

Scottish Social Housing Charter

Outturn report

2021/2022

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Outturn report

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SECTION 1: OUTTURN REPORT (2021/2022)

Overall Satisfaction

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a)88.0%	(a)88.0%	(b)88.8%	(b)88.8%	(c)82.4%	The most recent data relate to the 2022 Tenant Satisfaction Survey

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

1. The Customer Landlord Relationship

Communication

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a)82.2	(a)82.2	(b)88.4%	(b)88.4%	(c)91.1%	The most recent data relate to the 2022 Tenant Satisfaction Survey

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

Complaints

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
3/4	The percentage of all complaints responded to in full at Stage 1	N/A	N/A	99.7%	100%	95.1%	There were 704 Stage 1 complaints received. All were responded to in full, in an average of 6.56 days.
	The average time in working days for a full response at Stage 1	N/A	N/A	3.6 days	4.97 days	6.56 days	
	The percentage of all complaints responded to in full at Stage 2.	N/A	N/A	94.1%	100%	96.2%	There were 25 stage 2 complaints received. All were responded to in full, in an average of 16.6 days.
	The average time in working days for a full response at Stage 2.	N/A	N/A	14.6 days	13.9 days	16.6 days	

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

Participation

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	(a)87.8%	(a)87.8%	(b)93.7%	(b)93.7%	(c)99.0%	The most recent data relate to the 2022 Tenant Satisfaction Survey

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	93.5%	94.5%	94.6%	*80.1%	57.1%	See note below
<p>This year has seen an increase in the percentage of failures as 2 new elements are now included within the calculation of this PI. For the first time, compliance with 5 yearly EICR checks and the new smoke and heat detector standard are included within the assessment of SHQS compliance. The council's programme of EICR checks and smoke detector upgrades has been significantly affected by the impact of covid on the construction industry and was not complete by March 2022 as planned. 24% of our stock has been affected by these delays and therefore fail SHQS. Both the EICR and smoke detector programmes are still ongoing and when complete will give a significant increase in properties passing SHQS.</p> <p>At the end of 2021/22, 6,976 of the stock of 12,216 met the SHQS standard.</p> <p>There are 957 properties not in scope as they are part of approved demolition programmes and 253 properties currently in abeyance due to tenant refusal of works.</p>							
7	Percentage of tenants satisfied with the quality of their home.	(a)83.9%	(a)83.9%	(b)86.1%	(b)86.1%	(c)79.9%	The most recent data relate to the 2022 Tenant Satisfaction Survey
C10	Percentage of homes meeting the EESSH	N/A	73.6%	78%	86.6%	78.4%	9574 properties meet the EESSH 2020 Standard.

*Last year we initially reported an SHQS figure of 91.7%. We resubmitted our SHQS return when the SHR advised that if a property has an EESSH failure it cannot be SHQS compliant. After we resubmitted our data, the revised figure for percentage of properties meeting SHQS was 80.1%

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

Repairs, maintenance and improvements

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
8	Average length of time taken to complete emergency repairs. (hours)	5.1	5.1	5.5	6.2	7.1	Just over 18,000 emergency repairs were completed in 2021/22 (slightly less than the number completed in 2020/21). The average time to complete increased from 6.2 to 7.1 hours.
9	Average length of time taken to complete non-emergency repairs. (days)	7.1	6.9	7.8	10.7	14.6	Just under 27,000 non-emergency repairs were completed in an average of 14.6 days. This is an increase in the length of time taken to complete non-emergency repairs.
10	Percentage of reactive repairs carried out in the last	90.2%	88.1%	82.6%	85.1%	84.9%	Of the 26,748 reactive repairs carried out in 21/22, over

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
	year completed right first time.						22,700 were completed right first time.
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	17	1471	142	Renfrewshire Council have at all times followed the Scottish Government guidance and the more detailed guidance from Gas Safe and HSE. In 2021/22 we carried out over 10,000 services in 20/21. There were 142 occasions where a service was not completed by the 12-month anniversary date. The majority of these were due to access issues arising from issues with Covid. All of these services have been completed and there are no outstanding gas services.
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.	98.3%	92.5%	90.8%	92.0%	95.0%	Satisfaction with repairs has improved since last year. Of the 943 tenants asked for their views 896 were satisfied or very satisfied, 22 were neither satisfied nor dissatisfied and 25 were dissatisfied or 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	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	(a)83.2%	(a)83.2%	(b)84.5%	(b)84.5%	(c) 87.0%	The most recent data relate to the 2022 Tenant Satisfaction Survey
14	Percentage of tenancy offers refused during the year.	37.7%	46.5%	40.2%	24.1%	39.6%	From 1499 formal offers there were 593 refusals.
15	Percentage of anti-social behaviour cases reported in the last year which were resolved.	95.0%	96.0%	99.4%	99.8%	99.7%	349 of 350 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	17/18	18/19	19/20	20/21	21/22	Notes
16	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 2020 and March 2021. Overall sustainment levels have remained steady, with improvement in the proportion of tenancies sustained for more than 12 months by tenants who were on the Housing List (up from 92.8% to 94.5%). Slight dip in the proportion of existing tenancies sustained for more than 12 months (down from 95.5% to 93.5%).
	Existing tenants	91.2%	94.2%	95.4%	95.5%	93.5%	
	Homeless applicants	84.6%	82.1%	80.4%	88.4%	89.4%	
	Housing List applicants	89.3%	90.0%	91.7%	92.8%	94.5%	
	Other	66.7%	00.00	0	0	0	
	Overall	88.5%	88.5%	88.5%	92%	92.2%	
17	Percentage of lettable houses that became vacant in the last year.	9.2%	9.7%	9.5%	6.6%	8.31%	There was an increase in the number of lettable houses that became vacant in the year, with 964 this year compared to 772 last year.
18	Percentage of rent due lost through properties being empty during the last year.	1.3%	1.4%	1.5%	1.58%	2.0%	There was an increase in the rent lost through void properties this year.

Housing options and access to housing

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
19	Number of households currently waiting for adaptations to their home	N/A	N/A	46	129	107	During 21/22 the Service completed 244 adaptations, at the end of March 21/22 there were 107 households waiting for an adaptation (Indicator 19) compared to 129 in the previous year. The average time to complete adaptations (Indicator 21) also increased to 142 days from 79 days 2020/21, due to our addressing the backlog of adaptations and supply issues.
20	Total cost of adaptations completed in the year by source of funding (£)	N/A	N/A	£402,000	£86,152	£608,555	
21	Average time to complete adaptations	33.6	56.8	36.2	79.4	141.9	
22	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	25.0%	27.4%	20%	0%	0.8%	All court activity was suspended due to the pandemic. However full rent recovery processes have recommenced,

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
	Non-payment of rent	24.6	26.7%	20%	0%	0%	and this figure is likely to increase next year.
	Anti-social behaviour	0.4	0.7%	0	0%	0.8%	
	Other	0	0	0	0%	0%	

Homelessness

No	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
24	Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.	N/A	N/A	26.3%	32.1%	32.0%	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	17/18	18/19	19/20	20/21	21/22	Notes
25	Percentage of tenants who feel that the rent for their property represents good value for money.	(a)75.8%	(a)75.8%	(b)78.2%	(b)78.2%	(c)83.4%	The most recent data relates to the 2022 Tenant Satisfaction Survey where satisfaction has increased.

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

Rents and service charges

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
26	Rent collected as percentage of total rent due in the reporting year.	100.2%	100%	99.5%	99%	98.2%	Last year £46,810,268 of rent was collected from a total of £47,658,100 rent due. Arrears escalation activity had been suspended, but resumed in November 2021. Officers are continuing in their attempts to contact tenants to check on financial, health and well-being and offering advice, support and signposting to relevant services where required.
27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	4.88%	5.8%	5.7%	6.4%	8.0%	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.

No.	Indicator	17/18	18/19	19/20	20/21	21/22	Notes
28	Average annual management fee per factored property.	£90	£90	£108	£0	£58	Charges were re-introduced to owners after the pandemic
29	Percentage of factored owners satisfied with the factoring service they receive.	56.7%	61.0%	60.8%	62.4%	60.4%	This indicator has remained relatively stable.
30	Average length of time taken to re-let properties in the last year. (days)	38	38	45	85.7	66.0	There were 923 re-lets in 21/22. Measures were put in place to address performance relating to re-letting properties. There has been improvement over the past year, and it is anticipated that there will be further improvement over the coming year subject to contractor capacity and availability of materials.

(33) Source: Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	17/18	18/19	19/20	20/21	21/22
31	Gypsies/travellers – Average weekly rent per pitch.					
32	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.					

Currently there are no gypsy/traveller sites in Renfrewshire.

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	17/18	18/19	19/20	20/21	21/22
C2	Number of lets during the reporting year, by source of let					
	Existing tenants	191	194	265	154	228
	Housing List applicants	520	509	523	200	343
	Mutual Exchanges			17	2	15
	Other sources	0	0	0	0	0
	Homeless applicants	301	357	352	245	369
	Total number excluding exchanges			1,140	599	940
C3	Number of lets during the reporting year					
	General Needs	980	1030	1101	571	902
	Supported Housing *	32	30	39	28	38
C14	Types of tenancies granted for the reporting year					
	Occupancy agreements	0	0	0	0	0
	Short SST	3	2	4	3	6
	SST	1009	1058	1136	596	934
C15	Housing Lists					
	New applicants	3189	4450	3015	2464	2976
	Applicants on list at end of year	5532	5553	5253	5901	5347
	Suspensions	96	94	98	99	61
	Cancelled	3281	3232	3464	1646	3271
C4	Abandoned properties	133	155	125	49	122
C30	Number of notices of proceedings issued	1942	1802	1494	4	112
	The number of orders for recovery of possession granted during the reporting year	106	127	87	0	6
C29	Average number of reactive repairs completed per occupied property	4.4	4.5	5.1	3.2	3.7
C16	The Landlords wholly owned stock	12163	12002	12066	12,212	12,216
C17	Stock by house type					
	House	2558	2561	2612	2695	2696
	High Rise	1001	1001	1000	1000	1000
	Tenement	4777	4609	4602	4635	4637
	4 in block	2781	2781	2802	2831	2832
	Other flat/maisonette	1046	1050	1050	1051	1051
C20	Number of self-contained properties void at the year end	289	358	391	641	619
	Void for more than 6 months	8	9	2	209	196
C5	Rent increase	1%	2%	2%	1.5%	2.0%
C6	Number of households for which landlords are paid housing costs	7947	7323	7203	7587	7478

No.	Indicator	17/18	18/19	19/20	20/21	21/22
	Value of direct housing cost payments received during the year	£28,048,646	£27,737,100	£25,753,700	£27,893,800	£27,385,200
C7	Percentage of former tenant rent arrears written off at the year end	50.45%	26.9%	31%	14.5%	15.84%

* Sheltered housing only

SECTION 3: MANAGEMENT INFORMATION

Allocations and Managing Tenancy Change

In 2021/22, 940 properties were let by the Council. Most of these lets (91.2%) were made through the group system. Within the group system, 43% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants on housing list.

	18/19	19/20	20/21	21/22
Number of applicants on housing list - at 31 st March 2022	5553	5253	5901	5347
Of which number who have their application on hold	1118	1016	1034	936

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

Group	20/21		21/22	
	Applicants	%age	Applicants	%age
Statutory Homeless	254	4.3%	215	4.02%
Mobility	435	7.37%	479	8.96%
General Applicants (not landlord's own tenant)	3859	65.4%	3400	63.59%
Transfer Applicants (with housing need)	745	12.62%	676	12.64%
Transfer Applicants (no housing need)	608	10.3%	577	10.79%
Total	5901	100%	5347	100%

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

	18/19		19/20		20/21		21/22	
	Number	%	Number	%	Number	%	Number	%
Lets through group system	990	93.4%	1074	94.2%	500	83%	857	91.17%
Lets outwith group system	70	6.6%	66	5.8%	99	17%	83	8.83%
Total Lets	1060	100%	1140	100%	599	100%	940	100%

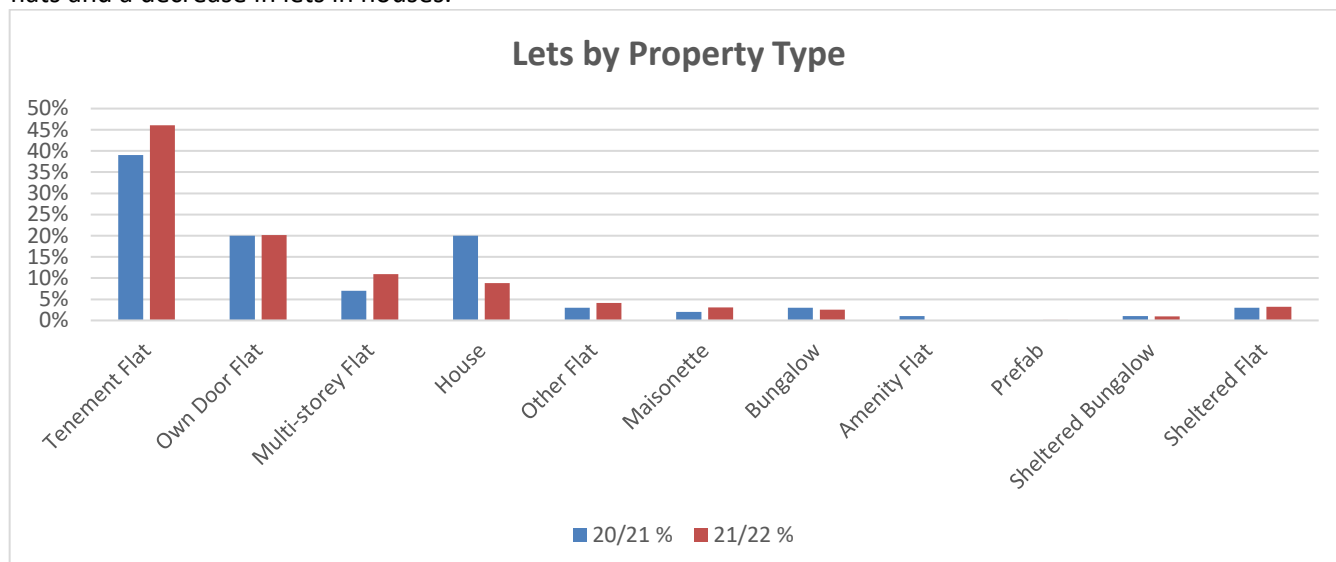
Table 4 shows lets to each group and the target for lets to each group.

Group	20/21		21/22		Targets
	Lets	%	Lets	%	%
Statutory Homeless	245	49%	368	42.94%	49%
Mobility	74	14.8%	117	13.65%	10%
General Applicants (not landlord's own tenant)	128	25.6%	255	29.75%	23%
Transfer Applicants (with housing need)	47	9.4%	117	13.65%	15%
Transfer Applicants (no housing need)	6	1.2%	0	0	3%
Total	500	100%	857	100%	100%

Table 5 gives details for lets outwith the group system.

Category	18/19		19/20		20/21		21/22	
	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	30	42.9%	32	42.7%	30	42.9%	39	46.2%
Special Lets	25	35.7%	28	37.3%	25	35.7%	40	48.9%
Regeneration	15	21.4%	15	20%	15	21.4%	4	4.9%
Total	70	100%	75	100%	70	100%	83	100%

Graph 1 shows the percentage of lets by property type. Last year saw a percentage increase in lets in tenement flats and a decrease in lets in houses.



Graph 1 Lets by Property Type

Table 6 shows Section 5 and Nomination Lets for 2021/22.

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%
21/22	74	3	8.58%	174	24.20%	27.98%

Section 5 = general stock only (excludes specialist)

The total number of lets increased from 616 (20/21) to 897 (21/22)– this is due to the increase in lets to Council nominations for RSLs from 19 (20/21) to 74 in (21/22) along with a slight increase in Lets to S5 lets to RSLs, from 165 (20/21) to 174 (21/22), Overall there has been a slight decrease in the % of overall lets to the Council from 30.03% (20/21) to 27.98% (21/22). This being due to the increase in RSL letting Activity, 431 (20/21) to 646 (21/22).

Repairs

In 2021/22, over 45,000 repairs were carried out and 93.56% of these were completed within the target timescale. This is a decrease compared to 2020/21 when 96.2% 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 performance 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	19/20	20/21	21/22
Emergency Completed	98%	98.7%	97%
Right to Repair Completed	100%	99.5%	100%
Urgent Completed	94%	87%	86%
Routine Completed	90%	90%	87%
Programmed Completed	97%	98.8%	100%
Total Repairs Completed	95%	96.2%	93.56%

Table 8 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2021/22 and the outcomes for calls received. Over 66,000 calls were made to report repairs and 89% of these were answered. This is similar to last year's performance when 89.5% of calls were answered, although there were around 7,000 fewer calls, at 55,000. The Ren Repairs App saw a decrease over the same timeframe with 4121 repairs generated from 5501 logged in this manner in 2020/21.

Indicator	Number	Percentage
Total calls attempted	66215	
Calls answered	51941	89%
Calls abandoned	6956	11%
Calls answered within 40 second target time	27502	47%
% of all attempted calls answered within 40 sec target (service level)		42%
Average waiting time	00:02:56	
Maximum waiting time	00:04:56	
'Ren Repairs' app (email correspondence)	4518	
'Ren Repairs' registered repairs	4121	

Homelessness and Housing Advice

During 2021/22 the number of people presenting as homeless that require assessment increased and there was an increase in housing advice. The number of applications where the Council has a statutory duty to re-house also. All assessments were completed within 28 days.

Table 9: Applications and Decision Making	17/18	18/19	19/20	20/21	21/22
Number of homeless applications requiring assessment	860	848	874	832	909
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	1,962	1,956	1,941	2084	2256
Number of applications assessed as ‘homeless or threatened with homelessness’ (i.e., the Council had a duty to rehouse)	692	705	731	682	712
Proportion of assessments completed within 28 days	96%	96.5%	98.9%	99.7%	100%

From April 2021 – March 2022, 100% of service users were satisfied with the quality of advice and the quality of service received, satisfaction with temporary accommodation also increased in 2021/22

Table 10 – Satisfaction	17/18	18/19	19/20	20/21	21/22
% pleased with the quality of advice and information they were given	97.5%	97.3%	98.7%	96.3%	100%
% pleased with the overall quality of the service they received.	98.4%	98.3%	99.6%	96.3%	100%
% Satisfied with temporary accommodation	89%	92.1%	90.8%	94.7%	98.3%

SECTION 3: Rent Arrears

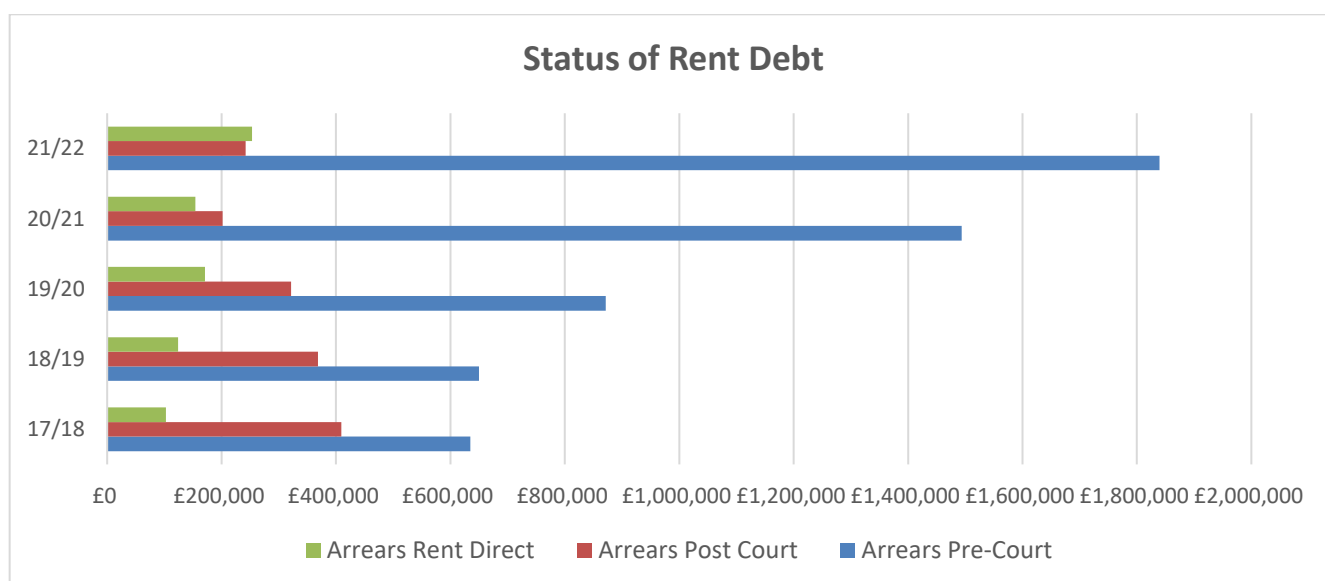
The total arrears owed increased by £484,710 from 2020/21. Table 11 shows that the annual rental income due to be collected is over £47.6m. At the end of March 2022, £2,334,578, was owed in arrears. The increase in arrears can in part be attributed to the impact of the initial lockdown where traditional 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.

	17/18	18/19	19/20	20/21	21/22
Annual Rental Income	£45,654,500	£45,895,000	£46,460,700	£47,627,600	£47,658,100
Number of Tenants	11,371	11,294	11,305	11,121	11,036
Total Arrears Owed All	£1,146,600	£1,141,900	£1,363,500	£1,849,868	£2,334,578

Table 12 shows the recovery action taken, with all new court actions and evictions resumed in November 2021.

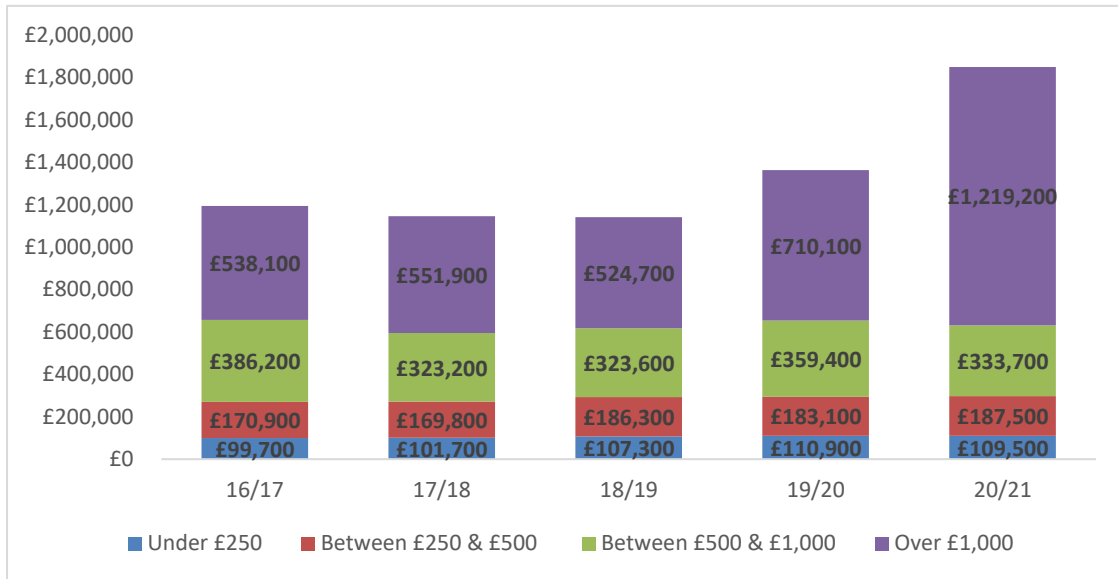
	17/18	18/19	19/20	20/21	21/22
NPRP issued	1942	1802	1494	4	106
All Cases calling at Court	974	1112	885	67	22
Decrees Granted	106	127	87	0	3
Evictions enforced S/Officer	9	10	6	0	0
Average time first calling	10 weeks	9 weeks	11 weeks	11 weeks	n/a
Average time recalled at court	7 weeks	4.5 weeks	11 weeks	23 weeks	4 weeks

Graph 2 highlights the status of debt from post and pre court. The amount of debt pre court has increased due to no court activity during the pandemic.



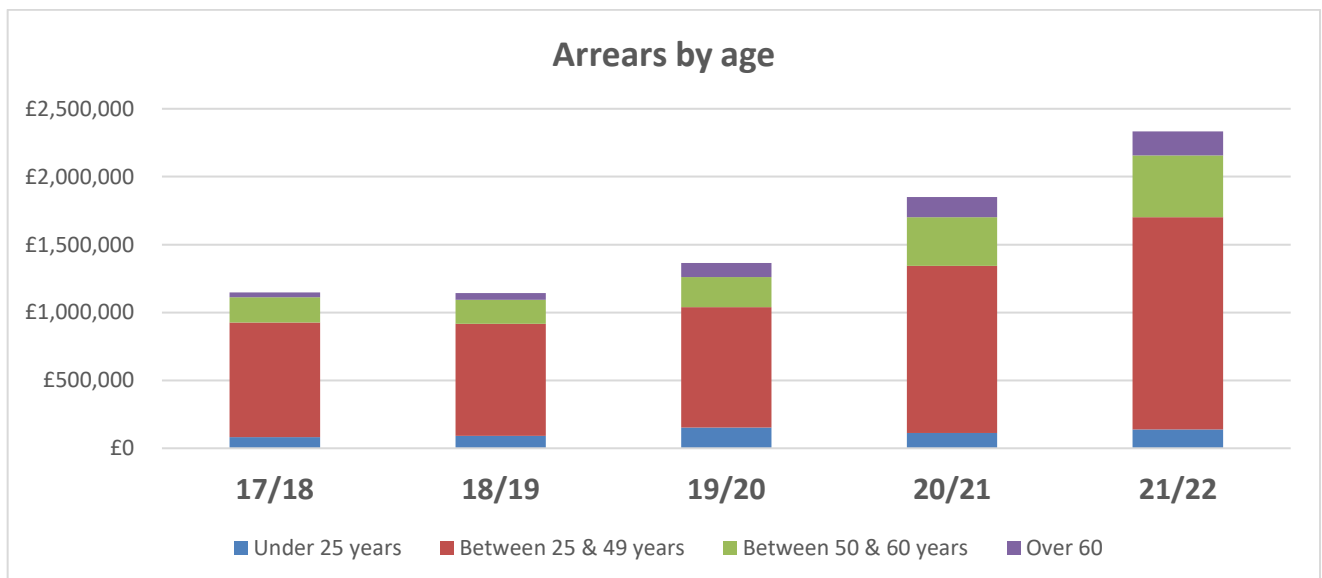
Graph 2 Status of Rent Debt

Graph 3 provides a profile of arrears by value, noting that arrears with a value of over £1000 has increased by around £500,000, the other arrears values have remained stable.



Graph 3 Arrears by Value

Graph 4 shows the amount owed by tenants by age profile which shows that the main group with the majority of arrears are those in the 25 to 49 age band.



Graph 4 Arrears by age

Graph 5 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.

