

The Highland Council

Agenda Item	6
Report No	NC/03/25

Committee: Nairnshire

Date: 10 February 2025

Report Title: Housing Performance Report – 1 April 2024 – 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 the 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 – 30 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. Impact

- 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 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
Nairn & Cawdor	734	7.3	6.8	5.8	8.8	8.9
Highland	15162	3.6	4.1	3.4	3.4	4.8

- 6.4 Performance in Nairnshire is within the 12 hour target.
- 6.5 Non-emergency repairs are measured in working days.

6.6 **Table 2: Average 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
Nairn & Cawdor	734	5.1	5.4	4.5	5.2	6.8
Highland	15162	7.9	9.2	6.1	6.6	7.1

6.7 Non-emergency repairs performance for Q4 remains within the 8.9 day target and better than the Highland wide average.

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, highlighting the same quarter in the 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
Nairn & Cawdor	734	18	23.8	27.3	20.9	26.8	29.2
Highland	15162	532	35.8	38.7	46.5	51.7	54.6

7.3 Performance in Q3 in Nairnshire is 29.2 days which is well within the 35 day target and better than the Highland wide average.

8. Capital Programme

8.1 The 2022-2027 Capital Investment Program 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 Black Isle 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
Equipment and adaptations			
Equipment and adaptations	£ 73,000.00	£ 32,993.00	Demand led budget
Total	£ 73,000.00	£ 32,993.00	
Major Component Replacement			
Kitchen/bathroom replacements	£ 263,654.00	£ 84,369.00	Demand led budget with local teams
Rewire	£ 132,406.00	£ 191,793.00	Budget for this project consists of spend from future year
Total	£ 396,060.00	£ 276,162.00	
Heating/energy efficiency			
Project Managed Energy efficiency	£ 325,000.00	£ -	Properties to be identified, looking to combine future year spend
Project Managed Windows/Doors	£ 105,682.00	£ 949.92	Remaining budget reflects an underspend in previous windows and doors project. Review to identify properties with a requirement.
Building Maintenance Window and door replacements	£ -	£ -	
Building Maintenance Heating replacements	£ 150,000.00	£ 101,681.00	
Total	£ 580,682.00	£ 102,630.92	
Free From Serious Disrepair			
External Fabric	£ 102,388.00	£ 18,288.91	
Total	£ 102,388.00	£ 18,288.91	
Environmental improvements			
Environmental Improvements Ward 18	£ 156,321.00	£ 15,835.50	
Total	£ 156,321.00	£ 15,835.50	
Mainstream budget total	£ 1,235,451.00	£ 412,917.33	
Aids and adaptations total	£ 73,000.00	£ 32,993.00	
Overall programme total	£ 1,308,451.00	£ 445,910.33	

Designation: Assistant Chief Executive – Place

Date: 10 January 2025

Author: Lachie MacDonald, Repairs and Maintenance Manager
Graeme Ralph, Housing Investment Officer

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