

# SCOTTISH SOCIAL HOUSING CHARTER

Annual performance report summary  
for tenants and other customers



Copies of the full Charter report can be obtained from your local library or from the Council's website. We will send you a copy if you contact us on 01389 737281 or email: housingnews@west-dunbarton.gov.uk

The performance indicators included in this summary report were chosen by tenants



In April 2012, the Scottish Government introduced the new Scottish Social Housing Charter. The Charter sets out the 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 its performance to its tenants and other service users by 31 October each year.

This is a summary of our third annual report, and it tells you how Housing Services performed from April 2015 until March 2016.

## Communication and Participation

*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.

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 develop an updated Tenant Participation Strategy in conjunction with tenants

	2014/15	2015/16	Trend	Rank
% of tenants who feel 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%	↑	🏠

## Repairs, Maintenance and Improvements

*What we aim for:* West Dunbartonshire Council aims to ensure that tenants' homes are well maintained, with repairs and improvements carried out when required and with a reasonable choice about when work is done.

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

	2014/15	2015/16	Trend	Rank
Average length of time taken to complete emergency repairs	3.84 hours	3.8 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%	↓	🏠



## Neighbourhood and Community

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

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 full 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

	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%	↑	

## 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.

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

	2014/15	2015/16	Trend
Average time to assess housing applications	4.5 days	4 days	↑
% of medical assessments assessed	79%	54%	↓
Total number of properties		10,748	
Total number of lets in the year		939	
Total number on waiting list		3,664	

## 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.

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



	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	↑

## 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.

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






	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%	↑	

## 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.

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

	2014/15	2015/16	Trend	Rank
% of all 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 % of rent due for the reporting year	9.55%	10.89%	↓	
% of rent due lost through properties being empty	1.02%	1.47%	↓	
Average length of time taken to re-let properties	47 days	50 days	↓	

If you are interested in learning more about how we assess our performance or want to be involved in some of the tenant scrutiny activities being developed, please contact either Stefan Kristmanns (01389 737545) or Jane Mack (01389 757281) at the Housing Development team or email [stefan.kristmanns@west-dunbarton.gov.uk](mailto:stefan.kristmanns@west-dunbarton.gov.uk) or [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk)