

The Highland Council

Agenda Item	4
Report No	BSAC-07-25

Committee: Badenoch and Strathspey Committee

Date: 28 April 2025

Report Title: Housing 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 **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 Scottish Housing Regulator.
- 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. **Table 1** below shows the comparative figure for the past five Quarters.

6.2

Table 1 – Current Rent Arrears

Rent arrears	No of Houses	2023/24	2024/25			
		Q4	Q1	Q2	Q3	Q4
Badenoch and Strathspey	614	61,126	64,719	73,010	64,727	62,947

- 6.3 Rent arrears figures have reduced across the final two Quarters of 2024/2025 and we continue to work to sustain this trend.

- 6.4 The local team are committed to early intervention to prevent further escalation of arrears and are proactive in contacting tenants early in the arrears process, agreeing re-payment plans with tenants and maintaining contact. The team are focused on contacting tenants to offer advice and assistance and signposting to specialist services.
- 6.5 **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.

6.6 **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
Badenoch and Strathspey	3.34%	3.11%	3.41%	3.03%	2.86%
Highland	7.67%	6.94%	7.43%	7.04%	6.82%

- 6.7 Gross rent arrears as a percentage of annual rent due in Badenoch & Strathspey continues to remain significantly below the Highland average percentage. The positive trend in terms of reduction can be seen within 2024/2025 and also when comparing the Quarter 4 figure from 2023/2024 and the Quarter 4 figure from 2024/2025.
- 6.8 The table below shows the current arrears in Badenoch & Strathspey split into arrears level bands. The information provided shows the total number of cases in each band and the total value of these cases.

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

	Current Arrears			
	< £500	> £500	> £,1000	> £2,500
		< £1,000	< £,2500	
Badenoch and Strathspey	178	23	10	1
Total value of cases	31,158	15,209	13,212	3,368

- 6.10 **Table 4** below provides information on formal actions taken in relation to rent arrears.

6.11

Table 4 – Rent actions

	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
Notice of Proceedings issued	10	5	9	10	15
Court Actions Initiated	1	0	0	0	1
Evictions Completed	0	0	0	0	0

6.12 The local Housing team hold regular review meetings focusing on the highest rent arrears cases. During these meetings actions are agreed and progressed. Officers aim to take a firm but fair approach to arrears management, with emphasis on early intervention, and we are keen to support and advise people where appropriate. Some cases have progressed through the court system where unfortunately tenants have not engaged with the support offered.

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**
Target 88%
2023/24 SHN Benchmark (Group) – 94.3%

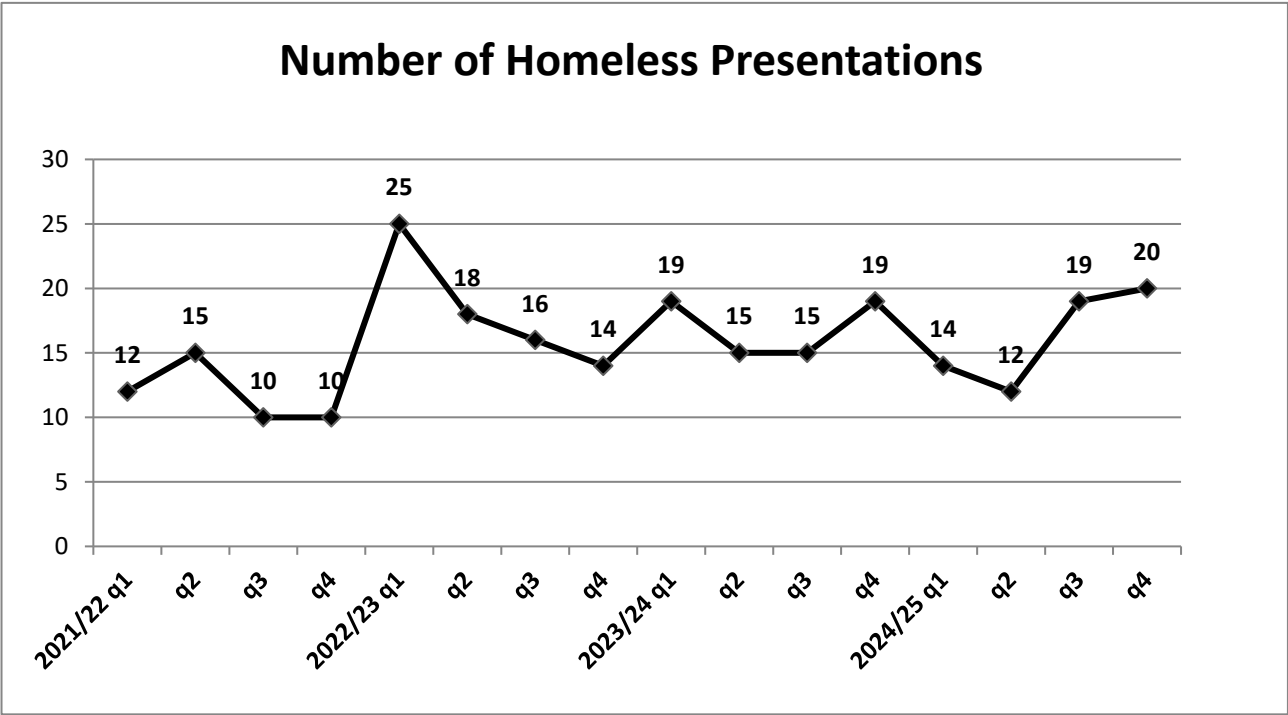
	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
Number of ASB cases reported	4	0	0	0	0
Percentage of cases resolved	50%	0%	0%	0%	0%
Highland percentage resolved	79%	26%	36%	47%	81%

7.4 Tackling antisocial behaviour is a key priority for our housing teams. Levels of reported antisocial behaviour are consistently low across the Badenoch and Strathspey area, as can be seen in Table 5. However, the management of cases is often complex, involving other services and agencies. Consequently, cases can take some considerable time to resolve and cases that remain open continue to be actively managed by the team. The team always look to resolve issues of antisocial behaviour at an early stage if possible.

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 combined number of homeless presentations.
- 8.3 There were 299 presentations across Highland at the end of Quarter 4, 2024. There were 20 presentations in Badenoch and Strathspey.

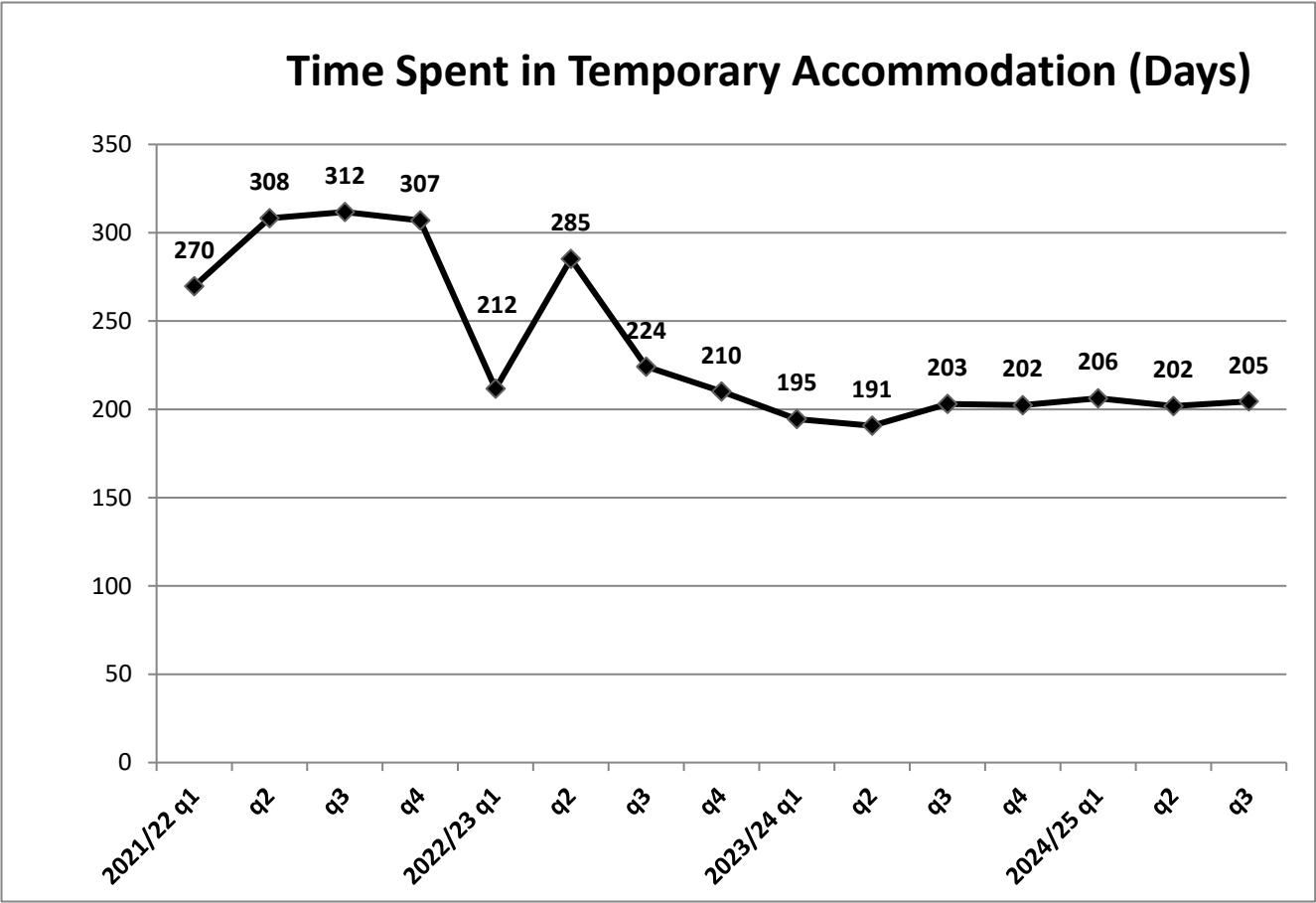
8.4 **Table 6 - Homeless Presentations**



- 8.5 **Table 7** below show the number of households currently in temporary accommodation, and the average time spent in temporary accommodation. These are Highland wide figures. It is not possible to disaggregate this figure further.

8.6

Table 7 – Time Spent in Temporary Accommodation



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

8.8 **Table 8** shows the total number of homeless applications currently open with the Badenoch & Strathspey housing teams, and the size of property required by these homeless households.

8.9

Table 8 – Homeless Households/Property Types

Badenoch and Strathspey Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	38	25	8	4	1
Highland-wide	842	626	131	52	33

9 Allocations

9.1 *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	6	2	2	9	9
No. of Lets to Non-Homeless Housing List Applicants	3	2	3	8	9
No. of Lets to Homeless Applicants	29	7	13	27	33
Total	38	11	18	44	51

9.2 The local housing team continued to be focussed on achieving outcomes for homeless households. Across 2024/2025, 65% of allocations were made to homeless households.

Designation: Assistant Chief Executive - Place

Date: 28 April 2025

Author: Jonathan Henderson, Housing Manager

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