

Agenda Item	8.
Report No	CC/10/24

HIGHLAND COUNCIL

Committee: Caithness Committee

Date: 20 May 2024

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

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 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. 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 12 hours
2022/23 SHN Benchmark (Group) – 4.2 hours

EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Thurso and Northwest Caithness	839	4.3	2.6	2.4	2.2	2.4
Wick and East Caithness	1205	8.5	2.1	2.3	1.9	2.3
Highland	15017	5.5	4.0	4.7	3.6	4.1

- 5.4 The Caithness Building Maintenance team continue to perform exceptionally well with emergency repairs well within the target of 12 hours. 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
Thurso and Northwest Caithness	839	8.1	7.0	7.0	7.1	7.9
Wick and East Caithness	1205	7.3	6.5	6.5	6.9	7.9
Highland	15017	7.6	7.0	7.1	7.9	9.2

5.7 The Caithness Building Maintenance team continue to perform strongly in regard to non-emergency repairs and remain within the performance target of 8.9 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**
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
Thurso and Northwest Caithness	839	104	44.8	63.4	32.4	36.6	38.9
Wick and East Caithness	1205	139	39.0	39.8	31.5	29.8	33.9
Highland	15017	1180	32.1	36.4	33.7	35.8	38.7

6.3 Caithness re-let times continue to be affected by hard to let properties and the change in process where in house trades must now be used where the skill set is available. This will have an on going impact on Void performance.

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	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Thurso and Northwest Caithness	839	92,589	82,742	104,321	95,560	84,712
Wick and East Caithness	1205	122,780	111,397	148,523	138,363	131,707

7.3 Rent Arrears in Quarter 4 have decreased across both Caithness wards.

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.

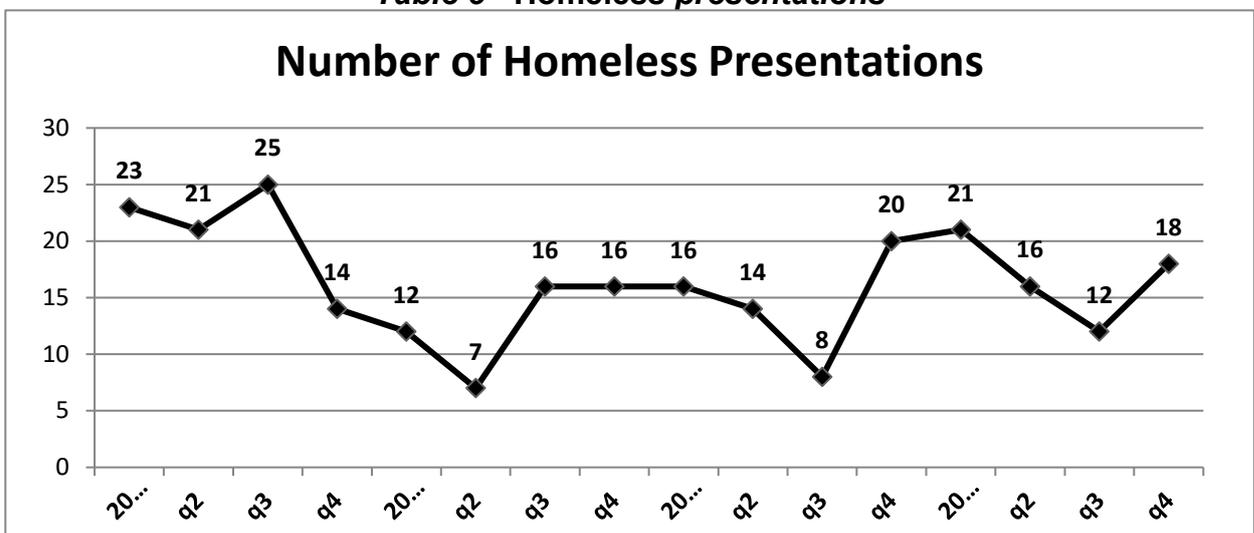
7.5 The local housing team continue to focus on early intervention, with robust reviewing arrangements in place for all arrears cases. Officers are committed to supporting all tenants currently facing financial hardship and continue to offer advice and assistance and signposting to specialist services.

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. The number of homeless presentations in Caithness has increased in Q2.

8.3 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Property and Housing

Date: 20 May 2024

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