

October 2022: Updates highlighted in yellow

Key

	Compliant
	Complaint (with non-material areas for improvement)
	Working towards compliance
	Not compliant

Scottish Social Housing Charter



The Customer/Landlord Relationship (Equalities, Communication and Participation)

- Equality and diversity strategy in place and action delivered. New strategy to be developed by Dec '22.
- Customer satisfaction with being kept informed and opportunities to participate reduced and lower than peers
- Improving performance on responding to complaints within timeframes
- New Customer Charter rolled out in April 2022.
- **New improved complaints training to be delivered by September November 2022.**
- Scrutiny arrangements to be reviewed by March 2023.



Housing Quality and Maintenance

- Repair response better than benchmark but not meeting internal targets.
- Repair satisfaction reducing and lower than benchmarks
- Customer satisfaction with the quality of the home reduced
- New repairs contract to be launched by Oct 2022
- Not compliant with SHQS or EESSH due to large numbers of electrically heated properties although good progress being made towards compliance
- Corporate Plan allocates resources to replacing all electric storage heaters over a four-year period.
- Corporate Plan allocates resources to common area and foyer improvements over four-year Investment Plan.



Neighbourhood and Community (Estate management and Anti-social behaviour)

- Performance on resolution of ASB in line with benchmarks
- Customer satisfaction with the management of the neighbourhood reducing and low compared to peers.
- ASB strategy delivered October 2019 and processes being updated.
- Customer satisfaction with ASB introduced from September 2019 and performance improved in 2021.
- Potential for expansion of in-house services to be explored in 2022/23.



Access to Housing and Support (Housing options and Tenancy sustainment)

- Allocations Policy reviewed in 2018 in response to 2014 Housing Act
- New Development Policy clearly linked to housing need
- Not offering Housing Options interviews to new tenants
- Implementing online Choice Based lettings system by April 2023.



Getting Good Value from Rents and Service Charges

- Rents lower than peers.
- Strong voids performance and better than benchmarks
- **Business plan assumes CPI-linked rent increases, but this will not be sustainable in the long term due to current high inflation environment**
- **Rents restructured from 2016 – 2018.**
- Customer satisfaction that rents provide value for money reduced.
- Rent collection performance improving in 2022/23.

Regulatory Standards



Standard 1 – Leadership and direction

6 statements are compliant

1 statement compliant (with non-material areas of improvement)

Agreed actions (more info pages 12 – 18):

- Recruitment of new tenant Board Members by Nov 2022



Standard 2 – Openness and accountability to customers

4 statements are compliant

1 statement compliant (with non-material areas of improvement)

Agreed actions (more info pages 19 - 23):

- Capture customer preferences for communication



Standard 3 – Managing resources for affordable rents

All 7 statements are compliant

No current actions.



Standard 4 – Making decisions and managing risk

All 6 statements are compliant

No current actions



Standard 5 – Honesty and integrity

4 statements are compliant

2 statements compliant (with non-material areas of improvement)

Agreed actions (more info pages 37 - 42):

- Ensuring new values promoted in the Association's offices
- Develop approach to Human rights by December 2022



Standard 6 – Skills and knowledge

5 statements are compliant

2 statements compliant (with non-material areas of improvement)

- Recruitment of tenant Board members by November 2022.



Standard 7 – Organisational changes

All 9 statements are compliant

No current actions

Regulatory Requirements & Legislation



Health and Safety

- Non-material improvements required in all areas of landlord safety following 2021 audit programme. Approved action plan in place for all areas.
- Non-material improvements required in organisational health and safety, such as lone working and water safety



Environmental Protection

- No current Sustainability Strategy in Place due to be completed by ~~September 2020~~ ~~November 2024~~ during 2022 – 2023.



Data Protection and Published Information

- Reasonable assurance given in recent GDPR internal audit.
- FOI policies and procedures in place in line with Information Commissioner and SFHA best practice.
- Website publication schedule up to date
- 'Strong' rating in FOI internal audit



Performance Reporting, Tenant Scrutiny, Complaints

- Tenants involved in scrutinising performance through the Service Improvement Panel and feedback sought on new video Annual Review
- Customer Engagement Strategy updated in Feb 2020
- Complaint's timeframes reviewed and learning improved in Jan 2020.
- Service improvement group (scrutiny group) to be reviewed by March 2023.



Scottish Public Services Ombudsman Complaints

- Work to improve our complaints handling complete - changes to the SDM complaints module, establishment of a learning from complaints group and additional training for staff.



Whistleblowing

- Whistleblowing Policy in place and training recently provided for all staff.
- Whistleblowing Policy refreshed in **October 2022**
- Virtual refresher training delivered Dec 2020



Equality and Human Rights

- Equalities Impact Assessment training completed and EQIAs introduced for future policies.
- **Start collecting equalities data by January 2023.**
- **Apply CIH guidance on Human Rights by Dec 2022**



Housing Law

- Allocations Policy, ASB Policy and tenancy agreement reviewed in light of 2014 Housing Act. Key housing management policies in place.



Accounting and Taxation

- External and internal auditors in place.
- VAT review carried out by external auditors in 2019.
- Financial controls internal audit completed in 2020.



Employment Law

- HR employment advice from Employers in Voluntary Housing (EVH) and external legal advisers.
- Model policies provided by EVH