

# Forth Housing Association

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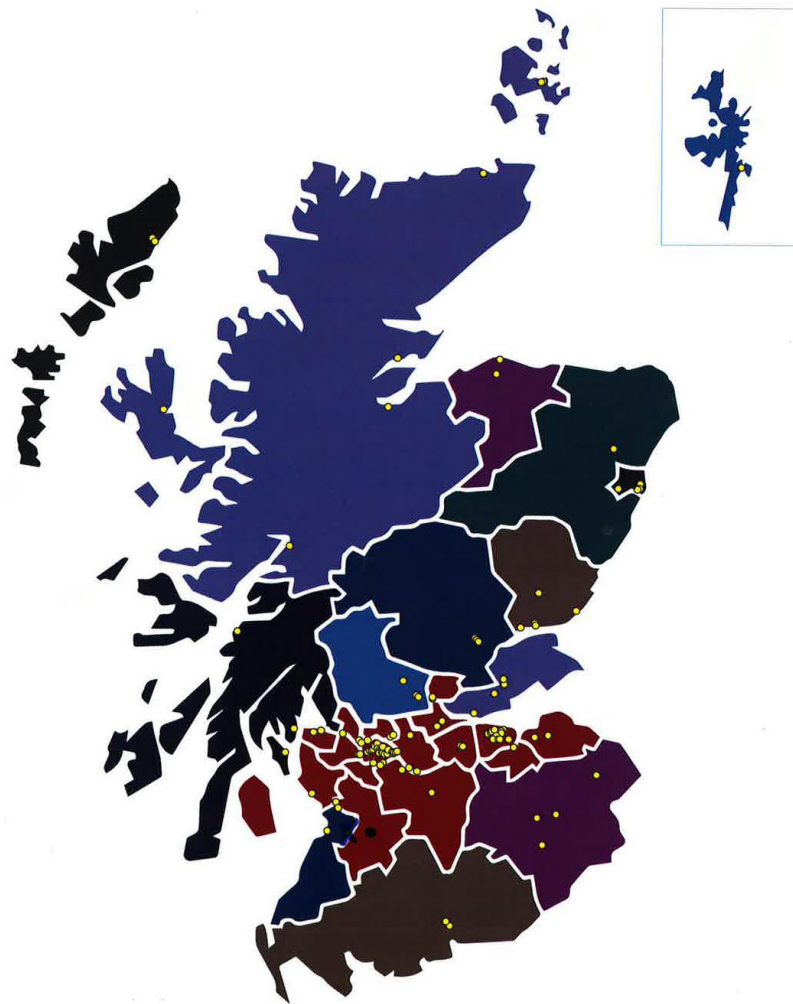
PERFORMANCE ANALYSIS

SEPTEMBER 2016

# Our members

We have over 120 Local Authorities and Registered Social Landlords as members and we have experienced significant growth in recent years. Almost two thirds of social landlords in Scotland are our members which in turn represents almost 90% of the sector by stock.

SHN Members 2015/16	Count	% of social housing stock in Scotland
Housing Association & Cooperatives	94	34%
Local Authorities	31	53%
Total Members	125	87%



# Content & Charter outcomes

- Context
- Customer satisfaction
- Housing Quality
- Maintenance
- Access to Housing and Support
- Neighbourhood and Community
- Getting Good Value from Rents
- Summary Landlord Report

## Purpose of visit

- Describe key features of your performance
- Identify areas of strength and for improvement
- Identify your priorities for action
- Give opportunity to learn

# Key sector headlines for 2015-16

## Improvements

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- Repairs timescale for both emergency and non-emergency repairs
- Gas safety
- Void rent loss
- Satisfaction with standard of home when moving in
- ASB cases resolved within locally agreed targets
- Average time to complete aids and adaptations
- Meeting SHQS

## Areas for concern

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- The number of evictions

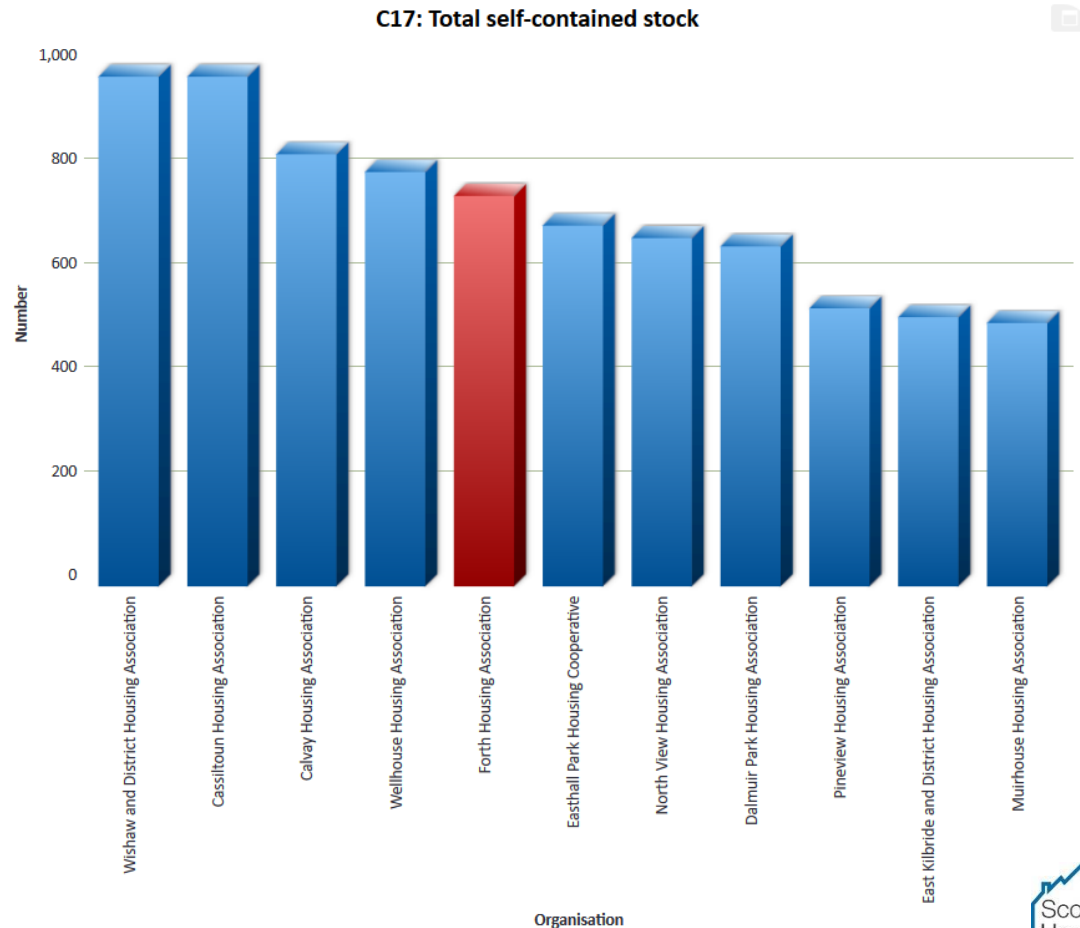
# Peer group

- **Forth Housing Association**
- Calvay Housing Association
- Cassiltoun Housing Association
- Dalmuir Park Housing Association
- East Kilbride and District Housing Association
- Easthall Park Housing Cooperative
- Muirhouse Housing Association
- North View Housing Association
- Pineview Housing Association
- Wellhouse Housing Association
- Wishaw and District Housing Association

# Context

**Context 17:** Total number of houses

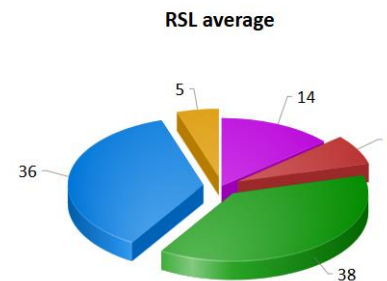
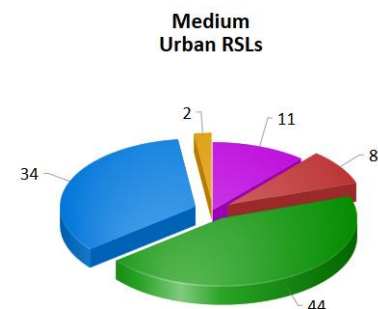
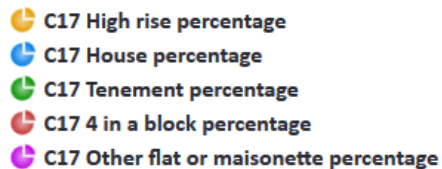
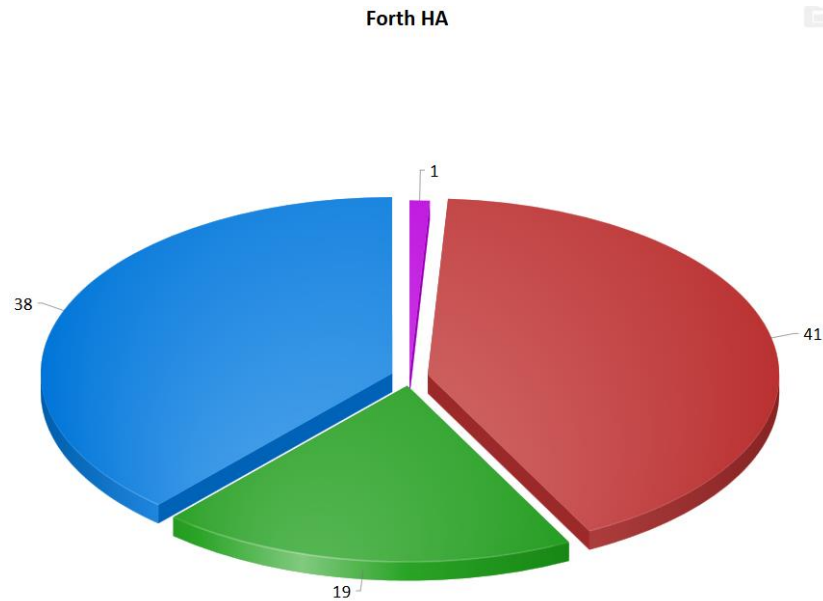
#	2013/14	2014/15	2015/16
Forth HA	689	746	750



# Context

Indicator C17: House type

%	FHA
High Rise	-
House	38
Tenement	19
4 in a block	41
Maisonette or other	1



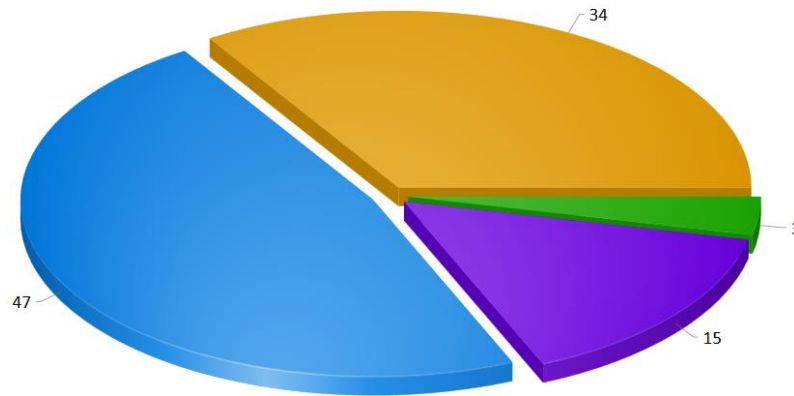


# Context

Indicator C17: Stock size

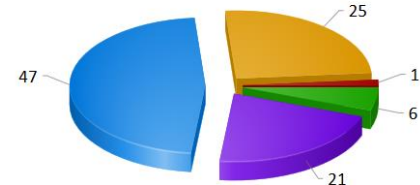
	%	FHA
1 apt	-	-
2 apt	34	34
3 apt	47	47
4 apt	15	15
5+ apt	1	1

Forth HA

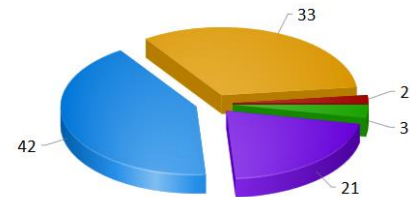


- C17 1 apt percentage
- C17 2 apt percentage
- C17 3 apt percentage
- C17 4 apt percentage
- C17 5+ apt percentage

Medium Urban RSLs



RSL average

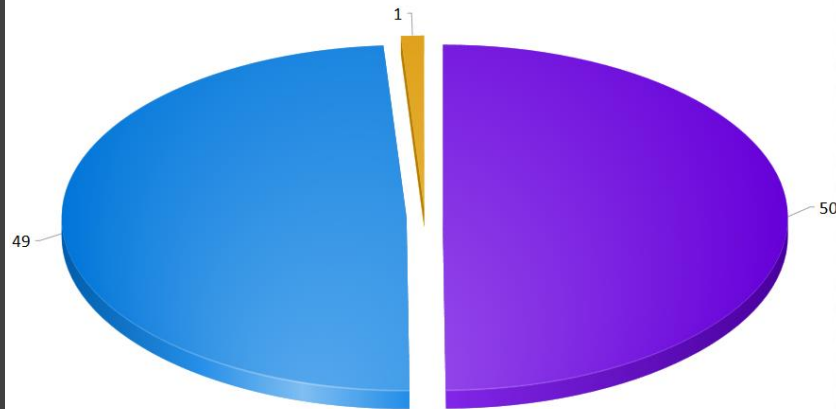


# Context

**Indicator C17:** Stock age

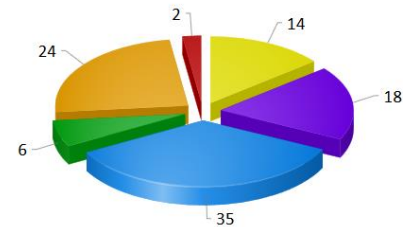
%	FHA
Pre 1919	-
1919 – 1944	-
1945 – 1964	1
1965 – 1982	-
1983 – 2002	49
Post 2002	50

Forth HA

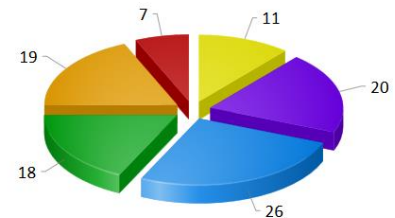


- C19 pre 1919 percentage
- C19 1919-1944 percentage
- C19 1945-1964 percentage
- C19 1965-1982 percentage
- C19 1983-2002 percentage
- C19 Post 2002 percentage

Medium Urban RSLs



RSL average

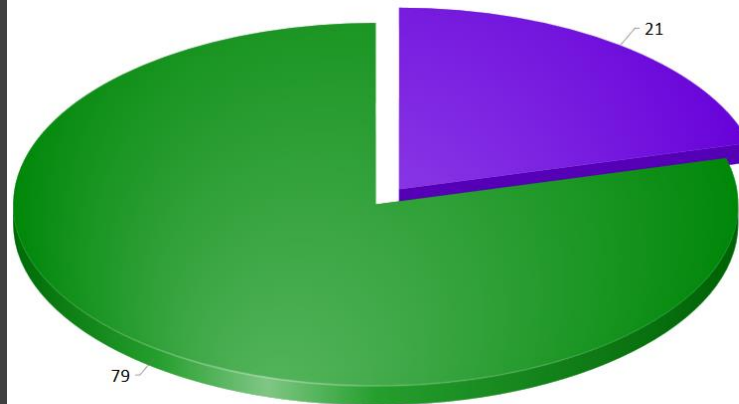


# Context

## Indicator C1: Staff details

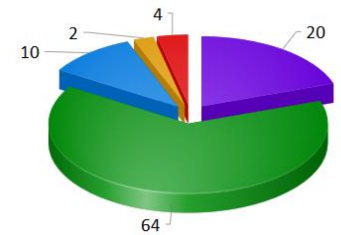
%	FHA
Care & support	-
Concierge	-
Direct labour	-
Office based	79
Senior staff	21

Forth HA

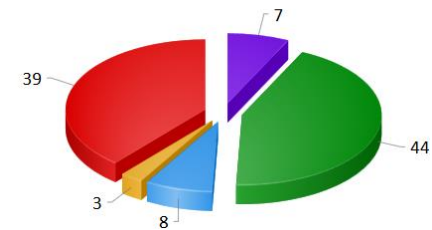


- C1 Percentage of staff care and support
- C1 Percentage of staff concierge
- C1 Percentage of staff direct labour
- C1 Percentage of staff office based
- C1 Percentage of staff senior

Medium Urban RSLs



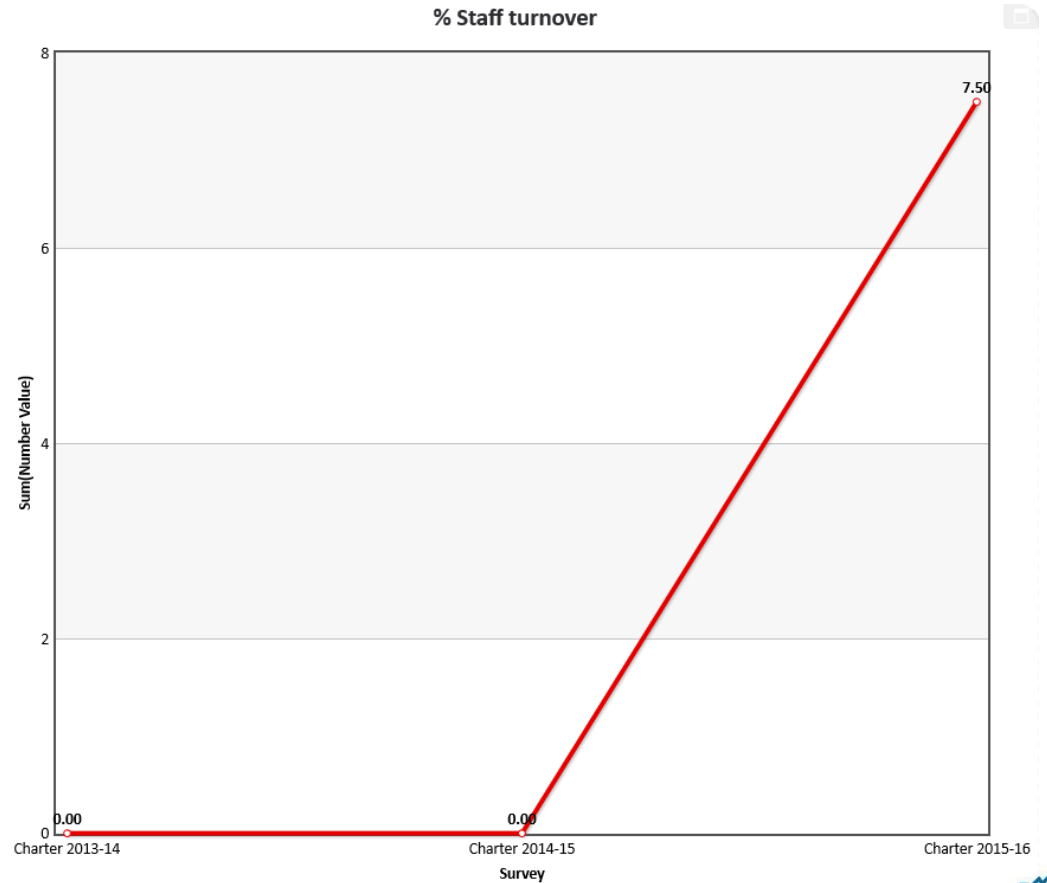
RSI average



# Context

## Context 1.3: Staff turnover

%	2013/14	2014/15	2015/16
Forth HA	0	0	7.5



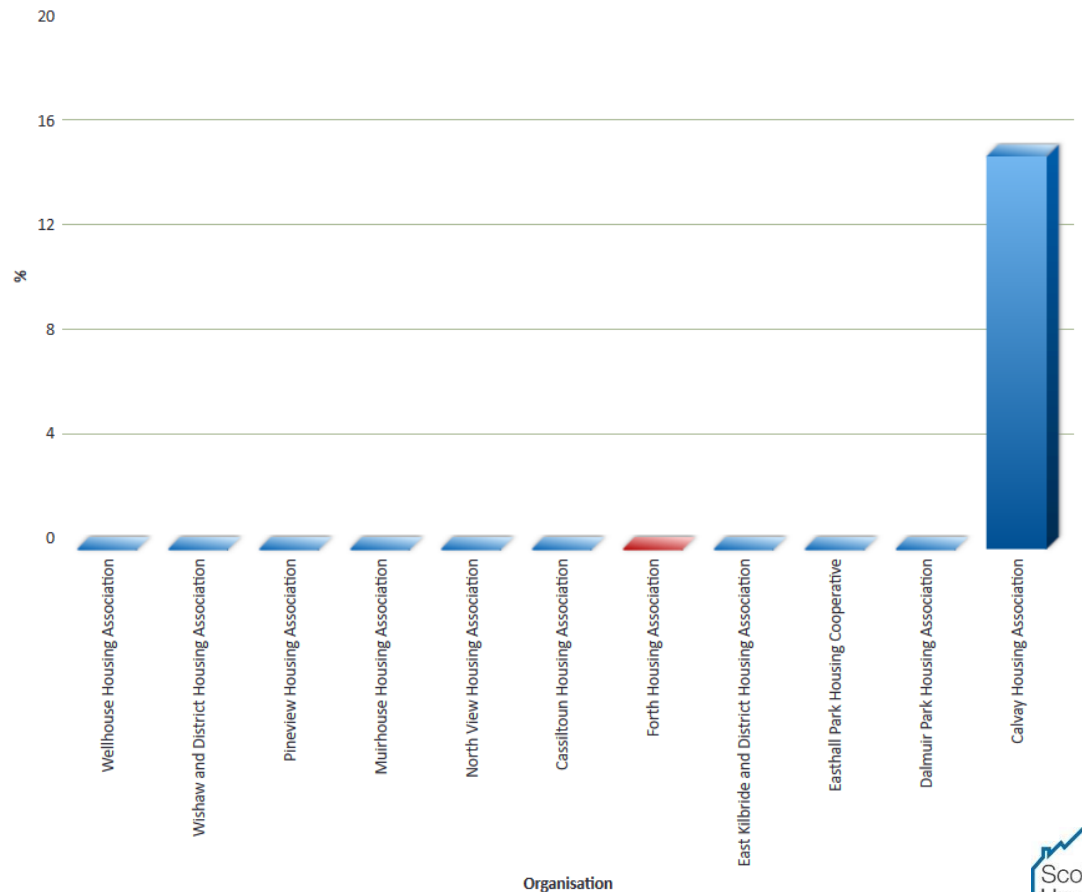
# Context

**Context 14:** The landlord's wholly owned stock.

% of stock that is 'low demand'

	2013/14	2014/15	2015/16
Forth HA	0	0	0
Peer group	1.6	1.6	1.6
RSL Average	6.5	7.6	6.7

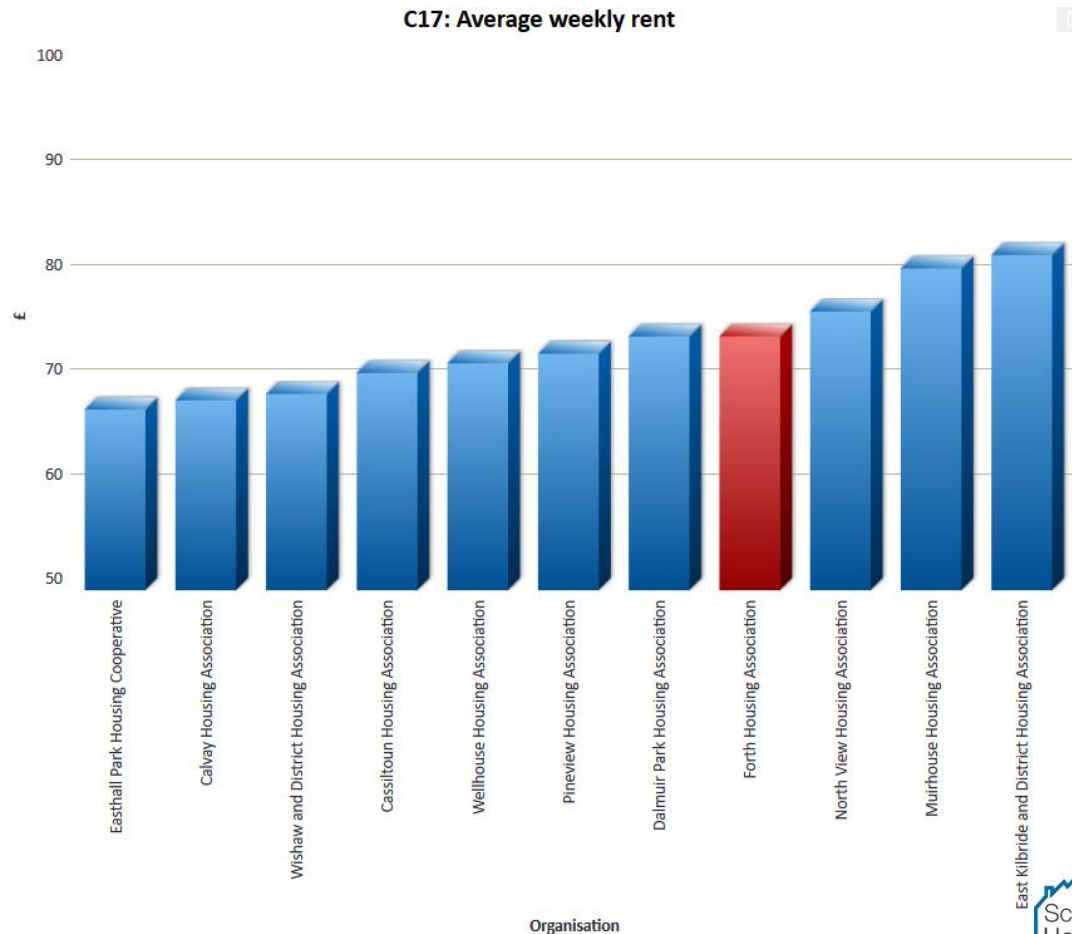
Indicator 14: Low demand



# Context

## Context 17: Average weekly rent

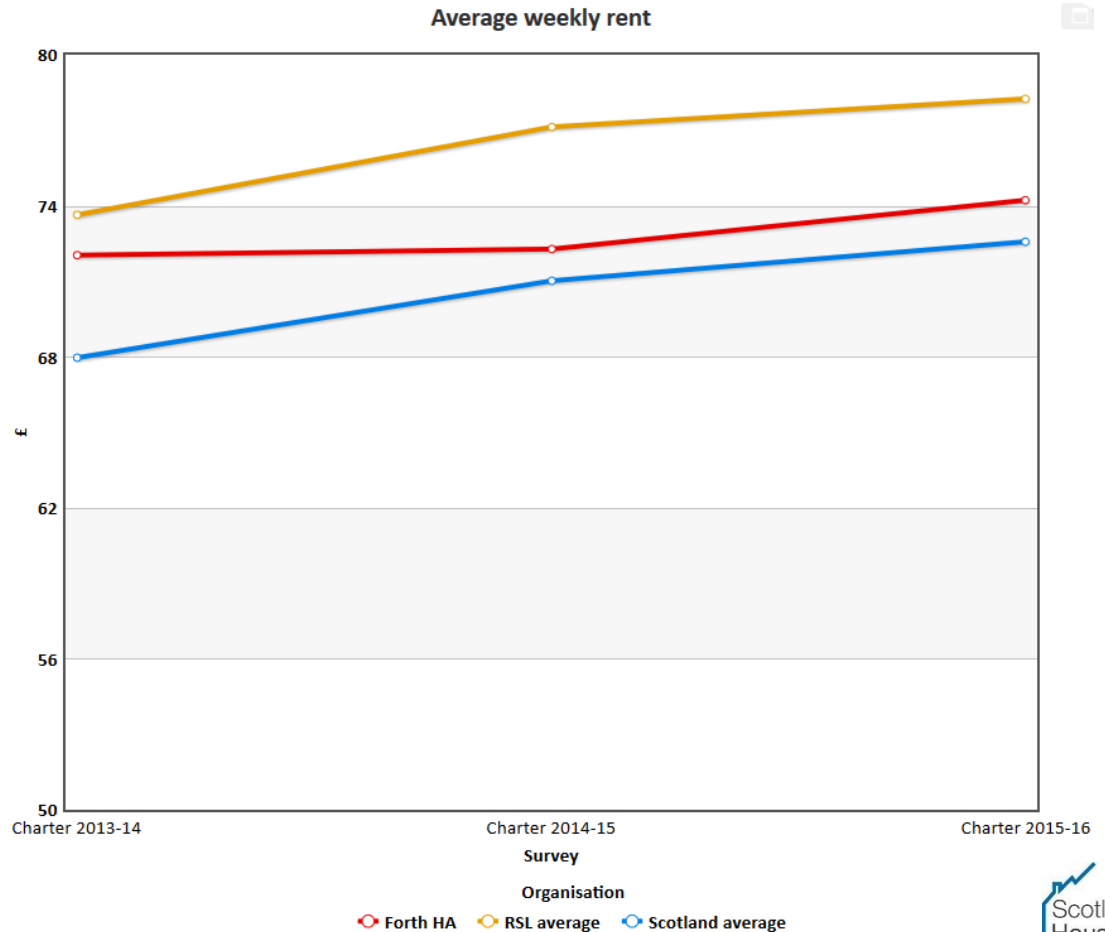
	2013/14	2014/15	2015/16
Forth HA	£72.06	£72.29	£74.24
Peer group	£68.68	£70.64	£72.62
RSL Average	£73.63	£77.16	£78.26



# Context

## Context 17: Average weekly rent

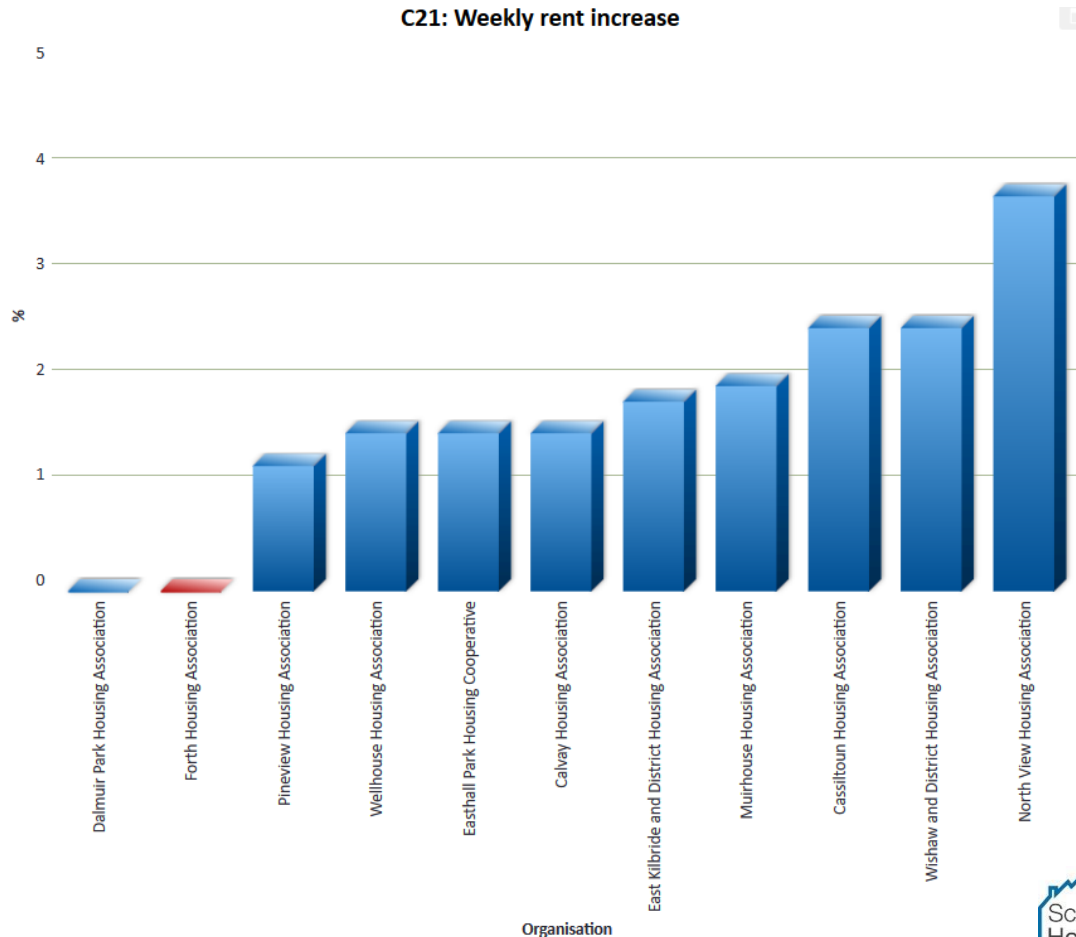
	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>£72.06</b>	<b>£72.29</b>	<b>£74.24</b>
RSL Average	£73.63	£77.16	£78.26
Scotland	£67.96	£71.01	£72.56



# Context

**Context 21:** Percentage average weekly rent increase to be applied

%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>1.7</b>	<b>1.3</b>	<b>0</b>
Peer group	3.2	1.9	1.7
RSL Average	4.2	2.6	1.7





# Satisfaction

## Survey details

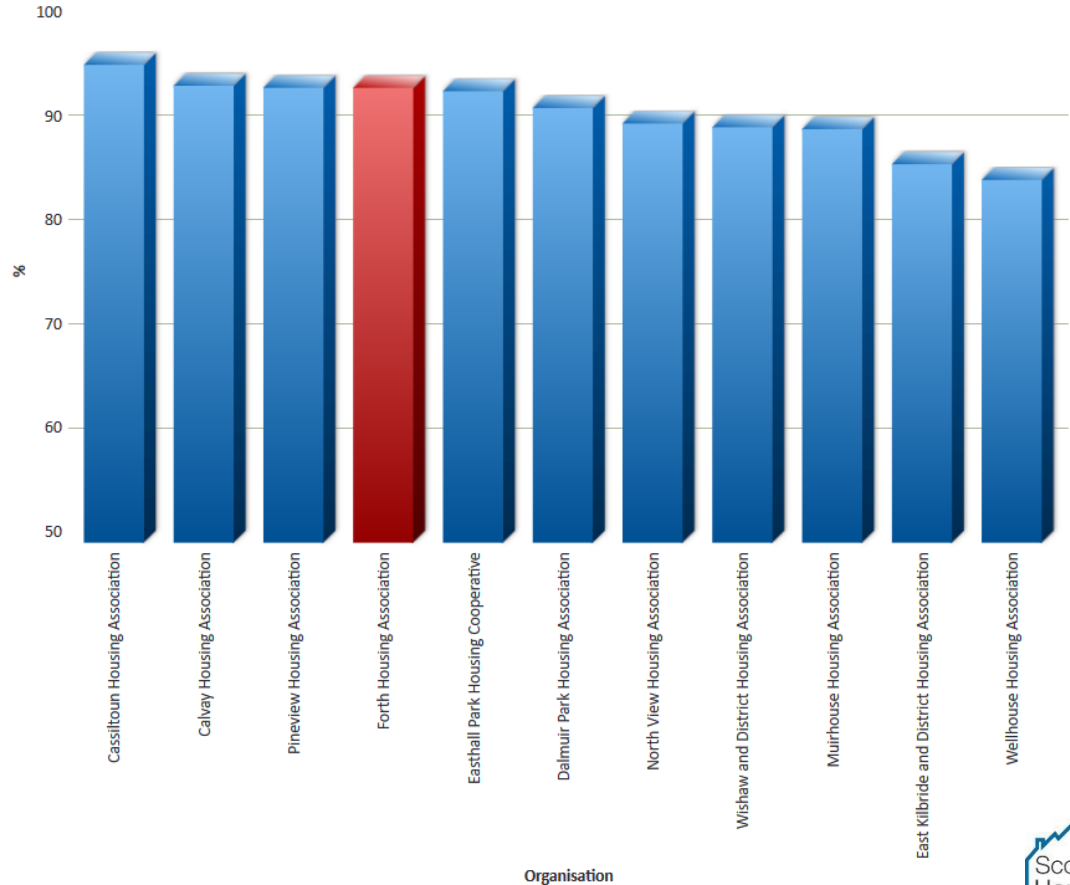
- Tenants surveyed: **242**
- Method: **Face to face**
- Date: **June 2013**

# Satisfaction

**Indicator 1:** Percentage of tenants satisfied with overall service.

%	2013/14	2014/15	2015/16
Forth HA	93.8	93.8	93.8
Peer group	91.7	90.7	91.3
RSL Average	89.1	88.9	90.0

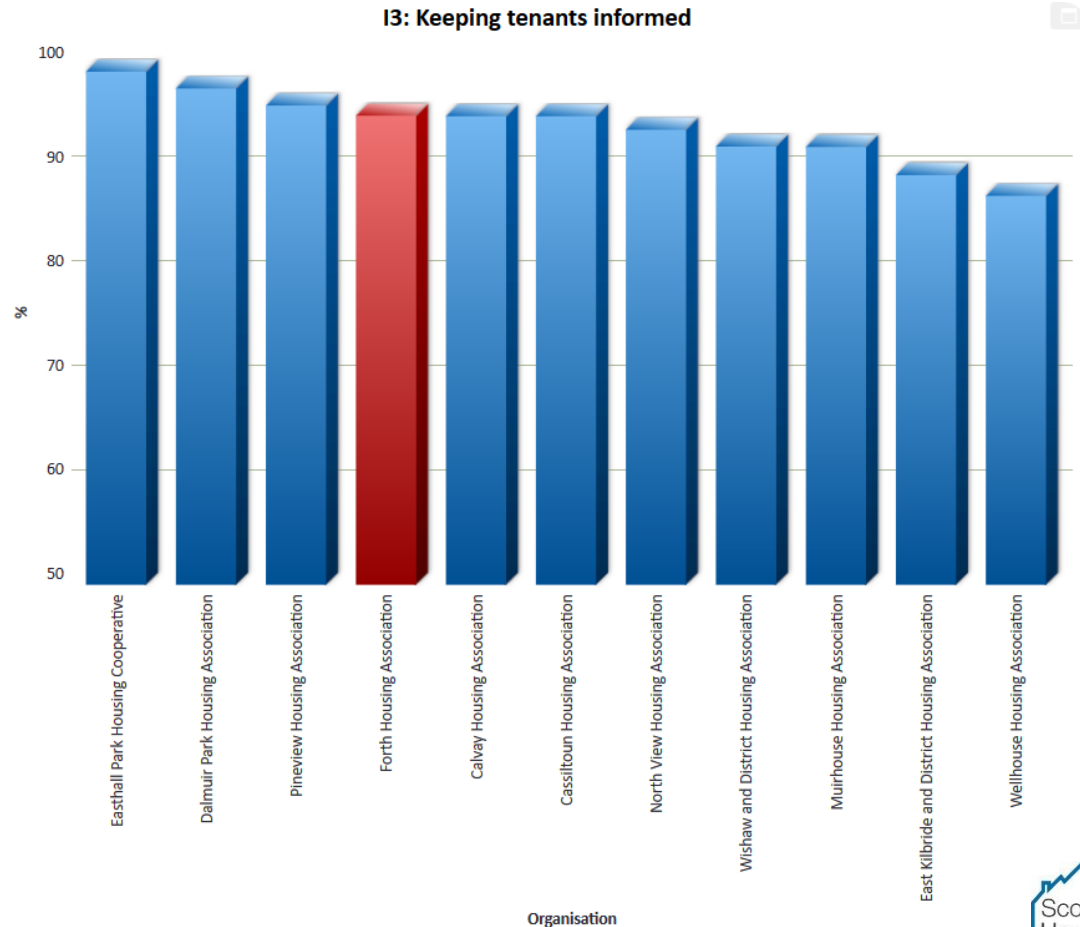
I1: Overall Satisfaction



# Satisfaction

**Indicator 3:** Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes

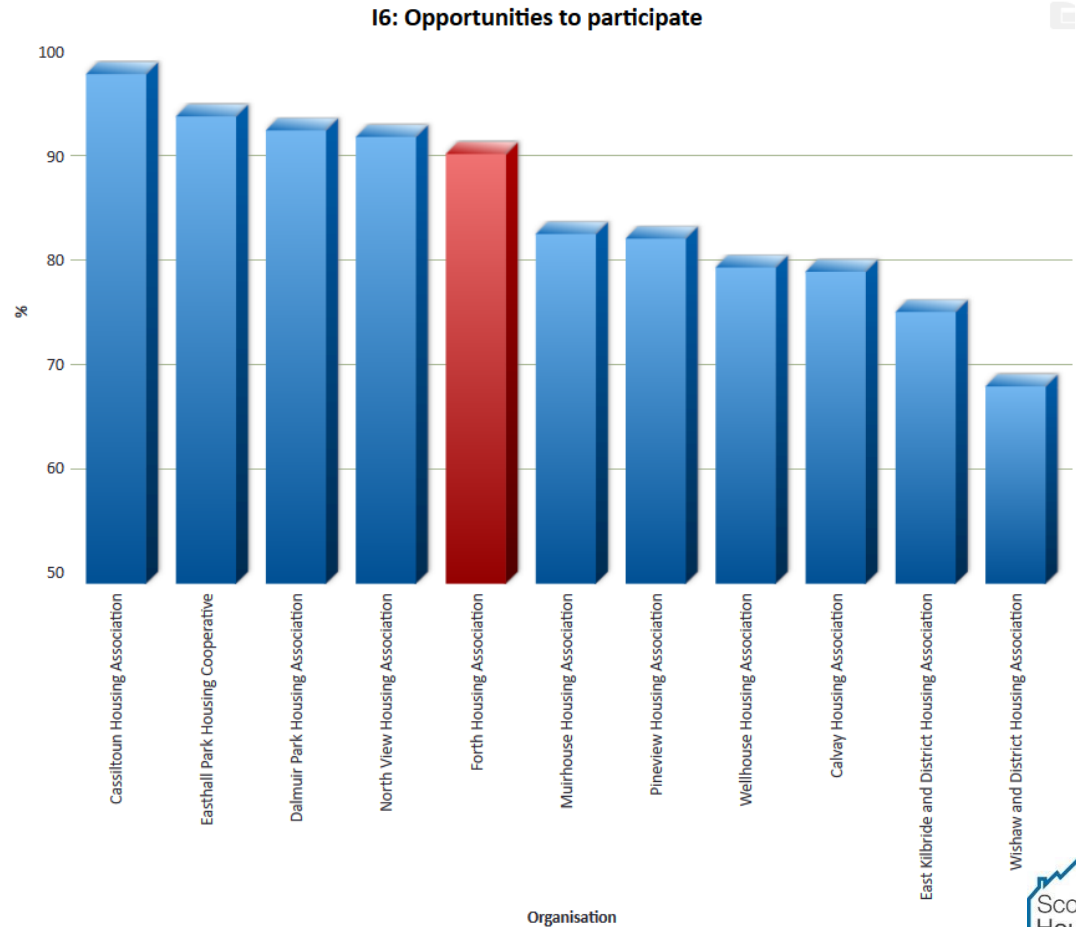
%	2013/14	2014/15	2015/16
Forth HA	95.0	95.0	95.0
Peer group	93.4	93.9	93.9
RSL Average	90.7	90.8	91.2



# Satisfaction

**Indicator 6:** Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

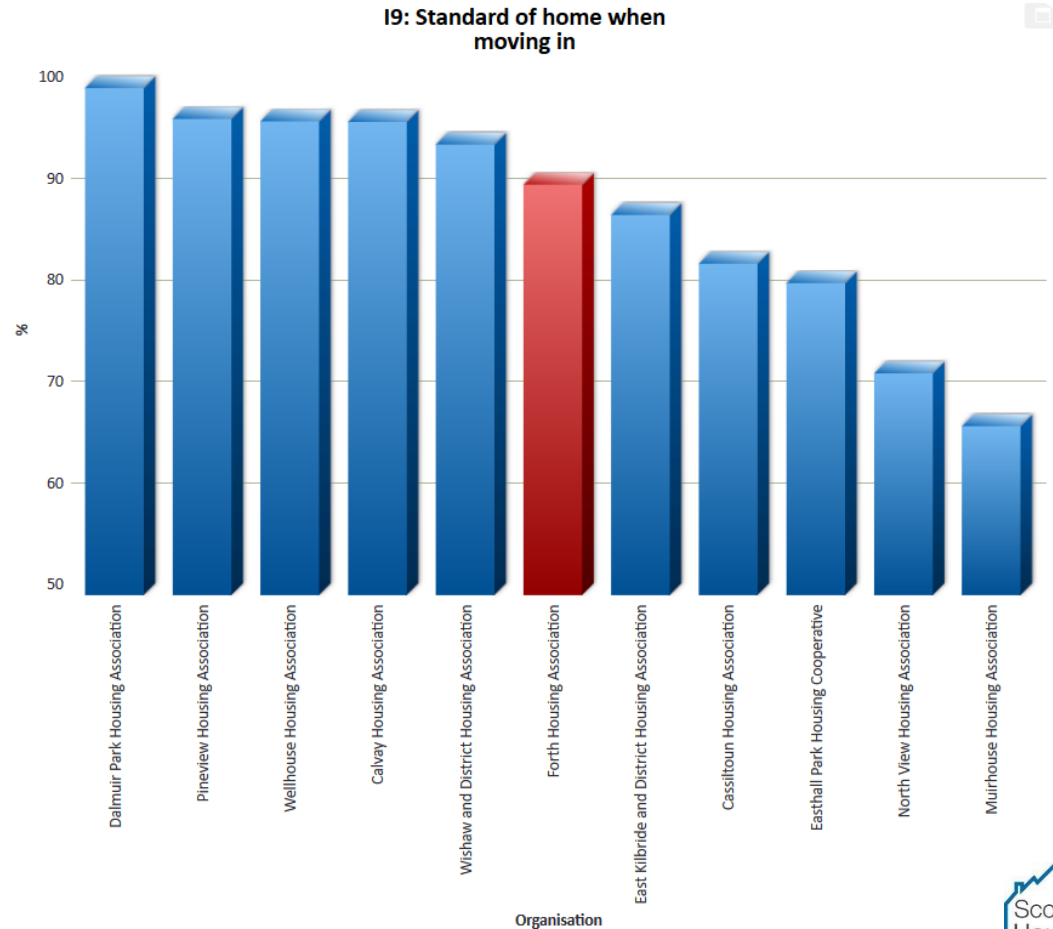
%	2013/14	2014/15	2015/16
Forth HA	91.3	91.3	91.3
Peer group	87.0	84.8	85.8
RSL Average	80.8	81.3	83.1



# Satisfaction

**Indicator 9:** Percentage of tenants satisfied with the standard of their home when moving in

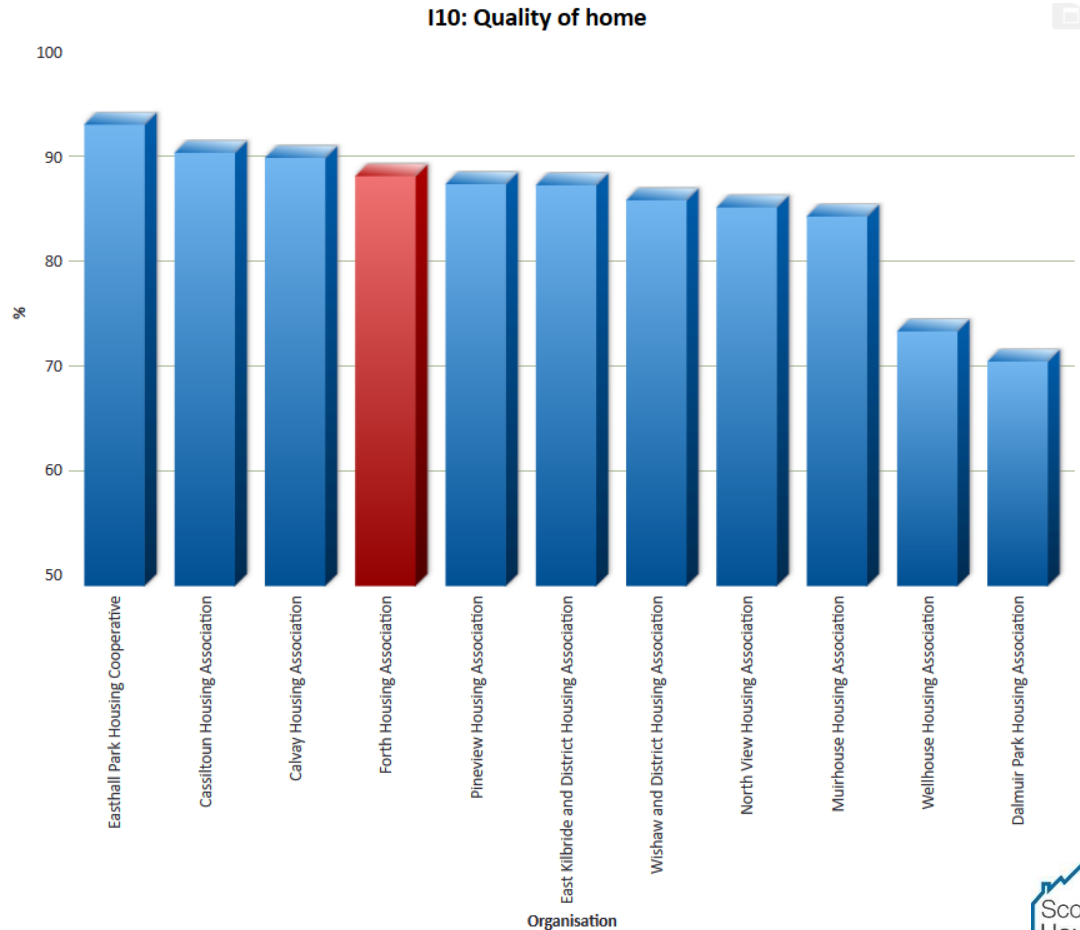
%	2013/14	2014/15	2015/16
Forth HA	90.9	96.8	90.5
Peer group	85.6	85.2	87.7
RSL Average	84.4	86.9	88.3



# Satisfaction

**Indicator 10:** Percentage of existing tenants satisfied with the quality of their home.

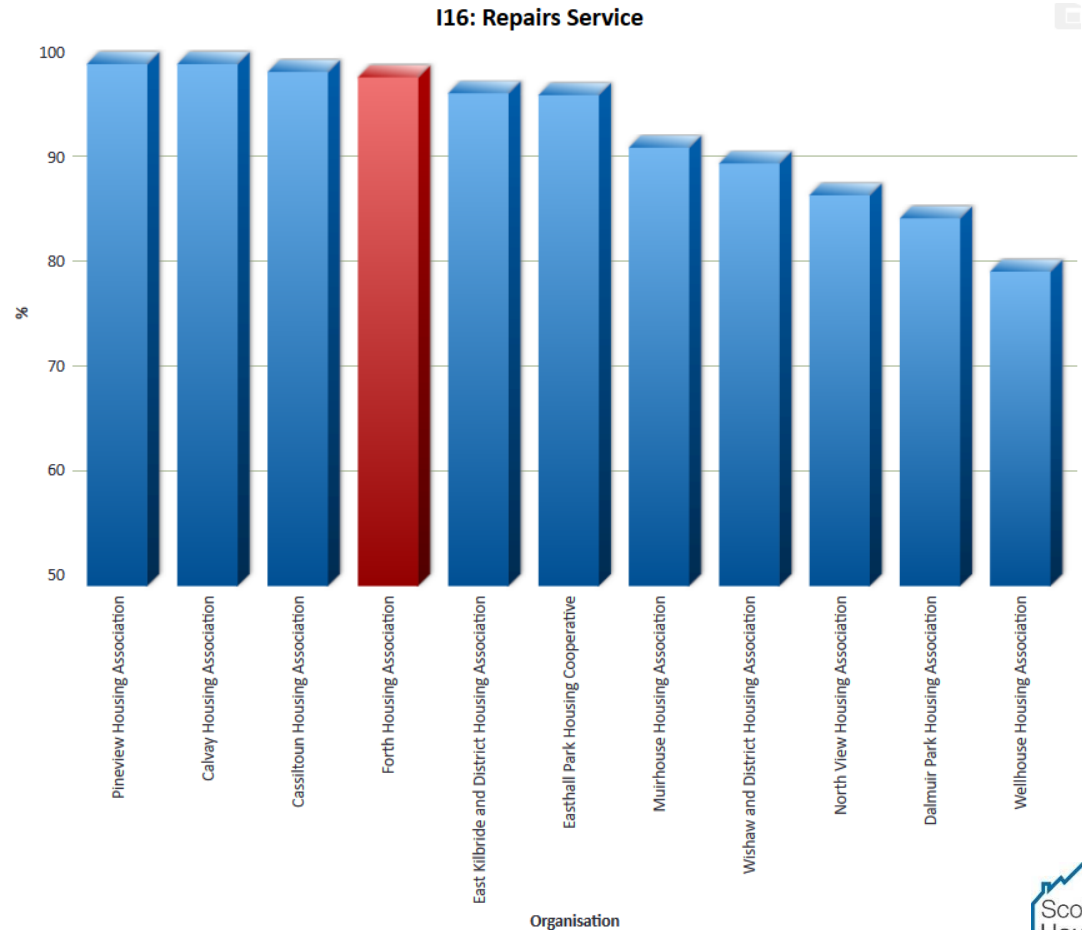
%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>89.3</b>	<b>89.3</b>	<b>89.3</b>
Peer group	88.0	86.2	86.1
RSL Average	86.0	86.3	86.9



# Satisfaction

**Indicator 16:** Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2013/14	2014/15	2015/16
Forth HA	93.3	97.8	98.7
Peer group	90.5	91.9	93.4
RSL Average	87.9	89.7	90.2

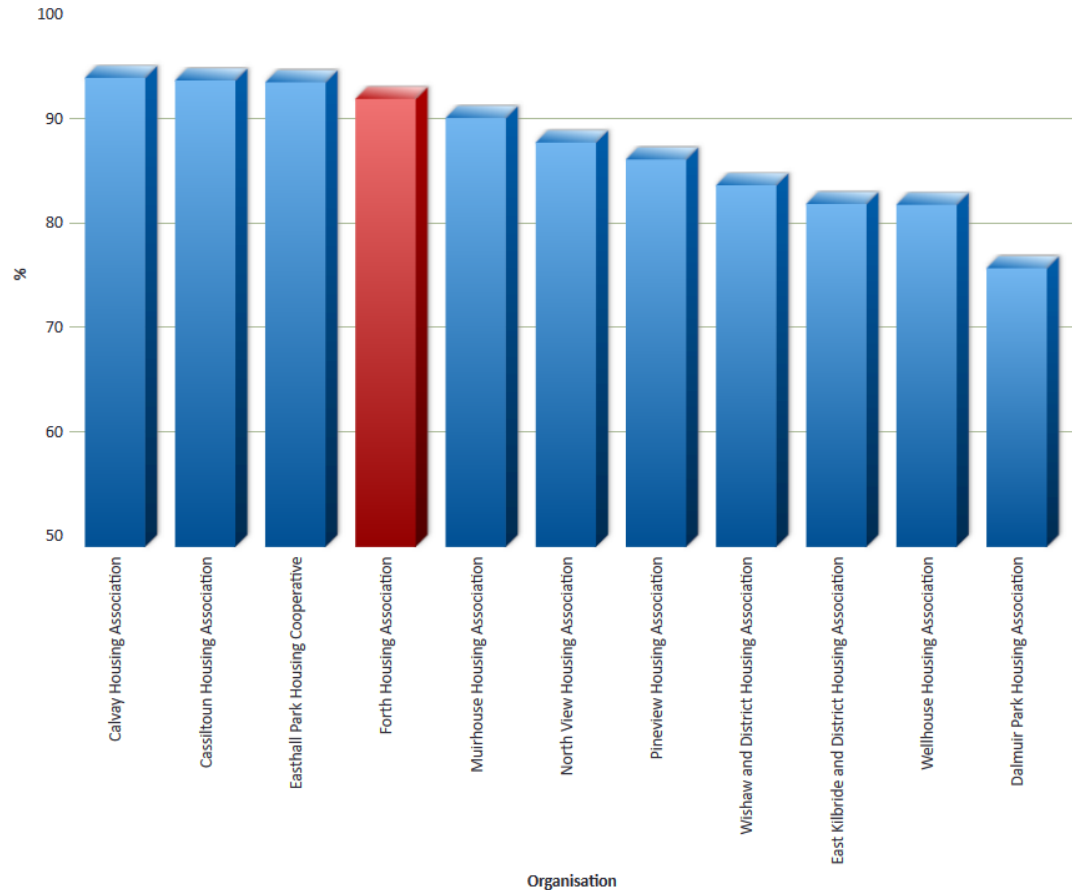


# Satisfaction

**Indicator 17:** Percentage of tenants satisfied with the management of the neighbourhood they live in

%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>93.0</b>	<b>93.0</b>	<b>93.0</b>
Peer group	86.5	87.2	88.3
RSL Average	85.2	85.6	86.8

**I17: Management of the neighbourhood**



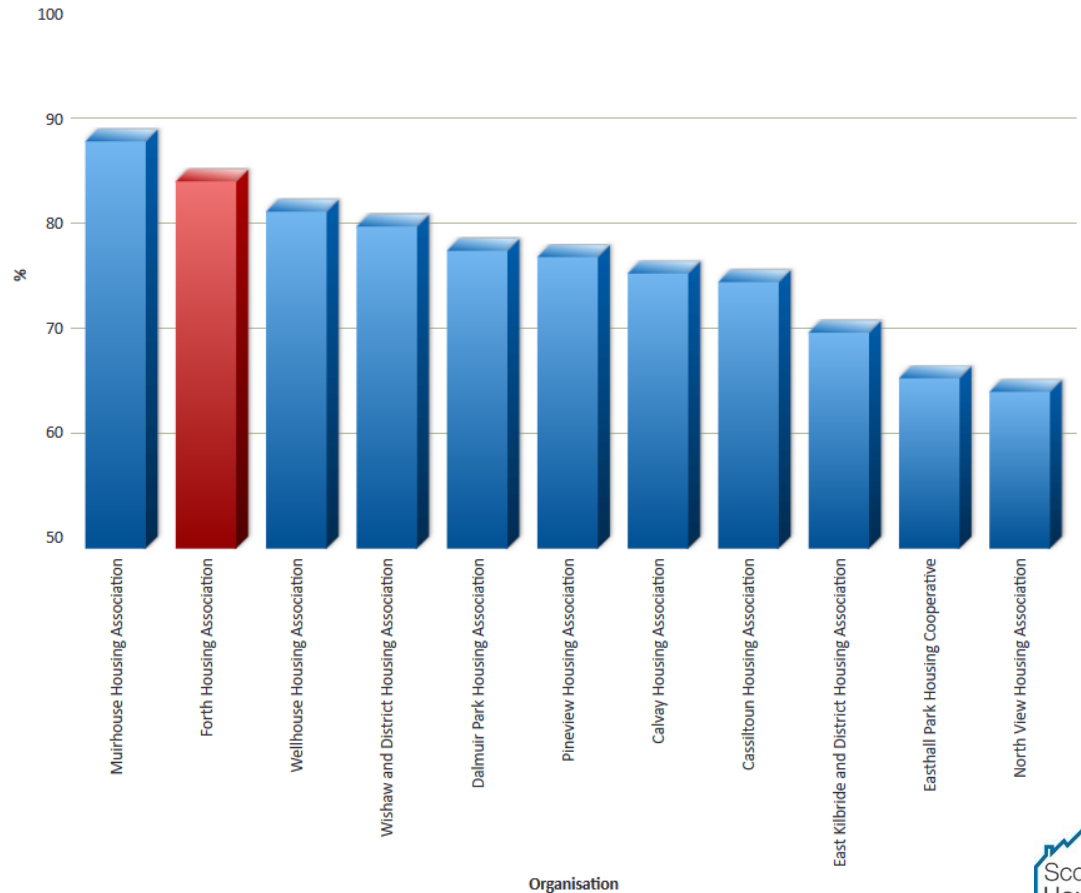


# Satisfaction

**Indicator 29:** Percentage of tenants who feel that the rent for their property represents good value for money.

%	2013/14	2014/15	2015/16
Forth HA	85.1	85.1	85.1
Peer group	80.2	75.8	77.0
RSL Average	77.0	76.9	79.0

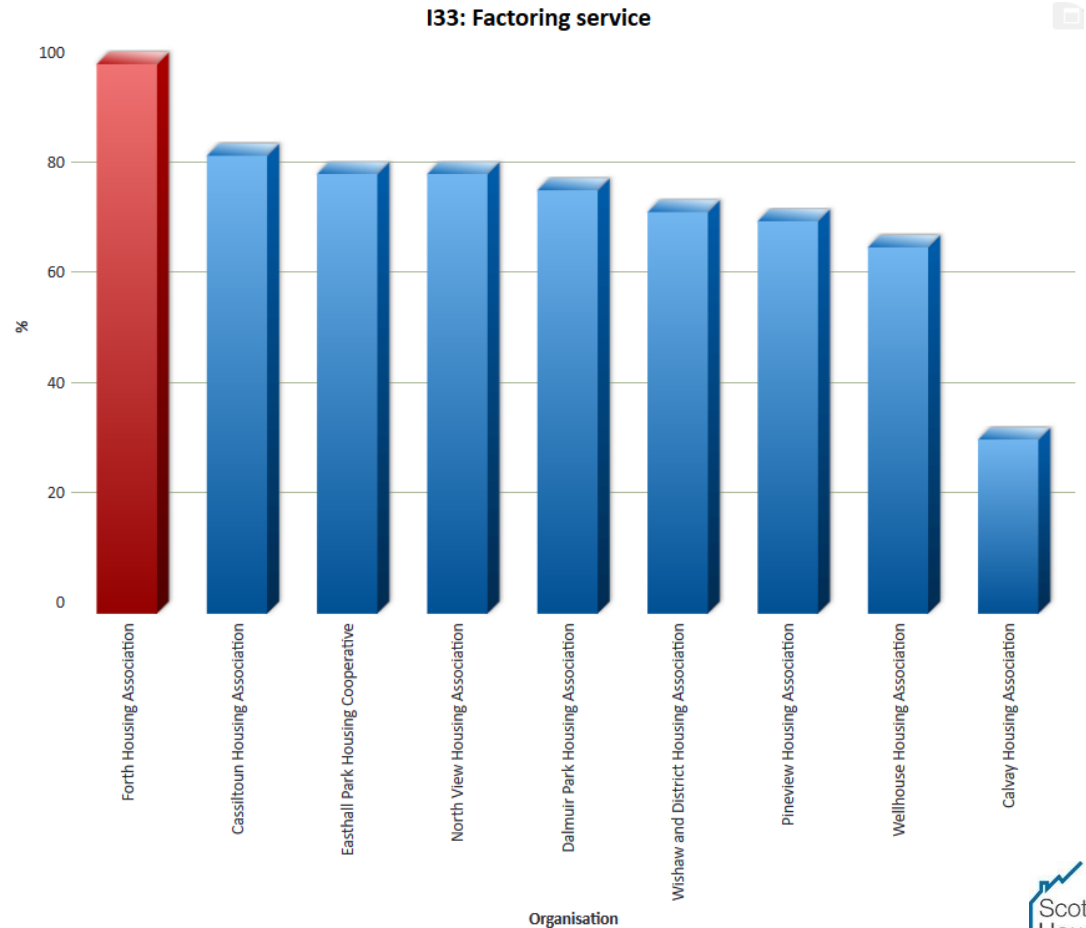
I29: Good value for money



# Satisfaction

**Indicator 33:** Percentage of factored owners satisfied with the factoring service they receive.

%	2013/14	2014/15	2015/16
Forth HA	100	100	100
Peer group	73.8	74.0	73.7
RSL Average	63.0	60.2	65.9



# Satisfaction

## Summary

### Positives

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- Well above average results in satisfaction with the whole range of services reported – excellent result!
- Satisfaction survey was carried out via a face to face method – good response rate was generated and a personal service re-enforced; effective, pro-active communications with tenants about respective responsibilities of Forth HA and the local Council
- Satisfaction levels with factoring service at 100% which is unprecedented at national level

### Areas for concern?

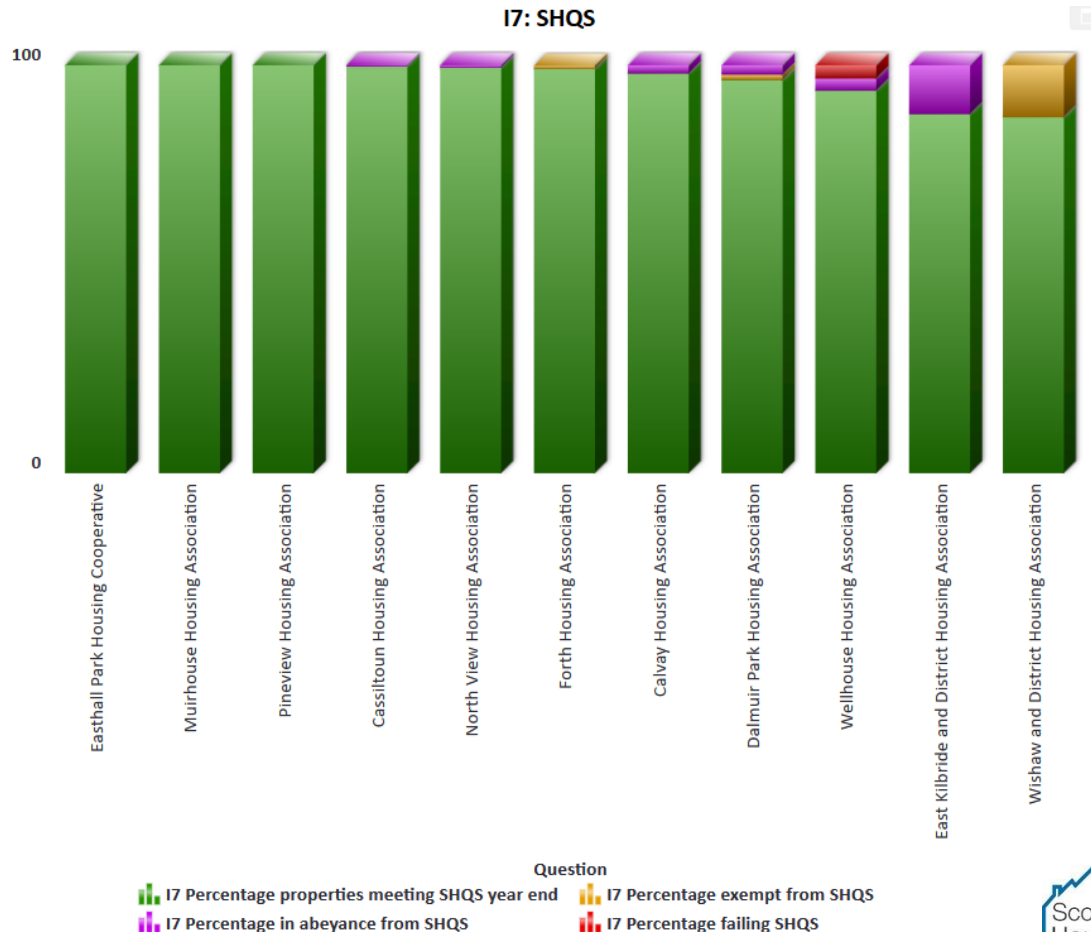
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- Caution about some feedback based on perceptions as opposed to facts – no room for complacency

# Housing Quality & Maintenance

**Indicator 7:** Percentage of stock meeting the Scottish Housing Quality Standard

%	2013/14	2014/15	2015/16
Forth HA	99.4	99.1	99.1
Peer group	93.8	96.3	96.3
RSL Average	86.7	90.9	92.2

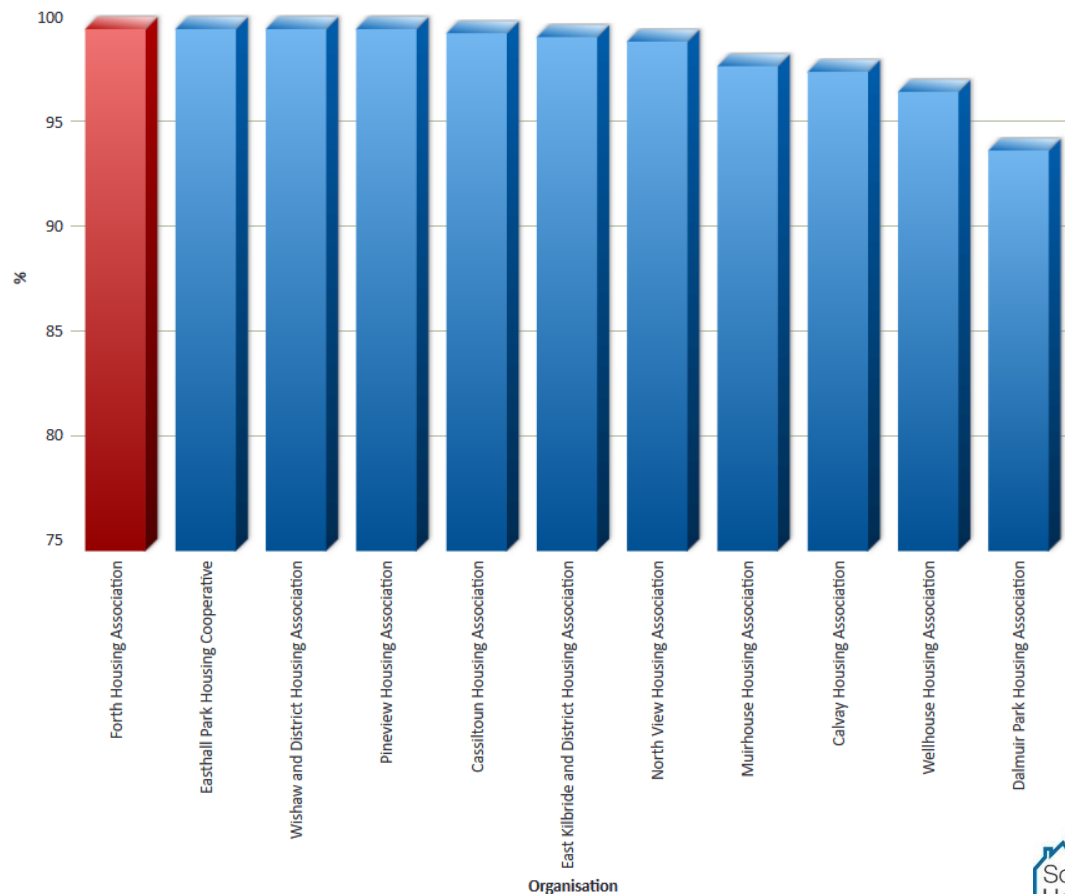


# Housing Quality & Maintenance

**Indicator 8:** 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.

%	2013/14	2014/15	2015/16
Forth HA	100	100	100
Peer group	94.2	95.9	98.8
RSL Average	93.1	95.2	96.8

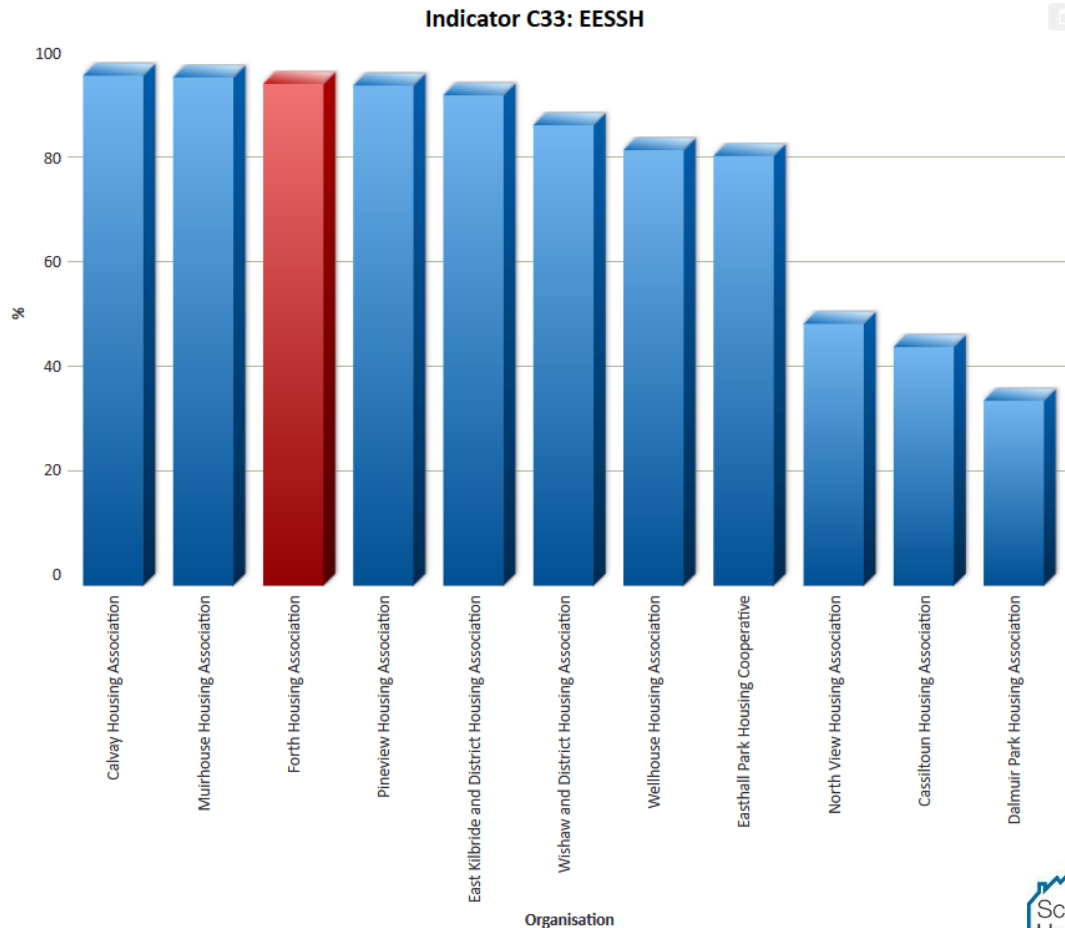
**18: Properties at NHER**



# Housing Quality & Maintenance

**Indicator C33:** Percentage of houses passing ESSH standard

%	2015/16
Forth HA	96.4
Peer group	79.0
RSL Average	58.1

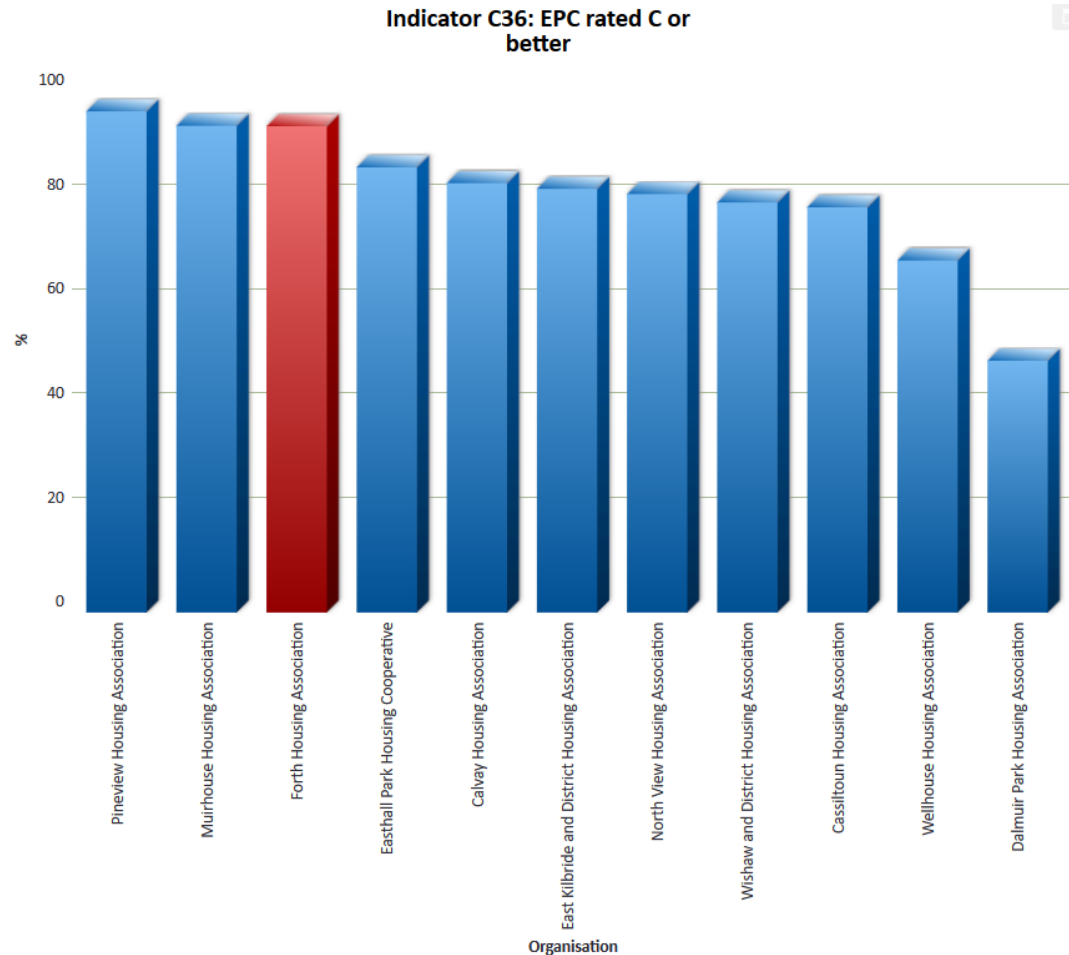


# Housing Quality & Maintenance

## Indicator C36: EPC ratings

Percentage of EPC rated housing stock rated C or better

%	2015/16
<b>Forth HA</b>	<b>93.3</b>
Peer group	80.4
RSL Average	72.8

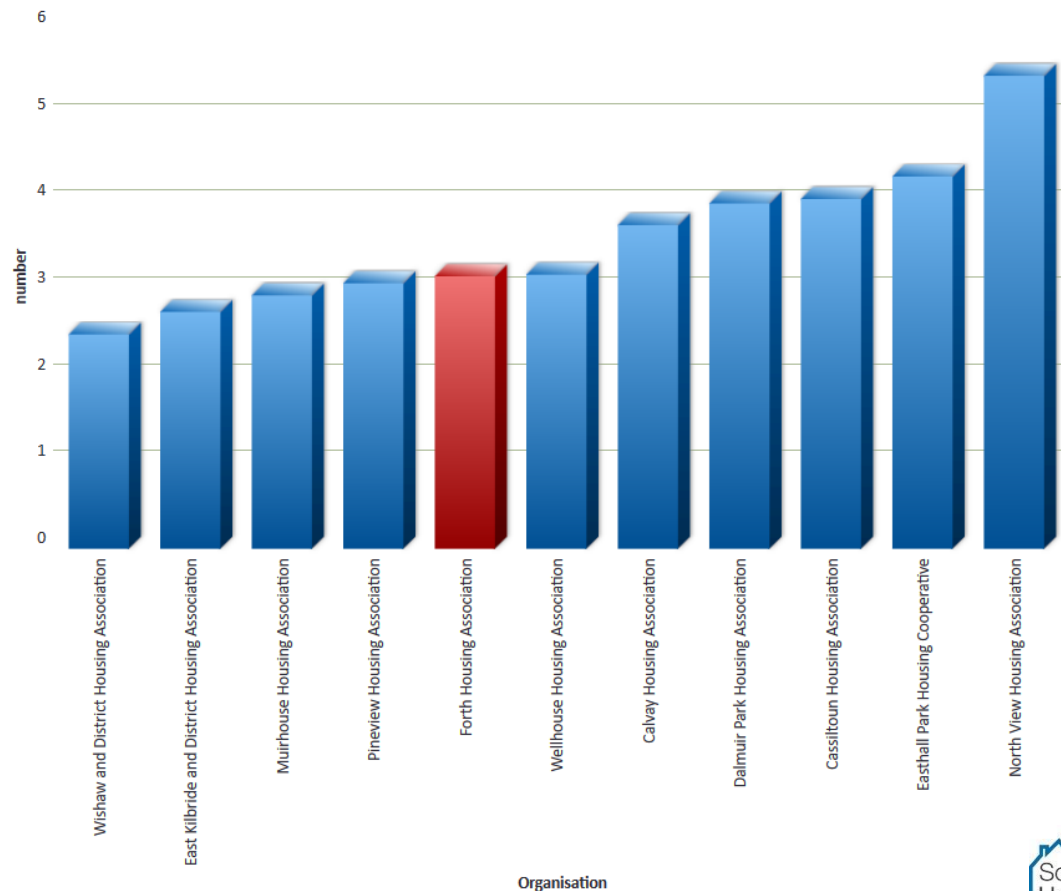


# Housing Quality & Maintenance

**Indicator C13:** Average number of reactive repairs completed per occupied property.

	2013/14	2014/15	2015/16
Forth HA	3.2	3.4	3.1
Peer group	3.7	3.6	3.6
RSL Average	3.4	3.4	3.5

C13: Average number of repairs



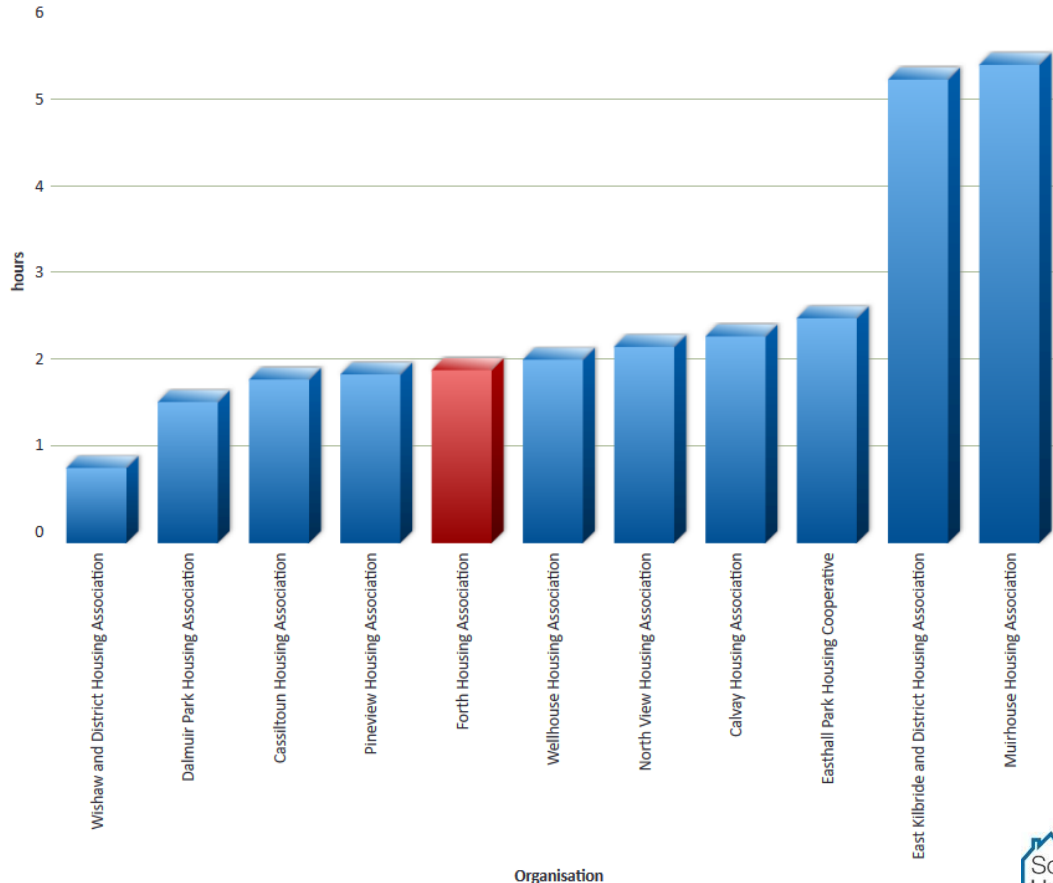


# Housing Quality & Maintenance

**Indicator 11:** Average length of time taken to complete emergency repairs (hours)

hours	2013/14	2014/15	2015/16
Forth HA	2.2	2.1	2.0
Peer group	4.5	2.8	2.7
RSL Average	5.1	4.5	3.4

**I11: Time to complete Emergency repairs**

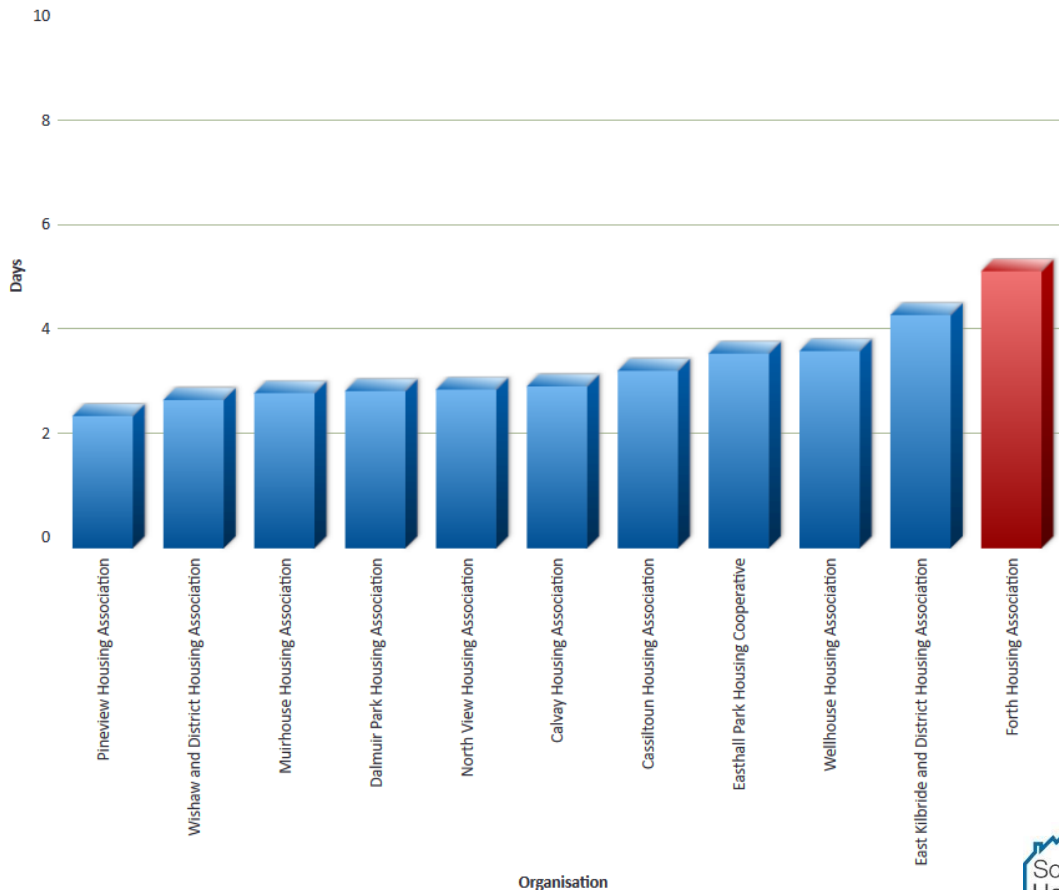


# Housing Quality & Maintenance

**Indicator 12:** Average length of time taken to complete non-emergency repairs (days)

days	2013/14	2014/15	2015/16
Forth HA	5.4	5.8	5.3
Peer group	3.9	3.7	3.4
RSL Average	5.8	5.7	5.6

**I12: Time to complete non-emergency repairs**

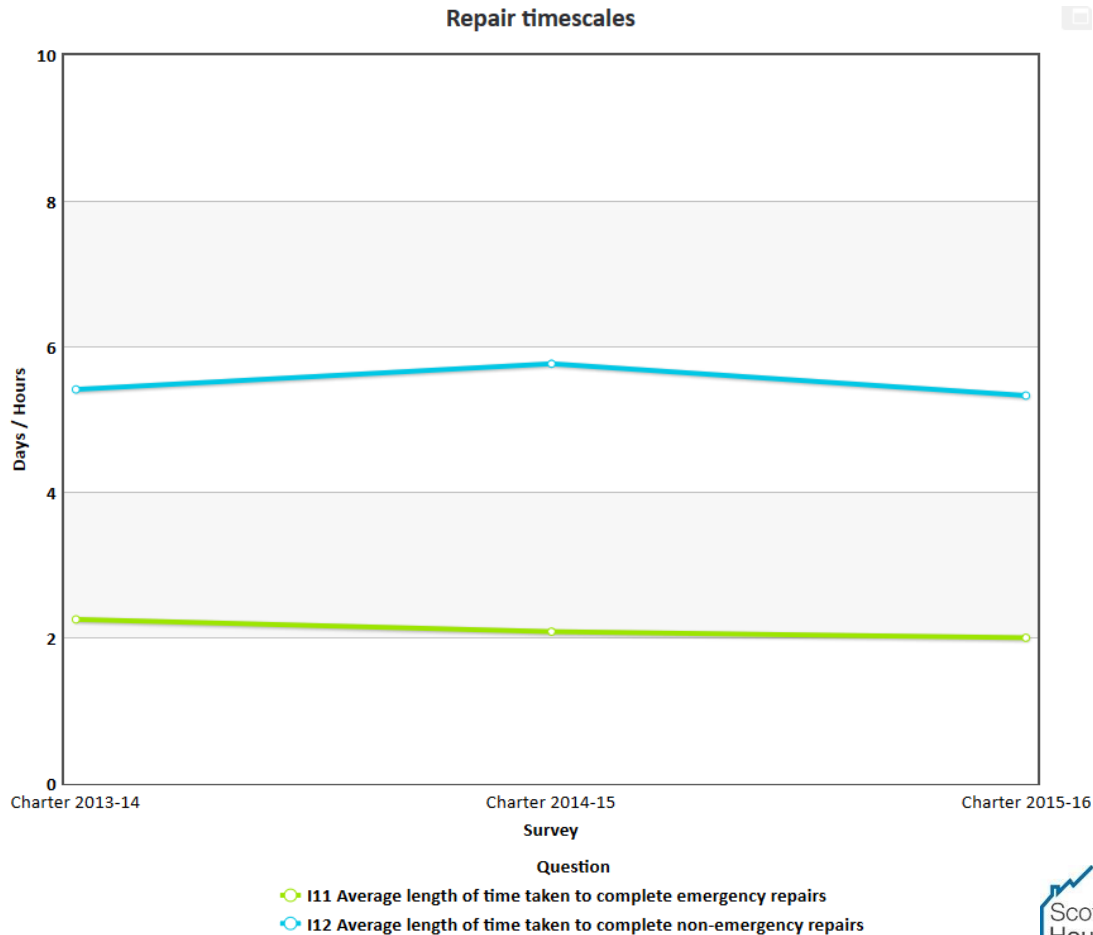


# Housing Quality & Maintenance

## Repair timescales:

Indicator 11 & 12 timescale trend comparison

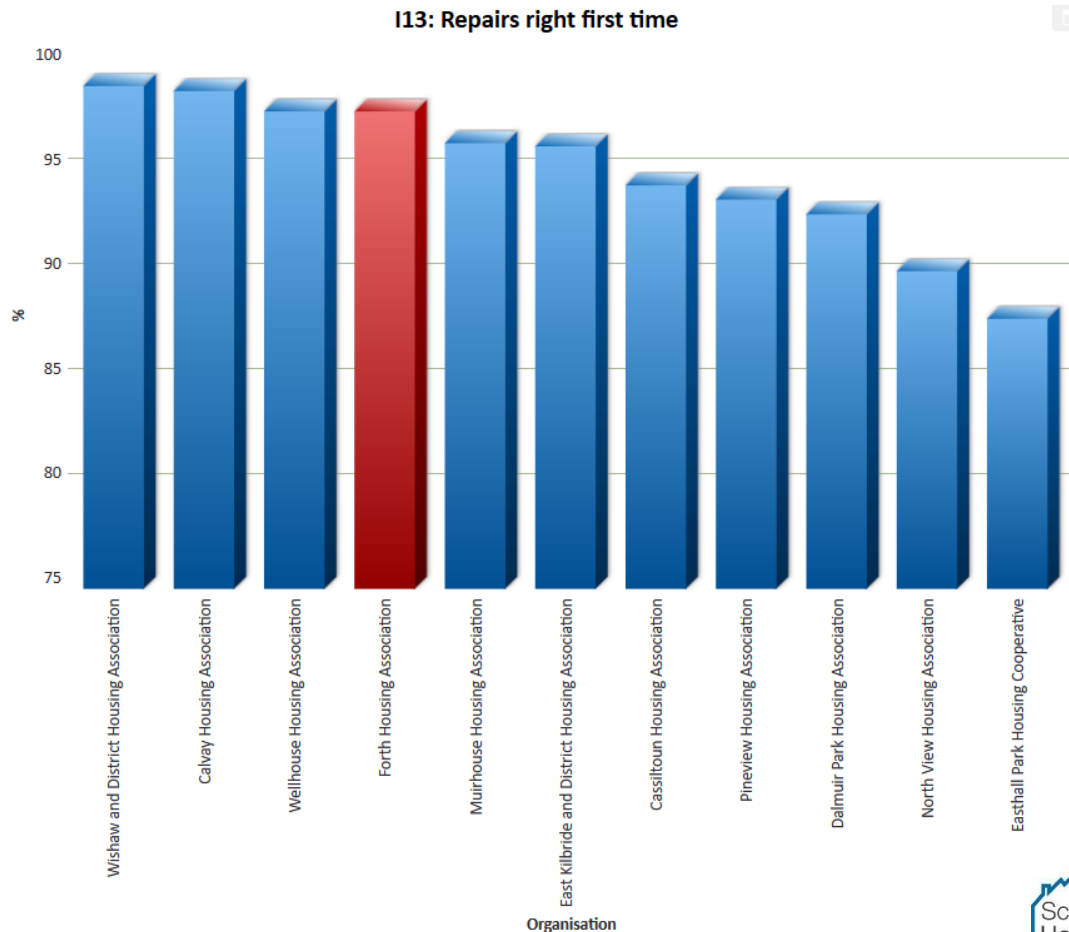
	2013/14	2014/15	2015/16
Indicator 11	2.2	2.1	2.0
Indicator 12	5.4	5.8	5.3



# Housing Quality & Maintenance

**Indicator 13:** Percentage of reactive repairs carried out in the last year completed right first time

%	2013/14	2014/15	2015/16
Forth HA	94.3	93.7	97.8
Peer group	92.3	93.4	94.6
RSL Average	88.6	90.6	91.3

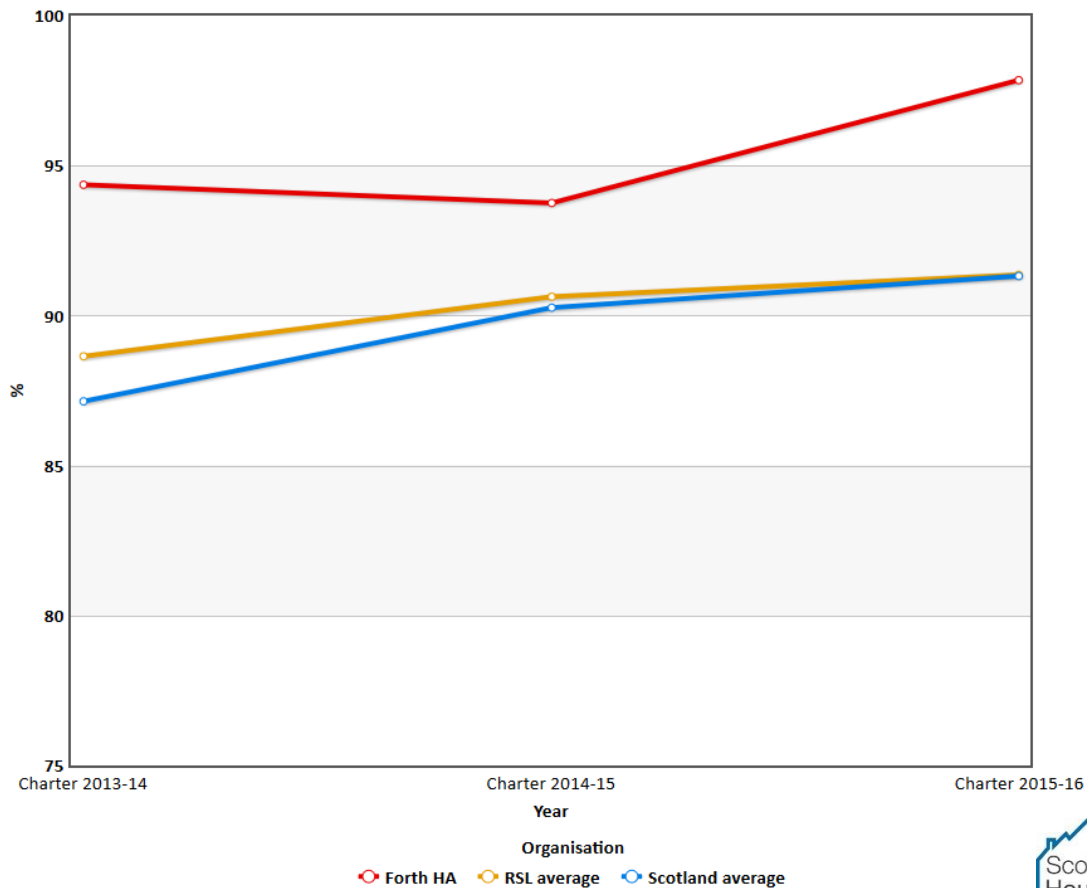


# Housing Quality & Maintenance

**Indicator 13:** Percentage of reactive repairs carried out in the last year completed right first time

%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>94.3</b>	<b>93.7</b>	<b>97.8</b>
RSL Average	88.6	90.6	91.3
Scotland	87.2	90.2	91.3

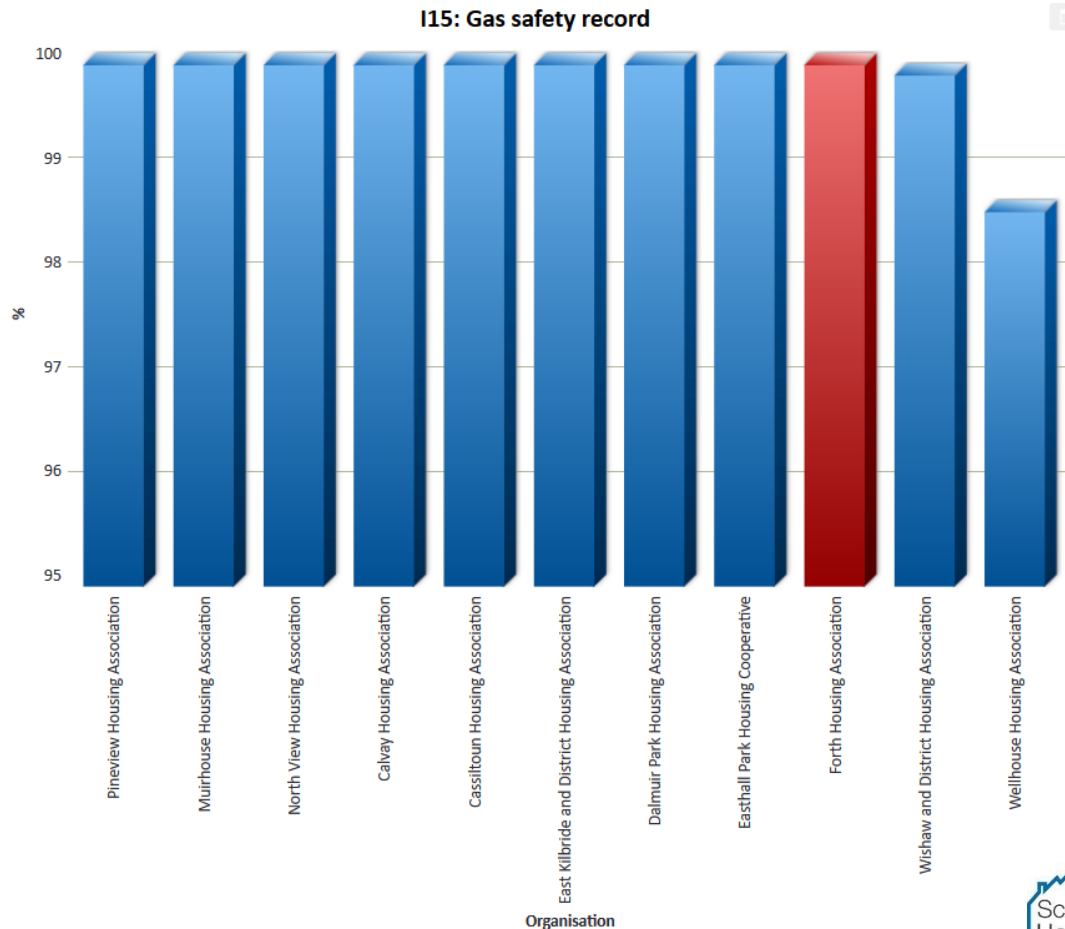
I13: Repairs right first time



# Housing Quality & Maintenance

**Indicator 15:** Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.

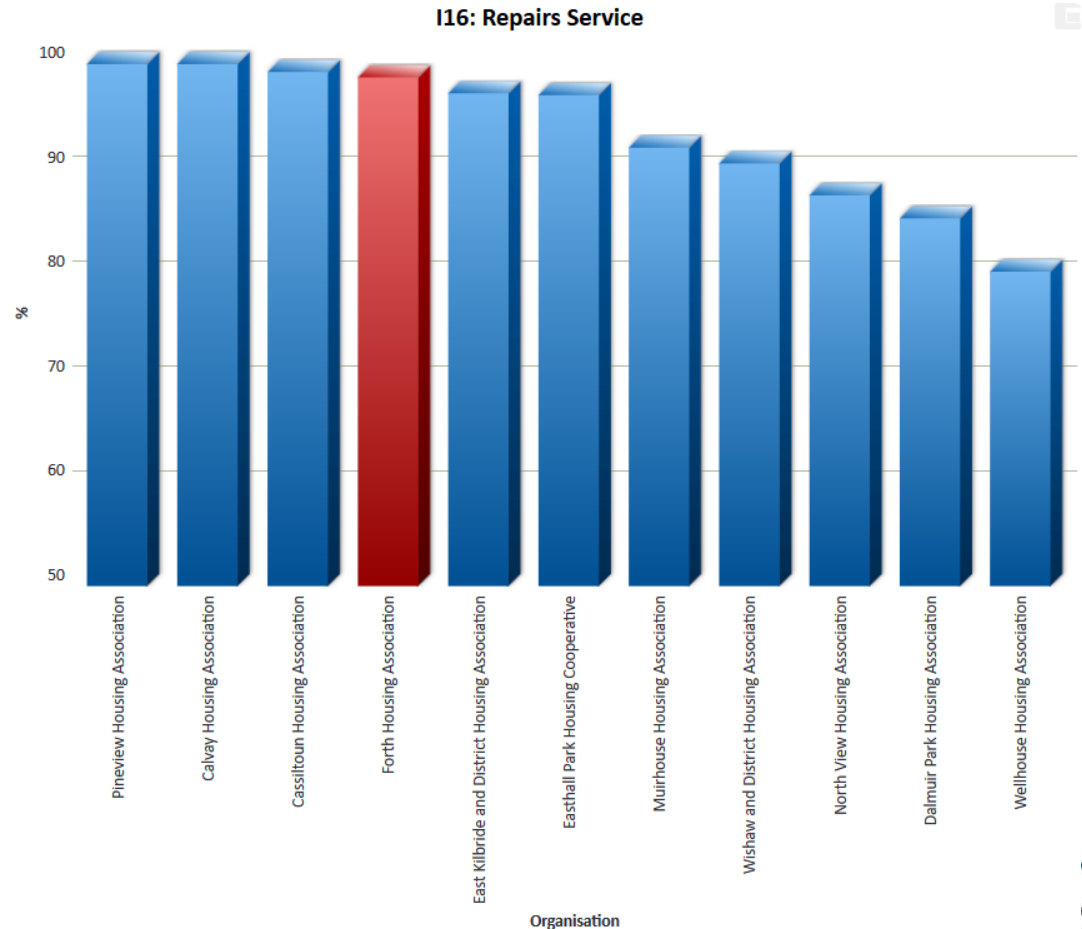
%	2013/14	2014/15	2015/16
Forth HA	91.4	99.9	100
Peer group	98.9	99.7	99.8
RSL Average	98.8	99.5	99.9



# Housing Quality & Maintenance

**Indicator 16:** Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

%	2013/14	2014/15	2015/16
Forth HA	93.3	97.8	98.7
Peer group	90.5	91.9	93.4
RSL Average	87.9	89.7	90.2

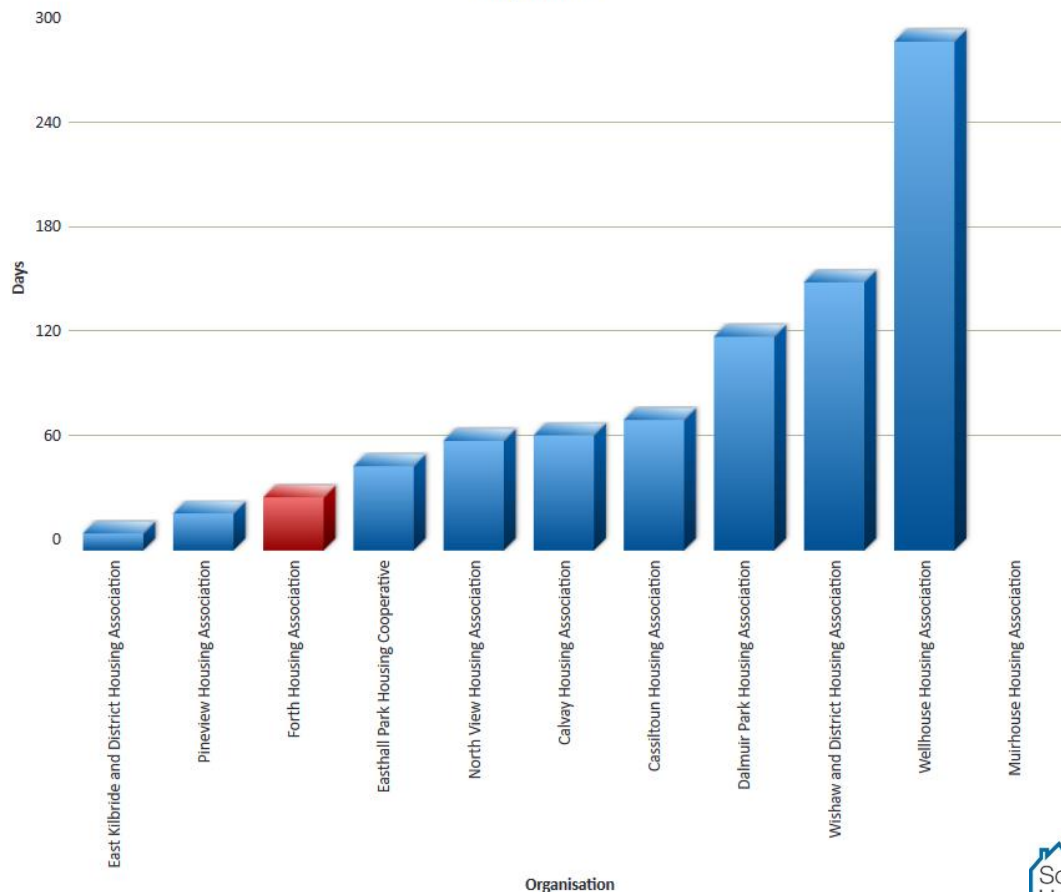


# Housing Quality & Maintenance

**Indicator 23:** The average time to complete medical adaptations during the reporting year.

<i>days</i>	2013/14	2014/15	2015/16
Forth HA	11.1	15.9	30.6
Peer group	61.7	66.4	102.9
RSL Average	77.0	71.3	60.6

**I23: Time to complete medical adaptations**





# Housing Quality & Maintenance

## Summary

### Positives

- Excellent culture informed by decision based on own assessment – would I as a customer accept this standard which also includes an attitude that RFT is more important than doing work fast.

### Areas for concern?

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# Access

## Housing lists & lets

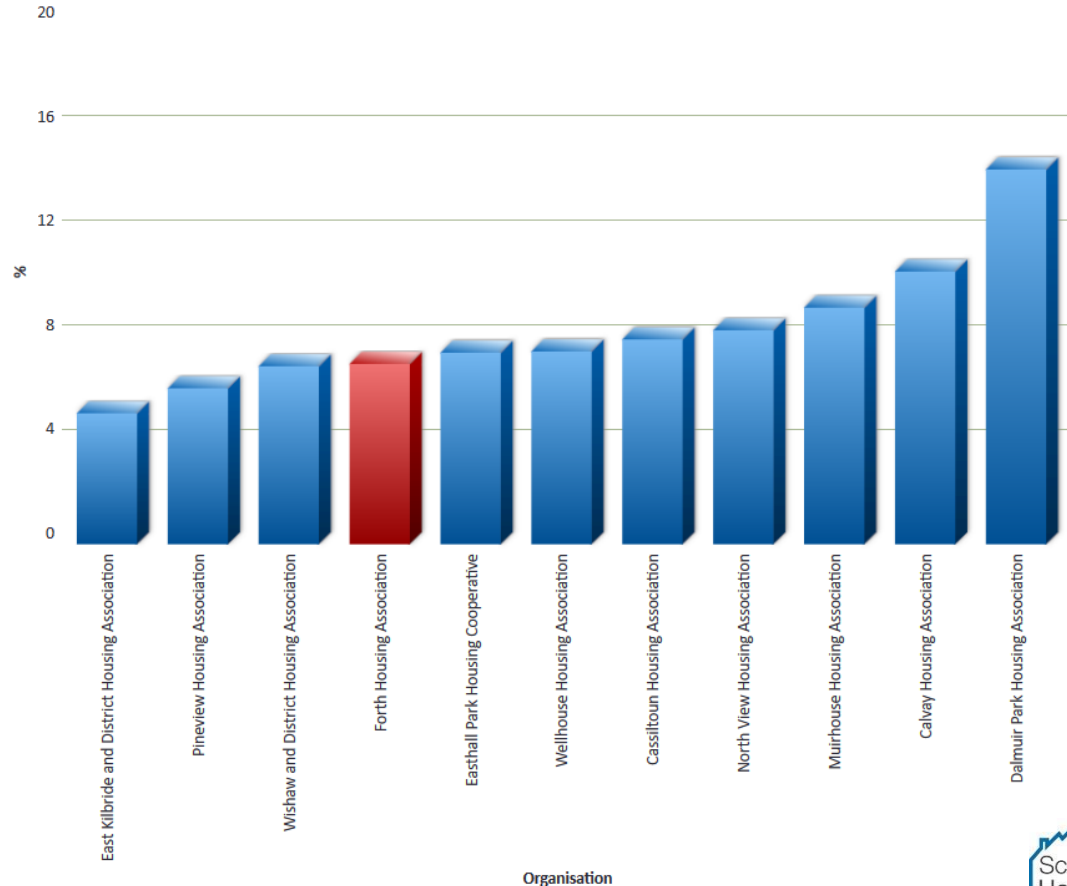
- CHR in place: **No**
- Suspensions: **7**
- Applicants: **692**
- New applicants: **522**
- General needs Lets: **68**
- Supported lets: **0**
- Mutual exchange: **21**

# Access

**Indicator 21:** Percentage of lettable houses that became vacant in the last year.

%	2013/14	2014/15	2015/16
Forth HA	7.1	6.6	6.9
Peer group	9.0	7.6	8.2
RSL Average	10.1	9.3	9.0

I21: Vacant houses

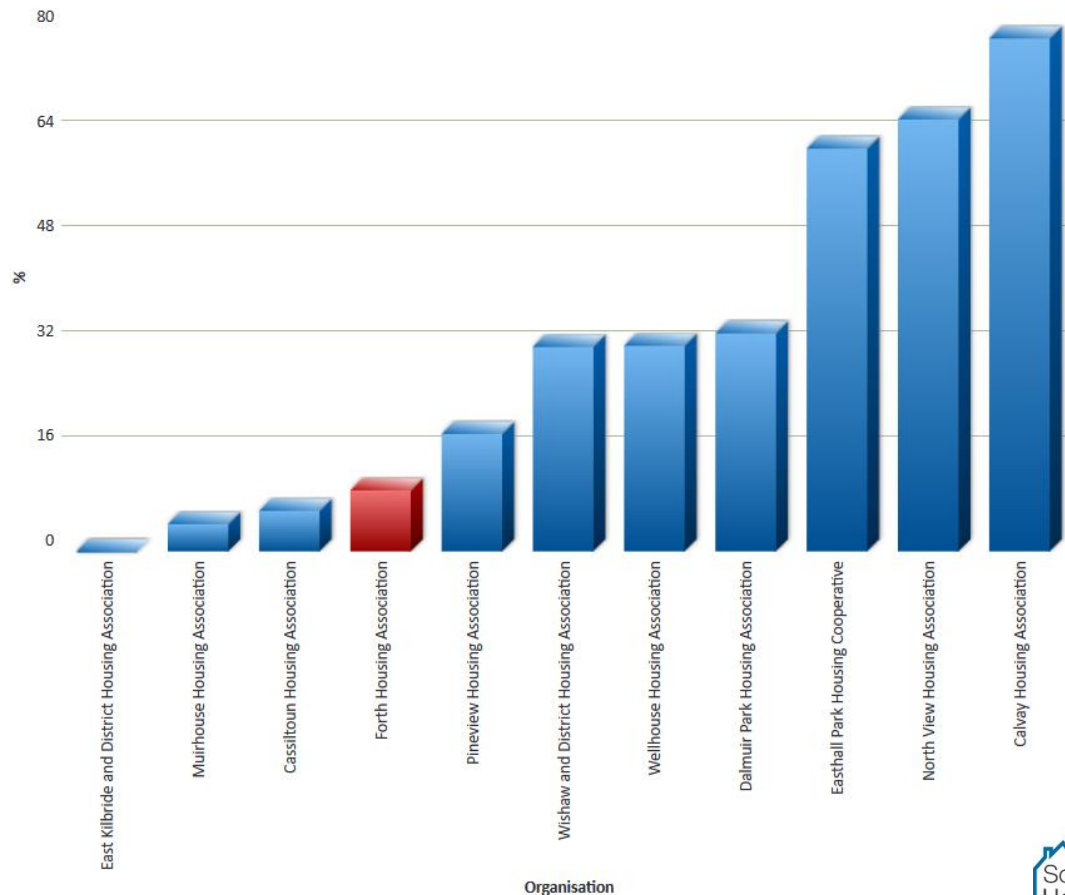


# Access

**Indicator 18:** Percentage of tenancy offers refused during the year.

%	2013/14	2014/15	2015/16
Forth HA	8.6	16.4	9.3
Peer group	41.1	41.2	38.2
RSL Average	35.9	36.8	33.5

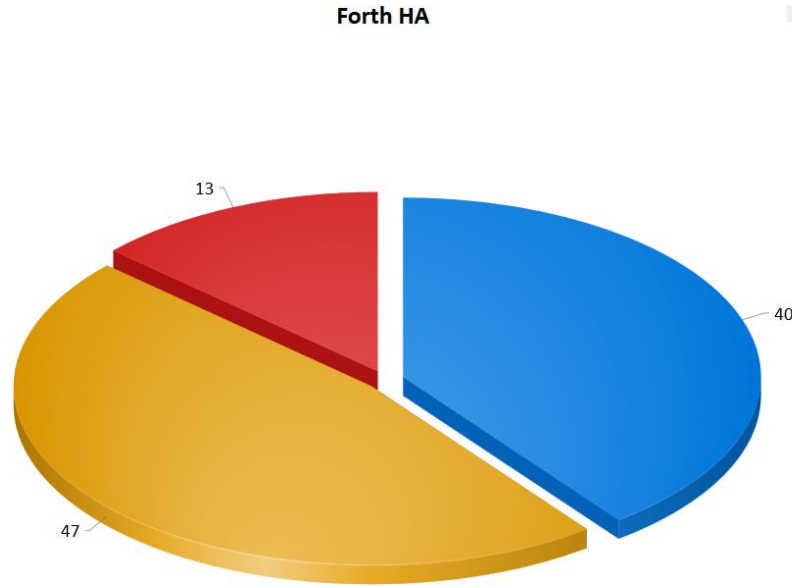
I18: Offers refused



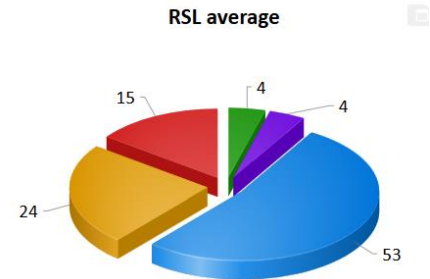
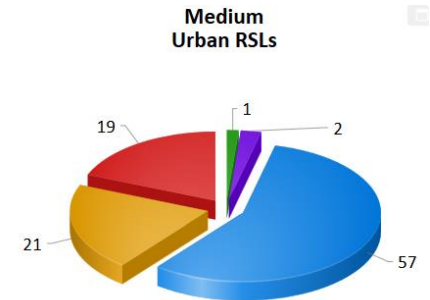
# Access

**Indicator C8:** The percentage of lets during the reporting year by source of let.

%	FHA
Existing tenants	13
Homeless applicants	47
Housing list applicants	40
LA nominations	-
Others	-



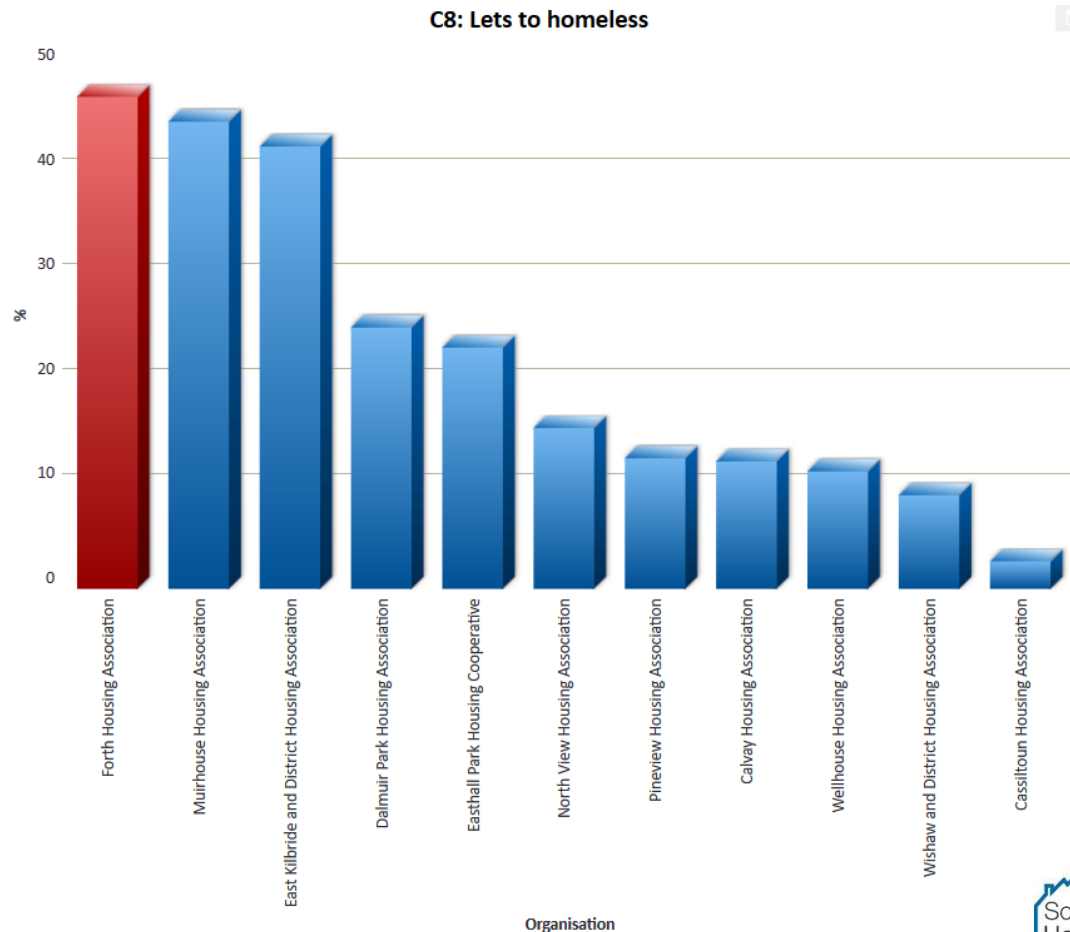
- C8 Percentage of lets to existing tenants
- C8 Percentage of lets to homeless applicants
- C8 Percentage of lets to housing applicants
- C8 Percentage of lets to LA nominations
- C8 Percentage of lets to others



# Access

**Indicator C8:** The percentage of lets during the reporting year to tenants that have been assessed as statutorily homeless by the local authority.

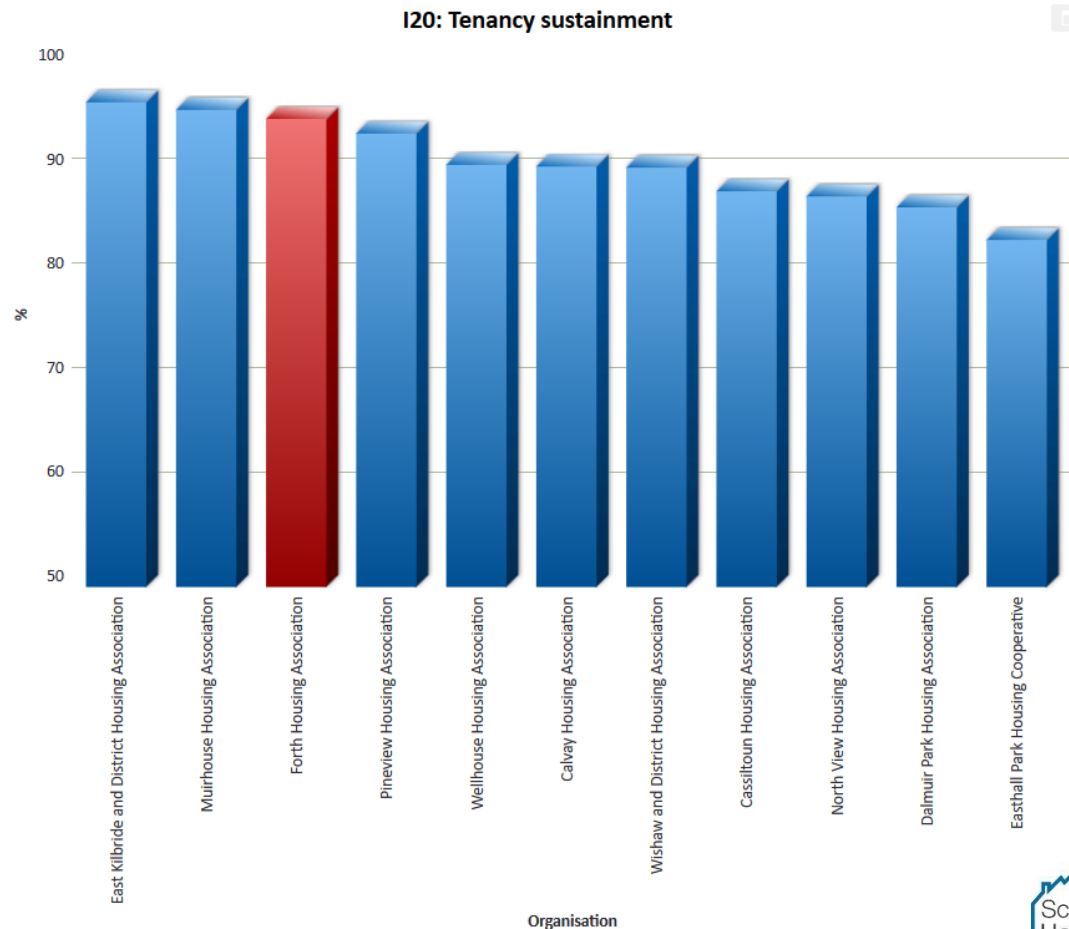
%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>39.6</b>	<b>48.9</b>	<b>47.1</b>
Peer group	24.1	25.5	20.4
RSL Average	22.3	23.7	23.9



# Access

**Indicator 20:** Percentage of new tenancies sustained for more than a year; all sources of let.

%	2013/14	2014/15	2015/16
Forth HA	92.9	96.0	95.0
Peer group	90.2	92.2	90.6
RSL Average	88.2	89.4	88.4

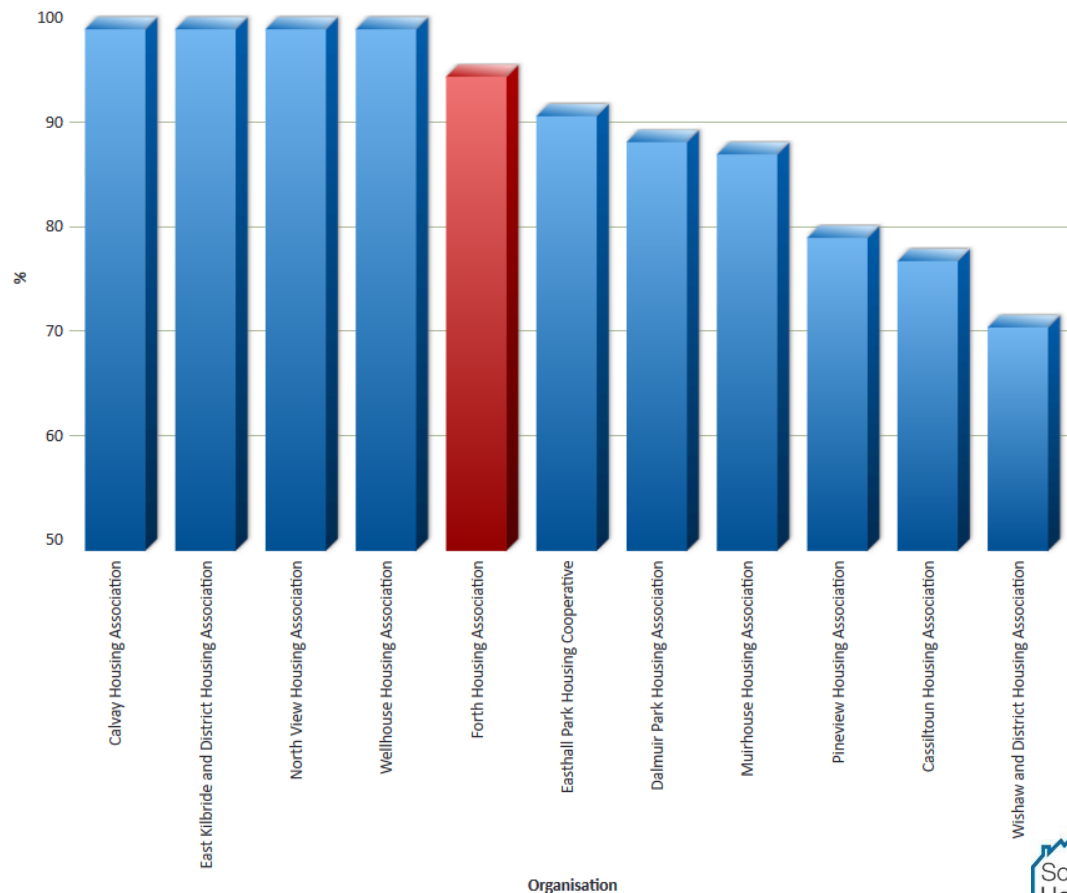


# Access

**Indicator 20:** Percentage of new tenancies sustained for more than a year; statutory homeless.

%	2013/14	2014/15	2015/16
Forth HA	94.7	94.1	94.1
Peer group	87.3	89.8	90.7
RSL Average	88.4	89.1	88.7

**I20: Tenancy sustainment - statutory homeless**





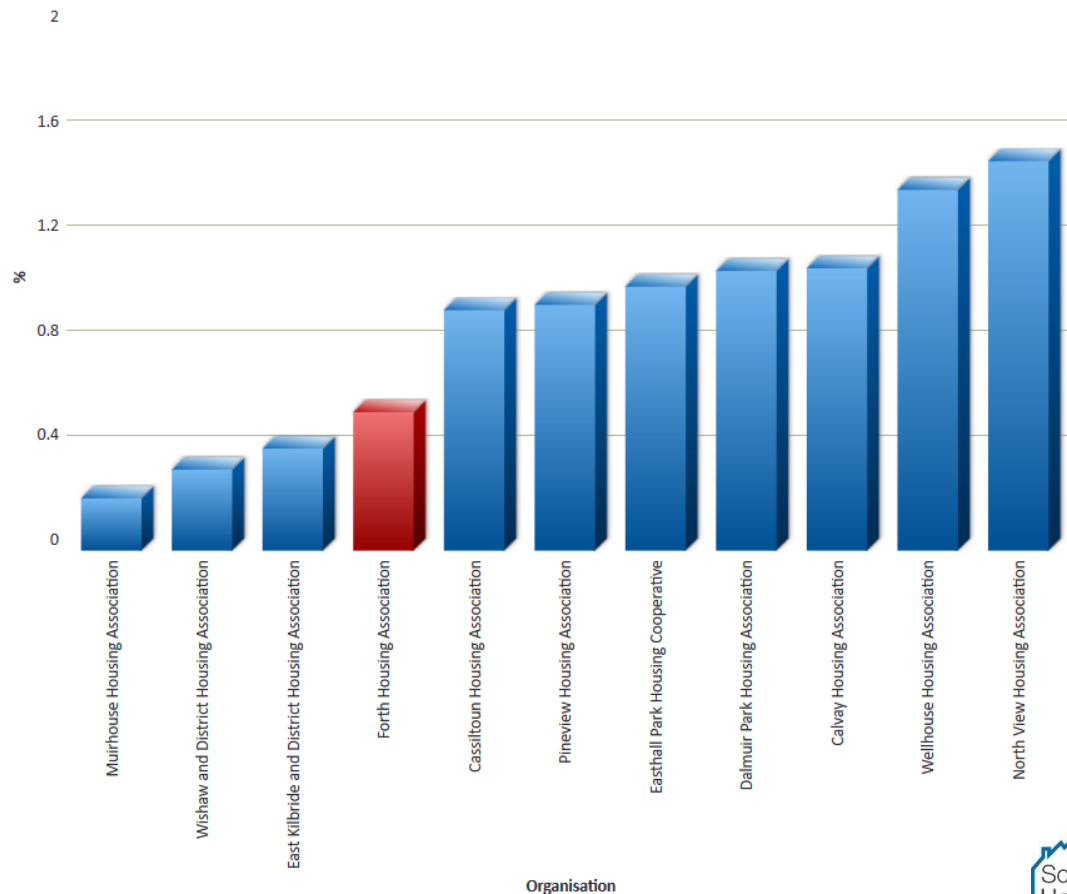
# Access

**Indicator C11:** Abandoned properties.

Percentage of abandoned properties during the reporting year.

	2013/14	2014/15	2015/16
Forth HA	0.58	0.40	0.53
Peer group	0.87	0.63	0.86
RSL Average	0.71	0.63	0.61

C11: Abandonments

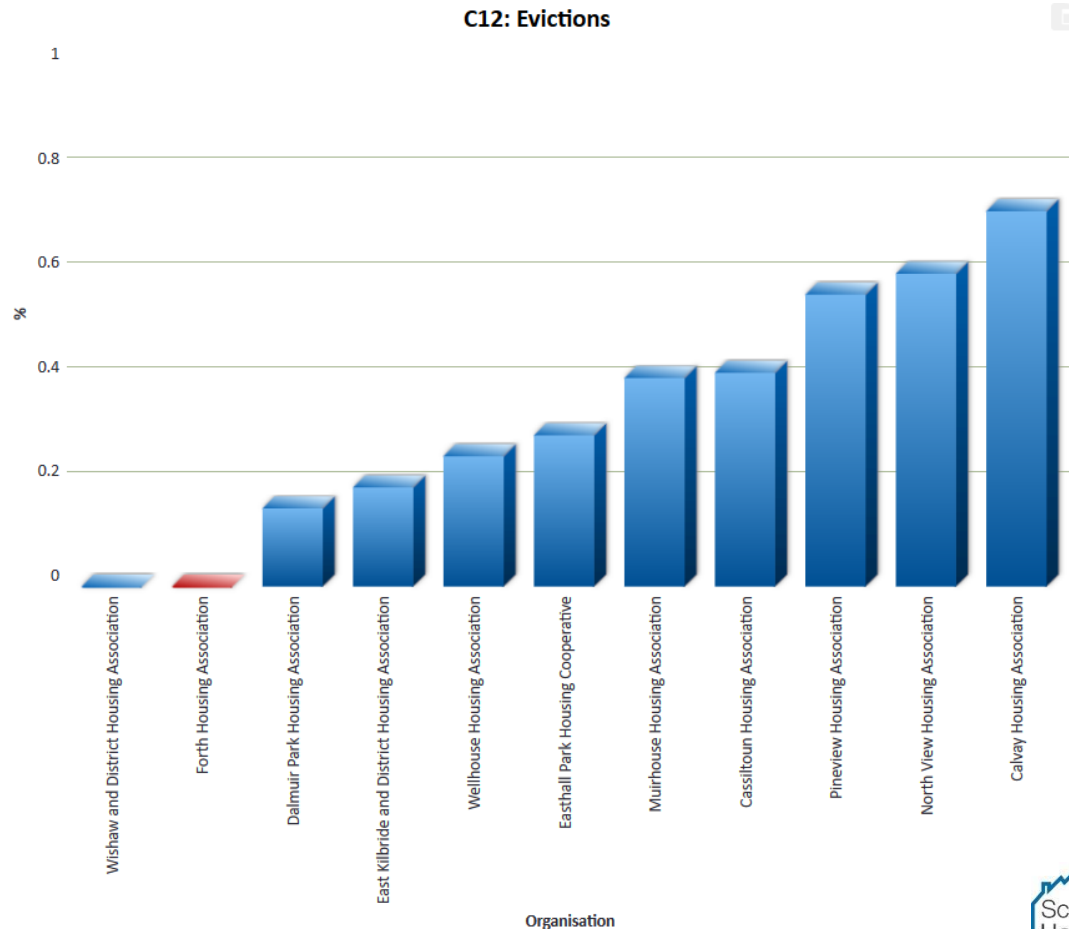


# Access

## Indicator C12: Evictions

The percentage of orders for recovery of possession granted during the reporting year

	2013/14	2014/15	2015/16
Forth HA	0.29	0.00	0.00
Peer group	0.28	0.34	0.32
RSL Average	0.28	0.31	0.30



# Access

## Summary

### Positives

- Excellent allocation policy and tenancy sustainment
- Very low refusals

### Areas for concern?

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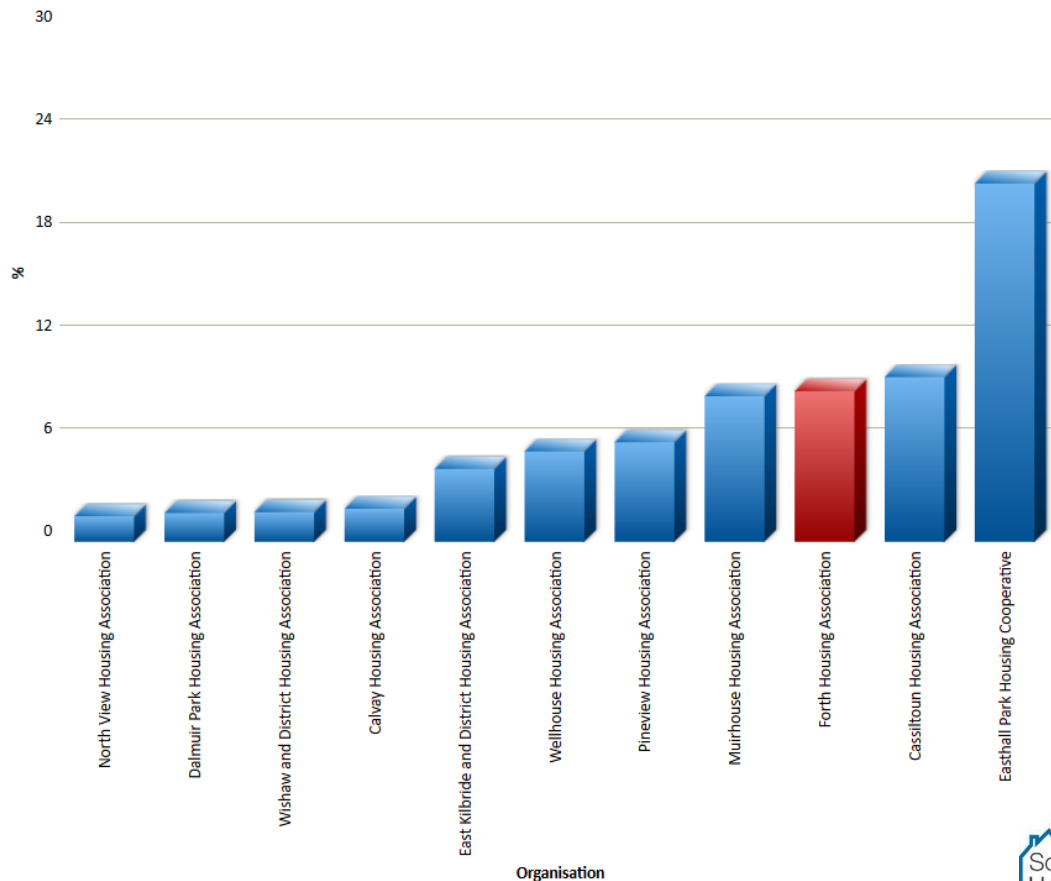
\*

# Neighbourhood & Community

**Indicator 4&5:** Number of complaints per every 100 lettable homes

	2015/16
Forth HA	9.0
RSL Average	6.3

I4&5: Complaints per 100 homes



# Neighbourhood & Community

## Complaints summary

*Complaints report published?*

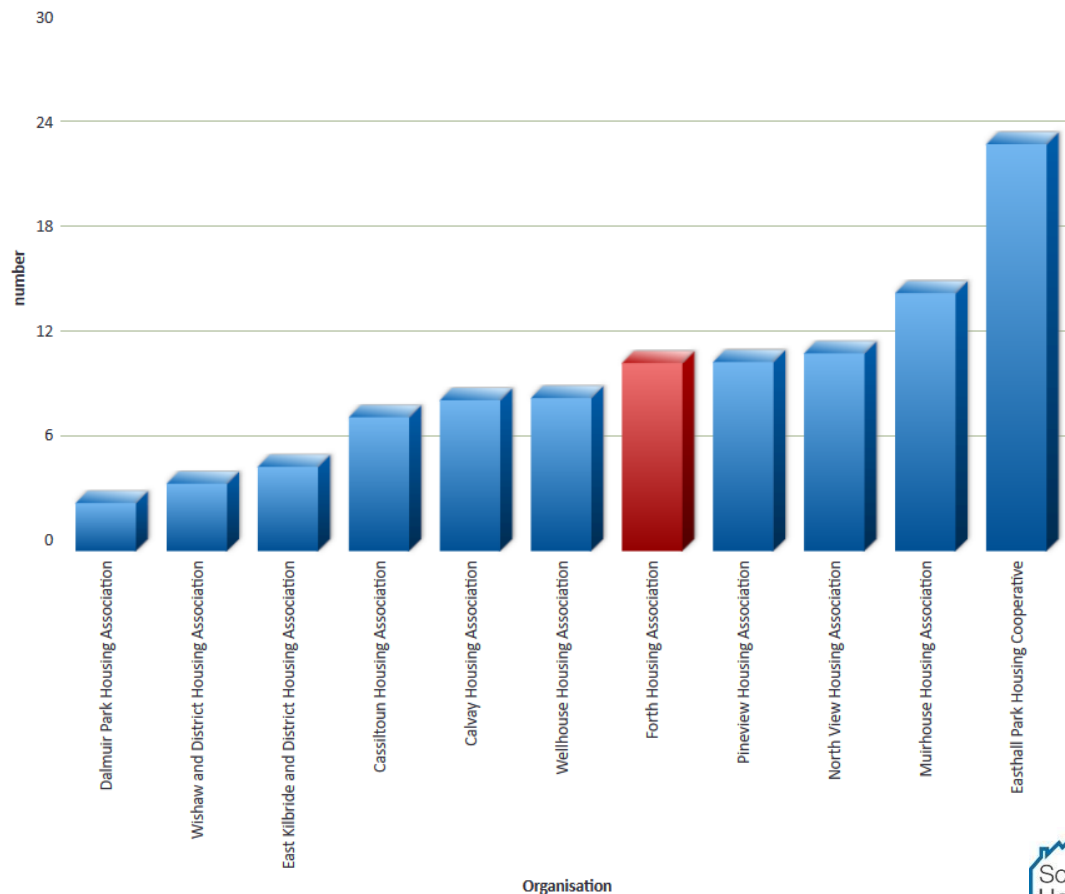
	1st stage		2nd stage	
	Forth HA	All	Forth HA	All
Responded	<b>41</b>		<b>25</b>	
Stage	<b>62%</b>	86%	<b>38%</b>	14%
% upheld	<b>54%</b>	55%	<b>28%</b>	51%
In timescale	<b>98%</b>	86%	<b>100%</b>	85%

# Neighbourhood & Community

**Indicator 19:** Number of cases of anti-social behaviour per every 100 lettable homes

	2013/14	2014/15	2015/16
Forth HA	11.0	7.9	10.8
Peer group	9.9	9.4	9.5
RSL Average	8.8	9.0	7.8

I19: ASB cases per 100 homes



# Neighbourhood & Community

## Anti-Social behaviour summary

	Forth HA	All
--	----------	-----

### Cases

Number of ASB cases	<b>81</b>	
Prevalence (per 100)	<b>10.8</b>	8.4

### Targets used

Within 1 week		0.4%
Within 1 month		67.2%
Within 3 months		18.5%
Within 1 year		13.9%

### Timescales

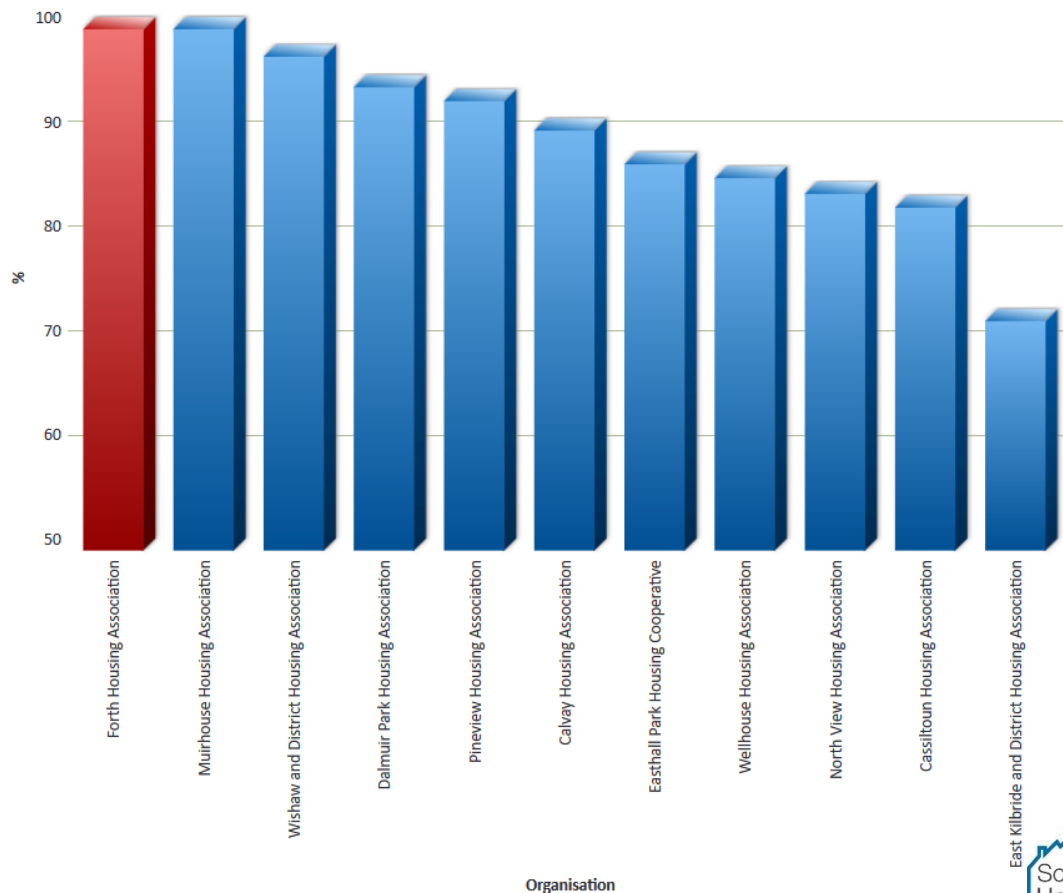
Within 1 month		74%
Within 3 months		17%
Longer		9%

# Neighbourhood & Community

**Indicator 19:** Percentage of cases of anti-social behaviour resolved within locally agreed targets in the last year

	2013/14	2014/15	2015/16
Forth HA	98.7	100	100
Peer group	80.4	90.0	91.7
RSL Average	74.8	84.0	87.0

**I19: ASB cases in target**

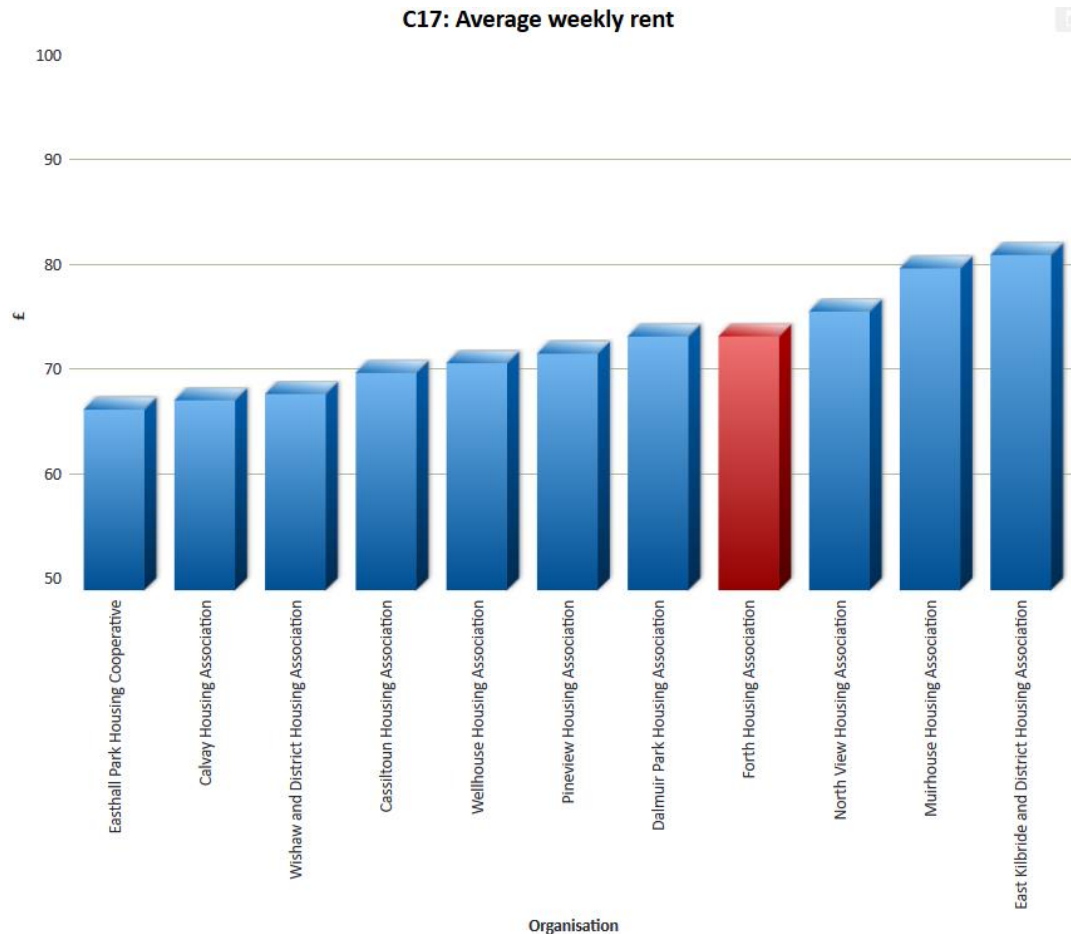




# Getting good value from rents and service charges

## Context 17: Average weekly rent

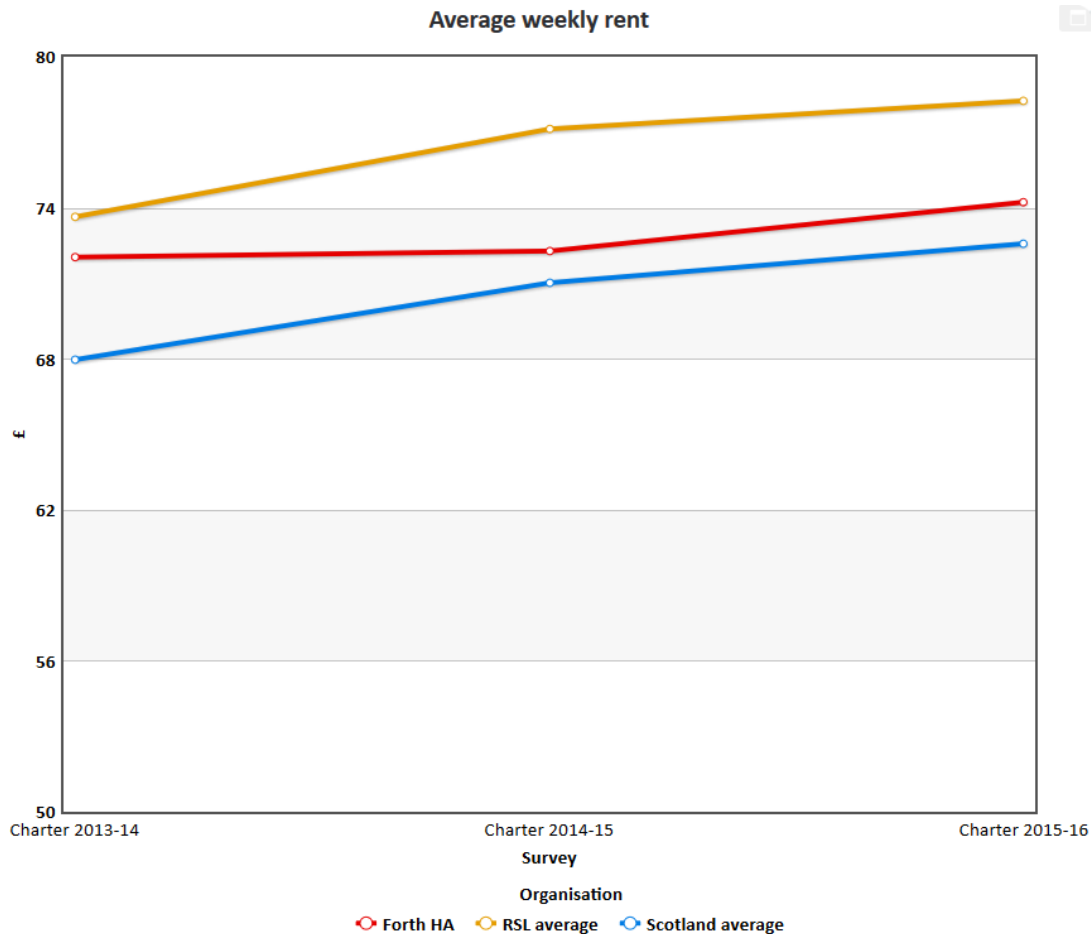
	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>£72.06</b>	<b>£72.29</b>	<b>£74.24</b>
Peer group	£68.68	£70.64	£72.62
RSL Average	£73.63	£77.16	£78.26



# Getting good value from rents and service charges

## Context 17: Average weekly rent

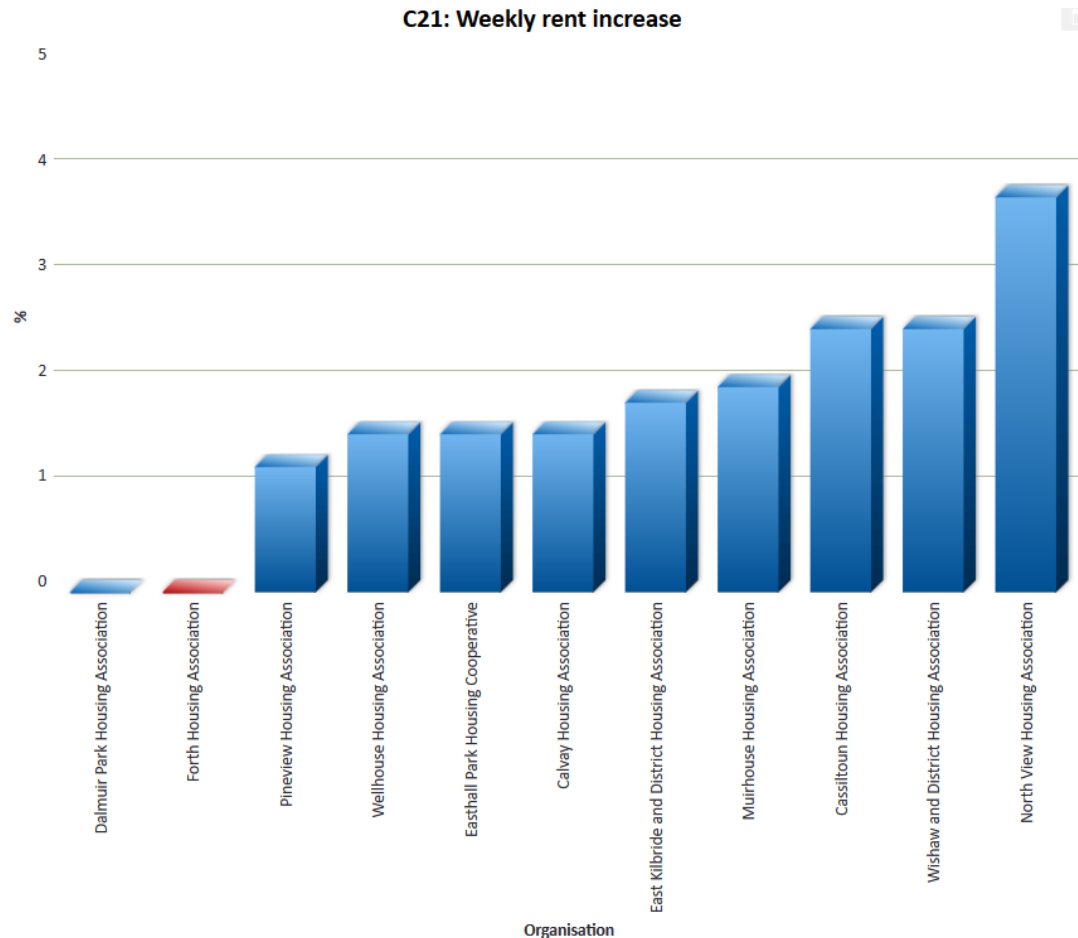
	2013/14	2014/15	2015/16
Forth HA	£72.06	£72.29	£74.24
RSL Average	£73.63	£77.16	£78.26
Scotland	£67.96	£71.01	£72.56



# Getting good value from rents and service charges

**Context 21:** Percentage average weekly rent increase to be applied

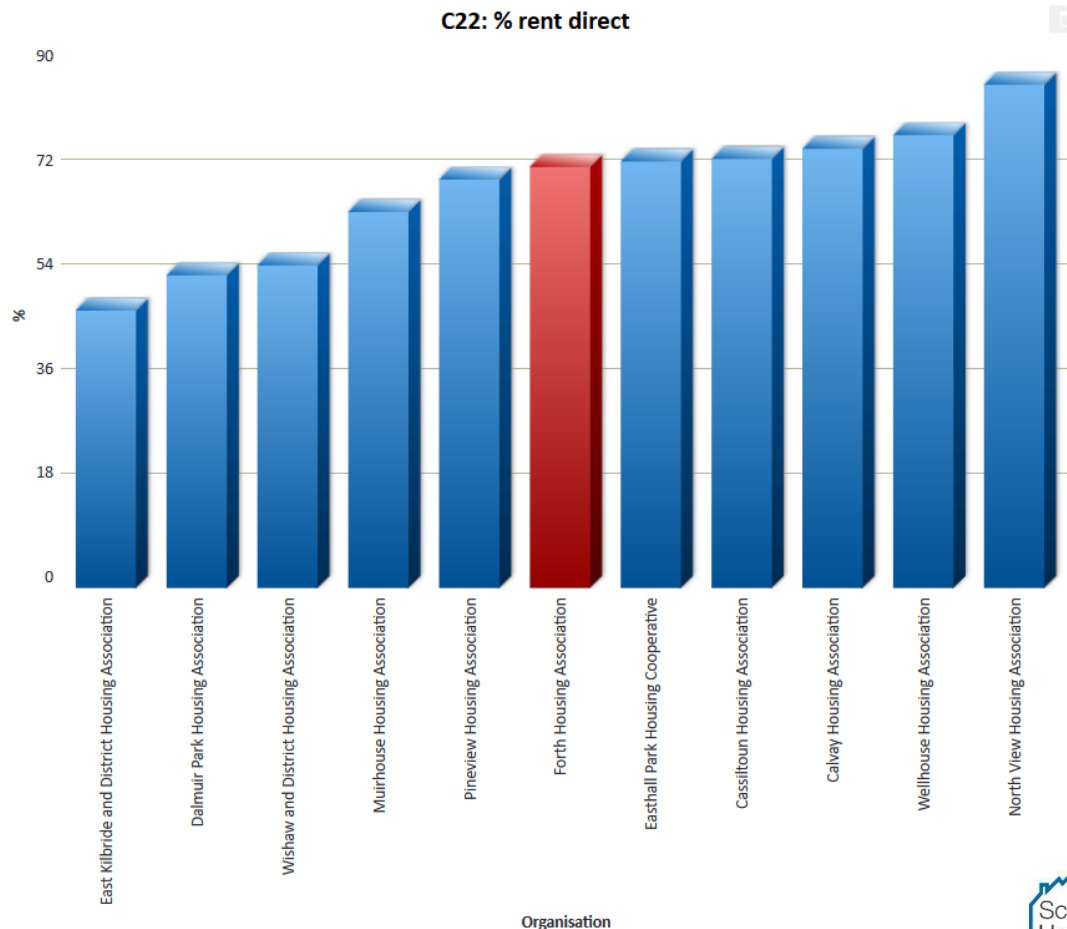
%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>1.7</b>	<b>1.3</b>	<b>0</b>
Peer group	3.2	1.9	1.7
RSL Average	4.2	2.6	1.7



# Getting good value from rents and service charges

**Context 22:** Percentage of households for which landlords are paid housing costs directly

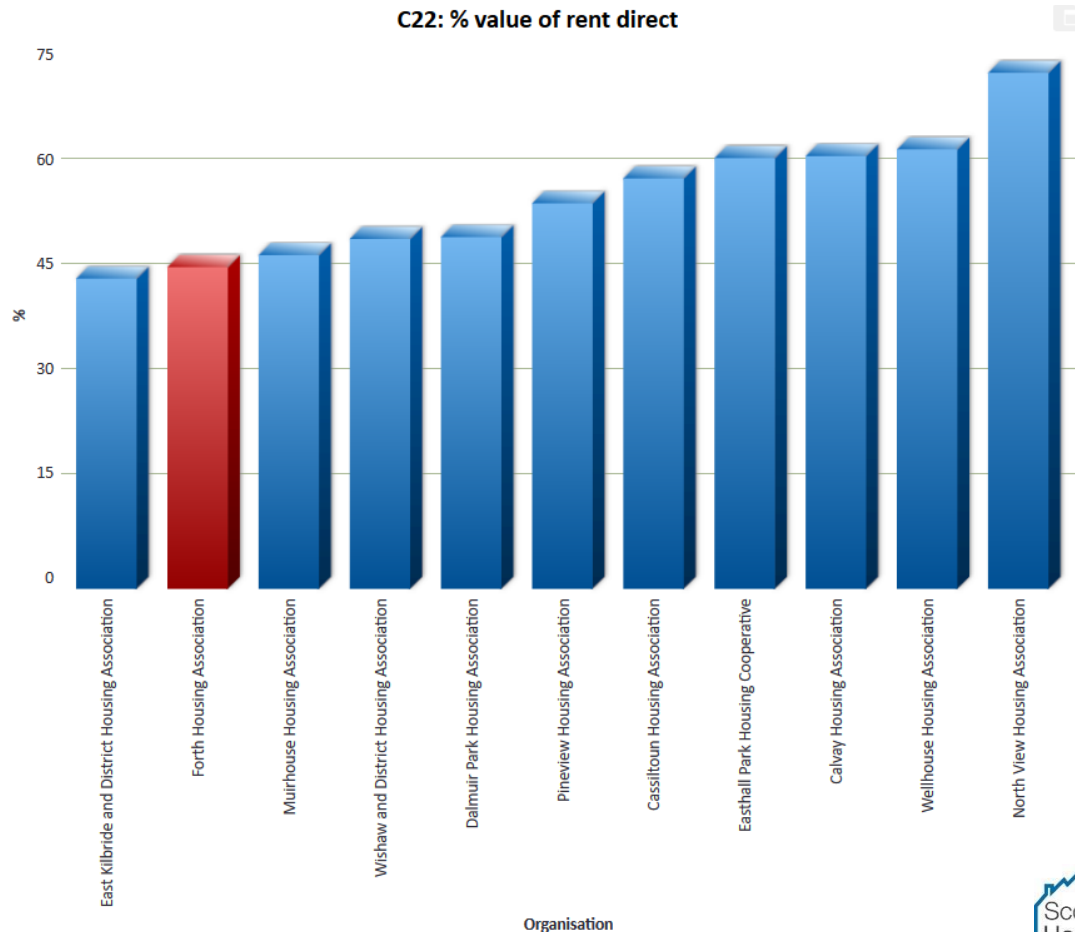
%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>52.8</b>	<b>50.2</b>	<b>72.8</b>
Peer group	70.7	68.4	69.2
RSL Average	68.5	66.3	65.6



# Getting good value from rents and service charges

**Context 22:** Percentage value of the direct housing payments received in the reporting year.

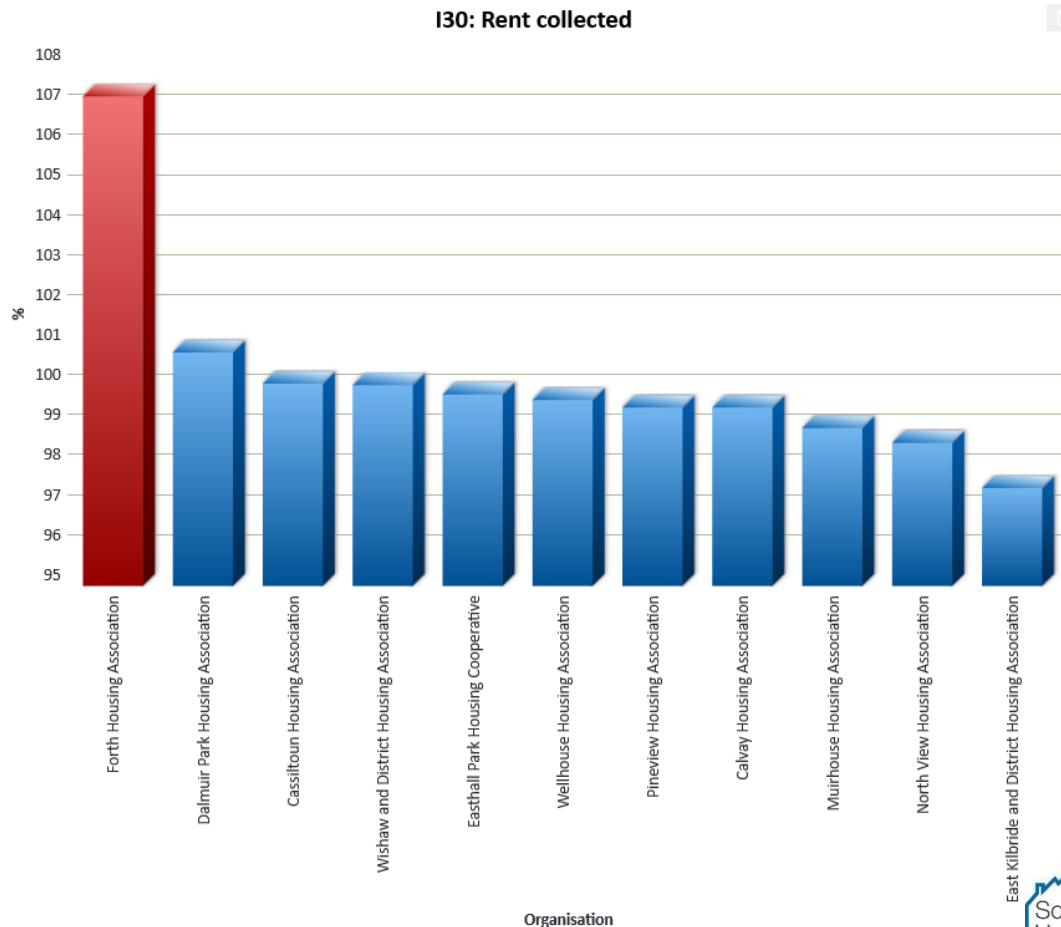
%	2013/14	2014/15	2015/16
Forth HA	47.7	46.9	46.2
Peer group	57.6	57.7	56.1
RSL Average	55.1	50.8	54.3



# Getting good value from rents and service charges

**Indicator 30:** Rent collected from tenants as a percentage of total rent due in the reporting year

%	2013/14	2014/15	2015/16
Forth HA	99.2	104.0	107.2
Peer group	99.0	100.7	100.2
RSL Average	98.9	99.8	99.7

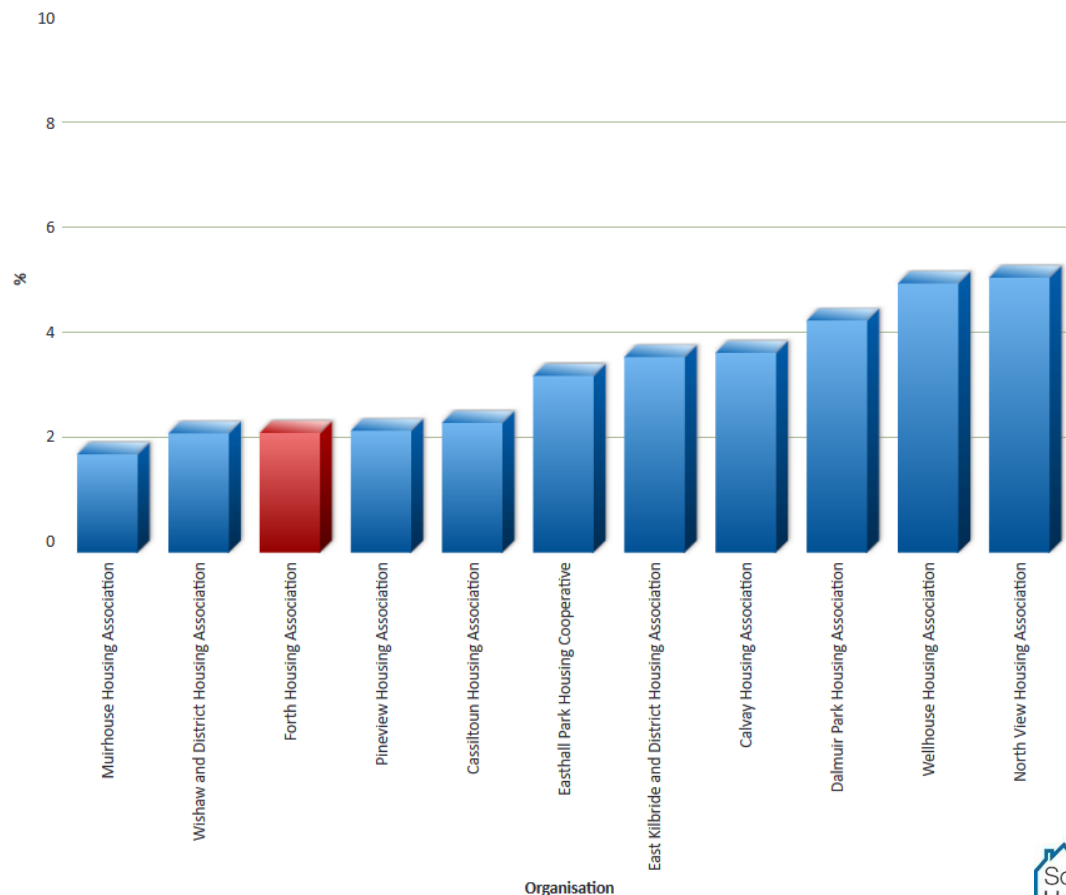


# Getting good value from rents and service charges

**Indicator 31:** Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2013/14	2014/15	2015/16
Forth HA	2.20	2.39	2.29
Peer group	4.21	3.65	3.36
RSL Average	4.68	4.67	4.39

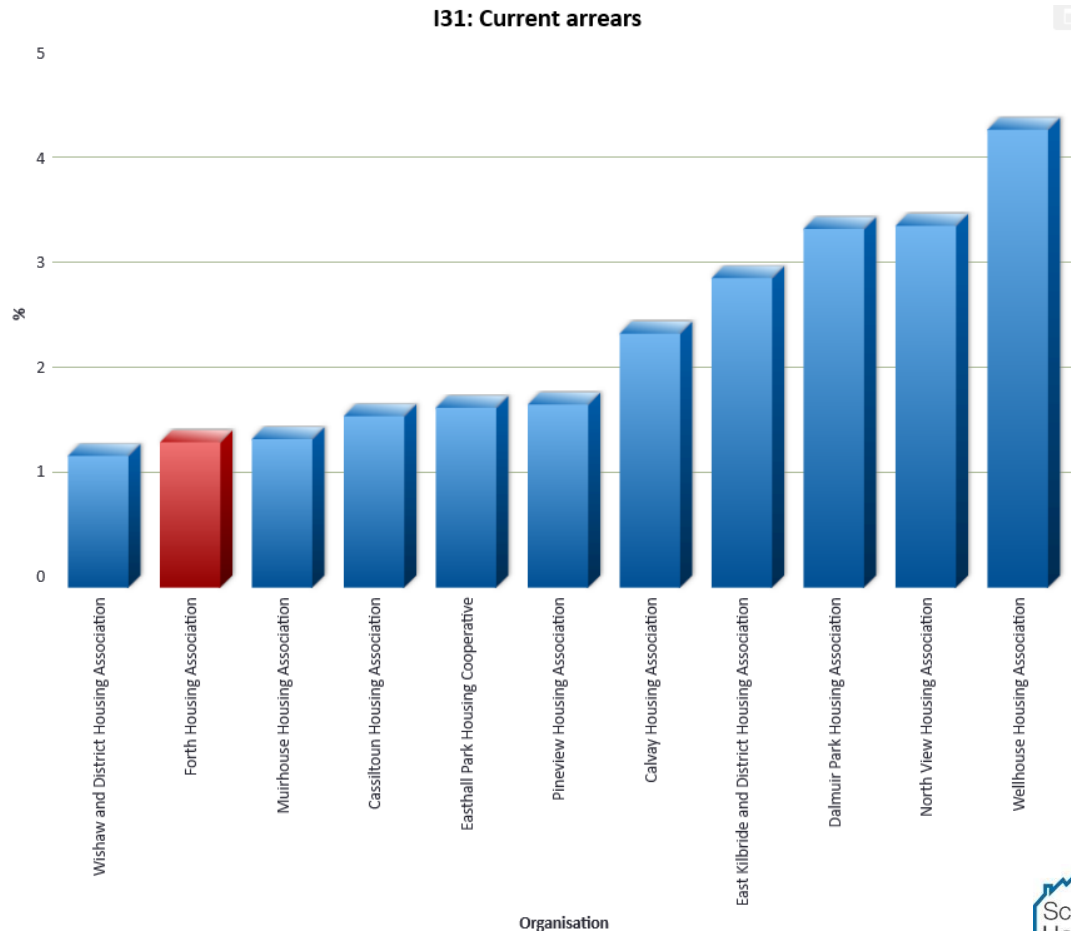
**I31: Gross rent arrears**



# Getting good value from rents and service charges

**Indicator 31:** Current rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2013/14	2014/15	2015/16
Forth HA	1.73	1.62	1.39
Peer group	2.77	2.43	2.33
RSL Average	1.47	1.64	2.86



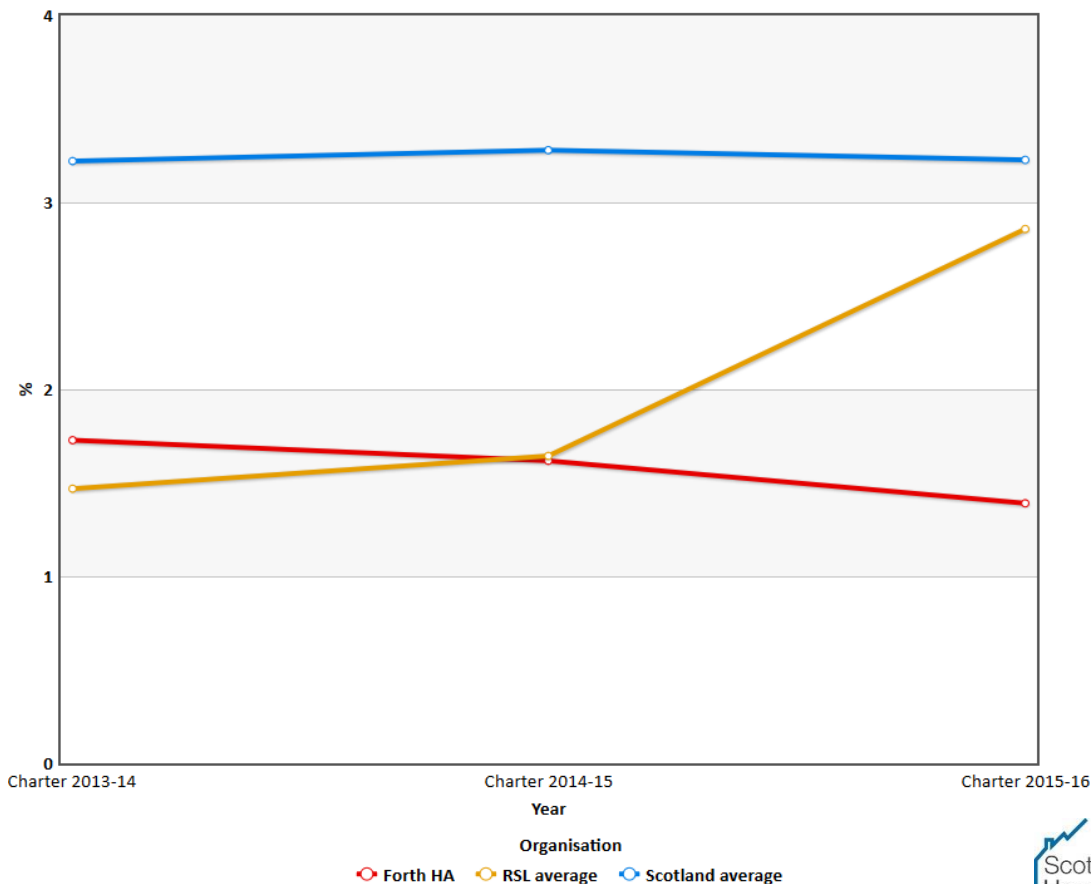


# Getting good value from rents and service charges

**Indicator 31:** Current rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2013/14	2014/15	2015/16
Forth HA	1.73	1.62	1.39
RSL Average	1.47	1.64	2.86
Scotland	3.22	3.28	3.23

I31: Current arrears trend

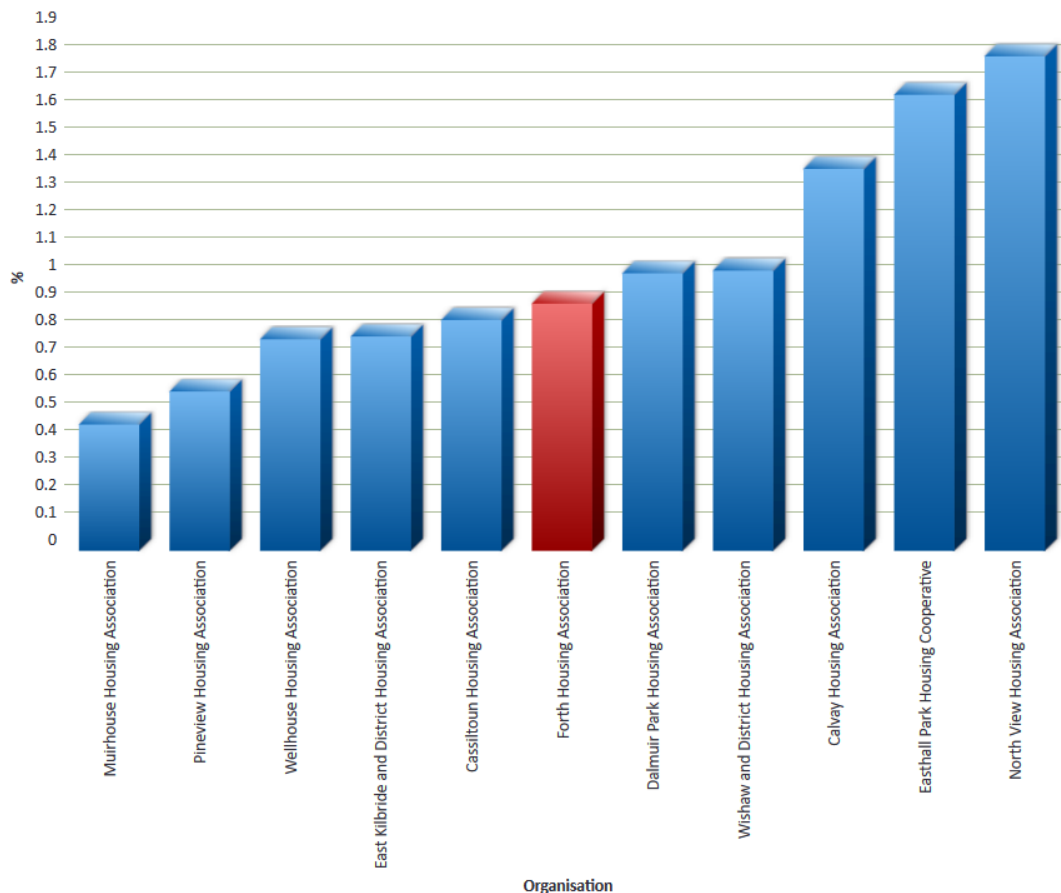


# Getting good value from rents and service charges

**Indicator 31:** Former rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.

%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>0.47</b>	<b>0.77</b>	<b>0.90</b>
Peer group	1.44	1.23	1.03
RSL Average	3.20	3.03	1.53

**I31: Former arrears**

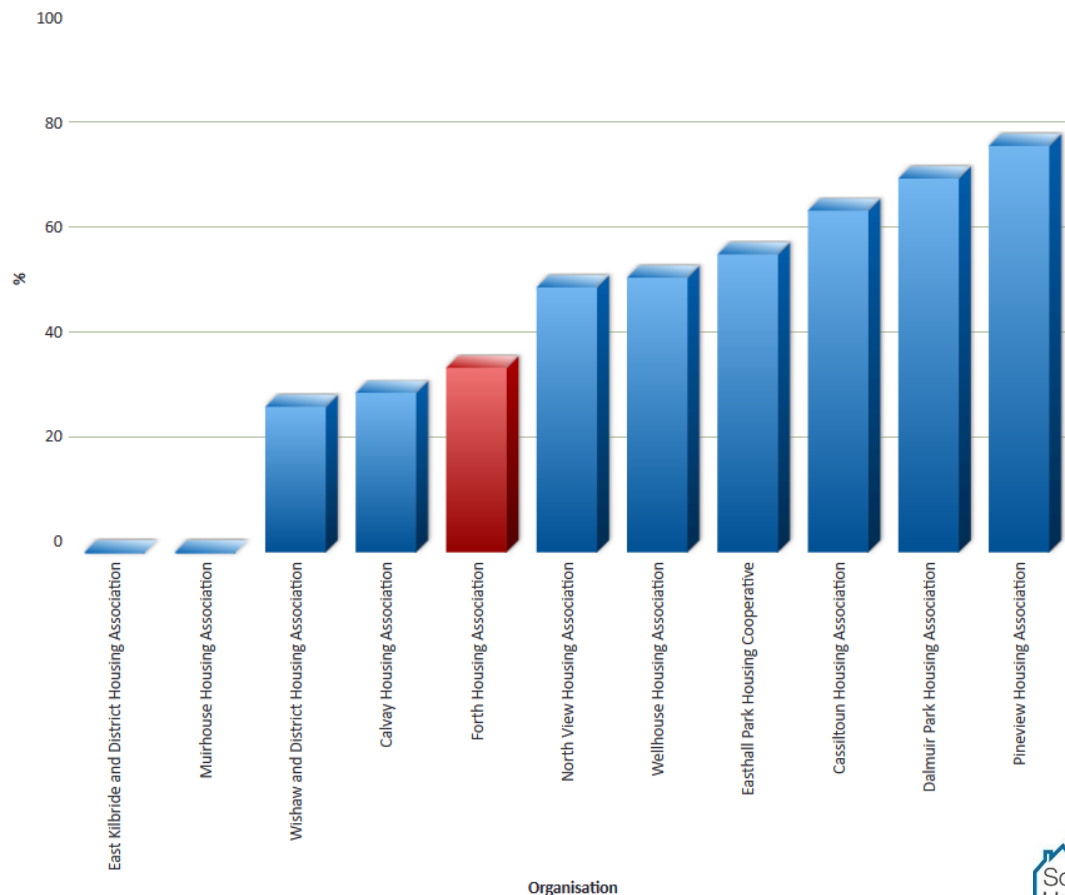


# Getting good value from rents and service charges

**Indicator C23:** Percentage of former tenant rent arrears written off at the year end.

%	2013/14	2014/15	2015/16
<b>Forth HA</b>	<b>49.7</b>	<b>29.7</b>	<b>35.3</b>
Peer group	40.6	47.8	45.0
RSL Average	38.4	43.2	41.1

**C23: rent arrears written off**

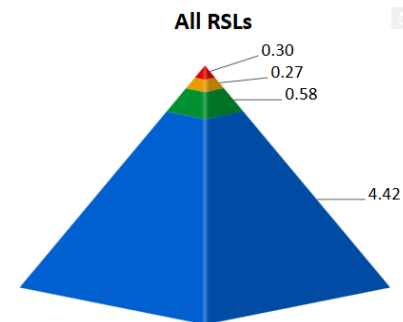
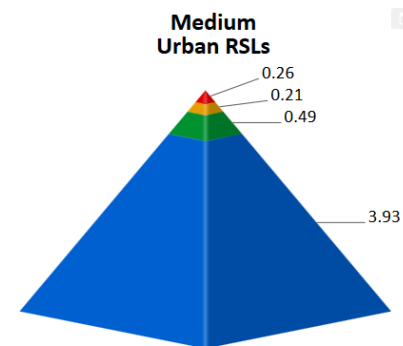
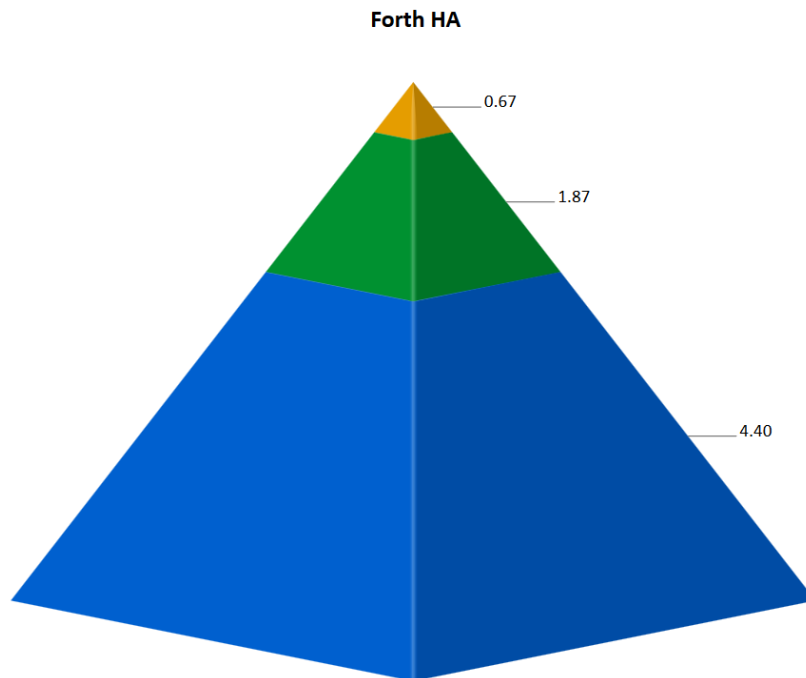


# Getting good value from rents and service charges

## Legal action process

As a percentage of lettable stock

%	FHA
Evictions	0
Decrees	0.67
Court actions granted	1.87
NOPs	4.40



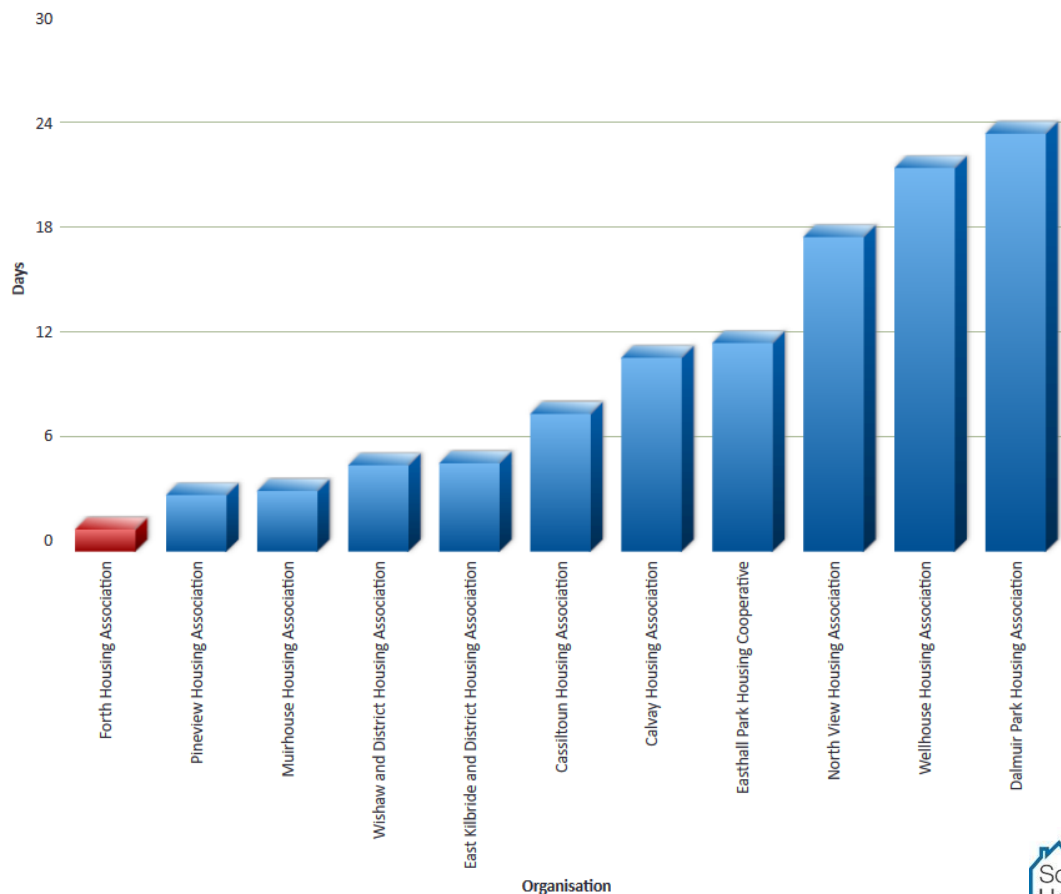
- C12 Number of evictions
- C12.2 Orders for recovery of possession granted
- 24.1 Number of court actions initiated
- C12.1 Notices of proceedings issued

# Getting good value from rents and service charges

**Indicator 35:** Average length of time taken to relet properties in the last year (days)

Days	2013/14	2014/15	2015/16
Forth HA	0.76	1.86	1.27
Peer group	15.2	11.7	11.8
RSL Average	33.7	34.5	31.0

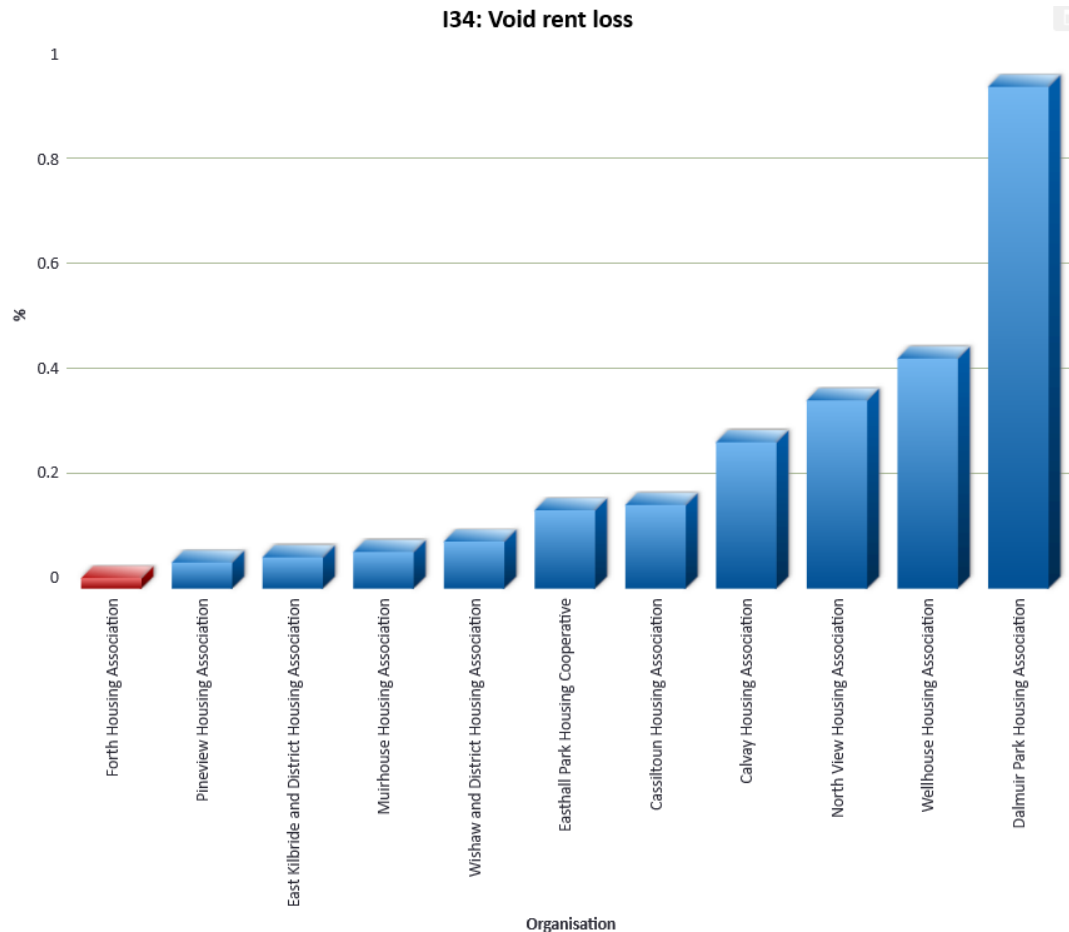
I35: Time to re-let properties



# Getting good value from rents and service charges

**Indicator 34:** Percentage of rent lost through properties being empty in the last year

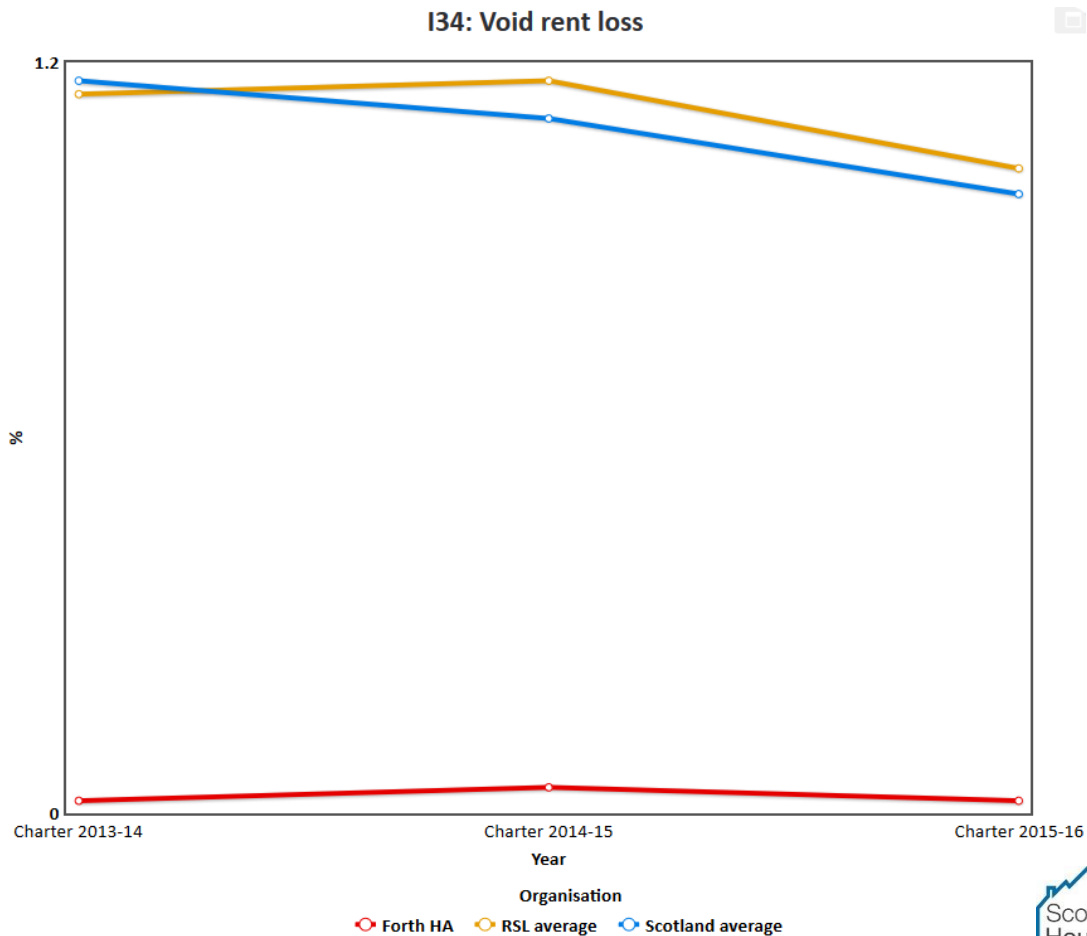
%	2013/14	2014/15	2015/16
Forth HA	0.02	0.04	0.02
Peer group	0.40	0.27	0.24
RSL Average	1.15	1.17	1.03



# Getting good value from rents and service charges

**Indicator 34:** Percentage of rent lost through properties being empty in the last year

%	2013/14	2014/15	2015/16
Forth HA	0.02	0.04	0.02
RSL Average	1.15	1.17	1.03
Scotland	1.17	1.11	0.99



# Getting good value from rents and service charges

## Summary

### Positives

---

- Excellent rent collection, low voids and re-let time as well as relatively low arrears.
- Valuing complaints – excellent culture supporting dealing with complaints

### Areas for concern?

---

- keep a watchful eye on proportion of complaints going to second stage, but all dependant on interpretation of categories of complaints and level of investigation required – both of which are currently not understood across the sector.



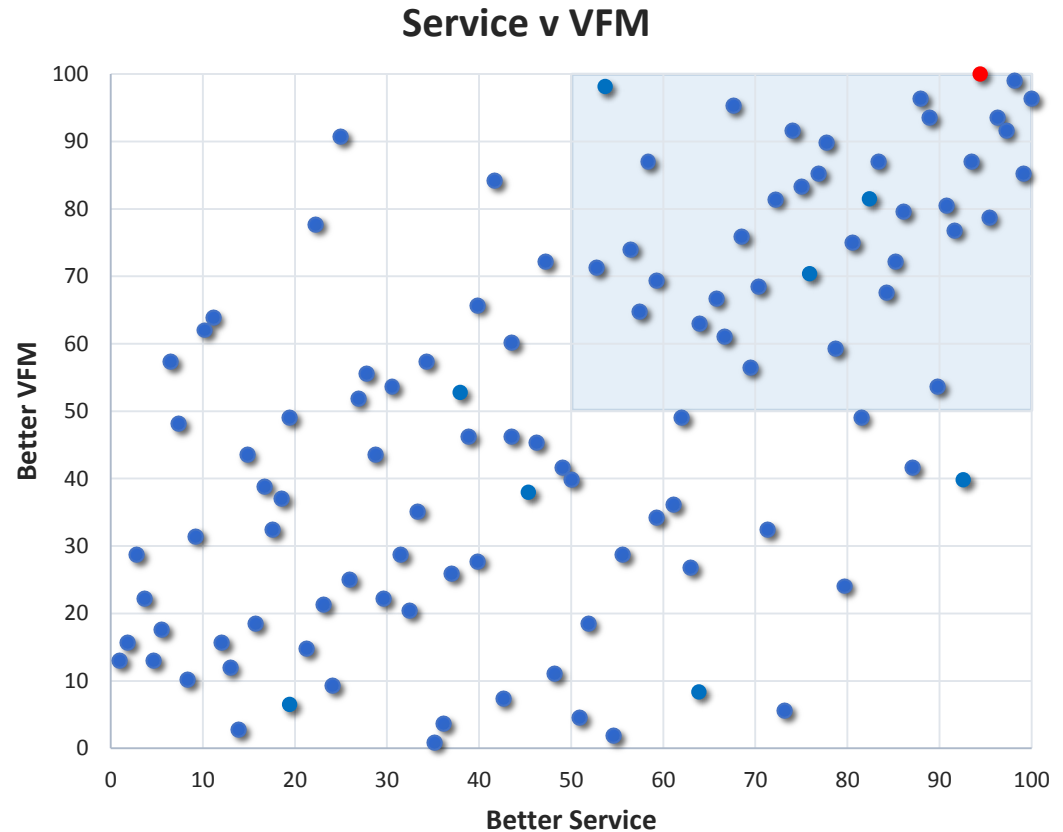
# Landlord report

	I1 Satisfied with overall service	I3 Satisfied with keeping tenants informed	I6 Satisfied with opportunities to participate	I7 Properties meeting SHQS	I11 Time taken to complete emergency repairs	I12 Time taken to complete non-emergency repairs	I13 Repairs right first time	I14 Appointments kept	I16 Satisfaction with repairs service	I19 ASB cases resolved within targets	C17 Average weekly rent	C21 Rent increase	I30 Rent collected	I34 Void rent lost	I35 Time to re-let properties
Calvay Housing Association	94	95	80	97.95	2.39	3.11	98.81	98.81	100	90.28	68.13	1.5	99.46	0.28	11.15
Cassiltoun Housing Association	96	95	99	99.8	1.89	3.41	94.29	95.19	99.23	82.89	70.75	2.5	100.06	0.16	7.92
Dalmuir Park Housing Association	91.86	97.67	93.6	96.32	1.63	3.02	92.91	0	85.22	94.44	74.22	0	100.84	0.96	24.05
East Kilbride and District Housing Association	86.45	89.35	76.13	88.01	5.36	4.48	96.16	97.84	97.2	72	82	1.8	97.45	0.06	5.08
Easthall Park Housing Cooperative	93.48	99.28	94.93	100	2.6	3.74	87.92	95.13	97.02	87.04	67.24	1.5	99.79	0.15	12
Forth Housing Association	93.8	95.04	91.32	99.08	2	5.32	97.83	0	98.73	100	74.24	0	107.24	0.02	1.27
Muirhouse Housing Association	89.82	92.04	83.63	100	5.53	2.98	96.31	0	91.99	100	80.71	1.95	98.95	0.07	3.48
North View Housing Association	90.37	93.7	92.96	99.4	2.27	3.05	90.19	0	87.43	84.21	76.6	3.75	98.58	0.36	18.1
Pineview Housing Association	93.81	96.02	83.19	100	1.95	2.54	93.62	97.95	100	93.1	72.58	1.19	99.46	0.05	3.25
Wellhouse Housing Association	84.94	87.35	80.42	93.73	2.12	3.79	97.83	98.56	80.11	85.71	71.66	1.5	99.65	0.44	22.07
Wishaw and District Housing Association	90	92.09	68.97	87.23	0.87	2.85	99.05	100	90.48	97.37	68.73	2.5	100.02	0.09	4.96

# Summary

## Service v Value for money

Comparison with all SHN members



# Summary

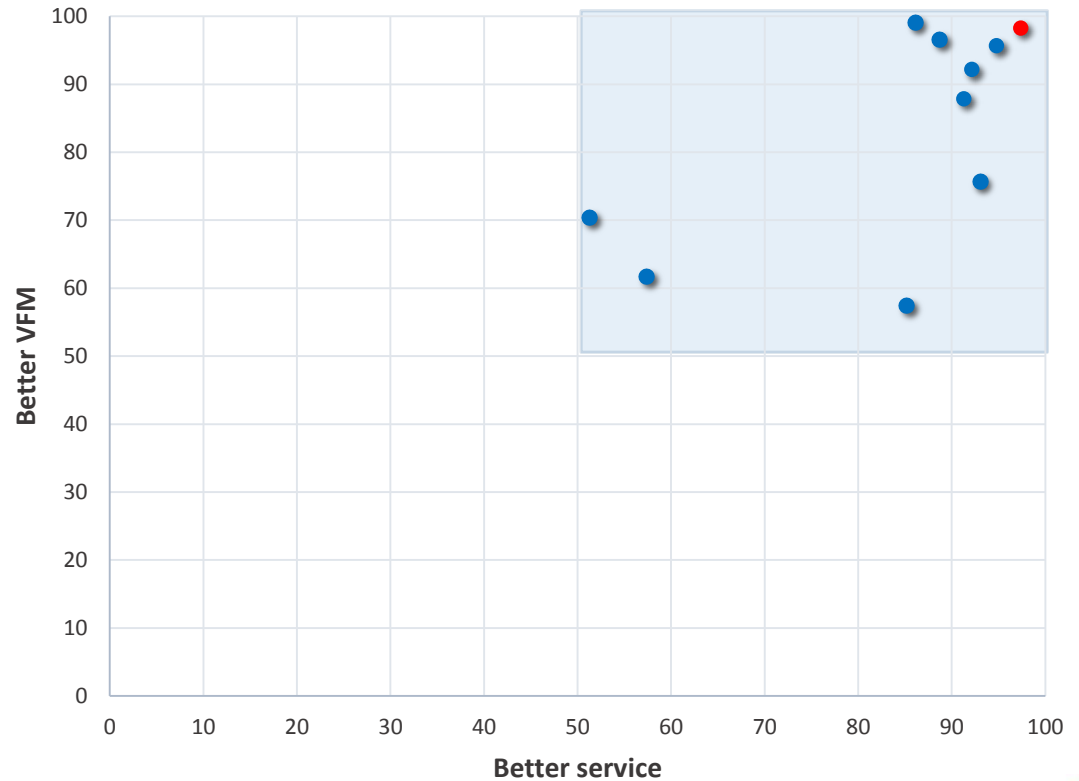
## Service v Value for money

Comparison with peer group

2014-15

*Improvement?*

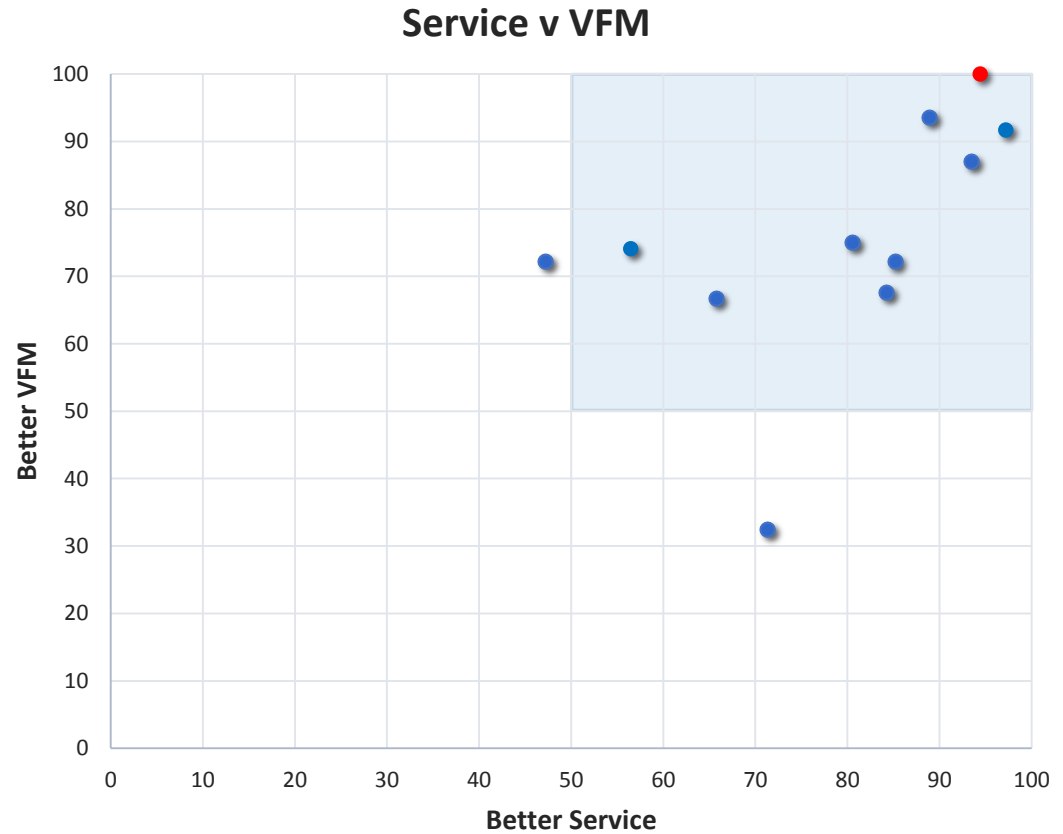
## Service v VFM



# Summary

## Service v Value for money

Comparison with all SHN members



# Overall summary

## Positives

---

- Carry on doing what is being done
- Never being complacent
- Challenging each other
- ALL staff – including the director, involved and being seen to be involved in delivery of services on the ground
- Instilling culture of credibility vs unrealistic expectations
- Stable, committed, experienced staff group who enjoy positive relationships, solid track record: what we say, we do.
- Being tough but honest
- Measuring KPIs is just one part of assessing performance – Staff welfare is also important!

## Areas for concern?

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- It would be easy to become complacent



## Scotland's Housing Network

First floor, 19 Haymarket Yards  
Edinburgh  
EH12 5BH

**T:** 0131 466 3710

**E:** [info@scotlandshousingnetwork.org](mailto:info@scotlandshousingnetwork.org)

**W:** [www.scotlandshousingnetwork.org](http://www.scotlandshousingnetwork.org)

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 [Linkedin.com](https://linkedin.com) – Scotland's Housing Network