

Agenda Item	7.
Report No	SCC/09/23

HIGHLAND COUNCIL

Committee: Sutherland County Committee

Date: 16 May 2023

Report Title: Housing Performance Report – 1 April 2022 to 31 March 2023

Report By: Executive Chief Officer Housing and Property

1 Purpose/Executive Summary

- 1.1 This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators up to 31 March 2023

2 Recommendations

- 2.1 Members are invited to scrutinise the information provided on housing performance in the period 1 April 2022 to 31 March 2023

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
2021/22 SHN Benchmark (Group) – 4.2 hours

EME	No of Houses	2022/23			
		Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	9.6	7.7	16.9	9.6
East Sutherland & Edderton	541	7.8	9.3	9.0	8.8
Highland	14850	10.5	8.1	7.7	5.5

- 5.4 The average response time for emergency repairs for both Sutherland wards is within the 14 hour target and an improvement on Q3. Emergency repairs remain a priority for this service.

- 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

NON-EME	No of Houses	2022/23			
		Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	9.6	8.1	8.5	8.9
East Sutherland & Edderton	541	9.2	7.6	7.8	8.0
Highland	14850	7.2	6.3	6.8	7.6

- 5.6 Non-essential repairs have shown a slight deterioration in Quarters 3 & 4, this remains higher than the 8 day target. Efforts are being made to reduce response times.
- 5.7 Sutherland Building Maintenance has a large geographical area to cover for repairs with lengthy travel times to our remote villages, this is reflected in our repair times and is consistent with previous years. Repairs remain a priority for the service.
- 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 in Q4 21/22 for comparison.

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

Avg relet time, ARC	No of Houses	No of relets	2021/22	2022/23			
			Q4	Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	34	40.11	41.27	37.00	39.91	45.95
East Sutherland & Edderton	541	44	39.94	37.89	35.51	36.02	36.27
Highland	14850	1353	35.49	40.55	35.14	32.84	32.07

6.3 The average relet time is higher than the target of 35 days in both Sutherland wards. Q4 performance in North, West & Central Sutherland has been negatively impacted by 3 voids in low demand areas where it has taken longer than usual to identify a new tenant.

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.

Table 4 – Current Rent Arrears

Rent arrears	No of Houses	2021/22		2022/23			
		Q3	Q4	Q1	Q2	Q3	Q4
North, West & Central Sutherland	386	34,628	25,509	27,231	34,934	36,293	38,134
East Sutherland & Edderton	540	35,901	27,393	36,202	40,978	43,673	42,321

7.2 The cost of living crisis continues to impact on rent arrears which is a trend across Highland. The Housing team continue to work with tenants to provide support, help and advice in relation to their rent arrears concerns, signposting to external agencies and completing referrals to Housing Support, Welfare Support, and charities where suitable.

7.3 The Cost of Living (Tenant Protection) (Scotland) Act introduced a ban on evictions when arrears are below £2250. We are now progressing high level cases to court through the Councils arrears policy. This decision is only taken where all attempts to get tenants to engage with the housing team and make arrangements to repay their arrears have failed.

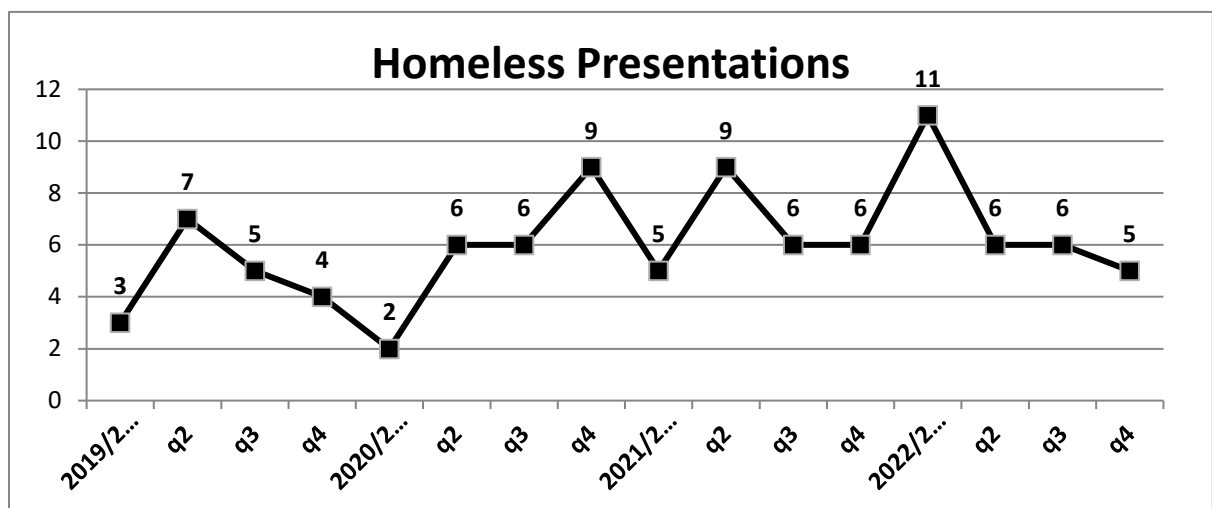
8 Homelessness

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 number of homeless presentations received.

8.3 There were 372 presentations across Highland at the end of Q4 2022/23, 5 of these presentations were in Sutherland.

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer – Housing and Property

Date: 16 May 2023

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