NORTH AYRSHIRE COUNCIL

10 September 2019

Audit and Scrutiny Committee

Title:	**Annual Assurance Statement to the Scottish Housing Regulator 2018-19**
Purpose:	To advise the Committee of the Council's Annual Return on the Charter 2018-19 submission, and request authorisation of the Annual Assurance Statement to be submitted to the Scottish Housing Regulator.
Recommendation:	That (i) the Committee notes the Annual Return on the Charter submission 2018-19, attached as Appendix 1; (ii) the Committee notes the supporting evidence provided to demonstrate compliance with the regulatory framework and relevant legislation attached as Appendix 2; and (iii) the Committee Chair signs the Annual Assurance Statement attached as Appendix 3.

1. Executive Summary

1.1 In February 2019, the Scottish Housing Regulator issued a revised framework for the regulation of social housing in Scotland, which introduces the requirement for an Annual Assurance Statement to be submitted to them alongside the Annual Return on the Charter. The statement has to be authorised by the appropriate Committee within the organisation prior to submission.

1.2 Authorisation of the Annual Assurance Statement will ensure that the Council complies with the regulatory requirements set out in the Housing (Scotland) Act 2010.

2. Background

2.1 The Housing (Scotland) Act 2010 sets out the statutory objective, functions, duties and powers of the Scottish Housing Regulator (SHR), a non-ministerial department responsible for regulating social housing in Scotland.

2.2 In 2012, the Scottish Government's Social Housing Charter was established. It sets out the standards and outcomes that tenants, homeless people, homeowners and gypsy/travellers can expect from social landlords. This is monitored via landlords' Annual Return on the Charter (ARC) submission to the Housing Regulator.

Revised Framework

2.3   In February 2019, the SHR issued a revised framework for the regulation of social housing in Scotland. Included in this is the requirement for all landlords to submit an Annual Assurance Statement, which has been agreed by a Committee within the organisation.

2.4   The Assurance Statement is confirmation that as a landlord, the Council complies with:

  - all relevant regulatory requirements set out in Section 3 of the Regulatory Framework;
  - all relevant standards and outcomes in the Scottish Social Housing Charter; and
  - all relevant legislative duties.

The Council must also confirm plans to fix any instances where there is a material non-compliance and notify the SHR about any material changes in their level of assurance during the year.

2.5   The ARC 2018-19, which is attached in full at Appendix 1 to this report, demonstrates the Council's performance against the outcomes in the Scottish Social Housing Charter.

2.6   Supporting evidence to demonstrate compliance with the regulatory framework and relevant legislation is attached at Appendix 2. Included in this evidence is a diagram outlining performance/compliance versus impact on tenants and/or governance.

2.7   The Annual Assurance Statement, which is attached at Appendix 3, confirms that the Council has complied with the regulatory framework, all standards and outcomes, and the relevant legislation. This Statement will be made available to tenants as part of the Council's performance reporting process.

Performance

2.8   Whilst comparative information from other local authorities for the 2018-19 ARC is not yet available, the 2017-18 comparisons from the Scottish Social Housing Charter show that North Ayrshire Council remains a top performing local authority housing service.

2.9   North Ayrshire's ambitious house-building programme includes the provision of 1,375 new, high quality, accessible, affordable homes by 2022.   The Council is the top performing local authority in Scotland in terms of managing void properties quickly and efficiently. Despite the roll out of Universal Credit Full Service in North Ayrshire in 2017, the position as third in Scotland for rent arrears levels was retained.

2.10 There is a robust process for managing antisocial behaviour, and North Ayrshire are ranked first in Scotland for the percentage of cases resolved within locally agreed targets. The efficient homeless service ensures applicants spend the least amount of time in temporary accommodation across Scotland, whilst over 98% of homeless customers are satisfied with the quality of their temporary accommodation.

2.11 The Scottish Housing Network confirmed in 2018 that North Ayrshire Housing Services remains the top performer amongst local authority members in terms of both level of service and value for money.

2.12 The overall performance of the Housing Service is continuously reviewed by the Head of Service and Housing Senior Management Team, with key performance information and action plans presented to the North Ayrshire Network, Business Plan Implementation Group and Council's Cabinet regularly during each year.

3.   Proposals

3.1   That (i) the Committee notes the Annual Return on the Charter submission 2018-19, attached as Appendix 1; (ii) the Committee notes the supporting evidence provided to demonstrate compliance with the regulatory framework and relevant legislation attached as Appendix 2; and (iii) the Committee Chair signs the Annual Assurance Statement attached as Appendix 3.

4.   Implications/Socio-economic Duty

Financial

4.1   None

Human Resources

4.2   None

Legal

4.3   Noting of the Annual Return on the Charter submission 2018-19 and supporting evidence, and signature of the Annual Assurance Statement, will ensure that the Council complies with regulatory requirements set out in the Housing (Scotland) Act 2010.

Equality/Socio-economic

4.4   None

Environmental and Sustainability

4.5   None

Key Priorities

4.6   None

Community Wealth Building

4.7   None

5.   Consultation

5.1   Consultation has taken place with Services within Physical Environment, Directorate Performance, the Health and Social Care Partnership and the Scottish Housing Regulator during the preparation of the Annual Return on the Charter and Annual Assurance Statement.

RUSSELL McCUTCHEON
Executive Director (Place)

For further information please contact **Jacqueline Cameron, Senior Manager,** on 01294 485652.

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Scottish Housing Regulator

Social landlord contextual information

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

Lets

The information you give us here will allow us to build a profile of your lets.

Scottish Housing Regulator

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)

Please state, excluding mutual exchanges:

C7.1 The number of 'general needs' lets during the reporting year

807

C7.2 The number of 'supported housing' lets during the reporting year

203

Scottish Housing Regulator

The number of lets during the reporting year by source of let (Indicator C8)

Please state:

C8.1 The number of lets to existing tenants

211

C8.2 The number of lets to housing list applicants

573

C8.3 The number of mutual exchanges

95

C8.4 The number of lets from other sources

0

C8.5 The number of lets to homeless applicants

226

Scottish Housing Regulator

Types of tenancies granted for lets during the reporting year (Indicator C9)

Please state, excluding mutual exchanges:

C9.1 The number of occupancy agreements granted in the reporting year

0

C9.2 The number of short SSTs granted in the reporting year

3

C9.3 The number of SSTs granted in the reporting year

1007

Housing lists (Indicator C10)

Please state:

C10.1 What type of housing list do you operate (select all that apply)

Common housing register

C10.2 The number of new applicants added to the housing list(s) | 4316

C10.3 The number of applicants on the housing list(s) at end of reporting year | 5437

C10.4 The number of suspensions from the housing list at end of reporting year | 104

C10.5 The number of applications cancelled from the housing list during the reporting year | 1817

Stock

The information you give us here will allow us to build a profile of your stock and your average weekly rents.

The landlord's wholly owned stock (Indicator C14)

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		Of the stock at year end:					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	2072		43		178	
	C14.2 The number of non self-contained units / bedspaces	0	0	0	0	10	31

Stock by house types, apartment sizes and average weekly rents (Indicator C17)

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only.

For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	17	0	39	0	9	65	53	56.08
2 Apt	1351	0	924	569	14	2858	2798	69.04
3 Apt	3166	276	402	1849	96	5789	5666	70.13
4 Apt	3219	0	76	399	131	3825	3799	71.26
5 Apt +	380	0	0	23	8	411	411	72.30
Total SC	8133	276	1441	2840	258	12948	12727	70.24

Number of lettable non self contained units at year end

5

Number of lettable non self contained bed spaces at year end

5

Average weekly rent charge per bed space for the reporting year

70.86

The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre-1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post-2002	Total
C19.1 The number of self-contained units	36	2709	5557	3260	835	551	12948
C19.2 The number of non self-contained units	0	0	0	0	10	5	15
C19.2 The number of non self-contained bed spaces	0	0	0	0	31	5	36

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)

Please state the number of self-contained properties that:

C20.1 were void at the year end

92

C20.2 have been void for more than six months

1

Comments (Social landlord contextual information)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.

Overall satisfaction

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.

Scottish Housing Regulator

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1 In relation to the overall tenant satisfaction survey carried out, please state:

1.1.1 the number of tenants who were surveyed

1500

1.1.2 the fieldwork dates of the survey

August 2018

1.1.3 the method(s) of administering the survey

Face-to-Face

1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:

1.2.1 very satisfied

930

1.2.2 fairly satisfied

465

1.2.3 neither satisfied nor dissatisfied

60

1.2.4 fairly dissatisfied

15

1.2.5 very dissatisfied

30

1.2.6 no opinion

0

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	93.00	%

Scottish Housing Regulator

Comments (Overall satisfaction)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.

We carry out a large scale Tenants Satisfaction Survey every 3 years. Research Resource carried out our latest survey in August 2018. Satisfaction levels have improved in all areas.

The Customer/Landlord relationship

The information you give us here will tell us about the relationships you have with your tenants and other service users.

![Scottish Housing Regulator logo]

Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

		(b) existing tenants	(c) applicants on housing list	(d) new tenants
2.1.1	**White (total)**	11754	4422	787
	(a) Scottish	11297	4161	749
	(b) Other British	316	186	28
	(c) Irish	54	17	4
	(d) Gypsy/traveller	14	3	1
	(e) Polish	0	0	0
	(f) any other white background	73	55	5
2.1.2	**Mixed or multiple ethnic background**	6	4	2
2.1.3	**Asian, Asian Scottish, Asian British (total)**	16	6	2
	(a) Indian	3	2	0
	(b) Pakistani	1	0	0
	(c) Bangladeshi	0	0	0
	(d) Chinese	6	2	1
	(e) Any other Asian background	6	2	1

2.1.4	**Black, Black Scottish, Black British (total)**	18	13	5
	(a) Caribbean	1	1	0
	(b) African	7	7	1
	(c) Any other black background	10	5	4
2.1.5	**Other ethnic background**	0	1	6
	(a) Arab, Arab Scottish or Arab British	0	1	6
	(b) any other group	0	0	0
2.1.6	**Unknown**	4040	991	208
2.1.7	**Total**	15834	5437	1010

2.2 The number of people who consider themselves to have a disability by:

		(b) existing tenants	**(c) applicants on housing list**	**(d) new tenants**	
		326	2089	189	

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)

In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:

3.1 "How many tenants answered the question How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"

<div>1500</div>

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed

<div>855</div>

3.2.2 fairly good at keeping them informed

<div>570</div>

3.2.3 neither good nor poor at keeping them informed

<div>60</div>

3.2.4 fairly poor at keeping them informed

<div>15</div>

3.2.5 very poor at keeping them informed

<div>0</div>

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	95.00	%

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)

In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:

6.1 "How many tenants answered the question How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"

1500

6.2 Of the tenants who answered, how many said that they were:
6.2.1 very satisfied

885

6.2.2 fairly satisfied

540

6.2.3 neither satisfied nor dissatisfied

75

6.2.4 fairly dissatisfied

0

6.2.5 very dissatisfied

0

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	95.00	%

Scottish Housing Regulator

Comments (The customer / landlord relationship)

Since the launch of the 'Customer Connections', our Tenant Participation Strategy for 2017-22, we have continued to offer customers a range of opportunities to influence decisions about the housing service they receive. We have developed innovative methods of participation using digital engagement, this will be progressed over the strategy lifespan. We have increased partnership working between communities by embedding a culture of participation in Housing and at the same time continually building community capacity to encourage and support evolving participation.

Our recent Tenant Satisfaction Survey was carried out in July 2018, where 1500 face to face interviews were undertaken with tenants to gain feedback on the satisfaction with the services they receive. The survey shows significant increase in satisfaction in a range of areas, however we do recognise that our service can be improved in some areas.

Our latest achievement is the TPAS Reaccreditation which was carried out March /April. Early indications show we have been awarded the gold accreditation for 2019-2022.

Housing Quality and Maintenance

The information you give us here will tell us about the quality of the housing you provide and the repairs service you offer.

Quality of Housing

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

![Scottish Housing Regulator]

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C24)

Please state:

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

March 2019

C24.2 What percentage of stock did your organisation fully assess for compliance in the last four years?

99.22

C24.3 The date of your next scheduled stock condition survey or assessment

June 2019

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

8

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

Full house condition surveys are carried out based on type/age and geographic location. Each property survey assesses the internal and external aspects of the property along with a minRDSap energy survey. The survey information is collected by an external Chartered Surveyor and uploaded from the surveyor's handheld device to our dedicated Housing Asset Management System (Innovation Apex). The data is validated, and each set of property information is assessed for compliance with the SHQS and EESSH.The System is also updated monthly with asset improvements and major repairs completions to ensure that it is kept up to date. Properties which fail the standards are highlighted and placed on capital or major revenue improvement programme.
Between 1 April 2018 and 31 March 2019, 1343 surveys were carried out.
For the 2019-20 period it is intended to carry out new surveys in 1,000 properties.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)

Please state:

	End of the reporting year	End of the next reporting year
C25.1 Total self-contained stock at the end of the reporting year	12944	12908
C25.2 Self-contained stock exempt from SHQS	0	0
C25.3 Self-contained stock in abeyance from SHQS	50	0
C25.4.1 Self-contained stock failing SHQS for one criterion	50	0
C25.4.2 Self-contained stock failing SHQS for two or more criteria	5	0
C25.4.3 Total self-contained stock failing SHQS	55	0
C25.5 Stock meeting the SHQS	12839	12908

Scottish Housing Quality Standard (SHQS) – Stock failing by criterion (Indicator C26)

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard at the end of the next reporting year?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	3	0
C26.2 Because they were in serious disrepair	1	0
C26.3 Because they were not energy efficient	22	0
C26.4 Because they did not have modern facilities and services	27	0
C26.5 Because the were not healthy, safe and secure	8	0
C26.6 If any properties are failing SHQS at the end of the reporting year, or are projected to fail for the next reporting year, then explain what actions your organisation is taking or planning to take to address these	The properties that currently fail are due to access not being available to carry out planned improvement works. The properties will be revisited in the coming year. The fails associated with C26.5 are in the process of being addressed through the assistance of the Council's Factoring Service in order to reach agreement with owners to have the works carried out.	

Scottish Housing Quality Standard (SHQS) – Working towards the standard (Indicator C27)

Please state:

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

112

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year

53

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

We were unable to improve 49 of the properties which were previously in abeyance due to tenant objection or no access. We also had a new abeyance during the reporting period. The total number of abeyance properties is therefore 50.

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during the next reporting year

105

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

Due to programmed demolitions and new builds over the period the stock figure will reduce from 12944 to 12930.

Scottish Housing Quality Standard (SHQS) (Indicator C28.1)

Please state:

C28.1.1 The number of self-contained properties with anticipated exemptions

<div style="float:right">0</div>

C28.1.2 The range of elements not met

C28.1,3 The reason(s) the elements are not met

C28.1.4 What action is your organisation taking or planning to take to address these exemptions

Scottish Housing Quality Standard (SHQS) – Abeyances at the year end (Indicator C28.2)

Please state:

C28.2.1 The number of self-contained properties with anticipated exemptions

50

C28.2.2 The range of elements not met

A Below Tolerable Standard: 1 - 12 Tolerable Standard
B Free from Serious Disrepair: 29 Common windows and common roof lights
C Energy Efficiency: 32 100mm minimum loft insulation
C Energy Efficiency: 35 An energy efficiency rating of NHER 5 or SAP 2001 of 50 (oil, LPG, electric, solid fuel and biomass systems) or 60 (oil, LPG, electric, solid fuel and biomass systems)
D Modern Facilities and Services: 36 A-D Bathroom Condition
D Modern Facilities and Services: 37 A-C Kitchen Condition
D Modern Facilities and Services: 38 Kitchen Facilities: safe working arrangements
D Modern Facilities and Services: 39 Kitchen Facilities: adequate electrical sockets
D Modern Facilities and Services: 40 Kitchen Facilities: adequate food storage space
E Healthy, Safe & Secure: 52 Adequate public lighting
E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / orconcierge)

C28.2.3 The reason(s) the elements are not met

(a) Work cannot be done because the tenants objects
(b) Work cannot be done because owners object to common repairs

C28.2.4 What action is your organisation taking or planning to take to address these exemptions

We will continue to work with tenants and owners through our tenant liaison officers, local housing officers, factoring section and
Legal Services where appropriate to gain access for outstanding works.

Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	18	3161	4	9833
C29.2 Because they were/are in serious disrepair	1	3570	1	3570
C29.3 Because they were/are not energy efficient	5	6070	24	21050
C29.4 Because they did/do not have modern facilities and services	25	21670	49	118451
C29.5 Because they were/are not healthy, safe and secure	8	2000	37	43700
C29.6 The total number of properties improved	53	36471	105	196604
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	0	0	0	0

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 7)

For properties within scope of the SHQS, please state:

7.1 The total number of properties within scope of the SHQS:
7.1.1 at the end of the reporting year

<div style="text-align: right;">12944</div>

7.1.2 projected to the end of the next reporting year

<div style="text-align: right;">12908</div>

7.2 The number of properties meeting the SHQS:
7.2.1 at the end of the reporting year

<div style="text-align: right;">12839</div>

7.2.2 projected to the end of the next reporting year

<div style="text-align: right;">12908</div>

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	99.19	%

Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	100.00	%

Scottish Housing Regulator

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

| 12944 |

8.1.2 projected to the end of the next reporting year

| 12908 |

8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:

8.2.1 at the end of the reporting year

| 12939 |

8.2.2 projected to the end of the next reporting year

| 12908 |

| Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8) | 99.96 | % |

| Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to the end of the next reporting year (Indicator 8) | 100.00 | % |

![Scottish Housing Regulator logo]

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

| 658 |

9.2 Of the tenants who answered, how many said that they were:

9.2.1 very satisfied

| 454 |

9.2.2 fairly satisfied

| 156 |

9.2.3 neither satisfied nor dissatisfied

| 18 |

9.2.4 fairly dissatisfied

| 15 |

9.2.5 very dissatisfied

| 0 |

| **Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)** | 92.71 | % |

Scottish Housing Regulator

Percentage of tenants satisfied with the quality of their home (Indicator 10)

In relation to tenant satisfaction with the quality of their home, please state:

10.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"

| 1500 |

10.2 Of the tenants who answered, how many said that they were:
10.2.1 very satisfied

| 915 |

10.2.2 fairly satisfied

| 495 |

10.2.3 neither satisfied nor dissatisfied

| 45 |

10.2.4 fairly dissatisfied

| 30 |

10.2.5 very dissatisfied

| 15 |

| Percentage of tenants satisfied with the quality of their home (Indicator 10) | 94.00 | % |

Repairs, Maintenance & Improvements

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

Average number of reactive repairs completed per occupied property (Indicator C13)

Please state:

C13.1 The total number of reactive repairs completed during the reporting year

21103.0

C13.2 The number of occupied properties during the reporting year

12647

Average number of reactive repairs completed per occupied property (Indicator C13)	1.67	

Scottish Housing Regulator

Average length of time taken to complete emergency repairs (Indicator 11)

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.
Please state:

11.1 The number of emergency repairs completed in the reporting year	8758

11.2 The total number of hours taken to complete emergency repairs	18914

Average length of time taken to complete emergency repairs (Indicator 11)	2.16	**hours**

Average length of time taken to complete non-emergency repairs (Indicator 12)

Please state:
(i) The number of non-emergency repairs completed in the reporting year
(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year	12345

12.2 The total number of working days taken to complete non-emergency repairs	67304

Average length of time taken to complete non-emergency repairs (Indicator 12)	5.45	**days**

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)

Please state:

13.1 The number of reactive repairs completed right first time during the reporting year | 10798

13.2 The total number of reactive repairs completed during the reporting year | 10971

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	98.42	%

Scottish Housing Regulator

Percentage of repairs appointments kept (Indicator 14)

Please state:

14.1 Does your organisation operate a repairs appointment system?
Yes

14.2 The number of reactive repairs appointments made in the reporting year	13849

14.3 The number of reactive repair appointments kept in the reporting year	13800

Percentage of repairs appointments kept (Indicator 14)	99.65	**%**

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records | 11594

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates | 11577

| Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15) | 99.85 | % |

![Scottish Housing Regulator]

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:

16.1 Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"

370

16.2 Of the tenants who answered, how many said that they were:
16.2.1 very satisfied

288

16.2.2 fairly satisfied

36

16.2.3 neither satisfied nor dissatisfied

12

16.2.4 fairly dissatisfied

7

16.2.5 very dissatisfied

27

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)	87.57	%

Comments (Housing quality and maintenance)

The housing stock is in very good condition and well maintained. We take a proactive approach to Housing Asset Management and target improvements to ensure that our properties are SHQS compliant. Properties are refurbished to ensure they remain attractive, meet modern requirements and tenant expectations. We have a range of planned maintenance programmes which are designed to achieve economies by replacing major element components just before they would otherwise require responsive repairs; anticipate changes in minimum acceptable standards; and reduce future requirements for cyclical maintenance.

Our responsive maintenance repairs service is very effective and designed to ensure that tenants remain satisfied with their accommodation and with the quality of any repairs carried out. An efficient and effective void repairs service provides a quick turn around on void property which helps to speed the repairs process and reduce void rent loss. Although we take a proactive and professional approach to gas maintenance we were unfortunately unable to access 17 properties to ensure that the annual gas safety checks and records were completed by the anniversary date for each of these properties. The 17 properties failed because of a clerical error by one of the contractors' administration team who did not update the status of the properties from in progress to tenant refusing access to their property. A review of the end to end processes used by the Council and Gas Contractor is being carried out to ensure that this does not happen again.

Separately, in December 2018 the Council's Cabinet approved an ambitious Estate Based Regeneration Programme (EBRP) which makes provision for £10m regeneration investment across a variety of our estates over the next 10 years.

The EBRP will involve selective demolition of our lowest demand stock, and replacement with attractive, accessible and energy efficient housing.

Neighbourhood and Community

The information you give us here will tell us about the neighbourhoods and communities you manage.

Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

The information you give us here will tell us about the neighbourhoods and communities you manage.

Percentage of 1st and 2nd stage complaints resolved by the landlord (Indicators 4 & 5)

Equalities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	0	N/a	1	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	0	0	1	100.0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0	0	0.0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	0	0	1	100.0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	248	N/a	16	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	248	100.0	16	100.0

4.2.4 Complaints upheld by the landlord in the reporting year	138	55.65	1	6.25
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	240	96.77	16	100.0

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	248	N/a	17	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	248	100.0	17	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	138	55.65	1	5.88
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	240	96.77	17	100.0

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%

Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%

Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%

| Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5) | 55.65 | % |

| Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5) | 100.0 | % |

| Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5) | 100.0 | % |

| Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5) | 0.0 | % |

| Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5) | 6.25 | % |

| Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5) | 0 | % |

| Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5) | 96.77 | % |

| Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5) | 100.0 | % |

| Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5) | 100.0 | % |

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)

In relation to tenant satisfaction with their landlord's management of the neighbourhood in which they live, please state:

17.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?"

| 1500 |

17.2 Of the tenants who answered, how many said that they were:
17.2.1 very satisfied

| 990 |

17.2.2 fairly satisfied

| 390 |

17.2.3 neither satisfied nor dissatisfied

| 60 |

17.2.4 fairly dissatisfied

| 45 |

17.2.5 very dissatisfied

| 15 |

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)	92.00	%

Percentage of tenancy offers refused during the year (Indicator 18)

Please state:

18.1 The number of tenancy offers made during the reporting year | 2377

18.2 The number of tenancy offers that were refused | 1362

Percentage of tenancy offers refused during the year (Indicator 18)	57.30	%

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year | 901

19.2 Of those at 19.1, the number of cases resolved in the reporting year | 887

19.3 Of those at 19.1, the number of cases resolved within locally agreed targets in the reporting year | 885

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	98.22	%

 Scottish Housing Regulator

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year	888

24.2 The number of properties recovered: 24.2.1 because rent had not been paid	59

24.2.2 because of anti-social behaviour	5

24.2.3 for other reasons	0

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)	6.64	%

Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)	0.56	%

Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)	0.0	%

Percentage of the court actions initiated which resulted in eviction (Indicator 24)	7.21	%

Abandoned properties (Indicator C11)

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:

the property is unoccupied; and

the tenant does not intend to occupy the property as their home

Please state:

C11.1 The number of properties abandoned during the reporting year   78

Scottish Housing Regulator

Number of notices of proceedings issued and court action initiated (Indicator C12)

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant.
Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.
Please state:

C12.1 The number of notices of proceedings issued during the reporting year   1718

C12.2 The number of orders for recovery of possession granted during the reporting year   215

Scottish Housing Regulator

Comments (Neighbourhood & community)

The Council continue to perform well in responding to anti-social behaviour within agreed timescales. The roll out of the highly successful Prevention First and locality policing model in 2017/18 across North Ayrshire, resulted in a significant increase in referrals to the Anti-Social Behaviour team in an effort to intervene early and reduce crime. 2018/19 has seen a 15.4% reduction in referrals. We are in the process of carrying out a review of the North Ayrshire Community Safety service in line with the development of a new 5 year Community Safety Strategy, which will inform service delivery moving forward.

Access to housing and support

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.

Housing Options and Access to Social Housing

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.

Scottish Housing Regulator

Percentage of lettable houses that became vacant in the last year (Indicator 21)

Please state:

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

1093

Percentage of lettable houses that became vacant in the last year (Indicator 21)	8.59	%

Scottish Housing Regulator

Average time to re-let properties in the last year (Indicator 35)

Please state:

35.1 The total number of properties re-let in the reporting year | 927

35.2 The total number of calendar days properties were empty | 18463

Average time to re-let properties in the last year (Indicator 35)	19.92	**days**

Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year	1369

22.2 The number of approved applications completed between start and end of the reporting year	971

23.1 The total number of days taken to complete approved applications	59321

23.2 The number of medical adaptations completed in the reporting year	1026

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	70.93	%

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	61.09	days

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 20)

Please state:

20.1 The number of tenancies which began in the previous reporting year by:
20.1.1 existing tenants

| 134 |

20.1.2 applicants who were assessed as statutory homeless by the local authority

| 270 |

20.1.3 applicants from your organisation's housing list

| 563 |

20.1.5 others

| 0 |

20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:
20.2.1 existing tenants

| 124 |

20.2.2 applicants who were assessed as statutory homeless by the local authority

| 220 |

20.2.3 applicants from your organisation's housing list

| 508 |

20.2.5 others

| 0 |

Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	92.54	%

Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	81.48	%

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	90.23	%

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	0.0	%

Homeless people

The information you give us here will tell us about the services you offer homeless people.

Average length of time in temporary or emergency accommodation by type (Indicator 25)

For cases that were closed in the reporting year, please state:

25.1 The total number of days households spent in temporary or emergency accommodation by:
25.1.1 Ordinary local authority dwelling

<div style="text-align: right;">51515</div>

25.1.2 RSL dwelling

<div style="text-align: right;">0</div>

25.1.3 Local authority-owned hostel

<div style="text-align: right;">6455</div>

25.1.4 RSL-owned hostel

<div style="text-align: right;">8153</div>

25.1.5 Other hostel

<div style="text-align: right;">6679</div>

25.1.6 Bed and breakfast

<div style="text-align: right;">0</div>

25.1.7 Women's refuge

<div style="text-align: right;">4665</div>

25.1.8 Private sector lease

<div style="text-align: right;">0</div>

25.1.9 Other

<div style="text-align: right;">0</div>

25.2 The total number of different households who occupied temporary or emergency accommodation by:

25.2.1 Ordinary local authority dwelling

502

25.2.2 RSL dwelling

0

25.2.3 Local authority-owned hostel

354

25.2.4 RSL-owned hostel

281

25.2.5 Other hostel

297

25.2.6 Bed and breakfast

0

25.2.7 Women's refuge

76

25.2.8 Private sector lease

0

25.2.9 Other

0

Average length of time in temporary or emergency accommodation (ordinary local authority dwelling) (Indicator 25)	102.62	days

Average length of time in temporary or emergency accommodation (RSL dwelling) (Indicator 25)	0.0	days

Average length of time in temporary or emergency accommodation (local authority-owned hostel) (Indicator 25)	18.23	days

Average length of time in temporary or emergency accommodation (RSL-owned hostel) (Indicator 25)	29.01	days

Average length of time in temporary or emergency accommodation (other hostel) (Indicator 25)	22.49	days

Average length of time in temporary or emergency accommodation (bed and breakfast) (Indicator 25)	0.0	days

Average length of time in temporary or emergency accommodation (women's refuge) (Indicator 25)	61.38	days

Average length of time in temporary or emergency accommodation (private sector lease) (Indicator 25)	0.0	days

Average length of time in temporary or emergency accommodation (other) (Indicator 25)	0.0	days

Average length of time in temporary or emergency accommodation (all types) (Indicator 25)	51.30	days

Scottish Housing Regulator

Percentage of households requiring temporary or emergency accommodation to whom an offer was made and offers refused in the last year by accommodation type (Indicators 26 & 27)

Please state:

26.1 The number of households where the landlord was required to make an offer of temporary or emergency accommodation in the reporting year

1656

26.2 The number of offers of temporary or emergency accommodation made in the reporting year by:

26.2.1 Ordinary local authority dwelling

512

26.2.2 RSL dwelling

0

26.2.3 Local authority-owned hostel

400

26.2.4 RSL-owned hostel

322

26.2.5 Other hostel

352

26.2.6 Bed and breakfast

0

26.2.7 Women's refuge

70

26.2.8 Private sector lease

`0`

26.2.9 Other

`0`

27.1 The number of offers of temporary or emergency accommodation refused in the reporting year by:

27.1.1 Ordinary local authority dwelling

`13`

27.2.2 RSL dwelling

`0`

27.2.3 Local authority-owned hostel

`44`

27.2.4 RSL-owned hostel

`39`

27.2.5 Other hostel

`52`

27.2.6 Bed and breakfast

`0`

27.2.7 Women's refuge

`0`

27.2.8 Private sector lease

`0`

27.2.9 Other

`0`

26.2 | 1656

Percentage of households requiring temporary or emergency accommodation to whom an offer was made (Indicator 26)	100.00	%

Percentage of offers of temporary or emergency accommodation refused (ordinary local authority dwelling) (Indicator 27)	2.54	%

Percentage of offers of temporary or emergency accommodation refused (RSL dwelling) (Indicator 27)	0.0	%

Percentage of offers of temporary or emergency accommodation refused (local authority-owned hostel) (Indicator 27)	11.00	%

Percentage of offers of temporary or emergency accommodation refused (RSL-owned hostel) (Indicator 27)	12.11	%

Percentage of offers of temporary or emergency accommodation refused (other hostel) (Indicator 27)	14.77	%

Percentage of offers of temporary or emergency accommodation refused (bed and breakfast) (Indicator 27)	0.0	%

Percentage of offers of temporary or emergency accommodation refused (women's refuge) (Indicator 27)	0.0	%

Percentage of offers of temporary or emergency accommodation refused (private sector lease) (Indicator 27)	0.0	**%**

Percentage of offers of temporary or emergency accommodation refused (other) (Indicator 27)	0.0	**%**

Percentage of offers of temporary or emergency accommodation refused (all types) (Indicator 27)	8.94	**%**

Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)

Please state:

28.1 For each placement in temporary or emergency accommodation in the last year, how many households answered the question How satisfied or dissatisfied were you with the overall quality of the temporary or emergency accommodation you were provided?

| 408 |

28.2 Of the households who answered, how many said that they were:
28.2.1 very satisfied

| 342 |

28.2.2 fairly satisfied

| 47 |

28.2.3 neither satisfied nor dissatisfied

| 12 |

28.2.4 fairly dissatisfied

| 3 |

28.2.5 very dissatisfied

| 4 |

| **Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)** | 95.34 | % |

Comments (Access to housing and support)

We undertook a review of homeless service provision during 2018/19. The review determined that:

- The quality of temporary accommodation within North Ayrshire is of a high standard, with high levels of customer satisfaction and low refusal rates
- Homelessness appears to be a more complex problem in North Ayrshire than is the case nationally, with a higher than average proportion of cases with severe and multiple disadvantage (1.8 per 1,000 of the North Ayrshire population compared to the Scottish average at 1.3)
- There is a substantially greater proportion of homeless people in North Ayrshire (14%) experiencing tri-morbidity of drug, alcohol and mental health problems than is the case nationally (6%)
- The outcomes for people with complex needs are better met through the provision of Housing First than would have been delivered by the traditional homeless resettlement model. A Housing First pilot undertaken during 2017, resulted in higher levels of tenancy sustainment, no repeat homelessness, reduced criminal activity from participating tenants and better engagement with the Health and Social Care Partnership.

The Homeless service review has informed the integrated vision for the way services will be delivered in the future for people who are homeless or potentially homeless. Our improved service delivery plans are detailed within the North Ayrshire Rapid Rehousing Transition Plan. We are committed to the provision of 100 Housing First Tenancies over the next five years for Homeless People with the most complex needs

Getting good value from rents and service charges

The information you give us here will tell us about your charges and the value for money you achieve.

Value for money

The information you give us here will tell us about the value for money you achieve.

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)

In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:

29.1 How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"

| 1500 |

29.2 Of the tenants who answered, how many said that their rent represented:

29.2.1 very good value for money

| 555 |

29.2.2 fairly good value for money

| 825 |

29.2.3 neither good nor poor value for money

| 60 |

29.2.4 fairly poor value for money

| 45 |

29.2.5 very poor value for money

| 15 |

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	92.00	%

Scottish Housing Regulator

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)

In relation to tenant satisfaction with the factoring services provided, please state:

33.1 How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"

131

33.2 Of the factored owners who answered, how many said that they were:

33.2.1 very satisfied

52

33.2.2 fairly satisfied

53

33.2.3 neither satisfied nor dissatisfied

20

33.2.4 fairly dissatisfied

1

33.2.5 very dissatisfied

5

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)	80.15	%

Rents and service charges

The information you give us here will tell us about how you maximise your income.

Scottish Housing Regulator

Rent collected as percentage of total rent due in the reporting year (Indicator 30)

Please state:

30.1 The total amount of rent collected in the reporting year

46247905

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit)

46095318

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	100.33	%

Scottish Housing Regulator

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

1564903

31.2 The total rent due for the reporting year

46804551

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)	3.34	%

Average annual management fee per factored property (Indicator 32)

A factored property is where a landlord is responsible for the delivery of a management service to the owner of the property.

32.1 The number of residential properties factored	3165

32.2 The total value of management fees invoiced to factored owners in the reporting year	3029

Average annual management fee per factored property (Indicator 32)	**£**	0.96

Percentage of rent due lost through properties being empty during the last year (Indicator 34)

Please state:

34.1 The total amount of rent due for the reporting year	46804551

34.2 The total amount of rent lost through properties being empty during the reporting year	211511

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	0.45	%

Rent increase (Indicator C21)

Please state:

C21.1 The percentage average weekly rent increase to be applied in the next reporting year

2.93

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)

Please state:

C22.1 The number of households the landlord received housing costs directly for during the reporting year

7303

C22.2 The value of direct housing cost payments received during the reporting year

21807133

Scottish Housing Regulator

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)

Please state:

C23.1 The total value of former tenant arrears at year end

674440

C23.2 The total value of former tenant arrears written off at year end

296582

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	43.97	%

Comments (Getting good value from rents and service charges)

North Ayrshire Council, Housing Services focus on providing value for money through a number of measures, such as operating robust financial management processes, implementing value for money principles, exploring efficiency opportunities, and managing competitive contractual arrangements. North Ayrshire Council's average weekly rent charge is lower than the national average and is lower than neighbouring authorities and landlords, however we continue to invest significantly in our stock and new house building programme. We face challenges in for example, changes to welfare reform, demographics and the housing stock profile. We are committed to delivering services in new, improved and more cost-effective ways.

Other Customers

The information you give us here will tell us about the services you offer to Gypsies/Travellers.

Scottish Housing Regulator

Gypsies/travellers – Average weekly rent per pitch (Indicator 36)

A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes. Please state:

36.1 The total amount of rent set for all pitches during the reporting year   71460

36.2 The total number of pitches   16

| **Gypsies/travellers - Average weekly rent per pitch (Indicator 36)** | **£** | 85.89 | |

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord's management of the site (Indicator 37)

In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

8

37.2 Of the Gypsies/Travellers who answered, how many said that they were:

37.2.1 very satisfied

3

37.2.2 fairly satisfied

0

37.2.3 neither satisfied nor dissatisfied

5

37.2.4 fairly dissatisfied

0

37.2.5 very dissatisfied

0

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord's management of the site (Indicator 37)	37.50	%

Comments (Other customers)

Gypsy/Travellers

North Ayrshire Council continue to provide services, advice and assistance to Gypsy/Travellers who live permanently within North Ayrshire and those who visit on a temporary basis. The Gypsy/Traveller Coordinator supports Gypsy/Traveller families at our permanent site at Redburn, Irvine. The site has 16 pitches and each pitch has its own amenity block with separate kitchen, shower toilet facilities and utility room. A community room is available on site for partner services to meet tenants and their children within a safe and comfortable environment. The room is used by a number of Services, including: Education, Welfare Reform team, Tenancy Support, Community Link team and a weekly GP surgery.

North Ayrshire Council ensures that the response to unauthorised encampments is consistent, in line with our Unauthorised Encampment Policy and the guidance issued by the Scottish Government. Our Gypsy/Traveller Encampment Officer works to build a friendly relationship with visiting families and assess their needs. Where necessary, he will make referrals to partner organisations and will also provide advice on other housing options.

In 2018 Housing Services staff surveyed the tenants at Redburn Grove to gather their views on their current and future housing needs. Tenants were asked for their opinion on the current facilities and amenities at Redburn Grove. Tenants were also asked for their opinion on what accommodation at Redburn should look like in the future. Even though the accommodation provided at Redburn Grove meets the Scottish Government's minimum recommended standard, it is clear from the survey outcomes that there is dissatisfaction with certain aspects at Redburn. This has been reflected in a reduction in satisfaction levels overall and the main reason for the reduction in the percentage satisfied with our management of the site. Housing Services and Property Management and Investment staff have met to review the outcomes from the survey and discuss the options for future development.

Syrian Refugees

In 2015, North Ayrshire Council pledged a commitment to participate in the UK Government's Syrian Resettlement Programme. The Council agreed to resettle 160 vulnerable Syrian refugees over a four-year period and to coordinate the programme, a Refugee Support Team was introduced to deliver the required objectives. This service along with input from Community Planning Partners, such as Health and Social care partnership, Education, Department of Work and Pensions, Police Scotland and voluntary organisations, deliver robust resettlement packages to assist all the families integrate into the local area and access vital services to meet their individual needs. The Council remains on course to complete its target by December 2019.

Annual Assurance Statement
September 2019

Introduction and purpose

In February 2019, The Scottish Regulator issued a revised framework for regulation of Social Housing in Scotland. As part of this there is a requirement for landlords to submit an Annual Assurance Statement which has been agreed by the Board or Committee within the organisation.

We must provide assurance that the organisation complies with the relevant requirements of chapter 3 of the Regulatory Framework. This includes regulatory requirements that apply to all social landlords and the Standards of Governance.

The main risks for social landlords are:

- Poor outcomes for tenants, people who are homeless & other service users
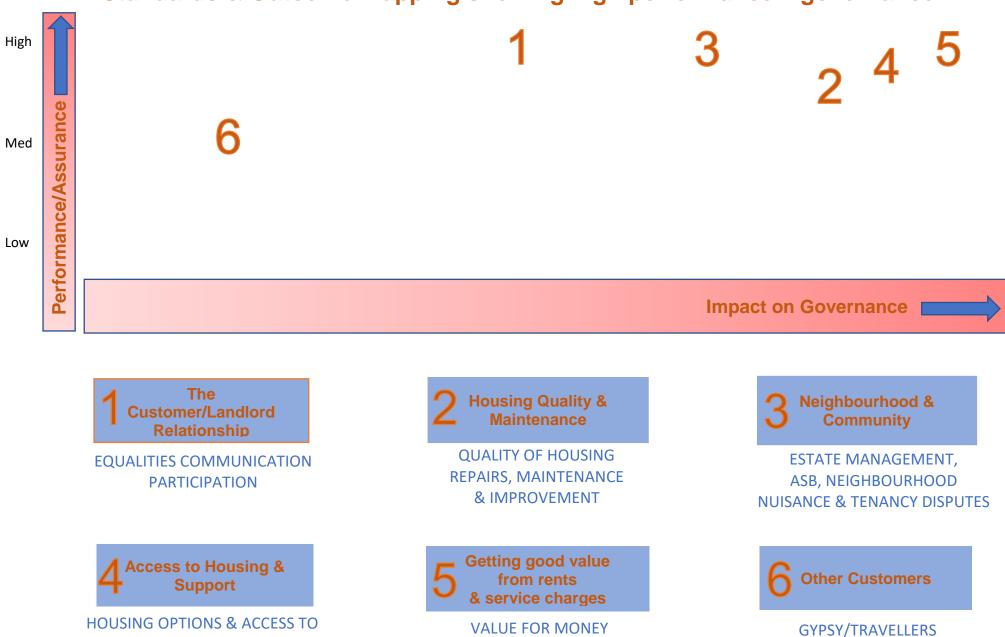- Poor quality of tenants' homes and investment failures

North Ayrshire Council give assurance that we are:

- Giving due regard to equality and human rights in all decision making
- Meeting our statutory duty to alleviate homelessness
- Engaging with staff and tenant representatives on the results of the Charter Standards and Outcomes

North Ayrshire's approach to assurance is to plot the Charter Standards on a compliance matrix showing performance that we consider high compared Scottish averages v's governance. There follows a drill down on each Standard, detailing arrangements we have as a landlord which gives assurance that we are meeting our responsibility to tenants, people who are homeless and other service users.
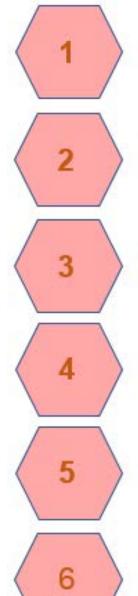
This document will be published on North Ayrshire Council's website and be widely available to our staff and tenants

Standards & Outcome mapping showing high performance v governance

Performance/Assurance

High

Med

Low

1   3   5

2   4

6

Impact on Governance →

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1 The Customer/Landlord Relationship

EQUALITIES COMMUNICATION PARTICIPATION

2 Housing Quality & Maintenance

QUALITY OF HOUSING REPAIRS, MAINTENANCE & IMPROVEMENT

3 Neighbourhood & Community

ESTATE MANAGEMENT, ASB, NEIGHBOURHOOD NUISANCE & TENANCY DISPUTES

4 Access to Housing & Support

HOUSING OPTIONS & ACCESS TO SOCIAL HOUSING HOMELESS PEOPLE

5 Getting good value from rents & service charges

VALUE FOR MONEY RENTS & SERVICE CHARGES

6 Other Customers

GYPSY/TRAVELLERS

1   We set clear Regulatory Requirements

2   We assure ourselves, our tenants and service users that we meet the Standards and Requirements

3   We prepare an Annual Assurance Statement confirming that we meet the Standards and Requirements. We will notify the Regulator of any material changes in our level of assurance during the year

4   We will submit our Annual Assurance Statement to the Regulator and make it available to tenants and service users

5   We will include any Statement and notifications as part of our risk assessment

Assurance

6   We will publish our Statements on our website

Standard 1 - The customer/Landlord Relationship

Outcomes:
Equalities
Communication
Participation

Assurance ✓

North Ayrshire Network
The current role of the Network is to examine the work of North Ayrshire Council's Housing Service. It is responsible for making sure that North Ayrshire Council's Housing Service continually improves the way they deliver services to tenants and customers. It ensures North Ayrshire Council embeds the requirements of the Scottish Housing Regulator and Scottish Social Housing Charter by monitoring and challenging the set indicators, outcomes and standards. This is achieved by:

- ➢ Presentation on performance prior to annual submission for approval.
- ➢ Presentation on performance at 6-month point.
- ➢ Performance Matters developed with tenants, approved and published.
- ➢ Any changes to the presentation of performance approval by North Ayrshire Network.
- ➢ Any changes from the Regulator communicated to Network.

North Ayrshire Inspection Panel
The Inspection Panel carry out one scrutiny inspection of service per year. The areas for inspection can be submitted by Senior Management and/or Tenant representatives. The purpose and remit of tenant scrutiny is to improve services.

Strategy
The Customer Connections Tenant Participation Strategy 2017 – 2022 encompasses and reflects the requirements of the Scottish Social Housing Charter and the Council's priorities. These support communities' tenants and residents to grow and develop opportunities for active engagement and participation for all citizens by listening to local needs and aspirations.

Communication
Housing Services provide a comprehensive range of information including leaflets, Council website and social media. All leaflets have a Language Transcript and tenant approved logo displayed on them. The tenant editorial panel approves all leaflets prior to issuing to ensure they are fit for purpose and easy to understand. A tenant approved logo is then assigned to the leaflet to show tenants have approved the document and endorsed it is easy to read. Housing Services Facebook and Twitter social media platforms have been developed to encourage digital engagement with a wider customer base.

Equalities
Housing Services has a good approach to promoting equality and embracing diversity in relation to customer participation. The Housing Service has an accessibility policy and the Councils equality and diversity policy outlines how equalities and diversity is implemented throughout the organisation. Equality impact assessments are carried out for all strategies and policies at the start of their review.

All the information we produce conforms to the North Ayrshire Council Communications Strategy. All leaflets and a number of documents are published in Plain English and can be made available in large print, braille, tape, CD and can be translated on request.

Research Resource carried out an independent face to face tenant satisfaction survey in 2018 (this is completed every 3 years) results have seen an improvement across all areas.

Standard 2 – Housing Quality & Maintenance   **Assurance** ✓

Outcomes: **Quality of Housing**
                       Repairs, maintenance & Improvements

Housing Asset Management Plan
Our Housing stock is in very good condition and well maintained.   We take a proactive approach to Housing Asset Management and target improvements to ensure that our properties are SHQS compliant. Properties are refurbished to ensure they remain attractive, meet modern requirements and tenant expectations. We have a range of planned maintenance programmes which are designed to achieve economies by replacing major element components prior to the requirement for responsive repairs; anticipate changes in minimum acceptable standards; and reduce future requirements for cyclical maintenance.

North Ayrshire Council Housing Repairs Policy
North Ayrshire Council is committed to delivering a high quality, efficient and effective reactive and planned maintenance service to all of our tenants and factored owners in a manner which maintains high customer satisfaction. The policy sets out the service provided by the Council for repair and maintenance and aims to ensure the needs of our current and future tenants are met in relation to the provision of high quality housing. The policy was developed in consultation with tenant representatives.

We will carry out the repairs we are responsible for in our tenanted homes and will manage common repairs on behalf of our tenants and factored owners. We will:

- ➢ Ensure, where possible, all our homes meet the Scottish Housing Quality Standard and Scottish Housing Energy Efficiency Standards
- ➢ Ensure homes are in good condition and well maintained
- ➢ Give tenants a choice of when work is done
- ➢ Make sure empty homes are clean, in a good state of repair and meet our agreed minimum letting standard when re-let
- ➢ Make it easy for tenants to report repairs
- ➢ Provide opportunities for tenants to influence decisions about the quality of our service
- ➢ Ensure repairs and maintenance works to properties factored by North Ayrshire Council are carried out in accordance with the Factoring Code of Conduct and written Statement of Services.

Gas safety
Although we take a proactive and professional approach to gas maintenance, over the last two years we have not ensured 100% compliance with all properties that required a gas safety record having one completed by the anniversary date. This is a key are of focus for us. An improvement plan has been implemented, and includes an end to end review of processes to ensure compliance moving forward.

Estate based regeneration programme
An ambitious estate based regeneration programme was approved in 2018 which makes financial provision for regeneration investment across a variety of our estates over the next 10 years. This will involve selective demolition of our lowest demand stock, and replacement with attractive, accessible and energy efficient housing.

Estate Management Policy, Procedure and good practice procedure

The Council's policy in respect of Estate Management is to provide services that meet the Council's responsibilities as landlord and to ensure that tenants also meet their responsibilities in respect of their Tenancy Agreement. Whilst every effort will be made to support tenants to address breaches of tenancy, if the tenant is unwilling to do so the Council will pursue appropriate legal action.

There is no agreed definition of 'Estate Management'. It covers a broad range of situations and activities such as new tenant visits, permissions for garages and driveways in garden ground, abandoned tenancies, untidy gardens, neighbour disputes, problems with pets, abandoned vehicles, tackling graffiti and illegal dumping/fly-tipping.

Prevention First and locality policing model

In 2017/18 we rolled out a highly successful Prevention First and locality policing model across North Ayrshire, which resulted in a significant increase in referrals to the Antisocial Behaviour Investigation Team in an effort to intervene early and reduce crime. 2018/19 seen a 15.4% reduction in referrals.

Community Safety Strategy 2019-2024

We are in the process of reviewing community safety in line with the development of the Community Safety Strategy 2019-2024 along with our Community Planning partners which will inform service delivery moving forward. The Strategy will set our our key commitments arranged around five strategic priorities:
- ➢ Reduce crime and antisocial behaviour
- ➢ Improve public protection and safety
- ➢ Reduce accidental harm
- ➢ Reduce gender based violence
- ➢ Improve road safety

North Ayrshire Council's Complaints Handling Procedure

Our complaints handling procedure reflects North Ayrshire's commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case. The procedure has been developed by the Council's complaints handling experts working closely with the Scottish Public Services Ombudsman (SPSO). We have produced a standard approach to handling complaints across local government, which complies with the SPSO's guidance on a model complaints handling procedure.

Our latest tenant satisfaction survey, carried out in summer 2018, has seen an increase in tenants satisfied with the management of the neighbourhood they live in

North Ayrshire Rapid Rehousing Transition Plan
We undertook a review of homeless service provision during 2018/19. This has informed the integrated vision for the way services will be delivered in the future for people who are homeless or potentially homeless. Our improved service delivery plans are detailed within the North Ayrshire Rapid Rehousing Transition Plan. We are committed to the provision of 100 Housing First tenancies over the next five years for homeless people with the most complex needs. The review determined that:

➢ The quality of temporary accommodation in North Ayrshire is of a high standard, with high levels of customer satisfaction and low refusal rates
➢ Homelessness appears to be a more complex problem in North Ayrshire than is the case nationally, with a higher than average proportion of cases with severe and multiple disadvantage (1.8 per 1,000 of the North Ayrshire population compared to the Scottish average at 1.3)
➢ There is a substantially greater proportion of homeless people in North Ayrshire (14%) experiencing tri-morbidity of drug, alcohol and mental health problems than is the case nationally (6%)
➢ The outcomes for people with complex needs are better met through the provision of Housing First than would have been delivered by the traditional homeless resettlement model. A Housing First pilot undertaken during 2017 resulted in higher levels of tenancy sustainment (a key area of focus for us), no repeat homelessness, reduced criminal activity from participating tenants and better engagement with the Health & Social Care Partnership

We have no control over the percentage of lettable houses that become available for re-let, however following on from our response to the Grentfell Tower fire and the decision to demolish our high rise accommodation in Irvine, our process for rehousing tenants into accommodation of a high standard, with upgrade works being completed at void stage is having an effect on the average time taken to re-let properties. This is a key are of focus for us where a review of end to end processes is underway between Housing and Building Services.

The Health and Social Care Partnership has introduced a board, with representation from Housing Services, to continually look at improving the performance around medical adaptations.

Housing Revenue Account Business Plan

Our robust Housing Revenue Account Business Plan provides clear strategic direction, ensuring that effective short, medium and long term financial planning is undertaken. The plan clearly details how we will plan for, and deliver, key priorities such as; compliance with the Scottish Housing Quality Standard; the ongoing Council house building programme; rent setting and our Older People Housing Strategy.

The business plan was developed by a cross stakeholder working group which included representation from Elected Members, tenant representatives and officers from within Housing and Finance Services. This approach ensured balanced decision making that stands up to both internal and external scrutiny.

The plan provided a platform to develop an effective performance management and reporting framework that makes certain that we continue to provide value for money services to our tenants and, at the same time, keep rents at affordable levels. This is achieved while recognising that we are currently operating within an everchanging and evolving economic environment that requires the flexibility to change and adapt.

The plan is easily accessible to stakeholders. It provides information to demonstrate that the Council has a clear picture of its strategic direction and the associated financial position of the service in order to deliver this, over the 30-year planning period.

This plan is reviewed annually, and we are focused on providing value for money through a number of measures, such as operating robust financial management processes, implementing value for money principles, exploring efficiency opportunities, and managing competitive contractual arrangements. Our average weekly rent charge is lower than the national average and is lower than neighbouring authorities and landlords, however we continue to invest significantly in our stock and new house building programme. We continue to face challenges such as changes to welfare reform, demographics and the housing stock profile. We are committed to providing services in new, improved and more cost-effective ways.

Gypsy/Travellers
North Ayrshire Council provide services, advice and assistance to Gypsy/Travellers who live permanently in North Ayrshire and to those who visit on a temporary basis. North Ayrshire manages one permanent site. The site has 16 pitches and each pitch has its own amenity block with separate kitchen, shower, toilet facilities and utility room. A community room is available on site for partner services to meet tenants and their children within a safe and comfortable environment.

Gypsy/Traveller survey
In 2018 the tenants who live in our permanent site were surveyed to gather their views on their current and future housing needs. Tenants were asked on their opinion of the amenities at the site and what accommodation should look like in the future. Although our current accommodation meets the Scottish Government minimum standard, it was clear from the survey that some tenants are not happy with the standard of our site. This is a key area of focus for us. Housing and Property Management & Investment have met to review the outcomes of the survey and are currently in discussion regarding the options for future development. Separately, COSLA have agreed to develop a joint action plan to improve lives of Scottish Gypsy/Travellers, provided that there is sufficient resources to assist Local Government delivery.

Unauthorised Encampment Policy and guidance
Our response to unauthorised encampments is in line with the policy issued by the Scottish Government. Our Gypsy/Traveller encampment officer works to build relationships with visiting families to assess their needs. Where necessary we will make referrals to partner organisations and will provide advice on other housing options.
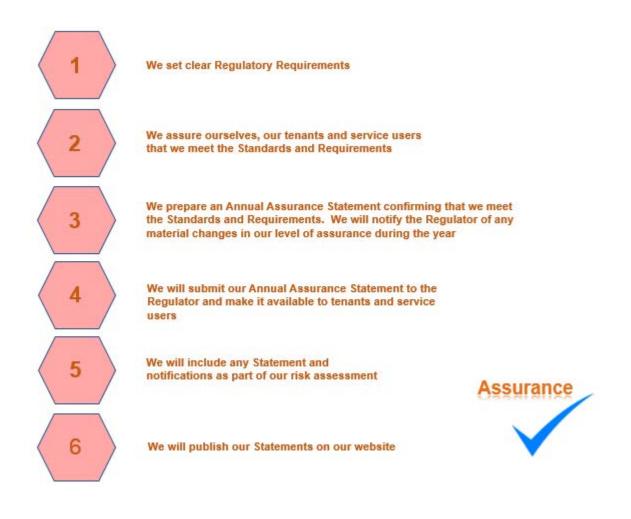
North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

Annual Assurance Statement
2018/19

North Ayrshire complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework.

North Ayrshire Council gives assurance that we are:
- Giving due regard to equality and human rights in all decision making
- Meeting our statutory duty to alleviate homelessness
- Engaging with staff and tenant representatives on the results of the Charter Standards and Outcomes

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Assurance ✓

Authorised by:_____   Date_____
PRINTED NAME
Chairperson of the Committee