

Report

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| Report to: | Housing and Technical Resources Committee |
| Date of Meeting: | 29 September 2021 |
| Report by: | Executive Director (Housing and Technical Resources) |

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| Subject: | Annual Report on the Charter (ARC) 2020/2021 |
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the 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 2020/2021; and
- ◆ provide an update on arrangements to monitor and report on Charter progress throughout 2021/2022

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. A report was presented to the Housing and Technical Resources committee on 4 September 2019, which provided 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 came into effect during 2019/2020.
- 3.3. 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, specific to Local Authorities. In addition, there are also 13 contextual indicators, 12 of which relate to both councils and RSLs with one applying only to RSLs.
- 3.4. In line with requirements set out by the SHR, the Resource submitted its 2020/2021 performance information to the Regulator on 28 May 2021.

4. Annual Report on the Charter 2020/2021

- 4.1. The SHR published a national report on the Charter at the end of August 2021 covering 16 of the indicators. This report sets out the performance for 2020/2021 of all 183 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 2020/2021, the Charter requires that the Council publish a more detailed annual report on its performance by the end of October 2021. 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. This will be available via the Council's website from 29 October 2021 and also included within 'Housing News' which will be issued during November 2021.
- 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 2020-2021

- 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, that of the other 26 Scottish local authority landlords and over the two previous years (where available).
- 5.2. The 16 reported indicators include 4 measures which set the context of the size or scale of landlords and comparisons of performance. The table below sets out the direction of travel from the remaining 12 reported indicators:-

| Direction of travel | Movement from 2019/2020 |
|----------------------------|--------------------------------|
| Improved | 6 |
| Remained same | 3 |
| Declined | 3 |

- 5.3. In terms of the efficiency and effectiveness, the key highlights of indicators which improved in the last year are detailed below:-
- Average length of time taken to re-let properties improved by 0.81 days from 21.67 days to 20.86 days.
 - Average days to complete non-emergency repairs reduced from 14.19 days to 13.07 days.
 - Average length of time taken to complete emergency repairs reduced from 3.72 hours to 3.44 hours.
 - Repairs completed right first time increased slightly from 99.91% to 99.95%.
 - % of rent due lost through properties being empty during the last year fell from 0.49% to 0.42%.
 - % of stock meeting the Scottish Housing Quality Standard (SHQS) increased from 93.2% to 93.5%.
- 5.4. A summary of the position and context in relation to the 2 efficiency and effectiveness indicator areas where performance reduced is detailed below.

- % of Antisocial Behaviour cases resolved in the last year decreased from 98.0% to 95.2%. The service and performance were impacted upon by the restrictions in place relating to Covid-19 pandemic.
- Rent collected as % of total rent due decreased from 99.70% to 97.37% - rent collection declined as a result of the impact of the pandemic.

5.5. Of the remaining indicators, four are qualitative satisfaction indicators, of which three are updated on a 3 yearly basis with one updated annually. Most of the Council's recent results are based on a survey carried out during 2018/2019.

5.6. The following results are as reported previously:-

- Tenant satisfaction with overall service – 90.3%.
- Tenants who feel their landlord is good at keeping them informed about their services and decisions – 92.4%.
- Tenants who are satisfied with opportunities given to them to participate in their landlord's decision making process – 91.1%.

5.7. Based on the most recent annual survey, the following indicator has shown a slight decline in performance:-

- Tenant satisfaction with repairs is measured annually and reported a reduction from 92.8% to 90.1%. Although performance has declined, it has still remained above the target level of 90%. Once again, performance in relation to this indicator is likely to have been impacted by Covid-19 restrictions on the service.

6. Next Steps

6.1. A key objective of the Charter process is 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 (2021/2022) 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 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 risk implications 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 Co-ordination Group on the new Charter report.

Daniel Lowe

Executive Director (Housing and Technical Resources)

11 August 2021

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 – SHR Regulation of Social Housing in Scotland, 4 September 2019.
- ◆ Housing and Technical Resources Committee – Annual Report on the Charter 2019-20, 25 November 2020.

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 2020/21

| No | Scottish Charter Indicators | SLC 18/19 | SLC 19/20 | SLC 20/21 | Scottish Local Authority Average 20/21 | Scottish Average 20/21 |
|----|--|-------------|-------------|-------------|--|------------------------|
| 1 | % of tenants satisfied with the overall service provided by the Council (their landlord). | 90.3% | 90.3% | 90.3% | 84.8% | 89.0% |
| 2 | % of tenants who feel their landlord is good at keeping them informed about their services and decisions. | 92.4% | 92.4% | 92.4% | 86.3% | 91.7% |
| 3 | % of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes. | 91.1% | 91.1% | 91.1% | 80.6% | 86.6% |
| 4 | % of stock meeting the Scottish Housing Quality Standard (SHQS). | 92.5% | 93.2% | 93.5% | 89.1% | 91.0% |
| 5 | Average length of time taken to complete emergency repairs. | 3.4 hours | 3.7 hours | 3.4 hours | 4.8 hours | 4.2 hours |
| 6 | Average length of time taken to complete non-emergency repairs. | 14.3 days | 14.2 days | 13.1 days | 9.1 days | 6.7 days |
| 7 | % of reactive repairs carried out in the last year completed right first time. | 99.87% | 99.91% | 99.95% | 90.0% | 91.5% |
| 8 | % of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service. | 92.0% | 92.8% | 90.1% | 90.3% | 90.1% |
| 9 | % of anti-social behaviour cases reported in the last year which were resolved. | 88.2% | 98.0% | 95.2% | 86.4% | 94.4% |
| 10 | % of rent due lost through properties being empty during the last year. | 0.46% | 0.49% | 0.42% | 1.5% | 1.4% |
| 11 | Rent collected as % of total rent due in the reporting year. | 98.96% | 99.70% | 97.37% | 98.8% | 99.1% |
| 12 | Average length of time taken to re-let properties in the last year. | 22.04 days | 21.68 days | 20.86 days | 65.9 days | 56.3 days |
| C | The landlords wholly owned stock | 24,962 | 24,864 | 25,012 | N/A | N/A |
| C | Average Weekly Rent | £67.50 | £70.26 | £73.10 | £78.10 | £83.70 |
| C | Rent increase for next financial year | 3.95% | 3.95% | 2.20% | 1.5% | 1.2% |
| C | Total Rent Due | £85,865,276 | £89,502,574 | £93,969,021 | N/A | N/A |