

To: Communities, Housing and Planning Policy Board

On: 17 August 2021

Report by: Director of Communities and Housing Services

Heading: Scottish Social Housing Charter - Annual Return 2020/21

1. Summary

- 1.1 Local Authorities and Registered Social Landlords are required to submit an Annual Return on the Charter relating to service performance to the Scottish Housing Regulator by the end of May each year.
 - 1.2 This report provides details of the Council's Annual Return on the Charter for 2020/21 and, taking account of the challenges faced during the Covid pandemic, highlights the key priorities for the housing service as part of recovery planning activity.
 - 1.3 The Scottish Government is consulting on the Scottish Social Housing Charter which sets out the standards and outcomes that social landlords should be achieving for tenants and other customers through their housing activities. Authority is sought for the Director of Communities and Housing Services to submit a response on behalf of the Council as set out in section 5 of this report.
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2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) notes the submission made by the Director of Communities and Housing Services on the Scottish Social Housing Charter for 2020/21 as summarised in Appendix 1;
 - (ii) agrees that recovery planning activity should focus on key areas of the housing service as noted at paragraphs 3.5 and 3.6 of this report; and

- (iii) agrees that the Director of Communities and Housing Services submits a response to the Scottish Government's consultation on the Scottish Social Housing Charter as set out in section 5 of this report.
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3. Charter Report for 2020/21 and service priorities

- 3.1. The report attached as Appendix 1 gives a summary of outturn performance information for Renfrewshire Council for 2020/21.
- Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators along with comparative information for the last four years.
 - Section 2 gives details of some core contextual data submitted as part of the Charter return.
 - Section 3 provides additional service and performance management information for 2020/21.
- 3.2. The Charter data for 20/21 reflects the challenges faced by the Council in continuing to provide core essential housing services during the Covid pandemic. The key areas of service performance most significantly impacted by the pandemic were:
- The number of times in the reporting year that a gas safety check was not completed within 12 months of a gas appliance being fitted or its last check (Indicator 11). In 2020/21, there were 1,417 occasions where this was not completed before the anniversary date, with 52 checks still outstanding at the end of March 2021. However, arrangements were put in place to actively engage with tenants to secure access to properties and enable safety checks to be carried out. These have now all been completed.
 - The number of households waiting for adaptations to their home (Indicator 19). There were 129 households waiting for an adaptation at the end of March 2021 compared to 46 in the previous year. The average time to complete adaptations (Indicator 21) also increased substantially - to 79 days from 36 days in 2019/20.
 - The average length of time taken to re-let properties in the last year (Indicator 30). The average re let time rose to 85.7 days from 45 days in the previous 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 in the construction sector with some external contractors placing their staff on furlough, and constraints on allocation processes were severely impacted, though limited access to offices and facilities, and a restricted viewing process.

3.3. Despite the challenges of the last 18 months, there were a number of areas of improvement or reasonably stable performance:

- Percentage of new tenancies sustained for more than a year improved across all tenant groups, with the overall level of tenancy sustainment increasing from 88.5% to 92% (Indicator 16)
- Percentage of tenants satisfied with the repairs and maintenance service improved from 90.8% to 92% (Indicator 12)
- Despite the challenges noted above there was only a slight increase in the time taken to complete emergency repairs, from 5.5 hours last year to 6.2 hours (Indicator 8).
- The percentage of homes meeting the EESSH increased to 86.6% from 78% (Indicator C10)
- Gross rent arrears increased to 6.4% of rent due at March 2021 compared with 5.7% in March 2020. This increase in arrears can in part be attributed to the impact of the initial lockdown where traditional methods of payment, such as cash payments, were not available to tenants.

3.4 The issues above are not unique to Renfrewshire. Reports from membership bodies such as Scotland's Housing Network (SHN) and the Association of Local Authority Chief Housing Officers (ALACHO) have noted a number of common themes in service delivery during 2020/21:

- Performance is lower than in previous years
- There has been a major effect on voids and re-lets
- Tenancy sustainment has improved, fewer evictions, and lower rent increases
- The total volume of all repairs is down by a fifth and gas safety failures have increased substantially
- There has been a reduction in the proportion of stock meeting SHQS
- Adaptations have been severely impacted, with a reduction in spend on adaptations and increase in the number of people waiting on adaptations
- A reduction in the number of newly arising voids has helped to offset the impact of void rent loss, but there have still been increases in rent loss due to voids
- The proportion of lets made to homeless applicants has increased, but there has been no increase in the absolute number of properties let to homeless households.

- 3.5 Taking account of the information set out in paragraphs 3.2 to 3.4, and as part of the Council's recovery planning activity, the housing service will prioritise work to reduce the time taken to re-let empty properties and the time taken to complete adaptations. It will also continue to work to tackle cases of serious rent arrears (while the overall level of gross rent arrears has only increased slightly, there is evidence of serious arrears having been built up by some tenants over the last year).
- 3.6 The number of properties re-let during 2020/21 was only around half of previous years and, as previously reported to the Policy Board, lets to people who are homeless and with the highest levels of need (in line with the Council's housing allocation policy), have been prioritised. Even with this approach, and with a higher share of lets going to applicants assessed as statutory homeless, the number of lets to homeless people fell from 319 in 2019/20 to 245 in 2022/21. As part of the recovery planning approach, and to ensure that people who are homeless are provided with settled housing as quickly as possible and that the need to stay in temporary accommodation is minimised in line with the Council's approved Rapid Re-housing Transition Plan (RRTP), it is proposed that this approach of prioritising lets to people who are homeless and those with the highest level of needs is continued for the remainder of 2021/22. This would mean that letting targets would be adjusted in line with outturn lets in 2020/21, with around 49% of lets to homeless applicants.
- 3.7 Due to COVID restrictions only essential repairs could be completed and consequently less than half the number of non-emergency repairs were completed in 2020/21 compared to 2019/20. The impact of this is currently being assessed together with Building Services. The restrictions to safe working practice and risk assessments for the construction sector also impacted on the throughput of repairs to void properties. The service is working with Building Services to assess impact and prioritise resources.

4. Reporting Performance to tenants and benchmarking performance

- 4.1 The Scottish Housing Regulator publishes all social landlords' performance on its website in August each year. In common with other Councils and RSLs, the Council will be required to report its performance against the Charter to all tenants in October.
- 4.2 In accordance with guidance from the Scottish Housing Regulator and practice over previous years, tenants will be consulted with on the preferred format for the Tenant's Report. A report will be presented to a later meeting of this Policy Board which benchmarks Renfrewshire Council's performance in 2020/21 against other Social Landlords.

5. Scottish Government Consultation on Review of the Scottish Social Housing Charter

- 5.1 The Scottish Government is consulting on the Scottish Social Housing Charter which sets out the standards and outcomes that social landlords should be achieving for tenants and other customers through their housing activities.
- 5.2 A copy of the consultation document is available on the Scottish Government's website at <https://consult.gov.scot/social-housing-services/scottish-social-housing-charterreview>.
- 5.3 The consultation is structured over three sections: Section 1, asks for views on the impact of the Charter in general terms. Section 2 asks for specific comments regarding each of the Charter standards and outcomes and section 3 asks if anything should be added to the Charter.
- 5.4 Responses to the consultation should be submitted no later than 9 September 2021 with findings reported towards the end of 2021. A report is expected to go to the Scottish Parliament early in 2022 with a new Charter being approved by April 2022.
- 5.5 It is proposed that a response is submitted from Renfrewshire Council noting that the Charter is useful for social landlords in terms of service improvement and benchmarking activity and that there is no need to change the current outcomes and standards.

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 Change** - None
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List of Background Papers

The foregoing background papers will be retained within Communities and 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.

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Renfrewshire
Council

Scottish Social Housing Charter

Outturn report

2020-2021

Scottish Social Housing Charter 2020-2021

Outturn report

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SECTION 1: OUTTURN REPORT (2020-2021)

Overall Satisfaction

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a)82.2%	(b)88.0%	(b)88.0%	(c)88.8%	(c)88.8%	The most recent data relates to the 2020 Tenant Satisfaction Survey

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

1. The Customer Landlord Relationship

Communication

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
2 (was 3)	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a)79.5%	(b)82.2	(b)82.2	(c)88.4%	(c)88.4%	The most recent data relates to the 2020 Tenant Satisfaction Survey

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Complaints

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
New 3 & 4	The percentage of all complaints responded to in full at Stage 1	N/A	N/A	N/A	99.7%	100%	There were 516 Stage 1 complaints received, all were responded to in full, in an average of 4.97 days.
	The average time in working days for a full response at Stage 1	N/A	N/A	N/A	3.6 days	4.97 days	
	The percentage of all complaints responded to in full at Stage 2.	N/A	N/A	N/A	94.1%	100%	There were 16 stage 2 complaints received, all were responded to in full, in an average of 13.9 days.
	The average time in working days for a full response at Stage 2.	N/A	N/A	N/A	14.6 days	13.9 days	

Note: The complaints indicators have been revised by the Scottish Housing Regulator

Participation

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
5 (was 6)	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	(a)84.2%	(b)87.8%	(b)87.8%	(c)93.7%	(c)93.7%	The most recent data relates to the 2020 Tenant Satisfaction Survey

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
6 (was 7)	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	91.4%	93.5%	94.5%	94.6%	91.7%	See note below
<p>This year we have reported 290 properties as exempt from the SHQS. These properties are scheduled for demolition or disposal and are technically classed as failing to meet the SHQS. Along with a slight increase in the number of properties in abeyance from the SHQS, this is why the proportion of stock meeting the SHQS (91.7%) is lower in 2020/21 than 2019/20.</p> <p>The number of properties in abeyance has increased from 641 to 730. These are mainly properties where tenants have refused access for internal works (and these properties are then targeted through the void catch-up programme) and where owners have not agreed to participate in planned capital investment works. The pandemic has impacted on the capital investment programme and voids programme and this is reflected in the higher abeyance figure this year.</p> <p>As reported in previous years, if exemptions and abeyances are excluded from the figures, there are no properties which fail the SHQS. (Initial data returns from other local authorities have also reported a slight reduction in the proportion of stock meeting SHQS).</p>							
7 (was 10)	Percentage of tenants satisfied with the quality of their home.	(a)82.2%	(b)83.9%	(b)83.9%	(c)86.1%	(c)86.1%	The most recent data relates to the 2020 Tenant Satisfaction Survey
C10	Percentage of homes meeting the EESSH	N/A	N/A	73.6%	78%	86.6%	10,328 properties meet the EESSH 2020 Standard.

7) Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Repairs, maintenance and improvements

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
8 (was 11)	Average length of time taken to complete emergency repairs. (hours)	6.9	5.1	5.1	5.5	6.2	Just over 20,000 emergency repairs were completed in 2020/21 (similar to the number completed in 2019/20). The average time to complete increased from 5.5 to 6.2 hours.
9 (was 12)	Average length of time taken to complete non-emergency repairs. (days)	7.4	7.1	6.9	7.8	10.7	Just over 15,000 non-emergency repairs were completed in an average of 10.7 days. This is an increase in the length of time taken to complete non-emergency repairs. (Due to Covid restrictions, less than half the number of non-emergency repairs were completed in 2020/21 compared to 2019/20.)

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
10 (was 13)	Percentage of reactive repairs carried out in the last year completed right first time.	94.8%	90.2%	88.1%	82.6%	85.1%	Of the 14,150 reactive repairs carried out in 20/21, over 12,000 were completed right first time.
11 (Revised wording for 15)	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	1,471	Note below
<p>Due to Covid restrictions essential repairs were prioritised and consequently less than half the number of non-emergency repairs were completed in 2020/21 compared to 2019/20.</p> <p>Renfrewshire Council have at all times followed the Scottish Government guidance and the more detailed guidance from GasSafe and HSE. We advised the Scottish Housing Regulator in September 2020 on matters relating to gas servicing at that time and also noted operational issues that severely impacted our ability to carry out services.</p> <ul style="list-style-type: none"> • There were 10,286 services required to be carried out in 20/21 • Of these, 8,870 services were completed within their anniversary date • There were 1,471 occasions where a service was not completed by the 12-month anniversary date • Of these, 52 were still outstanding at 31 March 2021 <p>Between 31 March and 27 May (when the ARC was submitted) 38 of the 52 outstanding gas services were completed. The Service actively engaged with the remaining 14 households to arrange access and all outstanding gas services have been completed.</p> <p>The national data shows that there were significant issues with gas safety checks across the social rented sector in 2020 – this was not a problem restricted to Renfrewshire.</p>							
12 (was 16)	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	91.4%	98.3%	92.5%	90.8%	92.0%	Satisfaction with repairs has improved slightly since last year. Of the 1,089 tenants asked for their views 1,002 were satisfied / very satisfied, 38 were neither satisfied nor dissatisfied and 49 were fairly /very dissatisfied with the repair and maintenance service received.

(12) Source: Point of service survey

3. Neighbourhood and community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
13 (Revised Definition of 17)	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	(a)82.5%	(b)83.2%	(b)83.2%	(c)84.5%	(c)84.5%	The most recent data relates to the 2020 Tenant Satisfaction Survey
14 (was 18)	Percentage of tenancy offers refused during the year.	39.7%	37.7%	46.5%	40.2%	24.1%	From 698 formal offers there were 168 refusals. The number of offers is down from the previous year due to restrictions on the service caused by the pandemic. There is a similar trend with other local authorities.
15 (revised definition of 19)	Percentage of anti-social behaviour cases reported in the last year which were resolved.	96.4%	95.0%	96.0%	99.4%	99.8%	477 cases of 478 cases were resolved.

13) Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

4. Access to housing and support

Tenancy sustainment and tenancy turnover

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
16 (was20)	Percentage of new tenancies sustained for more than a year, by source of let.						Note that these figures relate to tenancies which commenced between April 2019 and March 2020. Overall sustainment levels have improved, with significant improvement in the proportion of tenancies sustained for more than 12 months by tenants who were previously homeless (up from 80.4% to 88.4%).
	Existing tenants	88.4%	91.2%	94.2%	95.4%	95.5%	
	Homeless applicants	78.1%	84.6%	82.1%	80.4%	88.4%	
	Housing List applicants	91.9%	89.3%	90.0%	91.7%	92.8%	
	Other	0	66.7%	00.00	0	0	
	Overall	87.5%	88.5%	88.5%	88.5%	92%	
17 (was 21)	Percentage of lettable houses that became vacant in the last year.	9.7%	9.2%	9.7%	9.5%	6.6%	There was a reduction in the number of lettable houses that became vacant in the year, with 772 this year compared to 1,108 last year.

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
18 (was 34)	Percentage of rent due lost through properties being empty during the last year.	1.5%	1.3%	1.4%	1.5%	1.58%	There was a slight increase in the rent lost through void properties this year.

Housing options and access to housing

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
19 (new)	Number of households currently waiting for adaptations to their home	N/A	N/A	N/A	46	129	All adaptations activity has been severely impacted by the pandemic restrictions. As with other local authorities the numbers waiting have increased, the amount spent has dropped and the average time to complete adaptations has increased.
20 (new)	Total cost of adaptations completed in the year by source of funding (£)	N/A	N/A	N/A	£402,000	£86,152	
21 (Was 23)	Average time to complete adaptations	44	33.6	56.8	36.2	79.4	
22 (was 24)	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	26.4%	25.0%	27.4%	20%	0%	All court activity was suspended due to the pandemic.
	Non-payment of rent	25.7%	24.6	26.7%	20%	0%	
	Anti-social behaviour	0.8%	0.4	0.7%	0	0%	
	Other	0	0	0	0	0%	

Homelessness

No	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
24 (new)	Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.	N/A	N/A	N/A	26.3%	32.1%	The Council continues to work with RSL partners to refer households through the section 5 and Nomination Agreement routes.

Note: Indicator 23 is for RSLs only

5. Getting good value from rents and service charges

Value for money

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
25 (was 29)	Percentage of tenants who feel that the rent for their property represents good value for money.	(a)77.2%	(b)75.8%	(b)75.8%	(c)78.2%	(c)78.2%	The most recent data relates to the 2020 Tenant Satisfaction Survey

Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

Rents and service charges

No.	Indicator	16/17	17/18	18/19	19/20	20/21	Notes
26 (was 30)	Rent collected as percentage of total rent due in the reporting year.	100.1%	100.2%	100%	99.5%	99%	Last year £47,141,200 of rent was collected from a total of £47,627,600 rent due.
27 (was 31)	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.35%	4.88%	5.8%	5.7%	6.4%	There has been an increase in the level of gross rent arrears over the past year. The national local authority average has also increased during the pandemic.
28 (was 32)	Average annual management fee per factored property.	£90.00	£90.00	£90.00	£108	£0	There was no charge levied to owners this year as the pandemic restricted the ability to deliver a service.
29 (was 33)	Percentage of factored owners satisfied with the factoring service they receive.	57.6%	56.7%	61.0%	60.8%	62.4%	This indicator has remained relatively stable.
30 (was 35)	Average length of time taken to re-let properties in the last year. (days)	38	38	38	45	85.7	Note below
<p>There were 492 re lets in 20/21. This is under half the number of properties the Council would normally re let annually, as all aspects of reletting activity were impacted by Covid restrictions. Just over half of these went to homeless applicants. Restrictions were placed on the construction/building sector at certain points which impacted on access to void properties and some contractors furloughed their staff. The allocation process was also severely impacted, though limited access to offices and facilities, and a restricted viewing process.</p> <p>National data shows that other local authorities have also reported large rises in the average days to let. The overall local authority average has increased substantially this year.</p>							

(33) Source: Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	16/17	17/18	18/19	19/20	20/21
31 (was 36)	Gypsies/travellers – Average weekly rent per pitch.	Currently there are no gypsy/traveller sites in Renfrewshire.				
32 (was 37)	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.					

SECTION 2B: CORE CONTEXTUAL INDICATORS

Last year the Scottish Housing Regulator reduced the number of contextual indicators from 32 to 6, these relate to the stock and profile of our service users. Not all of these are reported by local authorities. The core contextual indicators are included in the table below:

No.	Indicator	16/17	17/18	18/19	19/20	20/21
C2	Number of lets during the reporting year, by source of let					
	Existing tenants	239	191	194	265	154
	Housing List applicants	666	520	509	523	200
	Mutual Exchanges				17	2
	Other sources	3	0	0	0	0
	Homeless applicants	279	301	357	352	245
	Total number excluding exchanges				1,140	599
C3	Number of lets during the reporting year					
	General Needs	1144	980	1030	1101	571
	Supported Housing *	43	32	30	39	28
C14	Types of tenancies granted for the reporting year					
	Occupancy agreements	0	0	0	0	0
	Short SST	3	3	2	4	3
	SST	1184	1009	1058	1136	596
C15	Housing Lists					
	New applicants	3335	3189	4450	3015	2464
	Applicants on list at end of year	5645	5532	5553	5253	5901
	Suspensions	106	96	94	98	99
	Cancelled	3421	3281	3232	3464	1646
C4	Abandoned properties	141	133	155	125	49
C30	Number of notices of proceedings issued	1944	1942	1802	1494	4
	The number of orders for recovery of possession granted during the reporting year	139	106	127	87	0
C29	Average number of reactive repairs completed per occupied property	4.7	4.4	4.5	5.1	3.2
C16	The Landlords wholly owned stock	12220	12163	12002	12066	12,212
C17	Stock by house type					
	House	2562	2558	2561	2612	2695
	High Rise	1003	1001	1001	1000	1000
	Tenement	4809	4777	4609	4602	4635
	4 in block	2784	2781	2781	2802	2831
	Other flat/maisonette	1062	1046	1050	1050	1051
C20	Number of self-contained properties void at the year end	354	289	358	391	641
	Void for more than 6 months	77	8	9	2	209
C5	Rent increase	0%	1%	2%	2%	1.5%

C6	Number of households for which landlords are paid housing costs	8168	7947	7323	7203	7587
	Value of direct housing cost payments received during the year	£28,306,500	£28,048,646	£27,737,100	£25,753,700	£27,893,800
C7	Percentage of former tenant rent arrears written off at the year end	37%	50.45%	26.9%	31%	14.5%

* Sheltered housing only

SECTION 3: MANAGEMENT INFORMATION

Allocations and Managing Tenancy Change

In 2020/21, 599 properties were let by the Council, this is around half the number of lets compared to the previous year due to pandemic restrictions. Most of these lets (83%) were made through the group system. Within the group system, 49% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants on housing list.

	16/17	17/18	18/19	19/20	20/21
Number of applicants on housing list - at 31 st March 2020	5645	5532	5553	5253	5901
of which number who have their application on hold	1255	1163	1118	1016	1034

Table 2 provides the source of housing applicant from the common housing allocation policy.

Group	19/20		20/21	
	Applicants	%	Applicants	%
Statutory Homeless	180	3.4%	254	4.30
Mobility	420	8%	435	7.37
General Applicants (not landlord's own tenant)	3440	65.5%	3859	65.40
Transfer Applicants (with housing need)	662	12.6%	745	12.62
Transfer Applicants (no housing need)	551	10.5%	608	10.30
Total	5253	100%	5901	100%

Table 3 shows lets made through and outwith the group system.

	16/17		17/18		18/19		19/20		20/21	
	Number	%	Number	%	Number	%	Number	%	Applicants	%
Lets through group system	1066	89.8%	937	92.6%	990	93.4%	1074	94.2%	500	83%
Lets outwith group system	121	10.2%	75	7.4%	70	6.6%	66	5.8%	99	17%
Total Lets	1187	100%	1012	100%	1060	100%	1140	100%	599	100%

Table 4 shows lets to each group and the target for lets to each group.

Group	19/20		20/21		Targets
	Lets*	%	Lets	%	%
Statutory Homeless	319	33%	245	49%	37%
Mobility	103	10.6%	74	14.8%	10%
General Applicants (not landlords' own tenant)	385	39.8%	128	25.6%	28%
Transfer Applicants (with housing need)	101	10.4%	47	9.4%	15%
Transfer Applicants (no housing need)	60	6.2%	6	1.2%	10%
Total	968	100%	500	100%	100%

* Note that these are the lets made from 1st May 2019 when the new Allocation Policy was implemented; there were a further 106 lets made in April 2019 before the new policy was implemented (ie 1,074 lets in total in 2019/20 through the group system).

Table 5 gives details for lets outwith the group system.

Category	16/17		17/18		18/19		19/20		20/21	
	Lets	%	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	44	36.4%	32	42.7%	30	42.9%	39	59.1%	25	25.25%
Special Lets	28	23.1%	28	37.3%	25	35.7%	19	12.1%	25	25.25%
Regeneration	49	40.5%	15	20%	15	21.4%	8	28.8%	49	49.5%
Total	121	100%	75	100%	70	100%	66	100	99	100%

Graph 1 shows lets by house type.

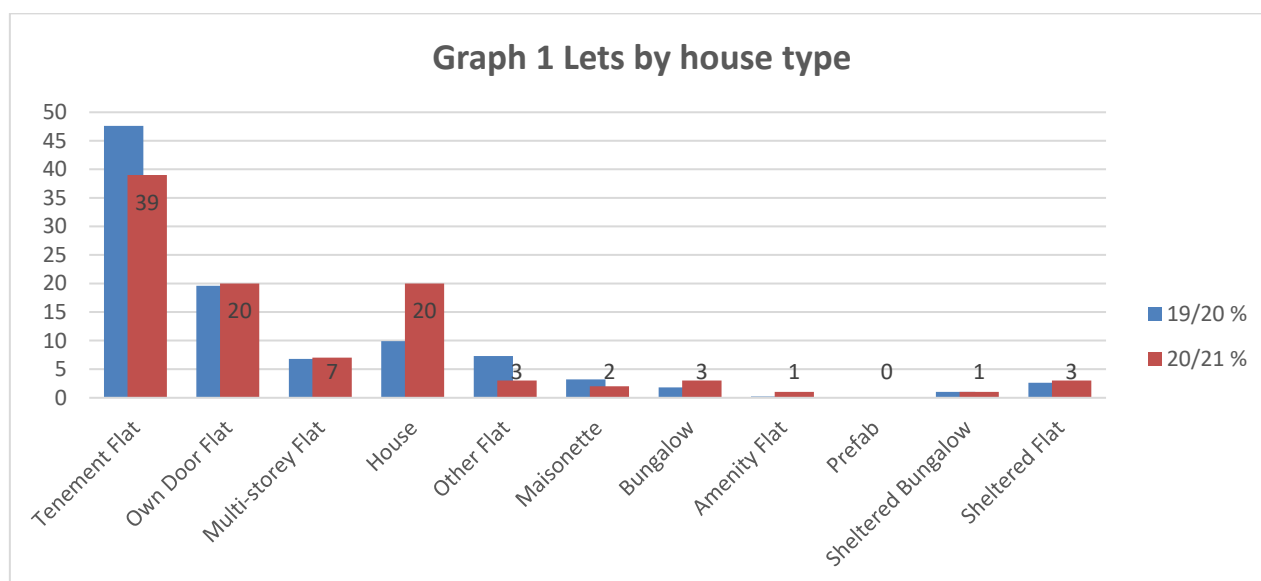


Table 6 shows Section 5 and Nomination Lets for 2020/21.

Table 6 Nomination & S5 Lets						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		Total stock		
16/17	64	37	12.3%	78	12.2%	21.9%
17/18	100	7	14.3%	117	18.6%	29.8%
18/19	75	17	12.2%	130	20.9%	29.4%
19/20	47	9	6.9%	134	19.7%	23.4%
20/21	19	1	3.25%	165	31.8%	30.0%

Section 5 = general stock only (excludes specialist)

Although the total number of lets has decreased from 812 in 19/20 to 616 in 20/21, the % overall let to the council has increased – this is due to the increase in S5 lets to RSLs, which has seen an increase from 135 in 19/20 to 165 in 20/21.

Repairs

In 2020/21, 38,514 repairs were carried out and 96.2% of these were completed within the target timescale. This is an increase compared to 2019/20 when 95% of repairs were completed within target.

The impact of Covid restrictions to safe working practice and risk assessments for the construction sector also impacted on the throughput of repairs to void properties with this currently being assessed together with Building Services to assess impact and prioritise resources going forward.

Table 7 provides data in respect of repairs completed by category of repair:

- an emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent damage
- 'right to repair' qualifying repairs are urgent repairs which must be carried out within a specified timescale in terms of the Housing (Scotland) Act 2001
- routine repairs are everyday repairs which are required as a result of normal wear and tear of the property
- programmed repairs are generally non-urgent general maintenance repairs which are carried out on a programmed basis rather than carrying out individual responsive repairs (usually larger scale repairs within common ownership)

Category of Repair	18/19	19/20	20/21
Emergency Completed	98.3%	98%	98.7%
Right to Repair Completed	99.9%	100%	99.5%
Urgent Completed	97.6%	94%	87%
Routine Completed	92.5%	90%	90%
Programmed Completed	98.5%	97%	98.8%
Total Repairs Completed	96%	95%	96.2%

Table 8 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2020/21 and the outcomes for calls received. Over 59,000 calls were made to report repairs and 89.5% of these were answered. This is an increase on performance from 2019/20 when 88% of calls were answered. The Ren Repairs App saw a decrease over the same timeframe with 5501 repairs generated from 6964 logged in this manner in 2019/20.

Indicator	Number	Percentage
Total calls attempted	59042	
Calls answered	52871	89.5%
Calls abandoned	6171	10.5%
Calls answered within 40 second target time	32381	54.8%
% of all attempted calls answered within 40 sec target (service level)		61.2%
Average waiting time	00:01:41	
Maximum waiting time (average)	00:05:04	
'Ren Repairs' app (email correspondence)	3040	
'Ren Repairs' registered repairs	5501	

Homelessness and Housing Advice

During 2020/21 the number of people presenting as homeless that require assessment has decreased slightly but there has been an increase in housing advice. The number of applications where the Council has a statutory duty to re-house decreased slightly. Performance in terms of time taken to complete assessments continues to compare well with other Scottish Local Authorities.

Table 9: Applications and Decision Making	16/17	17/18	18/19	19/20	20/21
Number of homeless applications requiring assessment	776	860	848	874	832
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	2,103	1,962	1,956	1,941	2084
Number of applications assessed as ‘homeless or threatened with homelessness’ (i.e., the Council had a duty to rehouse)	618	692	705	731	682*
Proportion of assessments completed within 28 days	91%	96%	96.5%	98.9%	99.7%

* awaiting Scottish Government final approval

From April 2020 – March 2021, over 96% of service users were satisfied with the quality of advice and the quality of service received, despite a slight dip, satisfaction with advice and service remains high. Satisfaction with temporary accommodation increased in 2020/21

Table 10 – Satisfaction	16/17	17/18	18/19	19/20	20/21
% pleased with the quality of advice and information they were given	95.8%	97.5%	97.3%	98.7%	96.3%
% pleased with the overall quality of the service they received.	97.4%	98.4%	98.3%	99.6%	96.3%
% Satisfied with temporary accommodation	83.2%	89%	92.1%	90.8%	94.7%

SECTION 3: Rent Arrears

The total arrears owed increased by £486,368 from 2019/20. Table 11 shows that the annual rental income due to be collected is over £47.6m. At the end of March 2021, £1,849,868, was owed in arrears. The increase in arrears can in part be attributed to the impact of the initial lockdown where traditional methods of payment, such as cash payments were not available to tenants. The focus for Housing Services at this stage was health and wellbeing of tenants. In line with Scottish Government guidance arrears cases were not being escalated, however, the Service continues to work with tenants to reduce the debt owed.

Table 11 - Current Tenant Rent Arrears					
	16/17	17/18	18/19	19/20	20/21
Annual Rental Income	£46,355,300	£45,654,500	£45,895,000	£46,460,700	£47,627,600
Number of Tenants	11,479	11,371	11,294	11,305	11,121
Total Arrears Owed All	£1,194,900	£1,146,600	£1,141,900	£1,363,500	£1,849,868

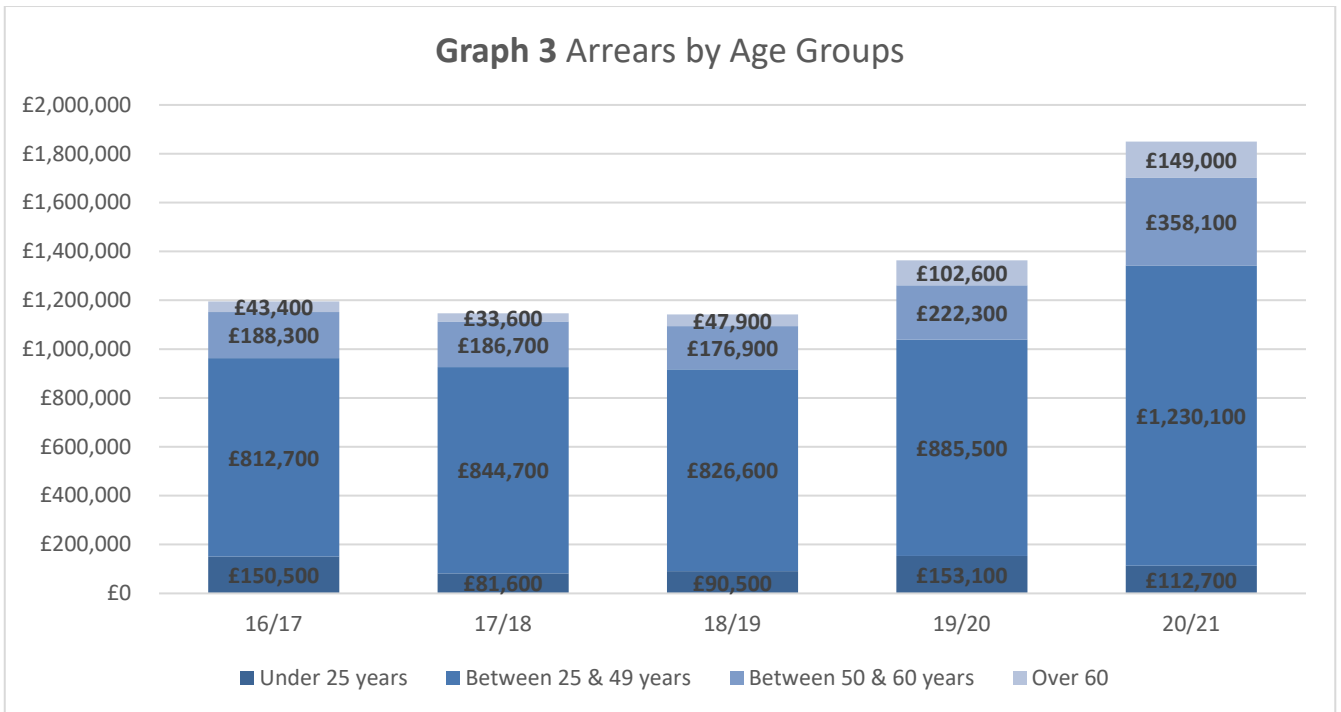
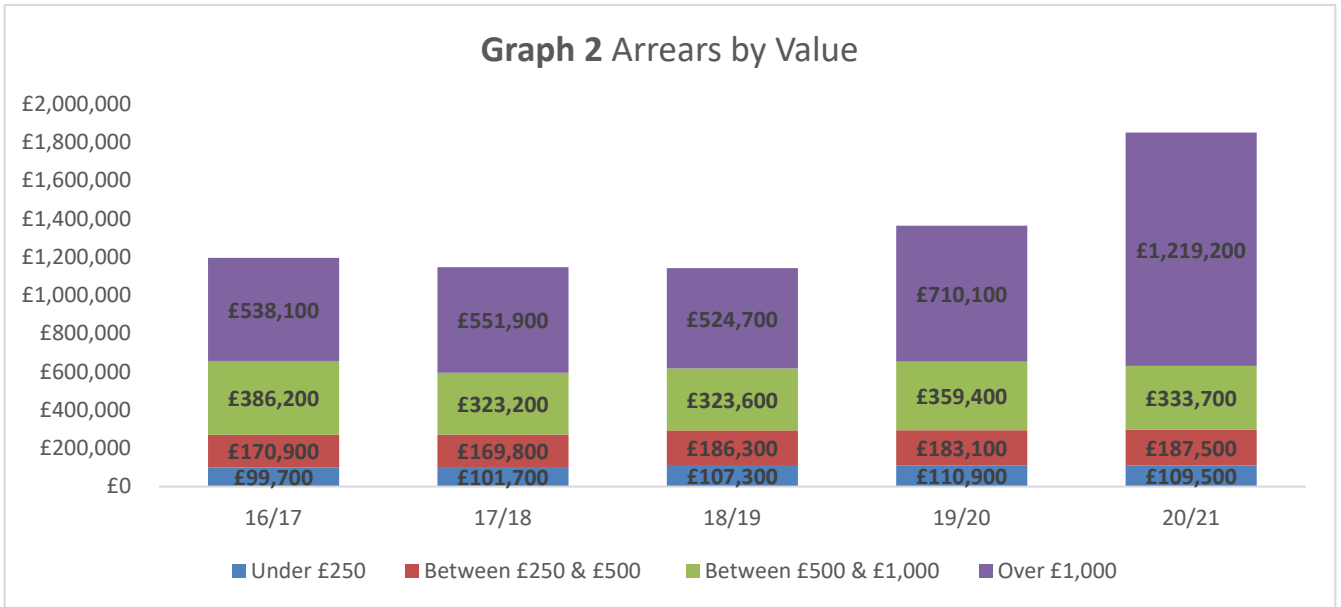
Table 12 shows the recovery action taken, with all new court actions and evictions suspended due to the pandemic. The figure for all cases calling at court is 67 as this includes those which were booked prior to the pandemic, sisted and recalled cases.

Table 12 – Recovery Action					
	16/17	17/18	18/19	19/20	20/21
NPRP issued	1,944	1942	1802	1494	4
All Cases calling at Court	1057	974	1112	885	67
Decrees Granted	139	106	127	87	0
Evictions enforced S/Officer	10	9	10	6	0
Average time first calling	10 weeks	10 weeks	9 weeks	11 weeks	11 weeks
Average time recalled at court	4.5 Weeks	7 weeks	4.5 weeks	11 weeks	23 weeks

Table 13 – Status of Rent Debt					
	16/17	17/18	18/19	19/20	20/21
Arrears Pre-Court	£666,600	£634,600	£649,700	£871,500	£1,493,900
Arrears Post Court	£411,300	£409,500	£368,400	£321,300	£201,800
Arrears Rent Direct	£117,000	£102,500	£123,800	£170,700	£154,200
TOTALS	£1,194,900	£1,146,600	£1,141,900	£1,363,500	£1,849,900

Table 13 above and the graphs below provide further information on the status and profile of rent arrears and receipt of housing benefit. They show:

- a significant increase in the amount of arrears with a value of over £1,000
- a reduction in the amount of arrears owed by those aged under 25, while all other age bands have increased
- considerable increase in the caseload for Universal Credit (UC) with the number of customers in receipt of UC increasing by 32% since 2019/20;
- benefit uptake remains high with 76% of our tenants in receipt of some form of benefit.



Graph 4 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 76% of our tenants in receipt of some form of benefit.

Graph 4 Housing Benefit

