
To: Communities, Housing & Planning Policy Board

On: 30 October 2018

Report by: Director of Communities, Housing & Planning Services

Heading: Annual Housing Performance Benchmarking Report 2017/18

1. Summary

- 1.1 Renfrewshire Council submitted its fifth Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator in May 2018. This report provides information on the Council's performance in 2017/18 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
 - 1.2 A separate report to this meeting of the Policy Board provides a Half Year Update (2018/19) on performance against the Scottish Social Housing Charter indicators.
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2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) notes the Council's performance in 2017/18 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
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3 Background and Summary Performance

- 3.1 The Scottish Social Housing Charter enables each social housing provider to compare its performance against all social landlords in Scotland. The Annual Charter Return consists of 37 performance indicators and 32 contextual indicators and is submitted to the Scottish Housing Regulator (SHR) at the end of May each year. A report on Renfrewshire Council's performance against the Charter in 2017/18 was presented to the Policy Board in August 2018.

- 3.2 The Scottish Housing Regulator publishes a short report on every social landlord in August each year. It also publishes full details of social landlords' Charter Returns on its website. This report draws on that data. It also draws on benchmarking data from Scotland's Housing Network (SHN) which allows comparison with a peer group of 26 local authorities and Glasgow Housing Association (GHA). For many indicators, this SHN peer group is a more relevant comparison, given that the SHR's Scotland-wide average includes every RSL in Scotland regardless of size and location.
- 3.3 As reported to the Policy Board in August, Renfrewshire Council's 2017/18 Charter Return demonstrates strong ongoing improvement across most areas of the housing service. Benchmarking is designed to assist with service improvement planning through comparison with other organisations. Key benchmarking results are summarised below. This shows that Renfrewshire Council performs well compared to other social landlords across a number of service areas and several areas are highlighted where there is scope for further improvement.
- 3.4 A full list of the Charter performance indicators for 2017/18 along with the Scottish average and the SHN group average is provided in Appendix 1.
- 3.5 All social landlords are required to report on their performance to tenants each year. The next issue of Renfrewshire Council's tenant newsletter (The People's News) includes a special report on the Council's performance against the Charter. The special report is also available on the Council website.

4. Benchmarking Analysis 2017/2018

4.1 Tenant Satisfaction

Renfrewshire Council collects this information from a Tenant Satisfaction Survey which is carried out every two years by external consultants. A new survey was carried out in March 2018 and the results were presented to the Policy Board in August 2018. Appendix 1 shows that overall satisfaction rates in Renfrewshire have been stable or improving over the last five years.

- **88.0%** of Renfrewshire Council tenants were satisfied with the overall service provided by the Council compared with the Scottish average of 90.5% and the SHN group average of 89.7%.

4.2 Customer and Landlord Relationship

- **87.8%** of Renfrewshire Council tenants said they were satisfied with 'opportunities to participate' compared to the Scottish average of 85.9% and the SHN group average of 84.2%.

In 2017/18, 87.4% of all 1st stage complaints were responded to in full within SPSO timescales. This is a reduction in performance from last year but is still above both the Scottish average and the SHN average (86.3% and 85.6% respectively). 100% of all 2nd stage complaints were responded to in full within Renfrewshire which is well above the Scottish average (83.4%) and the SHN group average of 82.6%.

4.3 Housing Quality and Maintenance

- **93.5%** of Renfrewshire Council's housing met the SHQS standard which is slightly below both the Scottish average (94.2%) and the SHN group average (94.4%). However, after applying allowable exclusions and abeyances, the Council is 100% compliant with SHQS. Most of the abeyances are the result of refusal by the current tenant to allow internal works to be carried out. The Council has an ongoing programme to target these properties and carry out the necessary work with agreement of current tenants or when properties become void in the future.
- **88.6%** of tenants were satisfied with the standard of their home when moving in. This is marginally lower than 2016/17 figure of 89.5% and slightly below both the Scottish average and the SHN average (90.2% and 90.4% respectively).
- Renfrewshire Council's average time to complete emergency repairs was **5.1 hours**. Although this is a marked improvement in performance compared to 2016/17 (6.9 hours) it is still higher than the Scottish average of 4.0 hours and the SHN group average 4.1 hours. Measures are in place to ensure manual data input is robust and emergency repairs with long timescales are reviewed. A new mobile platform has been procured with implementation scheduled for early 2019. From quarter 4 of 2018/19 this should start to improve overall efficiency of service delivery and accuracy in recording completion times.
- **90.2%** of repairs were completed 'right first time' which is lower than the Scottish average of 92.2% and the SHN average of 93.6%. Due to severe winter weather in early 2018, a higher volume of jobs such as builder work and painter work were not completed within the target timescales.

- **98.9%** of repairs appointments were kept which is above the Scottish average of 95.5% and the SHN group average of 95.7%.
- Renfrewshire Council's performance was the second top in the peer group, with **98.3%** of tenants who had repairs carried out satisfied with the repairs service. This is well above both the Scottish average of 92.1% and the SHN group average of 92.1%.

4.4 Estate Management, Anti-social Behaviour, Neighbourhood Nuisance, Tenant Disputes

- Renfrewshire Council's rate of refusal of tenancy offers has significantly improved over the last three years – reducing steadily from 61.3% in 2013/14 to **37.7%** in 2017/18. It is now only slightly above the Scottish average and the SHN group average (both 35.9%).
- 95.0% of anti social behaviour cases were resolved within the locally agreed target of 21 days. This rate was above both the Scottish average and the SHN group average (87.9%).

4.5 Housing Options/Access to Housing

- With **9.2%** of lettable houses becoming vacant during the year, Renfrewshire Council's turnover rate is steadily reducing (down from 11.0% in 2013/14). It still remains slightly higher than the Scottish average (8.6%) and the SHN average (8.7%). This partly reflects Renfrewshire's Council stock profile and higher level of turnover in areas of low demand.
- It took an average of **38 days** to re-let properties during 2017/18. While this is still higher than both the Scottish average and the SHN group average (both 31 days), significant improvement has been made over the last 4 years (down from 56 days in 2013/14), and this improved level of performance was maintained within 2017/18.
- The average time to complete approved medical adaptations improved significantly in 2017/18 to **33.6 days** (an improvement of almost 11 days) which is significantly better than the Scottish average of 51.3 days and the SHN group average of 46 days.

- The Council's tenancy sustainment figures saw an overall improvement in 2017/18– with **88.5%** of new tenancies sustained for more than a year compared to 87.5% the previous year. Although the overall rate of tenancy sustainment is slightly below the Scottish average (88.7%) it is slightly above the SHN group average (88.4%). The rate of tenancy sustainment for new tenants who were formerly homeless (84.6%) is still below the Scottish average (88.2%) and SHN average (87.9%), this represents steady improvement from the previous year (78.1% in Renfrewshire) and reflects ongoing support from staff at the George Street service who work closely with new tenants to help them establish their tenancy and settle into their new home.
- It is noted that the rate of evictions and abandonments remain above the SHN group average. However, there has been an improvement compared to the previous year and further work will be undertaken to help understand the reasons for this and to inform continued improvement activity in this area.

4.6 Homelessness

- There were **860** homeless applications in Renfrewshire in 2017/18. Renfrewshire still compares very well with the local authority average in terms of assessments carried out within 4 weeks (**96.0%** and 88.6 respectively) and time to close cases (**24 weeks** in Renfrewshire compared to 34 weeks across Scotland). The rate of repeat homelessness remains higher in Renfrewshire than the Scottish average (**7.2%** compared to the Scottish average 6.4%) but it has improved substantially from 10.1% in 2014/15.
- Satisfaction with temporary accommodation has improved considerably on last year (**89.0% in 2017/18** compared with 83.2% in 2016/17) and is higher than the Scottish average (87.9%).

4.7 Good Value Rents & Service Charges

- The amount of rent collected as a proportion of the total rent due in the reporting year was **101.2%** comparing better than the Scottish average of 99.4% and the SHN group average of 99.3%.
- The gross value of rent arrears as a percentage of rent due improved in 2017/18 to **4.9%**. This was slightly lower than both the Scottish average of 5.2% and the SHN group average of 5.6% but demonstrates continuing improvement in Renfrewshire.

- At **1.3%**, the proportion of rent lost through empty properties is still above the national and SHN group average (0.7% and 0.9% respectively). However, this represents considerable and steady improvement over the last four years (from 2.6% in 2013/14). Through regeneration activity and local initiatives to tackle low demand and let empty properties as quickly as possible, minimising void periods and reducing rent loss remains a key priority for the housing service.

Implications of the Report

1. **Financial** - None
 2. **HR & Organisational Development** - None
 3. **Community Planning** –
 - **Community Care, Health & Well-being** - Improving and maintaining neighbourhoods and homes
 - **Safer and Stronger** - Increasing tenant satisfaction with neighbourhoods and communities
 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 as it is for noting only. 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
 12. **Cosla Policy Position** – N/A
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Background Papers

- (a) Report to the Housing and Community Safety Policy Board on 7 November 2017, '*Annual Housing Performance Benchmarking Report 2016/17*'.

The foregoing background papers will be retained within Development & Housing Services for inspection by the public for the prescribed period of four years.

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FC/LM
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Housing Charter Indicators

Appendix 1

Indicator		Renfrewshire						SHN ⁽¹⁾	SHR ⁽²⁾
		13/14	14/15	15/16	16/17	17/18	DoT	17/18	17/18
1	% satisfied with the overall service provided	82.0%	82.0%	82.2%	82.2%	88.0%	↑	89.7%	90.5
3	% satisfied with keeping tenants informed	79.2%	79.2%	79.5%	79.5%	82.2%	↑	90.9%	91.7
4&5	% of all 1 st stage complaints within SPSO timescales	94.9%	100.0%	93.3%	100.0%	87.4%	↓	85.6%	86.3
4&5	% of all 2 nd stage complaints within SPSO timescales	94.9%	100.0%	44.0%	100.0%	100.0%	↔	82.6%	83.4
6	% satisfied with opportunities to participate	69.0%	69.0%	84.2%	84.2%	87.8%	↑	84.2%	85.9
7	% meeting the SHQS % stock	62.1%	84.6%	85.9%	91.4%	93.5%	↑	94.4%	94.2
8	% At or above NHER	85.1%	97.4%	98.5%	98.0%	100.0%	↑	97.5%	87.6
9	% Satisfied with standard of home when moving in	61.4%	83.4%	92.3%	89.5%	88.6%	↓	90.4%	90.2
10	% Satisfied with quality of home	81.6%	81.6%	82.2%	82.2%	83.9%	↑	88.3%	87.9
11	Average length of time taken to complete emergency repairs (hours)	11.5	5.8	5.5	6.9	5.1	↑	4.1	4.0
12	Average length of time taken to complete non-emergency repairs (days)	8.5	8.5	8.4	7.4	7.1	↑	6.6	6.4
13	% of non-emergency repairs completed right first time	87.8%	87.5%	90.8%	94.8%	90.2%	↓	93.6%	92.2
14	% of repairs appointments kept	95.0%	98.9%	99.1%	99.0%	98.9%	↓	95.7%	95.5
15	Gas safety record renewed by anniversary date	100.0%	100.0%	99.5%	99.9%	99.9%	↔	99.8%	99.8
16	% Satisfaction with repairs service	78.0%	94.7%	96.6%	91.4%	98.3%	↑	92.1%	92.1
17	% Satisfaction with management of neighbourhood	81.2%	81.2%	82.5%	82.5%	83.2%	↑	87.6%	88.0
18	% of tenancy offers refused	61.3%	59.6%	46.1%	39.7%	37.7%	↑	35.9%	35.9
19	Anti Social Behaviour cases resolved within locally agreed targets	93.7%	91.6%	92.9%	96.4%	95.0%	↓	87.9%	87.9
20	% of new tenancies sustained - Overall	85.0%	87.0%	84.5%	87.5%	88.5%	↑	88.4%	88.7

Housing Charter Indicators

Appendix 1

Indicator		Renfrewshire						SHN ⁽¹⁾	SHR ⁽²⁾
		13/14	14/15	15/16	16/17	17/18	DoT	17/18	17/18
21	% of lettable houses that became vacant during the year	11.0%	10%	10.2%	9.7%	9.2%	↑	8.7%	8.6
22	% of approved applications for medical adaptations completed during the reporting year	98.6%	87.8%	96.0%	97.0%	100.0%	↑	84.6%	84.3
23	Average time to complete approved applications for medical adaptations (days)	61	64	44	44	34	↑	46	51.3
24	% of court actions initiated which resulted in eviction - all reasons	26.1%	20.3%	23.1%	26.4%	25.0%	↑		18.7
25	Average length time in temporary /emergency accommodation (all types) (days)	47	57	79	87	94	↓		103.2
26	% of households requiring temporary accommodation to whom an offer was made	100.0%	99.1%	99.5%	100.0%	100.0%	↔		90.8
27	% offer refused (All)	2.9%	2.0%	2.1%	1.9%	0.8%	↑		9.0
28	% Satisfied with temporary accommodation	87.9%	92.3%	74.5%	83.2%	89.0%	↑		87.9
29	% tenants who feel rent represents value for money		75.0%	77.2%	77.2%	75.8%	↓	82.9%	83.2
30	Rent collected as % of total rent due in the reporting year	99.6%	100.2%	100.0%	100.1%	101.2%	↑	99.3%	99.4
31	Gross rent arrears percentage of rent due	5.6%	6.3%	6.0%	5.4%	4.9%	↑	5.6%	5.2
32	Average annual management fee per factored property	N/A	£ 90.00	£ 90.00	£ 90.00	£ 90.00	↔	£ 86.01	£ 86.79
33	Owners satisfied with factoring service	23.8%	45.4%	50.9%	57.6%	56.7%	↓	63.4%	66.2
34	% of rent due lost through empty properties	2.6%	2.0%	1.9%	1.5%	1.3%	↑	0.9%	0.7
35	Average time to re-let properties (days)	56	44	42	38	38	↔	31	30.7

Sources:(1) Scottish Housing Network website (Las +GHA) (2) Scottish Housing Regulator website