

The Highland Council
Community Services Committee
6 November 2014

Agenda Item	21
Report No	COM 47/14

Annual Report on Scottish Social Housing Charter - 1 April 2013 to 31 March 2014

Report by the Director of Community Services

Summary

This report provides performance and benchmarking information against performance indicators as prescribed by the Scottish Housing Regulator, relative to the Scottish Social Housing Charter for the year 2013/14.

1. Background

- 1.1 As required by Section 31 of the Housing (Scotland) Act 2010, the Scottish Social Housing Charter set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.
- 1.2 The Charter aims to improve the quality and value of the services that social landlords provide by stating clearly what tenants and other customers can expect and focussing the efforts of social landlords on achieving outcomes that matter to their customers.
- 1.3 The Charter also provides a basis for the Scottish Housing Regulator to assess and report on how well all social landlords are performing. This assessment will enable social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.

2. Performance Report

- 2.1 The Scottish Housing Regulator issued their first Annual Report on the Charter (ARC) to landlords on 29 August 2014. This reports the Council's performance on Charter indicators benchmarked against the national sector average. The sector includes all Local Authorities with housing stock and all registered social landlords. The Highland Council report can be found by following this link - <http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords>. A copy of this is included at **Appendix 1** and is also available via the Highland Council website.
- 2.2 Under the new regulatory requirements, social landlords must publish an annual customer report by 31 October each year following the regulator's Annual Report on the Charter (ARC). Social landlords are required to involve tenants in the production of this annual customer report. The Council's first tenant produced customer report, called 'Housing Matters', has been mailed to all Council tenants. This can also be viewed on the Highland Council website. <http://www.highland.gov.uk/info/917/housing>
- 2.3 'Housing Matters' reports on Charter indicators that the tenant panel considered were of interest and value to their fellow tenants. The tenant panel also selected a 'benchmark family', consisting of organisations with similar size of housing stock or because they serve a large rural or remote rural population.

- 2.4 The Council's performance against that of other social housing providers in Highland is also of interest. This Committee report also includes information about the Council's housing service performance benchmarked against that of the 5 main registered social landlords in Highland: Cairn Housing Association, Albyn Housing Society, Pentland Housing Association, Lochaber Housing Association and Lochalsh and Skye Housing Association. This information is shown at **Appendix 2**, using the performance reporting framework which was agreed by Finance, Housing and Resources Committee in June 2013. It should be noted that Cairn Housing Association data is National and not local.

3. Overview of Performance

- 3.1 It is a requirement of the Regulator that we carry out a comprehensive satisfaction survey with our tenants every 3 years. We aim to carry out a survey during 2015. In the meantime in order to provide customer satisfaction data for the ARC (Annual Return on the Charter) we conducted a small scale survey in our December 2013 tenant newsletter. When comparing the results of the satisfaction questions in the report it should therefore be noted that the Highland Council sample size was relatively small in comparison with other Social Landlords.
- 3.2 In the area of tenancy sustainment it is a mixed picture across our tenant groups. Overall tenancy sustainment within Highland is 86.3%.
- 3.3 Highland Council has a high percentage of lettable housing becoming available at 11.48%; however it should be noted that Highland have the largest housing stock in comparison with the Housing Associations.
- 3.4 In the area of medical adaptations, Highland Council has an average of 51.9 days to complete medical adaptations.
- 3.5 In the area of court actions resulting in eviction, the Highland figure is low at 9.47%, however this is due to officers working closely with tenants in regard to the management of rent arrears. There is no data available to compare against the Highland Housing Associations but the peer group average is slightly higher than Highland at 9.7%.
- 3.6 With regard to the average length of time spent in temporary accommodation, it is a mixed picture across the accommodation type, however in general Highland Council figures are higher overall, particularly with regard to the usage of bed and breakfast accommodation. This is due in part to the lack of other types of accommodation being available. An encouraging sign is that where we are currently using Private sector leased accommodation the length of stay is less in Highland than the peer group average.

4. Self Assessment

- 4.1 The Charter promotes the strengthening and mainstreaming of self assessment mechanisms into performance management as part of a continuous improvement approach to service delivery, monitoring and improvement planning.
- 4.2 The Charter also promotes increased tenant and other customer involvement in self assessment at the levels of satisfaction measurement, monitoring and reviewing of services, as well as governance and decision-making.

- 4.3 The need to promote, build and grow tenant and staff capacity to deliver an effective and compliant self assessment approach to performance management is being addressed in the development of a revised Tenant and Customer Engagement Strategy and Action Plan for 2015 – 2018. A draft revised strategy and action plan will be presented to Community Services committee in the new year.
- 4.4 The new strategy will include increased volunteering opportunities for tenants and staff to become involved in self assessment mechanisms in addition to the more traditional options of tenant participation and performance management.
- 4.5 There are service design and potentially investment implications on both the performance management and customer engagement sides of business arising from compliance with the Charter.

5. Implications

- 5.1 There are resource implications arising from the Scottish Social Housing Charter requirements to monitor and improve service delivery. This will be managed within the current HRA budget, but it should be noted that additional resources may be required.
- 5.2 The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.
- 5.3 There are no known specific equality, climate change/carbon clever; rural, risks or Gaelic implications arising from this report.

Recommendation

Committee is invited to note the Highland Council housing service annual performance against the Housing Charter for 2013/14.

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Date: 23 October 2014

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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Landlord report

How your landlord told us it performed in 2013/2014

Highland 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 2013/2014.

Homes and rents

At 31 March 2014 your landlord owned 13,635 homes. The total rent due to your landlord for the year was £44,480,380. Your landlord increased its weekly rent on average by 2.00% from the previous year.

Average weekly rents				
Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	239	£50.08	£59.56	15.9%
2 apartment	3,322	£57.66	£65.18	11.5%
3 apartment	5,569	£63.27	£67.19	5.8%
4 apartment	4,125	£71.21	£73.07	2.5%
5 apartment	380	£78.79	£81.68	3.5%

Tenant satisfaction

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

- » **79.2%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 87.8%.
- » **-%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 88.9%.
- » **53.1%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 78.4%.

Quality and maintenance of homes

- » **70.2%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 85.4%.
- » The average time your landlord took to complete **emergency repairs** was **14.5 hours**, compared to the Scottish average of 6.9 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **8.7 days**, compared to the Scottish average of 8.2 days.
- » Your landlord completed **90.6%** of **reactive repairs** 'right first time' compared to the Scottish average of 87.2%.
- » Your landlord does operate a **repairs appointment system**. It kept **92.2%** of **appointments** compared to the Scottish average of 92.9%.
- » **77.4%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 87.6%

Neighbourhoods

- » For every 100 of your landlord's homes, **6.9 cases** of **anti-social behaviour** were reported in the last year.
- » **67.5%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 75.9%.

Value for money

- » The amount of money your landlord collected for current and past rent was equal to **100.9%** of the **total rent** it was due in the year, compared to the Scottish average of 99.0%.
- » It did not collect **1.2%** of rent due because **homes were empty**, compared to the Scottish average of 1.2%.
- » It took an average of **37.6 days** to **re-let homes**, compared to the Scottish average of 35.7 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

Appendix 2

Indicator	Highland Council	Tenant Report Peer Group average	Ranking against Peer group average	Highland Housing Association average	Scotland Average
satisfied with overall service	79.2	80.7	5th	89.8	85.9
opportunities to participate	53.1	63.9	6th	78	74.5
Meeting SHQS	70.2	83	9th	78.4	85.4
NHER 2014 rating	75.7	91.6	9th	86.4	93.4
satisfaction with quality of home	70.9	80.5	9th	86	84.2
satisfaction with completed repair (last 12 months)	77.4	86.9	9th	87	89.9
satisfaction with management of neighbourhood	67.7	79	9th	83.2	82.6
tenancy sustainment by source of let					
a existing tenants	93.6	92.3	4th	91.3	92.99
b homeless applicants	86.8	79.1	2nd	92.1	86.24
c housing list applicants	81.2	84.9	8th	93.7	86.8
% lettable house becoming vacant	11.48	9.9	8th	8.2	9.6
% approved medical adaptations complete	67.1	81.9	8th	89.6	84.9
ave time to complete medical adaptations	51.9 days	64 days	4th	104	75 days
court actions resulting in eviction	9.47	9.7	5th		25.4
ave length time in temp accomm by type					
local authority	116 days	106.9 days	5th	na	128 days
RSL	137 days	144.7 days	4th	na	225 days
local authority hostel	88 days	57.4 days	8th	na	50 days

B&B	97 days	33.6 days	9th	na	41 days
Womens refuge	No data	88.6 days		na	124.6 days
Private sector leased accommodation	187 days	279.7 days	2nd	na	213 days
% household requiring temp accomm to whom offer was made	100	115.3		na	107.1
% household requiring temp accomm to whom offer was refused	11.96	9	7th	na	10.5
% feel rent represents value for money	67.1	71.9	8th	80.7	76.12
ave weekly rent per G/T pitch	71.85	68.5	5th	na	64.3
% satisfied with manangement of G/T site	70.8	78.5	2nd	na	59.9