

To: Communities, Housing & Planning Policy Board

On: 26 October 2021

Report by: Director of Communities & Housing Services

Heading: Annual Housing Performance Benchmarking Report 2020/21

1. Summary

- 1.1 This report provides information on the Council's performance in 2020/21 on key Social 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 (2021/22 on performance against the Scottish Social Housing Charter indicators).
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) notes the Council's performance in 2020/21 on key Housing Charter indicators compared to other social landlords.
-

3. Background

- 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 32 performance indicators and 14 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 2020/21 was presented to the Policy Board in August 2021.

- 3.2 Renfrewshire Council is a member of Scotland's Housing Network which collects data from participating landlords and produces benchmarking information. The benchmarking data from Scotland's Housing Network allows the Council to compare performance with a peer group of 26 local authorities and Glasgow Housing Association (GHA). This report draws on that peer group data to benchmark Renfrewshire Council's performance in 2020/21.
- 3.3 In addition, comparison with all landlords from the Scottish Housing Regulator's Charter data is included to (i.e. including all Registered Social Landlords in Scotland, irrespective of size) to allow comparison with a Scotland-wide average.
- 3.4 As reported to the Policy Board in August, Renfrewshire Council's 2020/21 Charter Return highlighted the impact of the pandemic on 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 where Renfrewshire Council performs well compared to other social landlords as well as several areas where there is scope for further improvement. Nationally performance has been affected by the pandemic and in particular there has been a major effect on voids and re-let timescales. Other outcomes have been affected, with a wide variation across local authorities in impact. For example, tenancy sustainment has improved and there have been fewer evictions.
- 3.5 A full list of the Charter performance indicators for 2020/21 is provided at paragraph 4.8 of this report along with the Scotland Housing Network peer group average for 2020/21 and the Scotland-wide average published by the Scottish Housing Regulator for 2020/21.

4. Benchmarking Analysis 2020/21

4.1 Tenant Satisfaction

Renfrewshire Council collects this information from a Tenant Satisfaction Survey which is carried out every two years by external consultants. The most recent survey was carried out in 2020 and the headline results were reported to the Policy Board in August 2020 as part of the report on the Annual return on the Scottish Social Housing Charter. Appendix 1 shows that overall satisfaction rates in Renfrewshire improved since the previous survey in 2017/18.

- **88.8%** of Renfrewshire Council tenants were satisfied with the overall service provided by the Council compared with the SHN group average of 84.9% in 2020/21 and the Scottish average of 89% (20/21)

4.2 Customer and Landlord Relationship

- **93.7%** of Renfrewshire Council tenants said they were satisfied with 'opportunities to participate', which is a 6 percentage-point improvement from the previous survey in 2017/18, considerably better than the SHN group average of 80.6% in 2020/21 and also well above the Scottish average of 86.6%.

- In 2020/21, 100% of all 1st stage complaints were responded to in full, which is better than the SHN group average of 94.5%. 100% of all 2nd stage complaints were responded to in full within Renfrewshire which is also above the SHN group average of 90.1%. On both these indicators, performance was better than the SHR average in 2020/21.

4.3 Housing Quality and Maintenance

- **91.7%** of Renfrewshire Council's housing met the SHQS standard which is slightly higher than the SHN group average in 2020/21 (91.4%) and slightly above the Scottish average (91%). 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.
- **86.1%** of tenants were satisfied with the quality of their home, higher than the SHN group average in 2020/21 (82.9%) but just below the Scottish average (87.1%).
- Renfrewshire Council's average time to complete emergency repairs increased slightly to **6.2 hours** from 5.5 hours in the previous year. This is longer than the SHN group average in 2020/21 (4.6 hours) and the Scottish average (4.2 hours).
- The average time to complete non-emergency repairs was **10.7 days**. This is longer than the SHN group average in 2020/21 (6.9 days) and the Scottish average in 2020/21 (6.7 days).
- **85.1%** of non-emergency repairs were completed 'right first time' an increase from last year (82.6%) but lower than the SHN group average in 2020/21 (93%) and the Scottish average for 2020/21 (91.5%).
- **92%** of tenants who had repairs carried out were satisfied with the repairs service. This is better than last year (90.8%), and better than both the SHN group average for 2020/21 (90.2%) and the Scottish average (90.1%).

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

- **84.5%** of tenants were satisfied with their landlord's contribution to the management of the neighbourhood compared to the SHN group average of 83.5%. The Scottish average is higher at 86.1%.
- The Council's rate of refusal of tenancy offers has improved to **24.1%** in 2020/21 (from 40.2% in the previous year) this is better than the SHN group average (36.5% in 2020/21) and the Scottish average (31.9%).

- **99.8%** of anti-social behaviour cases were resolved. This is better than the SHN group average (94% in 2020/21) and the Scottish average (94.4%).

4.5 Housing Options and Access to Housing

- **6.6%** of lettable houses became vacant during the year which is substantially lower from last year's figure of 9.5%. Renfrewshire Council's turnover is slightly lower than the SHN group average (6.7% in 2020/21) and the Scottish average (7% in 2020/21).
- It took an average of **85.7 days** to re-let properties during 2020/21. This indicator was seriously impacted by pandemic restrictions. Not only were there were rises in average days to let with other local authorities but there is are significant differences between local authorities, ranging from 164 days and the bottom quartile to 21 days by the best performance. The SHN group average for 2020/21 increased to 57 days from 35. The Scottish average was (56.3 days).

The average length of time taken to re-let properties has increased significantly in the last year. Restrictions during the year included periods when only essential moves could take place, constraints on the type of repair works which could be undertaken, reduced capacity and material availability in the construction sector and the impact of some external contractors placing their staff on furlough, along with constraints on allocation processes that were severely impacted, through limited access to offices and facilities, and a restricted viewing process. Work is ongoing to learn from good practice elsewhere and identify opportunities to make improvements in this area. Performance on average days to let is starting to improve, as at the end of August the average had reduced to 78 days.

- The average time to complete approved medical adaptations in 2020/21 was also affected by the pandemic restrictions as the average days increased to **79 days** from 36 days, again there is a similar picture across the local authority sector, where Local authority averages ranged from 386 days to 10 days. The SHN group average which went from 36 days in 19/20 to 47 days on average for 2020/21. The Scottish average increased to an average of 58 days.

Work on major adaptations has recommenced with those identified by Social Work as most critical being prioritised. The remainder are being worked on in date order but given the current backlog, there will continue to be extended timescales for completion until this is fully addressed.

- The Council's tenancy sustainment figure has improved, from 88.5% in 2019/20 to **92%** of all new tenancies sustained for more than a year. This is slightly better than the SHN group average of 91.1%, the Scottish average is 91%.
- The rate of tenancy sustainment for new tenants who were formerly homeless improved significantly to **88.4%** from 80.4%, which is close to the SHN group average of 89.9% and the Scottish average (90.2%).

4.6 Homelessness

- **32.1%** of homeless households were referred to RSLs under 'Section 5' arrangements and through other referral routes which is higher than the SHN group average of 15.4% and the SHR average of 29.7%.

4.7 Good Value from Rents & Service Charges

- The amount of rent collected as a proportion of the total rent due in the reporting year was **99%** which is better than the SHN group average of 98.7% and similar to the Scottish average of 99.1%.
- The gross value of rent arrears as a percentage of rent due dipped slightly in 2020/21 to **6.4%** from 5.7%. Performance on gross rent arrears remains better than the SHN group average (7.8% in 2020/21) and just higher than the Scottish average (6.1%).
- At **1.58%**, the proportion of rent lost through empty properties is above the SHN group average of 1.3% in 2020/21 and slightly higher than the Scottish average of 1.4%.

Minimising void periods and reducing rent loss remains a key priority for the housing service.

4.8 Housing Charter Indicators

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		16/17	17/18	18/19	19/20	20/21	DOT	20/21	20/21
1	% satisfied with the overall service provided	82.2%	88.0%	88.0%	88.8%	88.8%	↔	84.9%	89%
2	% satisfied with keeping tenants informed	79.5%	82.2%	82.2%	88.4%	88.4%	↔	86.4%	91.7%
3	% of all complaints responded to in full at 1st stage	n/a	n/a	n/a	99.7%	100%	↑	94.5%	97%
	% of all complaints responded to in full at 2nd stage	n/a	n/a	n/a	94.1%	100%	↑	90.1%	92.6%
4	Average time in working days for a full response at Stage 1	n/a	n/a	n/a	3.6	4.97	↓	6.7	5
	Average time in working days for a full response at Stage 2	n/a	n/a	n/a	14.6	13.9	↑	22.4	19
5	% satisfied with opportunities to participate	84.2%	87.8%	87.8%	93.7%	93.7%	↔	80.6%	86.6%

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		16/17	17/18	18/19	19/20	20/21	DOT	20/21	20/21
6	% meeting the SHQS % stock	91.4%	93.5%	94.3%	94.6%	91.7%	↓	91.4%	91%
7	% Satisfied with quality of home	82.2%	83.9%	83.9%	86.1%	86.1%	↔	82.9%	87.1%
8	Average length of time taken to complete emergency repairs (hours)	6.9	5.1	5.1	5.5	6.2	↓	4.6	4.2
9	Average length of time taken to complete non-emergency repairs (days)	7.4	7.1	6.9	7.8	10.7	↓	6.9	6.7
10	% of non-emergency repairs completed right first time	94.8%	90.2%	88.1%	82.6%	85.1%	↑	93%	91.5%
11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.	3	3	3	17	1471	↓	11907 total	17420 total
12	% Satisfaction with repairs service	91.4%	98.3%	92.5%	90.8%	92.0%	↑	90.2%	90.1%
13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	82.5%	83.2%	83.2%	84.5%	84.5%	↔	83.5%	86.1%
14	% of tenancy offers refused	39.7%	37.7%	46.4%	40.2%	24.1%	↑	36.5%	31.9%
15	% of anti-social behaviour cases reported in the last year which were resolved.	96.4%	95.0%	96.0%	99.4%	99.8%	↑	94%	94.4%
16	% of new tenancies sustained – Overall	87.5%	88.5%	88.5%	88.5%	92%	↑	91.1%	91%
	Existing Tenants	88.4%	91.2%	94.2%	95.4%	95.5%	↑	94.7%	94.4%
	Homeless Tenants	78.1%	84.6%	82.1%	80.4%	88.4%	↑	89.9%	90.2%
	Housing List	91.9%	89.3%	90.0%	91.7%	92.8%	↑	90.3%	90.2%

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		16/17	17/18	18/19	19/20	20/21	DOT	20/21	20/21
17	% of Lettable Houses that became vacant in last year	9.7%	9.2%	9.7%	9.5%	6.6%	↑	6.7%	7%
18	% of rent due lost through properties being empty during the last year	1.5%	1.3%	1.4%	1.5%	1.58%	↓	1.3%	1.4%
19	No of Households currently waiting for adaptations	New indicator			46	129	↓	3121 total	4896
20	Total Cost of adaptations completed in the year by source of funding	New indicator			402,000	£86,152	↓		
21	Average time to complete approved adaptations (days)	44	33.6	56.8	36.2	79.4	↓	47	58
22	% of court actions initiated which resulted in eviction - all reasons	26.4%	25.0%	27.4%	20%	0	↓	49.3%	22.1%
24	Homelessness - % of homeless households referred to RSLs under section 5 and through other referral routes	New indicator			26.3%	32.1%	↓	15.4%	29.7%
25	% tenants who feel rent represents value for money	77.2%	75.8%	75.8%	78.2%	78.2%	↔	82.3%	82.8%
26	Rent collected as % of total rent due in the reporting year	100.1 %	101.2 %	100.0 %	99.5%	99%	↓	98.7%	99.1%
27	Gross rent arrears (all tenants) as at 31st March each year as a % of rent due for the reporting year	5.4%	4.9%	5.8%	5.7%	6.4%	↓	7.8%	6.1%
28	Average annual management fee per factored property	£90	£90	£90	£108	£0	NA	£110.82	£103.12
29	Owners satisfied with factoring service	57.6%	56.7%	61.0%	60.8%	62.4%	↑	55.3%	65.1%

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		16/17	17/18	18/19	19/20	20/21	DOT	20/21	20/21
30	Average length of time taken to re-let properties in the last year (days)	38.0	38.2	38.5	45	85.7	↓	57.1	56.3
31	Gypsies/travellers - Average weekly rent per pitch	N/A no sites in Renfrewshire							
32	% of gypsies/travellers satisfied with the landlord's management of the site								

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

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** - None
3. **Community/Council Planning**

Building strong, safe, and resilient communities – Improving and maintaining neighbourhoods and homes.

Working together to improve outcomes – Increasing resident 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 because 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. **Risks** – None
 11. **Privacy Impact** – None
 12. **COSLA Policy Position** – N/A
 13. **Climate Risk** – None
-

Background Papers

- Report to the Communities, Housing and Planning Policy Board on 27 October 2020, '*Annual Housing Performance Benchmarking Report 2019/20*'.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting.

The contact officer within the service is Jennifer Murdoch, Housing Regeneration and Service Improvement Manager, Communities, Housing & Planning Services, 0141 618 6261, Jennifer.murdoch@renfrewshire.gov.uk
