

Agenda Item	<b>6</b>
Report No	<b>BIER-11-24</b>

## HIGHLAND COUNCIL

**Committee:** Black Isle and Easter Ross

**Date:** 13 May 2024

**Report Title:** Housing Performance Report – 1 April 2023 to 31 March 2024

**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 31 March 2024.

### 2 Recommendations

- 2.1 Members are asked to:

**Note** the information provided on housing performance in the period 1 April 2023 – 31 March 2024.

### 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 Health and Safety - (risks arising from changes to plant, equipment, process, or people)
- 3.7 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](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 12 hours  
2022/23 SHN Benchmark (Group) – 4.2 hours

EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Black Isle	310	6.5	2.2	2.3	2.5	3.0
Cromarty Firth	1465	4.8	2.6	2.6	2.5	3.1
Tain & Easter Ross	654	7.1	2.4	2.5	2.6	2.8
<b>Highland</b>	<b>15017</b>	<b>5.5</b>	<b>4.0</b>	<b>4.7</b>	<b>3.6</b>	<b>4.1</b>

- 5.4 The average response time for emergency repairs continues to perform strongly and remains within the 12 hour target. 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 8.9 days  
2022/23 SHN Benchmark (Group) – 8.7 days

NON-EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Black Isle	310	8.9	7.8	8.0	10.4	11.0
Cromarty Firth	1465	8.5	8.6	8.6	11.2	12.9
Tain & Easter Ross	654	6.7	5.8	6.3	6.4	7.8
<b>Highland</b>	<b>15017</b>	<b>7.6</b>	<b>7.0</b>	<b>7.1</b>	<b>7.9</b>	<b>9.2</b>

- 5.7 The average non-emergency repair time in Black Isle is above the 8.9-day target. Spend controls due to reduced repairs budgets in 2023-24 led to some repair activities categorised as low priority or non-essential being delayed. There is an ongoing impact on non-emergency repairs performance as delayed works are completed. Repairs teams continue to prioritise essential works while working through outstanding work orders for low priority works with a view to improving performance over the course of 2024-25.
- 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  
2022/23 SHN Benchmark (Group) – 55.6 days**

Avg relet time, ARC	No of Houses	No of relets	2022/23	2023/24			
			Q4	Q1	Q2	Q3	Q4
Black Isle	310	14	33.84	50.80	40.25	57.92	62.00
Cromarty Firth	1458	111	25.48	45.65	44.04	41.59	50.99
Tain & Easter Ross	654	31	32.58	45.28	38.67	38.85	47.16
<b>Highland</b>	<b>15017</b>	<b>1180</b>	<b>32.07</b>	<b>36.37</b>	<b>33.74</b>	<b>35.76</b>	<b>38.68</b>

- 6.3 Average re-let time for void properties in Black Isle has increased beyond the target of 35 days. Spend controls due to reduced repairs budgets in 2023-24 led to a focus on using in house trades where we have the skill set to undertake the works in preference to outside contractors who may have been able to complete works faster but at greater cost. Repairs teams work with allocating officers to prioritise works for voids in high demand or where the prospective tenant has a specific need to be rehoused quickly. Void properties requiring extensive works may be considered for inclusion in capital programs for full refurbishment. There is likely to be an ongoing impact on void performance in Ross & Cromarty subject to ongoing monitoring and action.

## 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 5 Quarters.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Black Isle	310	38,454	38,932	46,471	42,776	41,574
Cromarty Firth	1465	350,403	338,159	391,069	375,517	385,455
Tain & Easter Ross	654	156,145	154,610	174,045	174,322	174,516

- 7.3 Rent arrears have remained at a relatively stable level in Quarter 4 in both the Black Isle and Tain & Easter Ross Wards. Arrears in the Cromarty Firth ward have increased from Quarter 3 to Quarter 4.

7.4 The Cost of Living (Scotland) Act ended on 31 March 2024. This means that landlords can progress to eviction for cases with arrears below £2,250.

7.5 The local housing team continue to focus on early intervention, with robust reviewing arrangements in place for all arrears cases. Officers are committed to supporting all tenants currently facing financial hardship and continue to offer advice and assistance and signposting to specialist services.

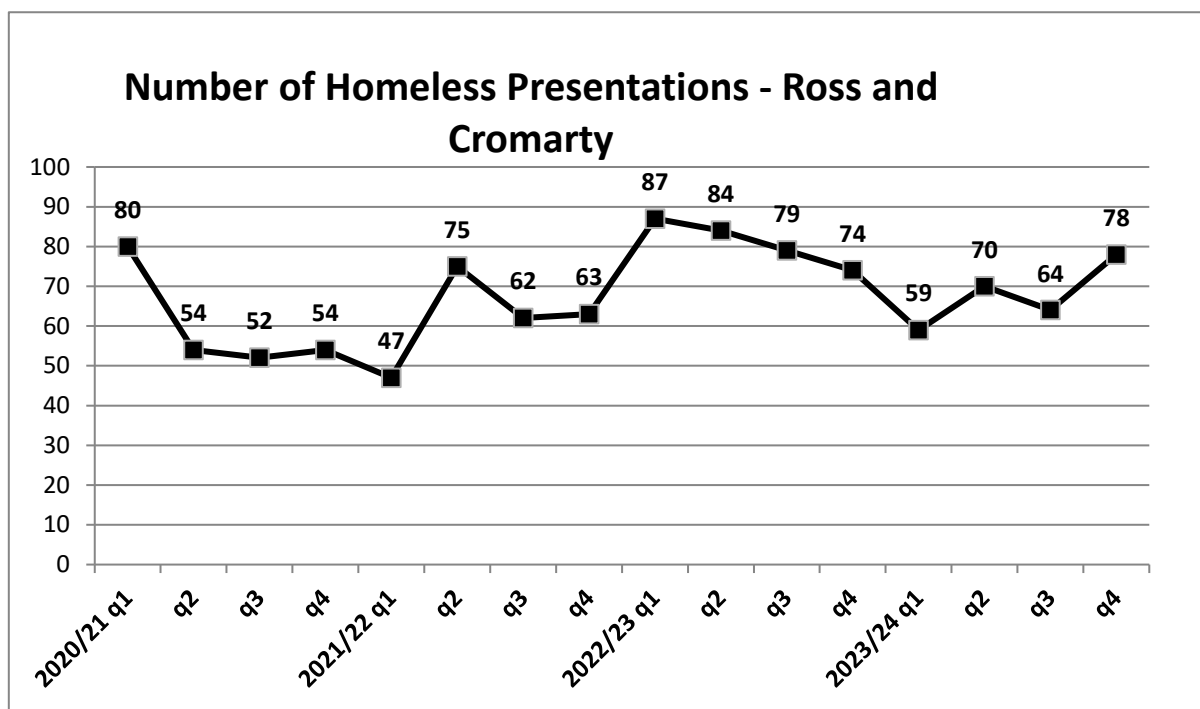
## 8 Homelessness

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 in Ross and Cromarty. It is not possible to disaggregate these figures.

8.3 There were 386 presentations across Highland at the end of Q4 2023/24. 78 of these were in Ross & Cromarty.

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Housing and Property

Date: 13 May 2024

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