

# The Highland Council

Agenda Item	6
Report No	BIER-14-25

**Committee:** Black Isle and Easter Ross

**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 implication arising from this report.
- 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 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](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 Presentation 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
Black Isle	310	£41,574	£39,385	£45,888	£46,933	£47,169
Cromarty Firth	1,503	£385,455	£340,716	£365,037	£343,232	£337,104
Tain & Easter Ross	655	£174,516	£145,874	£159,687	£151,108	£138,291

- 6.3 Rent arrears in Black Isle have increased slightly when compared to quarter 3. Rent arrears across Cromarty Firth and Tain & Easter Ross wards have reduced when compared to quarter 3 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
Black Isle	3.52%	3.10%	3.67%	3.68%	3.64%
Cromarty Firth	8.03%	7.36%	7.83%	7.52%	7.31%
Tain & Easter Ross	8.33%	7.29%	8.05%	7.95%	7.62%
<b>Highland</b>	<b>7.67%</b>	<b>6.94%</b>	<b>7.43%</b>	<b>7.04%</b>	<b>6.82%</b>

6.6 Gross rent arrears as a percentage of annual rent due across all three wards has reduced when compared to the previous quarter.

6.7 Table 3 below shows the current arrears in Black Isle and Easter Ross 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	
Black Isle	77	14	7	4
Cromarty Firth	437	92	76	21
Tain & Easter Ross	184	46	28	9
<b>Total value of cases</b>	£127,926	£105,599	£178,212	£110,827

6.9 Table 4 below provides information on formal actions taken in relation to rent arrears across Black Isle, Cromarty Firth and Easter Ross.

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

	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
Notice of Proceedings issued	24	57	75	58	34
Court Actions Initiated	3	3	5	6	15
Evictions Completed	1	3	0	0	1

6.11 The local Housing team remain focussed on intervening early and offering support and advice to prevent arrears escalating. Where tenants have not engaged with support, cases have progressed to formal court action. However, the number of cases resulting in eviction remains low.

## 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 the key indicator timescales.

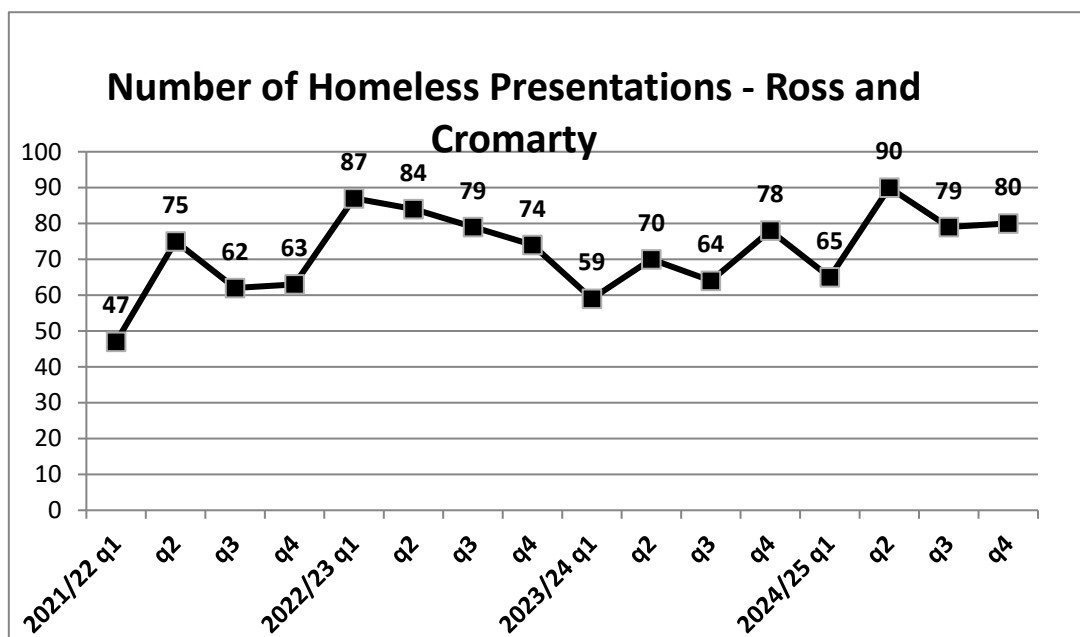
7.3 **Table 5 – ASB cases reported/resolved**  
**Target 88%**  
**2023/24 SHN Benchmark (Group) – 94.3%**

	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
Number of ASB cases reported	50	20	24	33	40
Percentage of cases resolved	84%	25%	58%	67%	85%
<b>Highland percentage resolved</b>	<b>79%</b>	<b>26%</b>	<b>36%</b>	<b>47%</b>	<b>81%</b>

- 7.4 Tackling antisocial behaviour is a key priority for the local housing team. The management of cases is often complex, involving other services and agencies. Cases that remain open continue to be actively managed by the team.

## 8 Homelessness

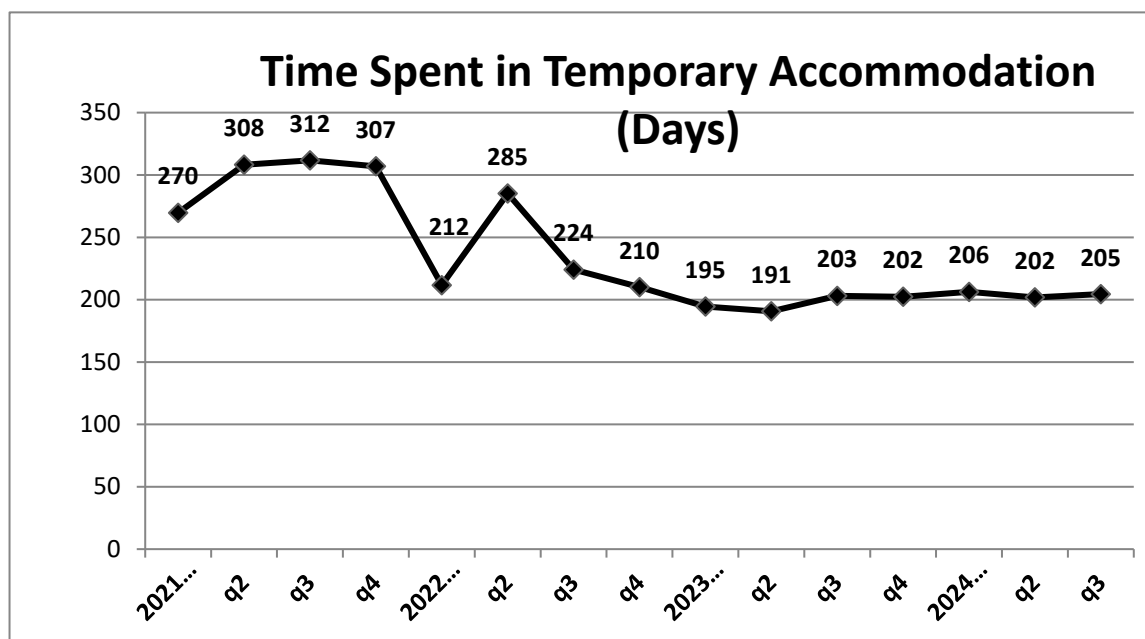
- 8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.
- 8.2 Table 6 shows the number of homeless presentations received across all Mid-Ross and Easter Ross wards. It is not possible to disaggregate these figures.
- 8.3 There were 299 presentations across Highland at the end of Q4 2024/25. 80 of these were in Mid-Ross and Easter Ross

**Table 6 - Homeless presentations**

8.5 Relationship breakdowns remain the predominant reason for homelessness presentations. The local housing team are also seeing an increase in presentations following private landlords serving tenants with a notice to quit.

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 good performance in minimising the length of time spent in temporary accommodation has been achieved by a strong focus on delivering permanent outcomes for homeless households across communities.

8.9 Table 8 below shows the total number of homeless applications currently open across all four Mid-Ross and East Ross wards, and the size of property required by these homeless households.

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

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

## 9 Allocations

9.1 Table 9 below provides a breakdown of all lets carried out, detailed between homeless applicants, non-homeless applicants and transfer applicants.

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

Number of Allocations Completed	<b>2023/24</b>	<b>2024/25</b>			
	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
No. of Lets to Transfer List Applicants	36	3	9	37	52
No. of Lets to Non-Homeless Housing List Applicants	43	11	18	35	39
No. of Lets to Homeless Applicants	77	23	53	89	102
<b>Total</b>	156	37	80	161	193

9.3 The local housing team are focussed on achieving permanent settled housing outcomes for homeless households. At the end of quarter 4, 53% of all lets were to homeless households.

Designation: Assistant Chief Executive - Place

Date: 24 April 2025

Author: Jake Mitchell, Housing Manager (North)

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

Appendices: None