

# How Councils are preparing to meet the challenges and demands posed by the new regulator?



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# What is “Clacks Housing”?

Community

Leadership

Accreditation

Culture of excellence

Kaizen

Success



# Reduced/Reducing HRA???

- **Lowest ever number of Council Houses (320k)**
- **However, 1,700 new Council homes built in last 3 years**
- **Scotland building 5 times as many Council homes as England (per capita)**
- **Welcomed economic boost**
- **HRA new build to support GF reductions (homelessness)**



# Reduced/Reducing HRA??? Cont..

- **Separate pressures from GF budget**
- **Rents rises on average 1% above RPI in last 15 years**
- **Losses from Voids and Arrears down**
- **Increases in loans, R&M and Management**
- **However, Charter and welfare reform place question whether current delivery models are giving value for money for tenants and community?**



# Delivering on the Indicators 'From April 2013'

- **Assess performance against charter**
- **End of May (2014) each year complete Annual Return on the Charter (ARC) to SHR**
- **August (2014) SHR publish report on each landlords performance on its website**
- **October (2014) each landlord reports its performance to tenants 'annual report'**
- **March (2015) SHR confirm inspection involvement**



# Delivering on the indicators

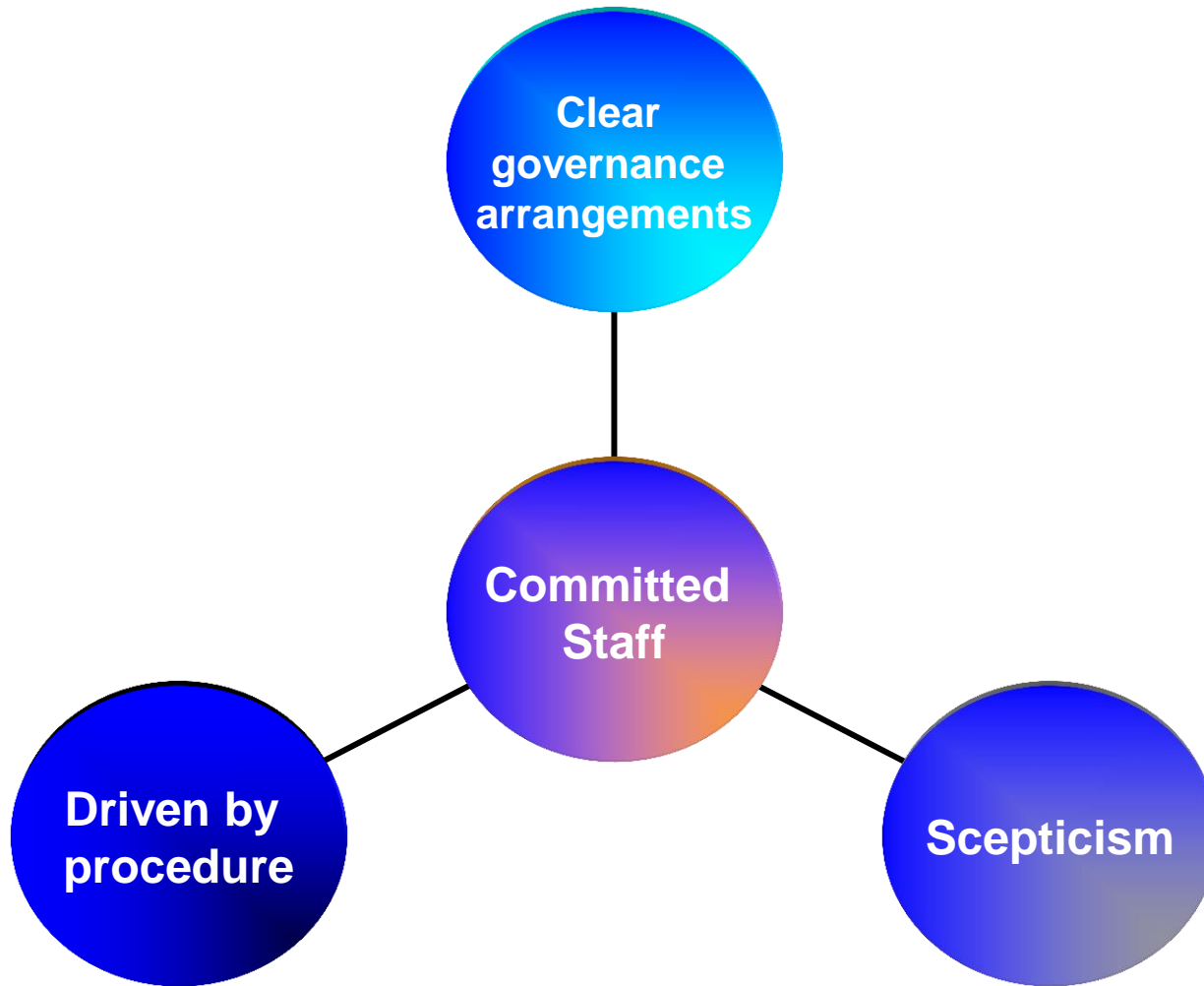
- Have we engaged with our tenant base on setting of standard and outcomes?
- Have we got a robust self assessment process in place to monitor and report on our delivery of the charter? Have we included tenants in discussions?
- How will our results place us on the VFM grid?
- Only landlords assessed as performing 'well' against the charter will be considered for public investment in new social housing.



# VFM Grid > Where do you place?



# Housing staff before self-assessment



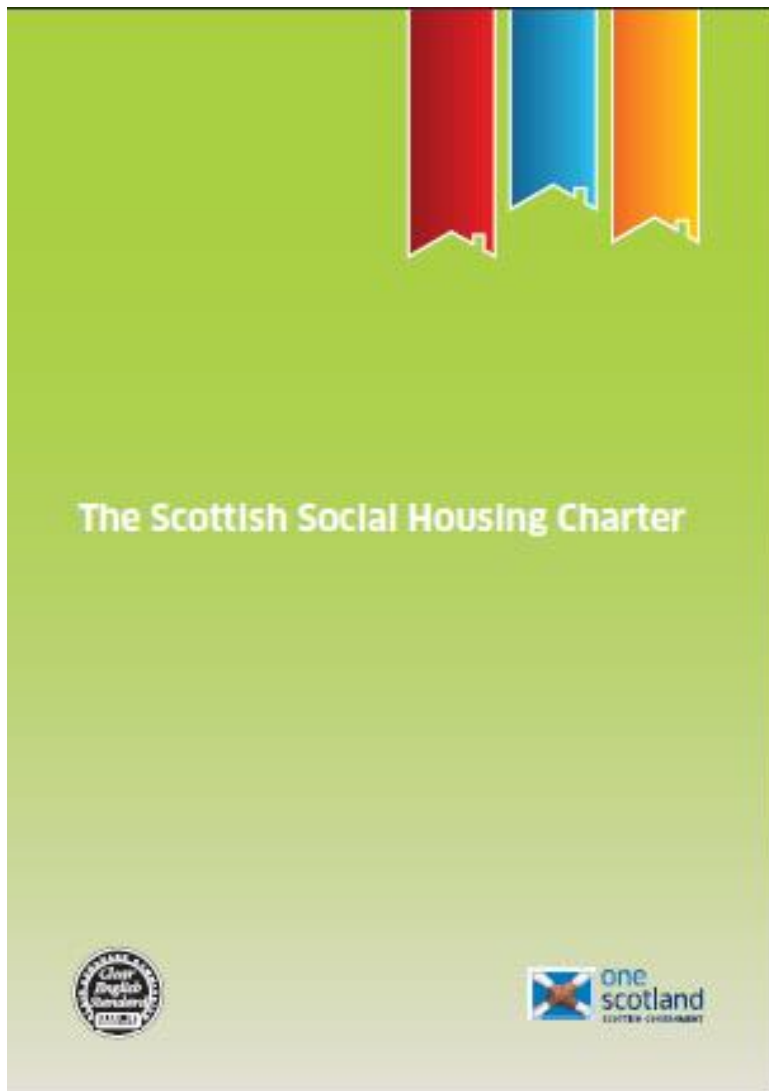


# The impact of self-assessment on staff



# HOUSING CHARTER TASTER SESSION





- Alignment
- Positive Outcomes
- Best Value
- Achievement =  
customer results =  
business results

