

# How are we performing against our Service Standards?

The commitment to develop Service Standards across housing services was part of our response to the Scottish Social Housing and our commitment to increase tenant involvement in the scrutiny of our services.

Following an invitation in the autumn 2013 edition of the Housing News, tenants and staff got together and worked closely to develop standards which are clear and easy to understand and easily measurable so we can report back to tenants about how we are performing.

The standards were reviewed and updated in 2016 and we committed to report performance regularly to tenants via the Housing News and via the Council's website. Our performance against these Service Standards since their introduction is outlined below:

More information about our Service Standards can be found on the Council's website at:

<http://www.west-dunbarton.gov.uk/council/performance-and-spending/housing-and-community-safety/service-standards/>

## Access to Social Housing

**West Dunbartonshire Council aims to ensure that 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 we allocate homes and their prospects of being housed.**

In respect of our **Access to Social Housing** our promise is that:

- We will aim to register and make an initial assessment of all housing applications within 5 working days
- We will aim to ensure that medical applications are assessed within 28 days
- We will ask you how satisfied you are and demonstrate how we have used your feedback to improve our services



|  | 2015/16 | 2016/17  | Trend |
|--|---------|----------|-------|
| Average time to assess housing applications                | 4 days  | 3.9 days | ↑     |
| % of medical assessments assessed within 28 day target     | 54%     | 42.5%    | ↓     |
| % of new tenants satisfied with the Lettings Service       | 91%     | 90.5%    | ↓     |
| % of tenants satisfied with the standard of their new home | 84%     | 86.6%    | ↑     |

## Estate Management and Anti-Social Behaviour Service

**West Dunbartonshire Council aims to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe.**

In respect of **Estate Management and Anti-social Behaviour Service** our promise is that:

- We will aim to resolve complaints of anti-social behaviour within our locally agreed target time
- We will aim to ask you how satisfied you are and demonstrate how we have used your feedback to improve our services



|  | 2015/16 | 2016/17 | Trend |
|--|---------|---------|-------|
| Percentage of anti-social behaviour cases resolved within locally agreed targets | 82%     | 70%     | ↓     |
| Percentage of tenants satisfied with the Anti-Social Behaviour Service           | 89.4%   | 87.9%   | ↓     |

## Value for Money

**West Dunbartonshire Council aims to ensure that tenants and other customers receive services that provide continually improving value for the rent and other charges that they pay.**

**This includes minimising the time houses are empty; managing arrears effectively; controlling costs; and giving better value for money by increasing the quality of services with minimum extra costs to tenants, owners and other customers.**

Our promise is that:

- We will aim to let empty homes as quickly as possible to reduce the rent lost to the Council
- We will aim to collect rent efficiently and manage arrears effectively



|  | 2015/16   | 2016/17   | Trend |
|--|-----------|-----------|-------|
| Average length of time to re-let properties          | 50.3 days | 46.1 days | ↑     |
| Percentage of tenancy offers refused                 | 62%       | 52%       | ↑     |
| Gross rent arrears as a percentage of total rent due | 10.89%    | 10.15%    | ↑     |
| Rent collected as a percentage of total rent due     | 102.38%   | 100.2%    | ↓     |

## Homeless Service Standards

West Dunbartonshire Council provides a service for homeless people 24 hours a day, 365 days a year.

We aim to ensure that homeless people get prompt and easy access to help and advice, are provided with suitable good quality temporary accommodation and are offered support to help get and keep a home.

In respect of our **Homeless Service Standards** our promise is that:

- If you have nowhere to stay we will offer you temporary accommodation
- We will aim to let you know about the outcome of your homeless application within 28 days of your first interview
- Where appropriate, we try to make you a reasonable offer of housing within 90 days
- We will ask you how satisfied you are and demonstrate how we have used your feedback to improve our services

|   | 2015/16 | 2016/17 | Trend |
|---|---------|---------|-------|
| Percentage of households requiring temporary accommodation to whom an offer of housing was made | 99%     | 100%    | ↑     |
| Percentage of people satisfied with the quality of temporary accommodation                      | 90.2%   | 77.8%   | ↓     |
| Percentage of all homeless cases given a decision about their application within 28 days        | 86%     | 99%     | ↑     |
| Number of homeless applicants waiting over 90 days for the offer of permanent accommodation     | 1       | 0       | ↑     |
| Percentage of customers satisfied with the Homeless Service                                     | 96.1%   | 86.2%   | ↓     |



## Repairs, Maintenance and Improvements

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 the work is done.

In respect of our **Repairs, Maintenance and Improvements Service** our promise is that:

- We will aim to carry out repairs quickly and within our locally agreed target timescales
- We will aim to ensure that repairs are completed Right First Time
- We will aim to keep repairs appointments when these are made
- We will aim to carry out an annual gas safety check in all properties where this is required
- We will ask you how satisfied you are and demonstrate how we have used your feedback to improve our services

|   | 2015/16    | 2016/17    | Trend |
|---|------------|------------|-------|
| Average length of time taken to complete emergency repairs                                  | 3.81 hours | 3.91 hours | ↓     |
| Average length of time taken to complete non-emergency repairs                              | 10.58 days | 7.17 days  | ↑     |
| Percentage of reactive repairs completed Right First Time                                   | 94.5%      | 87.8%      | ↓     |
| Percentage of repairs appointments kept   | 92.3%      | 85.4%      | ↓     |
| Percentage of annual gas safety checks carried out in all properties where this is required | 99.4%      | 100%       | ↑     |
| Percentage of tenants satisfied with the repairs and maintenance service                    | 92.7%      | 93.6%      | ↑     |



## Tenancy Sustainment

West Dunbartonshire Council aims to ensure 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 by other organisations.

Our promise is that:

- If we see that you have support needs we will aim to provide you with information about the support you can get to help you stay in your home
- If required, we will aim to visit you within 21 days of your date of entry to make sure you are settling in and answer any questions you may have
- We will aim to reduce the number of abandoned properties
- We will aim to carry out any adaptations required to help you stay in your home, quickly and efficiently

|  | 2015/16 | 2016/17 | Trend |
|--|---------|---------|-------|
| Percentage of all new tenants housed who were still in their tenancy 12 months later | 86.8%   | 88.4%   | ↑     |
| Percentage of new tenant visits arranged, carried out within 21 day target           | 42%     | 35%     | ↓     |
| Number of abandoned properties   | 132     | 84      | ↑     |
| Average time taken to complete medical adaptations                                   | 38 days | 92 days | ↓     |

