

Agenda Item	<b>8.</b>
Report No	<b>HP/18/22</b>

## HIGHLAND COUNCIL

**Committee:** Housing & Property Committee

**Date:** 17 November 2022

**Report Title:** Housing Performance Report: 1 April 2022 – 30 September 2022

**Report By:** Executive Chief Officer Housing & Property

### **1 Purpose/Executive Summary**

1.1 This report provides information on how the Housing Service has performed in 2022/23 to 30 September based on key performance indicators and national benchmarking information.

### **2 Recommendations**

2.1 Members are asked to:

**NOTE** the information provided on housing performance in the period 1 April 2022 – 30 September 2022.

### **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 **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 performance information based on the reporting framework recommended by the SHR. 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. Updated benchmark information will be available for future reporting and indications are that it will demonstrate the impact of the pandemic on performance across Scotland.

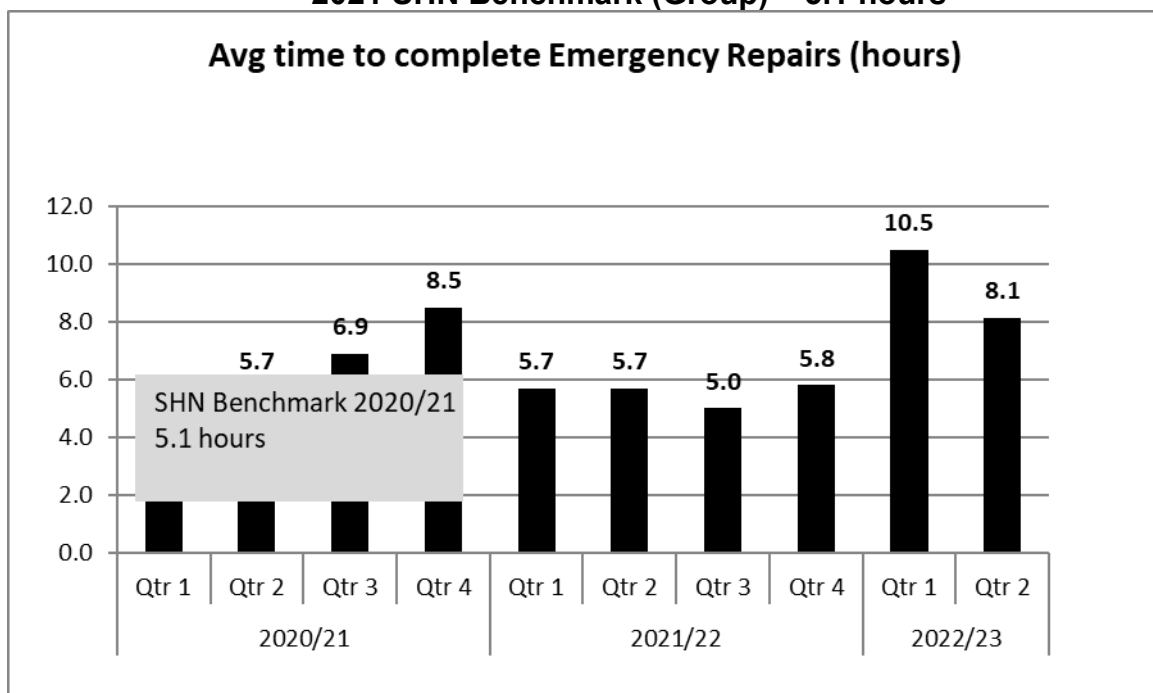
4.5 The Coronavirus pandemic has had a major impact on how services are delivered. The Housing Performance Report to previous Committees provided information on how the Service has responded to the challenges of the pandemic and in particular to the lockdown restrictions.

## 5. Housing Repairs

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

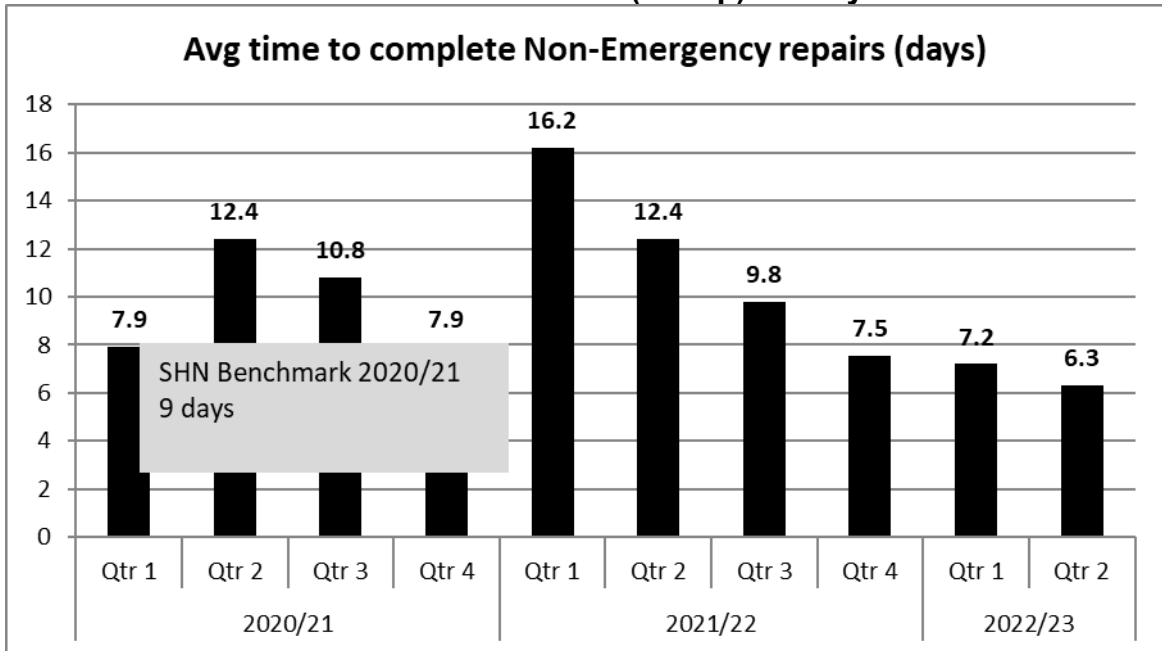
5.2 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2020/21 figures.

5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**  
**Target 14 hours**  
**2021 SHN Benchmark (Group) – 5.1 hours**



5.4 Performance on emergency repairs has improved in the last quarter which reflects efforts to prioritise these repairs despite issues with contractor capacity and material supply in the construction industry. Highland geography needs to be considered when comparing the Highland figure for the national benchmark on completing emergency repairs.

5.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**  
**Target 8 days**  
**2021 SHN Benchmark (Group) – 9 days**

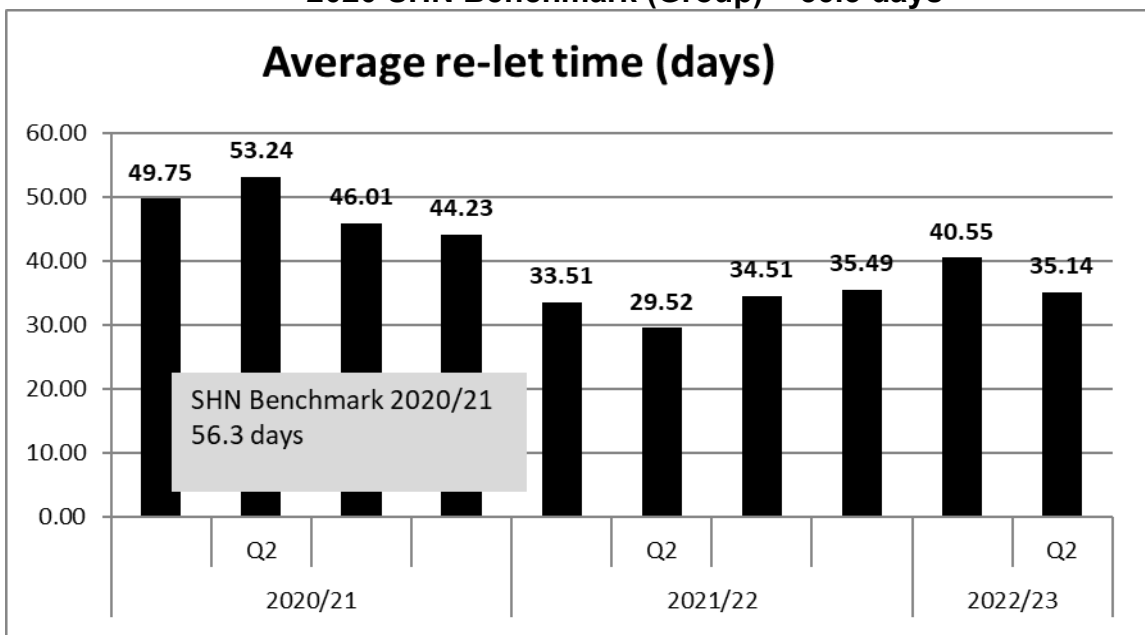


5.6 Average time to complete non-emergency repairs has decreased in the last quarter and performance has returned to pre-pandemic levels

## 6 Tenancy Management

6.1 Table 3 below provides information on the average re-let time showing the trend back 3 years and highlighting the same quarter in previous years for comparison.

6.2 **Table 3a: Average re-let time (days) Target 35 days**  
**2020 SHN Benchmark (Group) – 56.3 days**



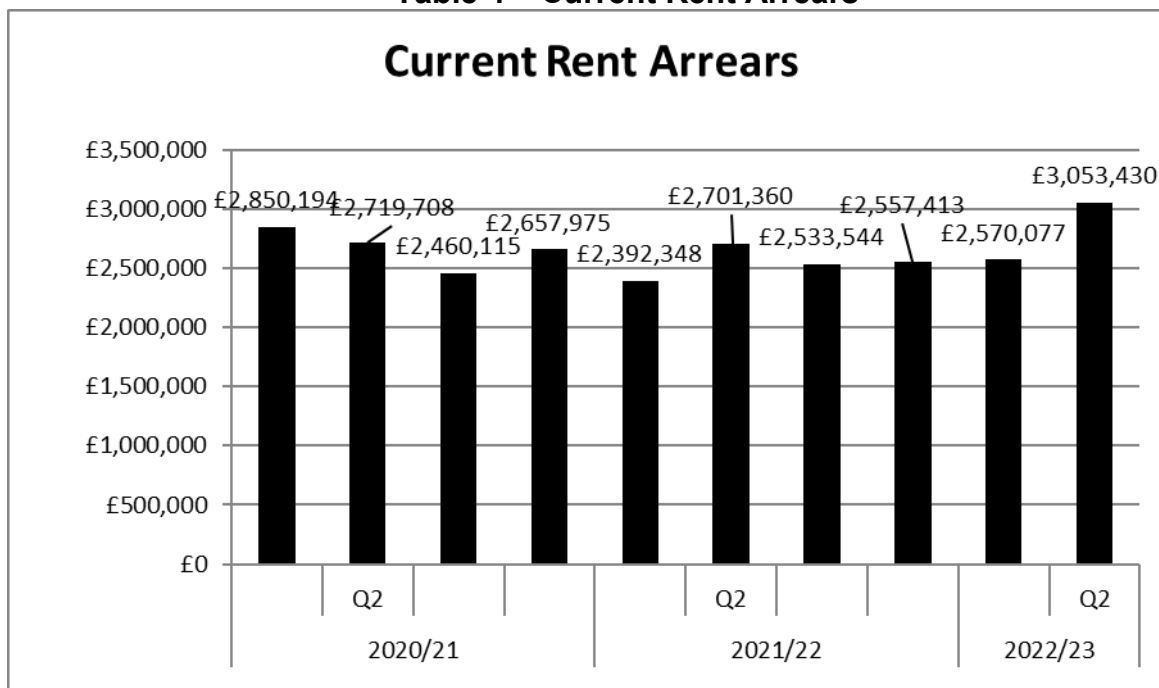
6.3 Performance on re-letting times has improved in the last quarter and has returned to pre-pandemic levels. Performance compares favourably with the national benchmarking figures.

## 7 Rent Arrears

7.1 The key performance indicator for rent arrears is the value of current arrears. Table 4 below provides information on current rent arrears and shows the comparative figure for the same quarter in the previous year.

7.2

**Table 4 – Current Rent Arrears**



7.3 Rent arrears for Q2 have increased significantly and early indications are that this is related to the cost of living crisis. Analysis of tenants not in receipt of housing benefits, indicates that the total level of arrears among these largely low-income workers has increased by £152k since 31 March 2022

7.4 Analysis has also indicated that the amount of arrears owed by tenants over £500 in Arrears has increased by £262k since 31 March 2022. Further updates will be provided to Committee to assess the impact that the eviction restrictions detailed in the Cost of Living (Scotland) Act 2022 may have in regard to managing high-level arrears cases.

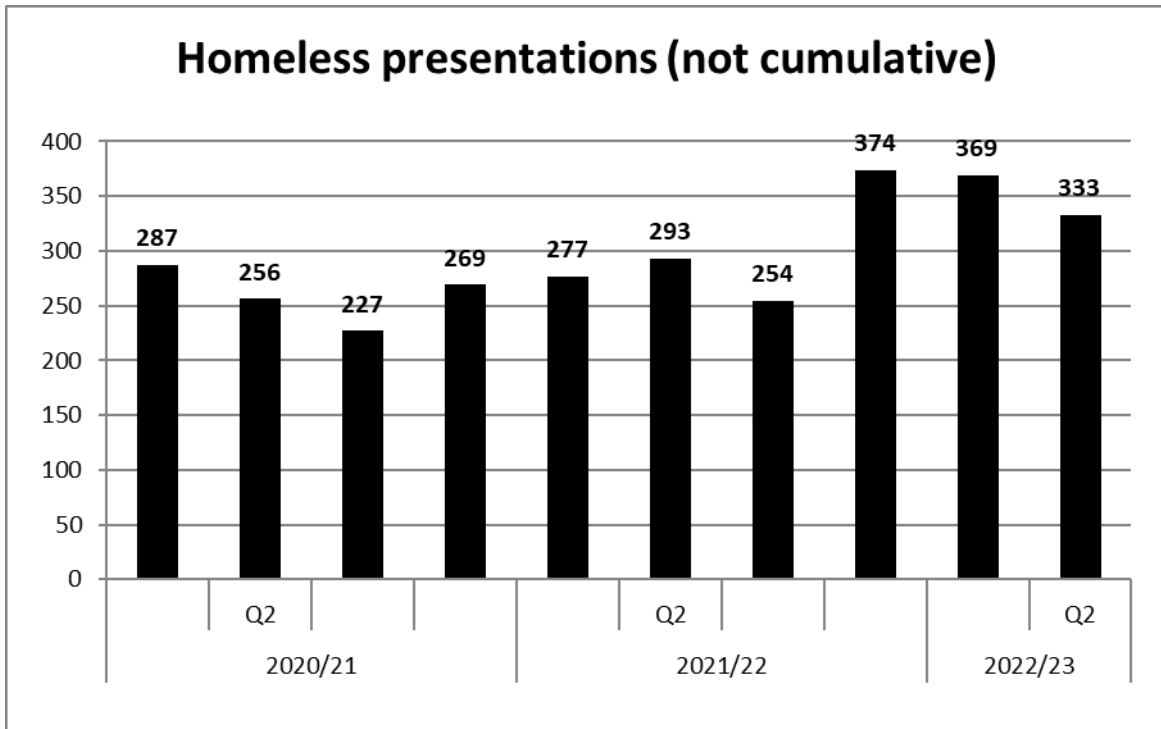
7.5 Officers remain supportive and sympathetic to all tenants facing financial hardship at this time and officers continue to signpost tenants to partner services who can provide specialist advice relating to income maximisation and benefits uptake. The Review of our Rent Arrears Management Policy is subject to another report to this Committee.

## 8. Homelessness

8.1 Performance information on homelessness is noted in tables 5 and 6

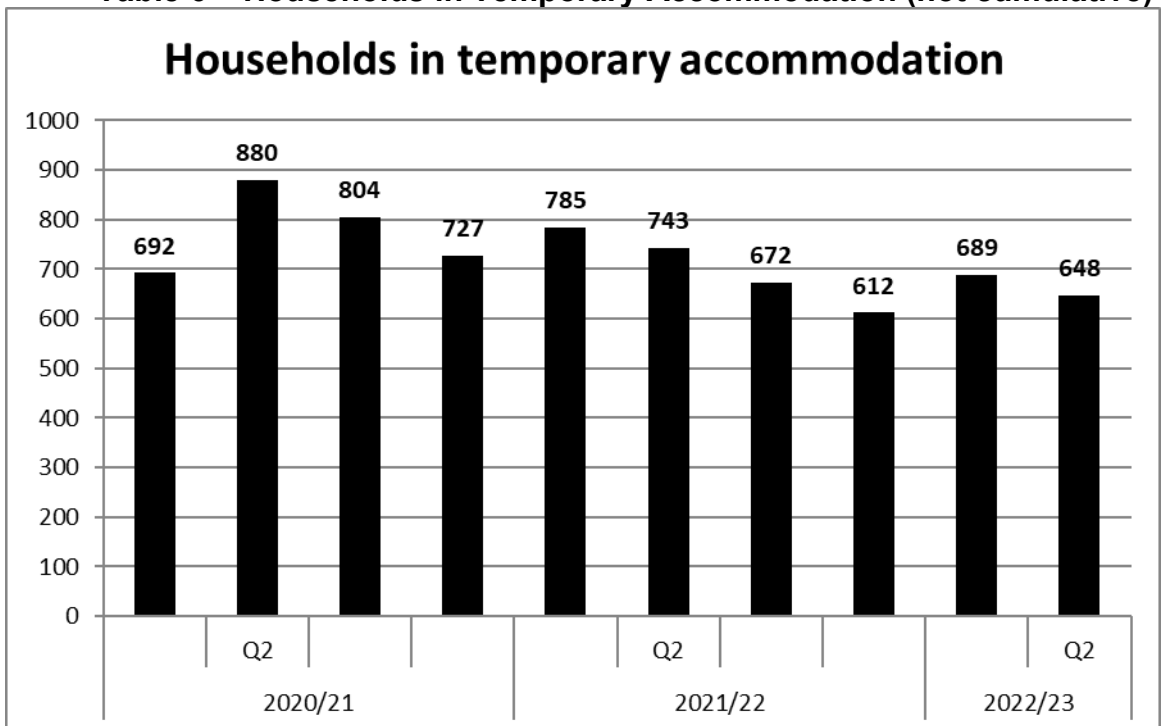
8.2

**Table 5 - Homeless Presentations per Quarter (not cumulative)**



8.3

**Table 6 – Households in Temporary Accommodation (not cumulative)**



8.4

Table 5 (above) shows that numbers of homeless presentations have decreased in Q2 but remain higher than at the same period in previous years. The Highland approach to tackling homelessness is detailed in a separate report to this Committee.

Designation: Executive Chief Officer Housing & Property

Date: 27 October 2022

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Brian Cameron, Service Lead – Policy & Performance

Background Papers:

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