

Report

Report to:	Housing and Technical Resources Committee
Date of Meeting:	8 November 2023
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Annual Report on the Charter (ARC) 2022/2023
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide an update on the Scottish Social Housing Charter and the requirement to produce an Annual Report on the Charter (ARC) covering performance during 2022/2023; and
- ◆ provide an update on arrangements to monitor and report on Charter progress throughout 2023/2024

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Council's reported performance and contextual information for the Scottish Social Housing Charter and comparisons with other landlords at Appendix 1, be noted; and
- (2) that the future use of the Charter for ongoing scrutiny by the Scottish Housing Regulator (SHR), tenants and other service users, be noted

3. Background

3.1. The Housing (Scotland) Act 2010 introduced a statutory requirement to report on a range of performance measures and indicators which form the basis of the Scottish Social Housing Charter (SSHC) and publish an annual report on performance. The Scottish Housing Regulator (SHR) is responsible for monitoring and reporting on overall national performance for all social housing landlords and will use the Charter as part of its risk based approach to landlord scrutiny.

3.2. The Charter currently contains 32 measures of performance. These reflect a mixture of qualitative (survey based information) as well as a range of efficiency and effectiveness measures. Indicator 23 is specific to Registered Social Landlords (RSLs) only and Indicator 24, is specific to local authorities. In addition, there are also 13 contextual indicators, 12 of which relate to both councils and RSLs with 1 applying only to RSLs.

3.3. In line with requirements set out by the SHR, the Resource submitted its 2022/2023 performance information to the Regulator on 26 May 2023.

4. Annual Report on the Charter 2022/2023

4.1. The SHR published a national report on the Charter at the end of August 2023 covering 16 of the indicators. This report sets out the performance for 2022/2023 of all 173 social housing landlords in Scotland.

- 4.2. The SHR also publishes an electronic version of the Charter information and this is made available through the SHR website. This provides data on the Charter indicators for all landlords.
- 4.3. For the reporting year 2022/2023, the Charter requires that the Council publishes a more detailed annual report on its performance by the end of October 2023. Tenants involved in the Tenants Participation Co-ordination Group (TPCG) have contributed to the development of the style and format of the Council's report on performance. This will be available via the Council's website from 31 October 2023 and also included within 'Housing News', which will be issued during November 2023.
- 4.4. The Council's Charter report is consistent with previous annual reports on performance, covering the list of reported indicators published by the SHR as well as a number of other contextual and performance measures relating to the service. As appropriate and where available, the Council's published report also provides comparison with both the Scottish average and that of other local authority landlords.

5. South Lanarkshire Council Performance 2022/2023

- 5.1. Based on the SHR's report on the Charter, the summary at Appendix 1 sets out the indicators and provides a comparison with both the Scottish average for all social landlords, that of the other 26 Scottish local authority landlords and over the 2 previous years (where available).
- 5.2. The 16 reported indicators include 4 measures which set out context in terms of the size and scale of the landlord.
- 5.3. There are 7 indicators where performance improved in the last year, importantly these include:-
- ◆ tenant satisfaction with overall service – from 90.3% to 91.91%
 - ◆ tenants who feel their landlord is good at keeping them informed about their services and decisions – from 92.4% to 96.14%
 - ◆ tenants who are satisfied with opportunities given to them to participate in their landlords' decision making process – from 91.1% to 97.33%
 - ◆ rent collected as % of total rent due increased from 98.28% to 99.10%
 - ◆ percentage of ASB cases resolved in the last year increased from 94.27% to 96.8%
- 5.4. A summary of the position and context in relation to 5 indicators where performance reduced is detailed below:-
- ◆ average length of time taken to re-let properties increased by 6.24 days from 21.52 days to 27.76 days. This is due to the volume of voids being received, severe weather and the residual impact of the pandemic
 - ◆ average length of time taken to complete emergency repairs increased from 4.24 hours to 5.36 hours. This was due to the impact of severe weather during December 2022
 - ◆ there was a slight reduction (0.16%) in the percentage of reactive repairs carried out in the last year completed right first time from 99.76% to 99.6%
 - ◆ percentage of rent due lost through properties being empty during the last year increased marginally from 0.6% to 0.62%. This is due to the challenges relating to the re-letting of properties and residual impact of the pandemic

- ♦ tenant satisfaction with repairs is measured annually and reported a decrease from 91% to 89%

6. Next Steps

- 6.1. A key objective of the Charter process is to ensure robust scrutiny and consideration of the performance of landlords. As trends emerge, the comparative aspect of performance with others will inform and reflect on areas for future tenant and service user scrutiny and potential areas for service improvement.
- 6.2. The Resource Plan (2023/2024) includes the majority of the Charter indicators and during the current year, these will continue to be monitored and reported as part of the 6-monthly updates on the Resource Plan to the Housing and Technical Resources Committee.
- 6.3. The comparative aspect of performance continues to be a focus for the Council and its service users as well as the SHR in assessing and scrutinising local and national trends in performance.

7. Employee Implications

- 7.1. There are no employee implications as a result of this report.

8. Financial Implications

- 8.1. There are no financial implications as a result of this report.

9. Climate Change, Sustainability and Environmental Implications

- 9.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

10. Other Implications

- 10.1. There are no implications for risk in terms of the information contained within this report.
- 10.2. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 11.2. Consultation and involvement have taken place with service users through the survey process for a number of indicators and with the Tenant Participation Coordination Group on the new Charter report.

Stephen Gibson

Executive Director (Housing and Technical Resources)

29 September 2023

Link(s) to Council Values/Priorities/Outcomes

- ♦ Focused on people and their needs

- ◆ Accountable, effective, efficient and transparent
- ◆ Ambitious, self-aware and improving
- ◆ Fair, open and sustainable
- ◆ Good quality, suitable and sustainable places to live

Previous References

- ◆ Housing and Technical Resources Committee – SHR Regulation of Social Housing in Scotland, 4 September 2019
- ◆ Housing and Technical Resources Committee – Annual Report on the Charter 2018-19, 25 November 2020
- ◆ Housing and Technical Resources Committee – Annual Report on the Charter 2020/2021, 21 September 2021
- ◆ Housing and Technical Resources Committee – Annual Report on the Charter 2021/22, 5 October 2022

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Housing and Technical Resources
Projected return to the Charter 2022/23

No	Scottish Charter Indicators	SLC 20/21	SLC 21/22	SLC 22/23	Scottish Local Authority Average 22/23	Scottish Average 22/23
1	% of tenants satisfied with the overall service provided by the Council (their landlord).	90.3%	90.3%	91.91%	82.0%	86.7%
2	% of tenants who feel their landlord is good at keeping them informed about their services and decisions.	92.4%	92.4%	96.14%	85.0%	89.7%
3	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	91.1%	91.1%	97.33%	80.9%	85.9%
4	% of stock meeting the Scottish Housing Quality Standard (SHQS).	93.5%	72.25%	80.00%	70.9%	79.0%
5	Average length of time taken to complete emergency repairs.	3.4 hours	4.24 hours	5.36 hours	4.69 hours	4.2 hours
6	Average length of time taken to complete non-emergency repairs.	13.1 days	11.76 days	11.63 days	9.68 days	8.7 days
7	% of reactive repairs carried out in the last year completed right first time.	99.95%	99.76%	99.6%	88.2%	87.8%
8	% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	90.1%	91.0%	89.0%	88.5%	88.0%
9	% of anti-social behaviour cases reported in the last year which were resolved.	95.2%	94.3%	96.8%	91.4%	94.2%
10	% of rent due lost through properties being empty during the last year.	0.42%	0.60%	0.62%	1.70%	1.4%
11	Rent collected as % of total rent due in the reporting year.	97.37%	98.28%	99.10%	98.82%	99.0%
12	Average length of time taken to re-let properties in the last year.	20.86 days	21.50 days	27.76 days	66.9 days	55.6 days
C	The landlords wholly owned stock	25,012	25,328	25,438	N/A	N/A
C	Average Weekly Rent	£73.10	£74.55	£76.73	N/A	N/A
C	Rent increase for next financial year	2.20%	2.20%	3.50%	3.89%	5.14%
C	Total Rent Due	£93,969,021	£96,540,465	£100,155,288	N/A	N/A