

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

**On: 29 October 2019**

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

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**Heading: Annual Housing Performance Benchmarking Report 2018/2019**

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## **1. Summary**

- 1.1 This report provides information on the Council's performance in 2018/19 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 (2019/20) 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 2018/19 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
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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 37 performance indicators and 32 contextual indicators and is submitted to the Scottish Housing Regulator (SHR) at the end of May each year. A report on Renfrewshire Council's performance against the Charter in 2018/19 was presented to the Policy Board in August 2019.

- 3.2 The Scottish Housing Regulator publishes a short report on every social landlord in August each year. It also publishes full details of social landlords' Charter Returns on its website. This report draws on that data. It also draws on benchmarking data from Scotland's Housing Network (SHN) which allows comparison with a peer group of 26 local authorities and Glasgow Housing Association (GHA). For many indicators, this SHN peer group is a more relevant comparison, given that the SHR's Scotland-wide average includes every RSL in Scotland regardless of size and location.
- 3.3 As reported to the Policy Board in August, Renfrewshire Council's 2018/19 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.
- 3.4 A full list of the Charter performance indicators for 2018/19 along with the Scottish average and the SHN group average is provided at 4.8 of this report.

## **4. Benchmarking Analysis 2018/19**

### **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 current survey was carried out in March 2018 and the results were presented to the Policy Board in August 2018. Appendix 1 shows that overall satisfaction rates in Renfrewshire have been stable or improving over the last five years.

- **88.0%** of Renfrewshire Council tenants were satisfied with the overall service provided by the Council compared with the SHN group average of 85.7% and the Scottish average of 90.1%.

### **4.2 Customer and Landlord Relationship**

- **87.8%** of Renfrewshire Council tenants said they were satisfied with 'opportunities to participate' compared to the Scottish average of 86.5% and the SHN group average of 80.4%.

- In 2018/19, **89.6%** of all 1<sup>st</sup> stage complaints were responded to in full within SPSO timescales. This is a slight increase in performance from last year and is better than both the SHN average (83.8%) and the Scottish average (86.9%). **85.7%** of all 2<sup>nd</sup> stage complaints were responded to in full within Renfrewshire which is also above the SNH group average of (79.8%) and the Scottish average (83.8%).

### 4.3 Housing Quality and Maintenance

- **94.5%** of Renfrewshire Council's housing met the SHQS standard which is similar to the SHN group average (94.9%) and the Scottish average (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.
- **93.3%** of tenants were satisfied with the standard of their home when moving in. This is significantly higher than the 2017/18 figure of 88.6%, it is also higher than both the SHN average and the Scottish average and the (83.2% and 90.8% respectively).
- Renfrewshire Council's average time to complete emergency repairs remains at **5.1 hours**. Although this is a marked improvement in performance compared to 2016/17 (6.9 hours) it is still higher than the SHN group average of 4.1 hours and the Scottish average of 3.6 hours. A new mobile platform is planned which should support improvements both in the overall efficiency of service delivery and accuracy in recording completion times.
- The average time to complete non-emergency repairs was **6.9 days**. This is better than the SHN group average of 7.5 and similar to the Scottish average of 6.6 days.
- **88.1%** of non-emergency repairs were completed 'right first time' which is lower than the SHN average of 92.8% and the Scottish average of 92.5%. There has been a dip in performance in relation to joinery work and builder work repairs not being completed within the target timescale. Work is ongoing with our in-house contractor to ensure that the appropriate level of resource is in place and that work is prioritised effectively to minimise the volume of repairs not completed within target.
- **99.8%** of repairs appointments were kept which is above both the SHN group average of 96.3% and the Scottish average of 95.6%.

- **92.5%** of tenants who had repairs carried out were satisfied with the repairs service. While this is lower than last year (98,3%), it is above both the SHN group average of 90.6% and the Scottish average of 91.7%.

#### 4.4 Estate Management, Anti-social Behaviour, Neighbourhood Nuisance, Tenant Disputes

- The Council's rate of refusal of tenancy offers has increased again, to **46.5%** in 2018/19. This is above both the SHN group average (39.9%) and the Scottish average (36.3%). Work is underway to better understand the reasons for the increased refusal rate in 2018/19 and to develop improvement actions. This includes consideration of data processes as well as customer feedback.
- **96%** of anti-social behaviour cases were resolved within locally agreed targets of 21 days. This was well above the SHN group average (87.4%) and the Scottish average (87.9%).

#### 4.5 Housing Options/Access to Housing

- With **9.7%** of lettable houses becoming vacant during the year, Renfrewshire Council's turnover rate remains above the SHN average (8.4%) the Scottish average (8.6%). This partly reflects Renfrewshire's Council stock profile and higher level of turnover in areas of low demand.
- It took an average of **38 days** to re-let properties during 2018/19. While this remains the same as 2017/18, it is slightly higher than both the SHN group average and the Scottish average (34 days and 32 days respectively). Work is ongoing to learn from good practice elsewhere and identify opportunities to make further improvement in this area.
- The average time to complete approved medical adaptations in 2018/19 was **57 days** which is higher than last year (34 days) and above both the SHN group average (37.6 days) and the Scottish average (49.4 days). Several factors have been identified which contributed to the increase in timescales for completing adaptations. Some of these factors were outwith the control of the service but, where possible, action is being taken to address the issues identified with a view to improving performance in 2019/20.
- The Council's tenancy sustainment figures saw performance stabilise this year with **88.4%** of all new tenancies sustained for more than a year. The overall rate of tenancy sustainment is slightly below the Scottish average (88.8%) and the SHN group average (89.1%).

- The rate of tenancy sustainment for new tenants who were formerly homeless (**82.1%**) remains below the SHN average (87.3%) and the Scottish average (87.9%) and is a slight decrease from the previous year (84.6%) 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

- There were **848** homeless applications in Renfrewshire in 2018/19. Renfrewshire compares well with the local authority average in terms of assessments carried out within 4 weeks (**96.5%** compared to a Scottish Average of 89.1%) and time to close cases (**24 weeks** in Renfrewshire compared to 35 weeks across Scotland). However, the rate of repeat homelessness remains higher in Renfrewshire (7.1%) than the Scottish average (5.8%).
- Satisfaction with temporary accommodation has improved on last year (**92.1%** compared with 89.0% in 2017/18) and is higher than the Scottish and National average (both 88.5%).

#### 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 **100.0%**, this is above the SHN group average of 98.7% and the Scottish average of 99.1%.
- The gross value of rent arrears as a percentage of rent due increased in 2018/19 to **5.8%** (from 4.9%). However, this figure includes former tenant arrears and the increase can be attributed to greater activity in the recovery of former tenant arears before being written off. Performance on gross rent arrears is similar to the Scottish average of 5.7% and substantially better than the SHN group average of 6.9%.
- At **1.4%**, the proportion of rent lost through empty properties is still above both the national and SHN group average of 0.9% respectively. Minimising void periods and reducing rent loss remains a key priority for the housing service, this will be achieved through regeneration activity and local initiatives to tackle low demand and let empty properties as quickly as possible.

## 4.8 Housing Charter Indicators

Indicator		Renfrewshire						SHN(1)	SHR(2)
		14/15	15/16	16/17	17/18	18/19	Cf with SHN	18/19	18/19
1	% satisfied with the overall service provided	82.0%	82.2%	82.2%	88.0%	88.0%	✓	85.7%	90.1%
3	% satisfied with keeping tenants informed	79.2%	79.5%	79.5%	82.2%	82.2%	↓	85.5%	91.6%
4&5	% of all 1 <sup>st</sup> stage complaints within SPSO timescales	100.0%	93.3%	100.0%	87.4%	89.6%	✓	83.8%	86.9%
4&5	% of all 2 <sup>nd</sup> stage complaints within SPSO timescales	100.0%	44.0%	100.0%	100.0%	85.7%	✓	79.8%	83.8%
6	% satisfied with opportunities to participate	69.0%	84.2%	84.2%	87.8%	87.8%	✓	80.4%	86.5%
7	% meeting the SHQS % stock	84.6%	85.9%	91.4%	93.5%	94.5%	=	94.9%	94.1%
8	% At or above NHER	97.4%	98.5%	98.0%	100.0%	99.8%	✓	97.7%	97.9%
9	% Satisfied with standard of home when moving in	83.4%	92.3%	89.5%	88.6%	93.3%	✓	83.2%	90.8%
10	% Satisfied with quality of home	81.6%	82.2%	82.2%	83.9%	83.9%	↓	85.1%	88.1%
11	Average length of time taken to complete emergency repairs (hours)	5.8	5.5	6.9	5.1	5.1	↓	4.1	3.6
12	Average length of time taken to complete non-emergency repairs (days)	8.5	8.4	7.4	7.1	6.9	✓	7.5	6.6
13	% of non-emergency repairs completed right first time	87.5%	90.8%	94.8%	90.2%	88.1%	↓	92.8%	92.5%
14	% of repairs appointments kept	98.9%	99.1%	99.0%	98.9%	99.8%	✓	96.3%	95.6%
15	Gas safety record renewed by anniversary date	100.0%	99.5%	99.9%	99.9%	99.9%	=	99.9%	99.9%
16	% Satisfaction with repairs service	94.7%	96.6%	91.4%	98.3%	92.5%	✓	90.6%	91.7%
17	% Satisfaction with management of neighbourhood	81.2%	82.5%	82.5%	83.2%	83.2%	=	83.6%	87.8%
18	% of tenancy offers refused	59.6%	46.1%	39.7%	37.7%	46.5%	↓	39.9%	36.3%
19	Anti-Social Behaviour cases resolved within locally agreed targets	91.6%	92.9%	96.4%	95.0%	96.0%	✓	87.4%	87.9%
20	% of new tenancies sustained - Overall	87.0%	84.5%	87.5%	88.5%	88.4%	↓	89.1%	88.8%

21	% of lettable houses that became vacant during the year	10%	10.2%	9.7%	9.2%	<b>9.7%</b>	↓	8.4%	<b>8.6%</b>
22	% of approved applications for medical adaptations completed during the reporting year	87.8%	96.0%	97.0%	100.0%	<b>99.2%</b>	✓	85.3%	<b>84.7%</b>
23	Average time to complete approved applications for medical adaptations (days)	64	44	44	34	<b>57</b>	↓	38	<b>49</b>
24	% of court actions initiated which resulted in eviction - all reasons	20.3%	23.1%	26.4%	25.0%	<b>27.4%</b>	↓	19.9%	<b>19.9%</b>
25	Average length time in temporary /emergency accommodation (all types) (days)	57	79	87	94	<b>89</b>	✓	102	<b>102</b>
26	% of households requiring temporary accommodation to whom an offer was made	99.1%	99.5%	100.0%	100.0%	<b>100.0%</b>	✓	90.6%	<b>90.6%</b>
27	% offer refused (All)	2.0%	2.1%	1.9%	0.8%	<b>0.9%</b>	✓	10.0%	<b>10.0%</b>
28	% Satisfied with temporary accommodation	92.3%	74.5%	83.2%	89.0%	<b>92.1%</b>	✓	88.5%	<b>88.5%</b>
29	% tenants who feel rent represents value for money	75.0%	77.2%	77.2%	75.8%	<b>75.8%</b>	↓	81.8%	<b>83.2%</b>
30	Rent collected as % of total rent due in the reporting year	100.2%	100.0%	100.1%	101.2%	<b>100.0%</b>	✓	98.7%	<b>99.1%</b>
31	Gross rent arrears percentage of rent due	6.3%	6.0%	5.4%	4.9%	<b>5.8%</b>	✓	6.9%	<b>5.7%</b>
32	Average annual management fee per factored property	£ 90.00	£ 90.00	£ 90.00	£ 90.00	<b>£ 90.00</b>	✓	£ 93.10	<b>£ 93.73</b>
33	Owners satisfied with factoring service	45.4%	50.9%	57.6%	56.7%	<b>61.0%</b>			<b>67.0%</b>
34	% of rent due lost through empty properties	2.0%	1.9%	1.5%	1.3%	<b>1.4%</b>	↓	0.9%	<b>0.9%</b>
35	Average time to re-let properties (days)	44	42	38	38	<b>38</b>	↓	34	<b>32</b>

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 Housing and Community Safety Policy Board on 30 October 2018, '*Annual Housing Performance Benchmarking Report 2017/18*'.

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.

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