

Clydebank Housing Association Ltd

To: Management Committee

From: Sinéad Farrell, Communications Officer

Subject: Customer Consultation/Communication Update – February 2020

Meeting: 25 February 2020

Date: 21 February 2020

Purpose of Report

The purpose of the report is to provide an update to the Management Committee on much of the Association's communication and tenant participation activities towards meeting:

- the Customer/Landlord Relationship outcomes of the Scottish Social Housing Charter
- our customer expectations in regards to Tenant Satisfaction

Potential impact on tenants and service users/Tenant Consultation requirements

There is no adverse impact on tenants and other service users as a result of information (and decisions when required) in this report. Tenant Consultation is required on some elements of these reports.

Value for Money

CHA considers Value for Money in all aspect of its business including: -

- Managing our resources to provide quality services and homes to meet the needs of customers and the local community.
- Delivering the right service at the right time at the right cost.
- Planning for and delivering year on year improvements on our services based on customer priorities.
- Getting the most out of our assets and staff by operating efficiently and effectively.

Risk

There are no identified risks in relation to the information contained in this report.

Legal/constitutional Implications (Reference to Model Rules)

Tenant participation obligations of the Housing (Scotland) Act 2001, Part 2, Sections 23, 53, 54 and 106 (the Housing (Scotland) Act 2010 refocused but did not supersede the Tenant Participation obligations of the Housing (Scotland) Act 2001).

Relevant CHA Objectives:

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank.

- To ensure local decision making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Relevant Scottish Social Housing Charter outcomes:

- Equalities - Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- Communication - Social landlords manage their businesses so that 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.
- Participation - Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Relevant SHR Regulatory Standards of Governance and Financial Management:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The RSL conducts its affairs with honesty and integrity.

Equalities

No protected group is adversely affected by the proposals, recommendations or updates within this report. Our commitment to equal opportunities and fairness applies irrespective of factors such as race, sex, disability, age, gender reassignment, marriage & civil partnership, pregnancy & maternity, religion or belief and sexual orientation.

1. Current/Future Consultation & Feedback

Concluded/current consultation/focus groups

N/A

Future focus groups and timescales:

Development Activity – Spring – after much consideration on the timing, this has been moved to the Business Planning period. It will commence with a newsletter article in the March newsletter.

Focus groups/consultation register

			Business Plan targets 2019-2024	2018/2019
Current number on consultation register:	-	<i>Data not available at time of report</i>	750	987 (Mar 19)
Customer consultations 2019/2020:	4	Charter Report Rent Setting Cage Areas/Dogs in Multis Business Plan Feedback Survey	5	3
Focus Groups 2019/2020:	3	Customer Care (11/04), Repairs & Maintenance Policy (11/07) Self Assurance (22/10 & 25/10)		3
Tenant Panel scrutiny processes	1	Landlord Health and Safety Responsibilities 2020	1	1
Customer consultation responses	366	Charter Report Feedback (64) Tenant Conference feedback (15) Cages/Dogs in multitis (126) Rent setting (161)	150	463

Tenant Panel

The Tenant Panel met on 19 February as scheduled and the meeting included a 2-hour introduction to their current topic, Landlord's Health and Safety Responsibilities by our Housing Services Manager. Their next meeting will take place on 18 March as scheduled. Slight changes will be made to the content of some of the meetings, particularly to time in better with business planning and an updated workplan will be included in the next report for information.

tenant panel
clydebank housing association's
critical friend

The Panel is continuing to review the Tenant Panel Pack in advance of a recruitment drive and I will bring back any proposed changes to the remits agreed by the Committee in February 2015.

Feedback

Complaints Handling Surveys

Surveys for the quarter October-December have been issued and results will be reported next month (*1 return received to date*).

Rent Setting

As part of the Rent Setting process a commitment was made to provide a donation for each response received to the West Dunbartonshire Community Foodshare. As such, a cheque for £100 was issued. A response has been received as follows, *“The Board of West Dunbartonshire Community Foodshare would like to thank you for your generous cheque for £100. This will help us to continue providing food and support to people in West Dunbartonshire who are struggling to provide for themselves and their families.”*

2. Radnor Park Multis Tenants & Residents Association (RPMTRA)

Our Housing Services Manager attended the recent open meeting of the above group (13 February 2020). A detailed update on a variety of issues was provided, including the following:

- Tree maintenance (including shrubs at planter beds) – agreed works at Lennox View were due to start w/c 10/2/20 but delayed due to weather
- Door mat – notified there will be pilot block in coming weeks
- Ramps/handrails – contract awarded and awaiting Planning Permission
- Hardstanding areas – work has been instructed
- Cages / dogs – advised of results of surveys and also that reports on both issues going to March meeting of HSSC
- Clear-out day – explained reasons for delay and tenants informed now taking place on 27 February
- Heat/smoke alarms – group advised that contract has been awarded
- Renewal of windows/communal doors – advised group of procurement process. Intention was first three blocks would be Leven, Cowal & Lomond as they were the most westerly facing and have had the most reports of water ingress

Extremely positive feedback was received from the group on the information provided at the meeting. The group's Action Plan will be duly updated and reissued.

2 further dates have been received and will be added to the RTO section of the Intranet; Blitz Memorial on 12/03/20 time TBC and AGM on 21/05/20 at 2.00pm in Radnor Park Parish Church Hall.

3. La Scala Tenants Association (LSTA)

There have been no further meetings with the above group but an action plan based on issues identified at the December meeting has been developed and is currently being updated by staff in advance of the next potential meeting date.

Outstanding actions based on their acceptance as an RTO are detailed below:

Action	Progress/Completion
Our RTO section on the intranet and the RTO section of website will be updated	<i>Intranet – advice will be sought on adding new elements to the RTO page</i>
Start Up Grant will be issued in due course once a	<i>Bank account details awaited</i>

bank account has been set up	
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4. Large Scale Satisfaction Surveys

Owner Satisfaction Surveys

As previous - will be scheduled in by April 2020 at the latest. A meeting will take place late February to discuss and agree the approach based on the Ipsos Mori guidance on conducting surveys, adopted by the Scottish Housing Regulator in 2013 and updated in 2016.

5. Events

Radnor Park Clear Out Day

Delighted that the above event has been able to be organised by the Maintenance department and will go ahead on Thursday 27 February 2020, 8.30am – 2.30pm. We acknowledge the support of GOC Engineering in running this event.

6. Publications/Design

ChitChat Newsletter

Time of the newsletter rolls around again. Articles are expected in shortly for our newsletter to be prepared and delivered/emailed w/b 23 March.

Information in Different Formats Procedure

The above procedure has now been finalised but will require review on return to the main office.

As previously reported, the information packs in different languages currently available at reception will be reviewed by the Housing Service team after the end of the financial year and as such, the budget for this has been carried over to 2020/21.

Social Media

We continue to share information and snippets of good news on our social media accounts and create images to promote particular stories.

Graham Avenue Free Standing Sign

An application for continued planning permission for the above sign has been submitted to West Dunbartonshire Council for consideration and a response is awaited.

8. Customer Care Reporting including Customer Service Improvement Group

Update on Customer Care due in April.

Customer Service Improvement Group

The Customer Service Improvement Group continues to meet bi-monthly. This is a group of voluntary staff who get together to share ideas on customer service improvements. The last 2 meetings have focussed on and brought great benefits to our customer care during the office relocation.

Notes from the meetings can be accessed here when available:

<http://intranet:800/CustomerServiceImprovement/default.aspx>

9. Website

Outstanding actions from our review of the Scottish Housing Regulator Tenant Advisor report on Landlords' Emergency Contact is shown below:

Action	Progress/Completion
Test with tenants how easy it is to find emergency contact information and how useful it is	<i>To be reviewed by the Tenant Panel at their April meeting (15/04)</i>

10. Communication Strategy

The Communications Strategy was presented to the January meeting in draft and further good practice examples will be explored for inclusion, particularly on internal communication, and it will be presented for approval.