



Dumfries & Galloway
Housing Partnership

Working with our Tenants



WELCOME TO
DGHP'S REPORT CARD
2014|15

www.dghp.org.uk

Welcome to Dumfries and Galloway Housing Partnership's (DGHP) 2014/15 Report Card - brought to you by DGHP's Board of Management following consultation with tenant representatives from our District Management Committees (DMC).

Every year we publish information on how we perform as an organisation, however, with the introduction of the Scottish Social Housing Charter we now have to report this information in a different way - through our Report Card.

This is DGHP's second Report Card and - after consideration and discussion by Board members and tenants at a recent consultation event - we have made some changes to the way in which the information is presented to you this year. In addition, throughout the year, our DMC members carry out ongoing scrutiny of our performance figures (KPIs) at the quarterly meetings.

The star rating has been adjusted slightly to include 'half' stars - this, in fact, will make it harder to attain five stars and it will also reflect the performance better. The ratings are clearly laid out on each of the following pages for quick and easy reference.

DGHP's governing body, the Board of Management, are ultimately responsible for the information presented in the Report Card but we have consulted with tenant representatives across Dumfries and Galloway on all of the performance and they have helped allocate the star ratings to each.

Overall, as an organisation, we feel that DGHP is moving in the right direction. Significant improvements have been made, and we can see clear increases in performance on last year in many areas. However, as a Board, an organisation and as a service provider to our customers - our tenants - we believe there is always room for improvement and we want our tenants to be assured we are all working hard to make sure this happens. We want to be the best - and through working with our tenants - we believe we can achieve this.

We hope through the following Charter indicators you will see how the organisation is faring in comparison to last year and also in relation to the Scottish National Average.



DGHP's Board of Management

FREQUENTLY ASKED QUESTIONS

WHAT IS THE SCOTTISH SOCIAL HOUSING CHARTER?

The Scottish Government introduced the 'Charter' in April 2012 with the sole purpose of setting out standards that landlords - like DGHP - should be meeting. This is to demonstrate that DGHP (and other landlords across Scotland) are providing good quality services to tenants and other service users.

To measure our performance and to assess if we are meeting the standards set out in the Charter, the Scottish Housing Regulator asks us to provide a wide range of information about our services - and they let us know how we compare to other Registered Social Landlords (RSLs), including local authorities.

WHAT DOES THE REPORT CARD MEAN FOR TENANTS OF DGHP?

The information in the Report Card is very important to tenants, DGHP as an organisation, staff and other service users. We have always shared this information widely, but it is now presented in this different format.

The information here tells you how tenants rate the services that are provided to them by DGHP and lets everyone see how DGHP compares to others in Scotland.

WHO DECIDES WHAT INFORMATION GOES INTO THE REPORT CARD?

While it would be impossible to publish every piece of performance information we collect, we hope that you will see that what has been included in this Report Card is comprehensive.

Members of our Board have worked alongside tenants to decide what is included in this Report Card, in line with the Charter. Once the information was agreed, everyone looked at the performance information - compared it to last year's data and the Scottish National Average figure - before issuing a star rating accordingly. Throughout all of the 19 indicators in this Report Card the group have assessed whether or not we are meeting the standards in the Charter.

WHY IS IT IMPORTANT?

This information is how we show and demonstrate that we are meeting the standards expected of us in the Charter.

Tenants wanted us to group the standards into the following sections -

- Tenant satisfaction and complaints
- Quality and maintenance of homes
- Neighbourhoods
- Our homes and rents
- Value for money

Under each of these sections (separated by different colours for ease) we have set out the information the group felt was the most important.

HOW DO WE KNOW IF DGHP'S PERFORMANCE IS GOOD?

You can rest assured that DGHP's Board of Management - along with a group of tenants - have looked at this information and compared it to our previous performance as well as the national average before grading.

As well as the star rating please take the time to read the text that goes along with each section

as it explains in more detail the background and reasons behind the rating. It also sets out where we will focus in the future and how we will aim to improve.

I'D LIKE MORE INFORMATION, WHERE CAN I FIND IT?

More information is available from DGHP on Freephone 0800 011 3447 or email customerservice@dghp.org.uk You can also find out more about the Charter itself by visiting <http://housingcharter.scotland.gov.uk/>

YOUR VIEWS ARE IMPORTANT TO US

If you find that when you are reading through this document that you would like more information then please get in touch with us on the contacts above. We are always keen to hear your feedback on the content, layout or results within this Report Card. Thank you for taking the time to go through it.

One tenant, who was involved with putting together the commentary and star ratings of the Report Card, Marion Dalziel, said:

“

I was absolutely delighted to be part of the group involved in going through the performance information to score this Report Card. As a group of tenants, along with members of DGHP's Board, we felt the information here accurately reflects the services that tenants receive.”

TENANT SATISFACTION & COMPLAINTS

STAR RATING GUIDE

- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

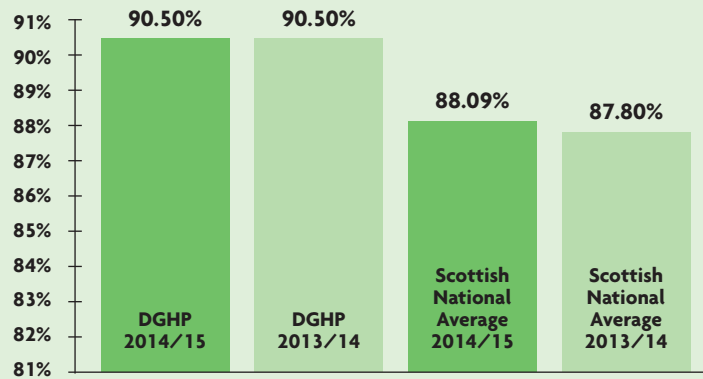
1 The percentage of tenants who are satisfied with the overall service provided by DGHP

This indicator is a very important one to DGHP, the Board of Management and all of our tenants. This is the one that tells DGHP - overall - how well tenants view the services. DGHP's aim is to be the best and everyone is absolutely committed to achieving that. The information here was collected through an independent tenant satisfaction survey last year.

While, as a Board, we are happy that we remain above the Scottish average there is a lot being done to make further improvements. DGHP will be aiming for a higher result the next time this survey is carried out.

Through an excellent package of customer care measures, every tenant and customer has their individual needs recognised and treated fairly and with respect at DGHP.

PERFORMANCE



DGHP BOARD AWARD



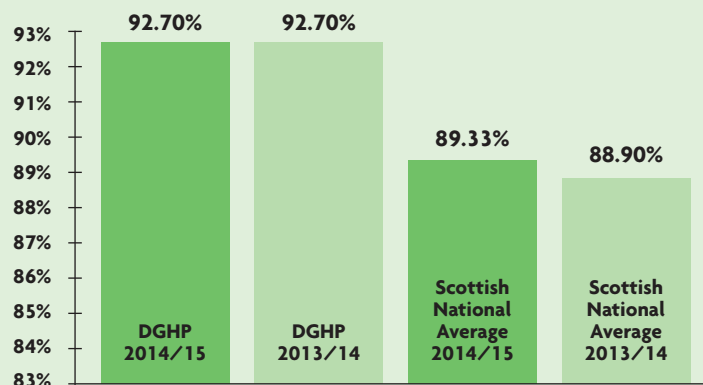
2 The percentage of tenants who feel that DGHP is good at keeping them informed about their services and decisions

As a Board we are pleased that we remain above the Scottish average on this indicator. Everyone is working hard to ensure our tenants and customers find it easy to communicate with us and get the information they need and require about DGHP, how and why we make decisions and the services we provide.

Staff are working hard to ensure our tenants have a say in how we communicate and we have a dedicated and hard working group of tenants who sit on our Editorial Panel for DGHP's newsletter Open Door. A lot of work is ongoing to develop tenant involvement in all of DGHP's leaflets - and to have everything "tenant approved" before it goes to print.

Having tenants involved in drafting content allows DGHP to focus on what really matters to tenants - as well as making sure everything is easy to read and understand.

PERFORMANCE



DGHP BOARD AWARD



TENANT SATISFACTION & COMPLAINTS

STAR RATING GUIDE

- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

3

The percentage of tenants satisfied with the opportunities given to them by DGHP to participate in decision making processes

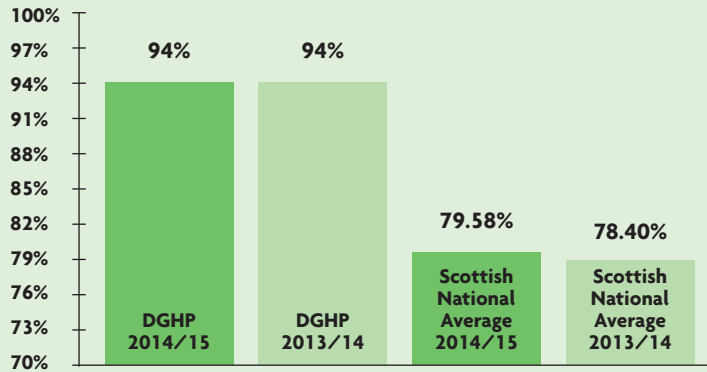
DGHP's Board of Management, and the tenants involved in reviewing these results are absolutely delighted with this result. DGHP prides itself on being a leader in involving tenants in every aspect of the business and this is reflected in this score.

DGHP's motto has always been "Working with our tenants" and it is hugely important that tenants have as many opportunities to participate with DGHP as possible.

The community participation work carried out at DGHP is held in very high regard by the Tenant Participation Advisory Service (TPAS), by our tenants themselves and other housing associations.

Through offering a varying degree of involvement opportunities, we are immensely proud of what our tenants have achieved through participating with us - and having an influence on decision making within the organisation - at a level they are happy with.

PERFORMANCE



DGHP BOARD AWARD



4

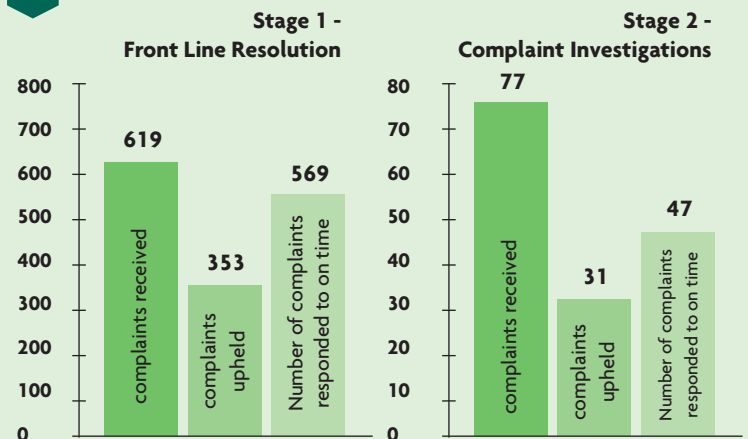
The percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by DGHP and the % upheld

At DGHP not only are our tenants actively encouraged to complain and tell us when things go wrong, we also publish the details, figures and what has been learned in every edition of our tenants' newsletter. Again, in 2014/15 no complaints relating to equality or diversity issues were received.

In addition to the figures here, of the three complaints that were passed to the Scottish Public Services Ombudsman - a decision was only received on one and no recommendations were received in relation to it. In terms of percentages, for our Front Line Resolutions, 97.8% of those received were responded to in full with 57.32% being upheld. This is slightly above the Scottish average of 57.03% (being upheld).

Of the Complaint Investigations - 92.76% were responded to in full with 45.80% being upheld. A number of reasons can lead to a complaint not being responded to on time, including information not being available in the timescales or perhaps we are waiting on the complainant coming back with more details.

PERFORMANCE



DGHP BOARD AWARD



QUALITY AND MAINTENANCE OF HOMES

STAR RATING GUIDE

- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

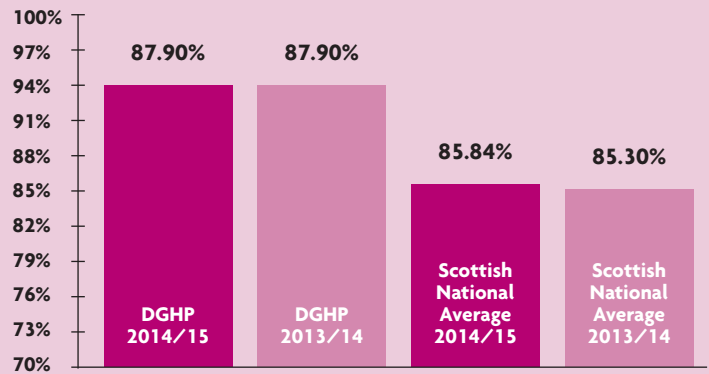
5 The percentage of existing tenants satisfied with the quality of their home

Although the Scottish national average has increased slightly, as a Board we are pleased that DGHP remains above the Scottish average.

We want our tenants to be happy in their homes, which we keep maintained, with repairs and improvements carried out when required. We are also delighted that, as an organisation, we met the Scottish Housing Quality Standard ahead of the April 2015 deadline. DGHP always makes sure our tenants are given reasonable choices about when work is carried out on their home.

Aside from those who have refused works being carried out to their homes, we have completed our kitchen, bathroom and door renewal programme across the region. We have progressed this year with the window replacement programme and various other measures to further increase the energy efficiency of our homes.

PERFORMANCE



DGHP BOARD AWARD



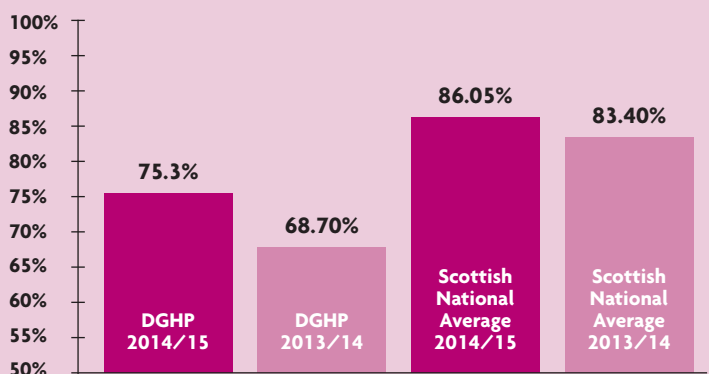
6 The percentage of tenants satisfied with the standard of their home when moving in

A recent survey was carried out and the number of tenants who were satisfied with the standard of their home when moving in has increased. However, everyone remains committed to improving this further.

We are disappointed as a Board that this figure still remains low, and lower than the Scottish average, as a lot of research work has taken place to find out how we compare to others. Following this, we are assured that they are experiencing similar trends and that people's expectations remain high.

The DGHP standard is good and our tenants should rest assured that this is being met. We are spending around £2 million every year bringing our empty properties up to our standard and we will continue to speak with new tenants to find out what their expectations are - and if they are indeed much greater than the standard - when moving in to one of DGHP's properties.

PERFORMANCE



DGHP BOARD AWARD



QUALITY AND MAINTENANCE OF HOMES (CONT)

STAR RATING GUIDE

- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

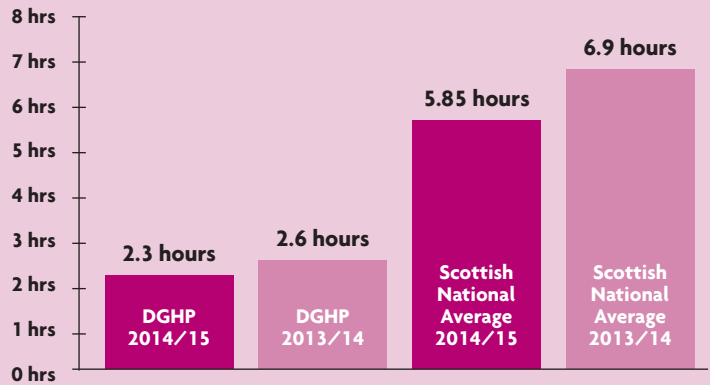
7 The average length of time taken to complete emergency repairs

As a governing body, the Board is extremely pleased with this result this year - as this is one of the most important figures to our tenants. We feel this result reflects an excellent service, that puts tenants' safety first. The performance of our repairs and heating contractors Morgan Sindall Property Services and Saltire has been excellent when it comes to responding quickly to emergency repairs - especially given the challenges they face on a daily basis with our geographical location.

As you can see from the figures here DGHP tenants are receiving a much quicker service than elsewhere in Scotland - despite a small rise in the national average figure.

In total, last year, we carried out a total of 12,133 emergency repairs to our tenants homes.

PERFORMANCE



DGHP BOARD AWARD



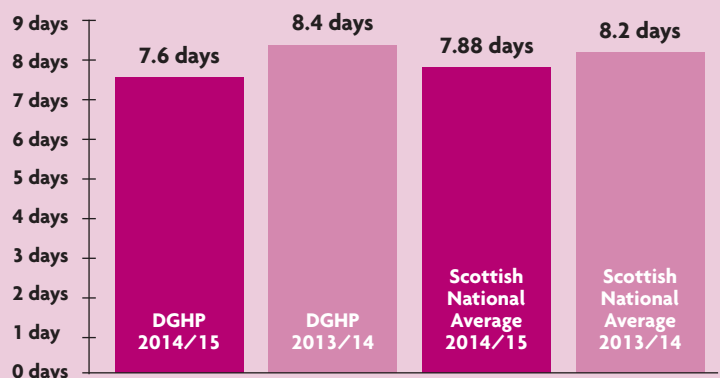
8 The average length of time taken to complete non-emergency repairs

As a Board, we are pleased to say that we are now faring better than the Scottish average as well as seeing a decrease in the time taken to complete these repairs on our own figures from last year.

As a direct result of work carried out by a Scrutiny Panel, made up of DGHP tenants, and other evaluation work with the contractors - the efforts are paying off. This year we've seen the time taken to complete non-emergency works reduce, which is good news for our tenants.

With this being a vital service for tenants it's good to see that improvements have been made so quickly. Again, with 30,947 repairs across the large geographical area of Dumfries and Galloway in the last 12 months, it's not an easy task to keep the timescales low.

PERFORMANCE



DGHP BOARD AWARD



QUALITY AND MAINTENANCE OF HOMES (CONT)

STAR RATING GUIDE

- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

9

The percentage of reactive repairs carried out in the last year completed right, first time

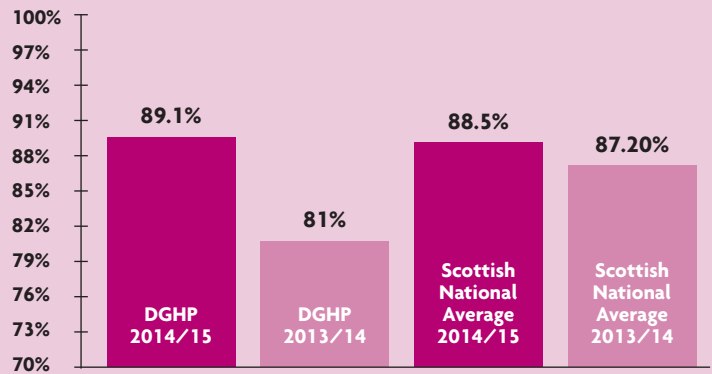
There has been a big improvement here in terms of the number of repairs completed right, first time. Not only has this increased more than 8% on our previous years' performance, we are also above the Scottish average - which is an excellent improvement.

Our District Management Committee (DMC) tenant members have had a lot of input into this during the year. While they have been scrutinising the performance throughout the year they asked for extra survey work to be carried out to further evidence this figure.

While the Board are pleased with this performance we want to continue to improve this. This figure relates specifically to our contractors being able to do all the work required to complete your repair - in one visit.

A lot of work has been done with the contractors to make sure their vans are fully stocked but we are aiming to get that figure even higher and reach those five stars.

PERFORMANCE



DGHP BOARD AWARD



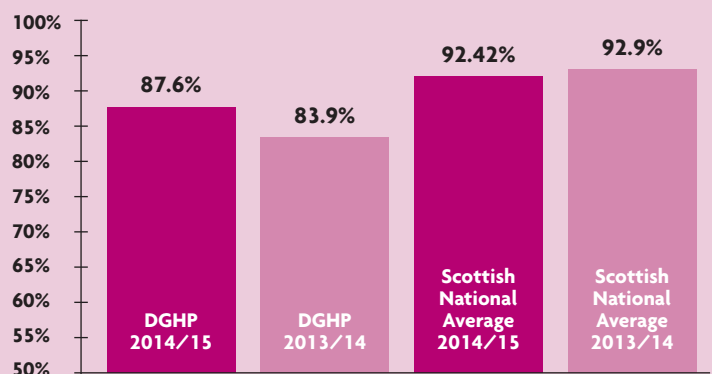
10 The percentage of repairs appointments kept

Improvements to DGHP's performance have been made here, but DGHP remains below the national average - despite a decrease in the Scottish average.

Keeping appointments is hugely important to our tenants and customers - as is communication surrounding those appointments. We will continue to monitor this one very closely to make sure it keeps going in the right direction.

We want to make sure appointments that are made are kept - and if they really must be changed - our tenants should be communicated with. Again, it's appreciated that we live in a challenging geographical area and at times this can have an impact on timings - but communication is key.

PERFORMANCE



DGHP BOARD AWARD



QUALITY AND MAINTENANCE OF HOMES (CONT)

STAR RATING GUIDE

- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

11

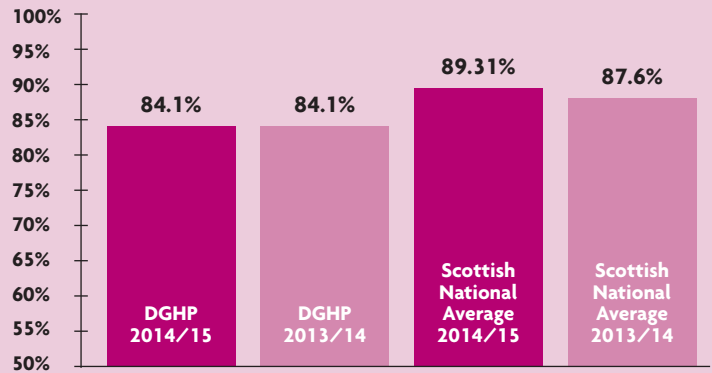
The percentage of tenants who have had repairs or maintenance carried out in the last 12 months that are satisfied with the service

The satisfaction figure here was collated from data taken last year and work is ongoing to capture real-time data for better comparison. The Scottish average has increased here and we hope with the work being carried out that we will see a significant improvement on this next year.

Reasons behind the figure relate to the time taken to complete some repairs and waiting on investment works taking place with some tenants perhaps confusing investment works with responsive repairs.

The Board of Management will continue to monitor this going forward and we aim to deliver an improved service.

PERFORMANCE



DGHP BOARD AWARD



12

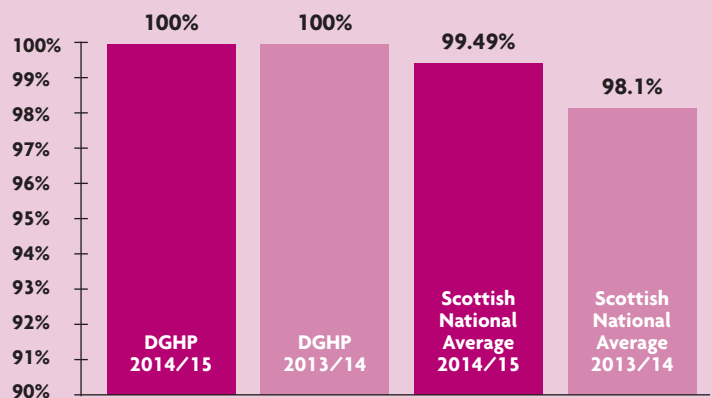
The percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date

This one is quite simple - it makes us very proud as a Board and organisation that for the fifth year running we have issued all of our gas certificates on time.

This is down to the hard work of our dedicated heating team who work tirelessly to ensure we gain access to every one of our properties that requires this.

This is, in terms of our tenants' health and safety, crucial and we are pleased that all of the 8000 homes that require a certificate receive one.

PERFORMANCE



DGHP BOARD AWARD



The percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year

STAR RATING GUIDE

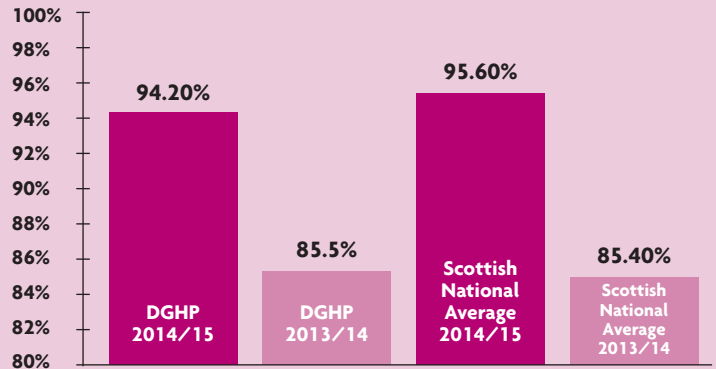
- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

This is a very important figure for DGHP as it measures how energy efficient tenants' homes are. Although this year the figure is ever so slightly below the national average, there has been an increase for DGHP of almost 10%.

The higher the rating of our homes, the more energy efficient they are and as a result - your home will be cheaper to heat.

A lot of this improvement is down to the ongoing work we are doing to install new heating systems and insulation in our houses across the region.

PERFORMANCE



DGHP BOARD AWARD



NEIGHBOURHOODS

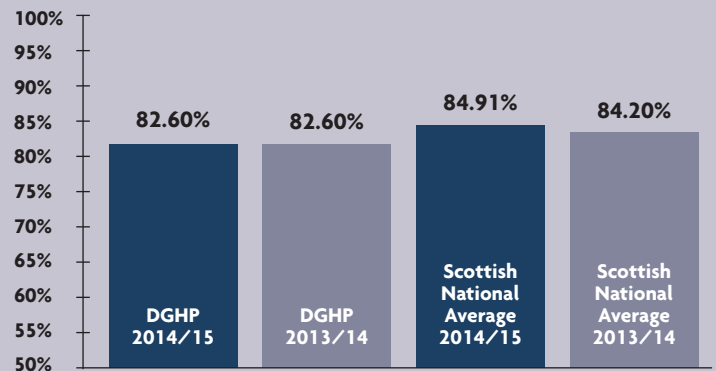
The percentage of tenants satisfied with the management of the neighbourhood they live in

This category is a difficult one to fully understand as there are a lot of components that make up a neighbourhood - many of which are outwith DGHP's control.

This still remains just below the national average on this one and will continue to raise awareness of what role DGHP, as a social landlord, can play in a neighbourhood as well as learning more about what people expect.

In addition, it's not always easy for our tenants to know exactly what areas DGHP are responsible for and what they are not.

PERFORMANCE



DGHP BOARD AWARD



- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

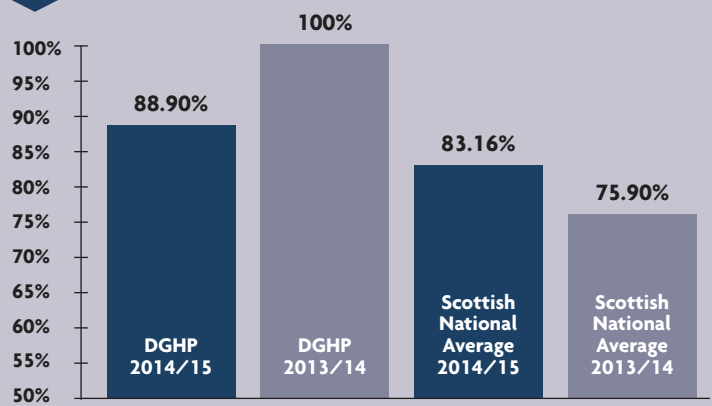
15

The percentage of antisocial behaviour cases reported in the last year which were resolved within locally agreed targets

DGHP remains above the Scottish average this year, which is positive. We feel this indicator doesn't mean a great deal to tenants as all it measures is if we respond to complaints of antisocial behaviour on time. In terms of the word resolved - this only relates to the actual cases being closed, and not necessarily resolved to a complainants' satisfaction.

However, all of our ASB cases were resolved within the locally agreed targets - as agreed with tenants. Where a case is closed, perhaps not to the satisfaction of the tenant, a full explanation is always provided giving the reasons.

PERFORMANCE



DGHP BOARD AWARD



16

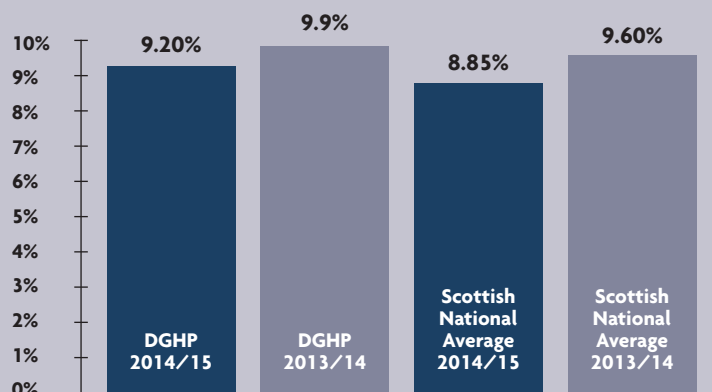
The percentage of lettable houses that became vacant in the last year

A total of 940 houses became vacant this year and we re-let 959 properties. Of the 959 properties that we re-let, roughly 70 of those became vacant during March of the previous financial year - hence the higher re-lets than vacancies.

A lot of work is continuing to support tenants in their homes, and everyone is doing what they can to help people sustain their tenancies for as long as possible. DGHP staff are currently carrying out lots of innovative work to make sure the properties on offer are of a good standard.

They are also focusing on the design of any build programmes to ensure the properties meet the changing demands of future tenants and we continue to promote and advertise any properties that become available where there is no demand to ensure this figure remains low.

PERFORMANCE



DGHP BOARD AWARD



VALUE FOR MONEY

STAR RATING GUIDE

- ★★★★★ Excellent
- ★★★★☆ Very Good
- ★★★☆☆ Good
- ★★☆☆☆ Average
- ★☆☆☆☆ Poor
- ☆☆☆☆☆ Very Poor

17

The gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year

This indicator has been changed to include former tenant arrears that have been written off in the year. Previously, this indicator included current and former tenant arrears.

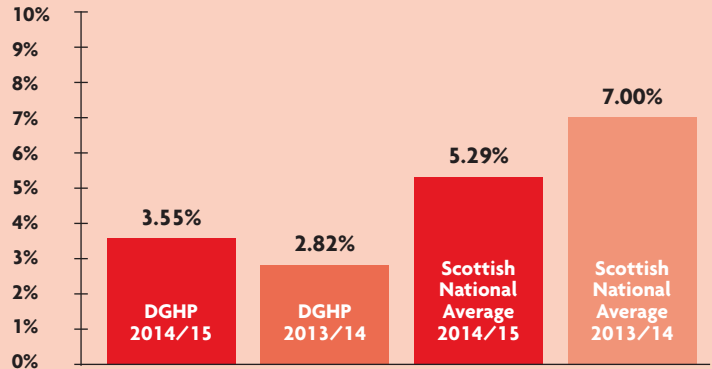
This is a good result for DGHP as this measures how much rent we could collect - but can't - because some tenants don't pay.

Our performance in collecting this money is very good and is much better than other organisations in Scotland. We are also pleased to report that we are doing better this year in comparison to last year - thanks to the dedication and hard work of our Income Management team.

The total rent owed by our current tenants as at March 2015 was approximately £890,898 and the rent owed by former tenants was £145,362 (plus £215,278 written-off).

A large focus has been placed on helping tenants to manage their finances and DGHP staff can give confidential advice and guidance where necessary.

PERFORMANCE



DGHP BOARD AWARD



18

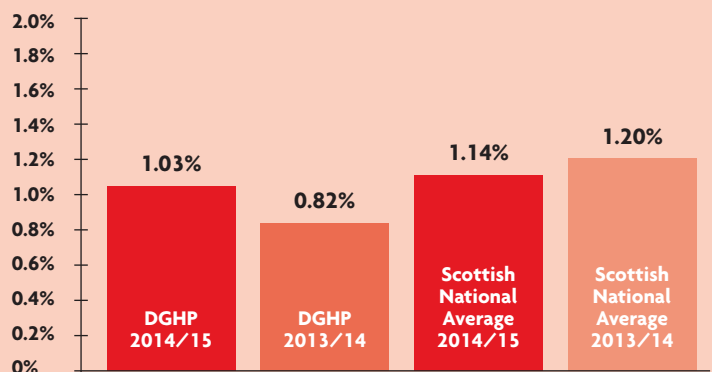
The percentage of rent due lost through properties being empty during the last year

This indicator measures how much rent DGHP loses because properties are sitting empty.

The Board believe this figure, although a little higher than last year, is linked to some property types having low demand - i.e. three-bedroom upper floor flats.

Overall DGHP is doing well here, although the performance has gone down slightly. We remain below the Scottish average which is encouraging in comparison.

PERFORMANCE



DGHP BOARD AWARD



VALUE FOR MONEY

19

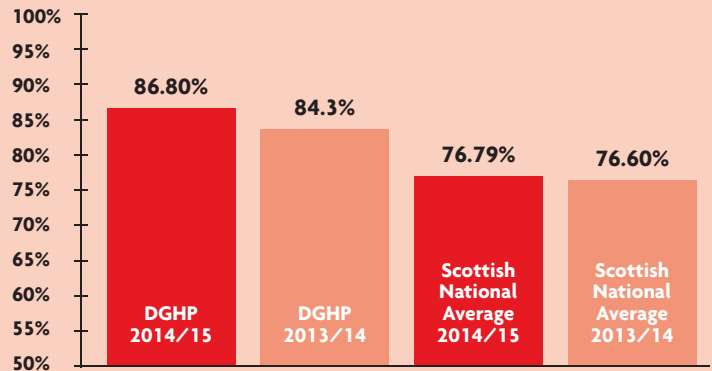
The percentage of tenants who feel that the rent for their property represents good value for money

Overall - as a Board - through listening directly to the voice of our tenants and the representatives who participate in various groups with DGHP - we feel that this figure is very good. 86.80% of our tenants tell us their rent represents good value for money - in comparison to the average nationally of 76.79%. We are delighted this figure has gone up on last year and we believe that we are delivering good services to our tenants - reflected here.

On the whole, as you will have seen throughout this Report Card, there are areas for us to focus on for improvement and we will make sure that this happens.

But - as a tenant of DGHP - be assured that everyone - the Board, staff, tenants on the District Management Committees (DMCs) and the independent tenant movement - are all absolutely committed to providing the best value for money for our tenants across the region.

PERFORMANCE



DGHP BOARD AWARD



Registered in Scotland under the Companies Act 1985
Company number 220297
A registered Scottish charity - OSCR No SCO39896
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Telephone 0800 011 3447
www.dghp.org.uk

Housing (Scotland) Act 2010 Registered Number 315

Property Factors Number: PF000358

External Auditors: Haines Watts

Internal Auditors: Beever and Struthers

Bankers: Royal Bank of Scotland

Funders: Dexia Public Finance Bank
The Housing Finance Corporation plc

Executive Management Team

Zoe Forster: Chief Executive

Jayne Moore: Director of Housing Services

James Shirazi: Director of Investment and Regeneration

Hugh Carr: Director of Finance

This publication is also available on tape, in Braille, large print and community languages.

For information please contact DGHP's Customer Service Centre on: 0800 011 3447 (Freephone) or 0345 606 3447 (lo-call) or email: customerservice@dghp.org.uk

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