

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? Yes No

Ref SL/TH Date 06/11/24

Scottish Housing Regulator: 2023/24 Landlord Report

From Stephen Llewellyn, Chief Officer (Housing)

E-mail llewellyns@northlan.gov.uk **Telephone** 01698 274192

Executive Summary

This report is to advise committee of the 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).

Recommendations

It is recommended that Housing Committee:

- (1) Note the content of this report and the link to the Landlord Report provided by the SHR in section 4 which identifies North Lanarkshire Council's performance in relation to the SSHC.
- (2) Note that a separate report has been provided to committee on 28 August 2024 on the Annual Assurance Statement.
- (3) 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 41,886 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). Returns are required by 31 May each year. Landlords also have a duty to publish a performance report by 31 October each year, which requires to be made available to all tenants.
- 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. A separate report on this was presented to Committee on 28 August 2024.
- 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 The 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. The 2024 SHR Engagement Plan for North Lanarkshire has not highlighted any current areas of concern however it continues to highlight those service areas which the Regulator monitors across all organisations.

2. Report

- 2.1 On 30 August 2024, the SHR published the Landlord Reports reflecting the performance reported in each authority's completed ARC. A link to the North Lanarkshire Council landlord report is available at section 4.
- 2.2 The report demonstrates that we have high levels of performance and tenant satisfaction and performance, both generally and in comparison with Scottish Local Authority averages and Scottish national averages, which includes the performance of RSL's and Local Authorities.

Landlord report categories

- 2.3 A summary of the performance figures from the five main areas detailed within the Landlord Report are shown below.

Homes and rents

- 2.4 Average weekly rents are well below the Scottish average of £91.80. The average rent for all North Lanarkshire properties reported in the ARC return for 2023/24 was £80.87 per week.

Tenant satisfaction

- 2.5 Our latest tenant satisfaction survey was completed in August 2023, where we returned to the face-to-face interviews we had previously utilised prior to the covid pandemic. The 2023 survey results are permitted to be submitted for a maximum of 3 years in our annual return.
- 2.6 Overall satisfaction levels in our 2023 survey increased by 5.4% to 86.6%, which is slightly higher than the Scottish average of 86.5% and significantly higher than the Local Authority average of 80.3%.
- 2.7 An increase of 3.2% from our 2021 survey saw 95.8% of tenants stating that they felt we are good at keeping them informed about our services and outcomes. This is 5.3% higher than the Scottish average of 90.5%, and 13.5% higher than the Scottish LA average of 82.3%.

Quality and maintenance of homes

- 2.8 The percentage of homes meeting the Scottish Housing Quality Standard was 84.8% this is a rise of 4.4% on the 2022/23 figure and compares favourably to the Scottish average of 84.4% and Local Authority average of 77.8%.
- 2.9 Our time taken to complete emergency repairs was 2.8 hours on average compared to a Scottish average of 4.0 hours and the Scottish LA average of 4.3 hours. Whilst our time taken to complete non-emergency repairs was 6.8 days compared to the Scottish average of 9 days and the Scottish LA average of 10 days.
- 2.10 97.8% of reactive repairs were completed “right first time” comparing favourably to the Scottish average of 88.4% and the Scottish LA average of 88.8%.
- 2.11 93.7% of tenants who had repairs carried out said they were satisfied with the service they received. Although this is a fall of 1.5% from the previous year, when we compare this to the Scottish average of 87.3% & the LA average of 87.2%, our satisfaction levels are significantly higher.

Neighbourhoods

- 2.12 For cases of anti-social behaviour reported in the last year, 95.9% were resolved at the year end and within the targets agreed locally, compared to the Scottish average of 94.3% and the Scottish LA average of 90.9%. The remaining 4.1% of cases were carried forward to the following year and resolved within locally agreed targets in 2024/25. We therefore performed at 100% compliance for the targets agreed for the service.

Value for money

- 2.13 Our rent collection levels for 2023/24 were 99.3% which is on par with the Scottish average of 99.4% and the Scottish LA average of 99.3%. Our housing Central Rents team continue to secure more direct Universal Credit payments and pursue other non-Universal Credit tenant debt which has had a positive impact on the overall arrears' levels. We continue to utilise our Rent Assistance Fund, introduced in 2023, to help our tenants who may be affected by the cost of living increases.

- 2.14 Our average days to re-let homes increased by 2.7 days to 35 days during the year, mainly due to the supply and workforce shortages being experienced by our contractors. However, we performed well when compared to the Scottish average of 56.7 days and the Scottish LA average of 72.6 days. Our housing and repairs teams are working together and liaising closely with our new contractor to improve these timescales.
- 2.15 Our void rent loss figure of 1% also compares favourably to the Scottish average of 1.4% and the Scottish LA average of 1.8%. Monitoring rent loss continues to be a priority.

Annual performance report

- 2.16 In line with the SHR requirements placed on the council to provide a report to tenants advising of performance against the SSHC, a group of tenant representatives has been working to review the performance data and to agree the content and format for the 2024 annual performance report. The timescale for publishing the report is 31 October each year. A link to the annual performance report will be made available to all Members on publication.

3. Measures of success

- 3.1 All indicators reported on through the SSHC and ARC are monitored via regular service review meetings across all disciplines within the housing service. We continue to review practices, procedures, and customer feedback to ensure that high standards of service delivery are achieved in all areas.

4. Supporting documentation

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



Stephen Llewellyn
Chief Officer (Housing)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? Production of an Annual Assurance Statement is a statutory obligation for all landlords.
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/>
5.6 Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?

Yes No

If Yes, please provide a brief summary of the impact?

Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?

Yes No

5.7 Environmental / Carbon impact

Does the report / project / practice contain information that has an impact on any environmental or carbon matters?

Yes No

If Yes, please provide a brief summary of the impact?

5.8 Communications impact

Does the report contain any information that has an impact on the council's communications activities?

Yes No

If Yes, please provide a brief summary of the impact?

5.9 Risk impact

Is there a risk impact?

Yes No

If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?

Production of an Annual Assurance Statement (ASS) is a statutory obligation for all landlords. Failure to produce and obtain a sign off from committee would constitute a legal and reputational risk. For this reason, the ASS is included in the risk register for the service and production of the statement and committee report is scheduled for committee cycle 2 each year

5.10 Armed Forces Covenant Duty

Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?

Yes No

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes No

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes No