

Performance Report 2014/15





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trust_housing
trust housing

Board Members
enjoying the official opening
event at Kirkintilloch.

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1. Introduction

Welcome to our second annual Performance Report, where we share with you how we did in the past year against the Scottish Housing Charter and our own Quality Promises.

In this 2014/15 report we set out how we performed during the financial year and how our results compare with our performance the previous year. We have also included the performance data for the average achieved by all Scottish social landlords.

Our aim is always to improve the quality of the homes and services we provide - so we have included an update on the improvement actions we published last year and our plans for further improvements going forward.

The format of the report this year has again been further refined following feedback from you, our tenants. I hope you find it enjoyable and informative and if you would like to comment on it please use the feedback form and prepaid envelope provided.

As ever, we want to hear what you have to say and learn from it so that we are able to continually improve in everything we do.

Rhona McLeod CEO

94.3%
of our customers are
satisfied with the
overall level of service
provided by Trust



Customer Panel

The design and format of your Performance Report was originally developed by a group of Trust tenants in Autumn 2013 (see last year's report for the list of names). This year's report has been further refined by the Customer Panel. Many thanks to:

Christine Chalham (High Blantyre)
Anne Hood (Troon)
John Anderson (Markinch)
Mary McInally (Dowanhill)
Lynda Fisher (Corstorphine)
John Hughes (Abbeyhill)
Nan Atkinson (Bellshill)
Anna MacPherson (Giffnock)

The Customer Panel is a formal part of our governance structure and provides a direct link between customers and the Board of Management. The Panel, which was formed over a year ago, play an important role in assessing our performance against the Scottish Social Housing Charter and making recommendations about service improvements to senior managers and the Board.

The Panel completed their first piece of scrutiny work over the last year, looking at how we let our empty homes. They made improvement recommendations to the Board which are being progressed. This year the Panel will consider how we can improve the way we manage repairs to our empty homes prior to letting to new tenants.

If you're interested in joining the Panel please contact our Customer Engagement Officer, Katrina Hamilton by phone [0131 444 4956](tel:01314444956) or email khamilton2@trustha.org.uk



Staff and tenants at Stockbridge, Edinburgh, reminiscing about past sporting events.



2. About This Report

What is the Scottish Social Housing Charter?

The Charter was introduced by the Scottish Government in 2012 and it sets out the standards and outcomes that all social landlords in Scotland should aim to achieve when performing their everyday housing activities.

What are the Charter Outcomes?

The Charter contains a total of 16 outcomes and standards - Trust is only measured against 14 out of the 16 outcomes as the other two relate to local authorities only.

The categories are as follows:

Customer & Landlord Relationship

- Equalities
- Communication
- Participation

Housing Quality and Maintenance

- Quality of housing
- Repairs and maintenance

Neighbourhood and Community

- Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Access to Housing and Support

- Housing Options
- Access to social housing
- Tenancy sustainment

Getting Value from Rents & Service Charges

- Value for money
- Rents and service charges

What are our Quality Promises?

Our Quality Promises were created in consultation with you and what's important to you. These are divided into two areas – Our Quality Homes Promise and Our Quality of Life Promise. They complement and, in places enhance the Scottish Government's Charter outcomes and standards.

How will we assess our performance against the Charter and our Quality Promises?

This report relates to the financial year 2014/15 (April 2014 to March 2015). In this report we consider our performance against each of the Charter outcomes in three different ways:

- **The Customer Panel and staff self-assessment (Our Star Rating)**
You will see a Star scoring on each outcome page. This represents the joint score given by the Customer Panel and staff from a process called self-assessment.
- **External comparison with peers**
We also compare our performance for each outcome against the Scottish average (all other social landlords including local authorities).
- **Comparison against previous years**
Finally, we will highlight our 2014/15 performance against each outcome versus 2013/14 so that you can see if we are improving over time.

In the case of any satisfaction indicators, the comparison will be between 2012/13 and 2013/14. We carry out our satisfaction survey every two years with the last one carried out in early 2014.

We will use traffic light colours across each of the three measures above to give you an indication of how well we are performing.

2. About This Report

What is our Star Rating?

For this year's self-assessment we have scored our performance against each Charter outcome using our 'Star' rating. We have changed the scoring system in this year's report from 5 stars to 6 stars. This makes it easier to rate each outcome and to align with the Care Inspectorate grades which are already familiar to many of our customers.

The rating works as follows:



How will we report our performance?

We will send you the Performance Report during October each year and we will also give you performance updates in your newsletter, Trust Talk.

I would like to know more about the Charter or how Trust's performance compares with other social landlords?

- **Trust**
www.trustha.org.uk
You can read more about the Charter on our website. We will also publish an electronic copy of the Performance Report on our website.
- **Scottish Housing Regulator**
www.scottishhousingregulator.gov.uk
The performance indicators included in this report - as chosen by tenants - are a selection of the 60+ Charter indicators that we reported to the Scottish Housing Regulator in May plus some additional ones of our own. You can compare our performance against all the Charter indicators, and all other social landlords, on the Regulator's website.
- **Scottish Government**
<http://housingcharter.scotland.gov.uk/>
You can read more about the Charter on the Scottish Government's website.

How are our results compared?

In section 4, our results are presented as follows:

- Performance better than last year/Scottish average
- Performance equal to last year/Scottish average
- Performance worse than last year/Scottish average
- Trust results for 2014/15



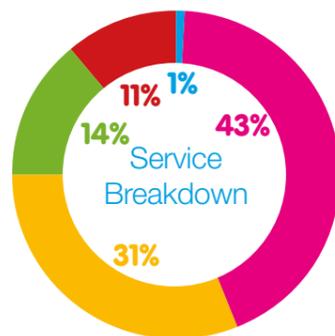
2015 combined
AGM and Tenants'
Conference

3. Trust is...

This section gives a visual and statistical representation of Trust.



Studio Flats	15%
1 Bedroom	70%
2 Bedroom	10%
3 Bedroom	5%
4+ Bedroom	0.1%



Retirement	1%
Sheltered	43%
Very Sheltered	31%
General Needs	14%
Amenity	11%

Tenant breakdown by ethnicity

White	76.4%
Mixed or multiple ethnic	0.04%
Asian	0.2%
Black	0.04%
Unknown	23.3%

Staff breakdown by ethnicity & disability

White	97%
Mixed or multiple ethnic	0.2%
Asian	1.3%
Black	0.7%
Unknown	0.8%
Disability	1.8%

2,566
Number of Homes

We own 8 homes that are in shared ownership
– partly owned by Trust and partly owned by customers.

40
Mid Market Rent homes
New additions to the Trust Family in Southbank, Kirkintilloch

2,836
tenants living in our homes

451
homes became available for let to new tenants during 2014/15,
13 fewer than the previous year.

1,425
people on the waiting list for a Trust property

We operate across 23 out of 32 local authority areas

£17.4m
total rent due in year

2.5%
rent increase

Over 500
members of staff

3.9%
of the total days available to work were lost due to staff sickness (compared to 5.25% the previous year)

19%
of our staff left the organisation during 2014/15

Trust is led by a small senior management team consisting of:

Rhona McLeod (Chief Executive)

Gail Gourlay (Director of Customer Services)

Jack Marshall (Director of Business Services)

David McIndoe (Director of Asset Management Services)

We are governed by a voluntary Board of Management who direct the business and hold the senior management team to account. The Board is represented by 11 independent and two tenant board members. All of the Members bring a broad range of professional expertise to the Board while the tenant members also ensure that a tenant's voice is heard at the highest level of our governance structure.

The board members at 24th September 2015 were:

Pam Russell Chairperson

Heather Pearson Vice Chairperson

John Burke

Ian Crawford

Edward Davidson (tenant)

Lilias Dunlop

John Howie

Doreen Inskip (tenant)

Peter Kinloch

Sister Jenny Lindsay

Kenny McDonald

James Tod

Wendy Wilkinson

Trust also has a subsidiary company called Trust Enterprises Limited (TEL). TEL provides services that complement those delivered by Trust, for example, Home Angels which can provide housework, shopping or laundry services.



A tenant and staff member at our 2014 Tenants' Conference.

4. How Did We Perform During 2014/15?

This section highlights how we performed during 2014/15 against the Charter Outcomes.

We also focus and provide more information on five outcomes selected by the Customer Panel.

Outcome: Equalities

Charter Outcome 1: Equalities	Quality Promise
Social landlords perform all aspects of their housing services so that: <ul style="list-style-type: none"> Every tenant and other customer has their individual needs recognised, is treated fairly, and receives fair access to housing and housing services 	<ul style="list-style-type: none"> We will treat you fairly and with respect

Trust Star Rating: (Self Assessment) 



Focus on... Equalities

Equality, diversity and inclusion (EDI) lies at the heart of our organisation and we aim to be fully inclusive in everything we do, and we expect our partners to share this ethos.

We are pioneers for the equalities agenda in Scotland and we were very proud to have achieved Leaders in Diversity in August this year, the highest level of accreditation offered by the National Centre for Diversity. We are the first housing association in Scotland to achieve this level of accreditation and only the second organisation in Scotland to do so.



Other achievements over the last year include:

- Happy to Translate (HTT) Mobile App** – we have developed a mobile application that will give our members access to our HTT tools on the move. The tools promote equal access to services by overcoming language barriers. The app is due to be launched by Scotland’s First Minister, Nicola Sturgeon, in November.
- Healthy Diet and Lifestyle for ethnic minority older people** – following consultation with over 850 ethnic minority older people, we produced a publication which gives easily accessible, multilingual and clear advice on healthy eating and lifestyle. This work was funded by the Lottery and was undertaken in partnership with Bield and Hanover, and supported by NHS Health Scotland and the Scottish Government.
- Older People Services Development Project** – through this project we have also helped 100s of older people who face language and culture barriers to maximise their benefit entitlement and access to services.
- Browsealoud** – we have signed up to browsealoud which is software that adds speech, reading and translation to websites, helping people with dyslexia, low literacy, mild visual impairment and for whom English is their second language.

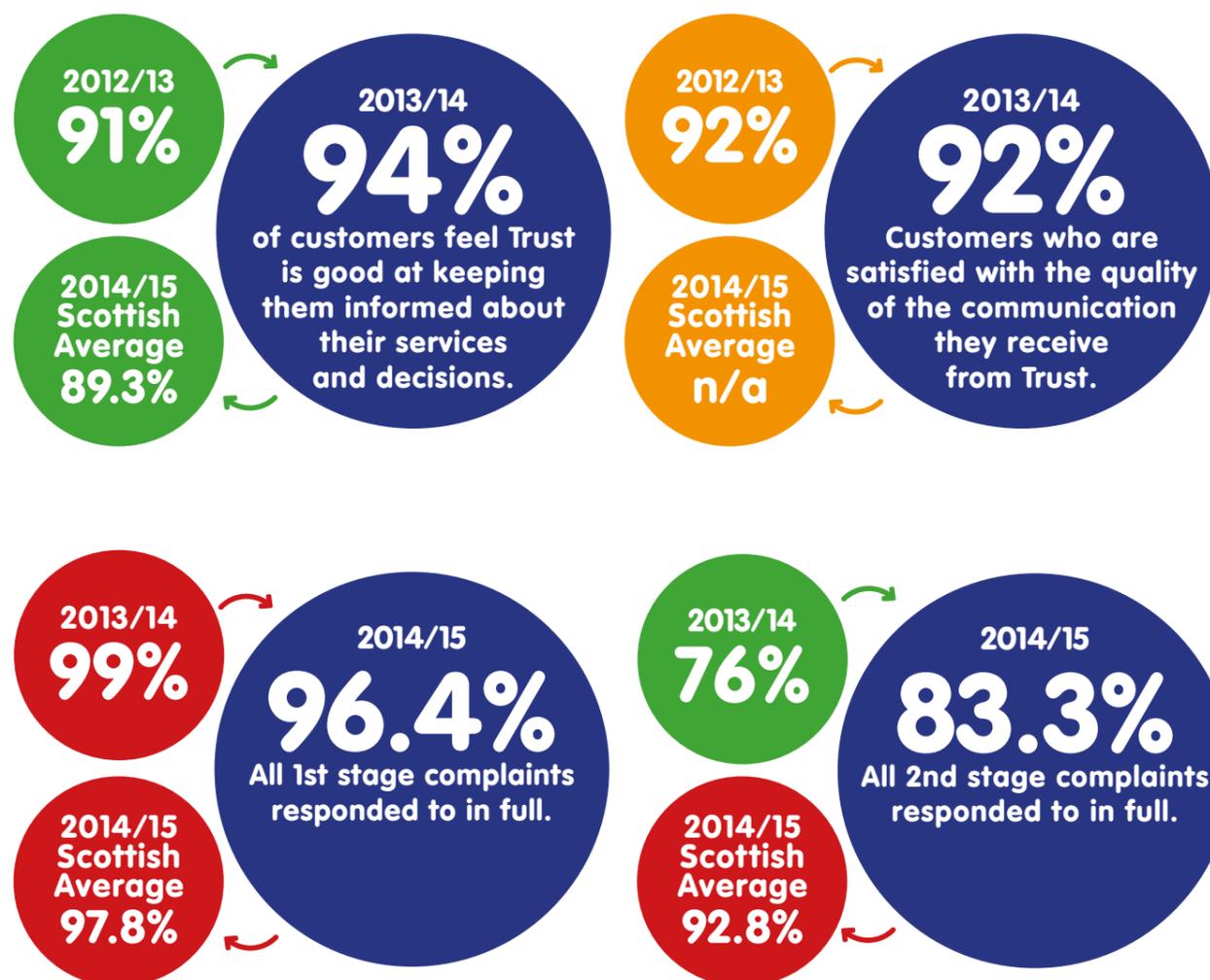
Details of our EDI programme are available on the www.equalityscotland.com website along with a number of multilingual information and Good Practice guides.

Priority Areas for Improvement

Despite our progress to date, we recognise that there are still areas for improvement to ensure that we are fully inclusive for all our customers and staff. We are making progress delivering on our improvement action plan agreed with the National Centre for Diversity and we will also take forward the priority areas for improvement identified by the self-assessment process.

Outcome: Communications

Charter Outcome 2: Communications	Quality Promise
<p>Social landlords manage their business so that:</p> <ul style="list-style-type: none"> 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 the decisions and the services it provides. 	<ul style="list-style-type: none"> Our communication with you will always be of the highest quality We will keep you informed about matters that may affect you Our complaints process works for you



Focus on... Communications

We generally get very good feedback about how well we communicate with our customers - the most recent satisfaction survey (2013/14) highlighted that 94% of customers believe that we are good at keeping them informed and 92% were satisfied with the quality of the communications they receive from Trust.

Much of this is thanks to the great work of our Co-ordinators and other frontline staff who are in touch with our customers on a day-to-day basis. One of the other key tools for keeping customers up-to-date is *Trust Talk*, which we publish three times per year.

We have been busy over the last year improving our communications including:

- Social Media** – we have continued to develop our use of social media with over 180 people ‘liking’ our Facebook page and over 400 followers on Twitter. Please like or follow us to get your regular Trust updates!
- Personal Plan Video** – we recently created our first internal training video which has hints, tips and examples to help development staff to deliver personal plans to tenants. The video won an award at our recent staff conference for its innovative approach.
- Our Housing Ladder** – we developed the Trust housing ladder which visually explains all the services we offer.
- EDI** – as outlined under the Equalities Outcome we try to ensure that any communication we send out is accessible to everyone.
- Complaints handling** – we introduced a new complaints handling IT system earlier this year which has seen us begin to improve our performance in this area.

Priority Areas for improvement

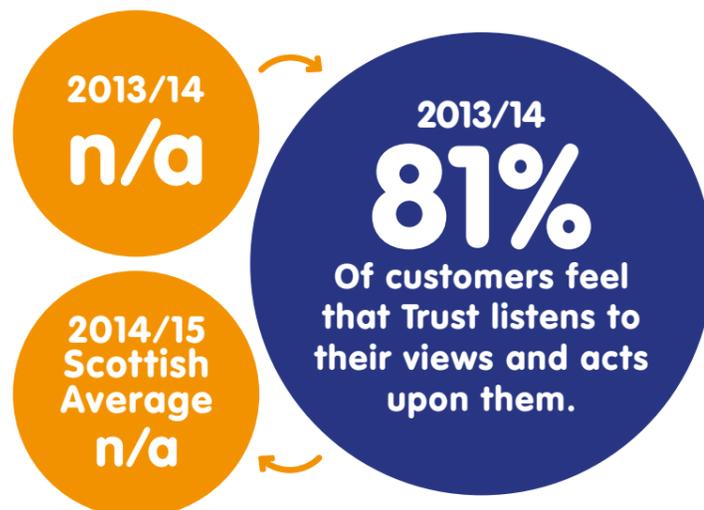
The self-assessment process has identified a number of areas for improvement that are already being taken forward via our business strategy:

- Communication needs and preferences** – we are developing a database of information that will help us better meet people’s individual communication needs (language barriers, preference for email or letter etc).
- Online services** – we are looking to develop a range of online services over the coming years that will give customers the option to interact and get information from us 24/7.
- Helping people get connected to the internet** – another key project for our business strategy is to improve internet access for customer and help people overcome any barriers to getting online.

Outcome: Participation

Charter Outcome 3: Participation	Quality Promise
<p>Social landlords manage their business so that:</p> <ul style="list-style-type: none"> Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with 	<ul style="list-style-type: none"> We will provide opportunities for you to be involved and influence decision making at a level that is comfortable for you

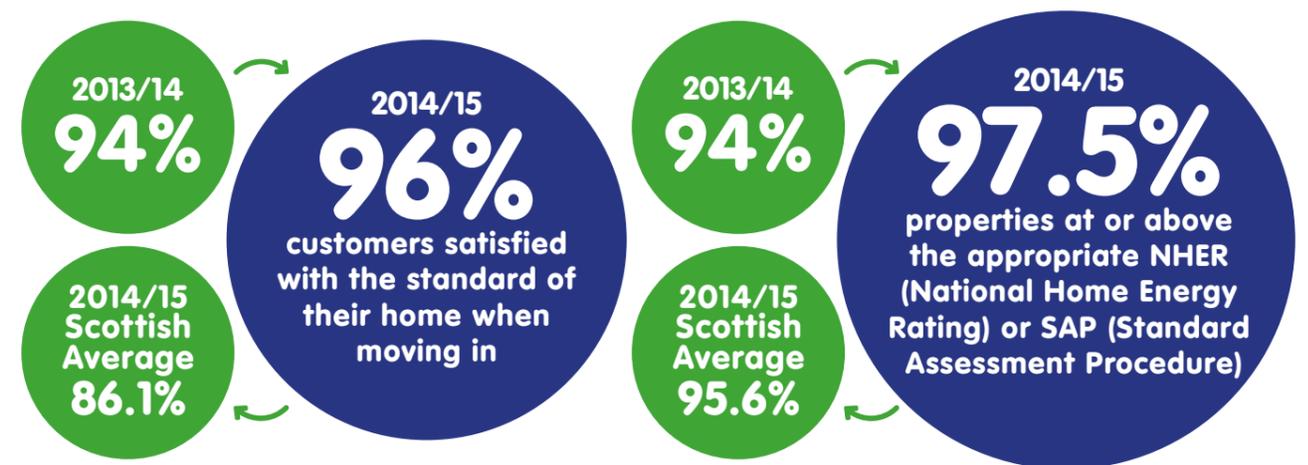
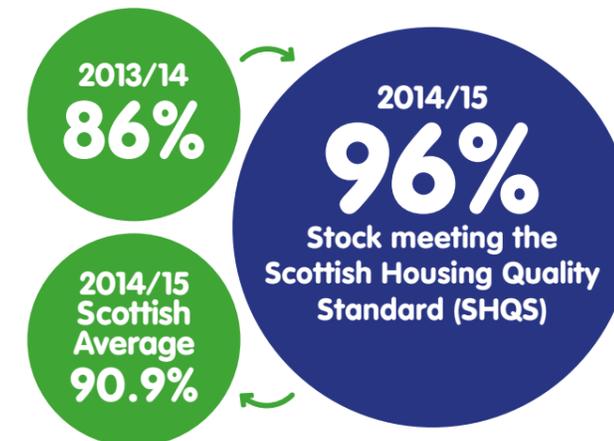
Trust Star Rating: (Self Assessment)



Outcome: Quality of Housing

Charter Outcome 4: Quality of Housing	Quality Promise
<p>Social landlords manage their business so that:</p> <ul style="list-style-type: none"> Tenants' homes as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair 	<ul style="list-style-type: none"> We will provide high quality housing

Trust Star Rating: (Self Assessment)



Outcome: Repairs & Maintenance

Charter Outcome 5: Repairs & Maintenance	Quality Promise
Social landlords manage their business so that: <ul style="list-style-type: none"> Tenants' homes are well maintained with repairs and improvements carried out when required, and tenants are given reasonable choices about when the work is done 	<ul style="list-style-type: none"> We will provide a quality repairs service We will complete any repairs you require on time We will get repairs right first time

Trust Star Rating: (Self Assessment)



Focus on... Repairs & Maintenance

We provide a reactive repairs service to over 2500 households across the length and breadth of Scotland, spending approximately £1.5 million each year on around 12,000 reactive repairs. Your repairs service is delivered by 3 large term contractors across the Central, East and West areas, with various local contractors being used across the rest of the country.

A selection of our performance from last year is detailed below:

- Customer Satisfaction** – our customer satisfaction feedback from our most recent tenants' survey, has indicated a tenant satisfaction level of 92% compared to the sector average of 89.3% satisfaction across all registered social landlords.
- Emergency and non-emergency repairs** – our average timescales to complete emergency (4.5 hours) and non-emergency (6.6 days) compares very favourably with sector averages, 5.9 hours and 7.9 days respectively. In addition, 98.5% of emergency repairs were completed within target timescale.
- Appointments** – we currently use a partial appointments system with our larger contractors covering the West, Central and East Area contracts. We increased the number of appointments offered last year by over 2,500 and met 93.6% of our appointment times across the increased contract area, compared to the sector average of 92.4%
- Gas Safety** – 100% of our properties with gas boiler appliances had current gas safety checks and safety certification. This compares to the sector average of 99.5%.

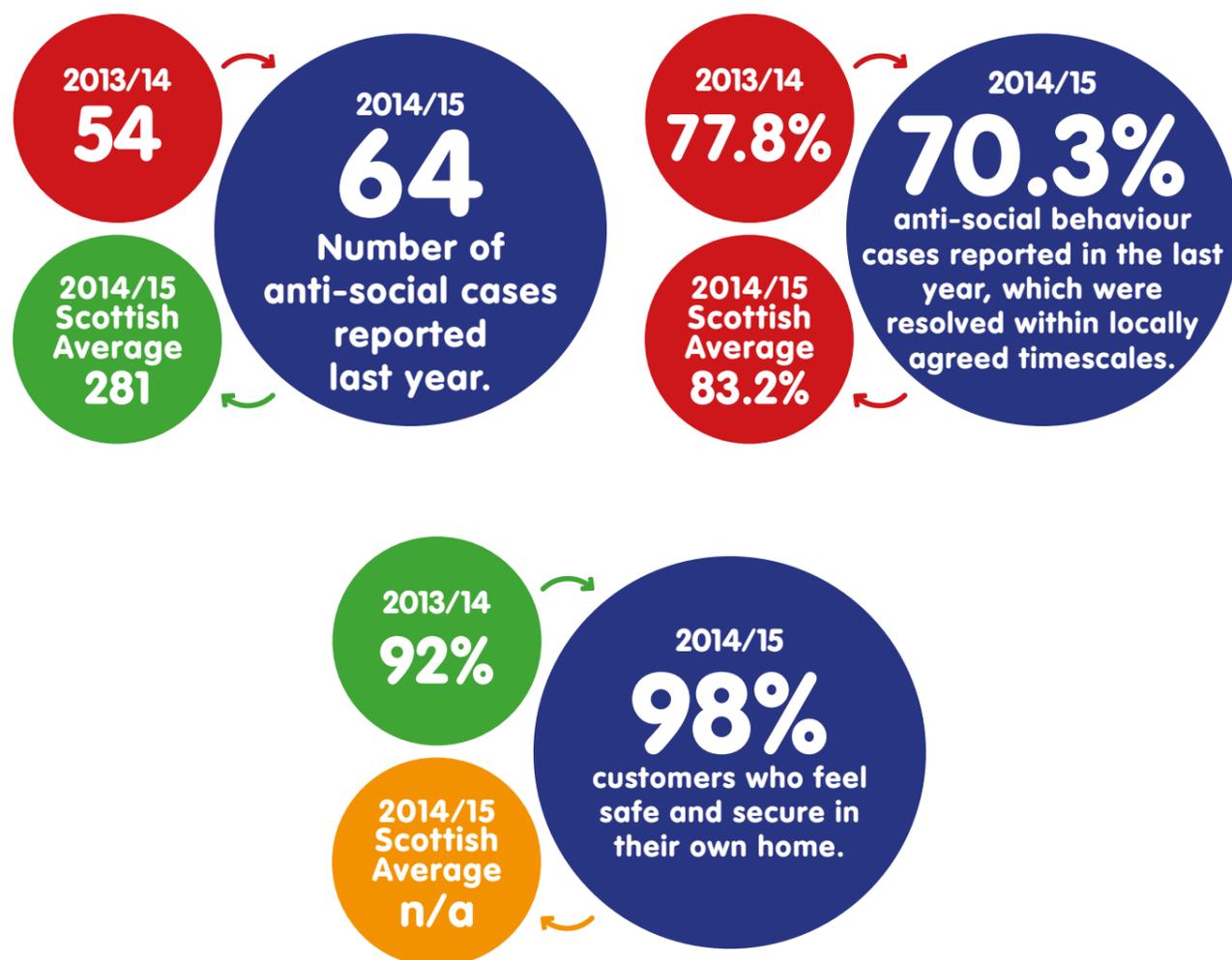
Priority Areas for improvement

- Repairs Completed Right First Time** – one of the key areas for improvement highlighted by the self-assessment process was contractor performance relating to the West Area contract which was re-tendered during the year. The transition period, while the new contractor developed an understanding of our stock, had an impact on performance. This is reflected in the percentage of repairs we completed "right first time" dropping 20% to 75.4%, which is below the sector average of 90.2%. We have been working closely with the contractor over the last year to improve performance. We are continuing to monitor the situation and we are pleased to report that we are now seeing improvements in performance.
- Improving the void process** – we are reviewing how we deliver our repairs service during 2016, and this will include void repairs. This will include ensuring a consistent lettable standard and additional training for staff.
- Online access to repairs service** – over the course of our strategy we will be looking to develop online options for the repairs service. This will potentially include the ability to order and make appointments for repairs, and track progress of repairs.

Outcome: Estate Management

Charter Outcome 6: Estate Management	Quality Promise
<p>Social landlords working in partnership with other agencies, help to ensure that:</p> <ul style="list-style-type: none"> Tenants and other customers live in well-maintained neighbourhoods where they feel safe 	<ul style="list-style-type: none"> You are satisfied with the way we deal with anti-social behaviour We will provide you with a home that is safe and secure

Trust Star Rating: (Self Assessment)



Outcome: Housing Options

Charter Outcome 7, 8, 9 : Housing Options	Quality Promise
<p>Social landlords work together to ensure that:</p> <ul style="list-style-type: none"> People looking for housing get the information that helps them make informed choices and decisions about the range of housing options available to them Tenants and people on housing lists can review their housing options <p>Social landlords ensure that:</p> <ul style="list-style-type: none"> People at risk of losing their homes get advice on preventing homelessness 	<ul style="list-style-type: none"> We will help you make informed housing choices We will help if you need support to maintain your tenancy

Trust Star Rating: (Self Assessment)



Outcome: Access to Social Housing

Charter Outcome 10: Access to Social Housing	Quality Promise
<p>Social landlords ensure that:</p> <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Our housing application process is straightforward The information we send when we offer you a house is easy to understand

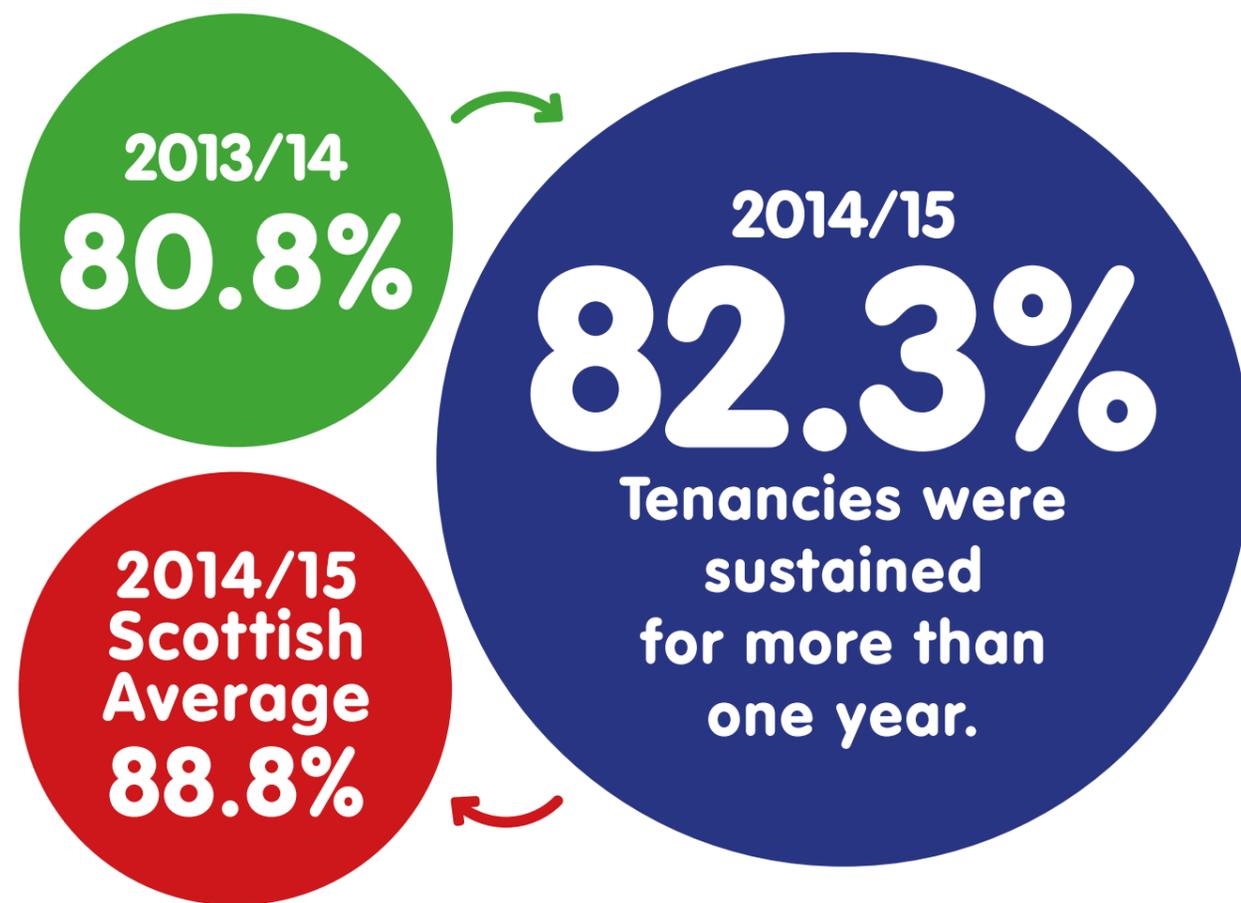
Trust Star Rating: (Self Assessment)



Outcome: Tenancy Sustainment

Charter Outcome 11: Tenancy Sustainment	Quality Promise
<p>Social landlords working in partnership with other agencies, help to ensure that:</p> <ul style="list-style-type: none"> 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 agencies 	<ul style="list-style-type: none"> We will help if you need support to maintain your tenancy

Trust Star Rating: (Self Assessment) 



Outcome: Value for Money

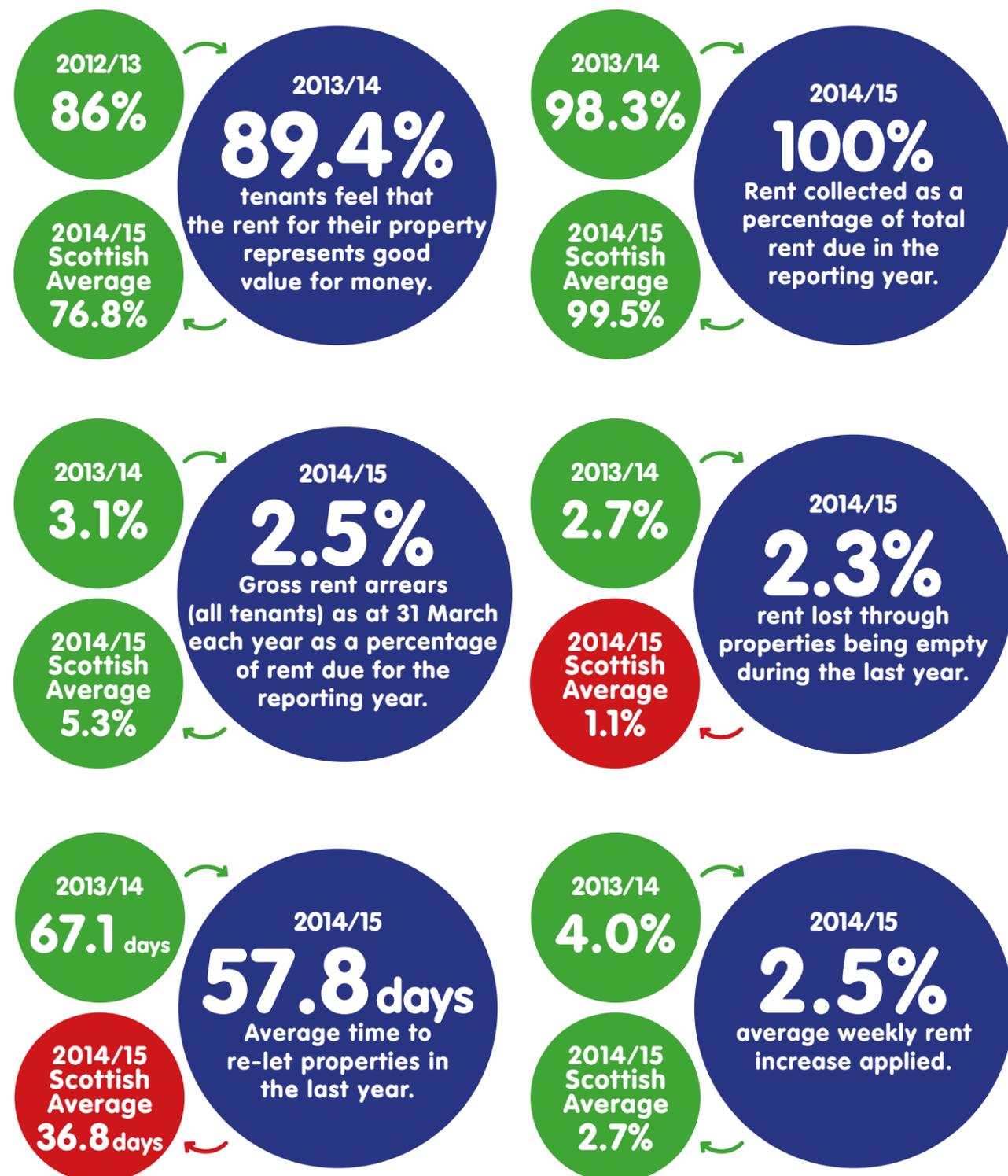
Charter Outcome 13: Value for Money	Quality Promise
<p>Social landlords manage all aspects of their business so that:</p> <p>Tenants, owners and other customers receive services that provide continually improving value for money for the rent and service charges they pay</p>	<ul style="list-style-type: none"> We will strive to provide you with the value for money in all that we do.

Trust Star Rating: (Self Assessment) 

Outcome: Rents and Service Charges

Charter Outcome 14, 15: Rents & Service Charges	Quality Promise
<p>Social landlords set rents and service charges in consultation with their tenants and other customers so that:</p> <ul style="list-style-type: none"> A balance is struck between the level of service provided, the cost of the services, and how far the current and prospective tenants can afford them Tenants get clear information on how much rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants 	<ul style="list-style-type: none"> We are open and transparent about how we spend every £1.

Trust Star Rating: (Self Assessment) 



Focus on... Value for Money & Rents

Providing value for money in everything we do is very important to Trust and we are continually looking to improve our services while removing any unnecessary costs – 89% of tenants feel that the rent they pay represents good value for money (13/14 survey). This is above the Scottish average and in line with similar organisations. You can find a breakdown of our spend during 2014/15 on page 29.

As an example of value for money, we undertook a comprehensive review and redesign of the way we let houses last year, using our customer-focused TRUSTed Systems methodology. This has seen a change in the way we work and, due to the changes and hard work of the allocations and repairs teams, we are delighted to report a significant improvement in performance with the percentage of rent lost due to empty properties decreasing from 2.7% in 2013/14 to 2.3% in 2014/15, and the average time taken to re-let properties down almost 10 days over the same period. This means that we have been able to improve the service we deliver to customers while reducing costs to the business and, ultimately, giving you better value for money for the rent you pay.

In terms of rent and service charges, we consult extensively with tenants, adopting a two stage approach: (1) series of focus groups during the autumn, and (2) written survey to all tenants individually. Through these sessions we listen to your views and have clear policies determining the setting of our charges.

Priority Areas for Improvement

We know that we can improve the way we manage rents and reduce the level of arrears – this was identified during self-assessment and is something we are already working on.

We recently completed a review and redesign of our rent process over the summer, again using our TRUSTed Systems methodology. We will be implementing this new way of working over the coming months. One of the key areas of the redesign is that more focus and time will be spent on making sure we work more proactively with new tenants to help people avoid getting into rent arrears in the first place.

Another area of improvement that was identified was the possibility of offering the choice of participating in the rent consultation exercise online so that is accessible to more people.

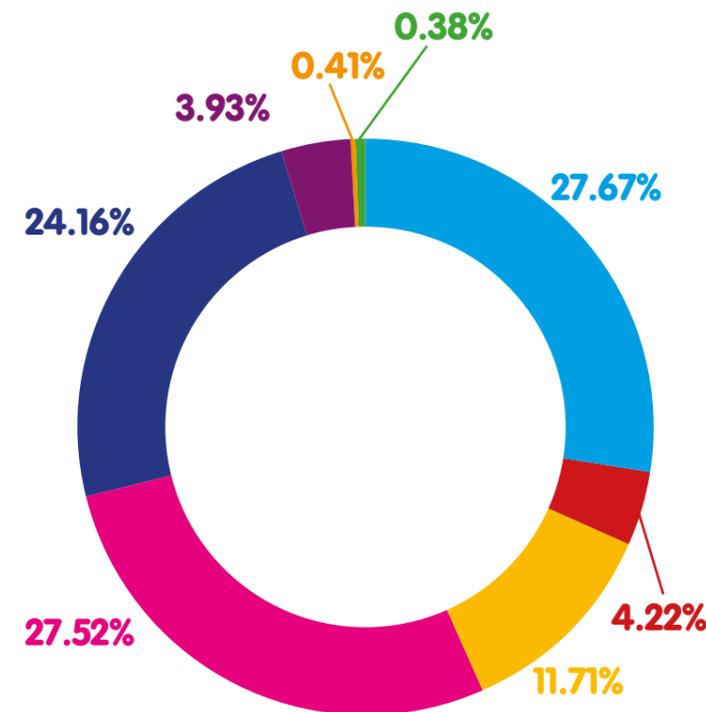
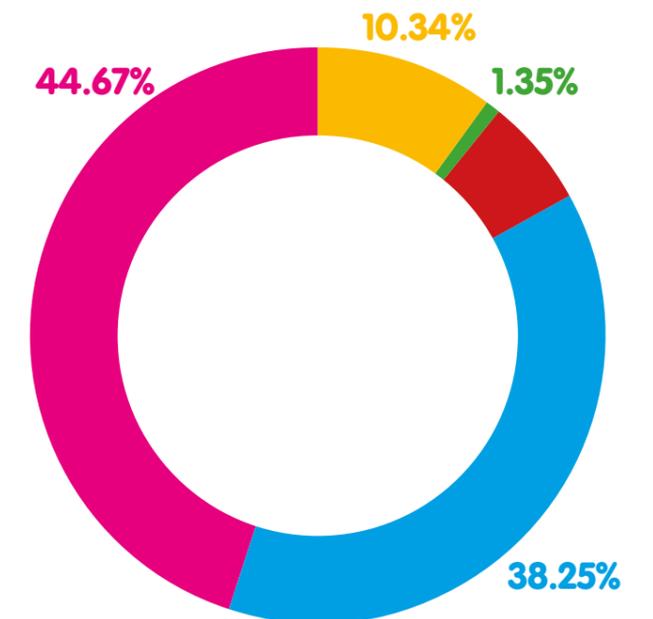
5. Money In, Money Out

5. Money in, Money Out

This section shows where our income comes from and how we spent it during 2014/15

Income 2014 / 2015

Rent	8,867,000	38.25%
Landlord Services	10,356,000	44.67%
Housing Support	2,398,000	10.34%
Other	314,000	1.35%
Care	1,247,000	5.38%
Total	23,183,000	



Expenditure 2014 / 2015

Employee & Administration	-5,518,000	27.67%
Care	-843,000	4.22%
Housing Support	-2,336,000	11.71%
Landlord Services	-5,488,000	27.52%
Property	-4,818,000	24.16%
Loan Charges	-784,000	3.93%
Loss on sale of fixed assets	-82,000	0.41%
Other	-75,000	0.38%
Total	-19,944,000	

Surplus for year £3,239,000

6.1 Priority Improvements - What we aim to do

The table below details the key priorities identified by tenants and staff during self-assessment. We will update you next year on progress.

Outcome	Action Ref	What we aim to do	By when
Equalities	IP1	Progress Leaders in Diversity Action Plan – as part of our accreditation as Leaders in Diversity we will be progressing recommended short and longer-term improvement over the next two years.	Ongoing – within 2 years
Communication	IP2	Customer Communication – we will review the data we hold and fill any gaps so that we can make sure that the communication we send out meets particular individual needs (for example, language or visually impaired) and is in the preferred format (for example, paper copy or email).	March 2016
	IP3	Online Services – a key strand of our business strategy is to develop online services so that customers have 24/7 access to information. This is a longer-term piece of work and will take time to complete. We hope to complete this sooner than 2019 but the work has not been scheduled yet so a more definitive timescale can't be given at this time.	March 2019
	IP4	Help customers overcome barriers to getting online – another key strand of our business strategy is to help customers overcome any barriers to getting online and using the internet. This is a long-term project but we intend to have a plan of how we will do this by April 2016.	March 2016
Participation	IP5	Promote what we do – we recently launched our new Customer Involvement Strategy and a key area for improvement is to better promote all the opportunities we offer to get involved with Trust.	Summer 2016
	IP6	Make participation accessible to all – we currently offer a range of ways to get involved with Trust but recognise that we need to do more to offer methods of participation that meet the needs of our general needs tenants and other harder to reach groups.	March 2017
	IP7	Improve how we undertake Customer Satisfaction Surveys – we currently undertake a postal survey every two years and a range of other surveys. We will develop proposals on how we will do this differently in the future so that surveys are more interactive, more user-friendly and helps us better understand dissatisfaction.	Summer 2016

6. Areas for Improvement

This section highlights priority areas for improvement identified during the self assessment exercise held during summer 2015 and gives a progress update for improvements identified in last year's report.

6.1 Priority Improvements - What we aim to do

Repairs & Maintenance	IP8	Complete & Implement Repairs Process Re-design – a full review of how we manage repairs is scheduled for 2016. All the improvements raised during self-assessment will be fully considered as part of this work. We will also consider the recommendation from the Customer Panel, who will be reviewing how we manage the void repairs process ahead of new tenants moving in.	Summer 2016
	IP9	Develop online services for repairs – as per IP3, over the course of our business strategy we will be looking to develop online options for the repairs service, including the potential to order repairs and track progress via the internet. We hope to complete this sooner than 2019 but the work has not been scheduled yet so a more definitive timescale can't be given at this time.	March 2019
	IP10	Contractor management – One of the key areas raised was contractor performance relating to issues with the West contract. We have been working closely with the contractor and we are already seeing improved performance. We will continue to monitor the situation.	Ongoing
Estate Management	IP11	Review our anti-social behaviour (ASB) procedures and timescales – we will look to improve the number of cases that we are able to resolve within locally agreed timescales. We will also produce a leaflet for customers in order to promote how we deal with ASB cases.	March 2016
Access to Housing & Support	IP12	Progress Customer Panel Recommendations – the Customer Panel reviewed our allocations process last year and provided their recommendations which we will take forward.	March 2016
Value for Money/Rent & Service Charges	IP13	Complete & implement Rent Process Re-design – work to improve how we manage rents begun in June and is ongoing. This work covers all the key improvements recommended via self-assessment, including working more proactively with new tenants.	March 2016
	IP14	Review rent consultation process – an additional improvement area identified was the potential for tenants to be offered the opportunity to participate online. This will be considered and any changes implemented ahead of the next consultation period.	Sep 2016

6.2 13/14 Progress Update

The table below lists the priority improvement areas from last year's report and provides an update on progress.

Outcome	What we said we would aim to do	Progress update
Equalities	1. Achieve Leaders in Diversity	Completed
Communication	1. Further develop social media, particularly Facebook.	Completed
	2. Develop our online services (refer to IP3)	Outstanding
	3. Introduce our new IT complaints handling system to help us better manage complaints	Completed
	4. Collect customer's communication preference details (refer to IP2)	Work in progress
Participation	1. Customer Panel – establish the Panel and consider their first improvement recommendations	Completed
	2. Improve the participation opportunities for general needs tenants (refer to IP6)	Work in progress
Quality of Housing	1. Achieve the SHQS by March 2015	Completed
	2. Pursue funding to improve thermal efficiency of properties deemed hard to heat	Completed
Repairs and Maintenance	1. Review repairs systems and develop reporting (refer to IP8)	Outstanding
	2. Develop online service option for repairs (refer to IP9)	Outstanding
	3. Review and improve gas servicing monitoring	Completed
Neighbourhood and Community	1. Implement a revised reporting system for recording anti-social behaviour cases.	Completed
	2. Introduce relevant legislative changes from the new Housing Act (Scotland) 2014 into Trust's anti-social behaviour policy	Completed

Outcome	What we said we would aim to do	Progress update
Housing Options	1. Complete our review and re-design of the housing allocation process	Completed
	2. Complete the upgrade of our Home For You (formerly SHOP) system for processing housing applications	Completed
	3. Develop online facility to allow applicants to review their application and housing options via the internet (refer to IP3)	Outstanding
Access to Social Housing	1. Consider recommendations from Customer Panel as part of their review into the allocations process	Completed
	2. Explore the best way to get feedback from new housing applicants	Completed
	3. Improve the information on our website about how you apply for a house, and add our Allocations Policy to the website	Completed
Tenancy Sustainment	1. To continue to monitor the reasons given for tenancies ending, and reporting if any trends are identified	Ongoing
	2. Consider how we can improve the information and support we provide to help you sustain your tenancy	Work in progress
Value for Money	1. Undertake review of how we manage rent arrears early in 2015	Completed
	2. Embed culture of continuous improvement	Ongoing
Rents and Service Charges	1. Consider how best and when to engage on the issue of thresholds for expenditure items	Outstanding
	2. Further consultation on charge rationalisation proposals will take place in autumn 2014 alongside the routine consultation on charge increases	Completed



Outcomes – describe the positive impact for customers that social landlords should aim to achieve when performing their housing activities and other services.

Scottish Social Housing Charter – the document, which sets out the standards and outcomes, which social landlords must achieve, as required by Section 31 of the Housing (Scotland) Act 2010.

Housing (Scotland) Act 2014 – Section 31 of the Act states that ‘Ministers must set out the standards and outcomes which social landlords should aim to achieve when performing housing activities.’

Scottish Housing Regulator – the Regulator is the new, independent body that the Scottish Parliament has created to look after the interests of tenants of social landlords and customers of the services provided by social landlords.

Social Housing – housing provided by councils and housing associations under a Scottish Secure Tenancy or Short Scottish Secure Tenancy.

Social housing landlord – landlord who provides social housing. Either a local authority or a not-for-profit landlord, registered with the Scottish Housing Regulator, such as Trust Housing Association.

Mid Market Rent – Mid Market Rent is a new type of affordable housing for households with modest incomes who want to rent a new home for the long term. Rent levels are below the normal market rent levels for the area.

Home for You – a national housing register - a partnership between Trust, Bield and Hanover - which makes it easier for people looking for a new home to apply for a wider choice of social housing.

Would You Like to Know More About The Charter?

The websites below will give you more information about the Scottish Social Housing Charter:

Trust – www.trustha.org.uk/customer-area/scottish-social-housing-charter/

Scottish Government – <http://housingcharter.scotland.gov.uk/>

Scottish Housing Regulator – www.scottishhousingregulator.gov.uk

Report content

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