

# Housing Services Annual Report

2018 - 2019



**ORKNEY**  
ISLANDS COUNCIL

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## Introduction



I became the Chair of the Council's Education, Leisure and Housing Committee earlier this year and am delighted to introduce the first 'Annual Report against the Charter' since taking up the role.

The process of publishing our 'Annual Report against the Charter' has become well established.

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. It will also 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.

However, there has been a significant change this year in that the Council is now required to produce an Annual Assurance Statement. The Annual Assurance Statement covers Housing Services' performance and we must submit it to the Scottish Housing Regulator by October each year. This information must also be made available to tenants and service users on the Council's website. This information is available from: <https://www.orkney.gov.uk/Service-Directory/H/housing-services-annual-reports.htm>.

The annual report for tenants 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 – our properties are in good condition, we have a low number of repairs per property and our responses to homelessness and anti-social behaviour are 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 has now reduced as a result of financial pressure on the Housing

Revenue Account and the impact on tenants' rents. Areas where performance could be improved include 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 Gwenda Shearer

Chair of Education, Leisure and Housing Committee



Performance figures for 2018 to 2019 are shown first with figures for 2017 to 2018 and 2016 to 2017 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 last 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 2019 the Council owned 955 homes, having reduced from 957 the year before. The Council began a programme of building additional social rented houses in 2009 to 2010 and by 31 March 2019 had completed 230 new houses representing an increase in stock of 31.7%. The total rent due to your landlord for the year was £3,536,586. The Council increased its weekly rent on average by 2.4% 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 2019	March 2018	March 2017
<b>Bedsit</b>	<b>27</b>	<b>27</b>	<b>28</b>
<b>1 Bedroom</b>	<b>355</b>	<b>355</b>	<b>354</b>
<b>2 Bedroom</b>	<b>307</b>	<b>307</b>	<b>309</b>
<b>3 Bedroom</b>	<b>246</b>	<b>248</b>	<b>253</b>
<b>4 Bedroom and larger</b>	<b>20</b>	<b>20</b>	<b>21</b>

Where properties have reduced in number, this is usually because the Council sells a small number of properties which we no longer require. There are no longer any Right to Buy sales as this ended with effect from 1 August 2016. However, we may choose to sell a property 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>	2018-2019	<b>89.84%</b>	99.88%	95.54%	94.32%
	2017-2018	<b>91.75%</b>	99.88%	94.68%	94.20%
	2016-2017	<b>89.51%</b>	99.88%	92.17%	93.63%
<b>Percentage of stock regarded as exempt, in abeyance or fail</b>	2018-2019	<b>10.16%</b>	0.02%	4.46%	5.68%
	2017-2018	<b>8.25%</b>	0.02%	5.32%	5.80%
	2016-2017	<b>10.49%</b>	0.02%	7.83%	6.37%

Traditionally Orkney has recorded 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 and that they do not wish work to be undertaken on their home at this time.

During the year we have focused on refreshing our data and an initial stock review was undertaken to try and reduce the level of abeyances and exemptions. We have also improved the depth of information held on our stock. This has led to a significant reduction in abeyances and exemptions. Abeyances have reduced from 31 in 2017 to 2018 to 20 by 2018 to 2019. Exemptions have reduced from 34 in 2017 to 2018 to 15 by 2018 to 2019. However, in turn this has caused a temporary increase in the number of properties failing the Scottish Housing Quality Standard. Fails have risen from 3 properties at year end in 2017 to 2018 to 55 recorded as failing the Scottish Housing Standard over the next year in 2018 to 2019. Most of these are marginal fails and we intend to address the reason for failure on the majority of the properties concerned throughout the year.

	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland.
<b>Properties brought up to SHQS in year.</b>	2018-2019	<b>15</b>	0	114	8178
	2017-2018	<b>13</b>	0	256	8387
	2016-2017	<b>23</b>	0	183	5953
<b>Percentage of properties brought up to standard this year.</b>	2018-2019	<b>1.57%</b>	0.00%	0.81%	2.59%
	2017-2018	<b>1.51%</b>	0.00%	1.88%	2.74%
	2016-2017	<b>2.37%</b>	0.00%	1.31%	1.89%

Work was carried out to install various improvements including kitchens, bathrooms and window replacements both to meet required standards and tenant priorities. In addition, a programme of works was undertaken to install door entry systems in shared blocks to ensure they met the Scottish Housing Quality Standard. Work remains ongoing to install replacement heating systems, insulation upgrades etc to help improve the energy efficiency and meet the standards required. Over the next year we will be upgrading existing smoke detection systems in line with revised requirements.

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 well underway with the process of planning to meet the standard. Figures are generally positive and are as follows.

	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland Average.
<b>Properties meeting EESH.</b>	2018-2019	<b>84.70%</b>	66.94%	71.79%	93.20%
	2017-2018	<b>81.50%</b>	58.22%	67.60%	75.32%
	2016-2017	<b>77.47%</b>	50.18%	66.81%	71.31%

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 totalled £964k for the year. This investment 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.

We have made progress towards meeting the EESSH and will continue to do so over the coming year. We expect further enhancements to the EESSH in the future.



## 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>	2018-2019	<b>8.34</b>	3.97	5.79	3.65
	2017-2018	<b>7.29</b>	2.63	6.41	3.96
	2016-2017	<b>8.26</b>	2.98	6.95	4.66
<b>Number of emergency repairs per house</b>	2018-2019	<b>0.21</b>	0.25	0.89	1.09
	2017-2018	<b>0.28</b>	0.30	0.87	1.14
	2016-2017	<b>0.22</b>	0.29	0.82	1.18
<b>Average working days to complete non-emergency repairs.</b>	2018-2019	<b>10.27</b>	17.33	7.18	6.56
	2017-2018	<b>10.94</b>	15.40	7.40	6.38
	2016-2017	<b>11.67</b>	17.47	6.85	7.08
<b>Number of non-emergency repairs per house</b>	2018-2019	<b>1.19</b>	2.40	1.81	2.10
	2017-2018	<b>1.43</b>	2.88	1.80	2.24
	2016-2017	<b>1.05</b>	2.53	1.82	2.26

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.

The time taken to deliver non-emergency repairs has improved slightly from last year. However, the time taken to deliver emergency repairs has declined over the year. The reason for this is a small number of cases which were over the 24 hour timeframe and these coupled with the small sample size has led to a distortion in figures. In financial year 2018 to 2019 this applied to 3 cases that were significantly over the 24 hour timeframe. These were 119, 51 and 44 hours respectively and included heating failures in August and a shower repeatedly tripping the power supply and having to be



replaced. We continue to work with our contractor and revised software system to try and further improve performance.

When we asked tenants, during 2018 to 2019 about their experience of repairs undertaken, 90% were satisfied with the repair and 3% were dissatisfied with the time to undertake the work. This compares with 2017 to 2018 when, 83% were satisfied with the repair and 12% were dissatisfied with the time to undertake the work. Therefore, this performance has improved.



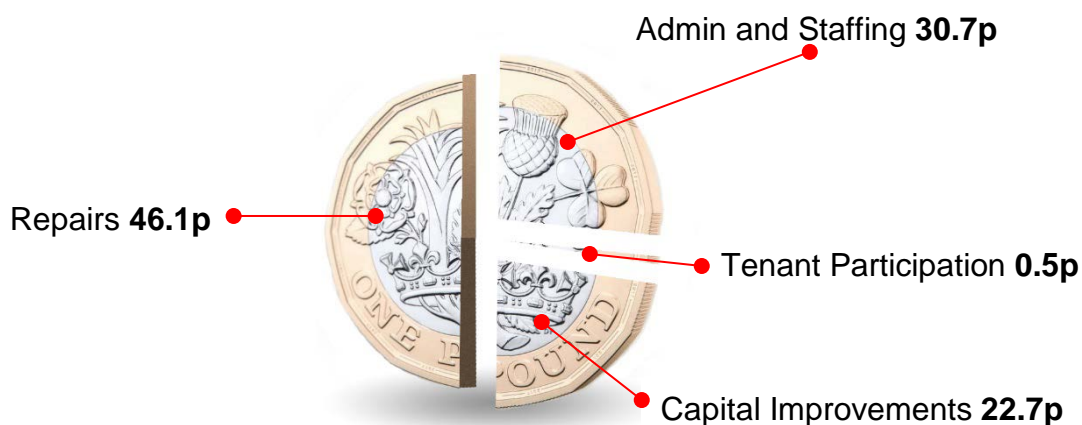
## Average Rents



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.	2018-2019	<b>£57.85</b>	£48.35	£61.55	£70.22
	2017-2018	<b>£56.16</b>	£46.74	£61.31	£67.44
	2016-2017	<b>£54.98</b>	£44.50	£59.91	£66.55
1 Bedroom	2017-2018	<b>£70.20</b>	£63.95	£67.66	£76.10
	2017-2018	<b>£67.99</b>	£61.89	£67.08	£73.33
	2016-2017	<b>£67.01</b>	£59.93	£66.22	£71.67
2 Bedroom	2018-2019	<b>£82.98</b>	£75.94	£73.98	£77.70
	2017-2018	<b>£80.70</b>	£74.64	£73.40	£74.94
	2016-2017	<b>£79.38</b>	£73.21	£72.49	£73.13
3 Bedroom	2018-2019	<b>£82.93</b>	£89.67	£82.60	£84.44
	2017-2018	<b>£80.52</b>	£87.91	£82.13	£81.37
	2016-2017	<b>£79.16</b>	£86.06	£81.24	£79.42
4 Bedroom	2018-2019	<b>£97.13</b>	£108.80	£110.18	£93.49
	2017-2018	<b>£94.30</b>	£106.82	£109.32	£90.39
	2016-2017	<b>£91.90</b>	£104.69	£90.49	£88.02

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 83.21%.

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 2018 to 2019 improved slightly from the previous year.

Last year the Council developed new processes through its new computer system, to improve the efficiency of making empty properties ready for re-let and improvements remain 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>	2018-2019	<b>98.23%</b>	98.64%	98.98%	99.10%
	2017-2018	<b>98.76%</b>	99.81%	98.11%	99.20%
	2016-2017	<b>98.14%</b>	99.94%	99.31%	99.61%
<b>Percentage of rent due lost through properties being empty during the last year.</b>	2018-2019	<b>1.13%</b>	2.11%	0.78%	0.88%
	2017-2018	<b>1.78%</b>	1.71%	1.03%	1.10%
	2016-2017	<b>2.06%</b>	1.35%	0.94%	0.87%



## 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>	2018-2019	<b>28.72%</b>	<b>56.38%</b>	<b>12.77%</b>	<b>2.13%</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>
<b>Scotland Average.</b>	2018-2019	<b>43.11%</b>	<b>35.12%</b>	<b>21.25%</b>	<b>0.52%</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>

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 2018 to 2019 was 34.75%, in 2017 to 2018 was 49.25% and 2016 to 2017 was 39.17% 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 are currently consulting on changes to our lettings policy which include making choice central to our allocations process. This proposal, if adopted, should reduce the number of refusals and therefore speed up the process of re-letting properties. Further information regarding the outcome of this consultation will be made available in due course.

We had 94 properties become available for re-let in 2018 to 2019.



## Tenancy Sustainment

We also consider how many tenancies are sustained longer than a year. This is affected by a household's personal choices. There were some fluctuations in the categories surrounding tenancy sustainment. Some categories improved other declined slightly. Overall there was a slight decrease in tenancy sustainment. The reasons for tenancies not being sustained for longer than a year, included the tenancies ending due to households moving outwith Orkney, health or employment reasons, being rehoused elsewhere and purchasing property.

As regards tenancies not being sustained for longer than a year, where the tenant was previously homeless, sustainment has declined slightly. The reasons for lack of sustainability are households moving outwith Orkney, returning to the family home and other changes in family circumstances.

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>	2018-2019	<b>100.00%</b>	93.75%	93.82%	93.60%
	2017-2018	<b>89.66%</b>	97.22%	93.09%	93.73%
	2016-2017	<b>89.19%</b>	93.33%	92.00%	93.02%
<b>Tenancies began in previous year remaining for more than a year - applicants who were assessed as statutory homeless</b>	2018-2019	<b>87.50%</b>	83.33%	89.61%	87.88%
	2017-2018	<b>88.37%</b>	97.14%	89.01%	87.01%
	2016-2017	<b>97.56%</b>	92.00%	87.93%	88.40%
<b>Tenancies began in previous year remaining for more than a year - applicants from your organisation's housing list</b>	2018-2019	<b>85.71%</b>	87.01%	85.78%	87.90%
	2017-2018	<b>91.55%</b>	80.65%	87.77%	88.01%
	2016-2017	<b>88.33%</b>	77.27%	85.96%	88.23%

## 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>	2018-2019	<b>94</b>	175	1176	25967
	2017-2018	<b>123</b>	191	1089	25568
	2016-2017	<b>125</b>	157	1121	25158
<b>Percentage becoming vacant in year</b>	2018-2019	<b>10.89%</b>	10.28%	8.36%	8.23%
	2017-2018	<b>14.30%</b>	11.93%	7.98%	8.35%
	2016-2017	<b>14.38%</b>	9.87%	8.16%	8.41%
<b>Average number of days to re-let property</b>	2018-2019	<b>52.93</b>	49.75	36.79	31.89
	2017-2018	<b>49.10</b>	45.50	36.64	34.26
	2016-2017	<b>50.28</b>	34.80	38.84	31.53

The percentage of lettable self-contained properties becoming vacant during the year dropped (an improvement) from 14.30% in 2017 to 2018 to 10.89% in 2018 to 2019 which is predominantly a result of there being no newly built properties for allocation.

As regards average length of time taken to re-let properties, a total of 94 properties were re-let during financial year 2018 to 2019. The average number of days to re-let is affected by a small number of properties which are low demand and were vacant for an extended period of time. Four properties together totaled 2053 days vacant. The entire period of vacancy is counted in the year it is re-let or sold. If these properties were removed from the figures above, the average time to re-let would be 32.47 days.

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.



## 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 2018 to 2019 our number of homelessness presentations rose. This is something that is not within the Council's control. However, the Council's response to this remained stable. The time between homeless presentation and the case being completed that is the household being permanently rehoused was 16.1 weeks which was the same as the year before.

	Reporting Year	Orkney Islands Council	Shetland Islands Council	Highland Council	Scotland
<b>Number of Homeless Presentations</b>	2018-2019	<b>134</b>	146	753	38390
	2017-2018	<b>119</b>	148	1360	37129
	2016-2017	<b>127</b>	114	1019	34100
<b>Number of cases where landlord was required to make an offer of temporary or emergency accommodation</b>	2018-2019	<b>119</b>	130	692	49706
	2017-2018	<b>112</b>	120	623	45546
	2016-2017	<b>121</b>	167	706	42673
<b>Average length of time (days) in temporary accommodation</b>	2018-2019	<b>90.65</b>	285.57	224.56	102.05
	2017-2018	<b>110.61</b>	388.56	129.41	103.15
	2016-2017	<b>103.70</b>	371.04	117.66	97.04
<b>Number of Lets to Homeless Applicants</b>	2018-2019	<b>27</b>	58	449	11404
	2017-2018	<b>40</b>	48	419	10831
	2016-2017	<b>43</b>	35	360	10442





## Estate Management and Anti-social Behaviour

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

Orkney has a very low level of anti-social behaviour with few cases of serious anti-social behaviour. The targets within our anti-social behaviour policy, seeking a case to be resolved within 30 days, were very ambitious. Following a review of our policy and procedures on anti-social behaviour and consideration of targets used elsewhere in Scotland, our locally agreed targets have been amended to 90 days. Our performance has therefore improved.

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>	2018-2019	<b>83.33%</b>	33.33%	82.78%	87.86%
	2017-2018	<b>55.56%</b>	0.00%	82.43%	87.65%
	2016-2017	<b>76.19%</b>	160.00%	84.58%	87.22%
<b>Percentage satisfied with management of the neighbourhood they live in.</b>	2018	<b>76.44%</b>	72.87%	67.99%	87.77%
	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 has 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. Being involved doesn't necessarily mean attending meetings, taking time to complete our surveys is a great way to be involved in decision making from the comfort of your own home.

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, to contribute feedback. The Residents' Panel, is a joint venture with Orkney Housing Association Ltd (OHAL). While OHAL has both tenants and sharing owners on the panel, the council seeks purely tenants. Initially the panel attracted a lot of interest from tenants but we are keen to again attract additional members to the panel.

This year the panel has looked at a number of areas including the new Annual Assurance Statement which looks at Housing Service's performance. It has also been involved in the review of our Lettings Policy, repairs services and most recently estate management. The panel's feedback has a direct influence on any changes / improvements made to these services.

The panel work closely with the Wick Interested Tenants' Group meeting annually for an update on how each group are getting on 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. GRA provide a regular update to our Tenants' Newsletter, Housing News. This may be about the new projects they have undertaken to improve their area for everyone.

This year the topic of our joint tenants' day with OHAL was "Staying Safe and Warm at Home". It was well attended by tenants from Orkney, Wick and a range of other agencies. The day was a great success.

Your views are important to us and allow us to assess whether there are things we could do to improve our services.

Our Tenant Participation Officer is available to help with the creation of tenants' organisations in other areas; some funding may be obtained.

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>	2019	<b>84.27%</b>	78.85%	78.30%	90.12%
	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>	2019	<b>87.35%</b>	75.48%	69.14%	91.60%
	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>	2019	<b>63.22%</b>	57.96%	55.95%	86.48%
	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:

	2019.	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.

Stage 1 Complaints	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland Average.
Complaints received	2018-2019	37	7	252	9,262
	2017-2018	38	2	319	8,806
	2016-2017	47	10	362	8,019
Percentage of complaints upheld	2018-2019	63.89%	42.86%	39.68%	55.66%
	2017-2018	55.26%	0.00%	27.53%	44.49%
	2016-2017	74.47%	40.00%	25.52%	57.78%
Percent complaints responded to within Scottish Public Services Ombudsman's timescales	2018-2019	66.67%	71.43%	38.49%	86.93%
	2017-2018	86.84%	100.00%	51.27%	80.91%
	2016-2017	89.36%	100.00%	31.69%	85.37%

Stage 2 Complaints	Reporting Year.	Orkney Islands Council.	Shetland Islands Council.	Highland Council.	Scotland Average.
Complaints received	2018-2019	4	9	20	1,303
	2017-2018	6	14	28	1,325
	2016-2017	7	17	27	1,313
Percentage of complaints upheld	2018-2019	40.00%	33.33%	31.58%	51.26%
	2017-2018	60.00%	35.71%	21.43%	39.55%
	2016-2017	62.50%	58.82%	25.93%	52.24%
Complaints responded to within Scottish Public Services Ombudsman's timescales	2018-2019	40.00%	66.67%	73.68%	83.79%
	2017-2018	60.00%	100.00%	78.57%	76.60%
	2016-2017	87.50%	94.12%	62.96%	83.29%

There has been a decline in complaints responded to within the timescales set by the Scottish Public Services Ombudsman. Of the 12 complaints that were over the 5 day timescale, 7 were just outside the timescales and were completed in 6 to 8 days. This was due to staffing pressures. Every effort is being undertaken to get these figures back below 5 days for the 2019 to 2020 reporting year.

<b>Complaints by Topic</b>	<b>Total</b>	<b>Complaints Upheld</b>
Repair timescales	24	17
Quality of Repair	6	2
Council policy/procedure	3	1
Condition of property	4	4
Staff conduct/attitude	3	0
Quality of service	0	0
Other	1	1

In 2019 to 2020 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 2018 to 2019 there were 27 and these were:-

- Quality of Service / repairs (10)
- Staff Assistance (17)

## **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 performance on re-lets 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 and endeavour to improve opportunities to participate in decision making.
- 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’s Housing Service 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?



