

**Cartrefi
Cymunedol
Cymru** | **Community
Housing
Cymru**



Public Accounts Committee & Data Transparency

Chief Executives' Delivery Group, Oct 2017

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What is PAC?

- Detailed scrutiny of Ministers
- Wales Audit Office
- “anything relating to the economy, efficiency and effectiveness with which resources are employed in the discharge of public functions”
- “The Queen of Committees”



Who are PAC?



Why housing associations?

- ONS
- Stock Transfer
- Public £
- 20,000 target
- Mergers & diversification



What were PAC interested in?

- Regulatory framework
- Governance arrangements
- Sector risks
- Senior staff salaries



The Inquiry

- Initial scoping (Sept '16)
- Formal consultation (Nov '16)
- Tenant engagement (Dec '16)
- Oral evidence sessions
(Jan '17 – Mar '17)
- Report Published (Aug '17)



CHC's Evidence

- The impact of housing associations
- New regulatory framework
- CHC's role in governance
- Board Member Payment
- Independence of housing associations; ONS reclassification

Other's Evidence

- TPAS: concerns about transparency and tenants' access to information (e.g. Scotland)
- CML: supported calls for board member payment & highlighted importance of reclassification legislation
- TAP: concerns about the lack of information from the regulator
- Welsh Tenants: concerns about diversification in the sector

The Committee's Findings

The Good Bits...

- Endorsement of the regulatory framework
- Reclassification legislation
- Recognition of independence and calls for greater autonomy
- Board Member Payment
- The Regulatory team
- Recognition of CHC's role in good governance

The Committee's Findings

The Challenges...

- Work to do on transparency and data
- Concerns about diversification
- Senior staff salaries

What next?

- Government response
- Review of diversification
- BM Payment
- Focus on data transparency



Data Recommendations

Recommendation 4. We recommend that the Welsh Government make provision for the availability of clear and comparable data sets to assist tenants in determining and challenging the position and policies of their Housing Association. We were impressed by the approach taken in this regard by the Scottish Housing Regulator and would urge the Welsh Government to take a similar approach.

Recommendation 9. We recommend that Welsh Government consider putting in place mechanisms for regular reporting and benchmarking of performance information to provide assurances on how well the sector is performing. We further recommend that this information should be available from a central website, along with other datasets as noted in Recommendation 4.

Government Response

Accepted - The Welsh Government will work collaboratively with the sector and key stakeholders, in particular tenants, to ensure appropriate data available by October 2018. As the data set for Wales is developed, we will ensure relevant learning from Scotland is incorporated. Please also see Recommendation 9.

Accepted – Benchmarking of sector performance will form part of the collaborative work set out in response to recommendation 4. It is our intention that data will be accessible from a single platform, potentially the Welsh Government website.

The Scottish Model



Landlord Report

How your landlord told us it performed in 2016/2017

2016/2017 Response

Graph of compared landlords Indicator	Expand / collapse previous years	East Lothian Council	Average of compared landlords	Difference from this average	Select up to 4 landlords to compare			
					Aberdeen Sorop ▼	Ark Housing Ass ▼	Irvine Housing A ▼	South Ayrshire C ▼
Homes and rents								
Total number of homes	+	8,645	2,651	5,994	15	277	2,209	8,104
Total rent due to be collected	+	£25,638,726	£10,227,174	£15,411,552	£56,476	£2,595,843	£9,025,412	£29,230,965
Percentage average weekly rent increase to be applied	+	5.0 %	3.0 %	2.0 %	5.0 %	2.0 %	3.0 %	2.0 %
Total number of 1 apartments	+	43	21	22	0	5	11	68
Average weekly rent for 1 apartments	+	£51.47	£65.85	£14.38	-	£82.46	£66.92	£63.99
Total number of 2 apartments	+	1,760	749	1,011	14	124	432	2,426
Average weekly rent for 2 apartments	+	£59.63	£69.68	£10.05	£73.48	£83.51	£71.21	£68.65
Total number of 3	+	1,427	1,111	2,302	1	08	1,021	2,455

Landlord report

How your landlord told us it performed in 2016/2017

East Lothian Council

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2016/2017.

Homes and rents

At 31 March 2017 your landlord owned 8,645 homes. The total rent due to your landlord for the year was £25,638,728. Your landlord increased its weekly rent on average by 5.00% from the previous year.

Size of home	Number owned	Average weekly rents		
		Your landlord	Scottish average	Difference
1 apartment	43	£51.47	£66.55	22.7%
2 apartment	1,760	£59.63	£71.67	16.8%
3 apartment	4,437	£58.41	£73.13	20.1%
4 apartment	2,185	£60.88	£79.42	23.3%
5 apartment	220	£62.27	£88.02	29.3%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- ▶ 81.7% said they were satisfied with the overall service it provided, compared to the Scottish average of 89.7%.
- ▶ 89.6% felt that your landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of 91.1%.
- ▶ 85.9% of tenants were satisfied with the opportunities to participate in your landlord's decision making, compared to the Scottish average of 83.8%.

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1. Social landlord contextual information
2. Lets
3. Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)
4. The number of lets during the reporting year by source of let (Indicator C8)
5. Types of tenancies granted for lets during the reporting year (Indicator C9)
6. Housing lists (Indicator C10)
7. Stock
8. The landlord's wholly owned stock (Indicator C14)
9. Stock by house types, apartment sizes and average weekly rents (Indicator C17)
10. The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)
11. 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)
12. Comments (Social landlord contextual information)
13. Overall satisfaction
14. Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
15. Comments (Overall satisfaction)
16. The Customer/Landlord relationship
17. Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)

A Welsh solution

- **What are the key principles that should underpin the data solution Welsh Government is developing?**

(Proportionality, quality assured data, sufficiently resourced, based on existing data, useful and accessible for tenants, useful in understanding performance and costs)

- **What data sets should be used for the tool?**

(Global accounts? Existing WG collections? LG Data Unit?)