

# Report

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| Report to:       | <b>Housing and Technical Resources Committee</b>            |
| Date of Meeting: | <b>13 November 2019</b>                                     |
| Report by:       | <b>Executive Director (Housing and Technical Resources)</b> |

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| Subject: | <b>Annual Report on the Charter (ARC) 2018/2019</b> |
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide Committee with an update on the Scottish Social Housing Charter and the requirement to produce an Annual Report on the Charter (ARC) covering performance during 2018/2019
- ◆ provide an update on arrangements to monitor and report on progress throughout 2019/2020

## 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 current Charter contains 37 measures of performance, which reflect a mixture of qualitative (survey based information) as well as a range of efficiency and effectiveness measures. In addition there are also 32 contextual indicators, 25 of which relate to both councils and Registered Social Landlords (RSLs) with the remaining seven applying only to RSLs.
- 3.3. In line with requirements set out by the SHR, the Resource submitted its 2018/2019 performance information to the Regulator on 30 May 2019.
- 3.4. A report was presented to the Housing and Technical Resources Committee on 4 September 2019 providing an update on the outcome of the SHR review of the regulatory framework for Housing and Homelessness services. This included details on changes to the charter indicators which will come into effect at the end of 2019/2020.

#### **4. Annual Report on the Charter 2018/2019**

- 4.1. The SHR published a national report on the Charter at the end of August 2019, covering 18 of the indicators. This report sets out the performance for 2018/2019 of all 193 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. The Charter requires that the Council publish a more detailed annual report on its performance by the end of October 2019. Tenants involved in the Tenants Participation Co-ordination Group (TPCG) have been involved in the development of the style and format of the Council's report on performance, which has been available via the Council's website from 31 October 2019 and also included within 'Housing News' which will be issued November 2019.
- 4.4. The Council's Charter report is consistent with previous annual reports on performance, covering the 18 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 2018/2019**

- 5.1. Based on the SHR's report on the Charter, the summary report at Appendix 1 sets out the indicators and provides a comparison with both the Scottish average for all social landlords and that of the other 26 Scottish local authority landlords over the two previous years (where available).
- 5.1.1. The 18 reported indicators includes 4 contextual measures which set the content of the size or scale of landlords and comparisons of performance. The table below sets out the direction of travel from the previous year for 14 indicators (18 excluding the 4 contextual indicators):-

| <b>Direction of travel</b> | <b>Movement from 2017/2018</b> |
|----------------------------|--------------------------------|
| Improved                   | 9                              |
| Remained same              | 1                              |
| Declined                   | 4                              |

#### **5.2. Satisfaction**

- 5.2.1. There are 4 satisfaction measures, of which 3 are updated on a 3 yearly basis and the remaining measure updated annually. The Council's most recent results for the 3 yearly surveys are based on surveys carried out during 2018/2019.
- 5.2.2. In terms of the Customer Satisfaction Indicators, the latest survey from 2018/2019 showed the following:-
  - ♦ overall satisfaction with service at 90.3% (increased from 89.1% in 2015/2016)
  - ♦ satisfaction with being kept informed about services at 92.4% (increased from 84.8% in 2015/2016)
  - ♦ satisfaction with opportunities to participate in decision making at 91.1% (increased from 84.9% in 2015/2016)

- 5.2.3. Tenant satisfaction with repairs/maintenance carried out in the last 12 months (Indicator 16) is measured annually and showed a continued trend of improvement, increasing from 91.3% in 2017/2018 to 92% in 2018/2019. This continues to be above the local authority average and reflects on other positive aspects of the performance of the repairs service.
- 5.3. Of the remaining 10 indicators, 5 have improved and one remained the same within the last year.
- 5.4. In terms of the Effective and Efficient measures, the key improvements are detailed below:-
- ◆ the percentage of stock meeting SHQS increased from 92.1% in 2017/2018 to 92.5% in 2018/2019
  - ◆ the average length of time taken to complete emergency repairs reduced from 4.19 hours in 2017/2018 to 3.6 hours in 2018/2019
  - ◆ the percentage of reactive repairs completed right first time increased from 97.6% in 2017/2018 to 99.9% in 2018/2019
  - ◆ the number of anti-social behaviour cases for every 100 homes reduced from 5.9 in 2017/2018 to 5.4 in 2018/2019
  - ◆ the percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets increased from 86.5% in 2017/2018 to 88.2% in 2018/2019
  - ◆ the percentage of rent dues lost through properties being empty remained static at 0.46% in 2018/2019
- 5.5. There are 4 indicators which declined in this group, which are:-
- ◆ the average length of time taken to complete non-emergency repairs increased from 11.9 days in 2017/2018 to 14.3 days in 2018/2019
  - ◆ the percentage of repair appointments kept reduced from 97.9% in 2017/2018 to 96.1% in 2018/2019
  - ◆ the average length of time taken to re-let properties increased slightly from 20.6 days in 2017/2018 to 22 days in 2018/2019
  - ◆ the percentage of rent collected reduced slightly from 99.5% in 2017/2018 to 99% in 2018/2019

It should be noted, that although a slight decrease in performance has been recorded across these measures, they remain above both the Scottish and Local Authority averages.

## **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 (2019/2020) 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. Other Implications (Including Environmental and Risk)**

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

## **10. Equality Impact Assessment and Consultation Arrangements**

- 10.1. 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.
- 10.2. Consultation and involvement has 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.

**Daniel Lowe**

**Executive Director (Housing and Technical Resources)**

7 October 2019

### **Link(s) to Council Values/Ambitions/Objectives**

- ◆ Improve the availability, quality and access of housing
- ◆ Work with communities and partners to promote high quality, thriving and sustainable communities
- ◆ Achieve results through leadership, good governance and organisational effectiveness

### **Previous References**

- ◆ Housing and Technical Resources Committee – Annual Report on the Charter 2017-18, 31 October 2018
- ◆ Housing and Technical Resources Committee – SHR Regulation of Social Housing in Scotland, 4 September 2019

### **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 2018/2019**

**Appendix 1**

| <b>No</b>       | <b>Scottish Charter Indicators</b>   | <b>SLC<br/>16/17</b>             | <b>SLC<br/>17/18</b>             | <b>SLC<br/>18/19</b>             | <b>Scottish<br/>Local<br/>Authority<br/>Average<br/>18/19</b> | <b>Scottish<br/>Average<br/>18/19</b> |
|-----------------|--|----------------------------------|----------------------------------|----------------------------------|---|---------------------------------------|
| 1               | % of tenants satisfied with the overall service provided by the Council (their landlord).  | 89%                              | 89%                              | 90.3%                            | 85.7%   | 90.1%                                 |
| 2               | % of tenants who feel their landlord is good at keeping them informed about their services and decisions.                          | 84.8%                            | 84.8%                            | 92.4%                            | 85.4%   | 91.6%                                 |
| 3               | % of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.          | 84.9%                            | 84.9%                            | 91.1%                            | 80.4%   | 86.5%                                 |
| 4               | %of stock meeting the Scottish Housing Quality Standard (SHQS).  | 91.5%                            | 92.1%                            | 92.5%                            | 94.9%   | 94.1%                                 |
| 5               | Average length of time taken to complete emergency repairs.  | 4.2 hours                        | 4.19 hours                       | 3.39 hours                       | 4.1 hours   | 3.7 hours                             |
| 6               | Average length of time taken to complete non-emergency repairs.  | 13.4 days                        | 11.9 days                        | 14.32 days                       | 7.5 days  | 6.6 days                              |
| 7               | % of reactive repairs carried out in the last year completed right first time.   | 97.3%                            | 97.6%                            | 99.9%                            | 92.8%   | 92.6%                                 |
| 8               | %of repairs appointments kept.   | 98.7%                            | 98%                              | 96.2%                            | 94.9%   | 95.6%                                 |
| 9               | % of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service. | 91.2%                            | 91.3%                            | 92%                              | 90.6%   | 91.7%                                 |
| 10              | % of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.                      | 85.4%                            | 86.5%                            | 88.2%                            | 81.5%   | 87.9%                                 |
| 11<br>(Context) | For every 100 homes, how many ASB complaints were reported   | 6.8                              | 5.9                              | 5.4                              | N/A   | 7.54                                  |
| 12              | Rent collected as % of total rent due in the reporting year.<br>Cash value   | 100.04%<br>£81.52m               | 99.51%<br>£82.32m                | 99%<br>£84.97m                   | 98.7%   | 99.1%                                 |
| 13              | % of rent due lost through properties being empty during the last year.  | 0.44%                            | 0.46%                            | 0.46%                            | 0.9%  | 0.9%                                  |
| 14              | Average length of time taken to re-let properties in the last year.  | 20.35 days                       | 20.63 days                       | 22.04 days                       | 33.8 days   | 31.9 days                             |
| 15<br>Context   | The landlord's wholly owned stock.   | Scot Govt<br>Return<br>24,940    | Scot Govt<br>Return<br>24,833    | Scot Govt<br>Return<br>24,962    | N/A   | N/A                                   |
| 16<br>(Context) | Average weekly rents.  | £63.17<br>average<br>weekly rent | £64.78<br>average<br>weekly rent | £67.50<br>average<br>weekly rent | N/A   | £79.08                                |
| 17<br>(Context) | Rent Increase.   | 2.0%                             | 3.9%                             | 3.9%                             | 3.0%  | 3.0%                                  |
| 18<br>(Context) | Total rent due   | £81,488,436                      | £83,111,164                      | £85,865,276                      | N/A   | N/A                                   |