

# Housing Services Annual Report

2017 - 2018



**ORKNEY**  
ISLANDS COUNCIL

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### Introduction



The process of publishing our 'Annual Report against the Charter' has become well established and I am delighted to introduce the fifth Annual Report from the Council's Housing Service.

The Scottish Social Housing Charter was developed by the Scottish Government and reviewed in 2017. It aims to help improve the quality and value of the services that social landlords provide, and support the Scottish Government's long-term aim of creating a safer and stronger Scotland. It will do so by:

- stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account.
- focusing the efforts of social landlords on achieving outcomes that matter to their customers.
- establishing a basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This assessment will enable the Regulator, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.

The Council report has grown and developed over the last few years and will continue to do so over the coming years. In developing this report we've compared performance over the last three years and have highlighted trends.

Orkney Islands Council has shown strong performance in many areas – performance in respect of tenancy sustainment and repairs has improved, progress is being made in respect of meeting property standards and tenants' overall satisfaction with the housing service they receive is good.

Of course, the Council also faces significant challenges in the form of restricted budgets. While we have delivered a significant programme of newly built housing in recent years, this will now be reduced as a result of financial pressure on the Housing Revenue Account and the impact on tenants' rents. Areas where performance could be improved such as the time it takes to return empty properties to an appropriate standard so they can be re-let, meeting energy efficiency targets in an area off the gas grid and with a relatively harsh climate and improving satisfaction with the management of neighbourhoods.

I'd like to thank staff for their commitment and our tenants for taking the time to contribute to the development of this report. We really appreciate all of your feedback regarding the style of the report, and on the information contained within. This helps us to improve our services.

I hope you find this report interesting and informative. If, however, you feel there is room for improvement please let us know.

As always this information is available in a range of formats and languages on request. It is also available on our website which in turn allows the report to be translated, and features such as Browse Aloud to be used.

Yours

**Councillor Rob Crichton**

Chair of Education, Leisure and Housing Committee.



Performance figures for 2017/18 are shown first with figures for 2016/17 and 2015/16 shown below to allow comparison. This information allows you as a Council tenant to see the work we are doing to improve housing services and how we are doing in comparison to some similar Scottish Councils. We have chosen both Highland and Shetland Islands Councils. Although Western Isles and Argyll and Bute Councils would be broadly comparable, both have transferred their housing stock to a Housing Association which represents a significant difference and therefore they have not been included.

We are required to carry out a wholesale tenants' satisfaction survey every three years. However, because the tenants in properties change over a period of time, we have taken the decision to undertake the tenants' satisfaction survey every two years instead. The section on Tenant Engagement is based on the survey which was undertaken earlier this year.

Throughout this report we have used both thumbs up / thumbs down symbols for highlighting performance. In addition we have used a coloured traffic light system. This is as follows:



Good progress made; action plans continue to show how further improvement will be achieved.



Evidence of progress and understanding of the issues but with more to do to achieve real impact.



Poor performance where improvements could be made.

A web accessible version of this report is available from [www.orkney.gov.uk](http://www.orkney.gov.uk) In order to allow the web accessible version to be read with a reader, such as Browse Aloud, a full stop has been inserted after every figure to ensure a pause is inserted.



## Our Housing Stock

At 31 March 2018 the Council owned 957 homes, having reduced from 965 the year before. The Council began a programme of building additional social rented houses in 2009/10 and by 31 March 2018 had completed 230 new houses representing an increase in stock of 31.6%. The total rent due to your landlord for the year was £3,421,876. The Council increased its weekly rent on average by 3.0% from the previous year.

We are committed to continuing to build new houses and working in partnership with Orkney Housing Association Ltd in order to address housing need. However, the sheer size of our former building programme is not something we could continue to deliver in the long term for reasons of affordability. Therefore, it is likely that future build programmes will become more modest.

Size of home.	Number owned.		
	March 2018	March 2017	March 2016
<b>Bedsit</b>	<b>27</b>	<b>28</b>	<b>25</b>
<b>1 Bedroom</b>	<b>355</b>	<b>354</b>	<b>346</b>
<b>2 Bedroom</b>	<b>307</b>	<b>309</b>	<b>311</b>
<b>3 Bedroom</b>	<b>248</b>	<b>253</b>	<b>250</b>
<b>4 Bedroom and larger</b>	<b>20</b>	<b>21</b>	<b>20</b>

Traditionally where properties have declined in number, this is generally as a result of properties being sold under the Right to Buy. The Right to Buy ended with effect from 1 August 2016. Our figures still show some final right to buy sales which completed during the year. The end of the Right to Buy is positive as it will allow social rented properties to be retained by the Council (though properties built after 2010 were excluded from the Right to Buy). This is the last annual report which will feature Right to Buy sales. However, the Council also sells a small number of properties which we no longer require, perhaps because we have too many in a particular area which no longer has enough demand, or because a property requires substantial investment to meet the required standards. Occasionally the Council also purchases a property to enhance its stock for reasons such as insufficient supply in a given area or of a particular type, but this is now unusual.



## Quality of Housing

The Scottish Housing Quality Standard (SHQS) is a challenging standard which ensures a property is in a good standard of repair, meets challenging energy efficiency standards, is provided with modern facilities and services and is healthy, safe and secure. The Council was required to meet this standard by March 2015 and continue to do so thereafter.

	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland Average.
<b>Percentage of stock meeting the SHQS</b>	2017-2018	<b>91.75%</b>	99.88%	94.68%	94.20%
	2016-2017	<b>89.51%</b>	99.88%	92.17%	93.63%
	2015-2016	<b>85.82%</b>	99.89%	90.83%	93.26%
<b>Percentage of stock regarded as exempt, in abeyance or fail</b>	2017-2018	<b>8.25%</b>	0.02%	5.32%	5.80%
	2016-2017	<b>10.49%</b>	0.02%	7.83%	6.37%
	2015-2016	<b>14.18%</b>	0.02%	9.17%	6.74%

Notably Orkney does have a higher proportion of properties classified as an exemption or in abeyance than is true for Scotland generally. A property may be classified as being in abeyance when work cannot be done for 'social' reasons relating to tenants' or owner-occupiers' behaviour. For example, where the tenant is elderly or suffering from a medical condition such that they do not wish work to be undertaken on their home at this time.

One of the challenges we have faced in an Orkney context is that we have a small number of block of flats where some are owned by the Council and others are privately owned, owner-occupiers may not wish to pay a share of a secure door entry system or consider it necessary. Given Orkney's low crime rate, not everyone wishes a secure door entry system. We are currently trying to find a solution to this in order to reduce the number of abeyances we have.

A property can be classified as an exemption where the property is capable of meeting the SHQS on a particular element but the landlord believes it is not possible to meet it for technical or legal reasons or because cost is considered disproportionate.

We continue to make progress with more properties meeting the SHQS than during the previous year and fewer properties regarded as exempt or in abeyance.

	Reporting Year	Orkney Islands Council	Shetland Islands Council	Highland Council	Scotland
<b>Properties brought up to SHQS in year.</b>	2017-2018	<b>13</b>	0	256	8387
	2016-2017	<b>23</b>	0	183	5953
	2015-2016	<b>39</b>	192	1045	10462
<b>Percentage of properties brought up to standard this year.</b>	2017-2018	<b>1.51%</b>	0.00%	1.88%	2.74%
	2016-2017	<b>2.37%</b>	0.00%	1.31%	1.89%
	2015-2016	<b>4.10%</b>	11.03%	7.52%	3.31%

Work was carried out to re-roof a number of properties and a more general tidy up was also done to the area while the contractor was also on site. In addition to this where access was made possible, replacement heating systems, insulation upgrades etc were installed to help improve the energy efficiency and meet the standards required.

Social Landlords are required to meet an additional standard by 2020. This is the Energy Efficiency Standard for Social Housing (EESH) which is a challenging standard to meet and is in addition to the Scottish Housing Quality Standard. The Council is underway with the process of planning to meet the standard and initial figures are positive and are as follows.

	Reporting Year	Orkney Islands Council	Shetland Islands Council	Highland Council	Scotland Average
<b>Properties meeting EESH.</b>	2017-2018	<b>81.50%</b>	58.22%	67.60%	75.32%
	2016-2017	<b>77.47%</b>	50.18%	66.81%	71.31%
	2015-2016	<b>69.34%</b>	43.19%	65.81%	65.17%

Currently we are in a positive position for delivering the Energy Efficiency Standard for Social Housing and are relatively well placed nationally in this respect. We are committed to continuing to improve the quality of our housing stock through our housing investment programme. Investment in repairs and maintenance totals £1.2m this year. This makes sure our tenants homes, as a minimum, continue to meet the SHQS, those that are currently in abeyance are gradually brought up to the SHQS as the issues allow and that we are on target to meet the Energy Efficiency Standard for Social Housing by 2020.

Our tenants told us:

- that 73.3% of tenants were satisfied with the standard of their home when moving in.
- that 76.0% of tenants were satisfied with the quality of their home.

The above figures relating to the standard and quality of homes are slightly lower than in previous years. We will endeavour to investigate the reasons behind this with the aim of improving these figures.

We have made progress towards meeting the EESSH and will continue to do so over the coming years.



## Repairs, Maintenance and Improvement

The area of repairs is one where context is particularly relevant with some Councils setting very challenging timescales for completion well ahead of the legislative requirement. Orkney's geography does present some challenges in that respect.

	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland Average.
<b>Average number of hours to complete emergency repairs.</b>	2017-2018	<b>7.29</b>	2.63	6.41	3.96
	2016-2017	<b>8.26</b>	2.98	6.95	4.66
	2015-2016	<b>6.89</b>	5.01	7.88	5.14
<b>Number of emergency repairs per house</b>	2017-2018	<b>0.28</b>	0.30	0.87	1.14
	2016-2017	<b>0.22</b>	0.29	0.82	1.18
	2015-2016	<b>0.23</b>	0.33	0.85	1.01
<b>Average working days to complete non-emergency repairs.</b>	2017-2018	<b>10.94</b>	15.40	7.40	6.38
	2016-2017	<b>11.67</b>	17.47	6.85	7.08
	2015-2016	<b>11.24</b>	18.68	7.53	7.52
<b>Number of non-emergency repairs per house</b>	2017-2018	<b>1.43</b>	2.88	1.80	2.24
	2016-2017	<b>1.05</b>	2.53	1.82	2.26
	2015-2016	<b>1.02</b>	2.71	1.99	2.56

The Council records low numbers of repairs per house and this is an example of positive performance. The Council's housing stock is subject to significant investment and therefore is in good condition, leading to a low number of repairs being raised.

The time taken to deliver both emergency and non-emergency repairs has improved from last year. We continue to work with our contractor and newly introduced software system to try and further improve performance.

When we asked tenants, during 2018 about their experience of repairs undertaken 83% were satisfied with the repair and 12% were dissatisfied with the time to undertake the work. This compares with 2015-2016 when, 84% were satisfied with the repair and 9% were dissatisfied with the time to undertake the work. Therefore this performance has slightly fallen.



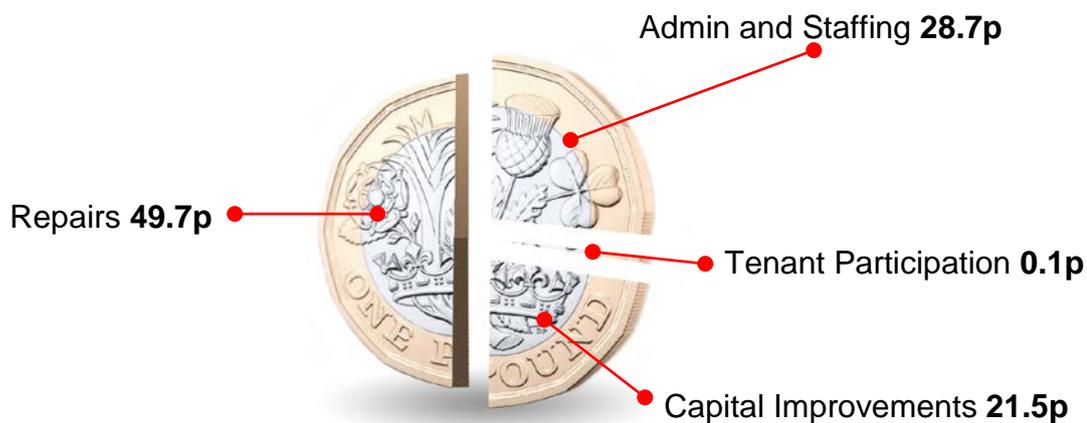
## Average Rents



Orkney is Scotland's smallest Local Authority Housing Service and as such economies of scale are a factor in the rental charges. However, its rental charges are broadly comparable to other similar areas.

Size of home.	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland Average.
Bedsit.	2017-2018	<b>£56.16</b>	£46.74	£61.31	£67.44
	2016-2017	<b>£54.98</b>	£44.50	£59.91	£66.55
	2015-2016	<b>£54.22</b>	£43.02	£55.32	£65.94
1 Bedroom	2017-2018	<b>£67.99</b>	£61.89	£67.08	£73.33
	2016-2017	<b>£67.01</b>	£59.93	£66.22	£71.67
	2015-2016	<b>£65.06</b>	£57.82	£61.11	£70.39
2 Bedroom	2017-2018	<b>£80.70</b>	£74.64	£73.40	£74.94
	2016-2017	<b>£79.38</b>	£73.21	£72.49	£73.13
	2015-2016	<b>£77.77</b>	£71.80	£66.78	£71.75
3 Bedroom	2017-2018	<b>£80.52</b>	£87.91	£82.13	£81.37
	2016-2017	<b>£79.16</b>	£86.06	£81.24	£79.42
	2015-2016	<b>£77.77</b>	£71.80	£66.78	£71.75
4 Bedroom	2017-2018	<b>£94.30</b>	£106.82	£109.32	£90.39
	2016-2017	<b>£91.90</b>	£104.69	£90.49	£88.02
	2015-2016	<b>£87.50</b>	£102.60	£83.53	£85.98

The cost of providing Council housing and maintaining that housing is funded by our tenants' rents. The chart below shows how every £1 in rent you pay is spent.



The percentage of tenants who feel their rent represents good value for money is 73.21% compared with the Scottish average of 87.92%.

Rent collection is very important to the Council. We are committed to being as efficient as possible in this respect and have processes in place to help us collect as much rent as possible. Performance in 2017-2018 improved from the previous year.

The Council has developed new processes through its new computer system, to try and improve the efficiency of making empty properties ready for re-let and some improvements are already evident.

	Reporting Year	Orkney Islands Council	Shetland Islands Council	Highland Council	Scotland Average
<b>Rent collected as a percentage of the total rent due in the reporting year.</b>	2017-2018	<b>98.76%</b>	99.81%	98.11%	99.20%
	2016-2017	<b>98.14%</b>	99.94%	99.31%	99.61%
	2015-2016	<b>99.43%</b>	100.04%	98.52%	99.51%
<b>Percentage of rent due lost through properties being empty during the last year.</b>	2017-2018	<b>1.78%</b>	1.71%	1.03%	1.10%
	2016-2017	<b>2.06%</b>	1.35%	0.94%	0.87%
	2015-2016	<b>1.55%</b>	1.32%	1.02%	0.99%



## Access to Social Housing

Housing allocations to household by type are as follows:

	Reporting Year.	Homeless Households.	Waiting List Applicants.	Transfer Applicants.	Other.
<b>Orkney Islands Council</b>	2017-2018	<b>31.25%</b>	<b>54.69%</b>	<b>14.06%</b>	<b>0.00%</b>
	2016-2017	<b>29.66%</b>	<b>48.97%</b>	<b>20.00%</b>	<b>1.37%</b>
	2015-2016	<b>29.71%</b>	<b>43.48%</b>	<b>26.81%</b>	<b>0.00%</b>
<b>Scotland Average.</b>	2017-2018	<b>42.90%</b>	<b>34.84%</b>	<b>21.75%</b>	<b>0.51%</b>
	2016-2017	<b>40.63%</b>	<b>38.22%</b>	<b>19.60%</b>	<b>0.55%</b>
	2015-2016	<b>37.74%</b>	<b>40.96%</b>	<b>20.93%</b>	<b>0.37%</b>

Generally allocation of council properties is well balanced between a range of needs groups as shown in the table above. In some situations a household may refuse an offer of accommodation. For example, their circumstances have changed and they no longer wish to live in that area. The percentage of tenancy offers refused in 2017/2018 was 49.25% and 2016/2017 was 39.17%. In 2015/2016 the percentage of offers refused was 43.24% therefore performance in this area has improved. We continue to monitor the reasons for refusal in an attempt to reduce the number of refusals. We recently consulted on proposals to move to a system of choice based lettings (advertising properties) as a means to both improve choice to applicants and also to reduce the number of refusals and therefore speed up the process of reletting properties. Further information regarding the outcome of this consultation will be made available in due course.

We had 123 properties become available for re-let in 2017/18.



## Tenancy Sustainment

We also consider how many tenancies are sustained longer than a year. This is affected by a household's personal choices. Tenancy sustainment shows an improvement in performance over the last year. To some degree this is affected by our small numbers. The reasons for tenancies not being sustained for longer than a year, relating to our existing tenants, included the tenancies ending due to households moving outwith Orkney, health reasons and employment reasons.

As regards tenancies not being sustained for longer than a year, where the tenant was previously homeless, sustainment has declined significantly. The reasons for lack of sustainability are households moving outwith Orkney, family changes and health reasons.

We have a small housing support service which aims to assist households who may need some additional help to enable them to manage their tenancies.

	Reporting Year	Orkney Islands Council	Shetland Islands Council	Highland Council	Scotland
<b>Tenancies began in previous year remaining for more than a year - existing tenants</b>	2017-2018	<b>89.66%</b>	97.22%	93.09%	93.73%
	2016-2017	<b>89.19%</b>	93.33%	92.00%	93.02%
	2015-2016	<b>85.00%</b>	85.00%	91.14%	92.91%
<b>Tenancies began in previous year remaining for more than a year - applicants who were assessed as statutory homeless</b>	2017-2018	<b>88.37%</b>	97.14%	89.01%	87.01%
	2016-2017	<b>97.56%</b>	92.00%	87.93%	88.40%
	2015-2016	<b>78.57%</b>	87.88%	87.91%	85.43%
<b>Tenancies began in previous year remaining for more than a year - applicants from your organisation's housing list</b>	2017-2018	<b>91.55%</b>	80.65%	87.77%	88.01%
	2016-2017	<b>88.33%</b>	77.27%	85.96%	88.23%
	2015-2016	<b>94.25%</b>	83.19%	75.71%	88.84%

## Empty Homes



The time taken to re-let properties includes factors such as properties undergoing works, the level of demand for a property in that area and Orkney's geography. Properties must meet a certain standard before being re-let.

	Reporting Year	Orkney Islands Council	Shetland Islands Council	Highland Council	Scotland
<b>Number of lettable self-contained houses that became vacant in year</b>	2017-2018	<b>123.</b>	191	1089	25568
	2016-2017	<b>125</b>	157	1121	25158
	2015-2016	<b>115</b>	118	1511	25971
<b>Percentage becoming vacant in year</b>	2017-2018	<b>14.30%</b>	11.93%	7.98%	8.35%
	2016-2017	<b>14.38%</b>	9.87%	8.16%	8.41%
	2015-2016	<b>13.56%</b>	7.20%	11.04%	8.33%
<b>Average number of days to re-let property</b>	2017-2018	<b>49.10</b>	45.50	36.64	34.26
	2016-2017	<b>50.28</b>	34.80	38.84	31.53
	2015-2016	<b>40.55</b>	64.23	47.10	41.62

The Council has a relatively high level of stock becoming vacant during the year. We considered the reasons and found that the two highest factors for these voids were due to an offer of alternative housing either through the Council or Orkney Housing Association Ltd which amounted to 30%. While generally a high turnover of stock is less than ideal, there are significant positives in respect of a household being in a position to move to a larger or smaller house as required. Around 20% of voids came about due to the household moving away from Orkney.

We continue to endeavour to introduce changes to our procedures in respect of managing empty properties and our methods of recording this information should reduce the number of days to re-let for the next reporting year. We have recently implemented a new process intended to reduce re-let timescales and some improvements in performance area are already evident.

## Homelessness



We are committed to ensuring that homeless people get prompt and easy access to help and advice and are offered good quality temporary accommodation where this is needed. In addition we are committed to continuing to offer support to help them get and keep the home they are entitled to.

We work in partnership with Orkney Housing Association Ltd in respect of offering permanent accommodation to homeless households.

During 2017/18 our number of homelessness presentations rose. This is something that is not within the Council's control. However, the Council's response to this declined slightly. The time between homelessness presentation and the case being completed that is the household being permanently rehoused was 16.1 weeks in comparison to 14.8 weeks the year before. This was due to a staffing vacancy leading to increased pressure.

	Reporting Year	Orkney Islands Council	Shetland Islands Council	Highland Council	Scotland
<b>Number of Homeless Presentations</b>	2017-2018	<b>137</b>	148	1360	37129
	2016-2017	<b>127</b>	114	1019	34100
	2015-2016	<b>99</b>	122	997	34662
<b>Number of cases where landlord was required to make an offer of temporary or emergency accommodation</b>	2017-2018	<b>112</b>	120	623	45546
	2016-2017	<b>121</b>	167	706	42673
	2015-2016	<b>89</b>	130	682	40600
<b>Average length of time (days) in temporary accommodation</b>	2017-2018	<b>110.61</b>	388.56	129.41	103.15
	2016-2017	<b>103.70</b>	371.04	117.66	97.04
	2015-2016	<b>87.26</b>	302.75	105.53	107.7
<b>Number of Lets to Homeless Applicants</b>	2017-2018	<b>40</b>	48	419	10831
	2016-2017	<b>43</b>	35	360	10442
	2015-2016	<b>41</b>	26	403	9911



## Estate Management and Anti-social Behaviour

We endeavour to ensure our schemes and residential streets remain attractive and safe places to live.

Our reports of anti-social behaviour are very low at 18 cases and these reports have fallen from 21 in 2016/17 (38 in 2015/16). Predominantly this refers to low-level anti-social behaviour including noisy parties and nuisance relating to pets, parking and shared areas. The number of complaints raised can vary significantly from year to year. Our performance in respect of resolving the issue is very good.

	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland.
<b>Percentage of reported anti-social behaviour cases resolved within locally agreed targets</b>	2017-2018	55.56%	0.00%	82.43%	87.65%
	2016-2017	<b>76.19%</b>	160.00%	84.58%	87.22%
	2015-2016	<b>81.58%</b>	70.00%	80.97%	84.24%
<b>Percentage satisfied with management of the neighbourhood they live in</b>	2018	76.44%	73.40%	69.01%	80.63%
	2016	<b>80.84%</b>	68.17%	69.01%	80.91%
	2013	<b>81.85%</b>	71.83%	67.24%	84.91%

The feedback relating to the management of the neighbourhood have declined which is a concern given that Orkney has low levels of anti-social behaviour. We will endeavour to determine the reasons behind this and to make improvements.



The Council offers various opportunities to enable tenants to participate in the decisions which affect them. There are a range of opportunities available in respect of membership of residents' groups, being part of the Residents' Panel or coming along to our biannual Tenants' Day. We also use a range of surveys including that on our annual rental increase.

Figures from our Customer Satisfaction Survey show that 63% of tenants are satisfied with the opportunities given to them to participate in their landlord's decision making processes which is lower than 66% two years previously. We are keen to encourage tenants to become involved in the development of any policy decisions or changes to service delivery.

We have regular events for our tenants to attend in which we are able to listen to their feedback on the service they receive from us. The Residents' Panel, set up in 2014 is a joint panel with the Orkney Housing Association Ltd. (OHAL). While OHAL has both tenants and shared owners on the panel the council seeks purely tenants. Initially the panel attracted an encouraging level of interest from tenants but we are keen to attract more members to the panel. It has looked at a number of areas and including allocations policies of both the Council and OHAL and is currently looking at the Council's repairs service, having already looked at OHAL's repairs service. Their feedback has a direct influence on any improvements made to these services. The panel work closely with the Wick Interested Tenants' Group coming together annually for an update on how each group are getting and the work they have been doing. This is a good opportunity to get new ideas and also a good social occasion.

In addition to the Residents' Panel, there are opportunities to join a residents' group. Grieveship Residents' Association (GRA) is very active and always keen to attract new members. Our Tenants' Newsletter, Housing News, has regular updates from GRA, in particular about the new projects they have undertaken to improve their area for everyone. The Tenant Participation Officer is available to help with the creation of tenants' organisations in other areas; some funding may be obtained.

Your views are important to us and allow us to assess whether there are things we could do to improve our services. We look closely at the information you provide and consider this alongside relevant policies and service areas.

If you are interested in finding out more about Tenant Participation or have an interest in coming along to the Residents' Panel then please contact Ria Leslie, Tenant Participation Officer on 01856 873535 or e-mail [ria.leslie@orkney.gov.uk](mailto:ria.leslie@orkney.gov.uk) .



## Satisfaction

Our tenants told us:

	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland Average.
<b>Percentage of tenants satisfied with the overall service provided</b>	2018	84.27%	79.58%	74.00%	82.89%
	2016	<b>87.65%</b>	74.76%	74.00%	83.05%
	2013	<b>87.74%</b>	77.86%	79.46%	88.09%
<b>Percentage of tenants satisfied with the Council keeping you informed</b>	2018	<b>87.35%</b>	77.54%	62.96%	80.70%
	2016	<b>90.80%</b>	67.41%	62.96%	81.23%
	2013	<b>88.67%</b>	69.05%	75.00%	89.33%
<b>Percentage of tenants satisfied with opportunities to participate.</b>	2018	<b>63.22%</b>	58.58%	46.01%	71.28%
	2016	<b>65.97%</b>	50.00%	46.01%	71.25%
	2013	<b>61.51%</b>	47.78%	55.27%	79.58%

## Communication and Participation

Our tenants told us:

	2018	2016	2013
We are happy to be kept informed with what's happening	63%	64%	74%
We would like to have our say before decisions are made	12%	6%	14%
We would like to be one of the people making decisions	3%	2%	2%
Don't know / not answered	-	4%	10%
Don't wish to have any involvement at all	22%	25%	-

## Complaints and compliments

Complaints concerning our Housing Service are dealt with using the Model Complaints Handling procedure which is used by all Local Authorities and Housing Associations. It consists of two stages:

### Stage 1 – Frontline Resolution

These complaints are dealt with as close to point of service delivery and as promptly as possible. The target for completion is 5 working days.

### Stage 2 – Investigation

In these complaints and independent investigation is undertaken by an allocated Investigating Officer. The target for completion is 20 working days. The Council performs well in this respect.

Stage 1 Complaints	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland.
Complaints received	2017-2018	<b>38</b>	2	319	8,806
	2016-2017	<b>47</b>	10	362	8,019
	2015-2016	<b>30</b>	7	418	8,831
Percentage of complaints upheld	2017-2018	<b>55.26%</b>	0.00%	27.53%	44.49%
	2016-2017	<b>74.47%</b>	40.00%	25.52%	57.78%
	2015-2016	<b>59.38%</b>	28.51%	44.77%	45.02%
Percentage of complaints responded to within Scottish Public Services Ombudsman's recommended timescales	2017-2018	<b>86.84%</b>	100.00%	51.27%	80.91%
	2016-2017	<b>89.36%</b>	100.00%	31.69%	85.37%
	2015-2016	<b>84.38%</b>	57.14%	51.34%	77.07%

Stage 2 Complaints	Reporting Year	Orkney Islands Council	Shetland Islands Council	Highland Council	Scotland Average
Complaints received	2017-2018	6	14	28	1,325
	2016-2017	7	17	27	1,313
	2015-2016	6	11	20	1,407
Percentage of complaints upheld	2017-2018	60.00%	35.71%	21.43%	39.55%
	2016-2017	62.50%	58.82%	25.93%	52.24%
	2015-2016	60.00%	14.29%	42.86%	46.33%
Percentage of complaints responded to within Scottish Public Services Ombudsman's recommended timescales	2017-2018	60.00%	100.00%	78.57%	76.60%
	2016-2017	87.50%	94.12%	62.96%	83.29%
	2015-2016	100.00%	71.43%	47.62%	70.58%

Complaints by Topic	Total	Complaints Upheld
Repair timescales	21	14
Quality of Repair	8	5
Council policy/procedure	2	0
Condition of property	1	0
Staff conduct/attitude	5	3
Quality of service	2	1
Other	2	0

In 2017/18 we aim to continue to improve the number of complaints responded to within the target timescales and our monitoring of these.

## Compliments

We also record the number of compliments we receive. For 2017/18 there were 47 and these were:

- Quality of Service/repairs (33)
- Staff Assistance (14)

## Looking Forward

Overall our performance is generally positive and shows improvements on the previous year. We are committed to further improvements and will endeavour to evidence this over future years.

Future Plans for improvements:

- Energy Efficiency Measures.
- Re-roofing works.
- Continue to improve voids (empty properties) performance to minimise rental loss.
- Improve the planned renewal and upgrade works to provide better information to tenants and enable us to predict and plan works more efficiently.
- Continuing to expand the role of the Residents' Panel.
- Continue to improve our performance regarding monitoring of repairs.
- Continue to improve our performance regarding rent arrears collection.

## Accessibility

This document has been created with accessibility standards applied. This means that best efforts have been made with the goal that every person, no matter what their abilities, can access the information included effectively.

This document uses a clearly laid out design, using the Arial font with a minimum size of 12pt. Clear paragraph spacing has been applied to the document to enable readers to clearly follow the order in which the information included is best read.

The web based, electronic version of this document has passed accessibility tests so that assistive software such as “Browse Around” for people with visual impairments will read out all information included correctly. All images included within the document also contain alternative text so that they will be described by assistive software.

The contents section of this page has been created with hyperlinks to each section of the document to make the navigation of the document easier. At the end of each section there is a link back to the contents section to reduce the amount of scrolling required to find relevant information.

If you have accessibility issues when reading documents, Orkney Islands Council Housing would encourage any feedback you would like to submit regarding the accessibility of this document. This feedback can be sent in a number of ways with details available in the ‘Contact Information’ section.

If you require this document in another language or format, please let us know.

## Contact Us – Housing and Homelessness

<b>Address</b>	Orkney Islands Council, School Place, Kirkwall, Orkney, KW15 1NY.
<b>Telephone</b>	01856 873535.
<b>Email</b>	<a href="mailto:housing@orkney.gov.uk">housing@orkney.gov.uk</a> Please state ‘Annual Report’ in the email title if you are sending accessibility feedback for this document.
<b>Website</b>	<a href="http://www.orkney.gov.uk/housing">www.orkney.gov.uk/housing</a>

If you have any views or ideas as to how we could improve the design and content of this report for next year please either complete the form overleaf or contact Housing Services.





Please return questionnaire in enclosed reply paid envelope.

Question 1: How did you find the length of the report? (Please tick)

Too long.
  Just right.
  Not long enough.

Question 2: How satisfied are you with the following? (Please tick)

	Very satisfied.	Fairly satisfied.	Neither satisfied nor dissatisfied.	Fairly dissatisfied.	Very dissatisfied.
Format.					
Information.					
Layout.					
Comparison with previous year's performance.					
Comparison with other local authorities.					
Comparison with the Scottish national average.					

Question 3: How easy or difficult did you understand the following? (Please tick)

	Very easy.	Fairly easy.	Neither easy nor difficult.	Fairly difficult.	Very difficult.
Performance information.					
Traffic light thumbs up/down.					

Question 4: Is there anything you would like to see included in future or general comments on this year's performance report?

