

The Highland Council

Agenda Item	10
Report No	CIA/20/25

Committee: City of Inverness Area

Date: 19 May 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 Section 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.
- 3.5 **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)** – There are no health and safety implications arising from this report.
- 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 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. **Table 1** below shows the comparative figure for the same quarter in the previous two years.

6.2 **Table 1 – Current Rent Arrears**

Rent arrears	No of Houses	2023/24	2024/25			
		Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	373	£109,326	£105,145	£112,033	£109,585	£88,709
Inverness West	659	£185,123	£184,944	£198,957	£194,630	£162,329
Inverness Central	1980	£847,043	£816,152	£834,518	£764,509	£719,837
Inverness Ness-Side	530	£165,036	£159,401	£170,295	£155,831	£147,567
Inverness Millburn	451	£120,134	£117,003	£126,655	£128,507	£111,802
Culloden & Ardersier	653	£193,524	£189,118	£207,539	£200,085	£170,537
Inverness South	173	£61,963	£59,977	£61,714	£66,002	£51,732
Total		£1,682,149	£1,631,740	£1,711,711	£1,619,149	£1,452,513

6.3 Rent arrears have reduced across all wards from Quarter 3 to Quarter 4 in 2024/25. Similarly, arrears are lower across all wards than the equivalent Quarter in 2023/24. 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.

6.4 **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.

6.5 **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
Aird & Loch Ness	9.37%	8.65%	8.87%	8.37%	7.30%
Inverness West	8.64%	8.01%	8.41%	8.02%	7.46%
Inverness Central	14.65%	13.30%	13.97%	13.20%	12.76%
Inverness Ness-Side	10.27%	9.31%	9.64%	9.03%	8.90%
Inverness Millburn	8.30%	7.94%	8.36%	8.38%	8.09%
Culloden & Ardersier	8.65%	7.99%	8.68%	8.40%	7.91%
Inverness South	9.54%	9.07%	9.62%	10.01%	10.03%
Highland	7.67%	6.94%	7.43%	7.04%	6.82%

- 6.6 Gross rent arrears as a percentage of annual rent due continues to reduce across the majority of Inverness wards. Inverness South has risen slightly when compared to the previous Quarter.
- 6.7 **Table 3** below shows the current arrears in Inverness 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	
Aird & Loch Ness	102	23	14	8
Inverness West	207	43	31	13
Inverness Central	579	144	145	72
Inverness Ness-Side	164	33	26	12
Inverness Millburn	132	27	14	12
Culloden & Ardersier	198	45	29	13
Inverness South	61	9	2	7
Total value of cases	£282,871	£229,204	£421,734	£518,704

- 6.9 The local housing team continue to focus on early intervention, with robust reviewing arrangements in place for all arrears cases. Officers are committed to supporting all tenants currently facing financial hardship and continue to offer advice and assistance and signposting to specialist services.

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

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

	2023/24	2024/25			
	Q4	Q1	Q2	Q3	Q4
Notice of Proceedings issued	31	60	48	75	49
Court Actions Initiated	14	9	11	13	13
Evictions Completed	1	0	0	2	5

- 6.12 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.

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	82	25	51	64	88
Percentage of cases resolved	68%	32%	25%	30%	80%
Highland percentage resolved	79%	26%	36%	47%	81%

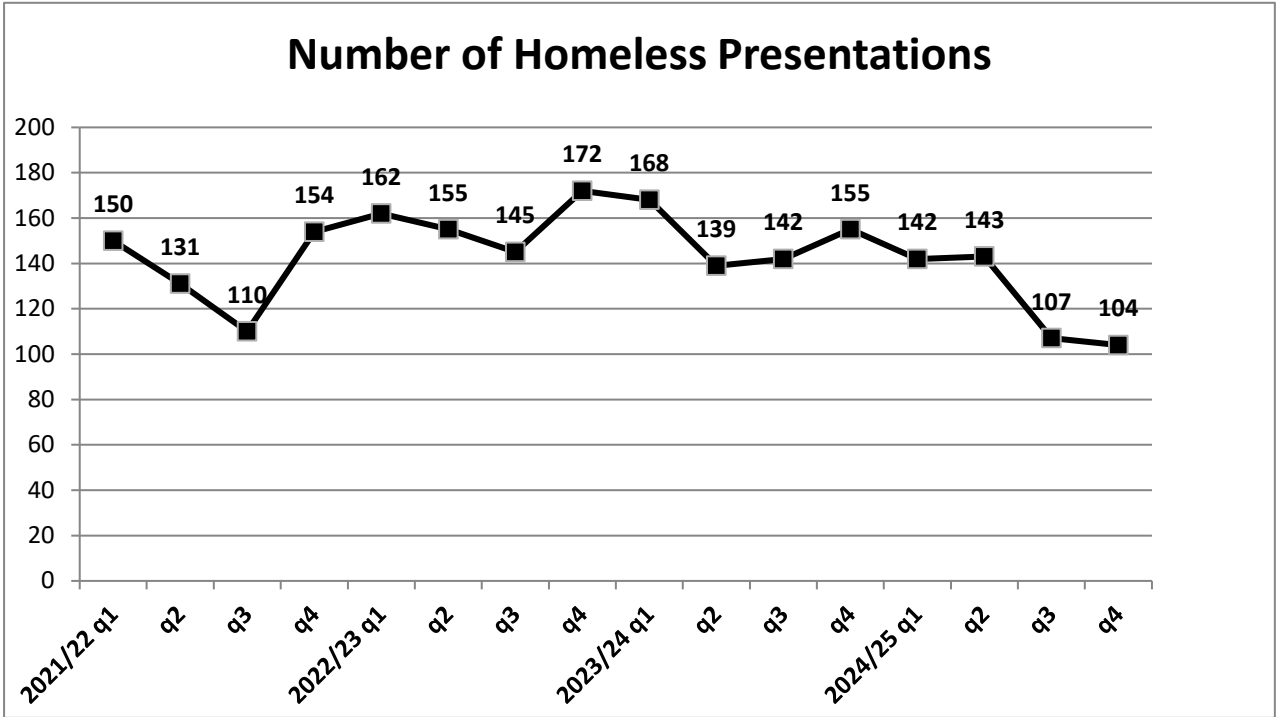
7.4 Tackling antisocial behaviour is a key priority for the local housing team. The management of cases is often complex, involving other services and agencies. Consequently, cases can take some considerable time to resolve. Cases that remain open continue to be actively managed by the team.

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** below shows the number of homeless presentations received per Quarter.

8.3 **Table 6 - Homeless Presentations**

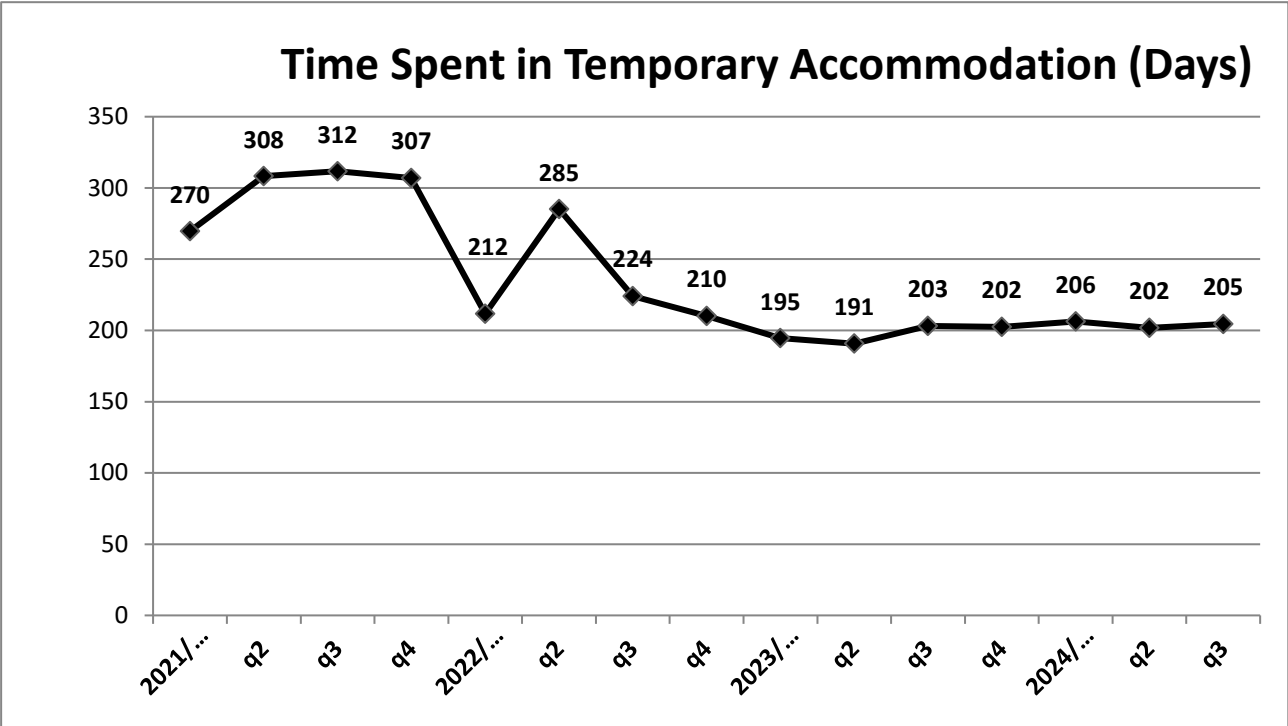


8.4 There were 299 presentations across Highland at the end of Quarter 4, with Inverness having 104 of that total. This represents approximately 35% of all presentations. The team is undertaking a significant amount of homeless prevention activity which can result in people avoiding having to make a homeless application.

8.5 Across Highland we see increasing pressure on availability of accommodation, across all tenures, with many households struggling to find housing options that are both accessible and affordable. This can result in an increase in the number of homeless presentations but also highlights the importance of homeless prevention activity.

8.6 **Table 7** below show the number of households currently in temporary accommodation and the average time spent in temporary accommodation. Members will note the improvement over time, which has been achieved through prioritising allocations to homeless households.

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



8.7 **Table 8** below shows the total number of homeless applications currently open with the Inverness housing teams, and the size of property required by these homeless households.

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

Inverness Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	434	303	78	34	19
Highland-wide	842	626	131	52	33

9 Allocations

9.1 **Table 9** below shows the number of allocations completed per Quarter across the Inverness area. The table also identifies the type of allocation made.

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	54	14	24	36	44
No. of Lets to Non-Homeless Housing List Applicants	34	10	12	23	33
No. of Lets to Homeless Applicants	231	53	99	157	195
Total	319	77	135	216	272

9.3 The local housing team are focussed on prioritising outcomes for homeless households. At the end of Quarter 4, 72% of all allocations were made to homeless households.

Designation: Assistant Chief Executive - Place

Date: 6 May 2025

Author: Jonathan Henderson, Housing Manager (Inverness)

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

Appendices: None