

# North Lanarkshire Council Report

## Housing and Regeneration Committee

approval  noting

**Ref** SL/LS

**Date** 25/11/20

## Scottish Housing Regulator: 2019/20 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 seventh Landlord report published by the Scottish Housing Regulator (SHR) which shows Scotland's social landlords' performance for both Local Authorities and Registered Social Landlords (RSL's) against the Scottish Social Housing Charter (SSHC).

Due to COVID-19, the publishing of the annual data set and Landlord Report by the Government was delayed from August to 30 October 2020.

---

### Recommendations

It is recommended that Committee:

- (i) Note the content of this report and the Landlord Report provided by the SHR, in appendix 1 which identified North Lanarkshire Council's performance in relation to the SSHC
- (ii) Note that a separate report has been provided to committee on the Annual Assurance Statement
- (iii) 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 4 to 39,722 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 initially had to provide the SHR with their seventh completed ARC, reporting on their performance in the year 2019/20, by 31 May 2020, however this deadline was extended to 31 July 2020 due to the ongoing response to the COVID-19 pandemic. Landlords also have a duty to publish a performance report, which requires to be made available to all tenants, advising on the outcomes achieved against the SSHC by the end of October each year, however this year, similar to the ARC, this deadline has also been extended, to December 2020.
- 1.3 In addition, all landlords have a legal requirement to submit a signed Annual Assurance Statement to the Regulator by 31 October each year. Due to the COVID-19 pandemic, the deadline for this has been extended to 30 November 2020. A separate report has been submitted to this Committee on the Annual Assurance Statement.
- 1.4 Following submission of each local authority and RSL's ARC, 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
  - 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.

- 1.5 SHR publishes individual Engagement Plans in April each year for all social landlords highlighting any areas of service they will focus on to work with the local authority concerned. Due to COVID-19, publishing of Engagement Plans has been postponed for all other than services where critical interventions are required. The Regulator met with senior management from Housing Solutions on 14 October 2020 and will follow up at a later date with the outcomes from their Annual Risk Assessment. The indication at this stage is that there are no current service areas of concern.

---

## **2. Report**

- 2.1 On 30 October 2020, the SHR published its seventh Landlord Report reflecting the performance reported in each authority's completed ARC. It is relevant to note that NLC was one of only 4 local authorities which submitted their return within the original timescale of 30<sup>th</sup> May 2020. At the time of writing this report, the Landlord Report has not been published as a separate document, but instead shows on the SHR's

webpage, therefore a link to the report for North Lanarkshire, rather than an appendix is included in section 6 of this report.

## 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 several areas reported and performance has remained consistent or improved on all of the indicators.

### 2.2.1 Homes and rents

2.2.2 This report indicates that the council are performing above the Scottish average in a number of areas reported in this category. In particular average weekly rents are well below the Scottish average. The average rent for all North Lanarkshire properties reported in the ARC return for 2019/20 was £67.14 per week, compared to the Scottish average for all landlords of £82.26, 18.4% lower.

### 2.2.3 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 89.2%.
- 92.5% of tenants were satisfied with keeping tenants informed compared to the Scottish average of 92%.
- 92.5% of NLC's tenants were satisfied with the opportunities to participate in their landlords decision making process this compared to the Scottish average of 87.2%.

To continually improve satisfaction with our services, performance is 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.

### 2.2.4 Quality and maintenance of homes

Performance continues to be high in this category;

- 98.8% of homes meet the Scottish Housing Quality Standard compared to the Scottish average of 94.4%.
- 98.3% of reactive repairs were completed "right first time" compared to the Scottish average of 92.4%.
- 97% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 91.3%.

In relation to time taken to complete repairs, our performance was 4.3 (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 repairs timescales. As seen above customer satisfaction with the service has continued to remain over the 95% target each year. In line with our contractual arrangements, the emergency repairs category accounts for varied emergency response times covering 24 hours and 3 hours, both within working hours and out with working hours, with strong performance noted across all areas.

The time taken to complete non-emergency repairs was reported at 7 (7.7) days compared to the Scottish average of 6.4 days. This indicator incorporates full end to end timescales, including built in factors for administration of the works. This reflects focussed activity in this area to further enhance right first-time outcomes and service providers consistently exceeding target timescales.

Previous Landlord Reports provided data on repairs appointments, which has now been removed from the ARC return, however it should be noted we continue to carry out 94% of repairs by appointment ensuring the repair is carried out at the convenience of our tenants.

### 2.2.5 Neighbourhoods

In terms of the section relating to satisfaction with neighbourhoods:

- 97.1% (96.3%) of the cases of anti-social behaviour reported in the last year were dealt with within the targets agreed locally, compared to the Scottish average of 94.1%.

### 2.2.6 Value for money

Our rent collection levels have increased in 2019/20 to 100.5%, up from 97.5% in 18/19. In addition significant efforts on the part of the service in securing more direct Universal Credit payments and pursuing other non-Universal Credit tenant debt had a positive impact on the overall arrears. This improved performance is also linked to the implementation of the Universal Credit Assistance Fund for our tenants as approved by Committee in 2019. Monitoring rent loss continues to be a priority and the council continues to perform strongly in this area. It took an average of 21.6 days (23.5) to re-let homes with a void rent loss figure of 0.6% (0.7%), compared to the Scottish averages of 31.8 days and 1.2% 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. The timescale for this is usually 31 October each year, however this has been extended to December 2020 again due to the COVID-19 pandemic. A digital link to the annual performance report will be made available to all Members on publication.

---

## 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 Annual Assurance Statement are statutory requirements and failure to submit on time is a risk and as such these are incorporated into 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 strategic improvement groups that operate within both Housing Solutions and Housing Property and Projects. These groups continue to review practices, procedures and customer feedback to ensure that high standards of service delivery are achieved in all areas.
- 

**6. Supporting documents**

- 6.1 There are no supporting documents, however, the full Landlord Report data is provided on the following [link](#) to the Regulators website.



**Stephen Llewellyn**  
**Head of Housing Solutions**