

SCOTTISH SOCIAL HOUSING CHARTER

Annual performance report summary
for tenants and other customers



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 fifth annual report, and it tells you how Housing Services performed from April 2017 until March 2018.

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.

	2016/17	2017/18	Trend	Rank
% of tenants who feel we are good at keeping them informed about services and decisions	87.2%	84.5%	↓	🏠
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	67%	79.1%	↑	🏠

Developments in 2018/19

- We will implement Year 2 of our Tenant Participation Strategy
- We will continue to improve the Complaints Handling process
- We will continue to support tenants and residents associations across West Dunbartonshire and increase the opportunities for tenants to become involved

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.

	2016/17	2017/18	Trend	Rank
Average length of time taken to complete emergency repairs	3.91 hours	3.67 hours	↑	🏠
Average length of time taken to complete non-emergency repairs	7.17 days	7.08 days	↑	🏠
% of reactive repairs carried out in the last year completed right first time	87.8%	88.1%	↑	🏠
% of repairs appointments kept	85%	86%	↑	🏠
% of properties that had a gas safety check completed by the anniversary date	100%	99.13%	↓	🏠
% of tenants satisfied with the repairs and maintenance service	93.6%	92.3%	↓	🏠

Developments in 2018/19

- Develop and implement an improvement plan to ensure that 100% of properties have a gas safety check within the required anniversary date
- We will implement new technology to improve our appointment system

Neighbourhood and Community

What we aim for:

Tenants and other customers live in well maintained neighbourhoods where they feel safe.

% of tenants satisfied with the management of the neighbourhood they live in

2016/17

80%

2017/18

80%

Trend



Rank



% of anti-social behaviour cases resolved within locally agreed targets

70.5%

81.4%

Trend



Rank



Developments in 2018/19

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

- We will review the Greenspace services and publicise expected service levels widely
- We will continue to implement our zero tolerance approach to domestic abuse via our "No Home for Domestic Abuse" approach
- In conjunction with tenants, we will review and update target timescales in place for resolving cases of anti social behaviour

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.

Average time to assess housing applications

2016/17

3.9 days

2017/18

4.2 days

Trend



% of medical assessments assessed

42%

28%

Trend



Total number of properties
Total number of lets in the year
Total number on waiting list

10,485

907

3,810

Developments in 2018/19

- We will take action to increase the number of medical applications assessed within target
- We will maximise the use of mutual exchanges where appropriate
- We will carry out the annual review of the nomination process in place with local housing associations

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.

% housed who maintained their tenancy for at least 12 months

2016/17

88.4%

2017/18

88.5%

Trend



Rank



Average time to complete medical adaptations

92.3 days

90.3 days

Trend



Rank



Developments in 2018/19

- We will continue to take action to reduce time taken to complete medical adaptations
- We will continue to develop initiatives aimed at supporting tenants to remain in their homes

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.

% of people satisfied with the quality of temporary accommodation

2016/17

77.8%

2017/18

83%

Trend



Rank



% of temporary accommodation offers refused

5.1%

2.4%

Trend



Rank



% of households requiring temporary accommodation to whom an offer was made

100%

100%

Trend



Rank



Developments in 2018/19

- We will implement Year 2 of our Homelessness Strategy "More than a Roof"
- We will develop a 5 year Rapid Rehousing Transition Plan
- We will review and update our Hospital Discharge Protocol
- Review Homelessness and Homelessness Prevention service delivery to ensure we meet service objectives

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.

Rent collected as percentage of total rent due in the reporting year

2016/17

100.2%

2017/18

100.4%

Trend



Rank



Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year

10.15%

8.72%

Trend



Rank



% of rent due lost through properties being empty

1.05%

0.9%

Trend



Rank



Average length of time taken to re-let properties

46.1 days

35.6 days

Trend



Rank



Developments in 2018/19

- We will continue to develop our approach to early intervention aimed at tackling arrears
- We will implement a comprehensive mitigation plan for the rollout of Universal Credit
- We will continue our "Every Day Counts" approach with the aim of further reducing the length of time properties are empty.

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 or jane.mack@west-dunbarton.gov.uk