

# The Highland Council

Agenda Item	9
Report No	SR/5/25

**Committee:** Skye and Raasay

**Date:** 17 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 Section 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)

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 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)

5.3 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.

5.4 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 12 hours**  
**2023/24 SHN Benchmark (Group) – 4.0 hours**

EME	No of Houses	2023/24		2024/25		
		Q3	Q4	Q1	Q2	Q3
Skye	396	4.8	4.5	3.3	3.5	9.0
<b>Highland</b>	<b>15162</b>	<b>3.6</b>	<b>4.1</b>	<b>3.4</b>	<b>3.4</b>	<b>4.8</b>

6.4 The average response time for emergency repairs remains within the performance target of 12 hours.

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
Skye	396	6.1	5.8	4.7	5.2	5.6
<b>Highland</b>	<b>15162</b>	<b>7.9</b>	<b>9.2</b>	<b>6.1</b>	<b>6.6</b>	<b>7.1</b>

- 6.7 The average non-emergency repair time in Skye is within the 8.9 day performance 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 compared to previous quarters.

7.2 **Table 3 : Average re-let time (days) Target 55.6 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
Skye	396	27	44.72	39.83	27.50	28.00	27.81
<b>Highland</b>	<b>15162</b>	<b>872</b>	<b>35.76</b>	<b>38.68</b>	<b>46.50</b>	<b>51.73</b>	<b>54.60</b>

7.3 Improved performance during Q3 has significantly improved the cumulative average performance. The average re-let time remains below the target and Highland average. The performance is excellent compared to the national benchmarking average.

**8. Capital Programme**

- 8.1 The 2022-2027 Capital Investment Programme 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 shows the spend against capital budgets for the area for the year up to the end of Q3 2024/25

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

Capital Programme 2024-25			
	Annual Budget	Current Spend	Comments
<b>Equipment and adaptations</b>			
Equipment and adaptations	£ 84,946.00	£ 1,273.43	
<b>Total</b>	<b>£ 84,946.00</b>	<b>£ 1,273.43</b>	
<b>Major Component Replacement</b>			
Kitchen/bathroom/rewire replacements	£ 117,276.00	£ 25,118.04	
<b>Total</b>	<b>£ 117,276.00</b>	<b>£ 25,118.04</b>	
<b>Heating/energy efficiency</b>			
Project Managed Energy efficiency	£ 281,230.00	£ 474,845.19	Current project budgets has been accelerated using future years spend. This spend reflects a heating project and a windows and doors project
Building Maintenance Window and door replacements	£ -	£ 4,463.09	
Building Maintenance Heating replacements	£ 27,370.00	£ 12,447.76	
<b>Total</b>	<b>£ 308,600.00</b>	<b>£ 491,756.04</b>	
<b>Free From Serious Disrepair</b>			
External fabric	£ 105,307.00	£ 13,137.14	
<b>Total</b>	<b>£ 105,307.00</b>	<b>£ 13,137.14</b>	
<b>External fabric (environmental improvements)</b>			
Environmental Improvements Ward 10	£ 65,801.00	£ -	It is recommended that the budget is reprofiled to accelerate spend against identified one-off heating/external fabric/windows & doors one-off work. This will be discussed at Ward Business Meeting.
<b>Total</b>	<b>£ 65,801.00</b>	<b>£ -</b>	
<b>Mainstream budget total</b>			
Mainstream budget total	£ 596,984.00	£ 530,011.22	
<b>Aids and adaptations total</b>	<b>£ 84,946.00</b>	<b>£ 1,273.43</b>	
<b>Overall programme total</b>	<b>£ 681,930.00</b>	<b>£ 531,284.65</b>	

Designation: Assistant Chief Executive - Place

Date: 4 February 2025

Author: Rory MacLeod, Service Lead (Investment and Building Maintenance)  
Graeme Ralph, Housing Investment Officer

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