HIGHLAND COUNCIL

Committee: **City of Inverness Area Committee**

Date: **27 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 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.

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. As performance remains robust we will continue to ensure emergencies remain a priority within the service.

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
Aird & Loch Ness	372	8.4	9.9	15.8	6.3	6.5
Inverness West	657	2.3	3.7	4.7	3.3	5.5
Inverness Central	1991	2.8	3.5	7.3	3.2	4.2
Inverness Ness-Side	530	2.5	1.8	1.8	2.4	3.8
Inverness Millburn	450	2.4	2.8	4.2	3.2	4.0
Culloden & Ardersier	619	4.0	4.4	4.3	4.0	4.3
Inverness South	173	2.5	13.0	11.3	2.2	3.1
Highland	**15017**	**5.5**	**4.0**	**4.7**	**3.6**	**4.1**

5.4 Performance continues to be within the 12 hour target across all the Inverness Wards. Emergencies remain a priority within 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
Aird & Loch Ness	372	6.5	7.1	7.8	9.2	10.4
Inverness West	657	7.6	7.8	8.2	8.7	10.2
Inverness Central	1991	7.4	6.5	6.6	7.9	8.8
Inverness Ness-Side	530	6.8	8.9	8.6	9.1	10.4
Inverness Millburn	450	5.9	7.9	8.6	8.8	9.2
Culloden & Ardersier	619	5.7	7.3	8.1	8.9	10.4
Inverness South	173	6.6	8.2	9.5	9.8	10.5
Highland	**15017**	**7.6**	**7.0**	**7.1**	**7.9**	**9.2**

5.7   The average response time for non-emergency repairs for Inverness wards has exceeded the 8.9 days target except Inverness Central, however the Inverness average is 9.9 days and the Highland average is 9.2 days. Contributory factors to slippage include the continued focus on priority works and release of previously held low priority work due to spend controls, and ongoing challenges in trades capacity and recruitment.

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   **Table 3** below provides information on the average re-let time for all void properties. These figures are reported to the Scottish Housing Regulator.

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
Aird & Loch Ness	372	18	44.15	27.50	42.67	48.80	47.11
Inverness West	657	36	29.07	36.88	41.85	44.26	43.19
Inverness Central	1991	140	36.05	33.08	32.05	39.57	42.70
Inverness Ness-Side	530	55	36.43	29.00	28.31	42.76	45.35
Inverness Millburn	450	33	35.24	30.88	28.38	34.44	36.21
Culloden & Ardersier	619	26	14.58	45.75	44.47	47.90	46.85
Inverness South	173	10	12.06	0.00	29.00	46.80	38.50
Highland	**15017**	**1180**	**32.07**	**36.37**	**33.74**	**35.76**	**38.68**

6.3 Restrictions on the use of external subcontractors does mean that in some cases it has taken longer for the in house Building Maintenance Team to prepare an empty property for re-let. The Inverness team do have a focus on getting properties ready as quickly as possible.

7 Rent Arrears

7.1 **Table 4** below shows the value of rent arrears figures across 2023-2024. Q4 figures from 2022/2023 are included for reference.

7.2

Table 4 – Current Rent Arrears

| Rent arrears	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	372	116,356	119,920	136,830	116,593	109,326
Inverness West	657	182,840	185,310	203,904	196,925	185,123
Inverness Central	1991	799,331	811,011	861,798	917,155	847,043
Inverness Ness-Side	530	152,193	161,392	176,226	171,068	165,036
Inverness Millburn	450	108,432	112,195	121,838	114,913	120,134
Culloden & Ardersier	619	200,355	193,652	218,976	198,363	193,524
Inverness South	173	64,181	63,797	71,449	61,129	61,963

7.3 Members will note that we have seen a positive impact in the arrears figures for Q4 of 2023/24. Members are advised that a new team structure was created in the Inverness area in Q2 of 2023/24, whereby we have moved to a neighbourhood team model. The model has taken some time to bed in, however we are now seeing positive impacts. The model involves teams being based in local communities with smaller patch sizes, allowing for more focussed activity in local areas.

7.4 Officers remain supportive and sympathetic to all tenants facing financial hardship at this time and officers continue to signpost tenants to partner services who can provide specialist advice relating to income maximisation and benefits uptake. A key focus for all staff is early intervention, and the move to neighbourhood teams has allowed for support and signposting to take place at an earlier stage.

8 Homelessness

8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however it was previously agreed that the number of homeless presentations received is reported to Members at a local level. **Table 5** details the number of homeless presentations received in the Inverness area.

8.2 **Table 5: Number of Homeless Presentations Inverness**

Number of Homeless Presentations
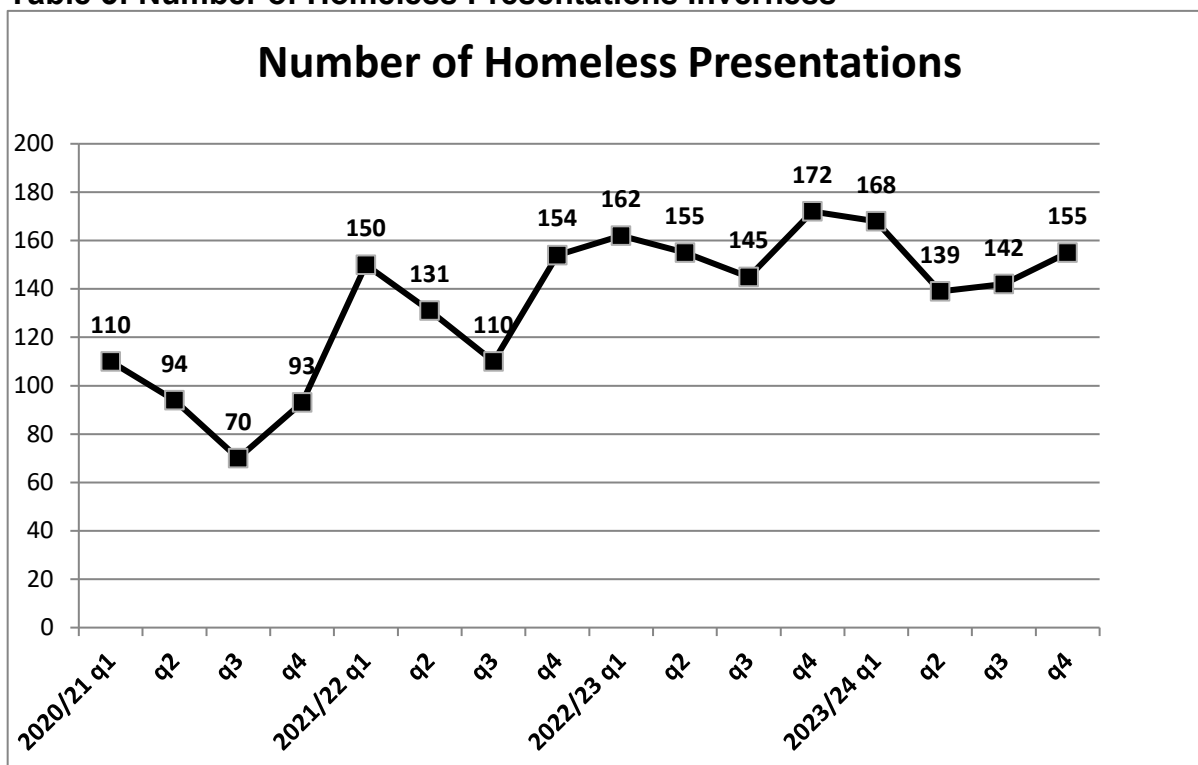
8.3 The number of homeless presentations in the Inverness area in 2023/24 was 604, out of a Highland total of 1386 presentations. The number of homeless presentations in the Inverness area in 2023/24 has dropped modestly from the total of 2022/23 (634). Staff continue to undertake proactive preventaion activity at an early stage to prevent homelessness where possible.

Designation:	Executive Chief Officer Housing and Property
Date:	15 May 2024
Author:	Jonathan Henderson, Housing Manager (Inverness) Lachie Macdonald, Repairs Manager (South)
Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information