

EAST RENFREWSHIRE COUNCIL

CABINET

25 October 2018

Report by Director of Environment

ANNUAL PERFORMANCE RETURN (SCOTTISH SOCIAL HOUSING CHARTER)

PURPOSE OF REPORT

1. To advise Cabinet of East Renfrewshire Council's performance in the Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) on the Scottish Social Housing Charter (SSHC).

RECOMMENDATION

2. It is recommended that Cabinet note the performance in the Annual Return on the Scottish Social Housing Charter.

BACKGROUND

3. The Scottish Social Housing Charter (The Charter) requires each social landlord (Councils and Housing Associations) to provide the Scottish Housing Regulator (SHR) with details of performance against 37 performance indicators and information for 32 contextual indicators by 31st May each year. This is known as the "Annual Return on the Charter" or ARC.

4. Upon receipt of this information, the SHR collates and produces a Landlord Report for every social landlord in Scotland and publishes this on their website at the end of August each year. East Renfrewshire's 2017/2018 report can be viewed at: www.scottishhousingregulator.gov.uk/find-and-compare-landlords/east-renfrewshire-council

5. Each social landlord is then responsible for publishing a more detailed report on their performance against the Scottish Social Housing Charter for tenants and customers by October each year. A copy of the East Renfrewshire report detail for 2017/2018 is attached (Appendix 1).

6. The SHR uses the information from the ARC and other sources to determine any key areas of risk identified in the Local Scrutiny Plan for each Local Authority.

REPORT

7. Data collection for the ARC allows the SHR to assess all landlords' ability to meet the outcomes set in the Scottish Social Housing Charter. The 'Scottish average' refers to performance of all social landlords in Scotland including Councils and Housing Associations. In many cases, Housing Associations have higher rent levels and newer stock to manage and therefore access to greater resources and lower maintenance costs. This should be borne in mind when comparing the profiles of Housing Associations and Councils.

8. Given that there are multiple indicators it is difficult to form a view as to performance of a landlord based upon one indicator alone. In 2017/2018, East Renfrewshire Council performed above the average for Scottish Councils in approximately 80% of ARC indicators. East Renfrewshire performed above the Scottish average for all landlords in key areas including: maintaining its homes, tackling anti-social behaviour and medical adaptations.

9. The Annual Report (Appendix 1) details the Council's performance and progress across key indicators as outlined below:

- Rent Levels. East Renfrewshire Council continues to have a lower than average rent charge compared to all landlords. In 2017/18 East Renfrewshire Council's rent was £9 per week lower than the Scottish average for all landlords but £2.70 per week higher than the Scottish Local Authority average.
- Arrears. Improvement in gross rent arrear levels (as a percentage of the rent due in the year) has seen this reduce from 9.4% in 2013/2014 to 5% in 17/18. However, the cumulative impacts on rent arrears levels due to the introduction of Universal Credit (UC) in September 2018 are as yet unknown
- Tenant Satisfaction. Satisfaction is measured across key areas of services we provide. When compared to other Scottish Councils, East Renfrewshire Council performs better than the average in 7 of the 10 areas of satisfaction.
- Quality and Maintenance of Homes. East Renfrewshire Council achieved the 2015 target for the Scottish Housing Quality Standard and is performing well above the Scottish average. The Scottish Government has also introduced a target to meet the Energy Efficiency Standard for Social Housing in all Council and Housing Association homes. 72.2% of East Renfrewshire Council's homes currently meet this standard with firm targets in place for compliance by 2020.
- Housing Maintenance. Housing Services is performing substantially better than the Scottish average for these indicators. East Renfrewshire is ranked in the top 3 for the time to complete emergency repairs when compared to all other Councils. Similarly, Housing Services is also ranked 4th of 26 Councils for non-emergency repairs.
- Neighbourhoods. East Renfrewshire Council continues to tackle anti-social behaviour against locally set targets and is performing better than the Scottish average for all landlords. Similarly performance in tenancy sustainment is above the Scottish average. The planned move to "Choice Based Letting" is aimed at increasing choice for prospective tenants to enhance tenancy sustainment further, and in turn reduce pressure on rehousing services and rental income lost through void properties.
- Access to Housing. Despite a high demand for housing in the authority, there is some higher availability housing which impacts on our performance. Whilst we have available homes, they are sometimes in areas or of a type that are not the preferred choice for families. Approximately 65% of Council housing stock is situated in the Levern Valley area whilst 75% of the population resides in the Eastwood area. Housing Services continue to pursue an increase to the supply of social and other affordable housing through our Council House Build programme and Strategic Housing Investment Plan (SHIP) 2018 – 2023.
- Allocations. Housing Services have reduced the percentage of rent lost due to empty homes from 1.3% in 2013/14 to 0.9% in 2017/2018 which is in line with the Scottish Council average. The impact of the mixed tenure scheme in improving the condition

of common areas and surrounding environment in local neighbourhoods also cannot be underestimated. For over a decade this was an area of poor performance so these results are particularly welcome.

10. In addition to the ARC return, the SHR also gathers information on other areas of service. The provision of temporary accommodation has been raised as a concern by the SHR, and is being monitored through the Local Scrutiny Plan. In particular, this relates to the use of Bed & Breakfast accommodation and in ensuring temporary accommodation is always available to those who require it. This is the subject of a separate report on this Cabinet agenda.

11. As stated above when assessing tenant satisfaction, ERC performs better than the average in 7 of the 10 areas compared to other Scottish Councils. However for overall satisfaction our performance is below the Scottish average.

12. The service has spoken to tenants to identify the reasons for this. Tenants have indicated a desire to see improved levels of customer service and a greater ability to self-serve through online systems and the use of technology to communicate. Currently the service has a number of outdated IT systems and insufficient use of digital processes which make the customer journey slow.

13. In addition the current staffing structure is, in parts, fragmented, meaning that customers require to speak to a number of different staff when requesting a service.

14. As a consequence it is the intention to launch a digital transformation of the service alongside a restructure of the service which will enable tenants to receive a more efficient and personalised service.

FINANCE AND EFFICIENCY

15. Housing Services must demonstrate annually that the service it provides meets the needs of its customers and provides value for money. East Renfrewshire Council continues to have a lower than average rent charge compared to all landlords.

CONSULTATION

16. In line with the national publication of Charter results, East Renfrewshire Council is required to produce an annual performance report to tenants by October each year. The detail will be distributed to each tenant through our tenants' newsletter, and made available online or on request to other customers.

PARTNERSHIP WORKING

17. Many of the services provided by East Renfrewshire Council's Housing Services are provided in partnership with internal and external bodies. Services continue to work together to demonstrate that the outcomes are met. The outputs from these partnerships form a key part of the assessment of the services. Key partners include:

- East Renfrewshire's Community & Health Care Partnership
- Corporate & Community Services

IMPLICATIONS OF THE PROPOSALS

18. There are no implications associated with this report in terms of staffing, finance, property, legal, IT, equalities and sustainability.

CONCLUSIONS

19. Appendix 1 summarises Housing Services performance against the indicators set out by the Charter, in comparison with other Scottish Councils and with all Social Landlords.

20. In approximately 80% of the ARC indicators East Renfrewshire perform above the Scottish Council average. East Renfrewshire also performed above the Scottish average for all landlords in key areas including: maintaining its homes, tackling anti-social behaviour and adaptations.

RECOMMENDATION

21. It is recommended that the Cabinet note the performance for the Annual Return on the Scottish Social Housing Charter.

Director of Environment

Further details can be obtained from Phil Daws Head of Environment (Strategic Services) on 0141 577 3186.

Convener contact details

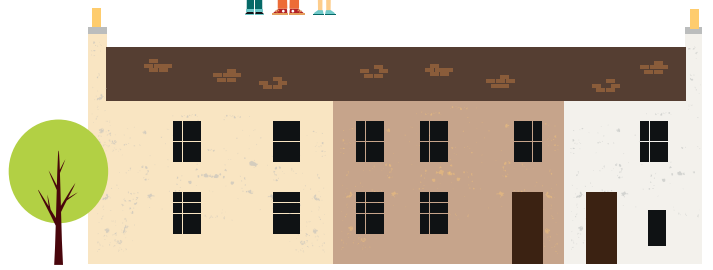
Councillor Danny Devlin
(Convener for Housing and Maintenance Services)

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October 2018



OUR PERFORMANCE 2017/18

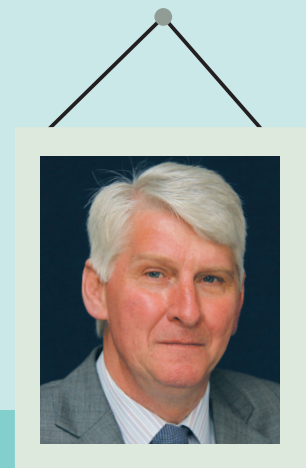


A message from Councillor Danny Devlin, Convener for Housing & Maintenance Services

“Welcome to East Renfrewshire Housing Services Annual Report. This report highlights how we performed in 2017/18 but also lets you, the tenant, know what work is being carried out to improve services. We are committed to learning from our performance and improving the services provided to tenants and customers.

As Convener of Housing & Maintenance Services I want to ensure that tenants live in good quality homes and see their local area as a good place to live and raise their families. Over the last year we have continued to improve the services we provide.

However we will work continuously to improve services and increase tenant satisfaction. As a tenant and customer it is important for you to know how we are performing as a social landlord. I hope you find this report useful and it demonstrates how housing services are provided in East Renfrewshire.”



A handwritten signature in blue ink that reads "D Devlin".



Annual Housing Services Performance Review 2017/2018

This report highlights East Renfrewshire Council Housing Services performance over 2017/18, outlining both strengths and areas in need of improvement. As our customer, it is important we keep you up to date about how we are performing and how we plan to improve the services we provide.

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How do we assess performance?



The Scottish Housing Regulator (SHR) is the independent regulator of Council and Housing Associations across Scotland. We must measure our performance against the SHR's Scottish Social Housing Charter (SSHC) standards each year - the standards of performance that all social landlords should aim to achieve and the outcomes that should be expected by tenants and customers. These standards are set for the range of housing services we provide.

The following detail shows how East Renfrewshire Council's Housing Services performs on average for 2017/2018, against all social landlords in Scotland, both Councils and Housing Associations, and specifically against other Scottish Councils.

Overview

At 31st of March 2018, East Renfrewshire Council own or manage 2939 homes across the area including: 2682 general needs properties, 244 sheltered properties and 13 supported accommodation properties.

Housing Stock

Area	Flat	House	Sheltered	Total
Barrhead	1051	381	43	1475
Neilston	250	138	28	416
Newton Mearns	128	128	36	292
Busby/Netherlee	83	155	77	315
Thornliebank	161	46		207
Eaglesham	53	77	24	154
Giffnock	22		36	58
Uplawmoor		9		9
Grand Total	1748	934	244	2926

In 2017/2018, we let 245 properties to homeless households; people on the council's waiting list; and existing tenants transferring to a different home.

Rents

Average Weekly Rent	2017/2018 East Renfrewshire Council	2017/2018 Scottish Council Average	2017/2018 Overall Scottish Average
1 Apartment	£61.78	£58.30	£65.57
2 Apartment	£65.39	£65.25	£74.13
3 Apartment	£74.75	£70.88	£80.39
4 Apartment	£83.82	£76.37	£86.13
5 Apartment	£84.79	£83.60	£96.06
All properties	£73.01	£70.28	£82.17

East Renfrewshire Council continues to have lower than average rents compared to the overall Scottish average but slightly higher than average rents compared to other Local Authorities.



Overall Satisfaction and Engagement

We must measure satisfaction of tenants and customers with the services we provide, and keep tenants informed. This also means allowing an opportunity to influence how our services are delivered.

Wide scale satisfaction surveys are undertaken every 2 years as per the SSHC guidance with further supplementary surveys carried sporadically, giving tenants the opportunity to tell us what they think. Our 2018 tenant satisfaction survey has just been carried out over summer and we are awaiting the results.

- + We remain higher than the Scottish council average for both keeping tenants informed and opportunities to participate.
- Overall Satisfaction with the service has fallen behind the Scottish council and overall average.

Overall Satisfaction and Engagement

Indicator	2016/2017 ERC Performance	2017/2018 ERC Performance	2017/2018 Scottish Council Average	2017/2018 Overall Scottish Average
Percentage satisfied with overall service	81.6%	81.6%	84.7%	90.5%
Percentage satisfied with keeping tenants informed	85.2%	85.2%	84.4%	91.7%
Percentage satisfied with opportunities to participate	80.4%	80.4%	76.9%	85.9%



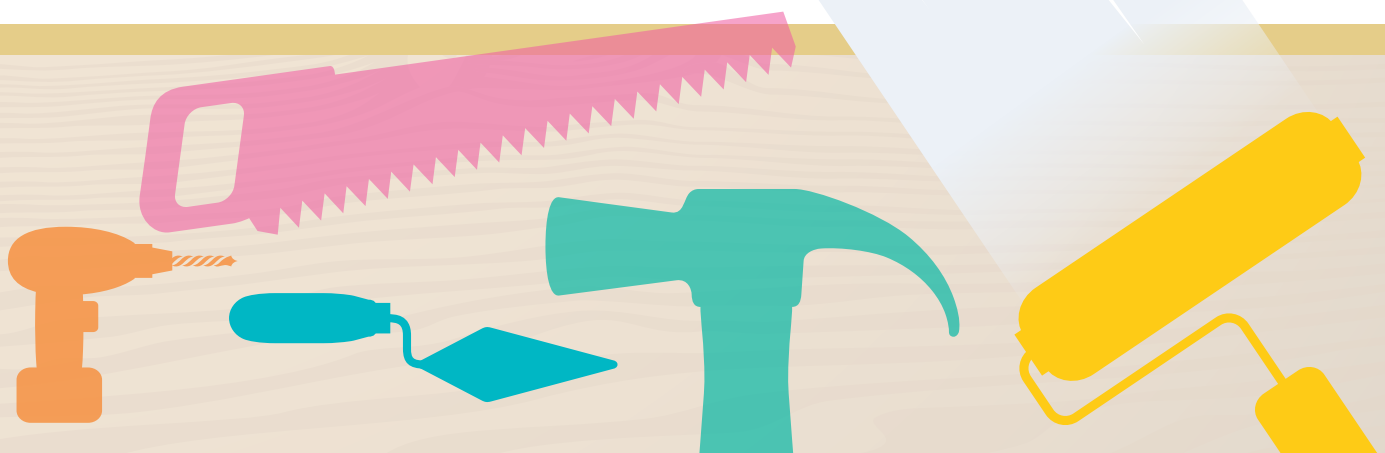
Repairs and Maintenance

We must ensure all our homes are well-maintained, with repairs completed quickly and professionally.

- ⊕ Our repair timescales continue to improve for both emergency and non-emergency jobs, significantly quicker than the Scottish council and overall average.
- ⊖ Satisfaction with the repairs service has dipped slightly and is now lower than both the Scottish council and overall average.

Repairs and Maintenance

Indicator	2016/2017 ERC Performance	2017/2018 ERC Performance	2017/2018 Scottish Council Average	2017/2018 Overall Scottish Average
Average length of time taken to complete emergency repairs	2.6 hours	2.5 hours	4.4 hours	2.7 hours
Average length of time taken to complete non-emergency repairs	5.4 days	4.8 days	7.9 days	5.1 days
Percentage of reactive repairs completed 'Right First Time'	95.29%	95.43%	91.52%	93.09%
Percentage of repairs appointments kept	99.07%	97.58%	94.5%	95.84%
Percentage satisfied with repairs service	87.1%	86.0%	90.7%	92.1%

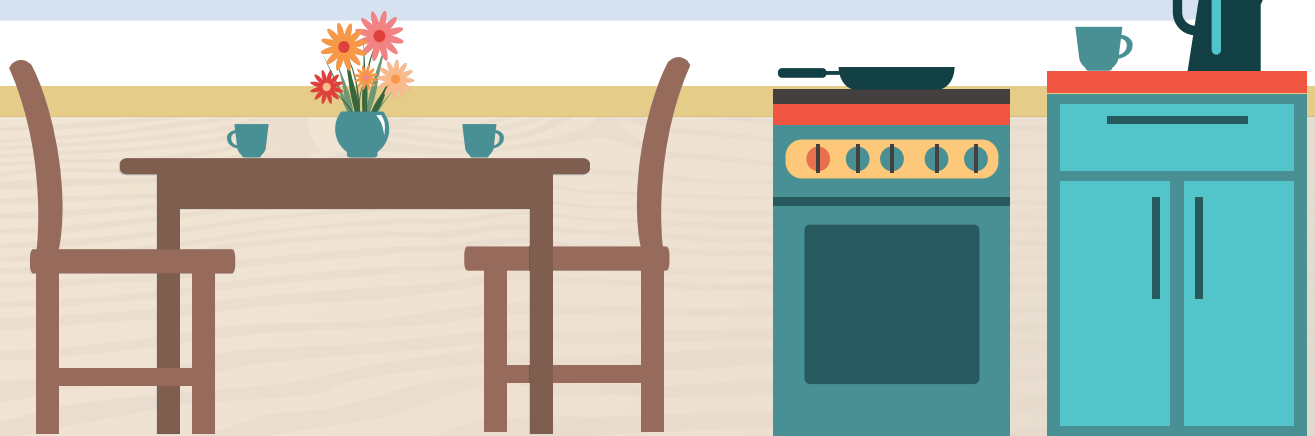


Improvement Works

Housing Services undertake a range of work to improve and invest in our homes to ensure they are in good condition now and for years to come. Targets set by the Scottish Government continue to be the focus of much of work which includes improving both external (roofs, walls, insulation, windows etc.) and internal elements (kitchens, bathrooms, central heating, re-wiring and door entry).

- + Good progress has been made to meet the “Scottish Housing Quality Standard” (SHQS) by March 2015 and to maintain compliance with this standard each year since.
- Further work is needed towards meeting the “Energy Efficiency Standard for Social Housing” (EESH) by 2020, which is aimed at improving energy efficiency in all council and housing associations homes.

Improvement Works				
Indicator	2016/2017 ERC Performance	2017/2018 ERC Performance	2017/2018 Scottish Council Average	2017/2018 Overall Scottish Average
Percentage satisfied with quality of home	85.4%	85.4%	84.5%	87.9%
Percentage of annual gas safety checks carried out in all properties where this is required	100%	100%	99.7%	99.6%
% Properties meeting the SHQS – (housing quality target)	97.2%	97.6%	92.3%	93.7%
% Properties meeting the EESH – (energy efficiency target)	66%	72.2%	75.3%	79.9%



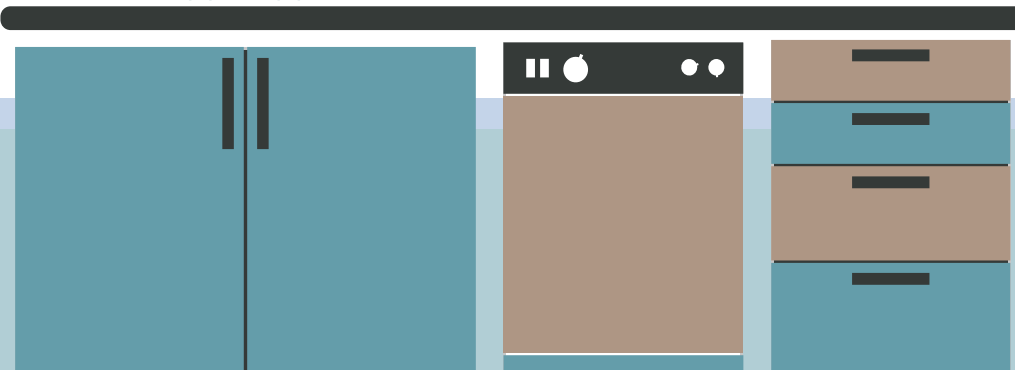
Tenancy Sustainment

Ensuring appropriate support is accessible to those that need it is the key to our customers remaining in their homes successfully for as long as possible. Support can vary - from information and advice, physical aids and adaptations or increased support visits for vulnerable customers.

- ⊕ We are substantially quicker than both the Scottish council and overall average to complete medical adaptations to properties, allowing residents to live in homes longer.
- ⊖ Tenancy sustainment has slightly dropped since this time last year however we are still above the Scottish council and overall average.

Tenancy Sustainment

Indicator	2016/2017 ERC Performance	2017/2018 ERC Performance	2017/2018 Scottish Council Average	2017/2018 Overall Scottish Average
Percentage of all new tenants housed who were still in their tenancy 12 months later	92.9%	91.9%	89.3%	90.1%
Average time taken to complete medical adaptations	45.57 days	19.56 days	51.97 days	62.54 days
Percentage satisfied with standard of home when moving in	86.5%	88.5%	84.4%	90.2%



Estate Management and Anti-Social Behaviour

Ensuring customers feel safe, secure and happy in the place in which they live is of primary importance.

- + Percentage of anti-social behaviour cases resolved within locally agreed targets remains consistently high, now substantially quicker than both the Scottish council and overall average.
- Satisfaction with management of neighbourhoods remains above the Scottish council average, but just below the overall average for all landlords.

Estate Management and Anti-Social Behaviour

Indicator	2016/2017 ERC Performance	2017/2018 ERC Performance	2017/2018 Scottish Council Average	2017/2018 Overall Scottish Average
Percentage satisfied with management of neighbourhood	86.6%	86.6%	83.7%	88.0%
Percentage of anti-social behaviour cases resolved within locally agreed targets	98.67%	99.19%	79.9%	88.3%



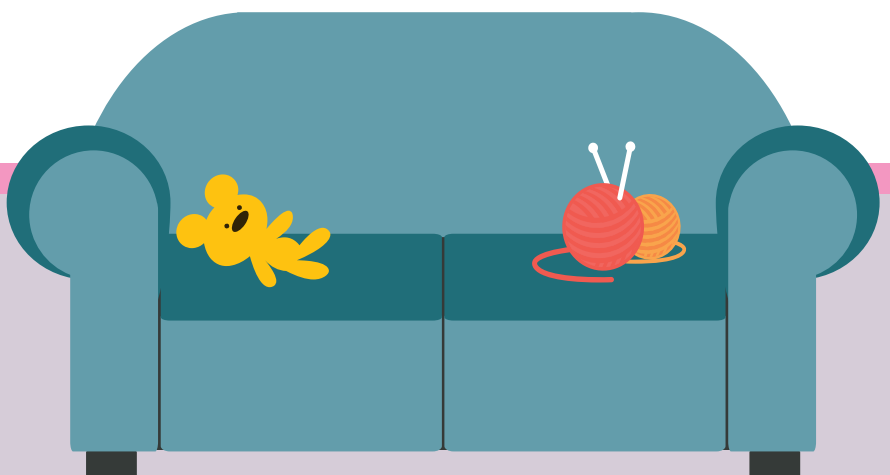
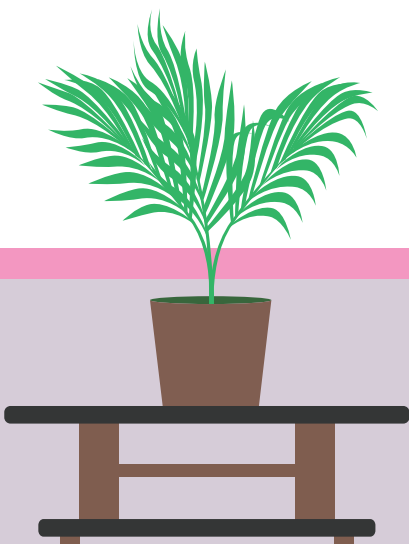
Homelessness and Temporary Accommodation

Councils have a duty to meet the needs of households who are facing homelessness through provision of suitable temporary and permanent accommodation, advice and support services.

- + Our performance in terms of providing temporary accommodation to all those households in crisis who require it remains high, in line with the Scottish Council average. All households also continue to report high levels of satisfaction with the accommodation provided, above the Scottish Council average.
- We continue to work to reduce the time that homeless households have to spend in temporary accommodation awaiting rehousing. This remains a challenge though given the shortage of homes available in some areas for social rent.

Homelessness and Temporary Accommodation

Indicator	2016/2017 ERC Performance	2017/2018 ERC Performance	2017/2018 Scottish Council Average	2017/2018 Overall Scottish Average
Percentage of households requiring temporary accommodation to whom an offer of housing was made	98.75%	100%	100%	-
Percentage satisfied with the quality of temporary accommodation	100%	100%	87.9%	-



Value for Money

The services we provide to you as your landlord are funded by the rent you pay. As a service we must ensure that we spend this money wisely and fairly.

- ⊕ Rent arrears have reduced to their lowest level in recent years, now below the Scottish council average. The number of tenancy offers refused has also decreased though remains above average – however we expect this figure to improve with our new “Homeseeker” Choice Based Lettings Service.
- ⊖ Average time to re-let our properties has slightly increased to 47 days and we are higher than the Scottish council and overall average.

Value for Money

Indicator	2016/2017 ERC Performance	2017/2018 ERC Performance	2017/2018 Scottish Council Average	2017/2018 Overall Scottish Average
Average length of time to re-let properties	45.7 days	47.1 days	37.6 days	24.9 days
Percentage of tenancy offers refused	51.5%	44.1%	39.5%	27.2%
Gross rent arrears as a percentage of total rent due	6.7%	5.0%	6.7%	4.30%
Rent collected as a percentage of total rent due	102.4%	98.9%	99.3%	99.5%
Percentage satisfied that rent represents value for money	82.8%	82.8%	80.5%	83.2%
Percentage of rent due lost through empty properties	0.9%	0.9%	0.9%	0.8%



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