



Trust Housing Association Limited

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Trust Housing Association Ltd
Estate Management & Quality Assurance Policy

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Trust Housing Association Ltd

Estate Management & Quality Assurance Policy

1. Introduction

- 1.1 The Association takes a proactive approach to the management of our developments. Estate management and quality assurance are therefore a central part of the service we provide.
- 1.2 Staff with responsibility for estate management and quality assurance will have a regular and visible presence in our developments and will be involved: in monitoring and inspecting the environment; addressing tenancy management matters; supporting and supervising on-site staff; evaluating standards of care and support; evaluating the food service provided at the development; engage with service users.

2. Aims and objectives

- 2.1 Our estate management and quality assurance framework is designed to enable us to:
 - Ensure that the stock and surrounding environments are managed and maintained to a high standard, within pleasant, safe and secure environments
 - Provide a direct housing management service, ensuring that tenancy conditions are adhered to and providing or arranging advice and support where required
 - Evaluate the standard of housing support and care delivered at our developments, ensuring that these are provided to a high standard and with an ethos of continuous improvement
 - Monitor and evaluate the meal provision at developments.
 - Support and supervise on-site staff at developments to deliver strong customer focussed services
 - Encourage service users to express their views about our services, and to influence decisions about the management of their development and the services they receive.
- 2.2 Detailed procedures are in place to provide guidance to staff in order to achieve a consistent approach to the delivery of these objectives.

3. **Legislative framework**

3.1 This policy adheres to the requirements of the following legislation:

- **The Housing (Scotland) Acts 2001-2014** - which include the rights of tenants to information, consultation and their right to repairs
- **The Regulation of Care (Scotland) Act 2001** – which established the system for the regulation of housing support and care services in Scotland.
- **The Data Protection Act 1998** – relating to the gathering and sharing of information about tenants
- **The Disability Discrimination Act 2005 & Equality Act 2010** – the Association must ensure our services are accessible to all, including our buildings and surrounding environments.

4. **Estate management**

4.1 To ensure that the stock and surrounding environments are maintained to the standards set by the Association, we will regularly evaluate

- The external appearance and condition of the buildings and surrounding environment
- The internal appearance and condition of the buildings and their components, and the quality of any repairs and other services being delivered by Trust or external agencies
- Any health and safety risks or concerns

4.2 Where issues of concern are identified, these will be progressed and rectified where possible, or future remedial measures will be programmed and budgeted for accordingly.

4.3 To ensure that tenancy conditions are adhered to and that tenants receive the support they require to sustain their tenancies successfully, office based staff will visit developments regularly, ensuring that they have a visible presence in developments and build up a close knowledge of the developments for which they are responsible. Our staff will be approachable and will encourage tenants to speak to them about any issues or concerns.

4.5 Where necessary we will remind tenants of their tenancy obligations and take steps to ensure they receive any support they may require in order to meet their tenancy responsibilities. We will enforce tenancy conditions where necessary – wherever possible we will respond to tenancy issues noted during a visit “on the spot” directly with the tenant concerned, during or immediately following the visit.

- 4.6 Where issues of nuisance and anti-social behaviour are noted, we will gather information and address these through our Anti-social Behaviour Policy and Procedures.
- 4.7 All new tenants will be contacted by the Service Manager within 2 months of each new tenancy in order to allow the tenant to raise any concerns or issues and to allow us to intervene at an early stage if we have concerns, preventing any difficulties from escalating and accessing additional support for the tenant if required.

5. Quality Assurance

- 5.1 Through our framework of development visits, we will observe and gather information about the delivery of our services, to ensure they are provided in line with the Association's policy and standards, legislative requirements, and good practice. We will work with an ethos of continuous improvement, working to maintain high quality services and raise standards.
- 5.2 We will regularly evaluate:
- The quality of our housing support and care services, measured against national standards and Trust's own policies and procedures, focussed on the quality of life experienced by service users. We will ensure that the views of those receiving our services, and their carers, influence and improve our services.
 - The standard of food service being provided at Trust developments, ensuring that a safe and high quality service is being delivered and that the views and expectations of service users influence and improve service delivery
- 5.3 As part of the framework of development visits, support and supervision will be provided to on-site staff who are delivering services, to ensure that staff are appropriately trained and supervised, and provided with advice and support.
- 5.4 As part of our quality assurance framework, a high degree of priority will be given to ensuring that Trust's tenants and service users, as well as their carers and families, have many opportunities to express their views about our services and are able to influence our policy and practice. We will encourage tenants to take up these opportunities and will also support tenants to use our complaints process wherever appropriate.

6. Visit frequency

- 6.1 Developments will be visited as standard on an agreed frequency by office based staff, as detailed in operational procedures. Additional

visits will often be undertaken for particular reasons in addition to the formal, programmed visits; however, a minimum number of standard programmed visits will be required each year.

- 6.2 Visit dates will be agreed in advance and notified to staff and tenants. Flexibility will be exercised where necessary in response to staff absence, annual leave, and to allow staff to respond to urgent work commitments. Any changes to planned visit dates will be notified to staff and tenants as soon as possible.
- 6.3 The standard visiting frequency may sometimes be increased where necessary, for example to provide increased support because of a specific issue at a development, or a major works contract.

7. Visit reports

- 7.1 A written record of the visit in a prescribed format will be completed within an agreed timescale of each programmed visit. Any information of a personal or confidential nature will be held and reported separately.
- 7.2 Where action is required following a visit in order to work on identified areas for improvement, an action plan will be put in place and monitored over an appropriate timescale.

8. Monitoring

- 8.1 We will report annually to the Scottish Housing Regulator in the Annual Return to the Charter on the level of tenant satisfaction with our management of their environment.
- 8.2 We will report to the Care Inspectorate through the Quality Assessment Framework on our performance against National Standards in the provision of housing support and care services.
- 8.3 In addition, we will report regularly to the Board on our performance in these areas.

9. Equality, Diversity & Inclusion

9.1 Equality, Diversity & Inclusion (EDI)

As leaders of EDI, the Association aims to promote equality and diversity and operate equal opportunities policies which inform all aspects of its business. It will ensure that it adheres to the Equality Act 2010 by being committed to equal and fair treatment for all and opposed to any form of unlawful discrimination.

As such, in considering this policy, no one will be treated differently or less favourably than others because of any of the protected characteristics as listed in the Equality Act 2010:

- disability;
- gender;
- gender reassignment;
- pregnancy and maternity;
- race, colour or nationality;
- sexual orientation; or
- religion or belief.

Or because of any other condition or characteristic which could place someone at a disadvantage were it to be taken into account, unless this can be objectively justified in terms of the legislation.

- 9.2 The Association will make reasonable adjustments for disabled people where necessary and possible to do so.
- 9.3 Upon request, the Association will make information available in alternative formats such as large print, audio, Braille, and community languages.

10. Anti-bribery

- 10.1 The Association is committed to the highest standards of ethical conduct and integrity in all its activities and, in order to ensure compliance with the Bribery Act 2010, it has introduced an Anti-bribery policy and procedures. These must be adhered to by all employees, Board members and associated persons or organisations acting for or on behalf of Trust when undertaking any actions referred to in this policy.

11. Policy review

- 11.1 This policy will be reviewed every three years unless key changes are required earlier to comply with legislation, guidance or new learning.
- 11.2 As part of this policy review, consultation will take place with both staff and tenants to ensure account is taken of operational issues and the opinions of service users.
- 11.3 The effectiveness of accompanying procedures and guidance will be monitored on a regular basis and, where applicable, amended as required operationally, or to reflect legislative changes.

11.4 Where references are made to specific job titles, roles, groups or committees, such references shall be deemed to include any changes or amendments to these job titles, roles, groups or committees resulting from any restructuring or organisational changes made between policy reviews.