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| Agenda Item | 8 |
| Report No | CIA/05/25 |

The Highland Council

Committee: City of Inverness Area

Date: 3 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:

- I. **SCRUTINISE and 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)** - There are no Health and Safety implications arising from this report.
- 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 update 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 12 hours
2023/24 SHN Benchmark (Group) – 4.0 hours

| EME | No of Houses | 2023/24 | | 2024/25 | | |
|----------------------|--------------|------------|------------|------------|------------|------------|
| | | Q3 | Q4 | Q1 | Q2 | Q3 |
| Aird & Loch Ness | 372 | 6.3 | 6.5 | 3.6 | 3.6 | 8.3 |
| Inverness West | 659 | 3.3 | 5.5 | 2.3 | 2.3 | 3.2 |
| Inverness Central | 1986 | 3.2 | 4.2 | 2.6 | 2.8 | 3.9 |
| Inverness Ness-Side | 530 | 2.4 | 3.8 | 2.8 | 1.9 | 5.0 |
| Inverness Millburn | 451 | 3.2 | 4.0 | 2.4 | 2.1 | 3.1 |
| Culloden & Ardersier | 619 | 4.0 | 4.3 | 3.0 | 2.2 | 5.9 |
| Inverness South | 173 | 2.2 | 3.1 | 1.7 | 1.7 | 2.8 |
| Highland | 15162 | 3.6 | 4.1 | 3.4 | 3.4 | 4.8 |

6.4 Performance continues to be within the 12 hour target across all the Inverness Wards.

6.5 Non-emergency repairs are measured in working days.

6.6 **Table 2: Average length of time 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 |
| Aird & Loch Ness | 372 | 9.2 | 10.4 | 9.0 | 9.6 | 9.7 |
| Inverness West | 659 | 8.7 | 10.2 | 6.5 | 6.6 | 7.0 |
| Inverness Central | 1986 | 7.9 | 8.8 | 6.2 | 7.7 | 7.7 |
| Inverness Ness-Side | 530 | 9.1 | 10.4 | 6.9 | 8.3 | 8.7 |
| Inverness Millburn | 451 | 8.8 | 9.2 | 6.9 | 7.9 | 7.8 |
| Culloden & Ardersier | 619 | 8.9 | 10.4 | 5.7 | 6.6 | 7.1 |
| Inverness South | 173 | 9.8 | 10.5 | 6.8 | 6.6 | 6.8 |
| Highland | 15162 | 7.9 | 9.2 | 6.1 | 6.6 | 7.1 |

6.7 The average response time for non-emergency repairs across Inverness is within the 8.9 day target with the exception of Aird & Loch Ness.

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. Void Management

7.1 The chart at table 3 provides information on the average re-let time for all void properties, showing the trend back two years and highlighting the same quarter in previous year for comparison, these figures are reported to the Scottish Housing Regulator.

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 |
| Aird & Loch Ness | 372 | 35 | 48.80 | 47.11 | 6.06 | 25.40 | 27.74 |
| Inverness West | 659 | 26 | 44.26 | 43.19 | 59.50 | 53.00 | 53.42 |
| Inverness Central | 1986 | 85 | 39.57 | 42.70 | 55.27 | 53.44 | 48.07 |
| Inverness Ness-Side | 530 | 14 | 42.76 | 45.35 | 42.40 | 50.38 | 48.14 |
| Inverness Millburn | 451 | 23 | 34.44 | 36.21 | 38.00 | 43.53 | 40.17 |
| Culloden & Ardersier | 619 | 30 | 47.90 | 46.85 | 51.00 | 51.17 | 49.97 |
| Inverness South | 173 | 3 | 46.80 | 38.50 | 0.00 | 0.00 | 26.67 |
| Highland | 15162 | 872 | 35.76 | 38.68 | 46.50 | 51.73 | 54.60 |

- 7.3 Void relet time has exceeded the 35 day target in all Inverness wards except Aird & Loch Ness and Inverness South. Relet times are below the Highland average and below the benchmark average. Local teams are working to turn around void properties as quickly as possible.

8. Capital Programme

- 8.1 The 2022-2027 Capital Investment Programme includes planned projects 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 Inverness for the year up to the end of Q3 2024/25

8.3 **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 | £ 266,095.00 | £ 190,005.54 | Demand led |
| Total | £ 266,095.00 | £ 190,005.54 | |
| Major Component Replacement | | | |
| Kitchen/bathroom replacements | £ 537,950.00 | £ 285,041.00 | |
| Rewire | £ 322,770.00 | £ 4,370.00 | |
| Total | £ 860,720.00 | £ 289,411.00 | |
| Heating/energy efficiency | | | |
| Project Managed Energy efficiency | £ 1,075,900.00 | £ 801,368.00 | |
| Project Managed Windows/Doors | £ 1,497,716.00 | £ 517,954.00 | |
| Building Maintenance Window and door replacements | £ 107,590.00 | £ 14,292.11 | |
| Building Maintenance Heating replacements | £ 675,047.00 | £ 256,932.36 | |
| Total | £ 2,280,353.00 | £ 789,178.47 | |
| Free From Serious Disrepair | | | |
| External fabric | £ 350,311.00 | £ - | £100k of this financial year was taken to fund Bruce Rd and Benula Rd |
| Bruce Avenue Benula Road | £ 500,000.00 | £ 6,855.76 | |

| | | | |
|---|----------------|----------------|--|
| Total | £ 850,311.00 | £ 6,855.76 | |
| External fabric (environmental improvements) | | | |
| Ward Environmental Improvements | £ 71,974.00 | £ 27,795.59 | |
| | | | |
| Total | £ 71,974.00 | £ 27,795.59 | |
| | | | |
| Mainstream budget total | £ 4,063,358.00 | £ 1,113,240.82 | |
| Aids and adaptations total | £ 266,095.00 | £ 190,005.54 | |
| Overall programme total | £ 4,329,453.00 | £ 1,303,246.36 | |

Designation: Assistant Chief Executive - Place

Date: 23 January 2025

Author: Lachie MacDonald, Repairs and Maintenance Manager
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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information