

Agenda Item	6
Report No	DSA/09/24

## HIGHLAND COUNCIL

**Committee:** Dingwall and Seaforth

**Date:** 20 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
Dingwall & Seaforth	1073	5.6	2.5	2.4	2.4	2.6
<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 in Dingwall and Seaforth remains well 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
Dingwall & Seaforth	1073	8.3	8.7	9.1	11.5	14.8
<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 Dingwall and Seaforth has increased and is out with 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
Dingwall & Seaforth	1073	90	22.69	26.00	20.35	23.55	28.38
<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 Dingwall & Seaforth remains well within the target of 35 days.

## 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
Dingwall & Seaforth	1073	196,738	200,612	230,351	238,894	245,112

- 7.3 Rent arrears in Dingwall and Seaforth have increased from Q3 and are higher when compared to the same quarter last year. A third Housing Management Officer has recently been appointed to the Mid-Ross housing team. This post has been vacant for over six months, and the new post holder will have a strong focus on rent arrears.

- 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.

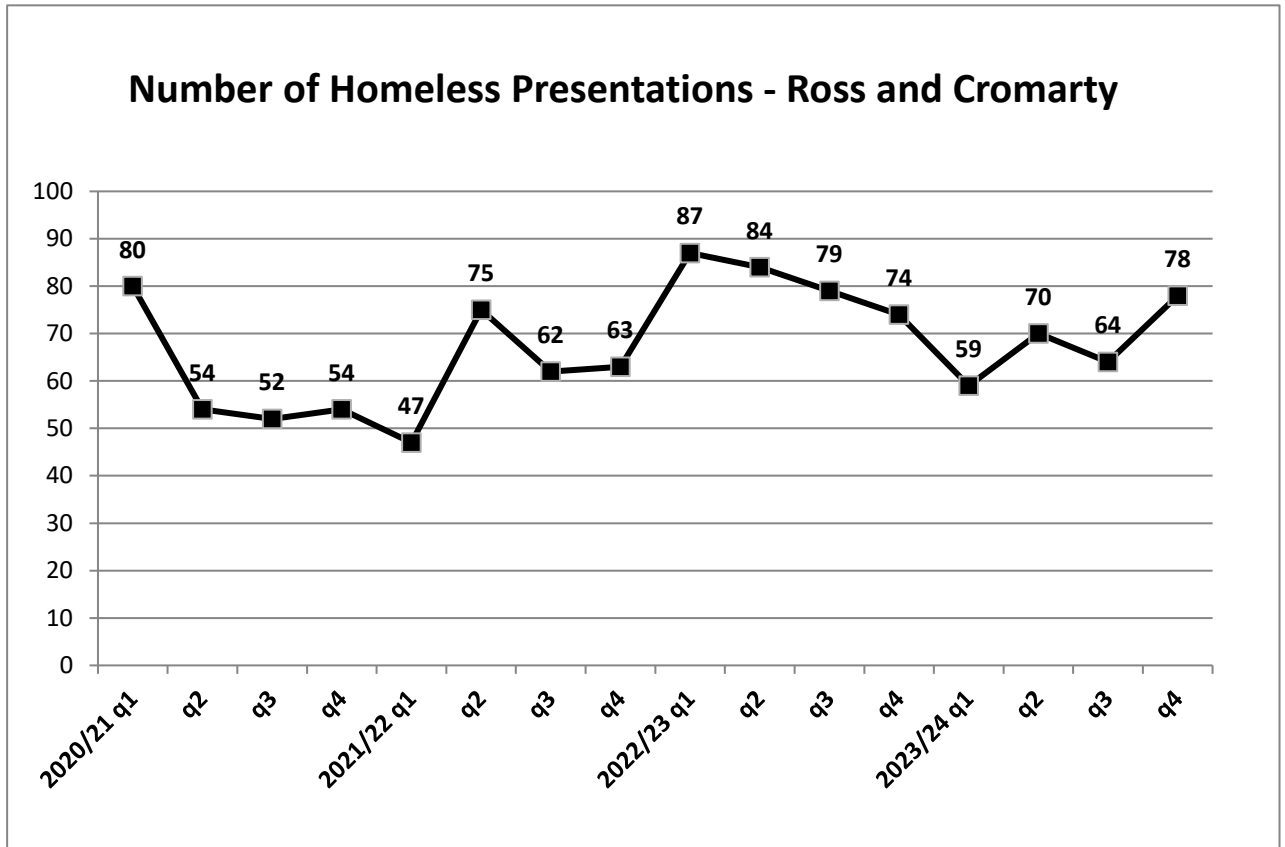
## 8 Homelessness

- 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 combined number of homeless presentations received across the Ross & Cromarty Local Committee Areas. It is not possible to disaggregate these figures.

8.3 There were 386 presentations across Highland at the end of Quarter 4 2023/24. 78 of these were in Ross & Cromarty.

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Housing and Property

Date: 20 May 2024

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