment arrangements. Officers access a range of support services for tenants experiencing hardship.

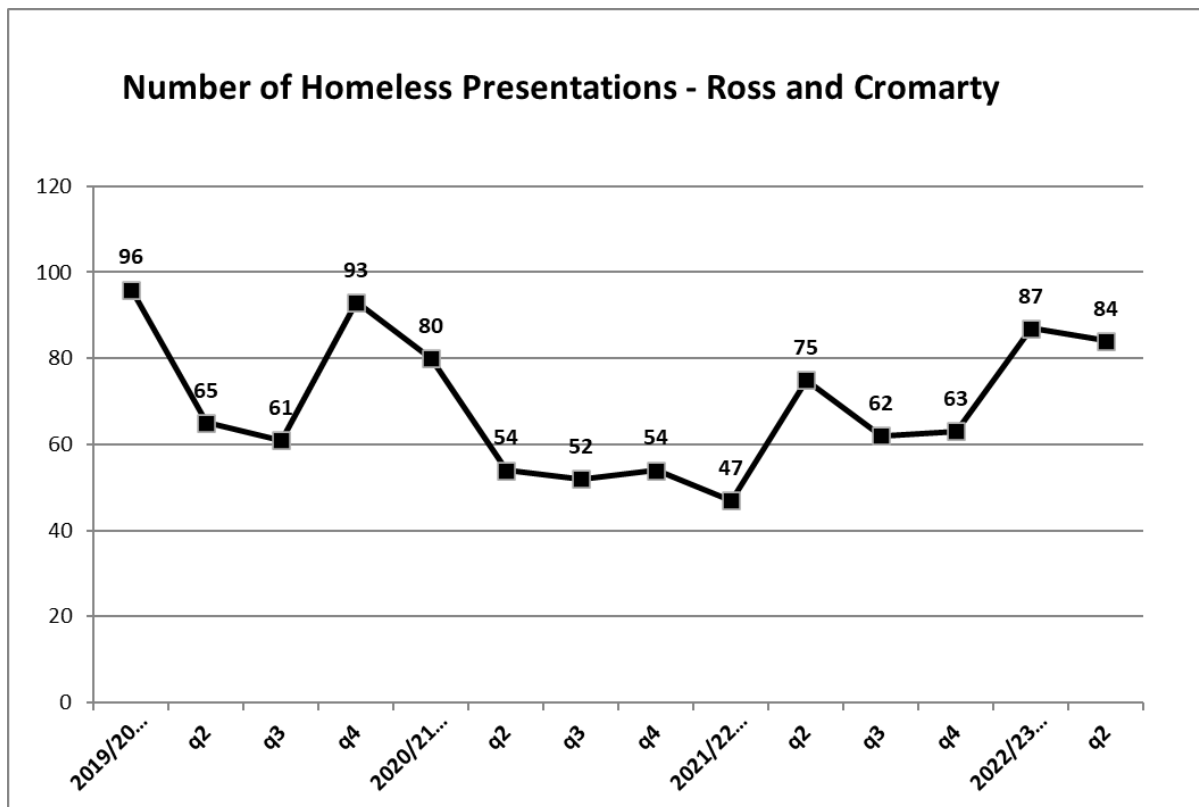
8 Homelessness

8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 5 shows the combined number of homeless presentations received in the 4 Ross and Cromarty Local Committee Areas – it is not possible to disaggregate these figures.

8.3 There were 344 presentations across Highland at the end of Q2 2022

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Housing and Property

Date: 08 November 2022

Author: Rory MacLeod, Service Lead (Investment & Building Maint)

Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information