

Agenda Item	6.
Report No	CC/09/23

HIGHLAND COUNCIL

Committee: Caithness Committee

Date: 29 May 2023

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

Report By: Executive Chief Officer Property and Housing

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 consider 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. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 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	2021/2	2022/23			
		Q4	Q1	Q2	Q3	Q4
Thurso and Northwest Caithness	837	-	4.7	4.6	6.4	4.3
Wick and East Caithness	1204	-	8.4	6.6	4.4	8.5
Highland	14850		10.5	8.1	7.7	5.5

- 5.4 The Caithness Building Maintenance team completed 2199 emergency repairs in the year 2022-2023 with the average time to complete repairs well within the target of 14 hours. Performance fluctuations over the year correlate to the type and complexity of repairs completed within each quarter with more complex repairs taking longer to complete. Emergency repairs remain a priority for the service.
- 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

2021/22 SHN Benchmark (Group) – 8.9 days

NON-EME	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Thurso and Northwest Caithness	837	-	5.1	5.3	5.9	8.1
Wick and East Caithness	1204	-	6.4	6.2	6.4	7.3
Highland	14850		7.2	6.3	6.8	7.6

5.7 The Caithness Building Maintenance team completed 3545 non-emergency repairs in the year 2022-2023. Performance in non-emergency repairs has shown a slight drop in performance while remaining within the performance target of 8 days in both wards. There continues to be some delays in specific material supply. The Service is working hard to reduce current delays.

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 back three years and highlighting the same quarter in previous years 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
Thurso and Northwest Caithness	837	75	52.19	42.2	41.2	40.8	44.8
Wick and East Caithness	1204	111	43.97	40.2	40.5	39.1	39.0
Highland	14850	1353	35.49	40.6	35.1	32.8	32.1

6.3 Caithness re-let times continue to be affected by hard to let properties.

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 three years.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Thurso and Northwest Caithness	837	73,298	75,503	92,150	95,258	92,589
Wick and East Caithness	1204	111,919	102,441	133,669	125,689	122,780

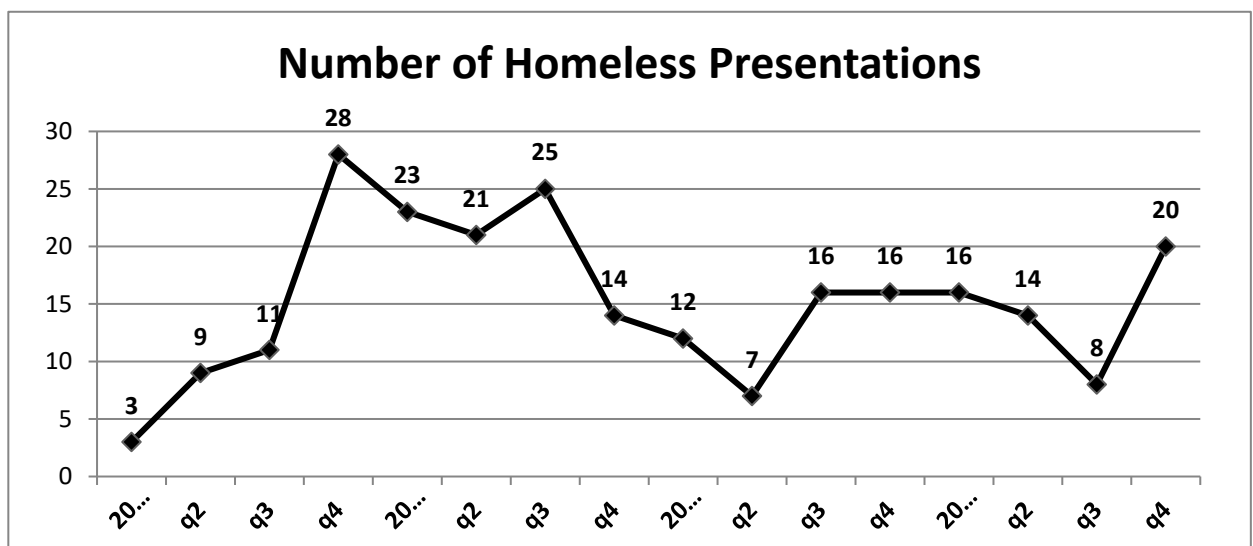
7.3 Rent Arrears in Quarter 4 have decreased in both wards. The Caithness Housing team continues to work supportively with tenants experiencing difficulty paying their rent. Increased resources have been directed towards the control of arrears with officers working smaller patch sizes.

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. The number of homeless presentations in Caithness has increased in Q4.

8.3 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Property and Housing

Date: 29 May 2023

Author: Jake Mitchell, Housing Manager (North)
Colin Sharp, Repairs Manager (North)

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