

Agenda Item	8
Report No	CC/06/25

# The Highland Council

**Committee:** Caithness Committee

**Date:** 20 January 2025

**Report Title:** Housing Performance Report – 1 April 2023 to 30 September 2024

**Report By:** Assistant Chief Executive - Place

## 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 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 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 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)
- 4.3 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.
- 4.4 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**  
**2023/24 SHN Benchmark (Group) – 4.0 hours**

EME	No of Houses	2023/24			2024/25	
		Q2	Q3	Q4	Q1	Q2
Thurso and Northwest Caithness	839	2.4	2.2	2.4	2.3	2.2
Wick and East Caithness	1205	2.3	1.9	2.3	7.1	2.9
<b>Highland</b>	<b>15138</b>	<b>4.7</b>	<b>3.6</b>	<b>4.1</b>	<b>3.4</b>	<b>3.4</b>

- 5.4 The Caithness Building Maintenance team continue to perform well with emergency repairs well within the target of 12 hours.
- 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**  
**2023/24 SHN Benchmark (Group) – 9.0 days**

NON-EME	No of Houses	2023/24			2024/25	
		Q2	Q3	Q4	Q1	Q2
Thurso and Northwest Caithness	839	7.0	7.1	7.9	6.3	6.5
Wick and East Caithness	1205	6.5	6.9	7.9	5.7	6.2
<b>Highland</b>	<b>15138</b>	<b>7.1</b>	<b>7.9</b>	<b>9.2</b>	<b>6.1</b>	<b>6.6</b>

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.

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 Void Management

6.1 The chart below provides information on the average re-let time highlighting the same quarter in previous years for comparison.

6.2 **Table 3: Average re-let time (days) Target 35 days**  
**2023/24 SHN Benchmark (Group) – 56.7 days**

Avg relet time, ARC	No of Houses	No of relets	2023/24			2024/25	
			Q2	Q3	Q4	Q1	Q2
Thurso and Northwest Caithness	839	33	32.4	36.6	38.9	39.6	38.4
Wick and East Caithness	1205	62	31.5	29.8	33.9	33.3	30.8
<b>Highland</b>	<b>15138</b>	<b>532</b>	<b>33.7</b>	<b>35.8</b>	<b>38.7</b>	<b>46.5</b>	<b>51.7</b>

6.3 Caithness re-let times continue to be affected by hard to let properties.

## 7 Capital Program

7.1 The 2022-2027 Capital Investment Program includes planned programs of investment in heating and energy efficiency and end of life major component replacement along with funds allocated and managed by local Building Maintenance staff to address component failures and aids and adaptations on demand.

7.2 Table 4 shows the spend against capital budgets for the year up to the end of Quarter 3 2024/25

7.1

**Table 4: Capital Investment Summary  
2024/25 Annual Budget and Spend to Date**

Capital Programme 2024-25			
	Project budget	Current Spend	Comments
<b>Equipment and adaptations</b>			
Equipment and adaptations	£ 134,000.00	£ 36,535.00	Expenditure for capital equipment and adaptations depends on local demand.
<b>Total</b>	<b>£ 134,000.00</b>	<b>£ 36,535.00</b>	
<b>Major Component Replacement</b>			
Kitchen/bathroom replacements	£ 91,579.00	£ 398,211.00	Budget is lower due to major overspend in previous year
Rewire	£ 225,000.00	£ 22,425.00	Project has been identified and is in the preconstruction phase
<b>Total</b>	<b>£ 316,579.00</b>	<b>£ 420,636.00</b>	
<b>Heating/energy efficiency</b>			
Project Managed Energy efficiency	£ 945,786.00	£ 450,158.00	A new Heating project is due to start on the ground in January/February
Caithness insulation and roofing	£ 300,000.00	£ -	Project has been identified and is in the preconstruction phase
Project Managed Windows/Doors	£ 25,000.00	£ 28,509.00	
Building Maintenance Window and door replacements	£ 60,000.00	£ 10,028.00	
Building Maintenance Heating replacements	£ 100,000.00	£ 279,690.53	Budget is lower due to major overspend in previous year
<b>Total</b>	<b>£ 1,430,786.00</b>	<b>£ 768,385.53</b>	
<b>Free From Serious Disrepair</b>			
External Fabric	£ 100,000.00	£ -	
<b>Total</b>	<b>£ 100,000.00</b>	<b>£ -</b>	
<b>External fabric (environmental improvements)</b>			
Environmental Improvements Ward 2	£ 80,829.00	£ -	
Environmental Improvements Ward 3	£ 162,528.00	£ -	

Total	£ 243,357.00	£ -	
Mainstream budget total	£ 2,090,722.00	£ 1,189,021.53	
Aids and adaptations total	£ 134,000.00	£ 36,535.00	
Overall programme total	£ 2,224,722.00	£ 1,225,556.53	

Designation: Assistant Chief Executive – Place

Date: 20 January 2025

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