

The Highland Council

Agenda Item	7
Report No	LA/17/25

Committee: Lochaber Committee

Date: 12 May 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 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 (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 figures for the past 5 Quarters.

6.2 **Table 1 – Current Rent Arrears**

Rent arrears	No of Houses	2023/24	2024/25			
		Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	670	£132,880	£117,008	£118,673	£101,986	£101,460
Fort William and Ardnamurchan	876	£198,280	£192,811	£192,739	£172,690	£179,976
Total		£331,160	£309,819	£311,412	£274,676	£281,436

6.3 Rent arrears have remained relatively static from Quarter 3 to Quarter 4 in 2024/25. The total rent arrears are however significantly lower than at quarter 4 of 2023/24.

6.4 The local team are committed to early intervention to prevent further escalation of arrears are proactive in contacting tenants early in the arrears process, agreeing re-payment planned with tenants and maintaining contact. The team are focussed 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
Caol and Mallaig	5.32%	4.59%	4.62%	4.06%	3.98%
Fort William and Ardnamurchan	8.22%	7.84%	8.13%	7.61%	7.79%
Lochaber Average	6.77%	6.25%	6.4%	5.8%	5.9%
Highland Average	7.67%	6.94%	7.43%	7.04%	6.82%

6.7 Gross rent arrears as a percentage of annual rent due in Lochaber on average remains below the Highland average.

6.8 **Table 3** below shows the current arrears in Lochaber 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	> £1,000	> £2,500
		< £1,000	< £2,500	
Caol and Mallaig	152	17	15	10
Fort William and Ardnamurchan	205	54	43	10
Total value of cases	£59,678	£49,706	£91,620	£80,432

6.10 **Table 4** below provides information on formal actions taken in relation to rent arrears in 2024/25.

6.11 **Table 4 – Rent actions**

	2024/25			
	Q1	Q2	Q3	Q4
Notice of Proceedings issued	33	86	29	13
Court Actions Initiated	10	18	8	2
Evictions Completed	1	0	1	0

6.12 The local Housing team hold regular review meetings focussing 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 support. Some cases have progressed through the court system where tenants have unfortunately not engaged with the support officer.

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	14	4	7	11	13
Percentage of cases resolved	71%	0%	14%	36%	62%
Highland percentage resolved	79%	26%	36%	47%	81%

7.4 Tackling antisocial behaviour is a key priority for our housing teams. The management of cases is often complex, involving other services and agencies which can result in some cases taking considerable time to resolve. Cases which are open continue to be managed by the local team. They do look to resolve issues of antisocial behaviour at an early stage where possible.

8 Homelessness

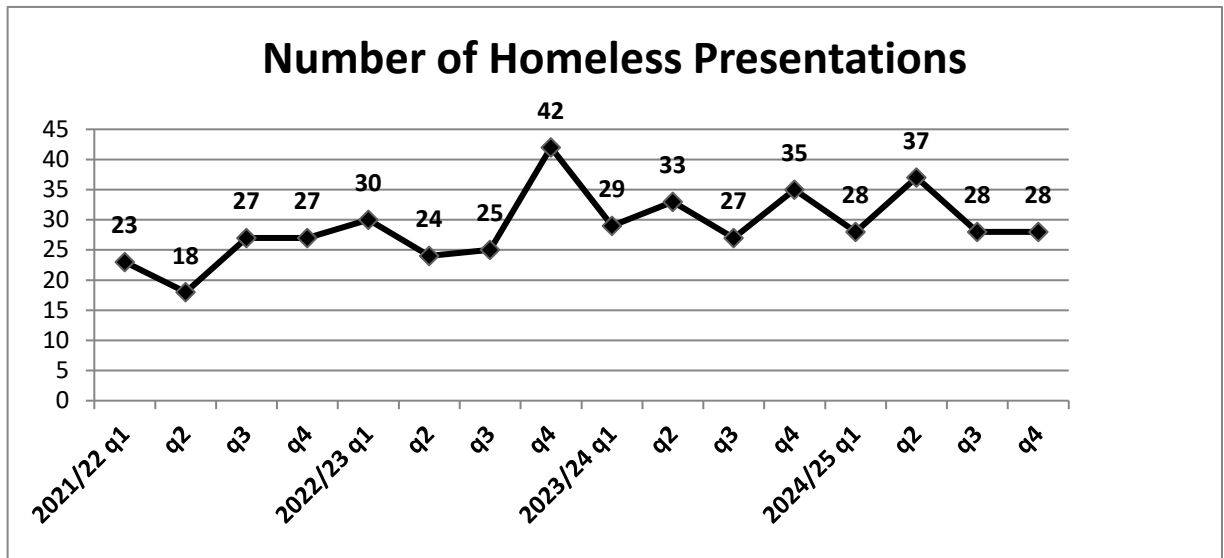
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 **Table 6** shows the number of homeless presentations received.

8.3 There were 299 presentations across Highland at the end of Quarter 4 2024/25. There were 28 homeless presentations were in Lochaber in Quarter 4 of 2024/25.

8.4

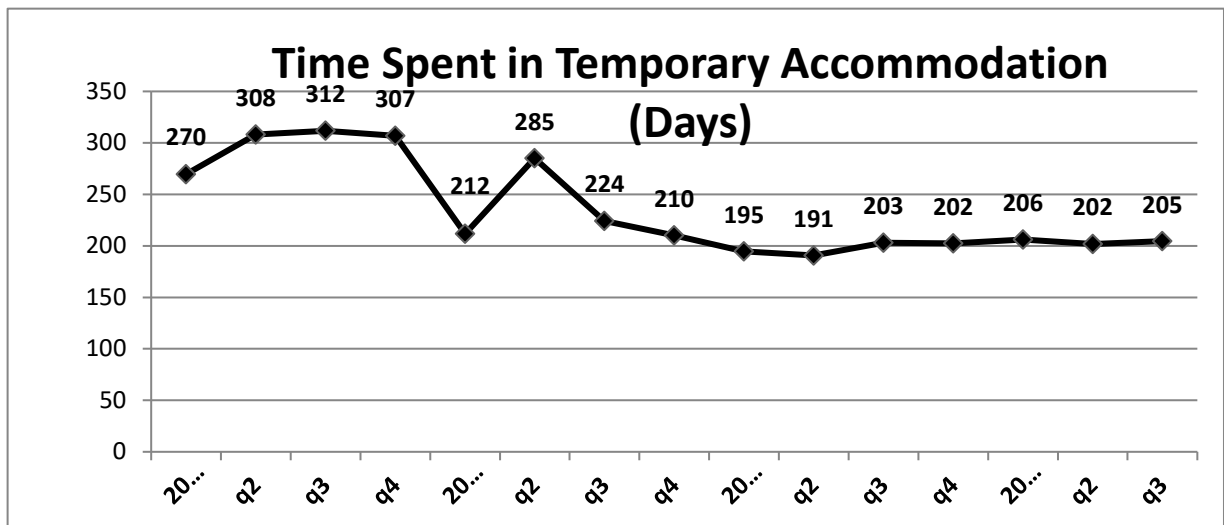
Table 6 - Homeless Presentations



8.5 **Table 7** below shows the number of households currently in temporary accommodation, and the average time spent in temporary accommodation. These are Highland wide figures, as it is not possible to disaggregate these figures further.

8.6

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



8.7 The length of time spent in temporary accommodation across Highland remains stable and at a 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 Lochaber housing teams, and the size of property required by these homeless households.

8.9 **Table 8 – Homeless Households/Property Types**

Lochaber Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	91	81	7	0	3
Highland-wide	842	626	131	52	33

9 Allocations

- 9.1 **Table 9** shows the number of allocations completed in Lochaber in 2024/25.

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	27	4	13	23	27
No. of Lets to Non-Homeless Housing List Applicants	31	5	13	18	24
No. of Lets to Homeless Applicants	76	9	19	29	43
Total	134	18	45	70	94

- 9.3 The local housing team continue to be focussed on achieving secure housing outcomes for applicants. Allocations are based on the approved Allocations Policy which prioritises those most in need of housing, including homeless households. Across 2024/25, 44% of allocations were made to homeless households which reflects the ongoing pressures of meeting this legislative duty.

Designation: Assistant Chief Executive - Place

Date: 29 April 2025

Author: Jonathan Henderson, Housing Manager
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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Appendices: None