

COMMITTEE	Housing & Environment
DATE	26 th August 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Scottish Social Housing Charter and Annual Report to Tenants
REPORT NUMBER:	H&E/14/056
CHECKLIST RECEIVED	Yes

1. PURPOSE OF REPORT

This report provides details of Aberdeen City Council's performance as required by the Scottish Social Housing Charter and includes information on the preparation of the first Annual Report to Tenants as well as the key findings from the Tenants Satisfaction Survey.

2. RECOMMENDATION(S)

It is recommended that Committee note the contents of this report, the work undertaken on the first Annual Report to Tenants and note that a presentation on the Tenants Satisfaction Survey is scheduled for 2nd September 2014.

3. FINANCIAL IMPLICATIONS

The introduction of Scottish Housing Charter required a Tenants Satisfaction Survey to be commissioned which is likely to be undertaken on a 3 yearly cycle. The Annual Report to Tenants will be made available to all tenants. The costs of these actions will be funded from the Housing Revenue Account.

4. OTHER IMPLICATIONS

Once the full details from the Tenants Satisfaction Survey and performance details for other landlords is available further analysis of our performance will be undertaken in order to identify specific actions which need to be taken to help improve our performance.

5. BACKGROUND/MAIN ISSUES

The Scottish Social Housing Charter (the Charter)

The Charter was approved by resolution of the Scottish Parliament in 2012. It has effect from 1 April 2012 and continues to have effect until the Parliament approves a revised Charter. The Charter replaces the performance standards contained in the guidance that the Scottish Ministers issued under section 79 of the Housing (Scotland) Act 2001 in November 2006.

It does not replace any of the legal duties that apply to social landlords, but in a number of cases the outcomes describe the results that social landlords should achieve in meeting their legal duties.

The Scottish Social Housing Charter sets the service outcomes and Standards which social landlords i.e. Local Authorities and RSLs, should be delivering to their tenants and other customers. The Charter will help to improve the quality and value of the services that social landlords deliver for their tenants and other customers and supports the Scottish Government's strategic objective of a safer and stronger Scotland. It will do so in the following ways:

- By providing tenants and other customers with a clear statement of what they can expect from social landlords, and helping them to hold landlords to account;
- It will focus the efforts of social landlords on achieving outcomes that matter to their tenants and other customers;
- It will provide the basis for the Scottish Housing Regulator (the Regulator) to assess and report on how well landlords are performing. This will enable the Regulator, tenants and other customers, as well as social landlords to identify areas of strong performance and areas where improvement is needed.

The Charter is set out in 7 sections covering the following housing services:

- Equalities;
- Customer / Landlord Relationship;
- Housing Quality and Maintenance;
- Neighbourhood and Community;
- Access to Housing and Support;
- Getting Good Value from Rents and Service Charges;
- Other Customers i.e. Gypsy Travellers, Homeless and Factored Owners

It contains a total of 16 outcomes and standards that social landlords should aim to achieve when performing their housing activities. Other social landlords will be published by the Regulator by the end of

August 2014 so we can benchmark our performance with similar organisations.

The Scottish Housing Regulator (the Regulator)

The introduction of the Charter Under the 2010 Act also saw the formation of the Scottish Housing Regulator whose statutory objective is to safeguard and promote the interests of current and future tenants, homeless people and other others using services provided by social landlords. It will monitor assess and report on how well social landlords, individually and collectively are achieving the Charter's outcomes. 2013/14 is the first year for which we have had to report performance to the Regulator. All our performance data was submitted by 30th May 2014. The Regulator will publish 18 indicators to show performance across organisations during August, this will assist in the benchmarking process.

Annual Report to Tenants

As part of the Regulator's requirements Aberdeen City Council has to report its performance against the Charter to all tenants by end October 2014. We are working in close consultation with our tenant groups on the content and design of the report. Appendix 3 provides an example of one of the pages.

Tenant Satisfaction Survey (TSS)

As part of the SSHC reporting requirements social landlords must undertake a TSS at least once every 3 years, to supplement the Performance Management data. The TSS took the form of a comprehensive face to face survey with 1,314 of our tenants in accordance with the Housing Regulators guidelines. In addition to the mandatory 8 questions, we also asked a number of questions on a variety of topics such as anti-social behaviour, repairs, rent management and tenant priorities. IBP Research and Strategy are the company procured who undertook the work on our behalf.

IBP Research and Strategy are currently working on a more detailed report and members will be provided with copies as soon as they are available. Members will note that a presentation of the survey results will take place at 2pm on September 2nd in the Town House. The Charter headline results can be found in appendix 1.

Performance

The performance for the 18 'national' indicators to be published by the Regulator are detailed at Appendix 2 with the City Council's

performance shown against other local authorities performance and that of Glasgow Housing Association.

This information is not yet published by the Regulator so the names of the other landlords have not been included.

6. IMPACT

Corporate – None arising from this report.

Public – This report will be of interest to the public and in particular tenants of the City Council given their direct interest in the service provided by the City Council and the comparison of its performance with that of other landlords.

A report will be made available to all tenants so they will receive this information in due course.

7. MANAGEMENT OF RISK

The report provides factual information on the Council's performance in relation to the Scottish Housing Charter Indicators.

8. BACKGROUND PAPERS

SSHC
SHBVN

9. REPORT AUTHOR DETAILS

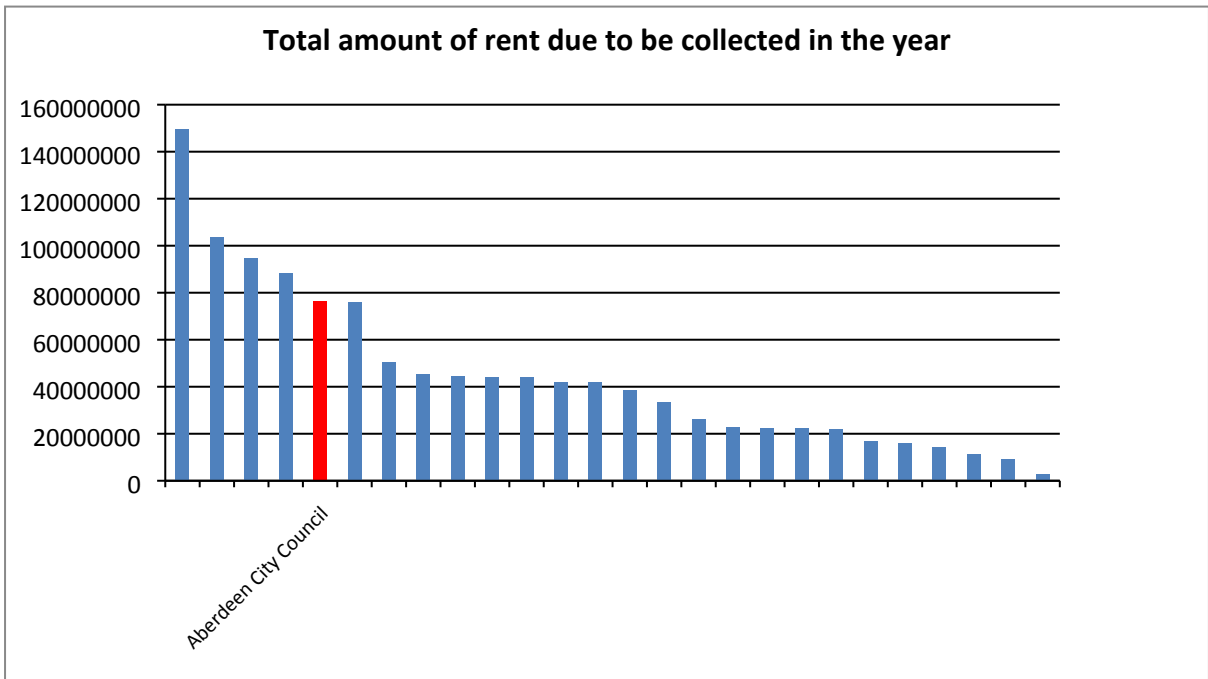
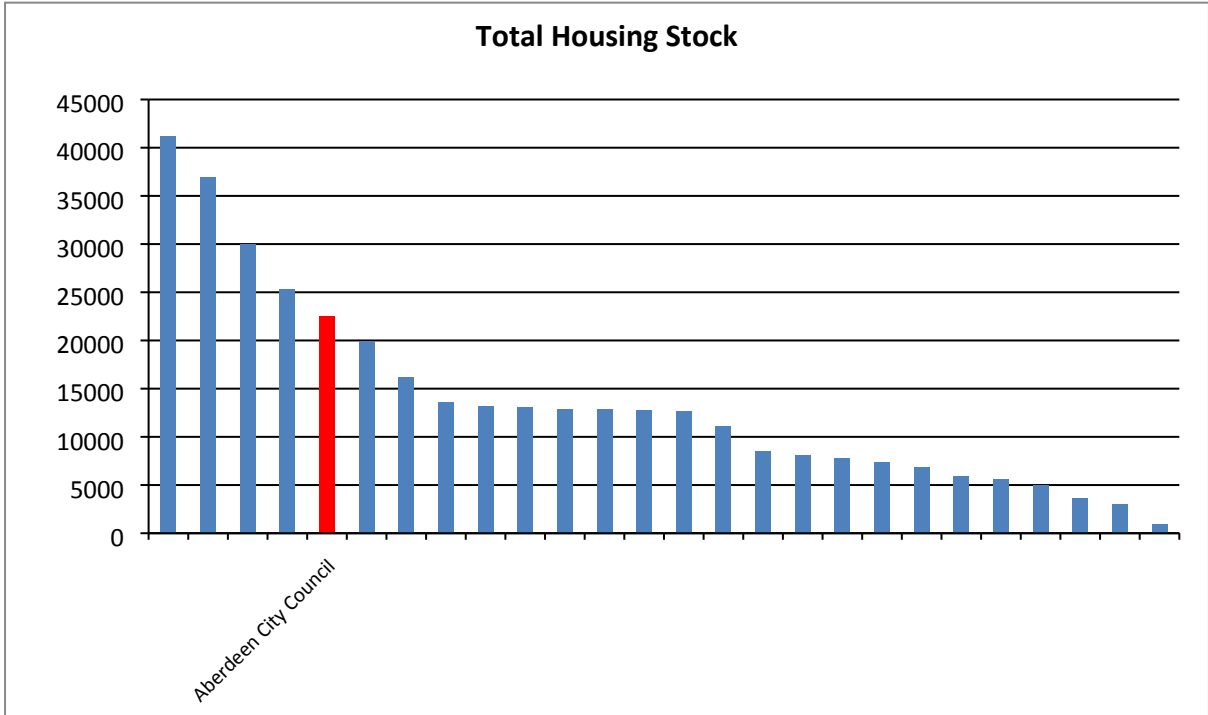
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INTERIM SUMMARY OF TENANT SATISFACTION SURVEY FINDINGS

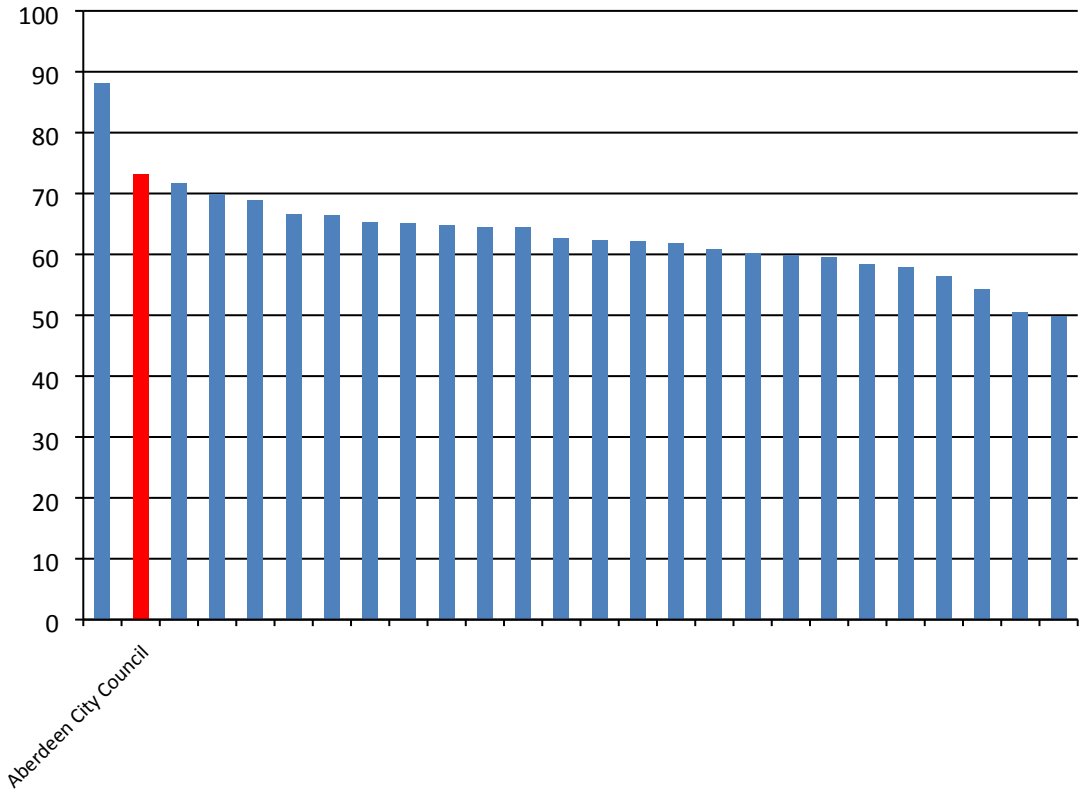
Results based on 1,314 respondents,

Charter Indicator	Question Wording	Very Satisfied / Very Good	Fairly Satisfied / Fairly Good	Total Satisfied / Good	Neither / Nor	Fairly Dissatisfied / Fairly Poor	Very Dissatisfied / Very Poor	No Opinion
Percentage of tenants satisfied with the overall service provided by their landlord (Charter Indicator 1)	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Aberdeen City Council's Housing Service?	33%	53%	86%	7%	4%	3%	0%
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Charter Indicator 3).	How good or poor do you feel Aberdeen City Council's Housing Service is at keeping you informed about their services and decisions.	31%	54%	85%	9%	4%	2%	-
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Charter Indicator 6).	How satisfied or dissatisfied are you with the opportunities given to you to participate in Aberdeen City Council Housing Service's decision making processes?	28%	52%	80%	16%	2%	1%	-
Percentage of tenants satisfied with the standard of their home when moving in (Charter Indicator 9).	Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?	31%	45%	76%	7%	9%	9%	-

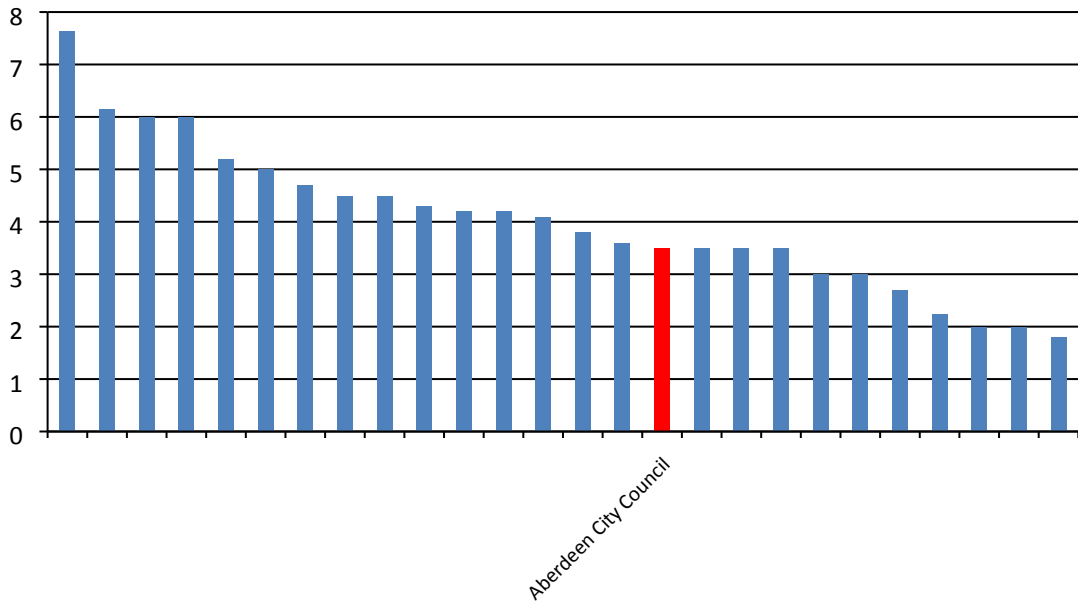
Charter Indicator	Question Wording	Very Satisfied	Fairly Satisfied	Total Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	No Opinion
Percentage of existing tenants satisfied with the quality of their home (Charter Indicator 10).	Overall, how satisfied or dissatisfied are you with the quality of your home?	38%	51%	89%	4%	6%	2%	-
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Charter Indicator 16).	Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Aberdeen City Council's Housing Service?	47%	34%	81%	6%	7%	6%	-
Percentage of tenants satisfied with the management of the neighbourhood they live in (Charter Indicator 17).	Overall, how satisfied or dissatisfied are you with Aberdeen City Council Housing Service's management of the neighbourhood you live in?	41%	45%	86%	7%	5%	2%	-
Percentage of tenants who feel the rent for their property represents good value for money (Charter Indicator 29).	Taking into account the accommodation and the services Aberdeen City Council's Housing Service provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it...'	16%	54%	70%	13%	13%	4%	-



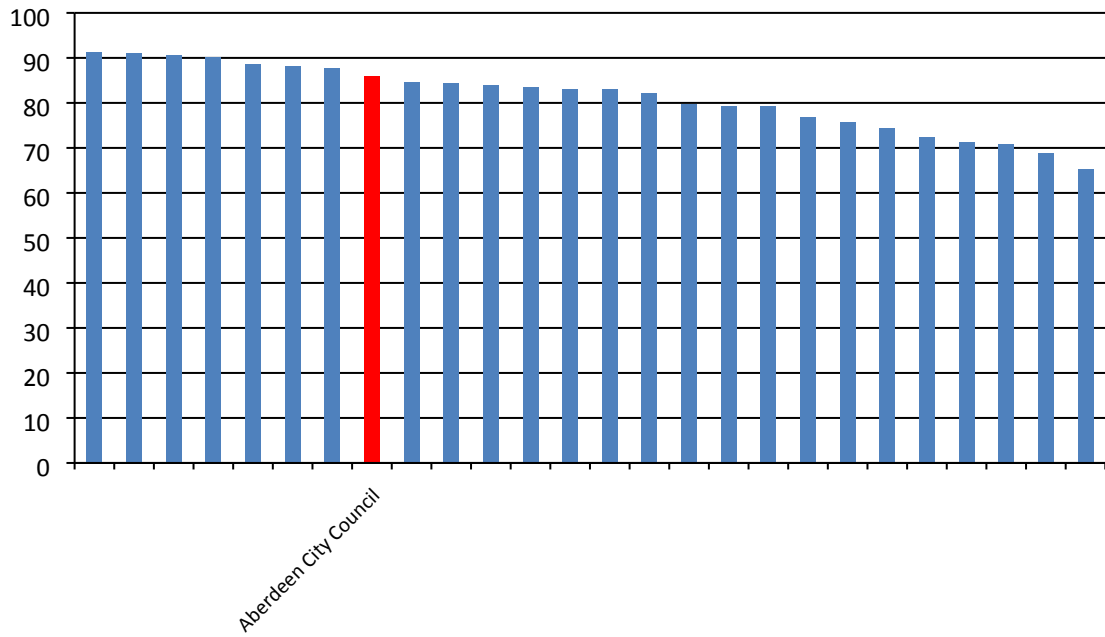
Average Weekly Rent



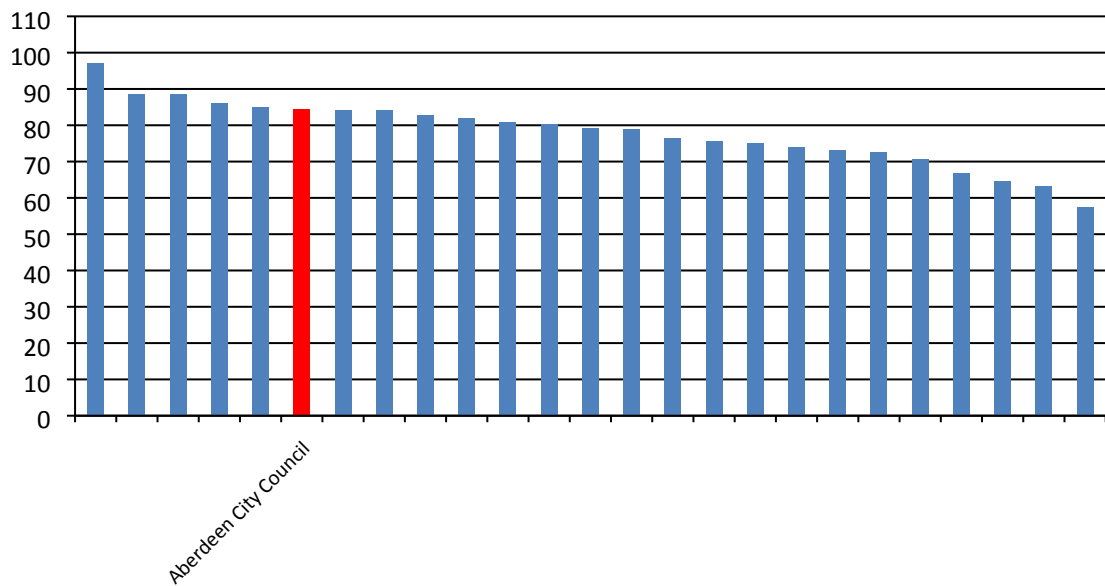
Percentage average weekly rent increase to be applied



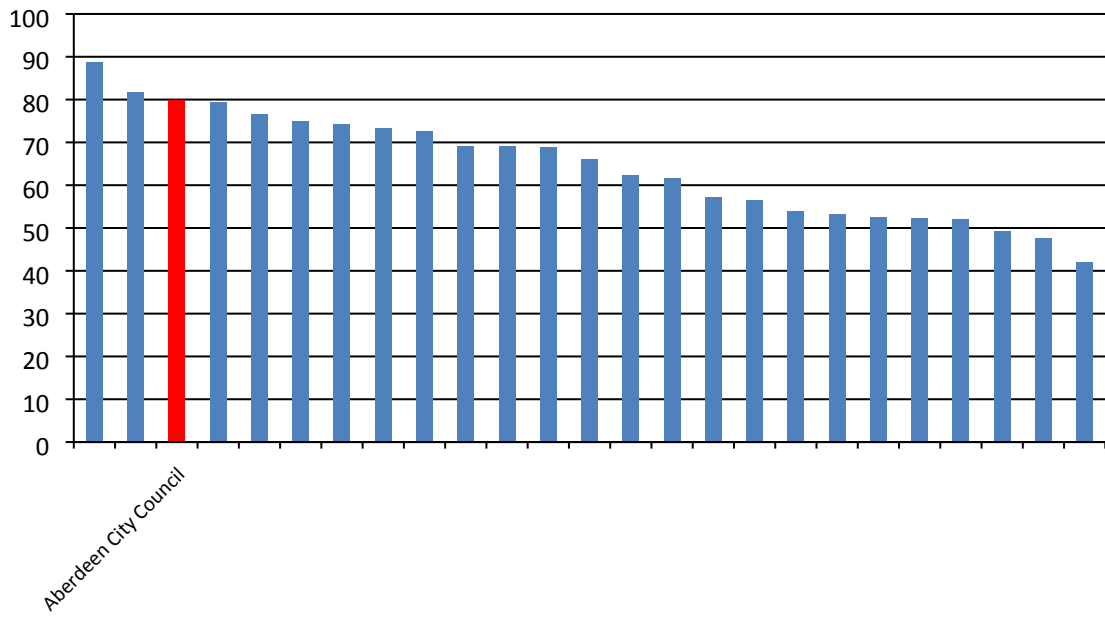
Percentage of Tenants satisfied with the overall service provided by their landlord



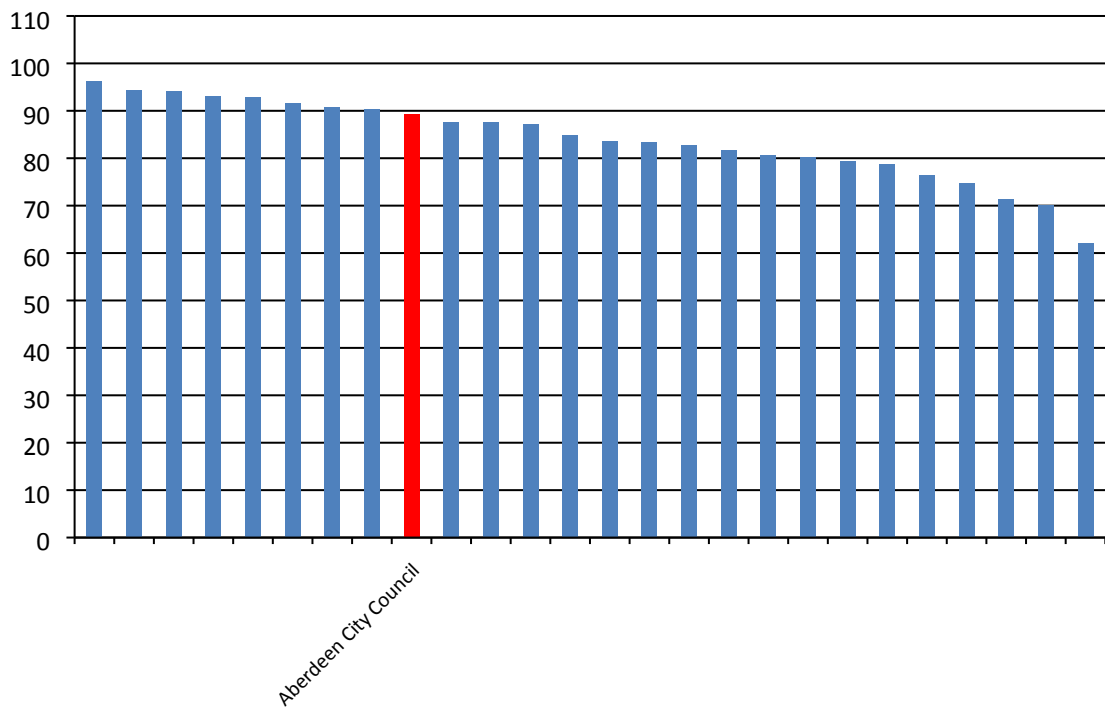
Percentage of Tenants who feel their landlord is good at keeping them informed



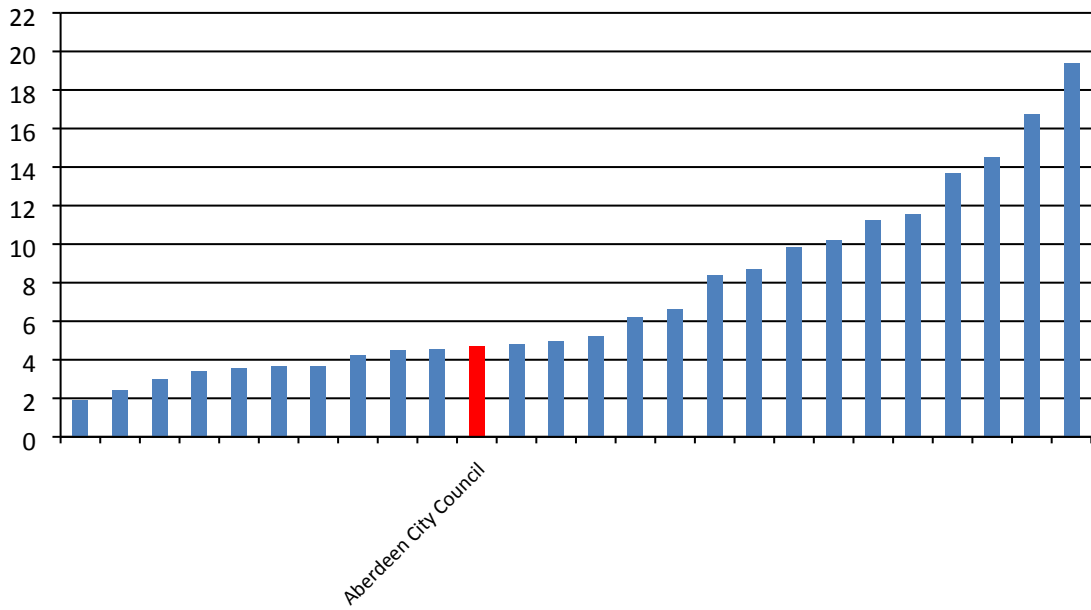
Percentage of Tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes



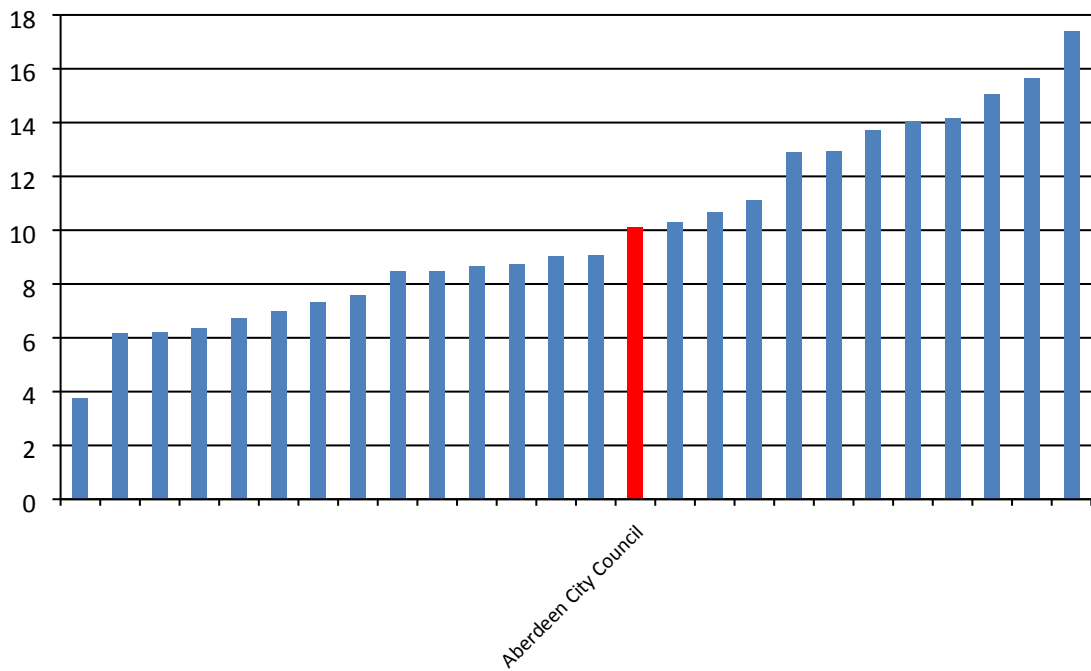
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)



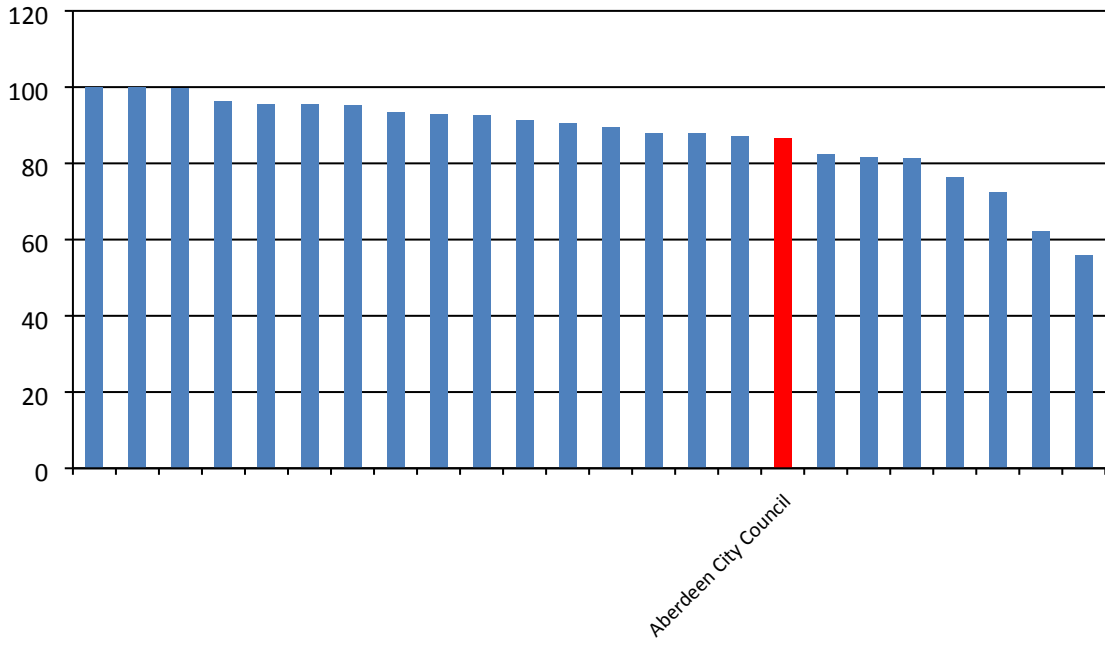
Average length of time taken to complete emergency repairs (hours)



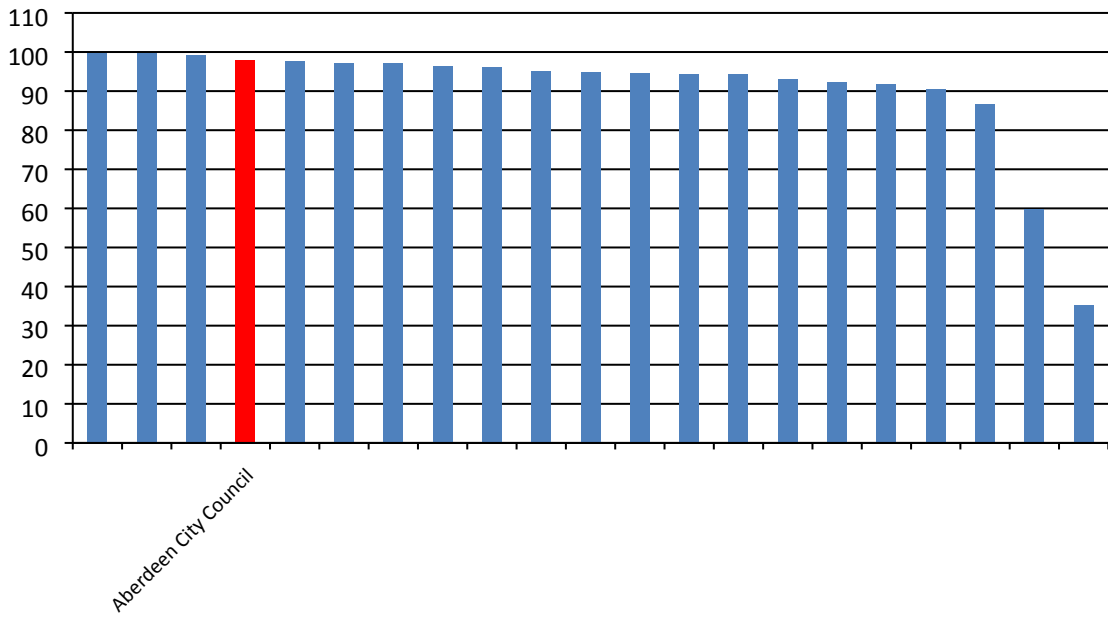
Average length of time taken to complete non-emergency repairs (days)



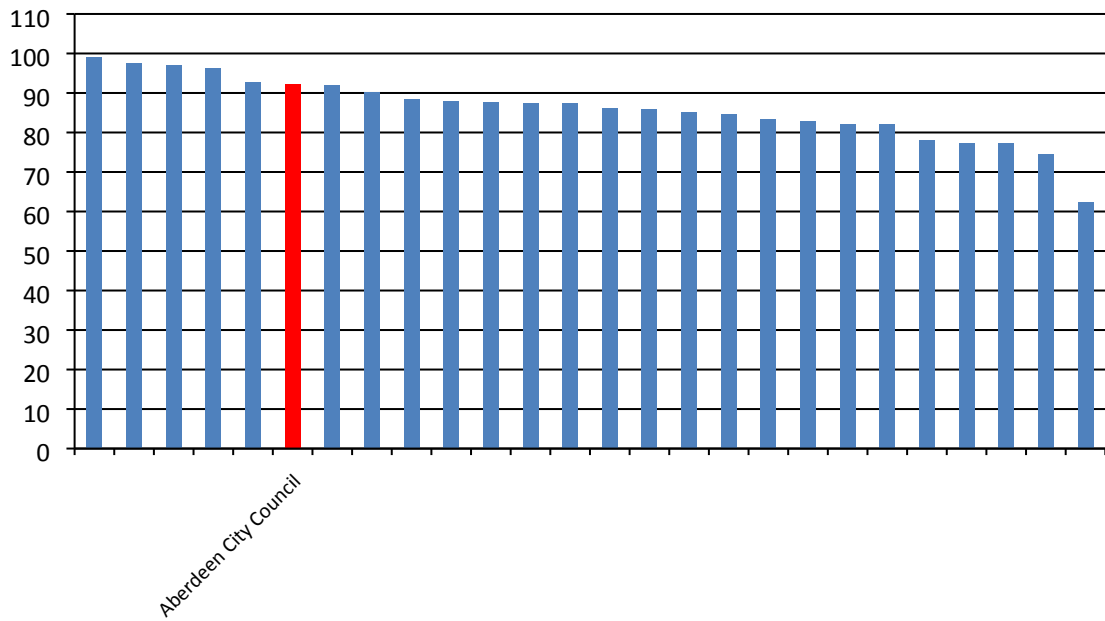
Percentage of reactive repairs carried out in the last year completed right first time



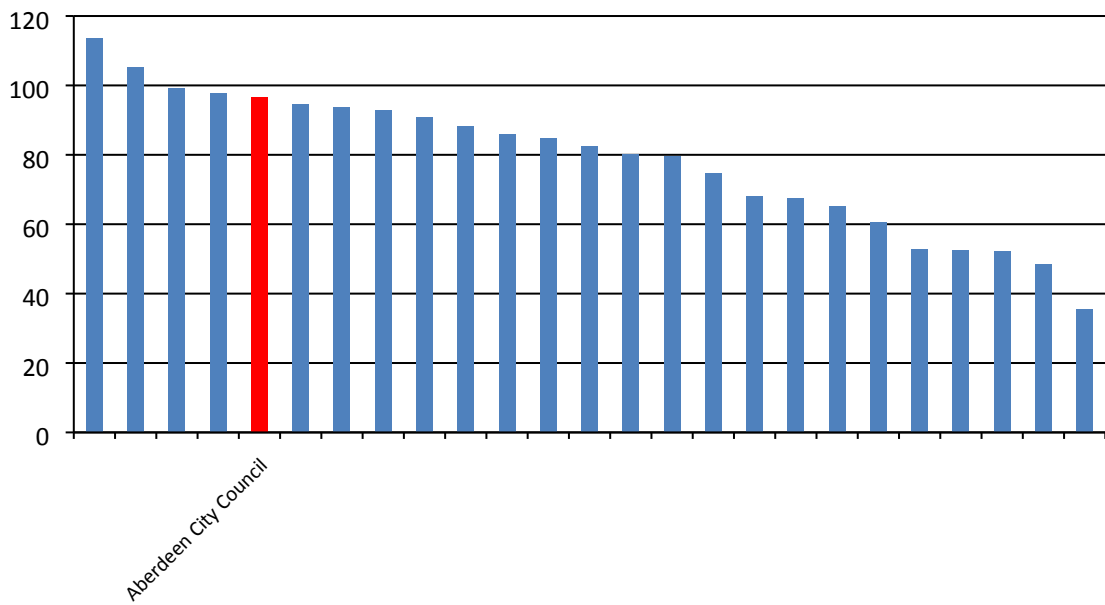
Percentage of repairs appointments kept



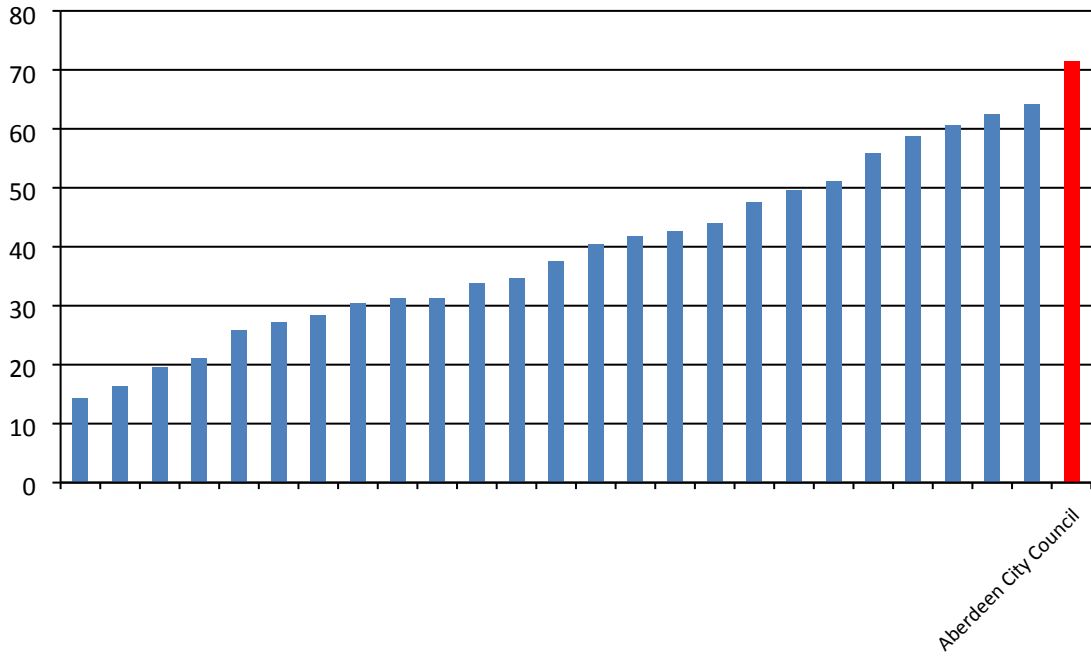
Percentage of tenants who have had a repair or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service



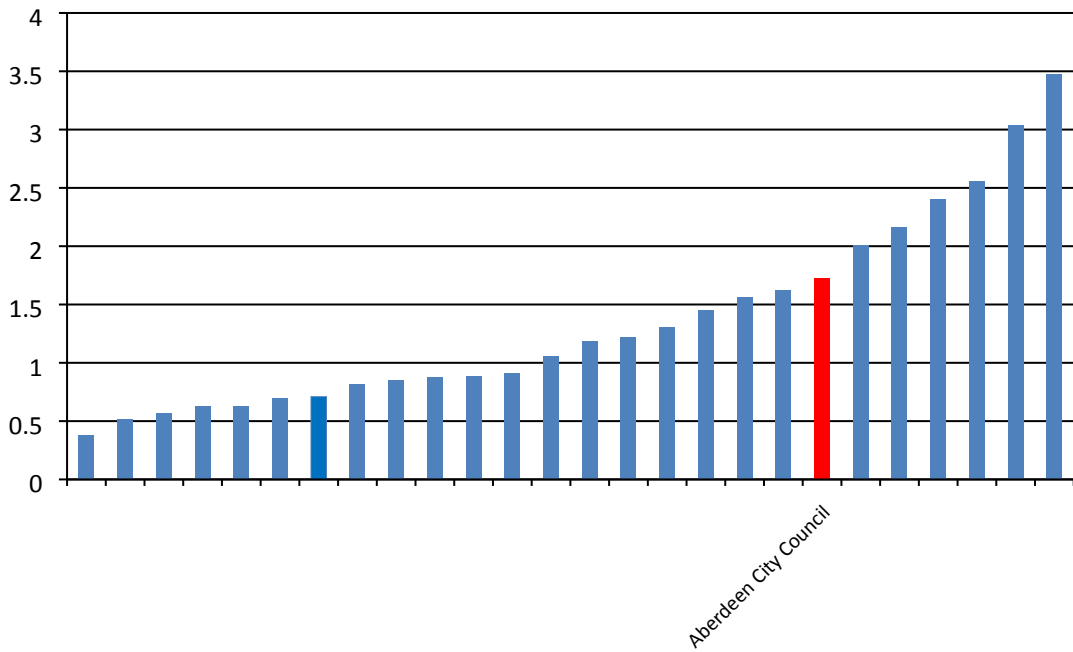
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets



Average time to re-let properties in the last year



Percentage of rent due lost through properties being empty during the last year



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

