

Agenda Item	5
Report No	BSAC/17/22

HIGHLAND COUNCIL

Committee: Badenoch and Strathspey Committee

Date: 7 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 Scottish Housing Regulator.
- 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
Badenoch and Strathspey	557	6.8	6.9	-	9.3	8.4
Highland	14745	5.7	5.0		10.5	8.1

- 5.4 Performance in Badenoch & Strathspey for Quarter 2 remains within the 14 hour target.
- 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
Badenoch and Strathspey	557	7.4	5.8	-	5.7	4.6
Highland	14745	12.4	9.8		7.2	6.3

5.7 Performance in Badenoch & Strathspey continues to improve, is within the 8 day target and better than the Highland wide average.

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 at table 3 provides information on the average re-let time for all void properties, highlighting the same quarter in the previous year for comparison, these figures are reported to the Scottish Housing Regulator. Table 4 provides information on the average re-let time for voids excluding new build properties and properties which have been converted from temporary accommodation to permanent accommodation.

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
Badenoch and Strathspey	557	58	31.38	31.05	29.32	17.06	22.27
Highland	14745	1507	29.52	34.51	35.49	40.55	35.14

average re-let times excluding conversions and new build properties	2021/22		2022/23	
	Q3	Q4	Q1	Q2
Badenoch and Strathspey	37.19	29.32	28.00	31.64
Highland	50.22	37.23	43.88	41.62

6.3 An additional table for re-lets is being reported to Members on this and future performance reports. We are required to report all void instances to the Scottish Housing Regulator in our Annual Return on the Charter (ARC), table 3 reflects the data being reported to the Regulator on the ARC. The voids reported in the ARC include where we have taken handover of a new housing development, these new properties are on the Housing system but not yet allocated. These are not true void properties in terms of measuring area performance and therefore we have excluded these in table 4.

6.4 Where a household is occupying temporary emergency accommodation and it is established that this would provide a suitable home on a permanent basis we do on occasions convert the property to permanent accommodation. To do this we need to convert the property to a void property for one day. To give a more accurate reflection of area performance we have excluded these properties in table 4.

6.5 Re-let performance in Badenoch and Strathspey remains within the 35 day target and is better than the Highland average.

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 same quarter in the previous year.

7.2 **Table 5 – Current Rent Arrears**

Rent arrears	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	557	48,497	40,313	41,547	33,872	45,231

7.3 Rent arrears have increased across Badenoch & Strathspey when compared with the previous quarter. This is the trend across Highland for Quarter 2 and reflects the current economic pressure on tenants.

7.4 The Service has a focus on contacting tenants to offer advice and assistance and signposting to specialist services. The local Badenoch and Strathspey team are committed to early intervention to prevent further escalation of arrears and are proactive in using technology to contact tenants hence rent arrears balances for Badenoch and Strathspey remain fairly consistent.

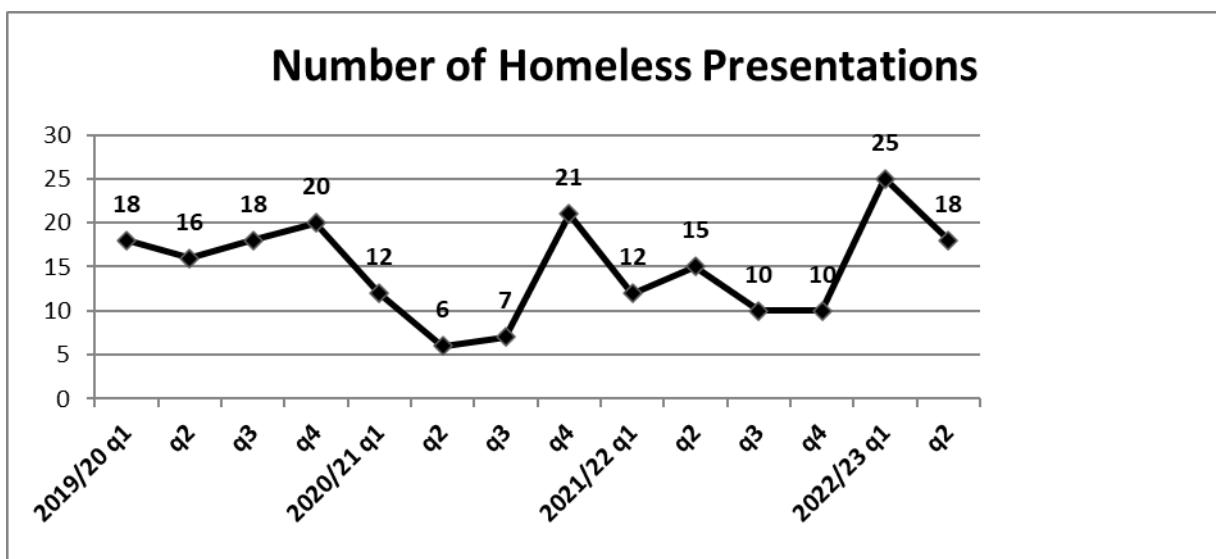
8 Homelessness

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 6 shows the number of homeless presentations received.

8.3 There were 344 presentations across Highland at the end of Quarter 2, 2022. Of these, 18 presentations were in Badenoch and Strathspey. This is a fairly consistent trend when compared with Quarter 2 2021 when there were 15 presentations.

8.4 **Table 6 - Homeless Presentations**



Designation: Executive Chief Officer Housing and Property

Date: 18 October 2022

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