

Agenda Item	9.
Report No	HP/10/23

HIGHLAND COUNCIL

Committee: Housing & Property Committee

Date: 27 April 2023

Report Title: Housing Performance Report: 1 April 2022 – 31 December 2022

Report By: Executive Chief Officer Housing and Property

1. Purpose/Executive Summary

- 1.1 This report provides information on how the Housing Service has performed in 2022/23 to 31 December 2022 based on key performance indicators and national benchmarking information.

2. Recommendations

- 2.1 Members are asked to:

NOTE the information provided on housing performance in the period 1 April 2022 – 31 December 2022.

3. Implications

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

4. Background

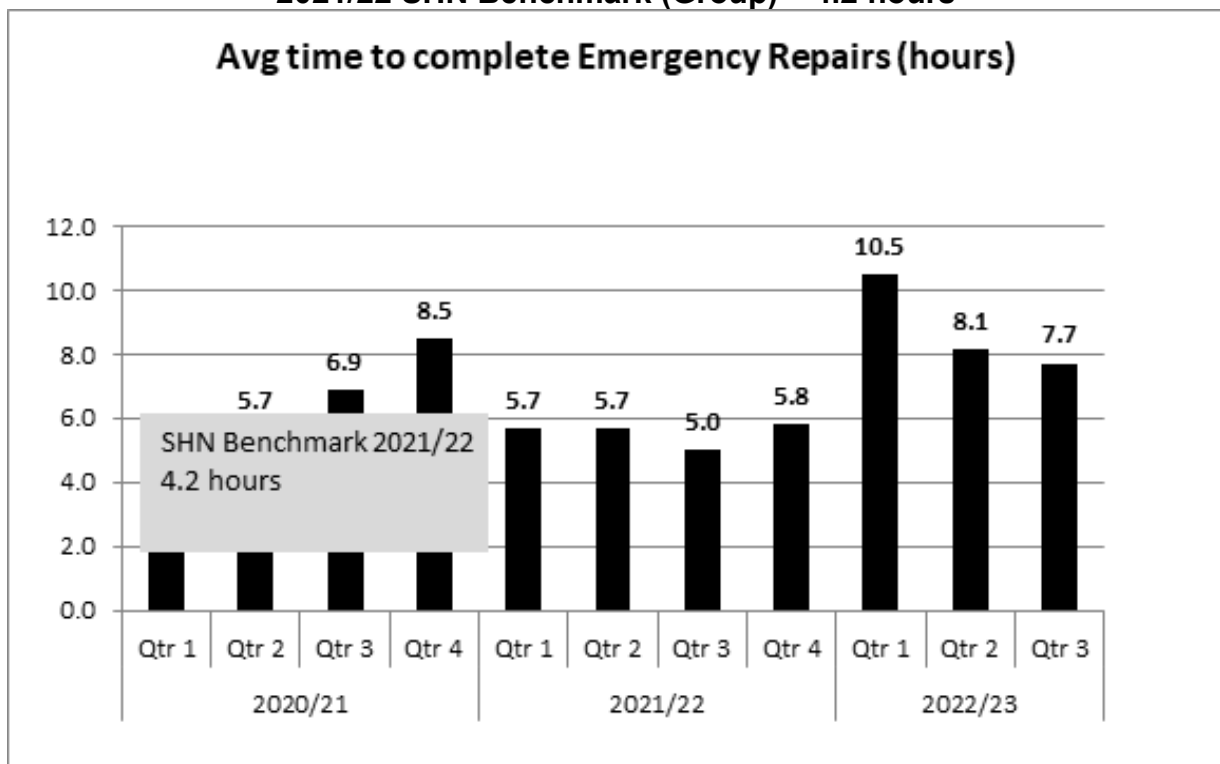
- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.

- 4.2 This report provides performance information based on the reporting framework recommended by the SHR. 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
- 4.3 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.
- 4.4 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available. Updated benchmark information will be available for future reporting and indications are that it will demonstrate the impact of the pandemic on performance across Scotland.
- 4.5 The Coronavirus pandemic has had a major impact on how services are delivered. The Housing Performance Report to previous Committees provided information on how the Service has responded to the challenges of the pandemic and in particular to the lockdown restrictions.

5. Housing Repairs

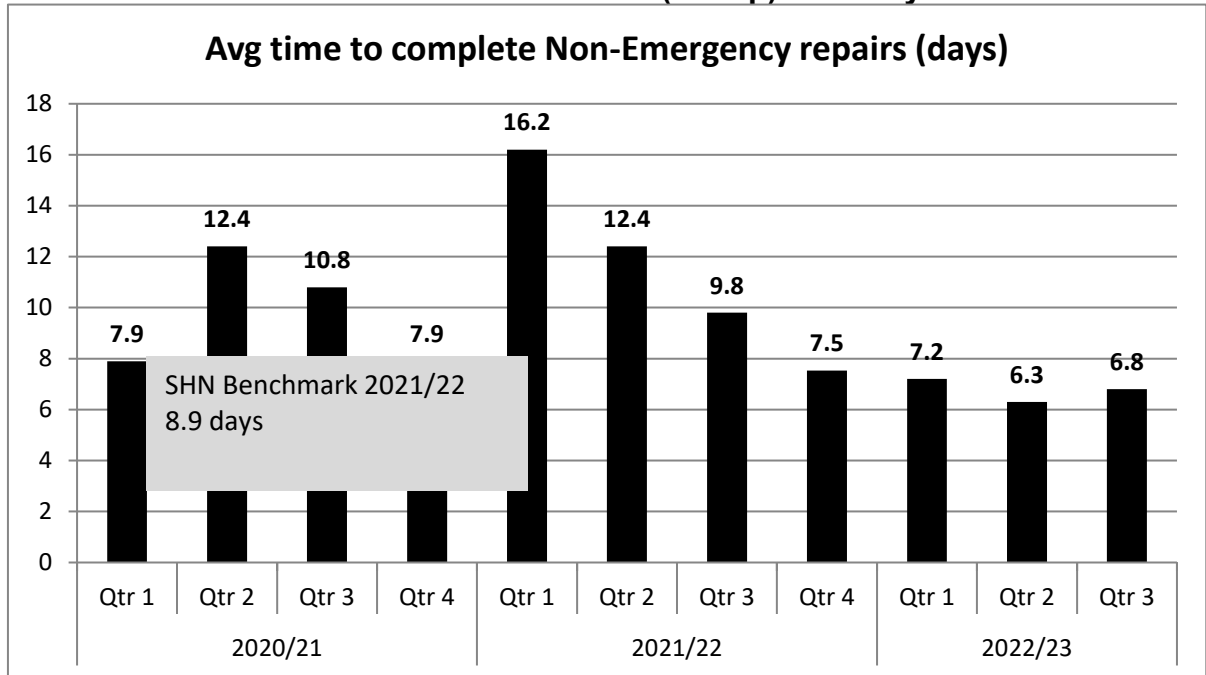
- 5.1 The key indicators for measuring repairs performance are the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2021/22 figures.

5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours
2021/22 SHN Benchmark (Group) – 4.2 hours



5.4 The time taken to complete emergency repairs has decreased in the last quarter and is within the target level. Highland geography needs to be considered when comparing the Highland figure for the national benchmark on completing emergency repairs.

5.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2021/22 SHN Benchmark (Group) – 8.9 days

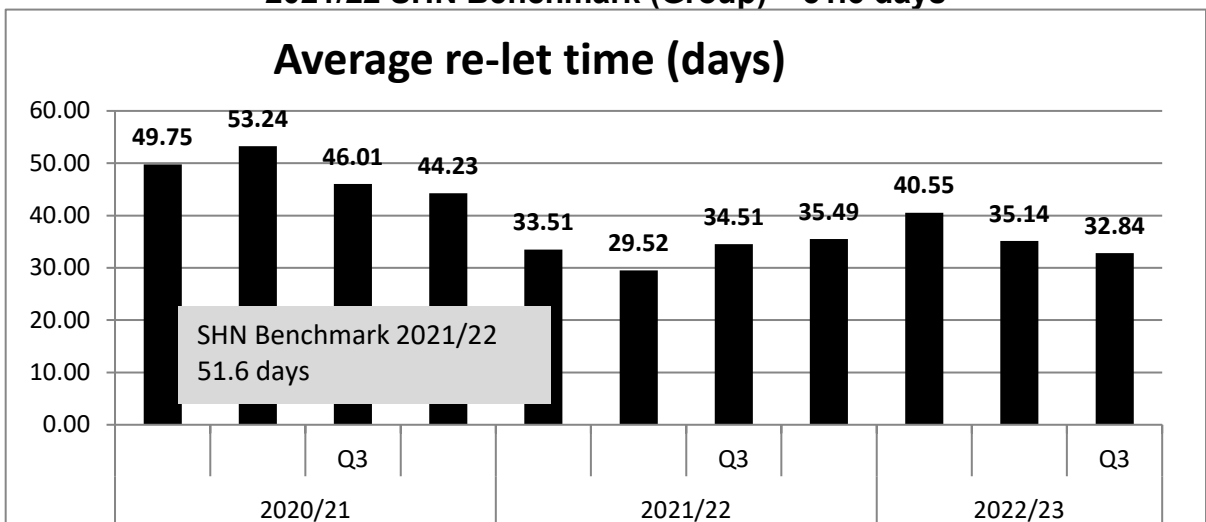


5.6 Average time to complete non-emergency repairs remains below the national benchmark average and performance has returned to pre-pandemic levels.

6. Tenancy Management

6.1 Table 3 below provides information on the average re-let time showing the trend back 3 years and highlighting the same quarter in previous years for comparison.

6.2 **Table 3a: Average re-let time (days) Target 35 days**
2021/22 SHN Benchmark (Group) – 51.6 days



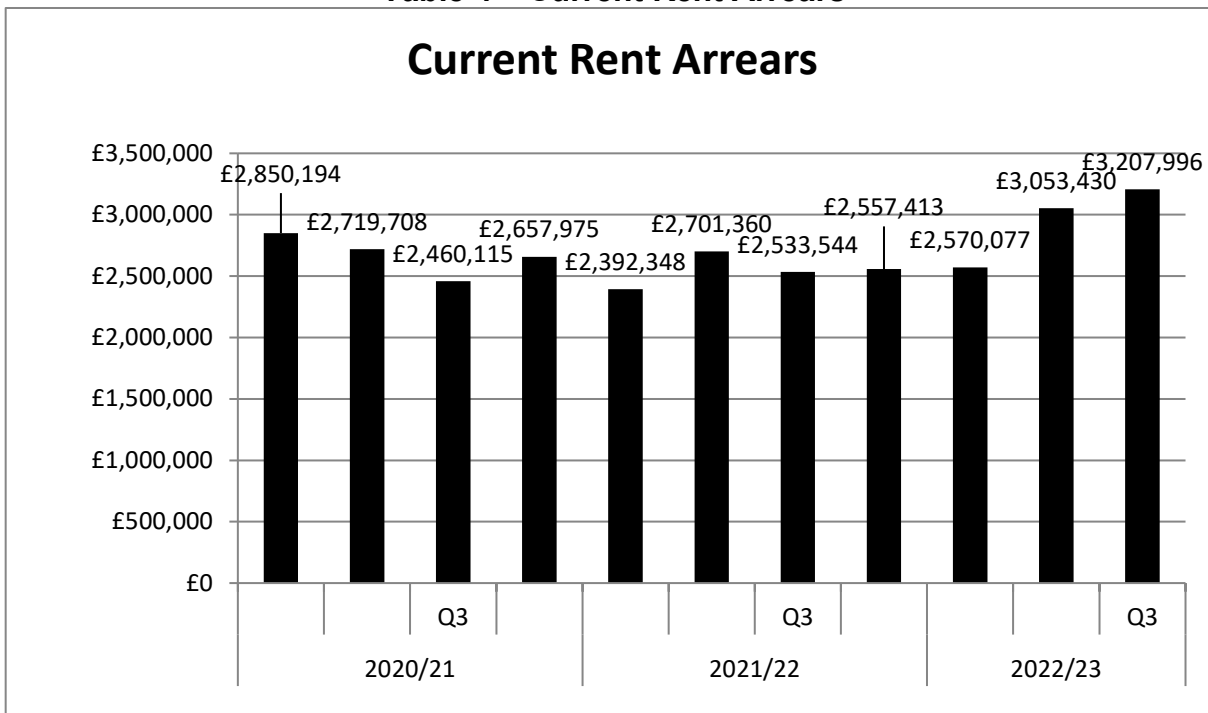
6.3 Performance on reletting times has improved in the last quarter and has returned to pre-pandemic levels. Performance compares favourably with the national benchmarking figures.

7. Rent Arrears

7.1 The key performance indicator for rent arrears is the value of current arrears. Table 4 below provides information on current rent arrears and shows the comparative figure for the same quarter in the previous year.

7.2

Table 4 – Current Rent Arrears



7.3 Rent arrears for Q3 have continued the upward trend shown in previous quarters. This is considered to be as a direct result of the cost-of-living crisis.

7.4 The Cost of Living (Scotland) Act was passed by the Scottish Government on 6 October 2022. This has temporarily suspended evictions for rent arrears in most circumstances.

7.5 All high-level arrears cases are under regular review. It should be noted that at the end of Q3, there were 353 arrears cases over £2,250 with a combined arrears total of £1,262,384. This compares to the end of Q3 for 2021/22, when there were 281 similar cases owing a combined total of £982,075.

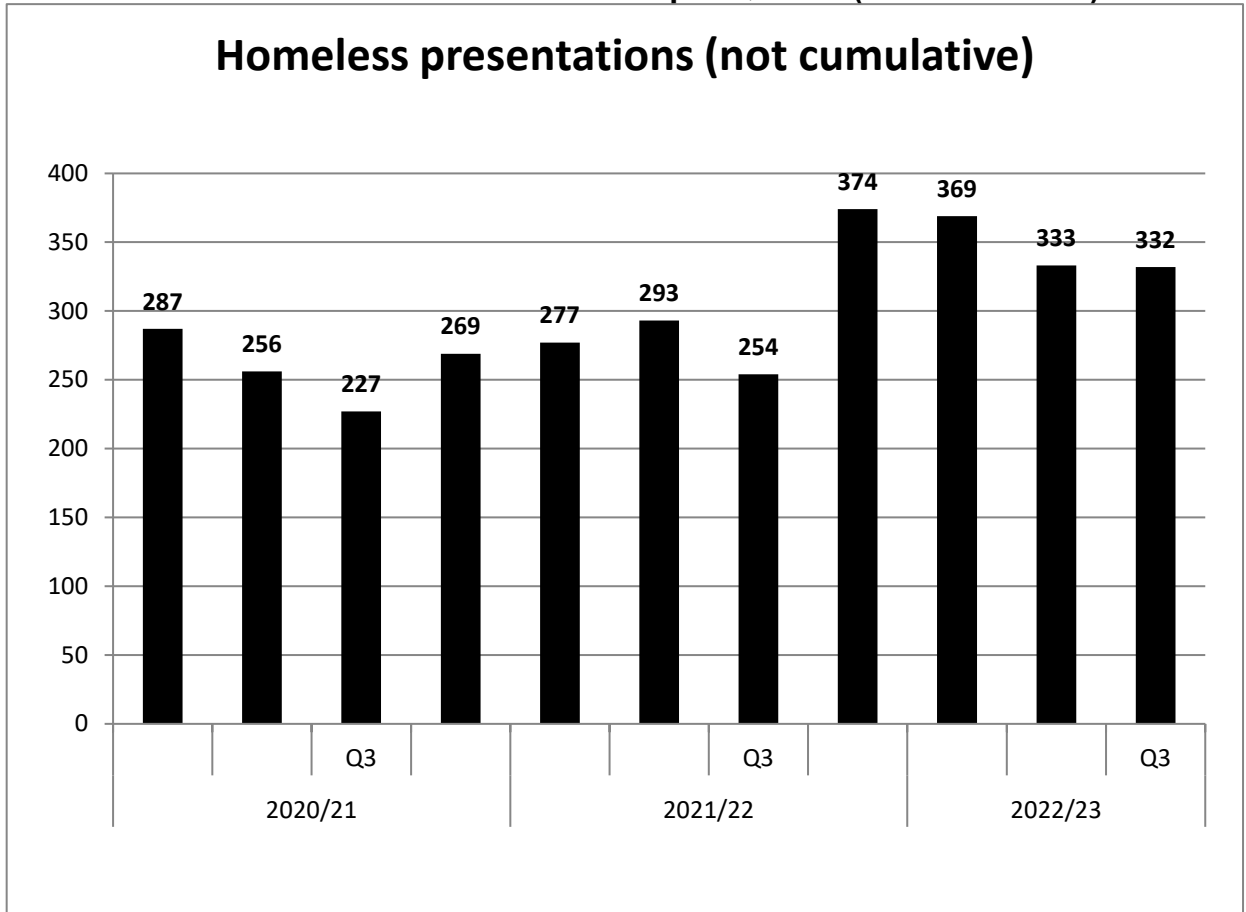
7.6 Most tenants remain willing to responsibly manage their rent accounts. Officers continue to be supportive and sympathetic to all tenants facing financial hardship at this time and officers continue to signpost tenants to partner services who can provide specialist advice relating to income maximisation and benefits uptake.

7.7 The Review of our Rent Arrears Management Policy was reported to November 2022 Committee and Members noted the advice and assistance that is in place to help tenants manage their rent accounts.

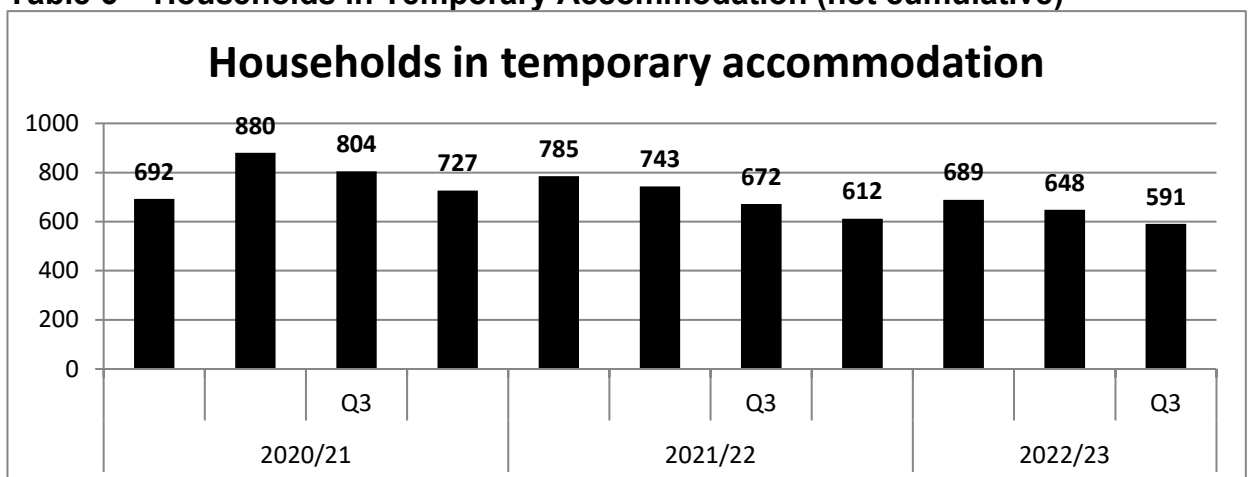
8. Homelessness

8.1 Performance information on homelessness is noted in tables 5 and 6.

8.2 **Table 5 - Homeless Presentations per Quarter (not cumulative)**



8.3 **Table 6 – Households in Temporary Accommodation (not cumulative)**



8.4 Table 5 (above) shows that numbers of homeless presentations have decreased in Q2 and Q3 but remain higher than at the same period in previous years.

8.5 The number of homeless households recorded as living in temporary accommodation has significantly reduced in Q3 as a result of an increase in clients receiving a permanent tenancy.

8.6 The Highland approach to tackling homelessness is reported annually to the Scottish Government through the Rapid Rehousing Transition Plan and this update was approved at November 2022 Committee.

Designation: Executive Chief Officer Housing and Property

Date: 13 April 2023

Author: David Goldie, Head of Housing and Building Maintenance;
Brian Cameron, Service Lead Policy & Performance

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