

Annual Return on the Scottish Social Housing Charter (Scottish Housing Regulator Consultation)

To: All Chief Executives, Main Contacts and APSE Contacts in Scotland. For information only for England, Northern Ireland and Wales

1 Executive summary

The Scottish Housing Regulator has released a consultation on the Annual Return on the Scottish Social Housing Charter. They aim to confirm and publish the revised ARC indicators in a Technical Guidance with a list of FAQs by January 2025 to allow social landlords to start collecting data from 1 April 2025.

Responses are due by Friday 8 November 2024. [Click here](#) for information on how to submit your response; they welcome either answers to the specific questions or general feedback on the proposals. [Click here](#) to read the full consultation report.

2 Overview

The proposed set of indicators they are consulting on were informed by engagement via their advisory groups, conferences and forums facilitated by organisations including APSE Scotland as well as reviews of the websites of social landlords and conversations with regulatory bodies and people within the social housing sector. The Scottish Housing Regulator aim to confirm the revised ARC indicators by January 2025 with the new ARC being in place for the collection year 2025/26. For collection year 2024/25 the existing ARC will remain alongside Annual Assurance Statements.

The full list of proposed changes are shown in [Annex 1](#) of the report, and includes a colour key to show the proposals for maintaining, amending, removing and adding new indicators.

Key

Propose to maintain indicator
Propose to amend indicator
Propose to remove indicator
Propose new indicator

Proposals for current ARC indicators (pages 11 to 13 of the consultation report)

ARC Indicators by Outcomes and Standards		Outcomes												
Indicator	All outcomes	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7, 8, 9, 10	Outcome 11	Outcome 12	Outcome 13	Outcome 14, 15	Outcome 16	
1 - Percentage of tenants satisfied with the overall service provided landlord	<	<												
2 - Percentage tenants who feel landlord good at keeping them informed about services and decisions		<	<	<										
3 - Percentage of all complaints responded to in full - Stage 1 and Stage 2		<	<				<							
3 & 4 - Average time in working days for full response - Stage 1 and Stage 2		<	<				<							
5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making		<	<	<										
6 - Percentage properties meeting SHQS year end					<	<					<			
7 - Percentage tenants satisfied with quality of home					<	<					<			
8 - Average hours to complete emergency repairs						<					<			
9 - Average working days to complete non-emergency repairs						<					<			
10 - Percentage reactive repairs completed right first time						<					<			
11 - Number of times gas safety check not met						<								
12 - Percentage tenants satisfied with repairs service						<					<			
13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood							<							
14 - Percentage tenancy offers refused					<	<	<							
15 - Percentage Anti-social behaviour cases resolved							<							
16 - Percentage new tenancies sustained more than a year by source of let									<	<				

Indicator	All outcomes	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7, 8, 9, 10	Outcome 11	Outcome 12	Outcome 13	Outcome 14, 15	Outcome 16
17 - Percentage lettable self-contained houses that became vacant in year								<	<				
18 - Percentage of rent due lost through empty properties												<	
19 - Households waiting for adaptations		<				<			<				
20 - Total cost of adaptations completed in year by source of funding (£)		<				<							
21 - Average time to complete adaptations		<				<			<				
22 - Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.							<		<				
23 - Percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (RSLs only)		<						<	<				
24 - Percentage of homeless households referred to RSLs under section 5 and through other referral routes (LAs only)		<						<	<				
25 - Percentage tenants who feel rent for property represents good value for money											<	<	
26 - Percentage collected of rent due												<	<
27 - Percentage gross rent arrears of rent due												<	<
28 - Average management fee per factored property											<	<	
29 - Percentage factored owners satisfied with factoring service		<									<	<	
30 - Average calendar days to re-let properties											<	<	
31 - Average weekly rent per Gypsies/Travellers pitch											<	<	<
32 - Percentage Gypsies/Travellers satisfied with landlord management of site		<									<	<	<

Indicator	All outcomes	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7, 8, 9, 10	Outcome 11	Outcome 12	Outcome 13	Outcome 14, 15	Outcome 16
NEW - The number of times in the reporting year did you not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR					✓	✓							
NEW - Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end					✓	✓							
NEW - Average length of time taken to resolve cases of damp and/or mould					✓	✓							
NEW - Percentage of resolved cases of damp and/or mould that were reopened					✓	✓							
NEW - Number of open cases of damp and/or mould at the year end					✓	✓							
C1 Staff information, staff turnover and sickness rates. (RSLs only)													
C2 Number of lets by source of let		✓						✓		✓			
C3 Number of lets during the reporting year, split between general needs and supported housing		✓						✓					
C4 Properties abandoned							✓		✓				
C5 Percentage average weekly rent increase to be applied next year											✓	✓	
C6 The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year													
C7 - Percentage former tenant rent arrears written off													
C8 Scottish Housing Quality Standard – stock condition survey information					✓								
C9 Scottish Housing Quality Standard - stock summary					✓	✓							
NEW - 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.								✓			✓		

[Annex 2](#) includes a draft of the new Scottish Social Housing Charter Technical Guidance For Landlords showing the changes made in red text.

3 Consultation questions

- Do you agree that we should stop collecting the indicators below?
 - Indicator 14: Tenancy offers refused during the year
 - Indicator 20: Total cost of adaptations completed in the year by source of funding
 - Indicators 23 and 24: Homelessness referrals
 - C3: Number of lets during the reporting year split between general needs and supported housing
 - C4: Abandoned homes
- Do you agree that we should amend the indicators as outlined?
 - Indicator 10: Reactive repairs completed right first time – simplify this indicator by asking landlords to report of the the reactive repairs which were completed how many were reported again
 - Indicator 15: Anti-social behaviour cases resolved – proposing to reintroduce measuring whether cases were resolved against locally agreed targets and proposing to measure the number of anti-social behaviour cases per 100 homes
 - C2: Lets in the reporting year by source of let – proposing that RSLs report their lets to

homeless households by local authority area

3. Do you agree that we should collect the additional indicators outlined below?
 - Long term voids – proposing to re-introduce the previous ARC indicator ‘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’

4. Do you agree that we should collect the below additional indicators?
 - Indicator 11: How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?
 - Electrical Safety: How many times in the reporting year did you not meet the requirement to complete an electrical safety 7 inspection (EICR) within five years of the last EICR?
 - Fire Safety: Number of homes that do not have ‘satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire’ installed at the year end

5. Do you agree with our proposed approach in relation to the tenant and resident safety issues to be considered in the Annual Assurance Statements?
 - Landlords should consider their compliance with legal duties in relation to lift safety, fire risk assessments, asbestos and legionella and notify the Scottish Housing Regulator through their Annual Assurance Statement of any non-compliances

6. Do you agree with the additional indicators we propose to collect in relation to damp and mould?
 - New indicator 1: Average length of time taken to resolve cases of damp and/or mould
 - New indicator 2: Percentage of resolved cases of damp and/or mould that were reopened
 - New indicator 3: Number of open cases of damp and/or mould at the year end

7. Do you agree with the proposal to collect the “Average length of time taken to resolve cases of damp and/or mould” or would the “median” be more appropriate to measure the time to resolve cases of damp and/or mould?

8. Are the new indicators we propose on damp and mould clearly defined?

4 APSE Comment

APSE encourages our members to respond to [this consultation](#) by the Scottish Housing Regulator. Helen Shaw, Director of Regulation at the Scottish Housing Regulator presented at the APSE Scotland Building and Housing seminar in February 2024 on their new framework and guidance, the presentation slides and others from the event can be accessed by [clicking here](#). APSE was invited to sit on the SHR advisory group for tenant safety and the review of ARC indicators. As many are already aware APSE Performance Networks also provides a benchmarking service for housing repairs and maintenance providing opportunities for peer-to-peer benchmarking on cost, quality and productivity measures in social housing repairs and maintenance activities. The ARC indicators form part of the Performance Networks benchmarking suite of indicators for housing repairs; therefore, Performance Networks will also be keeping up to date with the consultation responses. You can find out more about our Performance Networks service by emailing performance.networks@apse.org.uk or by going online using [this link](#).

APSE Scotland's Building Officers Process Mapping group will be meeting on Friday 1 November via MS TEAMS to discuss the consultation which includes proposals for new PI's for dampness, EICR and fire detection. Should proposals be taken forward this will affect the data local authorities record/keep and report. Should you wish to attend this important meeting please [click here](#) to register. The discussions and information gathered during this meeting will also be used to form an APSE response to the consultation on behalf of the membership.

APSE has a Scottish Housing, Construction and Building Maintenance Network which is free to attend for APSE members. For more information and to access past presentations and agendas, please [click here](#). We also have a range of publications on local authority social housing best practice which can be accessed for free on [our website](#).

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