

# **YOUR HOUSING PERFORMANCE REPORT 2020-21**

**SCOTTISH SOCIAL HOUSING CHARTER  
ANNUAL PERFORMANCE REPORT**



**LIVE HERE**

# introduction

**Heather  
Brannan-McVey**

Convener of Housing and Regeneration,  
North Lanarkshire Council



**Welcome to our 2020-2021 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.**

Due to the global pandemic, 2020/21 was an exceptionally difficult and challenging year for us all and in response we had to change the way we delivered housing services. In line with Scottish Government Guidance and the restrictions placed on us a number of our services could not be fully delivered during the height on the pandemic.

Non-emergency repair and planned works were both suspended, along with our estate management and antisocial behaviour witnessing services. Emergency repairs continued to be carried out as usual, which increased due to non-emergency works being cancelled. The pandemic also caused some delays in our ambitious new build plans and projects within the Tower Strategy.

However, despite all these challenges, we continued to work together to provide the best housing and support service to our tenants, which for some was a very distressing and isolating period.

Our Tenant Participation (TP) team continued to engage with our tenant groups and the North Lanarkshire Federation during the pandemic by email, phone, or virtual meetings. However, as the team were unable to resume normal TP activities, they volunteered to support the 'Community Assistance helpline' which was set up in response to Covid-19 and operated at the height of the pandemic.

The helpline operated 7 days a week and was set up as many tenants and residents were unable to access their usual supports. During the 'shielding period' the helpline volunteers carried out 12,393 welfare checks, arranged for 5,842 food parcels to be delivered, as well as 985 pharmacy and prescription deliveries. This demonstrates the compassion, commitment, and dedication of our officers to support our most vulnerable tenants and residents.

We have already faced many challenges during this global health pandemic, and it is testament to the resilience of both our communities and officers that we are making significant progress with our recovery plans.

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.

Development of our new build council housing programme is also continuing as we move towards providing 5,000 new homes by 2035. At the end of the financial year, 2020-21, we completed 797 homes with a further 194 under construction. Since April 2021, we have completed a further 62 new homes, bringing the total to 859. These are only part of our ambitious plans for the future.

We remain committed in our ambition to make North Lanarkshire the place to Live, Learn, Work, Invest and Visit. 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. The committee has continued to meet regularly via online platforms and hosted a variety of virtual sessions for tenants & residents across North Lanarkshire, these include, local and national consultations, food for thought sessions and re-establishing our sub-group meetings. In addition, we have been working in the background to support our tenants and residents' groups and individual tenants and residents; with the introduction of our short-term Covid-19 response grant and the establishment of our digital lending library. The changes thrust upon us all have been met head on by North Lanarkshire Council who have managed to maintain service levels as well as helping those most in need. We hope to be able to meet in person in the near future and look forward to seeing you all at our AGM next year.



**Anne McGhee**  
Chair, North Lanarkshire Federation of Tenants and Residents

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## Welcome to your Annual Housing Performance Report for 2020-21

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.

We have worked in partnership with North Lanarkshire Federation and tenants groups to produce this annual report for our tenants.

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 annual report.

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

**North Lanarkshire Council, Enterprise and Communities  
Business Development and Support  
e: [BusinessDevelopment&Support@northlan.gov.uk](mailto:BusinessDevelopment&Support@northlan.gov.uk)**


## Outcome 2 Communication & Outcome 3 Participation

LA AVERAGE = Scottish Local Authority Average

**Performance Indicator**  
Average time in working days for full response to stage 1 complaint

2019/20	2020/21
4.65 days	4.64 days

LA Average 2020/21
7.3 days



**Performance Indicator**  
Average time in working days for full response to stage 2 complaint

2019/20	2020/21
16 days	18.38 days

LA Average 2020/21
23.3 days



Complaints provide us with invaluable information which helps us improve the services we deliver to our tenants. Despite a very slight increase in our average time to respond to Stage 2 complaints compared with the previous year, we still achieved that target set by the Scottish Public Services Ombudsman to respond within 20 working days. Our average timescales for responding to both stage 1 and stage 2 complaints compares very favourably against the Local Authority Average.

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

LA AVERAGE = Scottish Local Authority Average

Average time to complete emergency repairs (hours)



2019/20	2020/21	LA AVERAGE 2020/21
4.25 HOURS	3.05 HOURS	5.0 HOURS



Average time to complete non-emergency repairs (days)



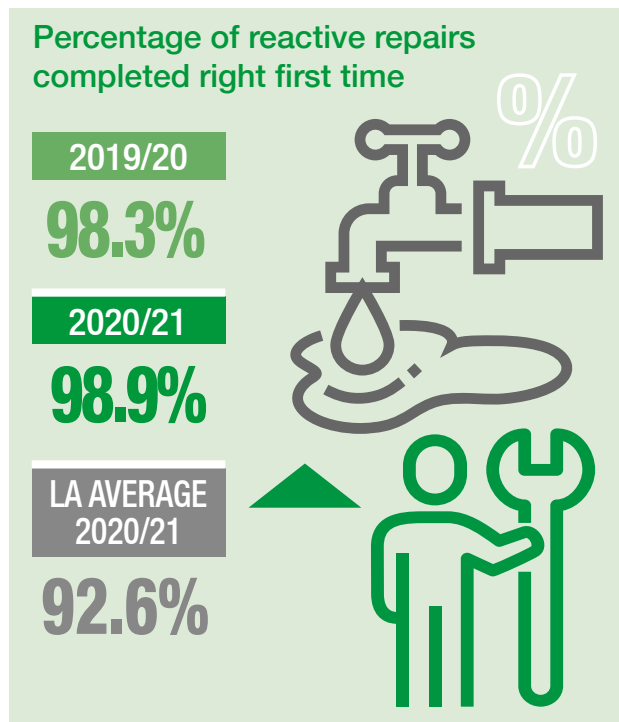
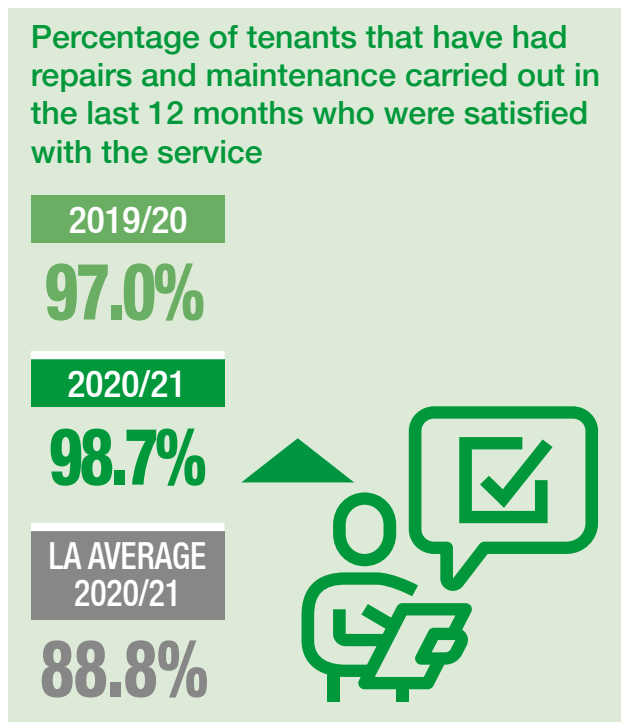
2019/20	2020/21	LA AVERAGE 2020/21
6.95 DAYS	4.27 DAYS	7.3 DAYS



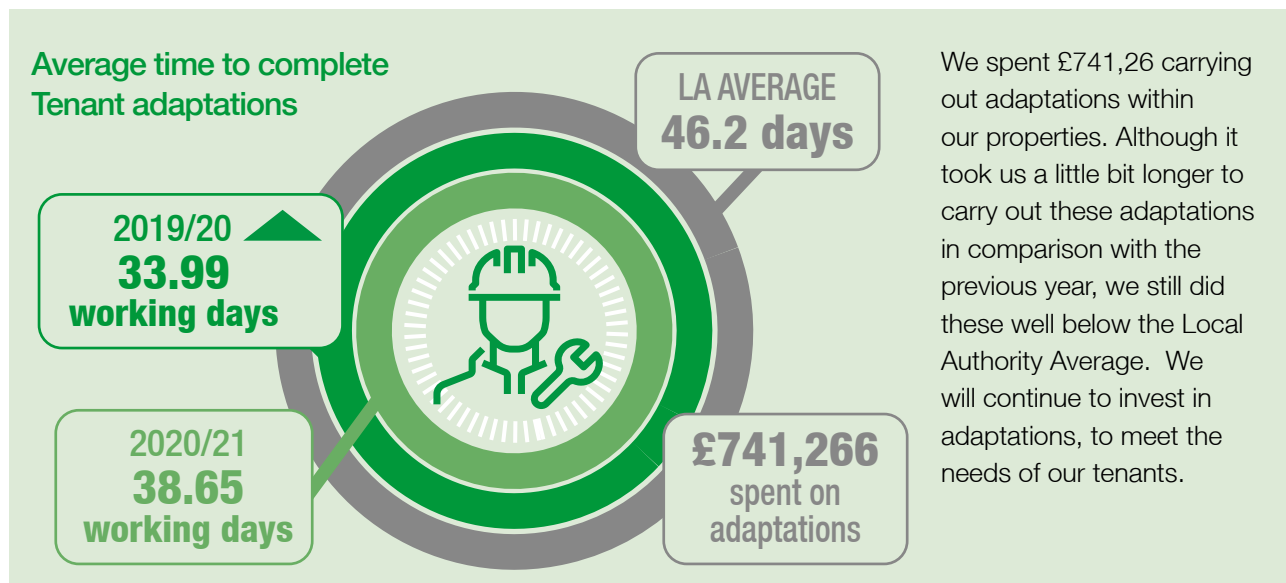
We responded to 35,868 emergency repairs in the year, completing these repairs in just over 3 hours, reducing the time by over an hour from the previous year. A further 68,103 non-emergency repairs were responded to, again we completed these well below the Local Authority average of 7.3 days and on average 2 days less than the previous year.

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

LA AVERAGE = Scottish Local Authority Average

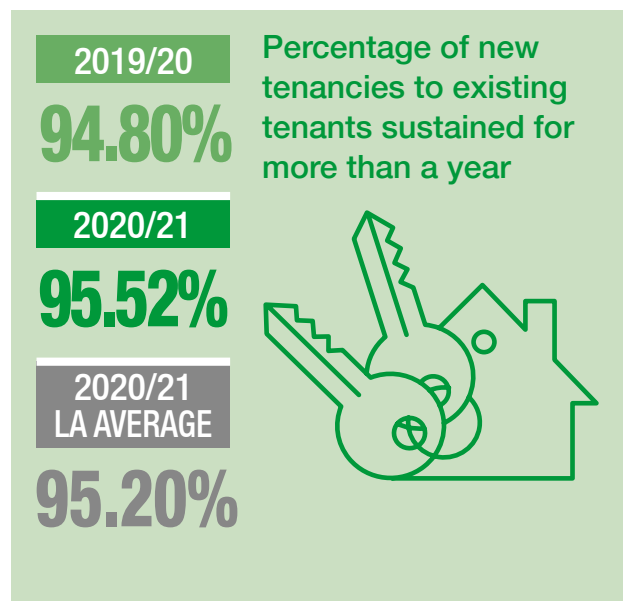
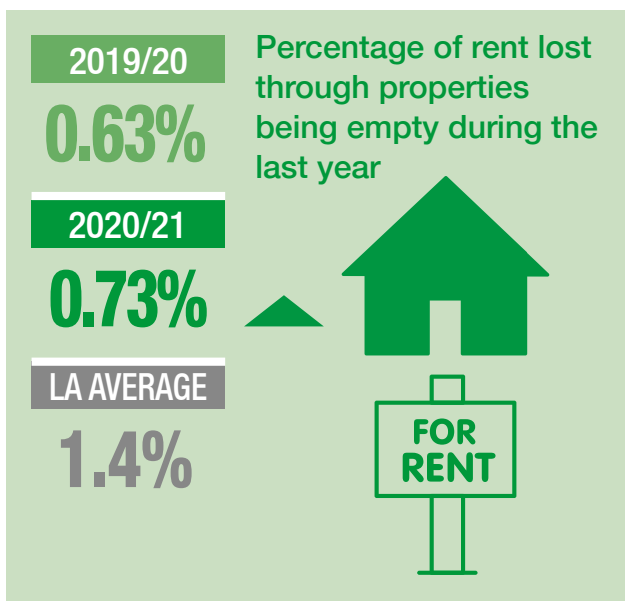
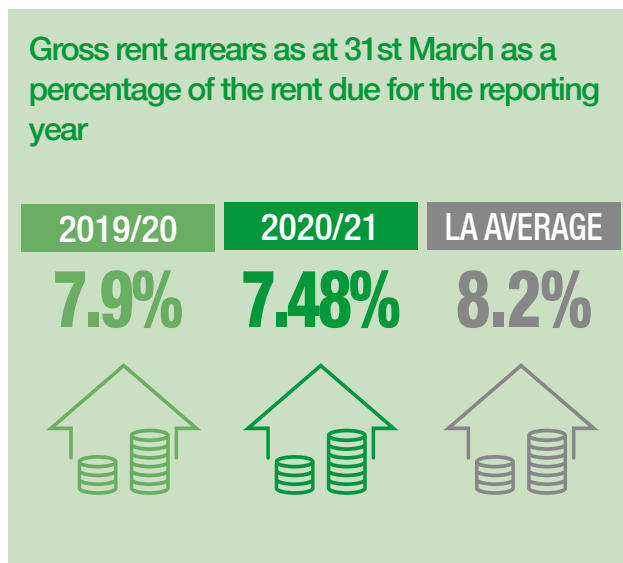
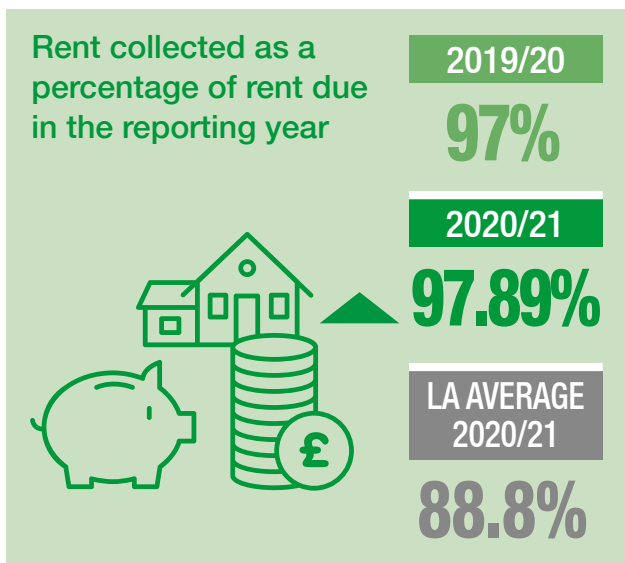


Tenant satisfaction increased by 1.7% in comparison to last year and is 9.9% higher than the Local Authority Average. Although this indicates that our tenants are happy with the repairs service, we will continue to survey our tenants to identify areas where we can improve further. We also excelled in responding to reactive repairs right first time, by increasing our own performance and particularly against the Local Authority Average.



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

LA AVERAGE = Scottish Local Authority Average



We have improved on performance across all areas in comparison with the previous year, with the exception of a slight dip for the percentage of rent lost through properties being empty. However for this indicator we still managed to perform extremely well against the LA average.

# 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.

During the pandemic we have not been able to carry out normal activities or to meet with our tenants and residents group face to face, however we have maintained contact through a variety of online methods.

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](mailto:tenantparticipation@northlan.gov.uk)

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



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