

Hawthorn Housing Co-operative

Assurance Framework Dashboard

August 2020

Scottish Social Housing Charter

Key

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

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

- Equality and Diversity Audit June 2018
- Equality Action Plan 2019 – good progress made but needs review
- Satisfaction with being kept informed increased from 96.8% to 100% and opportunities to participate fell to 94% from 97.6%. this compares well with other small urban RSLs [96.1% and 95.5%]
- Recording and Learning from complaints to be reviewed & improved
- Tenant Consultation Panel was meeting 4 times a year - but not since lockdown, difficult adapting to the lockdown
- Committee meetings summarised in Facebook
- Programme for Equality Impact Assessments to be implemented
- Diversity in community better reflected on committee [race, gender, employment]
- Hawthorn Community Action Group set up with broad cross-section
- TPAS award received for work with Chinese tenants - again affected by lockdown

Housing Quality and Maintenance

- Repairs carried out quickly - average of 2.8 days compared to 3.7 for peers
- emergencies slightly slower than peers, non-emergencies slightly quicker
- Stock condition survey completed – 30 year investment strategy from own resources in place
- All houses - other than 1 in abeyance - now comply with SHQS, [3.5% of peer group fail]
- Insulation required to 6 flats to ensure all comply with EESSH1 - to be completed within 12 months
- Major investment in older properties [all to have received new heating systems, kitchens and bathrooms by 2024]
- All investment to be financed without borrowing
- Customer satisfaction with quality of home increased remained at 88%. [but lower than peer group of 91.5%]
- We do not have a formal appointment system, but tenants do specify when they would like work carried out.
- High level of repairs carried out right first time 96.4% [96% for peer group]
- 93% satisfaction with repairs service compared to 96% for peers

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

- High satisfaction with the management of the neighbourhood 98% [93.5% with peer group]
- Caretaking service expanded [weedkilling etc] though those very satisfied fell from 91% to 75%, reflecting the cancellation of the service during early lockdown.
- ASB complaints are low level and all dealt with on time [96.8% for peer group]

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

- Applicants are offered interviews to complete applications and consider options
- Welfare advice, Financial inclusion and Tenancy support services are available
- Allocations policy reviewed to comply with 2014 Act
- 'Patchy' performance in allocating to homeless. Poor flow of referrals will struggle to achieve target of 90%
- Level of tenancy sustainment fell from 94.1% to 88.9% compared with average of 93.2% for peer group

Getting Good Value from Rents and Service Charges

- Level of overall satisfaction lower than peer group average [93. % compared to 95.1%] though remained at similar level despite impact of covid restrictions on services provided
- Rent increase held at CPI for second year in a row, bringing us closer to peer group average.
- Voids performance poor due to impact of knock-on voids from new build, but has create a more stable community, 3.4% compared to 0.7% average for peers
- Rents restructured from 2015 – 2017. Significant increase but Co-operative financially viable over long term
- 2017 – all rents assessed to be affordable using SFHA tool.
- Satisfaction that rents provide value for money held at 86%] still slightly lower than peer group average 89.5%
- Continuing poor rent arrears performance. Current arrears of 7.3% are nearly treble peer group average of 2.5%

Regulatory Standards –

See Self -assessment document [SAd], Self-assessment evidence 2019 [SAe2019] and Action Plan [SAap] for further details

Standard 1 – Leadership and direction	
5 statements are compliant	
1 statement compliant (with non-material areas of improvement)	

Standard 2 – Openness and accountability to customers	
4 statements are compliant	
0 statements compliant (with non-material areas of improvement)	

Standard 3 – Managing resources for affordable rents	
5 statements are compliant	
2 statements compliant (with non-material areas of improvement)	

Standard 4 – Making decisions and managing risk	
6 statements are compliant	
0 statement compliant (with non-material areas of improvement)	

Standard 5 – Honesty and integrity	
7 statements are compliant	
1 statements complaint (with non-material areas of improvement)	

Standard 6 – Skills and knowledge	
6 statements are compliant	
1 statement complaint (with non-material areas of improvement)	

Standard 7 – Organisational changes	
5-statements are compliant	
4 statements complaint (with non-material areas of improvement)	

Regulatory Requirements & Legislation

See – Self-Assessment requirements [SAr]

Health and Safety

- Management committee trained on Health and safety
- 2019 fire safety assessment stock assessed as tolerable. Programme to be developed to complete minor works by Dec 2020
- Landlord issues – legionella, asbestos, fire safety, electrical, gas, asbestos – all comply with current legislation
- Contractor being employed to install smoke detectors in every house
- Employer issues – Comply with Best practice and EVH guidelines/advice
- Our processes for ensuring tenant safety are being assessed in collaboration with 4 other RSLs

Environmental Protection

- All activities [eg weed spraying] comply with environmental regulations
- Environmental Strategy still to be developed to ensure we comply.

Data Protection and Published Information

- Website has been reviewed to comply with FOI
- GDPR policy in place.
- FOI compliance from 11.11.2019

Performance Reporting, Tenant Scrutiny, Complaints

- Charter return has been audited/validated, though error in 21019/20 submission
- Assurance statement will be submitted by 31.10.2020 with improvement plan developed to improve compliance
- Tenant Consultation Panel programme and capacity to meet virtually to be developed
- Complaints handling to be reviewed to ensure we learn from complaints

Scottish Public Services Ombudsman Complaints

- Complaints handling to be reviewed to ensure we learn from complaints
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Whistleblowing

- Whistleblowing Policy in place
- Committee members demonstrated awareness of whistleblowing in appraisal

Equality and Human Rights

- Equalities and Diversity action plan in place.
- Equality Impact Assessment tool in place. Identify policies where it should be used this has to be fully implemented

Housing Law

- Allocations Policy, ASB Policy and tenancy agreement reviewed in light of 2014 Housing Act following training from TPAS

Accounting Taxation and Financial returns

- External auditors been appointed following competitive tender.
- Internal auditors being competitively tendered.
- All financial returns made on time
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Employment Law

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