

The Highland Council

Agenda Item	5
Report No	BSAC-18-24

Committee: Badenoch and Strathspey Committee

Date: 25 November 2024

Report Title: Housing Performance Report – 1 April 2024 to 30 September 2024

Report By: Assistant Chief Executive - Place

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 30 September 2024.

2 Recommendations

2.1 Members are asked to:

Note the information provided on housing performance in the period 1 April 2024 – 30 September 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 Impacts

- 4.1 In Highland, all policies, strategies or services changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children’s Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.
- 4.2 Considering impacts is a core part of the decision making process and needs to inform the decision making process. When taking any decision, Members must give due regard to the findings of any assessment.
- 4.3 This is a monitoring and update report and therefore no impact assessment will be undertaken.

5 Background

- 5.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 5.2 This report provides key performance information based on the reporting framework recommended by the Scottish Housing Regulator.
- 5.3 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
- 5.4 In accordance with the Scottish Social Housing Charter guidance, the Rent Arrears, Anti-social Behaviour and Allocations figures are cumulative, while the Homeless presentations figures are given for each separate quarter.
- 5.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

6 Rent Arrears

- 6.1 A key indicator for rent arrears is considered to be the value of current rent arrears. **Table 1** below shows the comparative figure for the same quarter in the previous year.

6.2

Table 1 – Current Rent Arrears

Rent arrears	No of Houses	2023/24			2024/25	
		Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	605	£55,611	£54,590	£61,126	£64,719	£73,010

6.3 Rent arrears have increased across Badenoch & Strathspey in quarters 1 and 2 of 2024/25. Whilst the local team continue to analyse this upward trend, **Table 2** below at **6.5** shows the relatively low % gross arrears in relation to the annual rent due in comparison to Highland %. A number of areas of Highland have seen an increasing trend with respect to arrears.

The local team are committed to early intervention to prevent further escalation of arrears and are proactive in contacting tenants early in the arrears process, agreeing re-payment plans with tenants and maintaining contact. The team are focused on contacting tenants to offer advice and assistance and signposting to specialist services.

6.4 **Table 2** below shows gross rent arrears as a percentage of rent due. This percentage includes arrears that are current, former or have been written off.

6.5 **Table 2 – Gross rent arrears as a percentage of annual rent due
2022/23 SHN Benchmark (Group) – 6.86%**

Gross Rent Arrears %	2023/24			2024/25	
	Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	2.94%	2.84%	3.34%	3.11%	3.41%
Highland	7.85%	7.76%	7.67%	6.94%	7.43%

6.6 Gross rent arrears as a percentage of annual rent due in Badenoch & Strathspey continues to remain significantly below the Highland average percentage.

6.7 The table below shows the current arrears in Badenoch & Strathspey split into arrears level bands. The information provided shows the total number of cases in each band and the total value of these cases.

6.8 **Table 3 – Value of current rent arrears in bands**

	Current Arrears			
	< £500	> £500 < £1,000	> £,1000 < £,2500	> £2,500
Badenoch and Strathspey	178	30	14	1
Total value of cases	£28,739	£20,333	£21,061	£2,877

6.9 Members will note the number of arrears cases in the below £500 band in **Table 3** above. The local team, whilst continuing to monitor and manage all arrears cases, will be undertaking specific work on lower balances over the coming quarters.

6.10 **Table 4** below provides information on formal actions taken in relation to rent arrears.

6.11

Table 4 – Rent actions

	2023/24			2024/25	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	4	9	10	5	11
Court Actions Initiated	0	1	1	0	0
Evictions Completed	0	0	0	0	0

6.12 The local Housing team hold regular review meetings focusing on the highest rent arrears cases. During these meetings actions are agreed and progressed. Officers aim to take a firm but fair approach to arrears management, with emphasis on early intervention, and we are keen to support and advise people where appropriate. Some cases have progressed through the court system where unfortunately tenants have not engaged with the support offered.

7 Anti-social Behaviour

7.1 The Annual Return on the Charter to the Scottish Housing Regulator includes key information on our performance throughout the year in relation to resolving anti-social behaviour complaints. This includes the number of cases of antisocial behaviour reported within the year, and the number of cases resolved within the year.

7.2 **Table 5** below shows the number of cases reported and the percentage of cases that were resolved.

7.3 **Table 5 – ASB cases reported/resolved
2022/23 SHN Benchmark (Group) – 94.21%**

	2023/24			2024/25	
	Q2	Q3	Q4	Q1	Q2
Number of ASB cases reported	0	3	4	0	0
Percentage of cases resolved	0%	0%	50%	0%	0%
Highland percentage resolved	59%	60%	79%	26%	36%

7.4 Tackling antisocial behaviour is a key priority for the local housing team. The management of cases is often complex, involving other services and agencies. Consequently, cases can take some considerable time to resolve. Cases that remain open continue to be actively managed by the team.

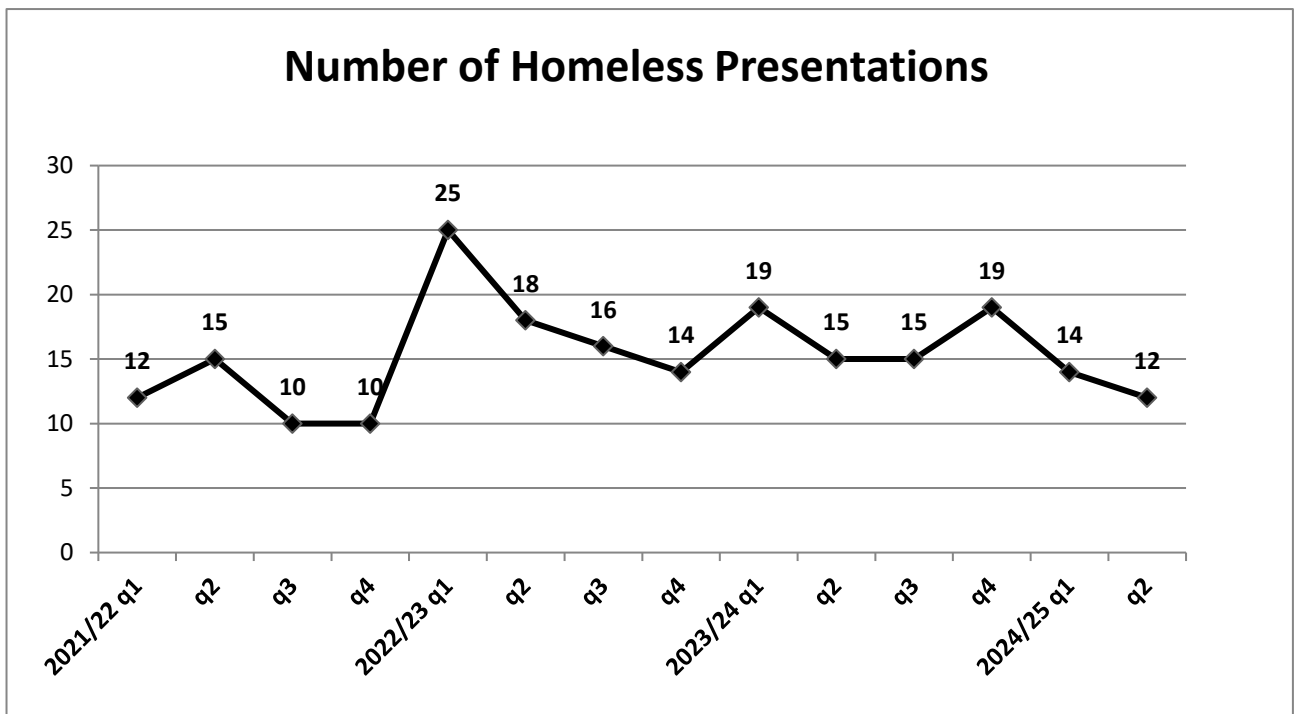
8 Homelessness

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 6** shows the combined number of homeless presentations.

8.3 There were 365 presentations across Highland at the end of Quarter 2, 2024. There were 12 presentations in Badenoch and Strathspey.

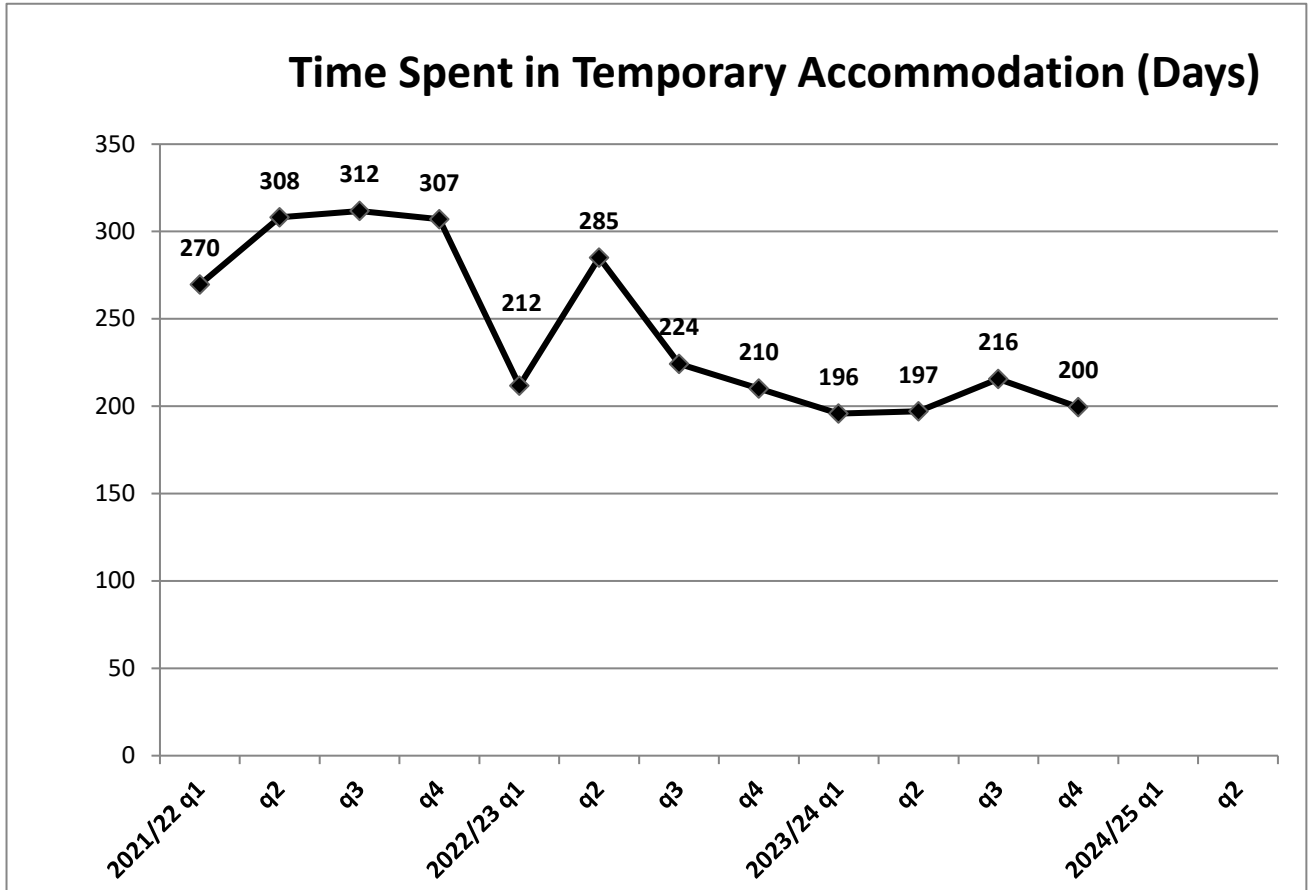
8.4 **Table 6 - Homeless Presentations**



8.5 **Table 7** below show the number of households currently in temporary accommodation, and the average time spent in temporary accommodation.

8.6

Table 7 – Time Spent in Temporary Accommodation



8.7 Across Highland we see increasing pressure on availability of accommodation, across all tenures, with many households struggling to find housing options that are both accessible and affordable. This can result in an increase in the number of homeless presentations.

8.8 **Table 8** shows the total number of homeless applications currently open with the Badenoch & Strathspey housing teams, and the size of property required by these homeless households.

Table 8 – Homeless Households/Property Types

Badenoch and Strathspey Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	41	28	9	3	1
Highland-wide	871	640	155	51	25

9 Allocations

9.1 *Table 9 – Number of Allocations Completed*

Number of Allocations Completed	2023/24			2024/25	
	Q2	Q3	Q4	Q1	Q2
No. of Lets to Transfer List Applicants	3	5	6	2	2
No. of Lets to Non-Homeless Housing List Applicants	1	2	3	2	3
No. of Lets to Homeless Applicants	14	21	29	7	13
Total	18	28	38	11	18

9.2 The local housing team are focussed on achieving outcomes for homeless households. At the end of quarter 2, 72% of all lets were to homeless households.

Designation: Assistant Chief Executive - Place

Date: 25 November 2024

Author: Jonathan Henderson, Housing Manager
Lee Marchi, Principal Housing Officer

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

Appendices: