

YOUR HOUSING PERFORMANCE REPORT 2019-20

**SCOTTISH SOCIAL HOUSING CHARTER
ANNUAL PERFORMANCE REPORT**



LIVE HERE

introduction

**Heather
Brannan-McVey**

Convener of Housing and Regeneration,
North Lanarkshire Council



Welcome to our 2019-2020 report on the annual performance of our housing services in North Lanarkshire.

This report gives you the opportunity to see how well we are delivering quality housing services in the heart of our communities and making North Lanarkshire a place people want to live in.

As tenants, it is vital you can see our vision for the future of your housing services.

Investing in our housing stock is key to that vision. We have in place a £250m five-year programme of investment in our current stock and we are making significant progress with our tower re-provisioning programme which will see the demolition of all 48 tower blocks in the area to further boost regeneration. Development of our new build council housing programme is also continuing with over 730 homes already delivered as we move towards providing 5,000 new homes by 2035.

These are only part of our plans, but your feedback and suggestions are crucial in helping us to identify our priorities so we can provide the best housing services for our communities.

The way we engage and communicate with our tenants has had to change this year due to the coronavirus pandemic. Our Tenant Participation team have continued to engage with our tenants groups and the North Lanarkshire Federation by e-mail, telephone, through online virtual meetings as well as using social media. We all miss that face-to-face interaction, but thanks to the outstanding efforts of our tenant representatives and the Federation, we have continued to work together to improve the services we provide.

We have already faced many challenges during this global health pandemic and it is testament to the resilience of our communities and staff that we are ready to push forward with our recovery plans. We remain committed in our ambition to make North Lanarkshire the place to Live, Learn, Work, Invest and Visit.

Due to the lockdown period the Scottish Housing Regulator gave landlords an extended timescale to submit this year's Annual Return on the Scottish Housing Charter, which sets out the standards and outcomes that all social landlords must aim to achieve for their tenants and other service users. North Lanarkshire is one of only four local authorities in Scotland to have successfully completed and submitted the return within the original timescale of the 31st May.

We are committed to learning from our performance outcomes and improving the services we provide to our tenants.

I hope you find the information in this report useful and I want to thank everyone involved in helping to produce it.

North Lanarkshire Federation of Tenants and Residents

As you can see even although this has been a very difficult year everything has been done to keep operations running as smoothly and efficiently as possible.

Although the federation has not been able to meet with all members we have had online meetings on scrutiny and food for thought sessions where possible and have continued to work in the background in very difficult circumstances at times.

The changes thrust upon us all this year have been met head on by North Lanarkshire Council who have managed to maintain service levels as well as help others during this pandemic.

Hope to see you all at our AGM next year



Anne McGhee

Chair, North Lanarkshire Federation

Welcome to your Annual Housing Performance Report for 2019-20.

The information in this report will tell you how North Lanarkshire Council is currently performing against the Scottish Social Housing Charter outcomes and how, as the largest council social landlord in Scotland, we are achieving and exceeding those objectives, and how we compare to other Scottish councils.

Working with representatives from tenant groups and the North Lanarkshire Federation we have produced this report as well as a more comprehensive online version of the annual report available [HERE](#).

New performance indicators have been added to the Scottish Social Housing Charter covering the next five year period some of which are included in this booklet, with all of the new and existing performance indicators available in the online report.

If you would like further copies of this report please contact:

**North Lanarkshire Council, Enterprise and Communities
Business Development and Support
Civic Centre, Motherwell ML1 1AB
t: 01698 302565
e: BusinessDevelopment&Support@northlan.gov.uk**

Outcome 2 Communication & Outcome 3 Participation

LA AVERAGE = Scottish Local Authority Average

*New Indicator

Average time in working days for full response to **STAGE 1** complaint

19/20

LA Average

4.65 days **7.2 days**



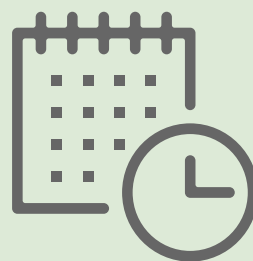
*New Indicator

Average time in working days for full response to **STAGE 2** complaint

19/20

LA Average

16 days **21.5 days**



Sometimes we get it wrong, and when that happens we want to work with our tenants to resolve their complaints. We take complaints seriously and have a comprehensive complaints handling policy that is in line with the Scottish Public Services Ombudsman (SPSO) model complaint handling procedure. Our average timescale for responding to complaints compares favourably to the Scottish Local Authority Average and falls within the required SPSO target of 5 working days for stage 1 complaints and 20 working days for stage 2 complaints. Complaints give us valuable information that we use to improve customer satisfaction and your feedback helps us put things right and learn from our mistakes. As a result of this we have seen the number of complaints made by our tenants and other customers reducing year on year.

Outcome 4 Quality of Housing & Outcome 5 Repairs, Maintenance and Improvement

LA AVERAGE = Scottish Local Authority Average

Average time to complete emergency repairs



18/19

19/20

LA AVERAGE

4.4

HOURS

4.25

HOURS

4.3

HOURS



Average time to complete non-emergency repairs



18/19

19/20

LA AVERAGE

7.7

DAYS

6.95

DAYS

7.3

DAYS

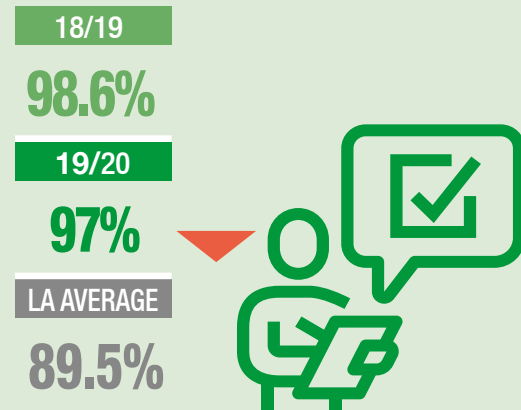


We responded to 53,308 emergency repairs in the year, completing them in an average of 4.25 hours which is comparable with the Scottish Local Authority average of 4.3 hours. A further 76,053 non-emergency repairs were responded to and we completed those in an average of 6.95 days, comparing favourably against the Scottish local Authority average of 7.3 days. We will continue to monitor our repairs performance and review processes to ensure we continue to provide a high level of service.

Outcome 4 Quality of Housing & Outcome 5 Repairs, Maintenance and Improvement

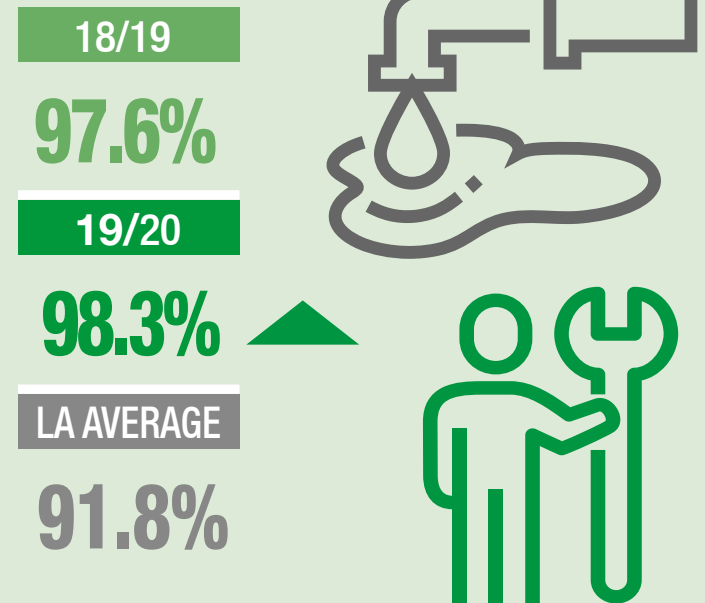
LA AVERAGE = Scottish Local Authority Average

Percentage of tenants that have had repairs and maintenance carried out in the last 12 months who were satisfied with the service



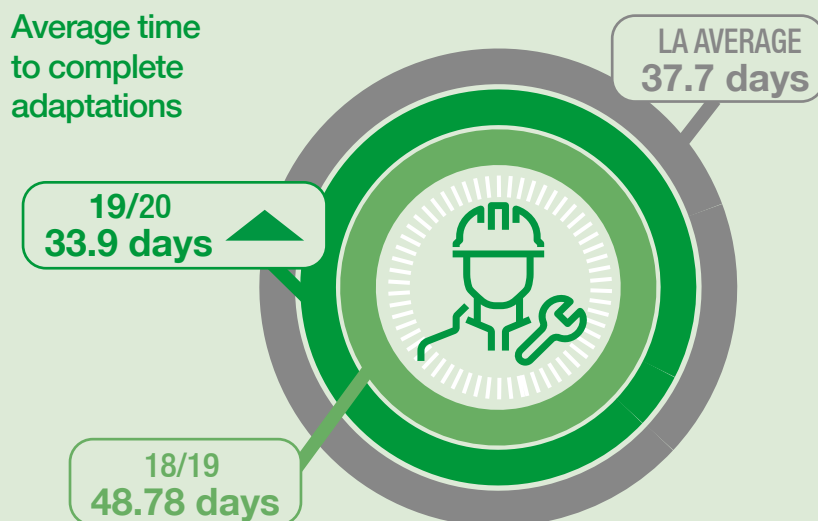
Tenant satisfaction in this indicator has slipped by 1.6%, this dip in performance is due to an increase in tenants saying they were neither satisfied nor dissatisfied with the service. Only 0.46% of tenants said they were dissatisfied. Our levels of satisfaction have improved since we first reported on this indicator in 2013/14 where 87.4% of tenants were satisfied.

Percentage of reactive repairs completed right first time



Our performance in this area continues to improve and compares favourably to the Scottish Local Authority average. By working with our contractors to closely monitor repairs performance and satisfaction levels from our tenants we will strive to always get it right first time.

Average time to complete adaptations

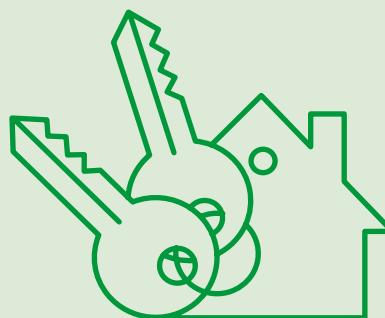


Our average time to complete adaptations has decreased significantly from previous years, however, this figure can fluctuate year on year depending on the type of adaptations people are being assessed for. We completed 1,098 adaptations in our tenants' homes in 2019-20 at a cost of over £1.18m, ensuring those tenants can continue to live independently and more safely in their homes.

Outcome 7, 8 & 9 Housing Options & Outcome 10 Access to Social Housing

LA AVERAGE = Scottish Local Authority Average

Average time to re-let properties in the last year

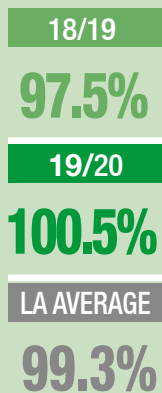


Our average time to re-let properties has reduced by a further 1.9 days, that's a total of 6.8 days since we first started reporting the Charter indicators in 2013-14 and is significantly better than the Scottish Local Authority average. We continue to review our processes to ensure properties that become empty are turned around efficiently and that outcomes meet the expectations and aspirations of our tenants and future tenants.

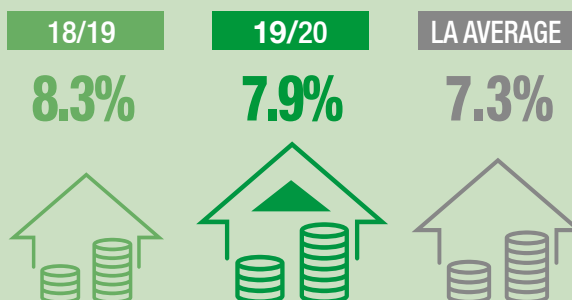
Outcome 13 Value for Money & Outcome 14 & 15 Rents and Service Charges

LA AVERAGE = Scottish Local Authority Average

Rent collected as a percentage of rent due in the reporting year



Gross rent arrears as at 31st March as a percentage of the rent due for the reporting year



18/19

0.65%

Percentage of rent lost through properties being empty during the last year

19/20

0.63%

LA AVERAGE

1.5%



Our rent collection levels have increased in 2019/20 to 100.5%, compared to 97.5% in 2018/19. The improved performance in collection levels can be attributed to significant efforts on the part of the Housing Central Rents team in securing more direct Universal Credit (UC) payments and pursuing other non UC tenant debt. This resulted in a slight reduction of overall arrears, despite the onset of COVID 19, which started to impact on income recovery during the month of March 2020.

Getting involved

The Tenant Participation team works with new and existing groups as well as engaging with individual tenants and residents in a variety of ways. Our aim is to involve the community by consulting with tenants and residents and providing information, support and advice to help develop tenant participation across North Lanarkshire.

If you would like to get involved either as an individual or by joining one of our tenant and residents groups please contact the team:

t: 01698302565

e: tenantparticipation@northlan.gov.uk

Find us on Facebook: [@NLCTenantParticipation](https://www.facebook.com/NLCTenantParticipation)



This document can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

To make a request, please contact Corporate Communications on 01698 302527 or email: corporatecommunications@northlan.gov.uk

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Gus iarrtas a dhèanamh, cuir fios gu Conaltradh Corporra air 01698 302527 no cuir fios gu: corporatecommunications@northlan.gov.uk

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