

West Dunbartonshire Council Housing Services



Annual Charter Performance Report for Tenants and other Customers 2015/16





Foreword



Welcome to our third Annual Charter Performance Report for tenants and other customers. This report outlines how we have performed against the outcomes set out in the Scottish Social Housing Charter. The content and style of the report was chosen in partnership with tenants and I hope that it is received as positively as previous reports were.

As you would expect, it has been another busy year across housing services, as we continue to respond positively to the challenges of Welfare Reform and continue to deliver improved services.

Over the past 12 months, we have witnessed the housing service continue to improve with a renewed focus and energy on providing excellent and appropriate housing and related services.

Highlights during the past year include the completion of our new Council house development in Brucehill, Dumbarton, providing 37 much needed new homes for rent and the approval of our new 5 year Capital Investment Programme, which will deliver £114 million investment in our tenants homes.

Our commitment to quality was also reinforced as we became the first local authority in Scotland to introduce a design standard for all new build social housing, maximising energy efficiency benefits to all new social tenants.

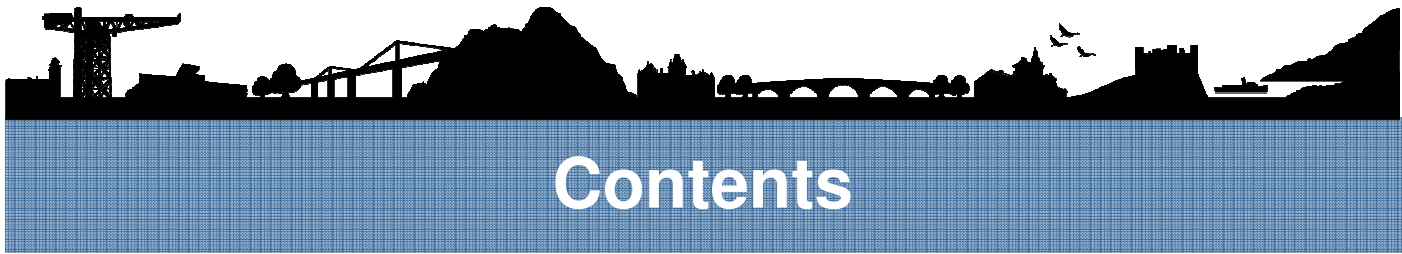
This report looks at our performance during 2015/16 and outlines how we have continued to deliver the standards and outcomes that tenants and other customers can expect in terms of the quality and value for money of the services they receive. Areas where we have performed well are highlighted and also areas where we need to improve. The report sets out some of the actions we will be taking during 2016/17 in order to respond positively to the challenges we face and ensure that our tenants and other customers are provided with good quality homes and other services.

We are striving to ensure that our service compares well and we become a top performing landlord across all of the Charter Outcomes, delivering both value for money and excellent customer service.

As always we welcome your opinion and would be happy for you to provide your views via the Housing Development team at HousingStrategy@west-dunbarton.gov.uk

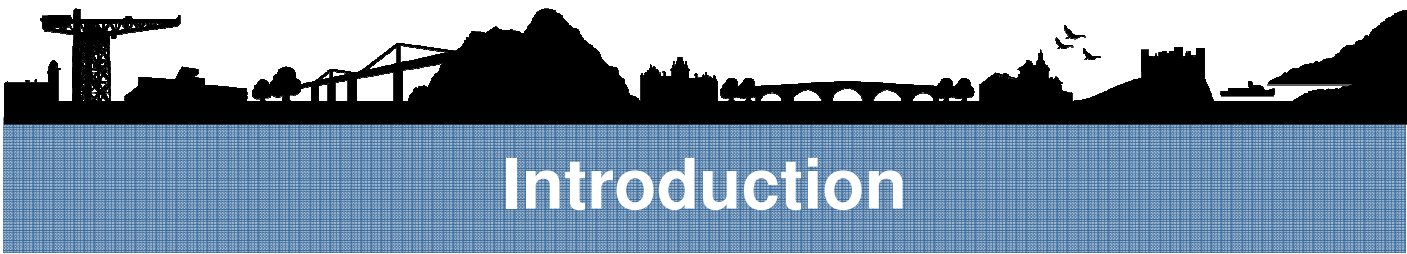
Peter Barry
Strategic Lead, Housing and Employability





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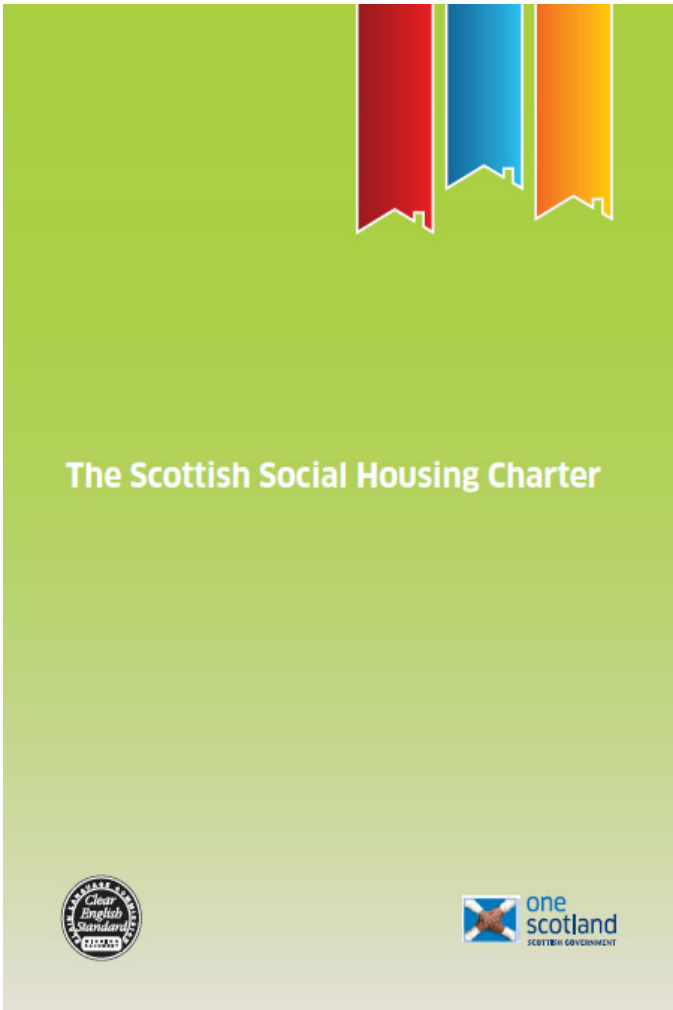


Introduction

In April 2012, the Scottish Government introduced the new Scottish Social Housing Charter (SSHC). The Charter sets out 16 outcomes and standards that the Scottish Government expects landlords should be delivering to their tenants and other service users.

From 2012 onwards, landlords have been expected to annually self-assess their performance against each of the Charter outcomes and report this to the [Scottish Housing Regulator](#) in May. This is called the Annual Return on the Charter or the 'ARC'.

In addition to reporting to the Regulator, the Council must also report its performance to its tenants and other service users by 31 October each year. This is our third annual report, and it tells you how Housing and Community Safety Services performed from April 2015 until March 2016.



It doesn't cover all 16 outcomes and standards, it focuses on those areas tenants have told us they are most interested in. The purpose of our report is to provide you with clear, accurate information about areas of our performance which you want to know about. We hope that it will encourage you to ask more detailed questions and provide more comments to help improve housing services.

We are keen to hear your views about the content and style of this report and you can do this by completing the form on page 19 or on our website at <https://www.surveymonkey.com/r/VWGKMZQ> or alternatively by using the QR code below





Key Achievements during 2015-16

- ◆ The continuation of the Council's new build programme which is delivering the highest standard of social housing in Scotland.
- ◆ The completion of our new development at Hillstreet Square/Napier Crescent in Brucehill, providing 37 new council homes for rent (pictured right)
- ◆ An unprecedented level of improvement works in Council housing, with our new Housing Capital Investment Programme providing investment of over £114m million over 5 years. This will ensure that our housing stock not only continues to meet the [Scottish Housing Quality Standard](#) but also meets the [Energy Efficiency Standard for Social Housing \(ESSH\)](#) by the Scottish Government's target of 2020.
- ◆ The introduction of a West Dunbartonshire design standard for affordable housing. West Dunbartonshire is the first local authority in Scotland to introduce a design standard for affordable housing.
- ◆ Continuing a demolition programme which is improving neighbourhoods and establishing regeneration opportunities across West Dunbartonshire
- ◆ Delivered the Scottish Social Housing Charter outcomes with evidenced performance improvements and increased customer satisfaction levels. Satisfaction levels have risen by 19% in the last three years.
- ◆ We have reduced the number of empty properties across West Dunbartonshire and introduced interventions such as annual tenants visits aimed at identifying tenants who need advice and support to remain in their homes.



West Dunbartonshire Scrutiny Panel

- ◆ Reviewing the service we provide to residents of our gypsy/traveller site and we aim to establish an agreed site standard in conjunctions with residents
- ◆ Continued to develop tenant scrutiny and increase opportunities for tenants to influence decision making processes.
- ◆ Continued to work in partnership to reduce homelessness across West Dunbartonshire. Homelessness has reduced by over 40% in the last 5 years



Tenant and Customer Involvement in this Report

The Scottish Social Housing Charter gives tenants a central role in assessing landlords performance. We share performance information throughout the year through our quarterly newsletter Housing News and on our website.

Our initial Annual Charter Performance Report, two years ago, was created with the help of a tenant working group. This working group reviewed each area of housing performance and discussed what areas the report should focus on. The working group also helped us decide on the colour, the symbols and the way the report is set out.






Tenant's input has remained central, with readers of the Housing News also able to have a say in relation to which performance areas they were most interested in and these all featured in the report.

We have received positive feedback about this report. As well as receiving a commendation from the [Scottish Housing Network \(SHN\)](#), as a good example of a clear and easy to understand report, we have also received positive feedback from tenants.





Based on this feedback we have made small changes to this years report, including reducing the use of jargon as much as possible. The annual report will continue to develop by taking into account the feedback tenants give us each year. You have an opportunity again this year so use the comment sheet at the end of the report and have your say, or use the QR code on page 3 or 19 to give us your views.

This report is based on an open and honest assessment about how housing services are performing in West Dunbartonshire. The [West Dunbartonshire Scrutiny Panel](#) have been closely involved in the development of the report and examined a draft version of this year's report and asked for clarification and for more information in certain areas. If you are interested in joining our Scrutiny Panel please use the contact details at the end of this report.

Tenants were involved in choosing a range of symbols used in our report to tell you how we are performing over time and compared to other landlords.

performance improved  performance declined  no change in performance 

ranking is shown in quarters ranging from top (best) to bottom (poor).

   
Top Quarter Second Quarter Third Quarter Bottom Quarter

What we aim for: Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides. Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.

Performance Indicator	2014/15	2015/16	Trend	Rank
% of tenants who feel that we are good at keeping them informed about services and decisions	76%	87.2%	↑	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	59%	67%	↑	



After being awarded a silver award from the [Tenant Participation Advisory Service \(TPAS\)](#) accreditation in February 2015 we are delighted to see the number of tenants satisfied with the opportunities given to them to participate in the decision making processes and the number who feel that we are good at keeping them informed about decisions and services both increasing.

Developments last year included working with tenants to review and update our Service Standards, publishing how we perform against these standards in the Housing News and carrying out several initiatives aimed at increasing the number of tenants on our Interested Tenants Register.

In addition to strengthening the influence of the West Dunbartonshire Tenants and Residents Organisation, the West Dunbartonshire Scrutiny Panel completed a report looking at the Repairs Services, making several recommendations all of which have been adopted.

Our Tenant Participation Strategy sets out the support and opportunities that exist for tenants to influence the services that are provided and we will update this strategy during 2016/17 in partnership with tenants.

Developments in 2016/17

We will review and update the housing content on WDC's website to improve communication with tenants and other customers


We will carry out comprehensive Tenant Satisfaction Survey to inform service delivery and improve satisfaction levels

We will develop an updated Tenant Participation Strategy in conjunction with tenants



Communication and Participation

A key focus of the Charter is Communication and Participation and what tenants think of their landlord. A comprehensive tenant satisfaction survey carried out in 2015, reported the highest ever tenant satisfaction levels with 84% of our tenants are satisfied with the overall service provided compared with 65% in 2010.

	Charter Indicator	2010	2013	2014	2015	Change 2013-15
Indicator 1 	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by WDC?	65%	72%	81%	84%	+12%

This positive trend in satisfaction measures is reflected in tenant attitudes towards the landlord

Statements about WDC Housing Services (Landlord)				
	2013	2014	2015	2013-2015 % change
My landlord provides an effective and efficient service	65%	73%	84%	+19%
My landlord is providing the service I expect from my landlord	70%	78%	82%	+12%
My landlord treats its residents fairly	74%	77%	87%	+13%
My landlord has friendly and approachable staff	80%	81%	90%	+10%

Feedback from tenants following the publication of our first Charter Performance Report in 2014, said they would like to know more about complaints that are made. The table below outlines the complaints that were received by Housing Services during 2015/16. The table shows the numbers that were withheld and the numbers responded to within our target timescales.

We take complaints seriously and use the feedback provided by tenants and other customers to improve services where this is appropriate.

	Stage 1	Stage 2
Complaints received	247	28
Complaints upheld	132	13
Complaints responded to within target timescale	163 (5 days)	17 (20 days)





Outcome
4

The Quality of Housing

What we aim for: tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015, and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair

Performance Indicator	2014/15	2015/16	Trend	Rank
% of Council's housing stock meeting the Scottish Housing Quality Standard	87.9%	86%	↓	
% of existing tenants satisfied with the quality of their home	80%	81%	↑	
% of tenants satisfied with the standard of their home when moving in	96%	84%	↓	

Meeting the Scottish Housing Quality Standard has been a considerable achievement and is the culmination of the Capital Investment in our housing stock following the Council's stock retention decision in June 2012.

The majority of the 14% of our housing stock not meeting the Scottish Housing Quality Standard are properties where works are not being carried out due to owner or tenant refusals of work. We have a targeted programme to encourage those to reconsider refusals and complete work to reduce this number.

In addition to ensuring that all our homes continue to meet the Scottish Housing Quality Standard, we are on target to meet the new Energy Efficiency Standard for Social Housing by 2020.



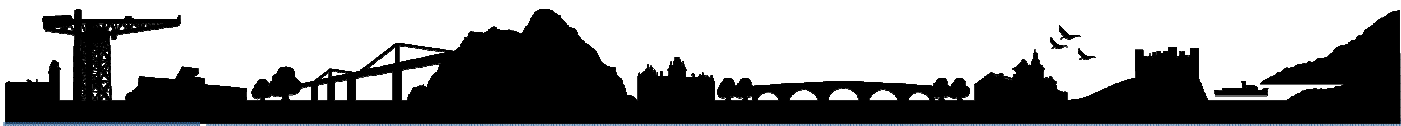
This standard aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases and will make a significant contribution to reducing carbon emissions set out in the Climate Change (Scotland) Act 2009.

During 2015/16 we also became the first local authority in Scotland to develop a West Dunbartonshire design standard for all new build homes for rent, which will achieve higher energy efficiency standards and provide warmer homes for tenants of new build properties.

Developments in 2016/17

We will carry out a review of our re-let standard, in conjunction with tenants, in response to the drop in the percentage of tenants satisfied with the quality of their new home.

We will invest £114m million over the next 5 years, which will ensure that our housing stock not only continues to meet the SHQS and the EESSH, but will also meet the needs and aspirations of our tenants



Outcome

5

Repairs, Maintenance and Improvements

What we aim for: *Tenants' homes are well maintained; with repairs and improvements carried out when required, and tenants are given reasonable choices when work is done*

Performance Indicator	2014/15	2015/16	Trend	Rank
Average length of time taken to complete emergency repairs	3.84 hours	3.81 hours	↑	
Average length of time taken to complete non-emergency repairs	9.55 days	10.58 days	↓	
% of reactive repairs carried out in the last year completed right first time	95.7%	94.5%	↓	
% of repairs appointments kept	94.3%	92.3%	↓	
% of tenants satisfied with the repairs and maintenance service	93.1%	92.7%	↓	

Ensuring that we deliver a high quality repairs service is a key priority and the most important service for our tenants and other customers, when they are asked what their priorities are.

Whilst our performance has slipped slightly against some indicators in 2015/16, we still perform well against most measures when compared with other landlords and have plans in place to ensure that our performance continues to improve.



Developments in 2016/17

We will develop and implement an improvement plan based on the feedback we have received from tenants when we carried out an in-depth satisfaction survey during 2015/16.

We will deliver a new Integrated Housing Management System for housing services, which will deliver efficiencies and enhance the customer experience for our tenants and other customers

We will take actions to reduce the average number of days to carry out non-emergency repairs.



**Outcome
6**

Managing our estates, anti-social behaviour, neighbour nuisance and tenancy disputes

What we aim for: Tenants and other customers live in well maintained neighbourhood where they feel safe.

Performance Indicator	2014/15	2015/16	Trend	Rank
% of tenants satisfied with the management of the neighbourhood they live in	78%	80.4%	↑	
% of anti-social behaviour cases resolved within locally agreed targets	73%	82%	↑	

Ensuring that tenants and other customers live in well maintained neighbourhoods where they feel safe is a key objective and it is positive that the percentage of tenants satisfied with the management of the neighbourhood has increased again since last year.

The number of cases of anti-social behaviour resolved within target timescales has also increased for the second year in a row and this follows actions taken to reduce the time taken to deal with serious cases of anti-social behaviour which end in legal action.

Developments in 2016/17

We will take actions to further improve rates of Customer Satisfaction including:

- increasing the support available to complainants
- ensuring customers are kept fully up to date and aware of all actions being taken
- an increase in the use of early intervention measures and joint work with Police Scotland
- Customer Service training for all staff



We have on-going plans to improve how we tackle fly-tipping, dog fouling and litter offences and we will take immediate action against those who discard items of waste irresponsibly within our estates.



Outcome
10

Access to Social Housing

What we aim for: people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Local Indicators	2014/15	2015/16	Trend
Average time to assess housing applications	4.5 days	4 days	↑
% of medical assessments assessed within 28 day target	79%	54%	↓

We are committed to ensuring that people find it easy to apply for the widest choice of housing available and which meets their needs. In addition to being given information about their prospects of being housed by the council, our application pack provides information about how homes are allocated and information about a range of housing options, including [Homeswapper](#), our mutual exchange scheme and information about properties held by local housing associations.

During 2015/16, the average time taken for applications to become active on the housing waiting list from the time a housing application was submitted was reduced to 4 days.

Disappointingly, the percentage of medical applications being assessed within our 28 day target decreased and as a result we have reviewed this process and ensured that additional resources have been put in place to assess medical applications more promptly, which should result in improvements during 2016/17.



	2015/16
Total number of properties	10748
Total number of lets in the year	939
Total number on waiting list	3664

**Developments in
2016/17**

We will improve the information we provide to customers in relation to annual lets that are made across the authority.

We will develop processes to improve our mutual exchange scheme.



Outcome
11

Helping People Stay in their Homes

What we aim for: that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and other organisations.

Performance Indicator	2014/15	2015/16	Trend	Rank
% of all new tenants housed in 2014/15 who were still in their tenancy 12 months later	87.3%	86.8%		

Identifying tenants that need support to remain in their homes and ensuring that this support is provided is a key priority.

Initiatives such as new tenant visits and annual tenant visits have been introduced, however the **tenancy sustainment rate** has not improved.

Further initiatives are currently being developed and these will lead to improvements during 2016/17.

Last year we carried out 335 medical adaptations in tenants' homes, with the average time taken to carry out an adaptation reducing from 39 to 38 days.

Developments in 2016/17

We will review and update our abandoned house procedure

We will review and update our approach to new tenant and annual visits.

We will improve our links with partner agencies to support tenants at risk of losing their home.

Performance Indicator	2014/15	2015/16	Trend
Number of tenancies ending — with notice given	711	745	
Number of tenancies ending — being abandoned	119	132	
% of WDC tenancies ending with notice, ended for negative reasons	24%	19%	
Average time to complete medical adaptations	39 days	38 days	



Outcome
12

Homeless People

What we aim for: *homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed, and are offered continuing support to help them get and keep the home they are entitled to.*

Performance Indicator	2014/15	2015/16	Trend	Rank
% of people satisfied with the quality of temporary accommodation	85.7%	90.2%	↑	
% of temporary accommodation offers refused	7.5%	4.2%	↑	

The implementation of our Homelessness Strategy 2013/16 has seen the overall level of homelessness in West Dunbartonshire continue to fall and incidences of youth homelessness also reduce. There is a need for further increased focus on prevention and the strategy is currently being reviewed and refreshed to continue improvements already delivered in this area.

Our temporary accommodation strategy aims to provide good quality accommodation which meets the needs of homeless households. Satisfaction with the quality of temporary accommodation being provided has increased to over 90% with refusals of accommodation reducing to just 4.2% during 2015/16.

Our Homeless Service provides people with prompt and easy access to help and advice. However, during 2015/16 the percentage of applications where a decision was made within 28 days reduced, whilst the level of repeat homelessness increased slightly. Actions have already been developed aimed at improvements in these areas.

Developments in 2016/17

We will develop and implement actions aimed at reducing the level of repeat homelessness

We will develop and implement actions aimed at increasing the % of cases assessed with our 28 day target

We will review and update West Dunbartonshire Homelessness Strategy

Local Indicator	2014/15	2015/16	Trend
Number of young people presenting as homeless in West Dunbartonshire	382	381	↑
% of homeless cases re-assessed within 12 months (repeat homelessness)	10.1%	10.5%	↓
% of homeless applications given a decision within 28 days	96%	86%	↓



Outcome
13

Value for Money

What we aim for: *tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay. Social Landlords set rents and service charges in consultation with their tenants and other customers*

Performance Indicator	2014/15	2015/16	Trend	Rank
% of tenants who feel that the rent for their property represents good value for money.	73%	68%		
Rent collected as percentage of total rent due in the reporting year.	97.4%	102.4%		
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	9.55%	10.89%		
% of rent due lost through properties being empty during the last year.	1.02%	1.47%		
Average length of time taken to re-let properties in the last year.	47 days	50 days		

Whilst the overall rent collected (current rent due as well as arrears collected) increased during 2015/16, the proportion of tenants satisfied that the rent for their property represents good value for money decreased slightly and the average time taken to re-let a property increased slightly.

Welfare Reform continues to pose a challenge, however we have developed detailed action plans relating to how we deal with empty properties and how we tackle issues in relation to rent collection and it is hoped this will lead to improvements in 2016/17.

If you are in arrears, please let us help you. Contact us now by phone on **01389 737788** or by e-mail at **corporatedebtteam@west-dunbarton.gov.uk**

Developments in 2016/17

We will develop and implement a Rent Collection publicity campaign

We will maximise the use of Discretionary Housing Payments

We will develop online benefit forms to ensure housing costs are covered at the earliest opportunity

We will develop and implement initiatives aimed at reducing the time taken to let empty properties.



Outcomes

14,15

Rents and Service Charges

What we aim for: social landlords set rents and service charges in consultation with their tenants and other customers.

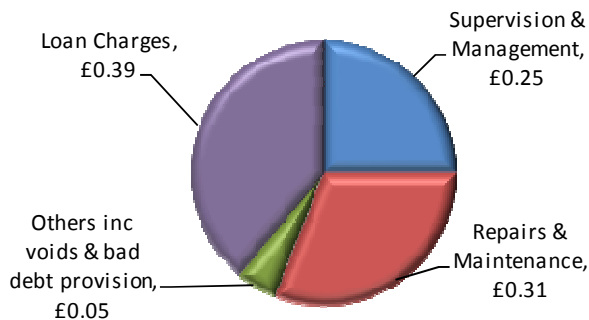
	2 Apt	3 Apt	4 Apt	5 Apt
WDC average rent	£69.01	£71.08	£75.40	£80.42
Scottish average rent	£70.39	£71.55	£77.66	£85.98

Our average rent in 2014/15 remained below the national average.

All tenants want to live in good quality, energy efficient homes in well maintained neighbourhoods where they feel safe. For this reason, we continue to invest heavily in both our housing capital programme and our new council house building programme and employ housing officers to manage estates, promote successful tenancy sustainment and tackle anti-social behaviour.

We are currently investing in new technology so that the housing service becomes even more efficient, allowing more repairs to be done in a day and officers to spend more time within the communities they serve.

How do we spend your money?
Each £1 of your rent was spent in the following way in 2015/16:



We strive to keep our costs as low as possible and carry out a rent consultation process annually in conjunction with tenants. This focuses on the Council's plans to both meet and maintain the Scottish Housing Quality Standard and the new Energy Efficiency Standard for Social Housing, alongside our ambitions to improve our communities. Various options are looked at and discussed with tenants and proposals developed which are then agreed by the Council.

Supervision and Management: employee costs, administration costs (this also includes payments to other departments for example financial services, computer systems, human resources, corporate communications, architectural services) and property costs.

Repairs and maintenance: the costs for day to day jobbing repairs carried out across all properties and costs associated with adaptations.

Other expenditure including voids: costs associated with arrears and the collection of rents, bad debt provision (funds required to account for rents and debt accounts which are not paid to the Council) and Council Tax on empty homes.


Loan Charges: the interest and principal repayments on money we have borrowed to carryout major works and improvements (e.g. cladding, kitchens, bathrooms, roofs).



Outcome
16

Services for Gypsies/Travellers

What we aim for: that sites are well maintained and managed

Performance Indicator	2013/14	2015/16	Trend	Rank
% of gypsies/travellers satisfied with the landlord's management of the site	0%	44%	↑	

There is one permanent gypsy traveller site in West Dunbartonshire which has 20 pitches with a stable, settled community.

The percentage of gypsies/travellers satisfied with our management of the site has improved significantly since 2013/14. Site residents now have identified housing officers to engage with and we have ensured that the residents have been fully involved in improvement works carried out on the site

During 2015/16 major works were completed at the site, including new hard standing, dry stores and fencing.

We will continue to develop engagement with site residents and build on their increased confidence and trust in the Council. This will ensure resident satisfaction that the site is well maintained and managed continues.

Developments in 2016/17

We will establish an agreed site standard in conjunction with site residents

We will update the existing occupancy agreement in use for the site to ensure that it reflects Scottish Government guidance on core rights and responsibilities

We will produce a revised tenant handbook for residents of the gypsy traveller site





Glossary



Scottish Housing Regulator	Regulates all social landlords and the landlord and homelessness services of local authorities, protects the interests of current and future tenants and other service users
Tenant Participation Advisory Service (TPAS)	TPAS is a national tenant and landlord participation advisory service which promotes good practice in tenant participation throughout Scotland for both tenants and landlords
Tenant Participation Strategy	Our Tenant Participation Strategy sets out our commitment to developing effective consultation and involvement so that by working with our tenants we can continuously improve our housing conditions and services.
HomeSwapper	HomeSwapper is used to help promote and administer our mutual exchange scheme and is a quick and easy way that tenants can find a home to swap.
Tenancy sustainment rate	The percentage of new tenants who maintain a new tenancy for at least a period of 12 months.
Consultation	Tenant consultation means having a chance to comment on proposals prepared by the landlord before a decision is taken



Glossary

<p>Energy Efficiency Standard for Social Housing (EESH)</p>	<p>The Energy Efficiency Standard for Social Housing is a mandatory standard for social landlords to meet by 2020. It will succeed the energy targets and guidance in the Scottish Housing Quality Standard (SHQS). The Standard aims to improve the energy efficiency of social housing and reduce energy consumption, fuel poverty and the emission of greenhouse gases.</p>
<p>Scottish Housing Quality Standard</p>	<p>The Scottish Housing Quality Standard (SHQS) is the main measure of housing quality that is used to establish if properties reach the required minimum set out by the Scottish Government. The SHQS was introduced in February 2004 and social landlords had until April 2015 to bring their houses up to the Standard.</p>
<p>West Dunbartonshire Scrutiny Panel</p>	<p>A formal body made up of tenants and others which serves as the hub for the range of scrutiny activity and focal point for assessing performance and holding the Council to account.</p>
<p>Scottish Housing Network (SHN)</p>	<p>Set up in 1995 the Scottish Housing Network is a consortium of local authority and housing association landlords working together to drive up performance, meet the demands of Best Value and deliver quality services by means of benchmarking, peer review, good practice exchange and information sharing.</p>





What do you think?

Please take a few minutes to tell us what you think about this Annual Report by completing our short questionnaire. This can be done online at <https://www.surveymonkey.com/r/VWGKMZQ> or by using the QR code on the right.



Alternatively, you can complete this page and return it to:
West Dunbartonshire Council, Housing Strategy Development Team,
FREEPOST SCO6367, Dumbarton, G82 3BR.

1. How satisfied are you with the design and layout of this report?

Very satisfied/Fairly satisfied/Neither or/ Fairly dissatisfied/Very dissatisfied

2. How satisfied are you that this report is easy to read and understand?

Very satisfied/Fairly satisfied/Neither or/ Fairly dissatisfied/Very dissatisfied

3. How satisfied are you that this report is useful in informing you about how we are performing?

Very satisfied/Fairly satisfied/Neither or/ Fairly dissatisfied/Very dissatisfied

4. Which information did you find particularly useful or not useful?

.....
.....

5. What other information would you like to see in a future annual report?

.....
.....

Thank you for your feedback



This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

If you need this information in a different format please do not hesitate to contact us.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔