HIGHLAND COUNCIL

Committee: **Wester Ross, Strathpeffer and Lochalsh**

Date: **12 June 2023**

Report Title: **Housing Performance Report – 1 April 2022 to 31 March 2023**

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

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 March 2023.

2   Recommendations

2.1   Members are invited to consider the information provided on housing performance in the period 1 April 2022 to 31 March 2023.

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 key performance information based on the reporting framework recommended by the SHR.

4.3   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

4.4   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.

4.5   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 14 hours
2021/22 SHN Benchmark (Group) – 4.2 hours

EME	No of Houses	2021/22 Q4	2022/23			
			Q1	**Q2**	**Q3**	**Q4**
Wester Ross, Strathpeffer & Lochalsh	540	-	6.7	6.5	11.5	9.3
Highland	**14850**		**10.5**	**8.1**	**7.7**	**5.5**

5.4   Emergency repairs continue to be within the target of 14 hours and shown an improved performance in Quarter 4 compared to the previous Quarter. Emergency repairs continue to be a priority for the Building Maintenance team.

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 days
2021/22 SHN Benchmark (Group) – 8.9 days

NON-EME	No of Houses	2021/22 Q4	2022/23			
			Q1	**Q2**	**Q3**	**Q4**
Wester Ross, Strathpeffer & Lochalsh	540	-	7.1	6.3	7.3	8.0
Highland	**14850**		**7.2**	**6.3**	**6.8**	**7.6**

5.7 Non emergency repairs performance continues to be within target. Repairs teams remain focused on maintaining good performance against repairs target timescales. 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.

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 Tenancy Management

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

6.2 **Table 3: Average re-let time (days) Target 35 days**
2021/22 SHN Benchmark (Group) – 51.6 days

Avg relet time, ARC	No of Houses	No of relets	2021/22 Q4	2022/23			
				Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	540	25	12.95	49.50	49.17	43.69	44.47
Highland	**14850**	**1353**	**35.49**	**40.55**	**35.14**	**32.84**	**32.07**

6.3 Void performance in Wester Ross is outwith the target of 35 days. Properties in more remote areas which were in low demand had a disproportionate effect on performance.

7 Rent Arrears

7.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The table below shows the comparative figure for the last 5 Quarters.

7.2 *Table 4 – Current Rent Arrears*

Rent arrears	No of Houses	2021/22 Q4	2022/23			
			Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	540	51,688	52,559	70,120	82,409	88,651

7.3 The cost of living crisis continues to impact on rent arrears which is a trend across Highland. The Housing team continue to work with tenants to provide support, help and advice in relation to their rent arrears concerns, signposting to external agencies and completing referrals to Housing Support and Welfare Support where suitable.

7.4 The Cost of Living (Tenant Protection) (Scotland) Act introduced a ban on evictions when arrears are below £2250. We are now progressing high level cases to court through the Councils arrears policy. This decision is only taken where all attempts to get tenants to engage with the housing team and make arrangements to repay their arrears have failed.

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 5 shows the combined number of homeless presentations received in the 4 Ross and Cromarty Local Committee Areas – it is not possible to disaggregate these figures.

8.3 There were 372 presentations across Highland at the end of Q4 2022.

8.4 *Table 5 - Homeless presentations*
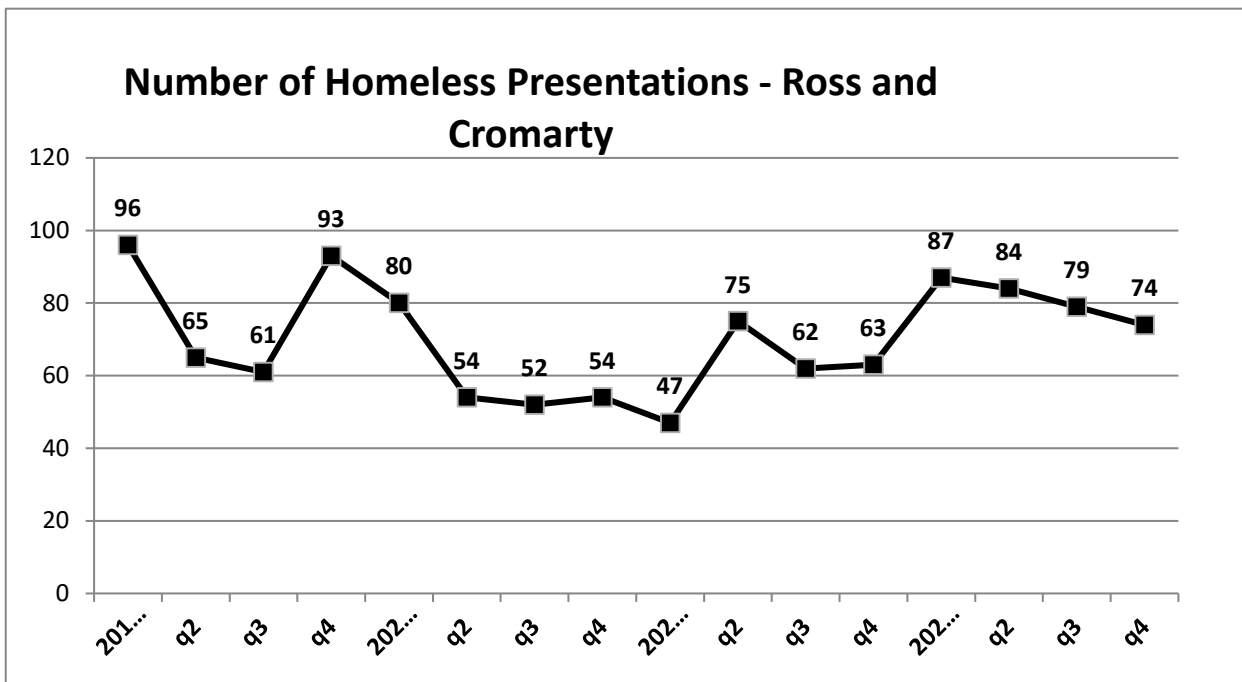
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Date:	12 June 2023
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Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information