

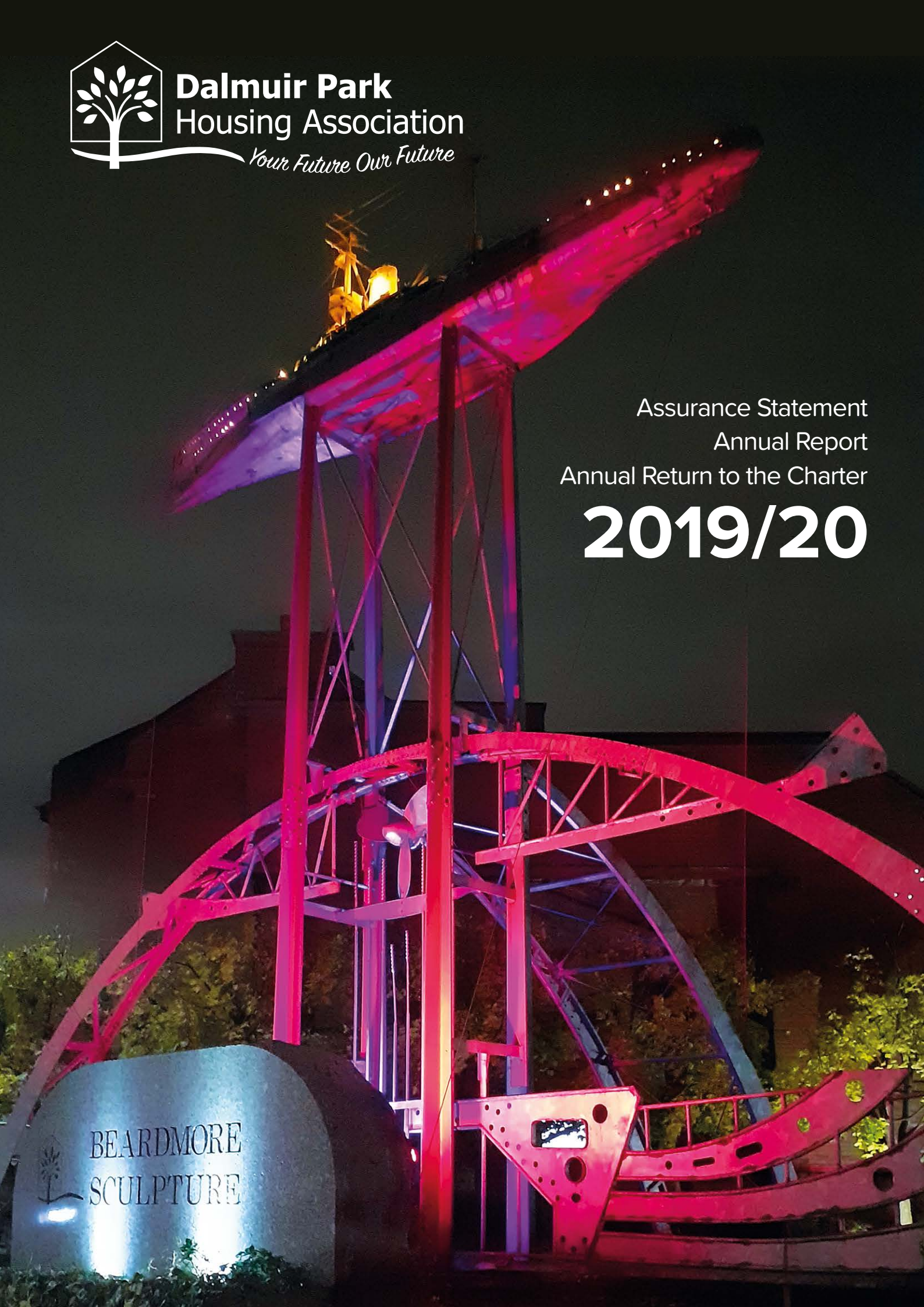


**Dalmuir Park
Housing Association**

Your Future Our Future

Assurance Statement
Annual Report
Annual Return to the Charter

2019/20



BEARDMORE
SCULPTURE

Annual Assurance Statement 2019

Following a detailed and comprehensive review of the Regulatory Framework process, the Management Committee is satisfied that DPHA is compliant with:

- All relevant requirements as set out in Chapter 3 of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant statutory obligations and duties

The Management Committee has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is compliant with the above requirements. In addition to the assurance gained from this evidence bank, much of our work since December 2017 has been focussed on achieving compliance with regulatory requirements. Our ongoing oversight and

scrutiny processes has therefore also informed our view.

In addition to the work of our staff and the Management Committee our approach to self-assurance has been reviewed by a very experienced external governance consultant who has confirmed the validity of our processes and the outcome.

Our continued focus on improvement and compliance has identified a number of actions which have been incorporated into an Action Plan which will be pursued over the coming year. We are satisfied that none of these actions represents a material area of non-compliance.

A copy of this statement was published on our website before 31 October 2019.

We have now published our second Annual Assurance Statement for 2020 which is now available on our website at www.dpha.org/about-us/regulation

Equality & Diversity Statement

We employ trained staff who are fully committed to equality and diversity, and we aim to provide a service to all our customers, existing and potential. We do take positive action to ensure that there are no barriers to housing accessibility and performance across this area is closely recorded, monitored and analysed to

ensure we provide adequate diversity and equality of opportunity. It is recognised standard practice that we can make any information available in other languages and formats such as Braille, audio tape or large print and we have a sign and language interpreter available on request.

Welcome from Chairperson

Welcome to our Annual Report which provides information on our activities and performance over financial year 2019/20.

Recent months have been dominated by the COVID 19 pandemic and the actions we have needed to take to minimise the impact on our tenants, services and the Dalmuir community. Our staff have performed magnificently over this period, despite the restrictions and challenges they have faced. They have earned my great admiration, respect and gratitude. I have also been hugely impressed by the resilience of the Dalmuir community and how it has faced up to challenges.

This report, however, focuses on the year before the full impact of the pandemic was felt. It therefore summarises what was a successful year for DPHA during which we were able to achieve a number of positive things.

During the year we spent over £750,000 on improvements to our homes. As a result, many of our tenants are now enjoying new kitchens, bathrooms and heating systems. We plan to continue with the highest possible level of investment in our homes over the coming years.

The hard work of our staff also resulted in improved performance

in many areas of our activities. I was particularly pleased to see the significant reduction in the time taken to relet empty homes and also the improved levels of tenant satisfaction. Our care services, for both older people and children also continued to receive positive reports and gradings from the Care Inspectorate.

The governance of DPHA continued to improve over the year and we recruited four excellent new members for our Management Committee. These new members are already making significant contributions to our work.

Finally, an important part of our improvement plan was completed in January 2020 when Anne Marie Brown took up post as Chief Executive. This was a very important appointment for us. Anne Marie had to hit the ground running and she has already proven her skills and worth by the way she has led the Association in its response to the pandemic.

I was elected as Chairperson following our September 2020 AGM, prior to this I served as Vice-Chair. I would like to take this opportunity to thank my predecessor, Gordon Laurie for his dedication to DPHA and for his invaluable contribution in leading the organisation through and out of



a period of statutory engagement. I am confident that DPHA is now very well placed to face the future and to deliver the quality of homes and services that our tenants and the Dalmuir community deserve. I hope that after reading this report you will agree.

*Craig
Edward*

Chairperson

Factoring

As a landlord and factor, we accept the responsibility for providing a range of services for all properties under our control. Costs to residential or commercial owners in respect of common repairs and planned maintenance, including major repairs, will be borne in the first instance by the Association then recharged accordingly.

We provide various services for properties where we act as factor including;

- Grounds Maintenance

- Stair Cleaning & Bin Management
- Estate Lighting, Door Entry, TV Aerial & Common Ventilation
- Buildings Insurance
- Routine Common Repairs
- Cyclical Maintenance to Common Areas
- Major Repairs

Annual factoring invoices include service charges, buildings insurance premium and our management fee and are distributed in May each year with the option to pay in full or by direct debit.



An independent satisfaction survey was conducted in 2019 to ascertain "How satisfied or dissatisfied our owners were with our factoring service". We were satisfied with these results but are continually looking at improving our delivery of our service based on feedback. We will be soon publishing and distributing our new handbook which will incorporate the written statement of service. This will provide general information to our owners in a simplistic manner on our factoring service provision.

Outcome	No of Owners	%
Very Satisfied	8	31
Fairly Satisfied	12	46
Fairly Dissatisfied	3	12
Very Dissatisfied	3	12
Total	26	100

Association Customer Complaints

	2019/20		2018/19	
	Stage 1	Stage 2	Stage 1	Stage 2
Complaints received in the reporting year	17	14	24	3
Number upheld	64.7%	64.3%	91.6%	100%
Responded within target	100%	100%	100%	100%

Financial Performance

The Board were satisfied with the financial performance during the year and are pleased to report a surplus for the year of £394,494 (2019 – £14,600).

Turnover for the year increased by 1.99% to £3,888,010 and operating costs increased by 9.17% to £3,876,304 resulting in an operating surplus of £11,706 (2019 – £261,379). This presents a strong position with a closing Cash Balance of £1,969,428 and Capital & Reserves of £7,676,930

Statement of Comprehensive Income	2020	2019
Revenue	3,888,010	3,812,007
Operating Costs	(3,876,304)	(3,550,628)
Operating Surplus	11,706	261,379
Loss on Sale of Property, Plant & Equipment	(23,945)	-
Realised (Loss)/Gain on Investments	-	(10,470)
Interest Receivable and Other Income	8,733	13,408
Interest Payable and Similar Charges	-	(16,129)
Other Finance Charges	(9,000)	(9,000)
Surplus/(Deficit) for the year	(12,506)	239,188
Other Comprehensive Income	407,000	224,588
Total Comprehensive Income	394,494	14,600

Statement of Financial Position	2020	2019
Housing Properties	19,721,580	19,871,662
Other Tangible Fixed Assets	222,851	291,140
Current Assets	2,309,299	2,585,458
Current Liabilities	(376,105)	(260,107)
Total Assets Less Current Liabilities	21,877,625	22,487,153
Creditors: amounts falling due after more than one year	-	(405,000)
Deferred Income (Other & Social Housing Grant)	(14,200,695)	(14,799,709)
Net Assets	7,676,930	7,282,444
Capital and Reserves	7,676,930	7,282,444

Customer Services

In the past year the Housing Team has improved on the high standards already existing for key areas which reflect our continued strive for improved performance. The following statistics will, where appropriate, compare performance this year to last and demonstrate our improvement across many areas of service.

Total rent due from rented properties
£2,807,788

Rent collected as a % of the rent due
2019/20 **98.49%**
2018/19 **98.62%**

Rent Arrears as a % of the rent due
2019/20 **5.48%**
2018/19 **5.13%**

Rent lost through properties being empty
2019/20 **0.69%**
2018/19 **0.41%**

Stock breakdown

1 apartment	9
2 apartment	330
3 apartment	250
4 apartment	65
5 apartment	4
6 apartment	3

Allocation by house size

1 apartment	2
2 apartment	37
3 apartment	37
4 apartment	4
Total	80

Housing Stock

General	585
Supported	6
Sheltered	70

Our Tenants Satisfaction Survey Results reported within our Annual Return to the Charter can be seen on pages 12-15

Tenant Safety Compliance

Gas Appliance Servicing

All gas boilers within our properties require to be serviced once every 12 months. We aim to gain entry on a 10-month cycle where possible and tenants are contacted by the contractor beforehand, to arrange access

Our Gas Servicing Policy includes a procedure for forcing entry where required, this would only be enforced after repeated failures to allow access to carry out these essential works.

Forced entry is used as a last resort and can be expensive therefore, the full cost of this work would be charged back to the tenant. Ensuring compliance with our legal obligations and increasing the safety of all residents is of paramount importance to the Association.

Year	No of Properties	% completed within time scale
2019-2020	629	100%
2018-2019	628	100%

It is with our tenant's co-operation that we achieved 100% compliance



Reactive Maintenance

Category of Repair (target timescales)	Number of repairs 2019-20	Completed within timescale 2019-20	Number of repairs 2018-19	Completed within timescale 2018-19
Emergency (within 4 Hours)	255	95%	288	98%
Right to repair (1 day)	125	71.20%	164	95.10%
Right to repair (3 day)	1	100%	1	100%
Urgent (3 Days)	563	89.88%	432	97.50%
Routine (10 Days)	1,247	92.70%	1,210	88.90%

Investment & Upgrades

Planned & Cyclical Maintenance

Component Replacement Spend **£792,900**

£206,008 on 58 new kitchens including rewiring

£213,730 on 48 new bathrooms and consumer units

£142,692 on new UPVC Low 'E' double glazed units and doors at 48 properties

£104,330 on gas boiler upgrades at 43 properties

£126,140 on upgrading 34 electric heating systems at The Crescent

Major Repairs Spend **£322,160**

£167,617 on essential stonework repairs at 16 properties

£89,524 on upgrading 5 backcourts

£65,019 on upgrading carparking areas at Nairn Place & Nairn Street

Cyclical Repairs Spend **£132,658**

£26,706 on annual cleaning/safety checks on our gutters and roof anchors

£36,883 on annual safety checks on our gas fire and central heating systems

£12,218 on Electrical safety checks, asbestos safety checks and water testing

£1,715 on our annual fire equipment maintenance checks including our complexes and HMO's

£51,382 on common painting in 23 closes

£3,754 on upgrading door entry systems in 2 closes

Care

Dalmuir Out of School Care Group



DOSCG operates from Dalmuir Community Education Centre and is registered to care for 70 children, all primary school age. DOSCG provides out of school care facilities, serving 3 local primary schools Clydemuir, St Stephens and Our Lady of Loretto during term time. The group also offer a quality Playscheme during holiday periods incorporating the wider community.

The service aims to, 'provide a safe and stimulating environment for children with planned specialised and free play activities'. All staff are fully qualified and registered with SSSC.

The group has an active Pupil Council and this year formed a Parents Forum.

Our most up-to-date Care Commission Report returned an overall Grade 4, with no requirements or recommendations.

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Standard Usage	No of Children	Weekly Income
March 2018	90	£2,962
March 2019	100	£3,482
March 2020*	87	£3,459

*March 2020 figure taken at 16 March. Unfortunately, COVID-19 pandemic forced the service to close on 20 March. The impact on the group is expected to be severe and will be closely monitored as we progress through this period of uncertainty.

"The staff are always friendly and point out my child loves the after-school care this is a fantastic service for kids"

"I would not be able to work full-time if it was not for this service. In the summer months there are plenty of organised activities out in the fresh air".

"I have used the service for 17 years as I have three kids. The service has gone from strength to strength and staff are extremely pleasant to parents and now with the security of the doorway in place I would have no hesitation in recommending the service to friends".



Sheltered Housing

Our sheltered housing service offers a combined housing support and care at home service. The service provides support to people living in the Association's 70 self-contained sheltered properties split between two nearby sites within the Dalmeir area of Clydebank, West Dunbartonshire.

During our inspection by the Care Inspectorate in April there were eighty people using the service. The service provides on-site support for residents and an alarm service is operational 24 hours. Another Telecare organisation provides the alarm service cover when support staff are not on duty. Currently personal care is only a small part of what the service does. The Association is currently exploring new opportunities to further develop this aspect of service.



Unfortunately, due to the COVID-19 pandemic, our Common Rooms had to close in March. Our care staff were also required to make additional welfare calls and the overall situation will be reviewed in line with government guidance.

Duty of Candour

All health and social care services in Scotland have a Duty of Candour. This is a legal requirement, under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018. Which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

Duty of Candour Incidents 2019-2020

Sheltered Housing

Adverse events	1
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DOSCG

Adverse events	3
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Total	4
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Staff followed the correct procedure in all four cases. This means staff informed the people affected, apologised to them, and offered to meet with them. In each case, the Care Services Manager carried out a full review to understand what happened, what went wrong and what we could have done better. Individual

Main Aim -
“To ensure that older people and people with disabilities can live independently for as long as possible within their own homes and as far as is possible offer them a choice in the way the service is provided”.

All staff recently completed a comprehensive online training programme in palliative care.

Inspection – April 19

Quality of care and support	5 - Very Good
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Quality of care and support	5 - Very Good
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Quality of staffing	5 - Very Good
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and organisational learning has been undertaken and subsequent action and improvement plans have been developed and completed. We ensure good written and verbal communication throughout the process and always offer to share the final report with the relevant person.

Wider Role

The Association prides itself in organising a wide range of activities, events and projects involving individuals, schools and local groups. We have always believed that our Wider Role Programme strengthens the local community and each year we strive to enhance it,

giving everyone the opportunity to participate. We are grateful to all contractors, suppliers and consultants as well as local businesses in the local area who support our programme, financially or in kind.

Pupil of The Year

Pupils from St Stephen's, Clydemuir & Our Lady of Loretto Primary school participate in this awards activity in community partnership with Golden Jubilee Conference Hotel.



Summer Social

A long-standing activity in our wider role programme with expected attendance of 70 special needs



and elderly tenants. Organised in the summer months with a three-course meal, entertainment, social activities and transport provided.

Christmas Vouchers

Over 200 Christmas Vouchers are distributed to elderly and special needs tenants.



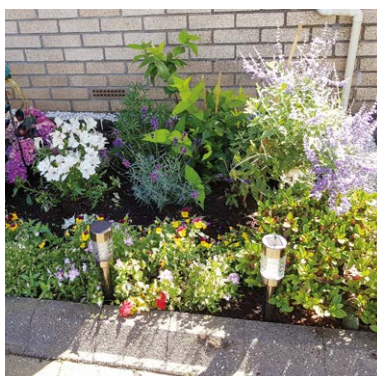
Community Grant Initiative

In community partnership with local grocery store we match fund The Hungry Bites Donation of £100 to form a Community Grant of £200 to local groups.



Garden Competition

Our Customer Service staff inspect residents' gardens in the summer months with vouchers presented to the winning categories.



Hanging Baskets & Window Boxes

Formerly part of Dalmuir in Bloom, this project is now incorporated into the Grounds Maintenance contract. In June each year we erect over 50 Hanging Baskets and Windows Boxes in the local area.



Staff & Boards Members at 31st March 2020

Board

Gordon Laurie Chair	Jack Marshall Board Member	John Lennox Board Member	Karen Johnston Board Member
Craig Edward Vice Chair	Audrey Simpson Board Member	Melanie Cameron Board Member	John Murray Board Member (Resigned)
Loraine Lester Board Member	Robert Murray Board Member	Anita Williamson Board Member	Bob McDougall Board Member (Resigned)
Matthew Reid Board Member	Ashley Stockley Board Member	Jordan Henderson Board Member	

Directorate

Anne Marie Brown
Chief Executive

Leadership Team

Arlene Dickson Care Service Manager	Carla Cameron Senior Finance Officer	Lesley Gillespie Senior Corporate Services Officer
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Finance & Corporate Services

Gary Earl Finance Officer	Conor Fox Finance Assistant	Pauline McDaid Corporate Services Assistant	Briony Carline Cleaner
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Customer Services

Stuart Yates Property Services Officer	Kimberley Tennant Housing Officer	Assistant	Anthony Pirrie Gardener
Margo MacPherson Housing Officer	Laura Greenlees Property Services	Kirsty McIntosh Property Services Assistant	Donald McKerry Gardener

Care Services – Sheltered Housing

Fiona McGregor Housing Support Assistant	Yvonne Mathieson Support Worker	Mary Jane Anderson Support Worker	Jacqueline Ward Sessional Support Assistant
Ann McColgan Support Worker	Christine Hendry Support Worker / Cleaner	Raymund Mauchan Support Worker	

Care Services – Dalmuir Out of School Care Group

Elaine Kelly Project Co-ordinator	Elaine Pyper Playworker	Sylvia Elliot Temporary Playworker	Simone Wallace Temporary Playworker
Yvonne Mathieson Playworker	Chelsey McDowall Playworker	Chana Taylor Temporary Playworker	Liam McGivern Sessional Playworker
Lorraine Browning Playworker	Briony Carline Playworker	Gary Gibson Temporary Playworker	

Staffing Support Consultants

Catherine Lowe Democraft Ltd	Graeme Bruce Lethame Business Services	French Duncan External Auditors	Wylie Bisset Internal Auditors
Jill Cronin JD Cronin Consultancy Ltd	TC Young Ltd Solicitors		

ANNUAL RETURN TO THE CHARTER

Who we are and tenant satisfaction

We are pleased to present our Annual Return to the Charter statistics for 2019/20.

As of 31 March 2020 we owned

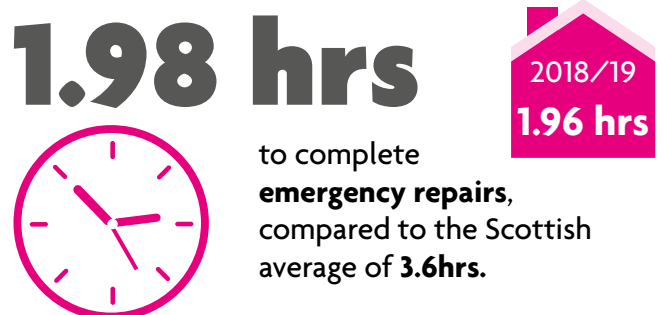
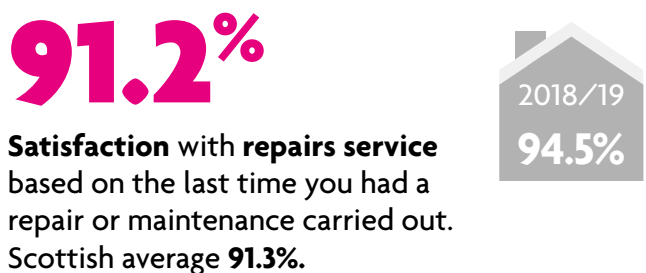
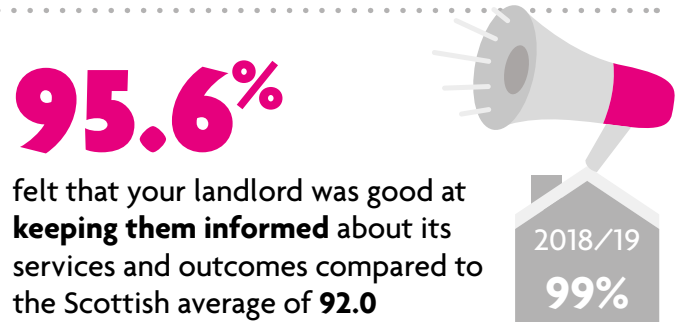
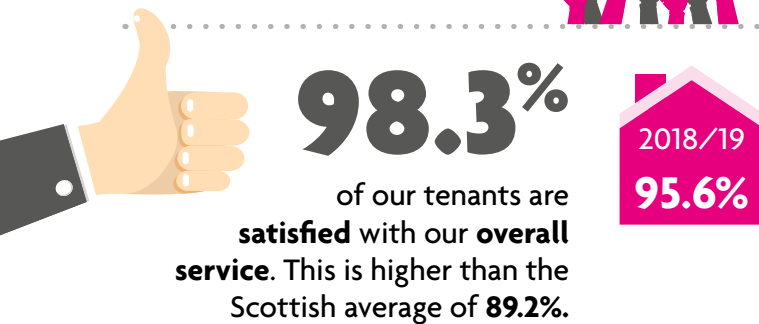
661 homes

The total rent due from them was

£2,807,788

Our homes are made up of:

Size of home	Number owned	Weekly Rent	Scottish average	Difference
1 apartment	9	62.59	73.47	-17.4%
2 apartment	330	78.27	78.02	+0.32%
3 apartment	250	79.69	80.10	-0.51%
4 apartment	65	91.06	87.08	+4.37%
5 apartment +	7	105.57	96.18	+8.89%



3.62 days

2018/19
4.1 days

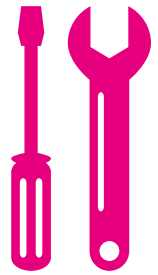
to complete **non-emergency repairs** compared to the Scottish average of **6.4 days**,



2018/19
91.5%

90.5%

Reactive repairs completed **Right First Time**. Scottish average of **92.4%**.



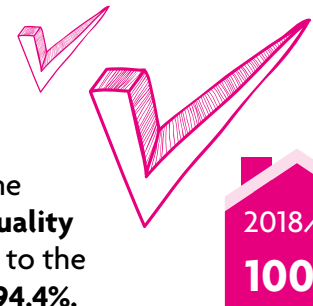
100%

Percentage of properties that require **gas safety records** completed by the anniversary date. Scottish average **100%**.



100%

of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **94.4%**.



90.4%

Homes meeting **Energy Efficiency Standard for Social Housing (ESSH)**



2018/19
83.1%

98.6%

The amount of **money collected** for current and past rent. Scottish average **99.3%**.



2018/19
98.5%

0.7%

Rent not collected due to empty homes. Scottish average **1.2%**.



2018/19
0.4%

13.7 days

Average time to re-let properties. Scottish average **31.8 days**.

2018/19
14.2 days

We will be continuing to work towards 100% compliance for Energy Efficiency Standard for Social Housing (ESSH). More information on ESSH can be found here:

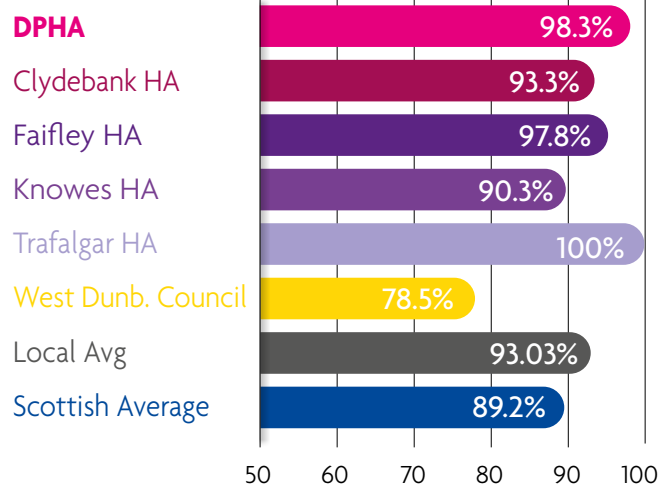
www.gov.scot/policies/home-energy-and-fuel-poverty/energy-efficiency-in-social-housing/

For the year ahead the main priority for the Customer Services Team is to deliver the Programme of investment in line with most current legislation. Providing routine and planned maintenance for our tenants, owners and residents that is value for Money whilst retaining our high standards of satisfaction is essential.

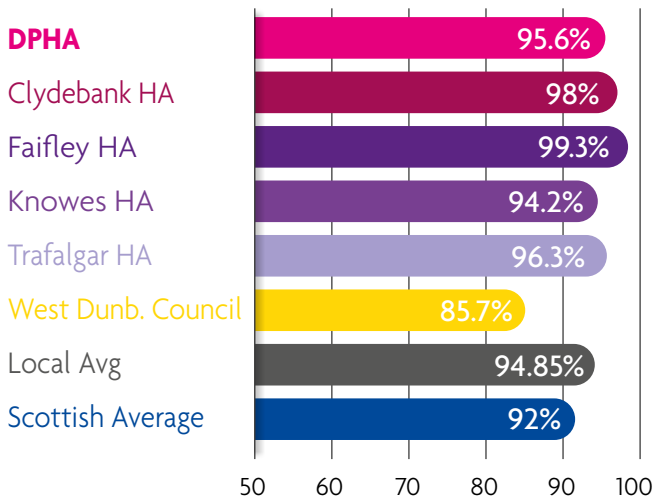
How we compare locally

Over the next couple of pages we will compare the information that you have already seen on the previous pages. It look at how Dalmuir Park Housing Association compares with core business of Tenant Satisfaction, Rents, and Allocations across the local Registered Social Landlords in our area of operation these landlords are: Clydebank Housing Association, Faifley Housing Association, Knowes Housing and Trafalgar Housing Association.

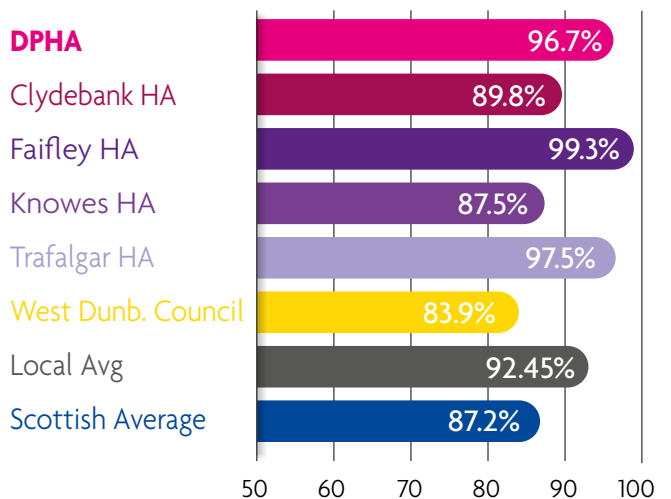
Percentage tenants satisfied with overall service provided by landlord



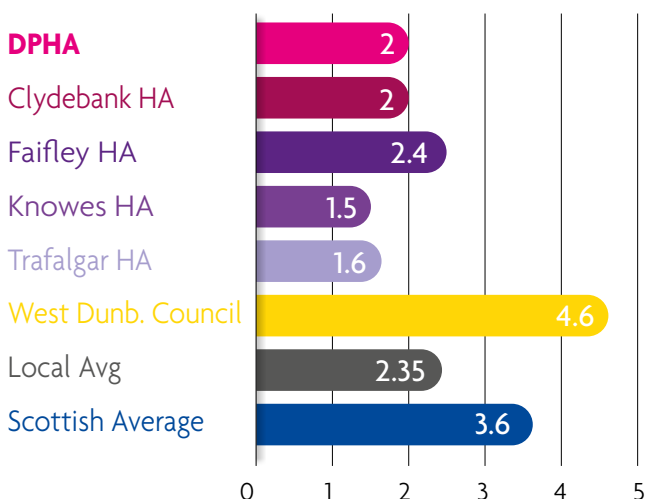
Percentage of tenants who feel landlord is good at keeping them informed about the services and outcomes



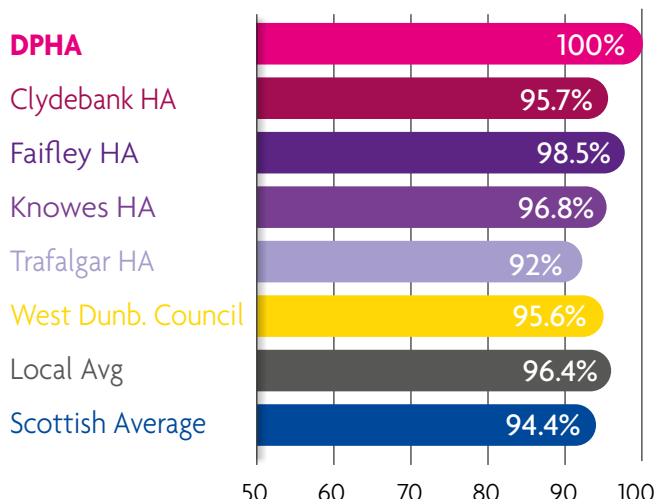
Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



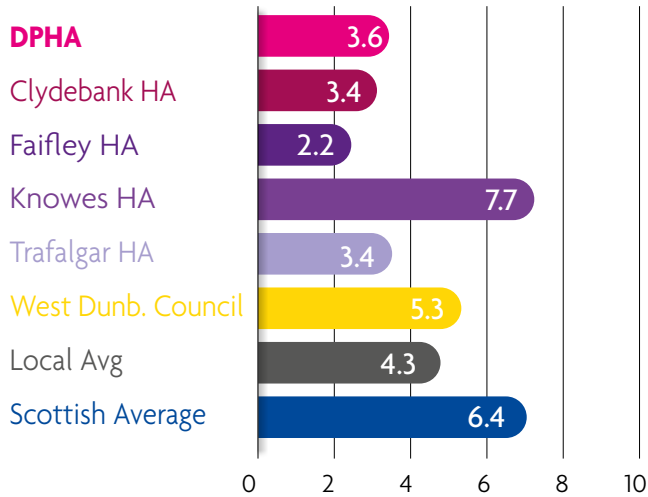
Average hours to complete emergency repairs



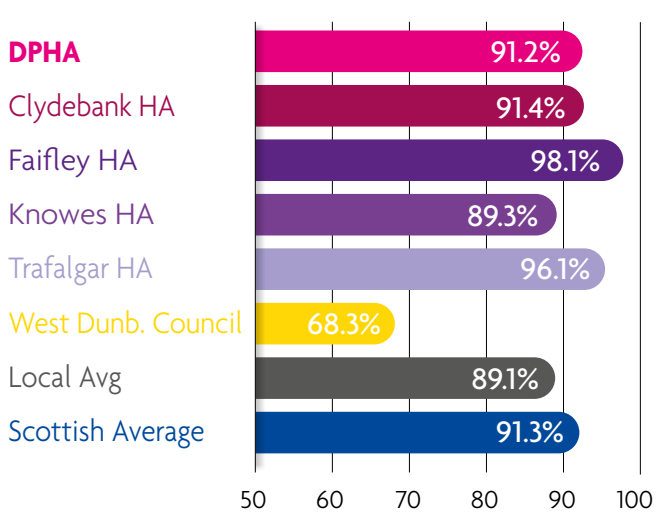
Percentage properties meeting SHQS year end



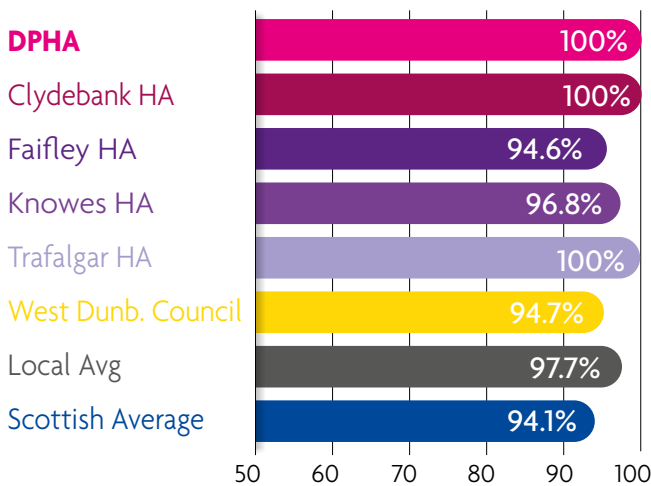
Average working days to complete non-emergency repairs



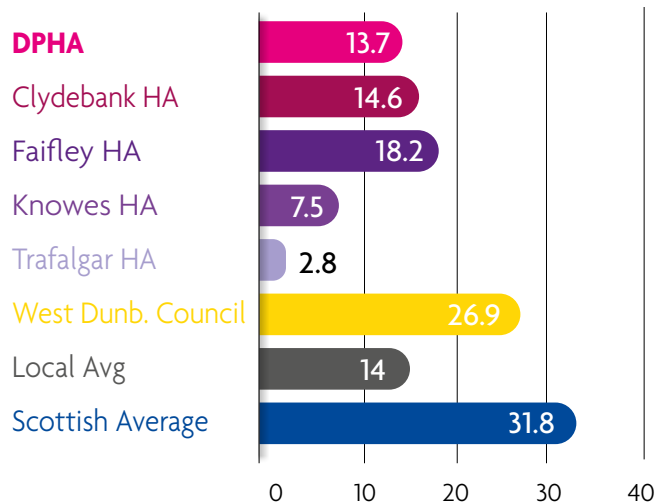
Percentage tenants who had repairs or maintenance carried out that were satisfied with the service



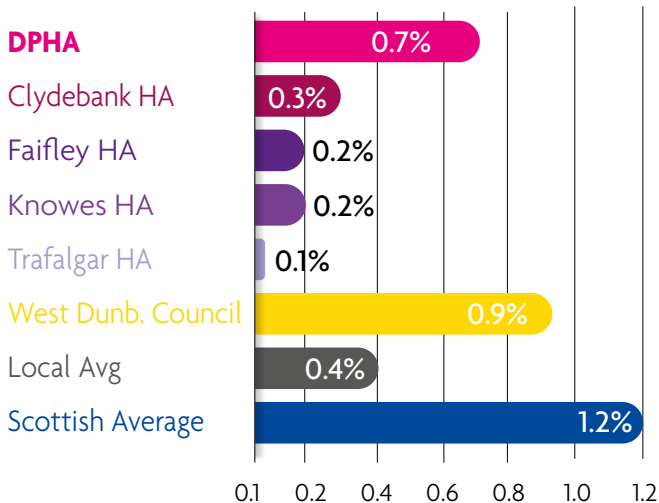
Percentage of ASB cases resolved within timescale



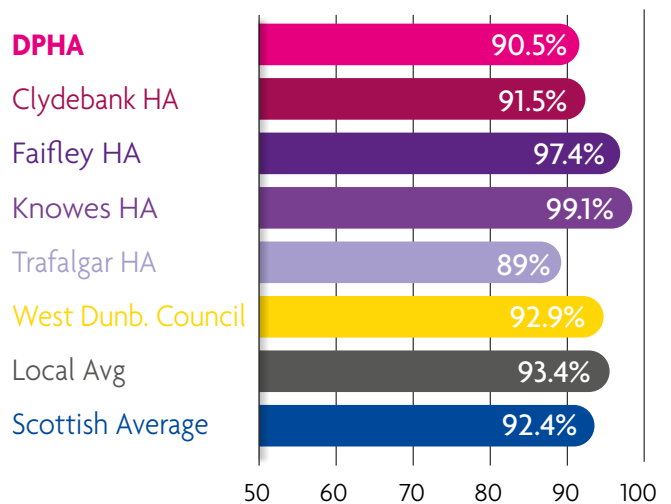
Average calendar days to re-let properties



Percentage of rent due lost through properties being empty



Percentage reactive repairs completed right first time



Dalmuir Park Housing Association

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