

**To: Communities, Housing & Planning Policy Board**

**On: 27 October 2020**

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**Report by: Director of Communities, Housing & Planning Services**

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**Heading: Annual Housing Performance Benchmarking Report 2019/20**

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## **1. Summary**

- 1.1 This report provides information on the Council's performance in 2019/20 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 (2020/21) 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 2019/20 on key Housing Charter indicators compared to other social landlords.
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## **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 usually submitted to the Scottish Housing Regulator (SHR) at the end of May each year. This year the deadline for submissions was extended and the return was submitted to the SHR in July. A report on Renfrewshire Council's performance against the Charter in 2019/20 was presented to the Policy Board in August 2020.

- 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 2019/20.
- 3.3 In addition to comparison with other local authorities and GHA, data would normally also be available from the Scottish Housing Regulator for all social landlords in Scotland (ie including all Registered Social Landlords in Scotland irrespective of size) to allow comparison with a Scotland-wide average. Due to the pandemic there has been a delay this year with the publication of the data by the Scottish Housing Regulator and it will not be available until the end of October. The Scotland-wide average referred to in this report is therefore for 2018/19.
- 3.4 As reported to the Policy Board in August, Renfrewshire Council's 2019/20 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 highlights where Renfrewshire Council performs well compared to other social landlords as well as several areas where there is scope for further improvement.
- 3.5 A full list of the Charter performance indicators for 2019/20 is provided at paragraph 4.8 of this report along with the Scotland Housing Network peer group average for 2019/20 and the Scotland-wide average published by the Scottish Housing Regulator for 2018/19.
- 3.6 As shown in the table at 4.8, there were 17 reported occasions when gas safety checks were not carried out within the statutory 12-month period (Charter Indicator 11). Members should note that, as previously reported to the Policy Board in 18 August 2020 in the report on Annual Charter Return, 11 of these cases were directly related to the Covid pandemic.

## **4. Benchmarking Analysis 2019/20**

### **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 between January and March 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 85.7% in 2019/20 and the Scottish average of 90.1% in 2018/19.

## 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 80.1% in 2019/20 and also well above the Scottish average of 86.5% in 2018/19.
- In 2019/20, 99.7% of all 1<sup>st</sup> stage complaints were responded to in full, which is better than the SHN group average of 83.8%. 94.1% of all 2<sup>nd</sup> stage complaints were responded to in full within Renfrewshire which is also above the SNH group average of 89.7%. On both these indicators, performance was better than the SHN average in 2018/19.

## 4.3 Housing Quality and Maintenance

- **94.6%** of Renfrewshire Council's housing met the SHQS standard which is similar to the SHN group average in 2019/20 (95.4%) and the Scottish average in 2018/19 (94.1%). 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. This is higher than the previous survey of Council tenants in 2017/18 (83.9%). It is also higher than the SHN group average in 2019/20 (84.8%) but just below the Scottish average for 2018/19 (88.1%).
- Renfrewshire Council's average time to complete emergency repairs increased slightly to **5.5 hours** from 5.1 days in the previous year. This is longer than the SHN group average in 2019/20 (4.1 hours) and the Scottish average (3.6 hours in 2018/19).
- The average time to complete non-emergency repairs was **7.8 days**. This is slightly longer than the SHN group average in 2019/20 (7.1 days) and the Scottish average in 2018/19 (6.6 days).

→ Developments in the new mobile platform should support improvements both in the overall efficiency of service delivery and accuracy in recording completion times.

- **82.6%** of non-emergency repairs were completed 'right first time' which is a reduction in performance from the previous year (88.1%) and lower than the SHN group average in 2019/20 (92.4%) and the Scottish average for 2018/19 (92.5%).
- **90.8%** of tenants who had repairs carried out were satisfied with the repairs service. This is lower than last year (92.5%), but similar the SHN group average for 2019/20 (91.1%) and the Scottish average for 2018/19 (91.7%).

→ Further analysis will be carried out to identify any trends (eg in terms of particular trades or types of jobs) underlying this dip in performance, alongside a focus on action to minimise the need for multiple visits to address a single repair and to ensure that repairs are completed to the tenant's satisfaction on the first visit.

#### **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 Council's rate of refusal of tenancy offers has improved to **40.2%** in 2019/20 (from 46.4% in the previous year) but remains above both the SHN group average (37.6% in 2019/20) and the Scottish average (36.3% in 2018/19).

→ Work is continuing to improve understanding of the reasons for refusal with a view to further improving performance on this indicator.

- **99.4%** of anti-social behaviour cases were resolved. This is better than the SHN group average (94.1% in 2019/20) and the Scottish average (87.9% in 2018/19).

#### 4.5 Housing Options, Access to Housing and

- **9.5%** of lettable houses became vacant during the year which is a slight improvement on last year's figure of 9.7%. Renfrewshire Council's turnover rate remains above the SHN group average (8.2% in 2019/20) and the Scottish average (8.6% in 2018/19). This partly reflects Renfrewshire's Council stock profile and higher level of turnover in areas of low demand.
- It took an average of **45 days** to re-let properties during 2019/20. This is longer than the previous year (38 days) and higher than both the SHN group average for 2019/20 and the Scottish average for 2018/19 (35 days and 32 days respectively).
  - Work is ongoing to learn from good practice elsewhere and identify opportunities to make improvements in this area.
- The average time to complete approved medical adaptations in 2019/20 improved from last year by over 20 days to **36 days** which is the same as the SHN group average (36 days in 2019/20) and better than the Scottish average (49.4 days in 2018/19).
- The Council's tenancy sustainment figure has remained stable, with **88.5%** of all new tenancies sustained for more than a year. The overall rate of tenancy sustainment is around the same as the Scottish average (88.8% in 2019/20) the SHN group average (89.3% in 2018/19).
- The rate of tenancy sustainment for new tenants who were formerly homeless (**80.4%**) remains below the SHN average (87.6% in 2019/20) and the Scottish average (87.9% in 2018/19) and is a slight decrease from the previous year (82.1%) in Renfrewshire.
  - Further analysis shows that there is a higher rate of 'negative' tenancy terminations in Renfrewshire, primarily through abandonments but also evictions. There are also more repeat homeless applications in Renfrewshire. Proposals to increase the rate of sustainment for people who were previously homeless are being considered by the Council and the wider Renfrewshire Homelessness Partnership, in line with the Rapid Rehousing Transition Plan for Renfrewshire.

#### 4.6 Homelessness

- 33% 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 26.8%.

#### 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 **99.5%** which is similar to the SHN group average of 99.1% and the Scottish average of 99.1%.
- The gross value of rent arrears as a percentage of rent due improved in 2019/20 to **5.7%** (from 5.8%). Performance on gross rent arrears is substantially better than the SHN group average (7% in 2019/20) and similar to the Scottish average (5.7% in 2018/19).
- At **1.5%**, the proportion of rent lost through empty properties is slightly above the SHN group average of 1.3% in 2019/20 and higher than the Scottish average of 0.9% in 2018/19.
  - Minimising void periods and reducing rent loss remains a key priority for the housing service, with ongoing regeneration activity and local initiatives to tackle low demand housing and re-let empty properties as quickly as possible.

#### 4.8 Housing Charter Indicators

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		15/16	16/17	17/18	18/19	19/20	DOT	19/20	18/19
<b>1</b>	% satisfied with the overall service provided	82.2%	82.2%	88.0%	88.0%	<b>88.8%</b>	↑	85.7%	<b>90.1%</b>
<b>2</b>	% satisfied with keeping tenants informed	79.5%	79.5%	82.2%	82.2%	<b>88.4%</b>	↑	85.9%	<b>91.6%</b>
<b>3</b>	% of all complaints responded to in full at 1st stage	n/a	n/a	n/a	n/a	<b>99.7%</b>	↔	96.5%	<b>86.9%</b>
	% of all complaints responded to in full at 2nd stage	n/a	n/a	n/a	n/a	<b>94.1%</b>	↔	89.7%	<b>86.9%</b>

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		15/16	16/17	17/18	18/19	19/20	DOT	19/20	18/19
<b>4</b>	Average time in working days for a full response at Stage 1	n/a	n/a	n/a	n/a	<b>3.6</b>	↔	6.5	<b>83.8%</b>
	Average time in working days for a full response at Stage 2	n/a	n/a	n/a	n/a	<b>14.6</b>	↔	20.8	<b>83.8%</b>
<b>5</b>	% satisfied with opportunities to participate	84.2%	84.2%	87.8%	87.8%	<b>93.7%</b>	↑	80.8%	<b>86.5%</b>
<b>6</b>	% meeting the SHQS % stock	85.9%	91.4%	93.5%	94.3%	<b>94.6%</b>	↑	95.5%	<b>94.1%</b>
<b>7</b>	% Satisfied with quality of home	82.2%	82.2%	83.9%	83.9%	<b>86.1%</b>	↑	84.8%	<b>88.1%</b>
<b>8</b>	Average length of time taken to complete emergency repairs (hours)	5.5	6.9	5.1	5.1	<b>5.5</b>	↓	4.1	<b>3.6</b>
<b>9</b>	Average length of time taken to complete non-emergency repairs (days)	8.4	7.4	7.1	6.9	<b>7.8</b>	↓	7.1	<b>6.6</b>
<b>10</b>	% of non-emergency repairs completed right first time	90.8%	94.8%	90.2%	88.1%	<b>82.6%</b>	↓	92.4%	<b>92.5%</b>
<b>11</b>	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.	58	3	3	3	<b>17</b>	↓	11	<b>99.9%</b>
<b>12</b>	% Satisfaction with repairs service	96.6%	91.4%	98.3%	92.5%	<b>90.8%</b>	↓	91.1%	<b>91.7%</b>
<b>13</b>	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	82.5%	82.5%	83.2%	83.2%	<b>84.5%</b>	↑	83.5%	<b>87.8%</b>
<b>14</b>	% of tenancy offers refused	46.1%	39.7%	37.7%	46.4%	<b>40.2%</b>	↓	37.6%	<b>36.3%</b>
<b>15</b>	% of anti-social behaviour cases reported in the last year which were resolved.	92.9%	96.4%	95.0%	96.0%	<b>99.4%</b>	↑	94.1%	<b>87.9%</b>

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		15/16	16/17	17/18	18/19	19/20	DOT	19/20	18/19
<b>16</b>	% of new tenancies sustained - Overall	84.5%	87.5%	88.5%	88.5%	<b>88.5%</b>	↔	89.3%	<b>88.8%</b>
	Existing Tenants	91.0%	88.4%	91.2%	94.2%	<b>95.4%</b>	↑	93.8%	<b>93.6%</b>
	Homeless Tenants	72.1%	78.1%	84.6%	82.1%	<b>80.4%</b>	↓	87.6%	<b>87.9%</b>
	Housing List	87.4%	91.9%	89.3%	90.0%	<b>91.7%</b>	↑	88.5%	<b>87.9%</b>
<b>17</b>	% of Lettable Houses that became vacant in last year	10.2%	9.7%	9.2%	9.7%	<b>9.5%</b>	↓	8.2%	<b>8.6%</b>
<b>18</b>	% of rent due lost through properties being empty during the last year	1.9%	1.5%	1.3%	1.4%	<b>1.5%</b>	↑	1.3%	<b>0.9%</b>
<b>19</b>	No of Households currently waiting for adaptations	New indicator				<b>46</b>	↔		
<b>20</b>	Total Cost of adaptations completed in the year by source of funding	New indicator				<b>402,000</b>	↔		
<b>21</b>	Average time to complete approved adaptations (days)	44	44	33.6	56.8	<b>36.2</b>	↓	36	<b>49</b>
<b>22</b>	% of court actions initiated which resulted in eviction - all reasons	23.1%	26.4%	25.0%	27.4%	<b>20%</b>	↓	16.3%	<b>19.9%</b>
<b>24</b>	Homelessness - % of homeless households referred to RSLs under section 5 and through other referral routes	New indicator				<b>32.6%</b>	↔	26.8%	
<b>25</b>	% tenants who feel rent represents value for money	77.2%	77.2%	75.8%	75.8%	<b>78.2%</b>	↑	82.8%	<b>83.2%</b>
<b>26</b>	Rent collected as % of total rent due in the reporting year	100.0%	100.1%	101.2%	100.0%	<b>99.5%</b>	↓	99.1%	<b>99.1%</b>
<b>27</b>	Gross rent arrears (all tenants) as at 31st March each year as a % of rent due for the reporting year	6.0%	5.4%	4.9%	5.8%	<b>5.7%</b>	↓	7.0%	<b>5.7%</b>
<b>28</b>	Average annual management fee per factored property	£90	£90	£90	£90	<b>£108</b>	↔	£113.17	<b>£93.73</b>



INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		15/16	16/17	17/18	18/19	19/20	DOT	19/20	18/19
29	Owners satisfied with factoring service	50.9%	57.6%	56.7%	61.0%	60.8%	↔	57.0%	67.0%
30	Average length of time taken to re-let properties in the last year (days)	42	38.0	38.2	38.5	45	↑	35	32
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 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

13. **Climate Risk** – N/A

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### **Background Papers**

- Report to the Communities, Housing and Planning Policy Board on 29 October 2019, '*Annual Housing Performance Benchmarking Report 2018/19*'.

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.

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