



To: Audit Scrutiny and Petitions Board

On: 21 September 2015

Report by: Director of Development & Housing Services

**Heading: Scottish Housing Regulator, Feedback from Assessment
2013/2014**

1 Summary

1.1 The purpose of this report is to advise the Audit, Scrutiny and Petitions Board of feedback from the Scottish Housing Regulator following their assessment of our Scottish Social Housing Charter return for 2013/14.

2 Recommendations

2.1 It is recommended that Board notes this report and the Scottish Housing Regulator's Risk Assessment for Local Authorities attached at Appendix 1.

3 Background

3.1 All Local Authorities Housing Services and Registered Social Landlords are required to submit their Annual Return on the Scottish Social Housing Charter (ARC) to the Scottish Housing Regulator (SHR) each year. This report provides details of the submission by Renfrewshire Council.

- 3.2 Following on from our Charter submission of 2013/14, the Scottish Housing Regulator conducted a data accuracy visit for five of the Charter indicators. They wrote to us in May 2015 and concluded that we demonstrated a high level of commitment to delivering the requirements of the Charter, that the Council uses the Charter to routinely monitor its performance and report this information to members and tenants. The Regulator further advised that our supporting evidence (reports and spreadsheets) was clearly dated and confirmed that this information had been used to complete the ARC. This provided clear evidence, audit trails and assurance that the reported data could be substantiated.
- 3.3 In July 2015, the Scottish Housing Regulator published its Risk Assessment Summary Outcome for Local Authorities attached at Appendix 1. Renfrewshire Council was one of nine local authorities where the Regulator had sufficient assurance about performance and that monitoring of the delivery of housing and homelessness services will be conducted through the ARC.

Implications of the Report

- 1. Financial - None**
- 2. HR & Organisational Development - None**
- 3. Community Planning - None**
- 4. Legal - None**
- 5. Property/Assets - None**
- 6. Information Technology - None**
- 7. Equality & Human Rights**

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

- 8. Health & Safety - None**
- 9. Procurement - None**
- 10. Risk - None**
- 11. Privacy Impact - None**

List of Background Papers

None

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Risk Assessment Summary Outcome

Local Authorities

June 2015

About Us

We are the independent Regulator of just under 200 social landlords – around 160 Registered Social Landlords (RSLs) and 32 local authorities. We are led by a Board of non-executive members and directly accountable to the Scottish Parliament.

Our one objective is to **safeguard and promote the interests of**

- **nearly 600,000 tenants who live in homes provided by social landlords**
- **around 90,000 owners who receive services from social landlords**
- **around 40,000 people and their families who may be homeless and seek help from local authorities**
- **over 500 Gypsy / Traveller families who use 29 official sites provided by social landlords.**

Our role is to gather, monitor, assess and report on social landlords' performance of housing activities and RSLs' financial well-being and standards of governance, and to intervene where appropriate to achieve our objective. We also keep a public register of social landlords.

You can see more on how we regulate social landlords in our published Regulatory Framework, available on our website at: www.scottishhousingregulator.gov.uk.

This publication

We want to be as open as possible about how we regulate so that tenants and service users, landlords and others with an interest in our work have a clear understanding of what we do, how we do it and why we do it.

In this publication, we set out a summary of the outcome of our annual risk assessment of local authority housing and homelessness services and how we will engage with councils during 2015-16.

We participate in the Shared Risk Assessment Process in which all the main scrutiny bodies for local government¹ share intelligence through a Local Area Network (LAN) and agree the key scrutiny risks in each of Scotland's 32 councils. Each LAN has prepared a Local Scrutiny Plan which sets out the planned scrutiny activity for the council to respond to those specific risks. You can see a copy of all the Local Scrutiny Plans on our website at <https://www.scottishhousingregulator.gov.uk/local-scrutiny-plans>

We have also published a summary of all the regulation plans for registered social landlords (RSLs) available on our website at: <https://www.scottishhousingregulator.gov.uk/publications/list-regulation-plans-2015>

We will publish more about how we deliver our annual risk assessment for local authorities and RSLs later this month as part of our 'How we work' series.

¹ Audit Scotland, the Scottish Housing Regulator, Education Scotland, the Care Inspectorate, Healthcare Improvement Scotland, Her Majesty's Fire Service Inspectorate and Her Majesty's Inspectorate of Prisons for Scotland

Outcome of our assessment

During 2015/16 we will engage with 23 out of Scotland's 32 councils on various aspects of their housing and homelessness services. We explain below which councils we will engage with, the reasons for this and what we will do.

This year we will have a higher level of engagement with four councils. We need to get more detailed information from these councils to help us understand aspects of their performance as reported to us in their Annual Return on the Charter (ARC) or to get a higher level of assurance about the action they are taking to improve services in specific areas.

We will have a higher level of engagement with the following councils:

Dumfries and Galloway Council: we will carry out an inquiry to assess how well the council's restructured homelessness service is delivering Housing Options and its homelessness functions.

Glasgow City Council: we will have ongoing engagement with the council to get assurance that it is delivering its homelessness service improvement plan and that it is achieving good outcomes for homeless people.

Orkney Council: we will have ongoing engagement with the council to get assurance on the overall quality of its service to tenants.

Scottish Borders Council: we will carry out an inquiry to examine how homeless people access the council's homelessness service, how it maintains contact with applicants during assessment and the council's approach to assessing homelessness.

This year we will regularly monitor and review the performance of the following 19 councils across a range of service areas where we have identified a risk to tenants' or other service users' interests in how the council is delivering those services. Click on the links below to read the individual regulation plans:

- [Aberdeen City Council](#)
- [Aberdeenshire Council](#)
- [Dundee City Council](#)
- [East Ayrshire Council](#)
- [East Dunbartonshire Council](#)
- [East Lothian Council](#)
- [East Renfrewshire Council](#)
- [Edinburgh City Council](#)
- [Falkirk Council](#)
- [Fife Council](#)
- [Inverclyde Council](#)
- [Midlothian Council](#)
- [The Moray Council](#)
- [Perth and Kinross Council](#)
- [Shetland Islands Council](#)
- [South Ayrshire Council](#)
- [South Lanarkshire Council](#)
- [Stirling Council](#)
- [West Dunbartonshire Council](#)

The Local Scrutiny Plans for all the local authorities we are engaging with are available on our website at: <https://www.scottishhousingregulator.gov.uk/local-scrutiny-plans>. The range of service areas we will monitor across these councils is summarised in the table on the next page. For some councils we will monitor performance in more than one service area.

Service Area	Number of councils
Homelessness services	12
Income maximisation (ensuring properties are occupied and that all rent and arrears are collected)	10
Ensuring houses meet the Scottish Housing Quality Standard	7
Repairs	4
Tenancy sustainment (helping people to maintain their tenancies)	3
How well the council handles complaints	3
Tenant satisfaction	3
Completion of annual gas safety checks	2
Asset Management	2
Provision of medical adaptations	1

We will monitor how each of the councils is delivering services in the area(s) where we have identified risks. We will request updates on performance in the specific areas identified throughout the year and we will use this information to decide if we need to have any further engagement with the council.

We have sufficient assurance about the performance of the remaining nine councils listed below. We will continue to monitor their delivery of housing and homelessness services through the ARC and we may review the level of our engagement in response to any issues which arise throughout the year.

- Angus Council
- Argyll and Bute Council
- Clackmannanshire Council
- Comhairle nan Eilean Siar
- Highland Council
- North Ayrshire Council
- North Lanarkshire Council
- Renfrewshire Council
- West Lothian Council