

The Highland Council

Agenda Item	6
Report No	DSA/04/25

Committee: Dingwall and Seaforth

Date: 10 February 2025

Report Title: Housing Performance Report – 1 April 2024 to 31 December 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 31 December 2024.

2 Recommendations

2.1 Members are asked to **note** the information provided on housing performance in the period 1 April 2024 – 31 December 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 **Risk** - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

3.4 **Health and Safety (risks arising from changes to plant, equipment, process, or people)** - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

3.5 **Gaelic** - There are no Gaelic implications arising from this report.

4 Impacts

4.1 In Highland, all policies, strategies or service 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 report and therefore an impact assessment is not required.

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 SHR.

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 Repairs, Tenancy Management and Rent Arrears 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 Repairs

6.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.

6.2 The average length of time taken to complete Emergency repairs is calculated in hours.

6.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 5.5 hours
2023/24 SHN Benchmark (Group) – 4.0 hours

EME	No of Houses	2023/24		2024/25		
		Q3	Q4	Q1	Q2	Q3
Dingwall & Seaforth	1097	2.4	2.6	2.6	2.5	5.3
Highland	15162	3.6	4.1	3.4	3.4	4.8

6.4 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.

6.5 Non-emergency repairs are measured in working days.

6.6 **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		
		Q3	Q4	Q1	Q2	Q3
Dingwall & Seaforth	1097	11.5	14.8	7.8	7.5	9.4
Highland	15162	7.9	9.2	6.1	6.6	7.1

6.7 The average non-emergency repair time in Dingwall and Seaforth has increased and is out with the 8.9-day target. Non-emergency repairs have been affected by the decision to suspend non-essential works, although this has now been lifted and works are being progressed again backlog of work continues along with limited available resources to impact on performance. Efforts are being made to reduce current performance back to within target.

6.8 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.

7 Tenancy Management

7.1 The chart below provides information on the average re-let time, showing the trend for the last 5 Quarters.

7.2 **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		
			Q3	Q4	Q1	Q2	Q3
Dingwall & Seaforth	1097	68	23.55	28.38	58.20	64.41	62.84
Highland	15162	872	35.76	38.68	46.50	51.73	54.60

7.3 Average re-let time for void properties in Dingwall & Seaforth remains well within the target of 35 days.

8 Capital Program

8.1 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.

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

Capital Programme 2024-25				
	Annual Budget		Current Spend	Comments
Equipment and adaptations				
Equipment and adaptations	£	51,000.00	£	35,969.82
Total	£	51,000.00	£	35,969.82
Major Component Replacement				
Kitchen/bathroom replacements	£	100,000.00	£	78,293.13
Rewire	£	75,000.00	£	5,766.26
Total	£	175,000.00	£	84,059.39
Heating/energy efficiency				

Project Managed Energy efficiency	£ 250,000.00	£ 360,806.86	Current project budget has been accelerated using future years spend
Project Managed Windows/Doors	£ 200,000.00	£ 123,248.02	
Building Maintenance Window and door replacements	£ 25,000.00	£ 3,857.00	this budget is demanded. The year end forecast shows an estimated £15k of spend.
Building Maintenance Heating replacements	£ 77,826.00	£ 41,930.98	
Total	£ 552,826.00	£ 529,842.86	
Free From Serious Disrepair			
Roofing	£ 150,000.00	£ 13,372.56	
Total	£ 150,000.00	£ 13,372.56	
External fabric (environmental improvements)			
Environmental Improvements Ward 8	£ 107,077.00	£ 22,800.00	
Total	£ 107,077.00	£ 22,800.00	
Mainstream budget total	£ 984,903.00	£ 650,074.81	
Aids and adaptations total	£ 51,000.00	£ 35,969.82	
Overall programme total	£ 1,035,903.00	£ 686,044.63	

Designation: Assistant Chief Executive - Place

Date: 31 January 2025

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

Appendices: None