

Welcome to our 2024/25 Performance Report

Convener of Housing - Councillor Michael McPake

This report outlines our performance against the Scottish Social Housing Charter outcomes. It highlights the services we provide, how we compare with other Scottish councils, and the progress we've made together.



Despite the ongoing cost-of-living crisis, our housing service continues to deliver strong results. We remain firmly committed to supporting tenants through rising inflation, fuel poverty, and economic uncertainty. Over the past year, we've faced challenging economic circumstances, but thanks to the dedication and hard work of our staff, our housing service has shown remarkable resilience. We're proud to report that we continue to perform above the Scottish average in several key areas, including:

- ✓ Tenant satisfaction
- ✓ Delivering value for money on rents
- ✓ Providing a quick and reliable repairs service

Our rent charges remain below the Scottish average, helping to ease financial pressure on tenants. Meanwhile, satisfaction with our repairs and maintenance service has reached its highest level in three years, now standing at over 96%. These achievements are a true testament to our team's commitment to providing the best possible service to our tenants. We thank all staff and tenants for their continued support and engagement.

Through our new build programme and purchase schemes, our housing supply is progressing well. We completed 278 new-build homes and acquired a further 92 properties through our purchase schemes. These contribute to our goal of delivering 5,000 new affordable homes by 2035. We are also making significant progress to our Towers Strategy, which will change the skyline of Motherwell later this year with the demolition of Allan, Coursington and Draffen Towers.

Our Tenant Participation Team, residents' groups, and the North Lanarkshire Federation have played a vital role in shaping our services. We're particularly proud that tenants have actively contributed to both the content and design of this report, ensuring it reflects your needs and interests.

We remain focused on making North Lanarkshire a place where people want to Live, Learn, Invest, Work, and Visit. Thank you for being part of this journey.

North Lanarkshire Federation of Tenants and Residents - Jim Leonard,
Chair



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PUTTING TENANTS FIRST



It's been another busy and rewarding year for the Federation Committee. Throughout 2024/25, we've continued to strengthen our governance, support tenant participation, and deliver on our strategic goals.

Committee Activity We held 20 Executive Committee meetings, reviewing and updating key documents including our Constitution, Code of Conduct, and Sub-Committee procedures. A new Code of Conduct was also developed for local groups to adopt.

Working Together Committee members took part in a wide range of sessions and meetings, including strategy development, web page planning, community board discussions,

scrutiny reviews, and performance meetings. We also supported TPAS accreditation efforts and met with councils across Scotland to share ideas and strengthen partnerships.

Food for Thought & Open Meetings We exceeded our engagement targets by hosting 12 sessions this year. Topics included housing strategy, energy advice, local development planning, and more. Highlights included our AGM and Conference, induction day, coffee morning, and a consultation with the Scottish Housing Regulator.

Scrutiny Work Our Older Person Scrutiny group focused on retirement housing design and technology. After visiting several complexes, the group will present its recommendations to the Chief Officer in April 2025.

Celebrating Success This year we:

- Approved a more inclusive Constitution
- Adopted a Federation-wide Code of Conduct
- Elected 12 new Executive Committee members
- Raised £1,107.20 at our third McMillan Coffee Morning
- Launched our new website
- Honoured staff and tenants at the NLF Awards
- Received a Special Achievement Award at the Provost Awards

We're proud of what we've achieved and look forward to building on this progress in the year ahead.

Customer Satisfaction

We conduct our tenant satisfaction survey every two to three years through an independent market research company. The most recent survey was carried out in 2023 via face-to-face interviews, and the feedback remained very positive, especially regarding:

- Being kept informed
- Opportunities for participation



A new procurement process will be initiated in 2025/26 to appoint a provider for the next survey.

- ✓ We exceeded both our local targets and the Scottish national average across all customer service indicators
- ✓ Overall tenant satisfaction rose from 81.2% to 86.6%, surpassing the Scottish average of 80.7% for 2024/25
- ✓ Repairs and maintenance satisfaction reached its highest level in three years with 96.2%
- ✓ 95.8% of tenants indicated we are good at keeping them informed about services and decisions
- ✓ Nearly 97% of tenants felt satisfied with the opportunities given to them to participate in our decision making processes

We remain committed to delivering high-quality services and continuously improving based on our tenant feedback.



Complaints and Feedback

Complaints are a valuable source of insight, helping us:

- Enhance customer satisfaction
- Address issues effectively
- Continuously learn and improve our services

We continue to perform very well against the Scottish Local Authority Average for both Stage 1 and Stage 2 complaints:

✓ **Stage 1 complaints:** 4.9 days to respond, against Scottish average of 8.1 days

✓ **Stage 2 complaints:** 13.3 days to respond, against Scottish average of 27.1 days

We continue to offer our comments, compliments, and complaints system online, making it easier for service users to engage with us.



Tenant Participation: Annual Progress and Strategic Developments

Tenant participation continues to flourish, with 2024 marked by strong engagement, empowerment, and strategic progress.

Strategic Highlights

- **Review of Current Tenant Participation Strategy:** As Involving Tenants, Improving Services (2020–2025) nears completion, both annual and full-term reviews show consistent improvements in participation and service delivery.
- **New Tenant Participation Strategy Co-Produced:** Tenants played a central role in developing the Tenant Participation Strategy 2025–2030: For Tenants, By Tenants, launched at the Annual Tenants' Conference in November.



Key Milestones in 2024

- ✓ Growth in Tenants' Groups: Active groups increased from 34 to 41, with greater inclusion of underrepresented communities
- ✓ Successful Funding - £21,000 in total
- ✓ Record Engagement:
 - Highest-ever attendance at both North Lanarkshire Council and Federation Annual Tenants' Conferences
 - Feedback was overwhelmingly positive
- ✓ Award-Winning Collaboration:
 - Supported the Driving Digitally Locally Inter-generational initiative - a project that sees primary pupils helping retirement complex tenants to learn how to use digital technology



Flagship Event: Annual Tenants' Conference

Our Tenant's Conference was held on 16 November 2024 at Riverbank Community Hub under the theme 'Working Together'

Activities included:

- Contributions to the First Stop Shop review
- Presentations on the Rent Assistance Fund and rents online
- Access to essential service and partner information
- Awareness of issues particularly impacting on pensioners, including Winter Fuel Payments and Winter Heating Payment Scotland

We achieved record attendance and excellent feedback - 99% of tenants rated the conference as very good or good!



Looking Ahead

This year's Annual Tenants' Conference will be held on 1 November 2025 at Chryston Community Hub - we look forward to welcoming you!

Improving Our Estates and Neighbourhoods

Community Safety

Our aim is to make North Lanarkshire a better place to live, work and visit, where homes and communities are safe and feel safe for everyone. Improving community safety through CCTV and tackling anti-social behaviour makes an enormous contribution to achieving this ambition.

We currently monitor 1,385 public space cameras 24 hours a day, 365 days a year. Our control room is one of the most advanced control rooms in Scotland. CCTV not only helps

us detect and deter crime and antisocial behaviour but also supports our efforts to assist vulnerable individuals.



Improvements & Developments

- ✓ We upgraded our CCTV infrastructure during 2024/25, enhancing night-time performance with high-definition cameras and replacing all remaining analogue units with digital HD cameras
- ✓ We continue to effectively utilise our re-deployable CCTV trailers, which are self-powered and operate off-grid - these are a valuable tool in responding swiftly and effectively to reports of antisocial behaviour
- ✓ In March 2025, we launched our new Community Safety Strategy, developed in partnership with Police Scotland, Scottish Fire & Rescue, NHS Lanarkshire, and local organisations

Antisocial Behaviour (ASB)

We continue to provide a 24/7 ASB helpline service, available 365 days a year to all residents of North Lanarkshire. We also support registered social landlord partners to ensure ASB services are delivered across all tenures.

During 2024/25, the team handled 16,400 calls, resulting in 6787 requests for service.

We continue to improve accessibility through our ASB online reporting tool and are finalising the rollout of the Noise App—a less intrusive alternative to sound monitoring equipment. This allows residents to record and submit noise disturbances directly from their devices.

Our 'Break the Cycle' programme, aimed at educating young people about the impact of antisocial behaviour, has been successfully delivered in schools and is now being extended to sports facilities and wider community settings.

We continue to meet local targets and perform very favourably against the Scottish local authority average, with 96.6% of ASB resolved during 2024/25.



Estate Management

We are committed to continually enhancing the quality of our estates and neighbourhoods. One of the key ways we do this is through tenant-led inspections, commonly known as estate walkabouts. These take place twice a year and involve both tenants and council officers working together to identify and address areas of concern. The walkabouts lead to tangible improvements in gardens, closes, and common areas across our communities.

Many of our flatted properties have benefited from our fortnightly close cleaning contract, helping to maintain clean and welcoming shared spaces. Additionally, we continue to deliver our garden assistance scheme, which supports older and disabled tenants who are unable to maintain their gardens, ensuring everyone can enjoy a well-kept outdoor environment.



We held annual our NL in Bloom Awards in August, letting us recognise and celebrate the tenants nominated for these prestigious awards. Categories included best individual gardens, judge's choice, best sustainable garden, best communal garden and best use of space. As always, the judges were blown away with some exceptional floral displays and garden designs. The In Bloom Awards will take place again next year - we are hoping to see even more spectacular gardens!



Housing Quality and Maintenance Performance – 2024/25

Quality of housing repairs, maintenance and improvement

We remain committed to ensuring our tenants live in homes that are safe, warm, and well-maintained.

In 2024/25, we invested approx. £55.3 million in repairs and maintenance across our housing stock. This included reactive, routine, planned, and legislative compliance works, all aimed at maintaining and improving the condition of your home.

We continue to perform strongly across all areas compared to the Scottish Local Authority average:

- ✅ 96.2% of tenants who had repairs carried out were satisfied with the service - the highest satisfaction level in the past three years and significantly higher than the Scottish Average
- ✅ Average time taken to complete emergency repairs was 2.7 days compared to 3.8 days for the Scottish Average
- ✅ Average time taken to complete non-emergency repairs was 5.75 days compared to 10.1 days for the Scottish average
- ✅ 94.1% of reactive repairs were completed right first time
- ✅ We continue to invest in our housing stock to meet the SHQS - performance has improved for the third consecutive year, currently standing at 86.6%.



2024/25 Capital Investment Highlights

On average, £65 million is invested annually in our housing stock to meet quality and energy efficiency standards, including SHQS and EESSH (Energy Efficiency Standard for Social Housing).

Our priority is to ensure homes are warm, energy-efficient, and affordable to run, aligning with the latest energy efficiency standards.

✓ Internal Works:

- New gas central heating and electric systems
- Window replacements
- Insulation upgrades

✓ External & Energy Efficiency Works:

- External wall insulation (where practicable)
- Roof & render
- PV panel installations
- Controlled door entry renewals

✓ Tower Works & Special Projects:

- Older Persons Housing call upgrades
- Installation of sprinkler systems in high rise buildings
- Fire-related door replacements in low rise and Older Persons Housing
- Approval for controlled blowdown of Allan, Coursington and Draffen Towers
- Lift replacements



Access to Housing and Support 2024/2025

New Lets

We successfully housed 2,948 applicants from our waiting lists this year. As homes become available, we work hard to re-let them as quickly as possible to reduce rent loss and meet housing needs.

- 🕒 Average re-let time: Reduced from 35 days to 31 days
- 📉 Scottish average: 78 days — we're performing well above this benchmark

We continue to closely monitor our void processes and work with contractors to ensure homes are turned around efficiently, while maintaining high standards of repair that meet our tenants' expectations.



Tenancy Sustainment

With a tenancy sustainment rate of just over 90%, we're proud to meet our local target and remain committed to driving improvement. Although there's been a slight dip compared to

last year and the Scottish average, we're actively working to improve performance and help even more tenants maintain successful tenancies.

We understand that tenants have a wide range of housing and support needs. Our dedicated staff continue to:

- Carry out financial assessments
- Support income maximisation
- Refer to partners like NHS Lanarkshire, Social Work, and Citizens Advice

By building strong relationships, we can step in early and offer the right support to help tenants stay in their homes.



Adaptations

We invested £1.6 million in home adaptations to help tenants live independently and safely. These included:

- Wet floor showers
- Handrails
- Ramps
-  Average completion time: 16.2 days
-  Scottish average: 36.1 days

This is a significant improvement on last year's performance, and we remain committed to delivering adaptations quickly and effectively.

Getting good value from rents and service charges 2024/2025

Rent and Financial Support

- Our average rent is £86.93 per week, making it one of the lowest among Scottish local authorities
- We maintained a 99.9% rent collection rate in 2024/25

- Performance across all rent collection and value-for-money indicators exceeded the Scottish average



Supporting Tenants During the Cost-of-Living Crisis

We continue to provide targeted financial support to help tenants manage rent challenges:

- Universal Credit Assistance Fund (UCAF) Supports tenants affected by the five-week waiting period for Universal Credit payments.
- Rent Assistance Fund Designed for low-income council tenants or those on Universal Credit who do not qualify for other UK or Scottish Government support.

