



Copies of the full Charter report can be obtained from your local library or from the Council's website. We will send you a copy if you contact us on 01389 737281 or email: [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)

The performance indicators included in this summary report were chosen by tenants

# SCOTTISH SOCIAL HOUSING CHARTER

## Annual performance report summary for tenants and other customers

The Scottish Social Housing Charter sets out the outcomes and standards that the Scottish Government expects landlords to be delivering for their tenants and other customers.

All landlords assess their performance against these Charter outcomes on an annual basis and produce a report based on this assessment, which includes actions being taken to address any areas of weakness.

This report outlines how Housing and Homelessness Services performed during 2018/19. It focuses on the areas that tenants have said are the most important to them and each page includes key measures of performance, whether this performance has improved or not since the previous year and how this performance compares to other landlords.

### Key



Top quarter    2nd quarter    3rd quarter    4th quarter



Better    Poorer    No change

Peer group compared to is all other local authority landlords, as well as Glasgow Housing Association

## Managing our estates, anti-social behaviour, neighbour nuisance and tenancy disputes

What we aim for:		2017/18	2018/19	Trend	Comparison
Tenants and other customers live in well maintained neighbourhoods where they feel safe.	% of tenants satisfied with the management of the neighbourhood they live in	80%	80%	↔	
	% of anti-social behaviour cases resolved within locally agreed targets	81.4%	80.4%	↓	
	% of tenancy offers refused	55.9%	54.6%	↑	

### What we are doing in 2019/20

- We will restructure our Anti-Social Behaviour and Estate Caretaking services to ensure neighbourhoods are clean, safe and vibrant communities for our tenants and residents to live in
- We will continue to roll out our zero tolerance approach to domestic abuse via our “No Home for Domestic Abuse” initiative
- Our Integrated Housing Management System will help reduce the percentage of tenancy offers refused by capturing applicant preferences more accurately

## Communication and Participation

What we aim for:		2017/18	2018/19	Trend	Comparison
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 decisions and the services it provides. Tenants and other customers find it easy to participate in and influence their landlords’ decisions at a level they feel comfortable with.	% of tenants who feel we are good at keeping them informed about services and decisions	84.5%	84.5%	↔	
	% of tenants satisfied with the opportunities given to them to participate in their landlord’s decision making processes	79.1%	79.1%	↔	

### What we are doing in 2019/20

- We will carry out a comprehensive Tenant Satisfaction Survey and develop improvements based on feedback
- We will implement Year 3 of our Tenant Participation Strategy
- We will carry out a review of the Service Standards in place across Housing and Homelessness Services

## The Quality of Housing

What we aim for:		2017/18	2018/19	Trend	Comparison
Tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair, and also meet the Energy Efficiency for Social Housing (EESH) by December 2020.	% of Council’s housing stock meeting the Scottish Housing Quality Standard	90.2%	91.9%	↑	
	% of Council’s housing stock meeting the Energy Efficiency Standard for Social Housing (EESH)	55.9%	77.6%	↑	
	% of existing tenants satisfied with the quality of their home	86%	86%	↔	
	% of tenants satisfied with the standard of their home when moving in	94.9%	87.4%	↓	

### What we are doing in 2019/20

- We will implement Year 2 of our Housing Asset Management Strategy “Better Homes West Dunbartonshire”
- We will continue to invest in our housing stock by delivering our Housing Capital Investment Plan
- We will progress with our New Build Programme

## Homeless People

What we aim for:		2017/18	2018/19	Trend	Comparison
Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed, and are offered continuing support to help them get and keep the home they are entitled to.	% of people satisfied with the quality of temporary accommodation	83.3%	76.3%	↓	
	% of households requiring temporary accommodation to whom an offer was made	100%	100%	↔	
	% of temporary accommodation offers refused	2.7%	1.9%	↑	

### What we are doing in 2019/20

- We will implement Year 1 of our Rapid Rehousing Transition Plan
- We will review and update our partnership protocol to ensure access to Housing Association stock for homeless households
- We will introduce enhanced Housing Options and Prevention Services including providing a Housing Options Service to all young people in West Dunbartonshire
- We will introduce a Resettlement Service to support new tenants in social and private rented housing

## Value for Money

What we aim for:		2017/18	2018/19	Trend	Comparison
Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.	% of tenants who feel that the rent for their property represents good value for money	75.3%	75.3%	↔	
	Gross rent arrears as a percentage of rent due for the reporting year	8.83%	9.71%	↓	
	% of rent due lost through properties being empty during the last year	0.9%	0.73%	↑	
	Average length of time taken to re-let properties in the last year	35.6 days	23.3 days	↑	

### What we are doing in 2019/20

- We will review and update our rent collection policy in partnership with tenants
- We will focus on taking actions to reduce the number of new tenants in arrears