

# Report

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Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>4 October 2017</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Annual Report on the Scottish Social Housing Charter (ARC) 2016/2017</b>
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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 2016/2017
- ◆ provide an update on arrangements to monitor and report on Charter progress throughout 2017/2018

## 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 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 2016/2017 performance information to the Regulator on 26 May 2017.

## 4. Annual Report on the Charter 2016/2017

4.1. The SHR published a national report on the Charter at the end of August 2017, covering 18 of the indicators. This provided a position against performance for 2016/2017 across all 193 social housing landlords in Scotland.

- 4.2. The SHR also publishes an electronic version of the full range of charter information and this is made available through the SHR website. This provides data on all of the Charter indicators for all landlords.
- 4.3. The Council also has to publish a more detailed annual report on its performance by the end of October 2017 as part of the Charter requirements. Tenants on 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 will be included within the 'Housing News' to be issued at the end of October 2017. An electronic version will also be produced to provide access through the Council's website.
- 4.4. The Council's 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 national average and that of other local authority landlords.

## 5. **South Lanarkshire Council Performance 2016/2017**

- 5.1. Based on the SHR's report on the Charter published in August this year, a summary report at Appendix 1 sets out the indicators and where appropriate, provides a comparison with both the Scottish average and other Scottish local authority landlords over the 2 previous years (where available). There are 26 other local authority landlords and this provides a comparable peer group for the Council across the housing sector.
- 5.1.1. The 18 reported indicators include 5 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 13 indicators (18 excluding the 5 contextual indicators).

<b>Direction of travel</b>	<b>Movement from 2015/2016</b>
Improved	10
Remained same	3
Declined	0

## 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 2015/2016.
- 5.2.2. In terms of the Customer Satisfaction Indicators, the latest survey from 2015/2016 against the previous survey showed the following:-
- ◆ overall satisfaction with service increased from 79.5% to 89%
  - ◆ satisfaction with being kept informed about services increased from 70.8% to 84.8%
  - ◆ satisfaction with opportunities to participate in decision making increased from 53.9% to 84.9%

- 5.2.3. Tenant satisfaction with repairs/maintenance carried out in last 12 months (Indicator 16) is measured annually and also showed a continued trend of improvement, rising from 90.5% in 2015/2016 to 91.2% in 2016/2017. This continues to be above the local authority average and reflects on other positive aspects of the performance of the repairs service noted below.
- 5.3. Of the remaining 9 indicators, performance shows that all 9 have improved within the last year.
- 5.4. In terms of the Effective and Efficiency measures, some of the key improvements are detailed below:-
- ◆ the average length of time taken to complete emergency repairs reduced from 4.26 hours in 2015/2016 to 4.12 hours in 2016/2017
  - ◆ the percentage of reactive repairs completed right first time increased from 94% in 2015/2016 to 97.3% in 2016/2017
  - ◆ the percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets increased from 79.7% in 2015/2016 to 85.4% in 2016/2017
  - ◆ the average length of time taken to let properties reduced from 22.47 days in 2015/2016 to 20.35 days in 2016/2017
  - ◆ the percentage of rent due lost through properties being empty reduced from 0.7% in 2015/2016 to 0.44% in 2016/2017
  - ◆ the percentage of total rent due collected increased from 99.9% in 2015/2016 to 110.04% in 2016/2017

## **6. Next steps**

- 6.1. A key objective of the Charter process is to lead to greater scrutiny and consideration of the performance of landlords. It is expected that 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 (2017/2018) contains 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 Committee.
- 6.3. In future years, the comparative aspect of performance will continue 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**

- 9.1. There are no implications for sustainability or risk in terms of the information contained within this report.

## **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)**

13 September 2017

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

- ◆ Improve the quality, access and availability of housing
- ◆ Promote performance management and improvement
- ◆ Provide vision and strategic direction
- ◆ Strengthen partnership working, community leadership and engagement

**Previous References**

- ◆ Housing and Technical Resources Committee – Annual Report on the Charter 2015-16, 12 October 2016

**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 2016/17**

**Appendix 1**

No	Scottish Charter Indicators	SLC 14/15	SLC 15/16	SLC 16/17	Scottish Local Authority Average 16/17	Scottish Average 16/17
1	% of tenants satisfied with the overall service provided by the Council (their landlord).	79.6%	89%	89%	84.9%	89.7%
2	% of tenants who feel their landlord is good at keeping them informed about their services and decisions.	70.5%	84.8%	84.8%	84.1%	91.1%
3	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	53.9%	84.9%	84.9%	74.6%	83.8%
4	% of stock meeting the Scottish Housing Quality Standard (SHQS).	91.1%	90.9%	91.5%	N/A	93.6%
5	Average length of time taken to complete emergency repairs.	4.04 hours	4.26 hours	4.2 hours	5.1 hours	4.7 hours
6	Average length of time taken to complete non-emergency repairs.	13.99 days	13.72 days	13.41 days	8.4 days	7.1 days
7	% of reactive repairs carried out in the last year completed right first time.	94%	94.0%	97.3%	92.8%	92.4%
8	% of repairs appointments kept.	98.9%	98%	98.7%	96%	95.7%
9	% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	89.2%	90.5%	91.2%	88.7%	90.6%
10	% of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	66.8%	79.7%	85.4%	87.8%	87.2%
11 (Context)	For every 100 homes, how many ASB were reported	8.34	8.53	6.8	N/A	8.44
12	Rent collected as % of total rent due in the reporting year.	99.6%	99.9%	100.04%	99.4%	99.6%
		£78.094m	£79.735m	£81.52m		
13	% of rent due lost through properties being empty during the last year.	0.7%	0.7%	0.44%	0.8%	0.9%
14	Average length of time taken to re-let properties in the last year.	24.08 days	22.47 days	20.35 days	33.6 days	31.5 days
15 Context	The landlord's wholly owned stock.	Scot Govt Return 25,201	Scot Govt Return 25,086	Scot Govt Return 24,940	N/A	N/A
16 (Context)	Stock by house types, apartment sizes and average weekly rents.	£59.53 average weekly rent	£61.46 average weekly rent	£63.17 average weekly rent	N/A	£73.40
17 (Context)	Rent Increase.	3.5%	3.0%	2.0%	N/A	2.29%
18 (Context)	Total rent due	£78,094,270	£79,812,549	£81,488,436	N/A	N/A