

To: Communities, Housing and Planning Policy Board

On: 20 August 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Scottish Social Housing Charter - Annual Return 2018/2019

1. Summary

- 1.1 Local Authorities and Registered Social Landlords are required to submit an Annual Return relating to their performance to the Scottish Housing Regulator by the end of May each year.
 - 1.2 This report provides details of the submission by Renfrewshire Council for 2018/19.
-

2. Recommendations

- 2.1 It is recommended that the board:
 - (i) notes the submission made by the Director of Communities, Housing and Planning Services on the Scottish Social Housing Charter as attached at Appendix 1.
-

3. Background

- 3.1. The report attached as Appendix 1 gives outturn performance information for Renfrewshire Council for 2018/19.
 - Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators along with comparative information for the last six 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 2018/19.
- 3.2. Overall, this year's return on the Charter shows continuing good performance across most areas of the housing service, with particularly strong performance in relation to:
- The percentage of tenants satisfied with the standard of their home when moving in (up to 93.3% from 88.6%) [Indicator 9]
 - The average length of time taken to complete non-emergency repairs (improved from 7.1 to 6.9 days) [Indicator 12]
 - Satisfaction with the quality of temporary or emergency accommodation (increased from 89% to 92.1%) [Indicator 28]
- 3.3. Several areas have been identified where action is required to improve performance and work is underway to develop improvement actions.
- Satisfaction with the repairs service [indicator 16]: A substantial number of respondents choose not to give a direct response to the repairs satisfaction survey by indicating they are 'neither/nor' satisfied or dissatisfied which has influenced the repairs service satisfaction figures for 2018/19 (down from 98.3% to 92.5%). Staff briefings have been undertaken to improve the level of data collection, including a target of 10% surveys for all repairs completed.
 - Percentage of tenancy offers refused [indicator 18]: This increased from 37.7% to 46.5% in 2018/19. The most common reasons for refusal continue to relate to area factors. Analysis is being undertaken to understand the reasons for the increased refusal rate in 2018/19. This will include consideration of data processes as well as customer feedback.
 - Average length of time (days) to re-let properties [indicator 35]: There has been a steady improvement over the last five years with the average days to let reduced from 56 days in 2013/14 to 38 days in 2018/19. Performance on this indicator has remained steady at 38 days for 3 years whilst also returning longer term empty properties to the letting pool. Work is underway to identify actions that could drive further long term improvements in this key area, including visiting other authorities to look at examples of best practice

- Tenancy sustainment [indicator 20]: Overall, the same percentage of new tenancies were sustained for more than 12 months (88.5%) in 2018/19 and 2017/18. However, there was a small reduction in the rate of tenancy sustainment for tenants who were previously homeless (down from 84.6% to 82.1%). Proposals to increase the rate of tenancy sustainment for this group of new tenants are being considered by the Council, other housing providers and the Renfrewshire Homelessness Partnership.
 - Average time to complete approved adaptations [indicator 23]: This increased from 33.6 to 56.8 days in 2018/19. The main reasons for this have been identified and action has been taken to address the issues.
- 3.4. All Local Authorities and Registered Social Landlords were required to submit their return to the Scottish Housing Regulator by 31 May 2019. This is an annual requirement. The Scottish Housing Regulator publishes all social landlords' performance on its website in August 2019. In common with other councils and RSLs, the Council will be required to report its performance against the Charter to all tenants in October.
- 3.5. 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 2018/19 against other Social Landlords.
- 3.6. As part of the Regulatory Framework review by the Scottish Housing Regulator, a new suite of indicators will be reported to the Policy Board for the six-month update in October and then the first full Annual report in August 2020.

Implications of the Report

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

Empowering our Communities – Improving and maintaining neighbourhoods and homes.

Greener – Protecting, caring and enhancing the built environment

Safer and Stronger – Increasing resident satisfaction with neighbourhoods and communities

4. **Legal** –None.
5. **Property/Assets** – None

6. **Information Technology** – None
 7. **Equality & Human Rights** – None
 8. **Health & Safety** – None
 9. **Procurement** – None
 10. **Risks** – None
 11. **Privacy Impact** – None
 12. **Cosla Policy Position** – N/A
 13. **Climate Risk** – n/a
-

List of Background Papers

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.

Author: Lesley Muirhead, Planning and Housing Manager, 0141 618 6259,
Lesley.Muirhead@renfrewshire.gov.uk