



National Report on the Scottish Social Housing Charter

Headline Findings

2017/18



About us

We are the independent regulator of social landlords in Scotland.

We safeguard and promote the interests of:

Around:

600,000

Tenants who live in homes provided by social landlords

Over:

123,000

Home owners who receive services of social landlords

Over:

45,000

People and their families who may be homeless and seek help from local authorities

Around:

2,000

Gypsy/Travellers who can use official sites provided by social landlords

We regulate:

Around:



Social landlords

Around:

160
32

Registered social landlords

Local authorities

Our equalities commitment

Promoting equalities and human rights is integral to all of our work. We set out how we will meet our equalities duties in our Equalities Statement.

Our role:

To monitor, assess and report on social landlords' performance of housing activities and RSLs' financial wellbeing and standards of governance. We intervene, where we need to, to protect the interests of tenants and service users.

Our Regulatory Framework explains how we regulate social landlords. It is available from: www.scottishhousingregulator.gov.uk

About our national reports

Each year we provide an analysis of the information reported to us by Scottish social landlords on their performance in achieving the standards and outcomes in the [Scottish Social Housing Charter](#).

In this report we outline our analysis of landlords' Annual Return on the Charter (ARC) for 2017/18. It covers the same areas as our landlord reports and is published alongside them on 31 August. We comment on:

- » landlords' progress towards achieving the Charter standards and outcomes; and
- » the extent to which landlords have improved the services they provide to tenants and other service users.

We use the findings from our analysis to inform our regulatory activity and engagement, and in our annual risk assessment of RSLs and local authorities.

We also publish [performance data tables and performance data by Charter standard and outcome](#). These tables and data show:

- performance in the social housing sector over the last four years;
- performance in both RSL and local authority housing separately;
- the change in performance for the social housing sector since last year; and
- performance by Charter standard and outcome.

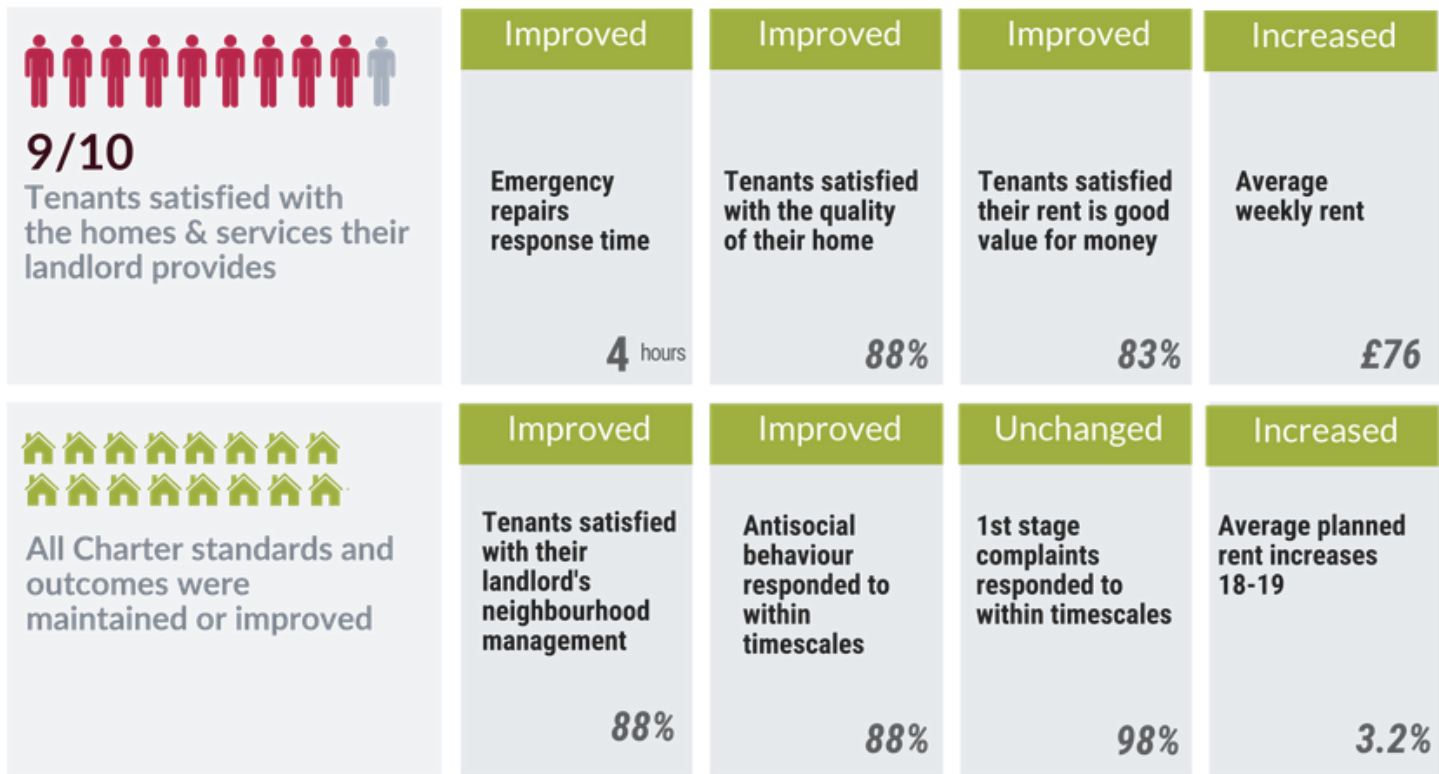
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Key results

Landlords are maintaining strong performance across the majority of the Charter standards and outcomes.

The general picture shows : Services that matter most to tenants:



The Charter indicators above show the overall national average & the change since last year.

Progress on the Charter

Scottish social landlords are performing well across most of the standards and outcomes of the Scottish Social Housing Charter


Based on our indicators, we reported improvement in performance across most Charter standards and outcomes in our 2013/14, 2014/15 and 2015/16 National Reports. Landlords maintained that strong performance last year and again in 2017/18.

Landlords continue to report strong performance in the service areas that are most important to tenants.

As part of our review of how we regulate...

We are listening to feedback on our indicators. They help us to measure, assess and report on landlords' performance against the Charter. We are reflecting on this feedback and will formally consult on updated indicators later this year. We will then publish the new indicators in early 2019 which landlords will then collect performance information on from April 2019. We will begin to report on this performance information from 2020.

Charter outcomes	Progress
Equalities	
Communication	
Participation	
Quality of housing	
Repairs, maintenance & improvement	
Estate management, anti-social behaviour, neighbour nuisance & tenancy disputes	
Housing options & access to housing	
Tenancy sustainment	
Homeless people	
Value for money	
Rents & service charges	
Gypsy/Travellers	



**Services that matter
most to tenants
& service users**

Homes & rents

Homes

In 2017/18 Scottish social landlords provided 584,698 homes to rent, up by 1,238 from the year before. The number of local authority homes fell by 1,033 while the number of RSL homes increased by 2,271.

Rents

The average weekly rent for Scottish social landlords was over £76 in 2017/18, up 2.4% on the previous year. Average local authority rents are £11 lower than average RSL rents. This gap is broadly the same as the previous year. Landlords' average planned rent increases decreased from 3.6% in 2013/14 to 1.9% in 2015/16. They have since risen to 3.2% in 2017/18.

Average tenant satisfaction with rent being good value for money has also improved this year from 82% to 83%. RSL tenant satisfaction is higher at 84% than local authority tenants at 79% satisfaction. Both have improved this year.

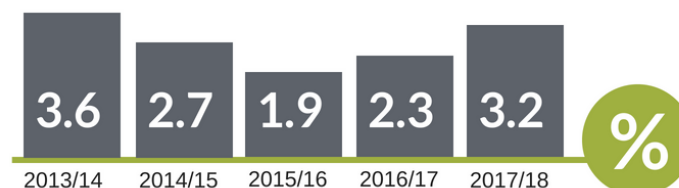
In our fifth National Panel report we explored people's views on rent affordability and found that...

Two thirds of panel members who responded expressed concerns around potential future rent affordability problems. They gave various reasons for these concerns, with similar numbers (around a third for each) mentioning future rent increases, future changes to income and future benefit changes.

Homes available to rent

584,698  **LAs** ▼ **1,033**
RSLs ▲ **2,271**

Average planned rent increases



Average satisfaction with rent being good value for money improved to

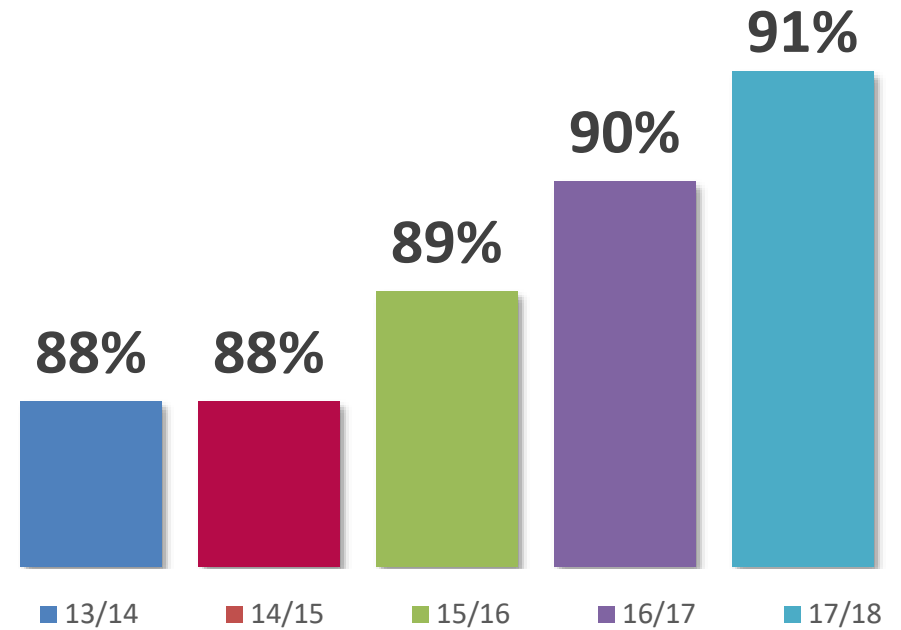


83%

Tenant satisfaction

Overall tenant satisfaction improves to 91%

Tenant satisfaction with the homes and services provided by social landlords is high and improving. In 2013/14 overall satisfaction was 88%. It has been steadily improving since then and now sits at 91%.



Quality of homes

Existing tenants' satisfaction with the quality of their homes is high – at 88% this year

Average satisfaction with the quality of homes has increased for RSL tenants to 89% and stayed broadly the same for local authority tenants at 81%. Landlords have until 2020 to meet the first milestone for the Energy Efficiency Standard in Social Housing. Landlords have reported to us that 80% of homes in the scope of EESSH already meet this standard.

Existing tenants' satisfaction with the quality of their homes

improved to 88%



LAs **81%** RSLs **89%**

Percentage of homes compliant with EESSH

improved to 80%



Percentage of homes that meet the Scottish Housing Quality Standard

remains at 94%



Other services

Mixed picture on satisfaction with other services

The Charter also covers performance of other services, including factoring, management of sites for Gypsy/Travellers and services for those who are homeless or at risk of becoming homeless.

There is a more mixed picture of user satisfaction with these services this year.

Of those households homeless in the last 12 months, average satisfaction with temporary or emergency accommodation is unchanged from last year and sits at 88%.

Satisfaction amongst Gypsy/Travellers increased to 80% from 79% last year.

Owners' average satisfaction with factoring services has fallen from 68% to 66% since last year. This is the first year of decline following three consecutive years of increasing satisfaction.

Levels of satisfaction among Gypsy/Travellers and factored owners are still well behind those for other services provided by social landlords.

Average satisfaction with temporary or emergency accommodation

unchanged at 88%



Average satisfaction amongst Gypsy/Travellers

improved to 80%



Average satisfaction with factoring services

decreased to 66%



Other services

In our update report on Gypsy/Traveller sites in Scotland we said...

That landlords providing sites for Gypsy/Travellers must:

- implement the recommendations of our earlier thematic inquiry
- ensure that site users have access to a site manager
- prominently display our poster and promote its messages to site users
- meet the Scottish Government's minimum site standards

In our fifth National Panel report we explored people's experiences of the homelessness system and found that...

Participants were varied in the time they had taken to access temporary accommodation. Few felt that their wait had been longer than expected, but uncertainty during this wait was highlighted as impacting individuals' emotional wellbeing. Participants referred to a range of challenges around adjusting to temporary accommodation – and to the role of practical and emotional support in overcoming these challenges.

In our report on housing people who are homeless in Glasgow we recommended...

That Glasgow City Council should:

- set a clear primary objective to move people who are homeless quickly into settled accommodation
- review the targets it sets for housing people who are homeless to ensure they are consistent with the number of people it has a duty to secure a home for
- streamline its approach to assessment and referral, especially for those who need only limited or no assistance beyond getting a home
- ensure that it keeps in contact with people who are homeless while they wait for a home to help minimise the number of people with whom it loses contact
- work with RSLs to build its knowledge and understanding of the type and location of homes in the city to ensure that referrals are targeted to appropriate RSLs

RSLs should:

- always comply with Scottish Ministers' Guidance on providing accommodation to people who are homeless
- ensure their governing bodies oversee the RSL's performance to assure themselves they are maximising their contribution to housing people who are homeless

Repairs and maintenance

Overall landlord performance in repairs and maintenance continues to improve from a strong position

Most landlords respond quickly to emergency repairs and non-emergency repairs.

Tenant satisfaction with repairs and maintenance remains high at 92% - this has improved steadily since 2012/13.

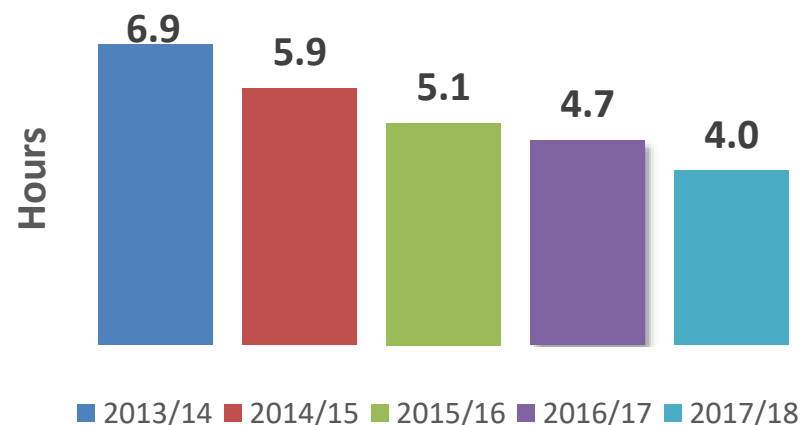
Performance for local authorities increased by five percentage points since last year. Average tenant satisfaction with repairs is higher for RSLs (92%) than for local authorities (91%).

This year landlord performance on repairs completed right first time remained high at 92%.

Our thematic report on repairs services in Scotland found that...

The areas of repairs service most important to tenants and service users are:

- being treated with courtesy and respect
- speed and efficiency of repairs
- landlords having clear and consistent repairs policies
- flexibility of the repairs service
- being kept informed



Non-emergency repairs completed right first time remains at

92%



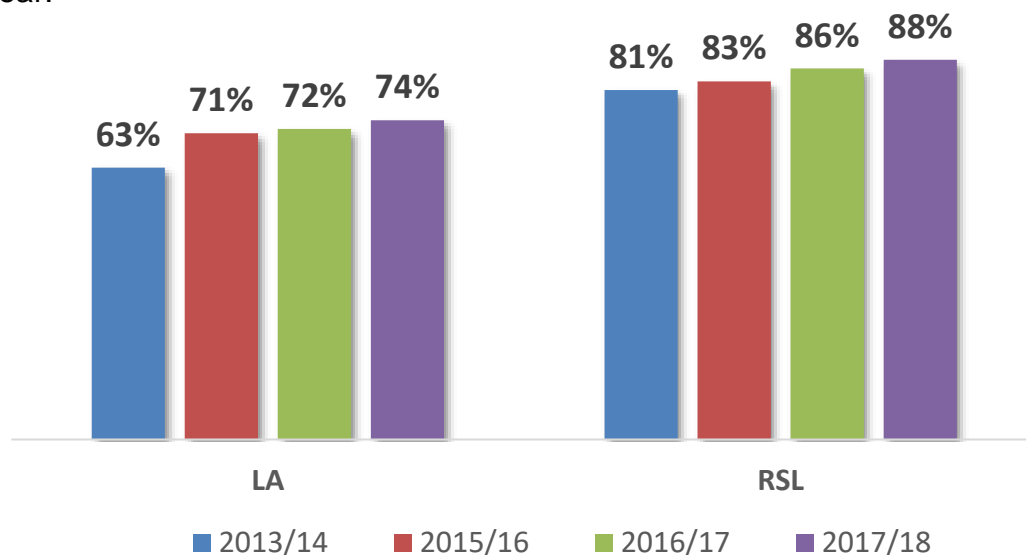
Communication and participation

Landlords are generally good at engaging with their tenants

Average levels of tenant satisfaction with being kept informed by their landlord remains at 92%, having improved steadily over the last five years.

RSLs perform better in this service area with 9 in 10 tenants satisfied compared to 8 in 10 tenants for local authorities.

For satisfaction with opportunities to participate, average tenant satisfaction has improved from 84% to 86% in the last year. Both RSL and local authority tenants expressed higher satisfaction than they did last year.



Our thematic report on complaints handling found that...

Where tenants and other service users have a problem with the service their landlord is providing, they need to be able to make a complaint easily, have it considered quickly and thoroughly, and then find out the outcome of the complaint. And any organisation providing a service should welcome complaints positively as an opportunity to improve. Overall we found that most of the landlords we looked at have accessible complaints policies and handle complaints well. Others need to do more to embed a culture that values complaints as a way of improving services.

Want to know more?

You can see the landlord reports, comparison tool and data tables on our website www.scottishhousingregulator.gov.uk. For more analysis, a full dataset of all landlords' performance information is also available.





**Scottish Housing
Regulator**

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