

The Highland Council

Agenda Item	4
Report No	WRSL/10/25

Committee: Wester Ross, Strathpeffer and Lochalsh

Date: 28 April 2025

Report Title: Housing Management Performance Report – 1 April 2024 to 31 March 2025

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 March 2025.

2 Recommendations

2.1 Members are asked to **note** the information provided on housing performance in the period 1 April 2024 – 31 March 2025.

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 and 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 Rent Arrears, Anti-social Behaviour and Allocations figures are cumulative (unless otherwise stated), 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. The table below shows the comparative figure for the last 5 Quarters.

6.2 Table 1 – Current Rent Arrears

Rent arrears	No of Houses	2023/24	2024/25			
		Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	541	£91,727	£85,538	£81,893	£66,223	£58,404

- 6.3 Rent arrears in Wester Ross, Strathpeffer & Lochalsh continue to reduce and are significantly lower than the same quarter in the previous year.

6.4 The table below shows gross rent arrears as a percentage of rent due. This percentage includes arrears that are current, former or have been written off.

6.5 **Table 2 – Gross rent arrears as a percentage of annual rent due**
Target 6.9%
2023/24 SHN Benchmark (Group) – 6.7%

Gross Rent Arrears %	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	5.47%	5.09%	5.36%	4.85%	4.43%
Highland	7.67%	6.94%	7.43%	7.04%	6.82%

6.6 Gross rent arrears as a percentage of annual rent due in Wester Ross, Strathpeffer and Lochalsh continues to reduce and is significantly lower than the same quarter in the previous year, and lower than the Highland-wide figure of 6.82%.

6.7 The table below shows the current arrears in Wester Ross, Strathpeffer and Lochalsh split into arrears level bands. The information provided shows the total number of cases in each band and the total value of these cases.

6.8 **Table 3 – Value of current rent arrears in bands**

	Current Arrears			
	< £500	> £500	> £,1000	> £2,500
		< £1,000	< £,2500	
Total number of cases	127	18	11	1
Total value of cases	£21,484	£13,252	£19,487	£4,181

6.9 The table below provides information on formal actions taken in relation to rent arrears across Wester Ross, Strathpeffer and Lochalsh.

6.10 **Table 4 – Rent actions (not cumulative)**

	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
Notice of Proceedings issued	3	9	7	2	2
Court Actions Initiated	0	5	0	1	2
Evictions Completed	0	0	1	0	0

6.11 The local Housing team continue to review rent arrears cases on a regular basis to ensure that cases are progressed appropriately. Officers are focused on intervening early and offering support and advice to prevent arrears escalating. Table 4 demonstrates that strong arrears performance has been achieved with only a small number of cases requiring formal legal action.

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 The table below shows the number of cases reported and the percentage of cases that were resolved within key indicator timescales.

7.3 **Table 5 – ASB cases reported/resolved**
Target 88%
2023/24 SHN Benchmark (Group) – 94.3%

	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
Number of ASB cases reported	10	0	1	1	2
Percentage of cases resolved	80%	0%	0%	100%	100%
Highland percentage resolved	79%	26%	36%	47%	81%

7.4 Tackling antisocial behaviour is a key priority for the local housing team. Levels of antisocial behaviour reported across Wester Ross, Strathpeffer and Lochalsh are generally low. The management of cases is often complex, and Officers are focussed on identifying solutions and offering appropriate support where required.

8 Homelessness

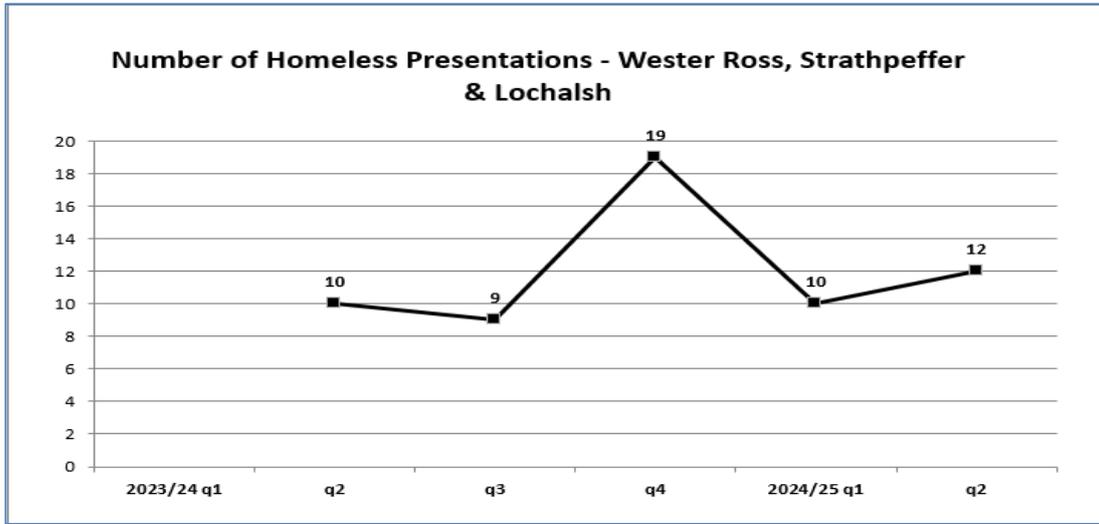
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 6 shows the number of homeless presentations received in Wester Ross, Strathpeffer and Lochalsh.

8.3 There were 299 presentations across Highland at the end of quarter 4. 12 of these were in Wester Ross, Strathpeffer and Lochalsh.

8.4

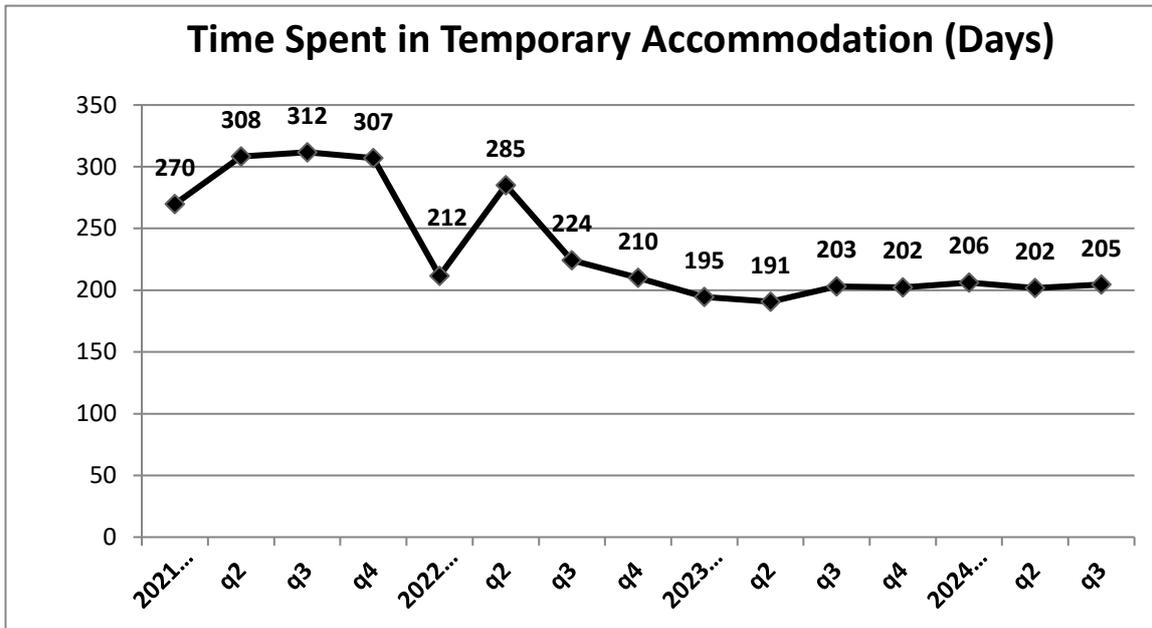
Table 6 - Homeless Presentations



8.6 Table 7 below shows the average time spent in temporary accommodation. This is a Highland wide figure. It is not possible to disaggregate this figure further.

8.7

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



8.8 The length of time spent in temporary accommodation remains at a stable and relatively low level. The local housing team continue to focus on delivering permanent outcomes for homeless households across Highland.

8.9 Table 8 shows the total number of homeless applications currently open with the local housing team covering Skye, and Wester Ross, Strathpeffer and Lochalsh, and the size of property required by these homeless households.

8.10

Table 8 – Homeless Households/Property Types

Ross & Cromarty Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	141	106	17	10	8
Highland-wide	842	626	131	52	33

9 Allocations

9.1 Table 9 below provides a breakdown of all lets carried out, split between homeless applicants, non-homeless applicants and transfer applicants in Wester Ross, Strathpeffer and Lochalsh.

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

Number of Allocations Completed	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
No. of Lets to Transfer List Applicants	9	2	3	4	6
No. of Lets to Non-Homeless Housing List Applicants	15	2	4	5	6
No. of Lets to Homeless Applicants	29	2	10	12	17
Total	53	6	17	21	29

9.3 The local housing team covering Wester Ross, Strathpeffer and Lochalsh are focussed on achieving outcomes for homeless households. At the end of quarter 4, 59% of all lets were to homeless households.

Designation: Assistant Chief Executive - Place

Date: 10 April 2025

Author: Jake Mitchell, Housing Manager

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

Appendices: None