

Housing Strategy and Development Briefing Note 15/13

Annual Charter Performance Report 2014/15

October 2015



Introduction

Welcome to a series of regular briefings prepared by the Housing Strategy and Development team on the big issues concerning housing. These briefings will be shared with staff, tenants and elected members and keep everyone up to date with regards the ever changing policy context that we are operating within.

The Housing Strategy and Development section is responsible for:-

- Providing the statutory strategic housing authority role within the local authority area;
- Strategic Housing Asset Management delivery;
- The delivery of the Council House New Build Programme and the delivery of the affordable Housing supply programme;
- Supporting the development of a culture of continuous improvement in Housing services and to facilitate opportunities to excel;
- Developing and implementing effective strategies for Housing and Community Safety Services within West Dunbartonshire;
- Developing the Council's housing strategy to ensure that it supports the delivery of our strategic priorities;
- Service development within Housing and Community Safety services; and Promoting effective management and the involvement of tenants across all aspects of Housing Services.

For further information on Housing Strategy and Development please telephone 01389 737889 or e-mail: housing.strategy@west-dunbarton.gov.uk

Annual Charter Performance Report 2014/15

1. Background:

The purpose of this briefing is to highlight the publication of our second Annual Scottish Social Housing Charter Performance Report for Tenants and Other Customers. The report highlights progress against the statutory outcomes and standards contained within the Scottish Social Housing Charter.

The Scottish Social Housing Charter came into force in April 2012 and outlines the outcomes and standards that all social landlords must achieve for their tenants and other customers.

All Scottish Social landlords through the introduction of the Charter have a requirement to carry out a comprehensive self-assessment of their performance against each of the Scottish Social Housing Charter Outcomes and publish an annual Charter performance report based on this assessment by 31st October each year.

2. Main Issues:

The Scottish Housing Regulator has set out guidelines in which the self-assessment responsibilities and performance report should be delivered and these include:

- An agreed approach with tenants;
- Tenants and customers having a prescribed and meaningful role in assessing performance;
- The approach must be publicised to tenants and customers; and
- Be able to demonstrate what has been done to involve tenants.

A Tenant/Officer Working Group led on the development of this work during 2013/14, and following wider consultation with tenants and customers produced our first annual report in October 2014. Further feedback in terms of style and content was provided and slight changes have subsequently been made for this year's report.

An assessment of performance against each Charter Outcome was carried out by staff from all service areas in conjunction with the west Dunbartonshire Scrutiny Panel, using performance information submitted to the Regulator as part of our Annual Return on the Charter (ARC).

This work informed our second annual report which has now been completed and which was published on our website on 30 October 2015. A copy is attached to this briefing note.

The report outlines many areas where the Council has performed well, such as:

- 100% of our housing stock now meeting the Scottish Housing Quality Standard;
- 95.7% of non-emergency repairs carried out Right First Time;
- 94.3% of repairs appointments kept;
- 93.1% of tenants are satisfied with the repairs and maintenance service;
- The reduction in the average length of time taken to re-let homes from 64 days to 47 days;
- 96% of tenants are satisfied with the standard of their home when moving in;
- 73% of all anti-social behavior cases being resolved within locally agreed target times; and
- The continued reduction in overall homelessness across West Dunbartonshire and the reduction in youth homelessness.

The report also highlights areas for improvement and outlines actions that are being taken to deliver these improvements.

3. What it means for WDC:

This annual report on the Scottish Social Housing Charter fulfills an element of the Council's requirements under the Scottish Social Housing Charter, and evidences continued improvements across housing services for the benefit of tenants and other customers.

The report will answer tenants' and other customers' questions about performance and like our first annual report published last year, lead to increased engagement, particularly in the newly developed scrutiny activities.

The publication of the report will be accompanied by a press release and highlighted by the Council via social media. The publication of last years' report led to a number of press enquiries and stories in the local press and it is anticipated that this will be the case again this year.

Housing staff have an awareness of how we are performing as a landlord and how they contribute to that performance. Service level performance information is shared on a monthly basis, with good practice being highlighted and shared and actions taken early to address areas of weakness.

This briefing helps highlight to staff the importance of an awareness of this annual report and its contents to ensure we are well prepared to answer any questions or enquires that may arise from tenants and other customers following publication.

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