

North Lanarkshire Council Report

Communities and Housing Committee

approval noting

Ref SL/LS/DWS

Date 20/11/19

Scottish Housing Regulator: 2019 Landlord Report

From Stephen Llewellyn, Head of Housing Solutions

Email llewellyns@northlan.gov.uk **Telephone** 01698 274192

Executive Summary

This report is to advise committee of the sixth landlord report recently published by the Scottish Housing Regulator (SHR) which shows Scotland's social landlords performance (32 Local Authorities and 155 Registered Social Landlords (RSL's)) against the Scottish Social Housing Charter (SSHC).

Recommendations

- (i) Note the content of this report and the landlord report provided by the SHR, in appendix 1 which identifies North Lanarkshire Council's performance in relation to the SSHC; and
- (ii) Note the progress being made in the production of our annual report to tenants.

The Plan for North Lanarkshire

Priority Improve the health and wellbeing of our communities

Ambition statement (1) Ensure a housing mix that supports social inclusion and economic growth

1. Background

- 1.1 The SHR and the SSHC were enacted by the Housing (Scotland) Act 2010, which required Ministers to set standards and outcomes that social landlords should be achieving for tenants and other customers through their housing activities. The Act also established the SHR as an independent Regulator directly accountable to the Scottish Parliament. Scottish social housing landlords significantly vary in stock size from 1 to 39,176 properties.
- 1.2 The SHR requires social landlords to collect and provide key information on their performance in achieving the SSHC outcomes and standards in an Annual Return on the Charter (ARC). Landlords had to provide the SHR with their sixth completed ARC, reporting on their performance in the year 2018/19, by 31 May 2019. Landlords also have a duty to publish a performance report, which requires to be made available to all of our tenants, advising on the outcomes achieved against the SSHC by the end of October each year.
- 1.3 In addition from 2019 all landlords have a legal requirement to submit a signed Annual Assurance Statement to the regulator by 31 October each year. Committee will recall that a report confirming assurance for 2019 was presented and approved at the last committee and this has now been submitted to the Regulator.
- 1.4 The SHR publish a landlord profile of all social landlords, which allows tenants to compare landlord's performance across Scotland. In addition a Landlord Report is produced by the SHR which reports on indicators within five main categories:
 - Homes and Rents;
 - Tenant Satisfaction;
 - Quality and Maintenance of Homes;
 - Neighbourhoods and
 - Value for Money.

These areas for reporting were agreed by the SHR through significant consultation with tenants. These indicators require to be set in context as detailed in this report.

2. Report

- 2.1 On 31 August 2019, the SHR published its sixth landlord report reflecting the performance reported in each landlord's completed ARC return. A copy of the report for North Lanarkshire is included as Appendix 1.

2.2 Landlord report categories

A summary of the performance figures from the five main areas detailed within the Landlord Report are shown below. The report indicates that the council are performing above the Scottish average in a number of areas reported.

2.2.1 Homes and rents

With regards to average weekly rent, this was highlighted as being below the Scottish average and is in fact the 5th lowest rental value of all 187 landlords in Scotland. The average rent for all North Lanarkshire Council properties reported in the 2018/19

ARC return was £64.30 per week. This compares extremely favourably with the Scottish average for all landlords of £79.08 (22.99% lower).

2.2.2 Tenant satisfaction

Our overall performance in this area is excellent in relation to other landlords and significant improvements have been made in our performance compared to the Scottish averages. 91% of our tenants are satisfied with the overall service provided compared to the Scottish average of 90.1%, 92.5% of tenants were satisfied with keeping tenants informed compared to the Scottish average of 91.6%. The final reported measure is on how satisfied our tenants were with the opportunities to participate in their landlord's decision making process, 92.5% of NLC's tenants were satisfied with this compared to the Scottish average of 86.5%.

2.2.3 Quality and maintenance of homes

The percentage of homes meeting the Scottish Housing Quality Standard was 97.9% compared to the Scottish average of 94.1%, 97.6% of reactive repairs were completed "right first time" compared to the Scottish average of 92.5%. In addition, 98.6% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 91.7%.

In relation to time taken to complete repairs, our performance was 4.4 hours compared to a Scottish average of 3.6 hours for emergency repairs. Our performance has continued to improve from previous years as we continue to reduce repair timescales. As seen above, customer satisfaction with the service has continued to increase over the same period. In line with our contractual arrangements, the emergency repairs category accounts for varied emergency response times covering 24 hour and 3 hour, both within working hours and outwith working hours, with strong performance noted across all areas.

The time taken to complete non-emergency repairs was at 7.7 days compared to 6.6 days (Scottish average). This indicator incorporates full end to end timescales, including built in factors for administration of the works. Overall performance has improved over the past few years providing an overall decrease of over 1.3 working day in five years. This reflects focussed activity in this area to further enhance right first time outcomes and service providers consistently exceeding target timescales.

93.6% of repairs appointments were kept compared to the Scottish average of 95.6%. Whilst performance has remained high in this indicator for the past 5 years (over 90%), an analysis is underway into this indicator and an improvement plan containing actions around reviewing parameters and contractor engagement is in place to drive up performance in this area.

2.2.4 Neighbourhoods

In satisfaction with neighbourhoods, of the cases of antisocial behaviour reported in the last year, 96.3% of these cases were resolved within the targets agreed locally, compared to the Scottish Average of 87.9%.

2.2.5 Value for money

The statistics for value for money highlighted that 97.5% of the total rent due in the year was collected compared to the Scottish average of 99.1%. This performance is linked to the accelerated roll out of Universal Credit during 2018/19. This ties in to the

report presented to committee in September to investigate the “Policy on Impact of Universal Credit” and approval agreed to review setting up financial assistance for our tenants. Monitoring rent loss continues to be a priority and the council continues to perform strongly in this area. It took an average of 23.5 days to re-let homes with a void rent loss figure of 0.7%, compared to the Scottish averages of 31.9 days and 0.9% respectively.

- 2.3 In line with the SHR requirements placed on the council to provide a report to tenants advising of performance against the SSHC, a scrutiny group involving tenant representatives has been working on the development of a performance report. This report is now complete and was distributed by the required timescale of 31 October 2019. A digital link to this was made available to all members.

To continually improve satisfaction, performance is closely monitored and reviewed within our service and with our contractors and partners. Internal performance reviews are carried out to ensure a consistent approach is being taken and procedures are being followed appropriately.

3. Equality and Diversity

- 3.1 There is no specific impacts on Fairer Scotland.
- 3.2 There are no specific equality impact assessments to note.

4. Implications

- 4.1 There are no financial implications.
- 4.2 There no HR/Policy/ Legislative implications.
- 4.3 There are no environmental implications.
- 4.4 The completion of both the annual ARC return and Self-Assurance statement are statutory requirements and failure to submit on time is a risk and as such these are incorporated in to the Services overall Risk Management Register.

5. Measures of success

- 5.1 All indicators reported on through the SSHC and ARC are included as a standard agenda item on each of the continuous improvement groups that operate within the housing service. These groups continue to review practices, procedures and customer feedback to ensure that high standards of service delivery continue to be achieved in all areas.

6. Supporting documents

- 6.1 Appendix 1 North Lanarkshire SHR Landlord Report 2018/19.

A handwritten signature in dark ink, appearing to read 'S. Lewellyn', with a stylized, flowing script.

Stephen Lewellyn
Head of Housing Solutions

Landlord report

How your landlord told us it performed in 2018/2019

North Lanarkshire Council

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2018/2019.

Homes and rents

At 31 March 2019 your landlord owned 36,557 homes. The total rent due to your landlord for the year was £118,393,135. Your landlord increased its weekly rent on average by 5.00% from the previous year.

Average weekly rents				
Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	305	£61.08	£70.22	13%
2 apartment	6,659	£60.99	£76.10	19.9%
3 apartment	18,836	£63.77	£77.70	17.9%
4 apartment	9,715	£66.97	£84.44	20.7%
5 apartment	1,042	£70.58	£93.49	24.5%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **91.0%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.1%.
- » **92.5%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.6%.
- » **92.5%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 86.5%.

Quality and maintenance of homes

- » **97.9%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.1%.
- » The average time your landlord took to complete **emergency repairs** was **4.4 hours**, compared to the Scottish average of 3.6 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **7.7 days**, compared to the Scottish average of 6.6 days.
- » Your landlord completed **97.6%** of **reactive repairs** 'right first time' compared to the Scottish average of 92.5%.
- » Your landlord does operate a **repairs appointment system**. It kept **93.6%** of **appointments** compared to the Scottish average of 95.6%.
- » **98.6%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 91.7%

Neighbourhoods

- » For every 100 of your landlord's homes, **14.6 cases** of **anti-social behaviour** were reported in the last year.
- » **96.3%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

Value for money

- » The amount of money your landlord collected for current and past rent was equal to **97.5%** of the **total rent** it was due in the year, compared to the Scottish average of 99.1%.
- » It did not collect **0.7%** of rent due because **homes were empty**, compared to the Scottish average of 0.9%.
- » It took an average of **23.5 days** to **re-let homes**, compared to the Scottish average of 31.9 days.

Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at www.scottishhousingregulator.gov.uk