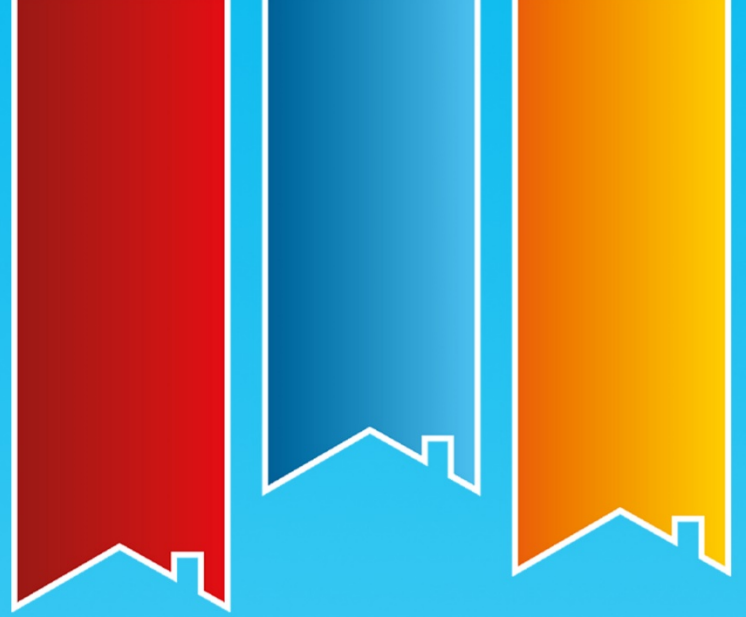




The Scottish  
Government  
Riaghaltas na h-Alba



# Changes to the Charter

TiS

## Today's workshop will.....

- **Look at the changes that have been made to the Charter**
- **Give you an opportunity to discuss what's happening in your area to achieve the Charter outcomes and to hear about practice elsewhere.**



## The Charter.....

- **Introduced 1<sup>st</sup> April 2012 for 5 years**
- **Reviewed during 2016, revised Charter in place from April 2017**
- **Charter performance assessed and reported on by the Scottish Housing Regulator**

# The Charter.....

- **Provides a set of consistent standards and outcomes which should be met for all social housing tenants wherever they live**
- **Focuses landlord activity on services that are important to tenants and other customers**
- **Encourages a culture of involving service users in the design, delivery and performance of services**

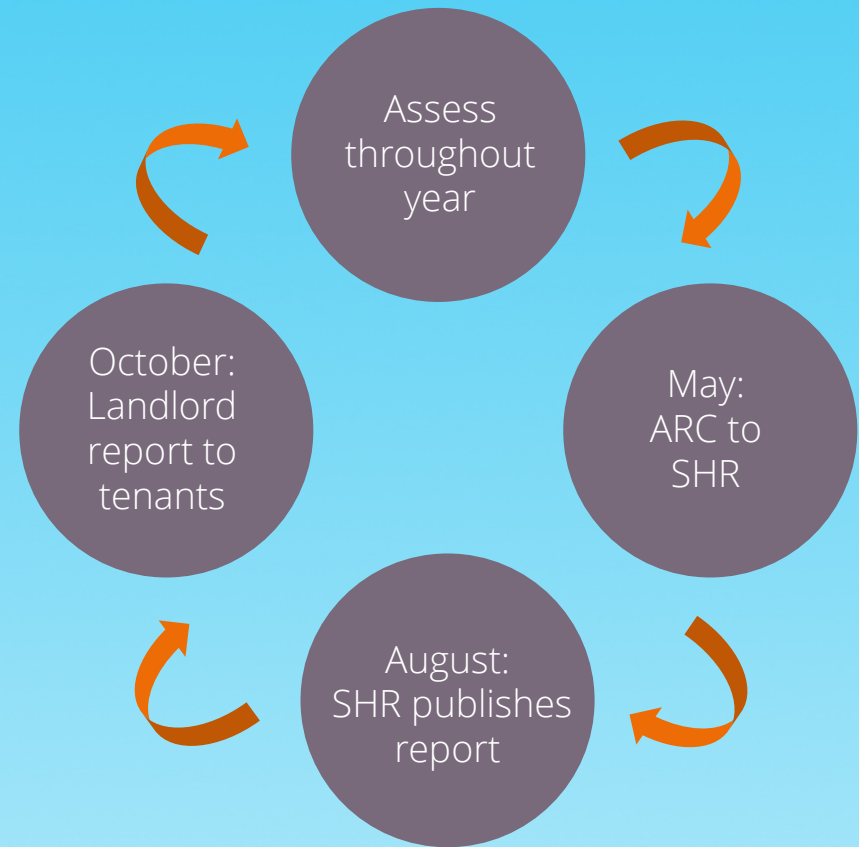
# Charter Reporting.....

- Gives information on how landlords are performing against the Charter
- Gives tenants information about performance they can scrutinise and question
- Provides a basis for assessing individual landlord performance and comparing it to others

# Charter reporting



- » Are tenants involved in the assessment of landlord performance?
- » Have tenants seen the ARC report before or after submission?
- » Are tenants involved in the format of the performance report for all tenants?



## Charter review.....

- **Twelve events across Scotland – over 1000 people attended**
- **“Involving All” and formal consultations**
- **SHR evidence**
- **Parliamentary scrutiny and approval**



## What the consultation said.....

- **Strong support for the Charter**
- **Helping landlords deliver good services**
- **Too early to make fundamental changes**
- **Making a positive impact but more can be done**





## How the Charter is making a difference

- **Better communication**
- **Landlords more accountable for service quality**
- **Landlords more focussed on tenants' priorities**
- **Encouraging tenant-led scrutiny**
- **Improvement in quality and standards of services**

## What has been changed.....

- **Made it clear that all of the standards and outcomes should be reflected across the whole of a landlord' activities**
- **Added a new requirement that landlords should meet the Energy Efficiency Standard for Social Housing by December 2020**

## What has been changed.....

- **Neighbourhood and Community outcome amended to more explicitly recognise landlords can't achieve this on their own**
- **Strengthened the Gypsy/Travellers outcome to include meeting minimum site standards set in Scottish Government guidance & all outcomes apply**

## What has been changed.....

**Updated the description of what the standards and outcomes could cover to reflecting developments and best practice:**

- **Communication – new technologies**
- **Participation – RTOs and scrutiny**
- **Housing options – housing “health checks”**
- **Value for money - involving tenants in assessing VFM**
- **Rents and service charges – councils follow SG Housing Revenue Account guidance**

## Communication – new technologies

- **Communication 24/7**
- **Web based tenancy management systems**
- **On line applications/ requests and complaints**
- **Repairs reporting and repairs appointments**
- **Smart phone and tablet applications**
- **Text alerts and surveys**

## Scrutiny and VFM.....

- **Specifies the role of tenant scrutiny as a means of improving performance, achieving efficiencies and delivering improved outcomes in social landlords' housing activities.**
- **direct reference to supporting tenants to scrutinise landlord services.**
- **Expectation on landlords to actively involve tenants and other customers in reviewing how they deliver value for money.**

## Housing options – housing “health checks”

- **Considering offering housing health checks to support tenants and prospective tenants to consider the best housing options for them**
- **At point of application or during a tenancy?**
- **Help landlords to make best use of their housing stock and support people to secure accommodation which meets their needs in the longer term**

**“The success of the Charter has been recognised both here and internationally as key to improving the standard of services and is recognised good practice in tenant engagement and service delivery.”**

***Kevin Stewart MSP Minister for Local Government and Housing***





# Tenant scrutiny opportunities



- » Make a difference
- » Change the way landlords work
- » Influence services
- » Hold landlord to account
- » Ensure Value for Money
- » Ensure services reflect tenants needs and priorities
- » Ensure tenants and others understand landlord operation
- » Gain skills and confidence
- » Improve community and area
- » Work together to achieve change

# Charter engagement: making it work for you



- » Jointly agreed agenda
- » Involve customers from the start
- » Clear roles & responsibilities
- » Commitment across all organization
- » Customer led and independent
- » Training and support

# Key lessons learned



- » Tenant involvement is making a big difference in meeting the Charter
- » Lots of scrutiny activity – important to share what you do
- » SHR – provides a useful comparison tool  
[www.scottishhousingregulator.gov.uk/find-and-compare-landlords](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords)
- » Important that training, support and information is provided

# For discussion



## » Question 1

What is working well in your area in terms of tenants scrutinising performance against the Charter

## » Question 2

What could be done to support tenants to get more involved?