

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 Charter 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. Further engagement was carried out with tenant representatives during August and September 2019 to review and update these Service Standards to ensure they reflect what tenants have told us is important to them. Performance against these standards is reported regularly to tenants via the Housing News and the Council's website. Our performance against these Service Standards in 2024/25 is outlined below:

More information about our Service Standards can be found on the Council's website at:
<https://www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information/service-standards/>

Key ● = target met or exceeded ● = almost there (less than 10% out) ● = target missed

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.

Our promise is that:

- we will aim to register and make an initial assessment of all housing applications within 4 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



	2024/25 Q1 value	2024/25 Q2 value	2024/25 Q3 value	Q3 target	Q3 target met
average time to assess housing applications	7.0 days	7.9 days	1.6 days	4 days	●
% of medical assessments assessed within 28 day target	60%	43%	26%	80%	●

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.

Our promise is that:

- we will aim to resolve complaints of anti-social behaviour



	2024/25 Q1 value	2024/25 Q2 value	2024/25 Q3 value	Q3 target	Q3 target met
% of anti-social behaviour cases resolved	86.0%	105%	100%	96%	●

Value for Money

West Dunbartonshire Council aims to ensure that tenants, owners 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 cost 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



	2024/25 Q1 value	2024/25 Q2 value	2024/25 Q3 value	Q3 target	Q3 target met
average length time to re-let properties	28.9 days	27.6 days	21.7 days	30 days	●
% of Council rent that was lost due to houses remaining empty	0.84%	0.71%	0.69%	1.0%	●
gross rent arrears as a % of total rent due	10.1%	9.9%	10.1%	9.3%	●

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.

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
- we will take action to minimise the level of repeat homelessness in West Dunbartonshire
- we will ask you how satisfied you are and demonstrate how we have used your feedback to improve our services

	2024/25 Q1 value	2024/25 Q2 value	2024/25 Q3 value	Q3 target	Q3 target met
% of households requiring temporary accommodation to whom an offer was made	100%	100%	100%	100%	●
% of all homeless cases given a decision about their application within 28 days	98.5%	99.1%	99.2%	95%	●
% satisfied with the quality of temporary or emergency accommodation	82%	82.4%	87.5%	81.4	●



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 work is done.

Our promise is that:

- we will aim to carry out repairs quickly
- 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

	2024/25 Q1 value	2024/25 Q2 value	2024/25 Q3 value	Q3 target	Q3 target met
Average length of time taken to complete emergency repairs	4.8 hrs	4.9 hrs	5.1 hrs	4 hrs	●
Average length of time taken to complete non-emergency repairs	12.7 days	13.4 days	10.7 days	10 days	●
% of reactive repairs completed right first time	85.0%	87.7%	97.9%	91%	●
% of repairs appointments kept	91.5%	92.5%	92.7%	93%	●
How many times in the reporting period did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas	0	0	0	0	●
% of tenants satisfied with the repairs and maintenance service	88.9%	88.3%	88.7%	87.5%	●



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
- we will aim to carry out any adaptations required to help you stay in your home, quickly and efficiently

	2024/25 Q1 value	2024/25 Q2 value	2024/25 Q3 value	Q3 target	Q3 target met
% of all new tenants housed in who were still in their tenancy 12 months later	90.7%	91.8%	92.2%	93.3%	●
the average time to complete adaptations	47 days	44 days	35 days	44 days	●

