

The Highland Council

Agenda Item	7
Report No	SCC/05/25

Committee: Sutherland County

Date: 17 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 Section 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:

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)

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
North, West & Central Sutherland	386	3.3	3.2	3.0	4.7	2.8
East Sutherland & Edderton	575	4.4	3.4	3.5	4.8	7.4
Highland	15162	3.6	4.1	3.4	3.4	4.8

6.4 The average response time for emergency repairs for both Sutherland wards is within the 12 hour target. Emergency repairs remain a priority for this service.

6.5

Table 2: Average length of 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
North, West & Central Sutherland	386	6.4	8.0	6.4	6.7	5.8
East Sutherland & Edderton	575	5.8	7.7	8.1	6.5	6.0
Highland	15162	7.9	9.2	6.1	6.6	7.1

6.6 Non-emergency repairs have remained on, or below target throughout 2023/24.

6.7 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. Tenancy Management

7.1 The chart below provides information on the average re-let time showing the trend in Q4 2022/23 for comparison.

7.2 **Table 3 : Average re-let time (days) Target 55.6 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
North, West & Central Sutherland	386	30	39.47	45.27	67.36	53.77	52.70
East Sutherland & Edderton	575	66	35.14	36.25	32.82	41.02	46.61
Highland	15162	872	35.76	38.68	46.50	51.73	54.60

7.3 The average relet time for Wards 1 and 4 is lower than the target of 55.6 days. Performance in North, West and Central Sutherland has been negatively impacted in low demand areas where it has taken longer than usual to identify a new tenant.

8. Capital Programme

8.1 The 2022-2027 Capital Investment Programme includes planned programs of investment in heating and energy efficiency and end of life major component replacement among 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 Sutherland for the year up to the end of Q3 2024/25.

**Table 4: Capital Investment Summary
2024/25 Annual Budget and Spend to Date**

	Annual Budget	Current Spend	Comments
Equipment and adaptations			
Equipment and adaptations	£ 115,093.00	£ 128,820.93	Demand led
Total	£ 115,093.00	£ 128,820.93	
Major Component Replacement			
Kitchen/bathroom replacements	£ 275,587.00	£ 99,936.00	Budget from Project Management reprofiled to assist in delivery of one- off Kitchens and Bathrooms
Rewire	£ 231,405.00	£ -	Project is currently in pre-construction but will see an estimated spend of £150K
Total	£ 506,992.00	£ 99,936.00	
Heating/energy efficiency			
Project Managed Energy efficiency	£ 340,719.00	£ 711,828.66	Figures demonstrate accelerated spend from previous years projects
Project Managed Windows/Doors	£ 200,000.00	£ 147,679.29	
Building Maintenance Window and door replacements	£ 56,746.00	£ 33,174.11	
Building Maintenance Heating replacements	£ 100,000.00	£ -	The year end forecast is to spend in the region of £50K
Total	£ 697,465.00	£ 892,682.06	
Free From Serious Disrepair			
External Fabric	£ 104,448.00	£ -	Demand led area budget
Total	£ 104,448.00	£ -	
External fabric (environmental improvements)			
Environmental Improvements Ward 1	£ 111,389.00	£ -	Recommend that budget is reprofiled to accelerate spend against identified one-off heating/external fabric/windows & doors one-off work. To be discussed at future Ward Business Meetings.
Environmental Improvements Ward 4	£ 145,544.00	£ -	Recommend that budget is reprofiled to accelerate spend against identified one-off heating/external fabric/windows & doors one-off works. To be discussed at future Ward Business Meetings.
Total	£ 256,933.00	£ -	
Mainstream budget total	£ 1,565,838.00	£ 992,618.06	
Aids and adaptations total	£ 115,093.00	£ 128,820.93	
Overall programme total	£ 1,680,931.00	£ 1,121,438.99	

Designation: Assistant Chief Executive - Place

Date: 4 February 2025

Author: Rory MacLeod, Service Lead (Investment and Building Maintenance)

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