

The Highland Council

Agenda Item	6
Report No	CIA/33/24

Committee: City of Inverness Area Committee

Date: 18 November 2024

Report Title: Housing Performance Report – 1 April 2024 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 Impacts

- 4.1 In Highland, all policies, strategies or services 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 and update report and therefore no impact assessment will be undertaken.

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 Rent Arrears

- 6.1 A key indicator for rent arrears is considered to be the value of current rent arrears. Table 1 below shows the comparative figure for the same quarter in the previous two years.

6.2 **Table 1 – Current Rent Arrears**

Rent arrears	No of Houses	2023/24				2024/25	
		Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	372	£119,920	£136,830	£116,593	£109,326	£105,145	£112,033
Inverness West	659	£185,310	£203,904	£196,925	£185,123	£184,944	£198,957
Inverness Central	1986	£811,011	£861,798	£917,155	£847,043	£816,152	£834,518

Inverness Ness-Side	530	£161,392	£176,226	£171,068	£165,036	£159,401	£170,295
Inverness Millburn	451	£112,195	£121,838	£114,913	£120,134	£117,003	£126,655
Culloden & Ardersier	619	£193,652	£218,976	£198,363	£193,524	£189,118	£207,539
Inverness South	173	£63,797	£71,449	£61,129	£61,963	£59,977	£61,714

6.2 Rent arrears have increased across all wards in Quarter 2 in 24/25, however Members will note a similar trend in 23/24 and that almost all wards are reporting an improved position relative to the Quarter 2 position in 23/24.

6.3 Table 2 below shows gross rent arrears as a percentage of rent due. This percentage includes arrears that are current, former or have been written off.

6.4 **Table 2 – Gross rent arrears as a percentage of annual rent due
2022/23 SHN Benchmark (Group) – 6.86%**

Gross Rent Arrears %	2023/24			2024/25	
	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	10.49%	10.07%	9.37%	8.65%	8.87%
Inverness West	9.61%	9.15%	8.64%	8.01%	8.41%
Inverness Central	14.20%	15.08%	14.65%	13.30%	13.97%
Inverness Ness-Side	10.67%	10.46%	10.27%	9.31%	9.64%
Inverness Millburn	8.37%	8.27%	8.30%	7.94%	8.36%
Culloden & Ardersier	9.54%	8.91%	8.65%	7.99%	8.68%
Inverness South	10.31%	9.56%	9.54%	9.07%	9.62%
Highland	7.85%	7.76%	7.67%	6.94%	7.43%

6.5 Gross rent arrears as a percentage of annual rent due in Inverness remains above the Highland wide average, however there is improvement across all wards relative to the Quarter 2 position of 23/24.

6.6 Table 3 below shows the current arrears in Inverness split into arrears level bands. The information provided shows the total number of cases in each band and the total value of these cases.

Table 3 – Value of current arrears in bands

	Current Arrears			
	< £500	> £500	> £,1000	> £2,500
		< £1,000	< £,2500	
Aird & Loch Ness	93	27	21	9
Inverness West	200	55	41	15
Inverness Central	561	164	168	84
Inverness Ness-Side	165	34	34	14
Inverness Millburn	123	37	15	14
Culloden & Ardersier	197	49	34	19
Inverness South	63	7	3	8
Total value of cases	277,524	258,891	505,137	670,159

6.8 The local housing team continue to focus on early intervention, with robust reviewing arrangements in place for all arrears cases. Officers are committed to supporting all tenants currently facing financial hardship and continue to offer advice and assistance and signposting to specialist services.

6.9 Table 4 below provides information on formal actions taken in relation to rent arrears.

6.10

Table 4 – Rent actions

	2023/24			2024/25	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	86	168	199	60	121
Court Actions Initiated	3	14	28	9	20
Evictions Completed	0	1	1	0	0

7 Anti-social Behaviour

7.1 The Annual Return on the Charter to the Scottish Housing Regulator includes key information on our performance throughout the year in relation to resolving anti-social behaviour complaints. This includes the number of cases of antisocial behaviour reported within the year, and the number of cases resolved within the year.

7.2 Table 5 below shows the number of cases reported and the percentage of cases that were resolved.

7.3

**Table 5 – ASB cases reported/resolved
2022/23 SHN Benchmark (Group) – 94.21%**

	2023/24			2024/25	
	Q2	Q3	Q4	Q1	Q2
Number of ASB cases reported	27	53	82	25	51
Percentage of cases resolved	44%	28%	68%	32%	25%
Highland percentage resolved	59%	60%	79%	26%	36%

7.4 Tackling antisocial behaviour is a key priority for the local housing team. The management of cases is often complex, involving other services and agencies. Consequently, cases can take some considerable time to resolve. Cases that remain open continue to be actively managed by the team.

8 **Homelessness**

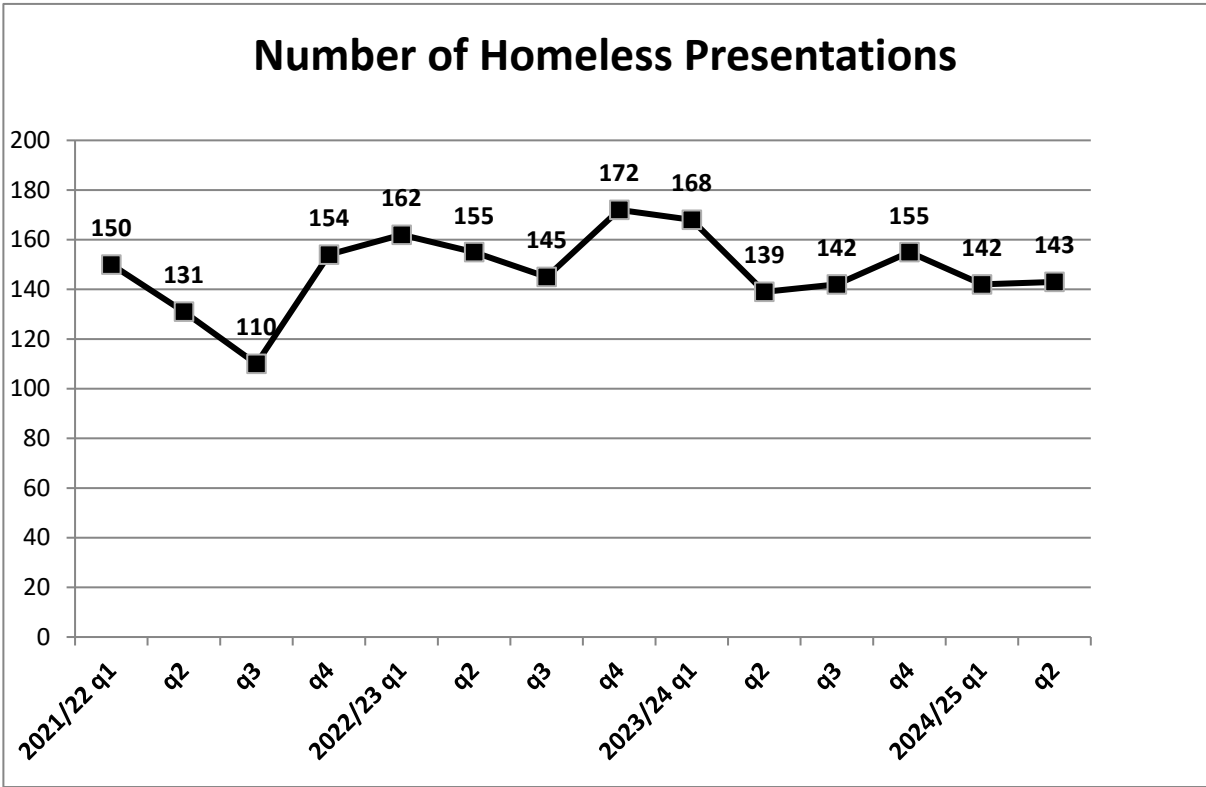
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 6 below shows the number of homeless presentations received per Quarter.

8.3 There were 365 presentations across Highland at the end of Q2 2, with Inverness have 143 of that total, representing approximately 40% of all presentations. The team is undertaking a significant amount of homeless prevention activity which is resulting in people avoiding having to make a homeless application.

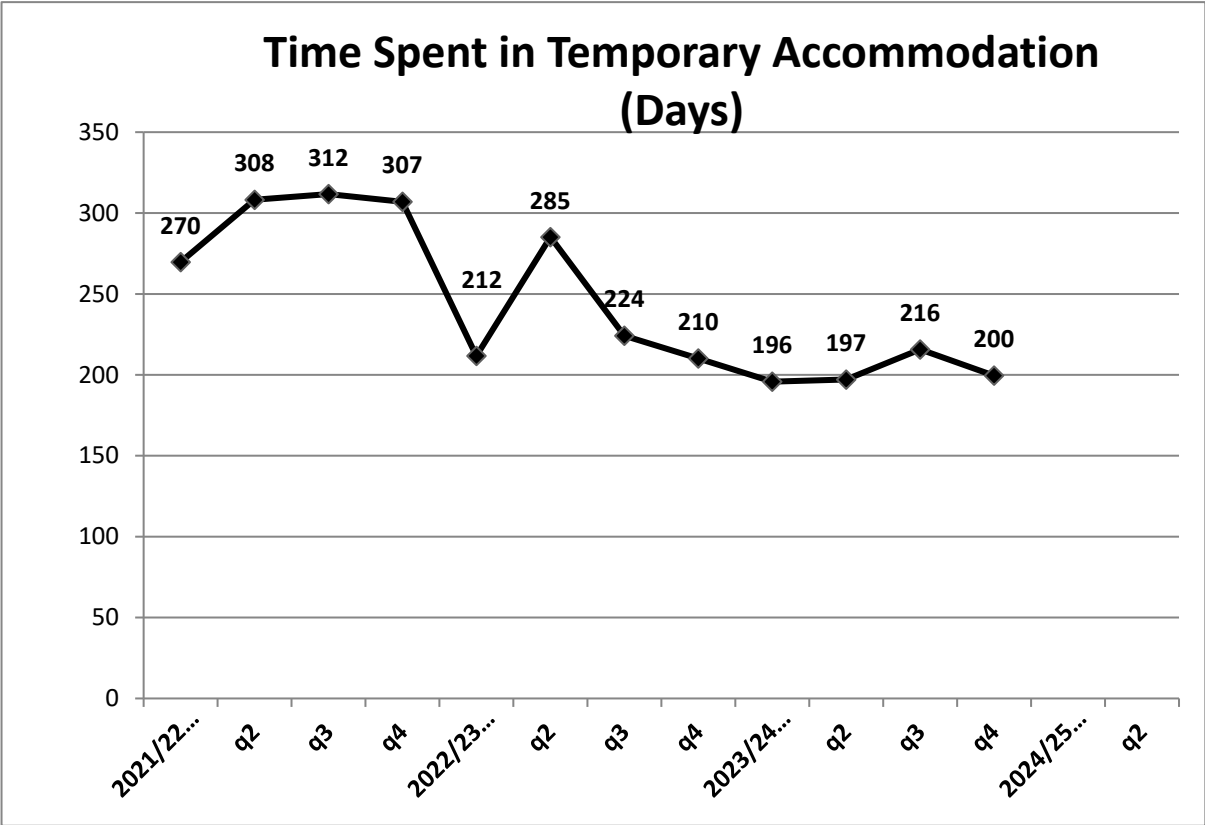
8.4 Across Highland we see increasing pressure on availability of accommodation, across all tenures, with many households struggling to find housing options that are both accessible and affordable. This can result in an increase in the number of homeless presentations but also highlights the importance of homeless prevention activity.

8.5 **Table 6 - Homeless Presentations**



8.6 Table 7 below show the number of households currently in temporary accommodation and the average time spent in temporary accommodation. Members will note the improvement over time, which has been achieved through prioritising allocations to homeless households.

8.6 **Table 7 – Time Spent in Temporary Accommodation (Days)**
2022/23 SHN Benchmark (Group) – 223 Days



8.7 Table 8 below shows the total number of homeless applications currently open with the Inverness housing teams, and the size of property required by these homeless households.

8.8 **Table 8 – Homeless Households/Property Types**

Inverness Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	475	325	101	31	18
Highland-wide	871	640	155	51	25

9 Allocations

9.1 Table 9 below shows the number of allocations completed per Quarter across the Inverness area. The table also identifies the type of allocation made.

9.2 **Table 9 – Number of Allocations Completed**

Number of Allocations Completed	2023/24			2024/25	
	Q2	Q3	Q4	Q1	Q2
No. of Lets to Transfer List Applicants	23	40	54	14	24
No. of Lets to Non-Homeless Housing List Applicants	13	29	34	10	12
No. of Lets to Homeless Applicants	104	178	231	53	99
Total	140	247	319	77	135

9.3 The local housing team are focussed on prioritising outcomes for homeless households. At the end of Quarter 2, 73% of all allocations were made to homeless households.

Designation: Assistant Chief Executive - Place

Date: 18 November 2024

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

Appendices: