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**To: Housing and Community Safety Policy Board**

**On: 8th November 2016**

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**Report by: Director of Development & Housing Services**

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**Heading: Annual Housing Performance Benchmarking Report 2015/16**

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## **1. Summary**

- 1.1 Renfrewshire Council submitted its Annual Return on the Charter to the Scottish Housing Regulator in May 2016. This report provides information on the Council's performance in 2015/16 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 presents performance information against the Housing Charter indicators for the first six months of the current financial year.
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## **2. Recommendations**

- 2.1 It is recommended that The Policy Board;
    - (i) Notes the Council's performance in 2015/16 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
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### **3. Background**

- 3.1 The Annual Charter Return consists of 37 performance indicators and 32 contextual indicators and is submitted to the Scottish Housing Regulator by every social landlord in Scotland. The Charter enables each housing provider to compare performance against all social landlords in Scotland.
  - 3.2 The Regulator publishes a report on every social landlord in August each year and landlords are required to report on their performance to tenants. The most recent issue of Renfrewshire Council's tenants' newsletter (the People's News) includes a special report on the Council's performance against the Charter.
  - 3.3 This report to the Policy Board also draws upon benchmarking data from Scotland's Housing Network (formerly the Scottish Housing Best Value Network) which allows comparison with the Network's peer group average for 26 local authority members and Glasgow Housing Association (GHA).
  - 3.4 Key benchmarking results are highlighted below. The 2015/16 results show that the Council's performance is improving across most areas of the service. Benchmarking is designed to assist with service improvement planning and some areas for improvement are also noted below. (A full list of the Charter performance indicators for 2015/16 along with the Scottish average and the SHN group average are included in Appendix 1.)
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### **4. Benchmarking Analysis 2015-2016**

#### **4.1 Tenant Satisfaction**

**84.2%** of tenants said they were satisfied with opportunities to participate compared to the Scottish average of 81.3% and the SHN group average of 72.1%

**82.2%** of tenants were satisfied with the overall service provided by the Council compared with the Scottish average of 89.0% and the SHN group average of 83.6%

#### **4.2 Housing Quality and Maintenance**

**99.1%** of repairs appointments were kept compared to the Scottish average of 94.4% and the SHN group average of 94.2%

**96.6%** of tenants who had repairs carried out were satisfied compared to the Scottish average of 89.9% and the SHN group average of 88.2%

The average time to complete emergency repairs was **5.5 hours** which is slightly below the Scottish average of 5.1 hours and the same as the SHN group average.

**90.8%** of repairs were completed 'right first time' which is similar to the Scottish average of 91.3% and above the SHN average of 89.8%.

**92.3%** of tenants were satisfied with the standard of their home when moving in. This is a substantial improvement over the last two years and is above both the Scottish average (87.7%) and the SHN group average (84.7%).

**85.9%** of Renfrewshire Council's housing met the SHQS standard which is below both the Scottish average (92.8%) and the SHN group average (93.2%). 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 when properties become void in the future.

#### 4.3 **Access to Housing and Support**

With **10.2%** of lettable houses becoming vacant during the year, turnover is higher than the Scottish average (8.6%) and the SHN group average (8.4%).

The rate of refusal of tenancy offers has reduced over the last three years, but is still (**46.1%**) higher than the Scottish average (37.8%) and the SHN group average (41.5%).

Tenancy sustainment figures had improved over the last two years, but the proportion of new tenancies sustained for more than a year fell to **84.5%** in 2015/16 which is slightly below the Scottish average of 88.4% and the SHN group average of 88.7%. Reasons for this will be investigated, with a particular focus on new tenants who were previously homeless – tenancy sustainment for this group was only 72.1% in 2015/16.

The average time to complete approved medical adaptations improved again in 2015/16 to **44 days** which is better than the Scottish average of 50 days and the SHN group average of 53 days.

#### 4.4 **Homelessness**

There were **832** homeless applications in 2015/16, which is slightly below the average of 1,083 for Scottish local authorities. While Renfrewshire compares well with the local authority average in terms of assessments

carried out within 4 weeks (**88%** and 84% respectively) and time to close cases (**20 weeks** in Renfrewshire compared to 33 weeks across Scotland), repeat homelessness presentations were higher in Renfrewshire in 2015/16 (**10.6%** compared to 6.6%).

Satisfaction with temporary accommodation was lower than it has been in the last two years (**74.5%**) and was below the Scottish and SHN group average (86.9% and 87.9% respectively). The reasons for this will be investigated to help inform action to improve satisfaction levels in the future.

#### 4.5 **Neighbourhood and Community**

The proportion of anti social behaviour cases which were resolved within locally agreed targets increased to **92.9%** in 2015/16. This was above the Scottish average of 86.6% and the SHN group average of 85.1%.

Performance in dealing with complaints from tenants dipped in 2015/16, with the proportion of stage 2 complaints responded to within SPSO timescales at **44%** which was below the Scottish average (81.8%) and the SHN group average of 72.8%. Work has taken place to establish the reasons for this. Systems and processes have been improved and guidance has been issued to staff to ensure complaints are dealt with more efficiently. In the first six months of 2016/17 performance has improved to 71.4% for stage 2 complaints and continues to be monitored.

#### 4.6 **Getting good value from rents and service charges**

The amount of money collected for current and past rent was equal to **100%** of the total rent due in the year, compared to the Scottish average of 99.5% and the SHN group average of 99.3%.

The gross value of rent arrears as a percentage of rent due improved in 2015/16 to **6.0%**. This was slightly higher than the Scottish average of 5.3% but better than the SHN group average of 6.4%.

It took an average of **42 days** to re-let properties. While this is still slightly higher than the Scottish average (35 days) and the SHN group average (40 days), this represents significant improvement over the last two years.

While the proportion of rent lost through empty properties has improved (**1.9%**), it remains higher than the Scottish average and SHN average (both 1%). 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** – 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 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

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## **List of Background Papers**

(a) Reports to the Housing and Community Safety Policy Board on:

- HACS Board Report (Benchmarking of Key Performance Indicators 2012/2013, 12 November 2013)
- HACS Board Report (Benchmarking of Key Performance Indicators 2013/2014, 11 November 2014)
- HACS Board Report (Benchmarking of Key Performance Indicators 2014/2015, 10 November 2015)

The foregoing background papers will be retained within Development & Housing 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 Lesley Muirhead, Planning and Housing Manager, Development & Housing Services.



## Housing Charter Indicators

## Appendix 1

| Indicator |  | Renfrewshire |        |       |     | SHN <sup>(1)</sup> | SHR <sup>(2)</sup> |
|-----------|--|--------------|--------|-------|-----|--------------------|--------------------|
|           |  | 13/14        | 14/15  | 15/16 | DoT | 15/16              | 15/16              |
| 1         | % satisfied with the overall service provided  | 82%          | 82.0%  | 82.2% | ↑   | 83.6%              | 89%                |
| 3         | % satisfied with keeping tenants informed  | 79.2%        | 79.2%  | 79.5% | ↑   | 82%                | 90.6%              |
| 4&5       | % of all 1 <sup>st</sup> stage complaints within SPSO timescales                       | 94.9%        | 100%   | 93.3% | ↓   | 78.4%              | 87.3%              |
| 4&5       | % of all 2 <sup>nd</sup> stage complaints within SPSO timescales                       | 94.9%        | 100%   | 44%   | ↓   | 72.8%              | 81.8%              |
| 6         | % satisfied with opportunities to participate  | 69%          | 69%    | 84.2% | ↑   | 72.1%              | 81.3%              |
| 7         | % meeting the SHQS % stock   | 62.1%        | 84.6%  | 85.9% | ↑   | 93.2%              | 92.8%              |
| 8         | % At or above NHER   | 85.1%        | 97.4%  | 98.5% | ↑   | 96.5%              | 96.5%              |
| 9         | % Satisfied with standard of home when moving in                                       | 61.4%        | 83.4%  | 92.3% | ↑   | 84.7%              | 87.7%              |
| 10        | % Satisfied with quality of home   | 81.6%        | 81.6%  | 82.2% | ↑   | 84.2%              | 86.4%              |
| 11        | Average length of time taken to complete emergency repairs (hours)                     | 11.5         | 5.8    | 5.5   | ↑   | 5.5                | 5.1                |
| 12        | Average length of time taken to complete non-emergency repairs (days)                  | 8.5          | 8.5    | 8.4   | ↑   | 9                  | 7.5                |
| 13        | % of non-emergency repairs completed right first time                                  | 87.8%        | 87.5%  | 90.8% | ↑   | 89.8%              | 91.3%              |
| 14        | % of repairs appointments kept   | 95%          | 98.9%  | 99.1% | ↑   | 94.2%              | 94.4%              |
| 15        | Gas safety record renewed by anniversary date  | 100%         | 100%   | 99.5% | ↓   | 99.7%              | 99.7%              |
| 16        | % Satisfaction with repairs service  | 78%          | 94.7%  | 96.6% | ↑   | 88.2%              | 89.9%              |
| 17        | % Satisfaction with management of neighbourhood  | 81.2%        | 81.2%  | 82.5% | ↑   | 81.7%              | 86.0%              |
| 18        | % of tenancy offers refused  | 61.3%        | 59.6%  | 46.1% | ↑   | 41.5%              | 37.8%              |
| 19        | Anti Social Behaviour cases resolved within locally agreed targets                     | 93.7%        | 91.6%  | 92.9% | ↑   | 85.1%              | 86.6%              |
| 20        | % of new tenancies sustained - Overall   | 85%          | 87%    | 84.5% | ↓   | 88.7%              | 88.4%              |
| 21        | % of lettable houses that became vacant during the year                                | 11.0%        | 10.2   | 10.2% | —   | 8.4%               | 8.6%               |
| 22        | % of approved applications for medical adaptations completed during the reporting year | 98.6%        | 87.8   | 96%   | ↑   | 83.9%              | 83.2%              |
| 23        | Average time to complete approved applications for medical adaptations (days)          | 61           | 64     | 44    | ↑   | 53                 | 50                 |
| 24        | % of court actions initiated which resulted in eviction - all reasons                  | 26.1%        | 20.3%  | 23.1% | ↓   | 17.8%              | 15.5%              |
| 25        | Average length time in temporary /emergency accommodation (all types) (days)           | 47           | 57     | 79    | ↓   | 96                 | 91                 |
| 26        | % of households requiring temporary accommodation to whom an offer was made            | 100%         | 99.1%  | 99.5% | ↑   | 104.1%             | 103.5%             |
| 27        | % offer refused (All)  | 2.9%         | 2.0%   | 2.1%  | ↓   | 7.9%               | 7%                 |
| 28        | % Satisfied with temporary accommodation   | 87.9%        | 92.3%  | 74.5% | ↓   | 87.9%              | 86.9%              |
| 29        | % tenants who feel rent represents value for money                                     | 75%          | 75%    | 77.2% | ↑   | 79.4%              | 79%                |
| 30        | Rent collected as % of total rent due in the reporting year                            | 99.6%        | 100.2% | 100%  | ↓   | 99.3%              | 99.5%              |
| 31        | Gross rent arrears percentage of rent due  | 5.6%         | 6.3%   | 6.0%  | ↑   | 6.4%               | 5.3%               |
| 32        | Average annual management fee per factored property                                    | N/A          | £90    | £90   | —   | £67.31             | £80.24             |
| 33        | Owners satisfied with factoring service  | 23.8%        | 45.4%  | 50.9% | ↑   | 58.7%              | 65.1%              |
| 34        | % of rent due lost through empty properties  | 2.6%         | 2%     | 1.9%  | ↑   | 1%                 | 1%                 |
| 35        | Average time to re-let properties (days)   | 56           | 44     | 42    | ↑   | 40                 | 35                 |

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