Governance and Consultation

The foundations and interlinks of Assurance

Stacy Angus
Housing Services Manager
Tenant Consultation – what we need to do….

The Housing (Scotland) Act

Meet Charter outcomes

The Assurance challenge
• Evidencing and measuring
• Meaningful feedback and input
• Clear process through to Governance and Assurance

What does it actually mean to tenants and the organisation…
A time for change…
Self assessment and review of our approach in 2017 –
Case study of our Rent Review process

• Move away from ‘paper based’ exercise
• Focus on meaningful engagement for consultation purposes
• Transparency of business planning and rent setting – timing of consultation
• Combined with service improvement and VfM
How we achieved this

Phase 1 – Business Plan review
- Strategic review of what the real options were
- Consultation pre-budget during June – ensures consultation is meaningful
- Staff engagement and training

Phase 2 – Face to face engagement
- Emphasis on transparency
- Based on the Business Plan
- Interactive workshops - votes
- Keeping it focussed – one hour sessions.
- Throughout September

Phase 3 – sharing outcomes and decision making
- Shared the outcome of the events/focus sessions to all tenants
- Feedback options
- Report to Governing Body along with initial budget proposals – whole view
A new mindset...

Staff engagement – Housing Officer lead

Tenant insight opportunity

Meaningful tenant engagement

Transparency and listening

Improve Service Delivery
How we presented this to our tenants
Key Aim: To provide an understanding of Business Planning and the outcomes of the 2018 Business Plan to enable tenants to make informed choices

1. Scottish Housing Policy and regulation – how it affects us?
2. What is a business plan and what does the 2018 BP look like?
3. What choices do we have?
4. What have you got to say? Interactive Focus Group Session
Scottish housing policy 2018

HARSAG: Rapid rehousing
Eradicating homelessness

SHQS compliance
Meeting EESSH & EESSH 2

SHR rent affordability challenge
VFM

Health & social care integration
Independence at home

50,000 new homes target

Private residential tenancy 2017
Property factors & Letting agent registration

Welfare reform
Delivering a fundable business plan

- Rent Affordability
- Financial Viability
- Debt Affordability
- Sufficient Investment
- Service Delivery Levels
- Can withstand Risks
# 2018 Assumptions

Reviewing the Updated Business Plan Assumptions

<table>
<thead>
<tr>
<th></th>
<th>OH</th>
<th>OHM</th>
<th></th>
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<tbody>
<tr>
<td>Repairs Spend</td>
<td>£822 to £917</td>
<td>£750 to £858</td>
<td>Spending more on our properties</td>
</tr>
<tr>
<td>Rents</td>
<td>Reduce from inflation plus 0.5% to inflation only</td>
<td></td>
<td>Reducing assumptions on increasing rents</td>
</tr>
<tr>
<td>Staff &amp; Management costs</td>
<td>£1,384 to £1,346</td>
<td>£1,224 to £1,134</td>
<td>Reducing costs through efficiencies</td>
</tr>
<tr>
<td>Voids &amp; Bad Debt costs</td>
<td>Increase from 3.0% to 3.5%</td>
<td></td>
<td>Extra contingency</td>
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</tbody>
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Our commitment to making efficiencies....

- 2014 Staff & Management: £1,500
- 2018 Staff & Management: £1,200

- 20%
2018 Assumptions

- Staff & Management costs (26p)
- Loan interest and other finance costs (34p)
- Property Maintenance & Investment (33p)
- Service Costs (2p)
- Other Costs (3p)
- Bad debts (2p)
Tenant Focus sessions

• Six set vote questions – clearly defining outcomes for sharing with tenants

• Priority ranking of services and areas for improvement

• VfM scale – ranking what was valued most by tenants in what we deliver
• A high proportion of tenants (73%) responding with repairs issues as evidence to their dissatisfaction with rent levels
• 0% supporting increase

• More constructive feedback - with 23% supporting the increase
• High level of interest in getting involved or learning more (29%)
Going digital…
..continually evolving

2018
• Online video of the presentation input with electronic response option
• Launch of our Mobile App

2019
• Use of App for consultation
• New ‘online’ consultation group through RTO
• Housing staff have tablets – video accessible to all in their own home
How does this fit Assurance?
The route of the Business Plan...