



PLACES FOR PEOPLE SCOTLAND

Performance Report

23/24

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Welcome to your Places for People Scotland Performance Report for April 2023 to March 2024

The Scottish Social Housing Charter sets key Customer outcomes that the Scottish Housing Regulator expects us to meet. We closely monitor and review these outcomes to ensure we're delivering on these expectations.

In August 2024, we hosted a scrutiny event with Customers and members of our Regional Customer Group. We shared performance insights and listened to valuable feedback to understand what's working well and where we can improve.

If you'd like to help scrutinise our services, visit the Get Involved page on our website:

www.placesforpeople.co.uk/about-us/community/customer-voice

Katie Smart

Director for Places for People Scotland

“It’s been an exciting year - we’ve made great strides in standardising our services, ensuring we can truly support our Customers and add value where it’s most needed.

One of the key changes has been around how we operate, including our rent and service charge policy, where we’re committed to providing Customers with clearer visibility of the services we deliver.

I’m constantly in awe of, and proud of, the team in Scotland who work tirelessly to provide the best support - whether it’s handling complex cases or delivering Community initiatives that give people the springboard they need to thrive. This has included youth diversionary activities, educational programs, and health and wellbeing initiatives.

We launched our first Customer feedback survey in over two years, and while it’s been disappointing to see areas where we’ve fallen short of expectations, the feedback has been invaluable. We’ve got several projects and improvements already underway to address these concerns.

Additionally, we’re proud to have delivered 381 new homes as part of our commitment to tackling the homeless crisis.

As we look forward to the next financial year, our focus remains on supporting our Colleagues, enhancing customer service, and continuing to invest in both our existing and new homes.”



Quality of Housing

The Scottish Housing Quality Standard (SHQS) ensures that homes are energy efficient, safe, secure, free from major damage, and equipped with kitchens and bathrooms that are in good condition.

The SHQS target is 100%, and while we're currently at 82%, this provides a strong foundation for improvement. We see this as an opportunity to make positive strides and work towards achieving the full 100%, ensuring even better standards for our homes.

Some homes are currently in abeyance, meaning necessary work has been temporarily put on hold but will be revisited. We're actively reviewing the 402 homes in abeyance and plan to reassess these cases in the coming months to decide if and when works will be completed.

Homes meeting SHQS target

82%

HOUSING QUALITY RESULTS

Abeyances

402

Failures

153

Exemptions

452

Repairs/Maintenance

Based on feedback, we're improving our systems and processes to make it easier for Customers to get repairs, improvements, and safety checks done.

We've introduced a Customer Survey after each repair is completed, so Customer feedback can help us enhance our services. We're also developing a new, improved Customer Portal to simplify reporting repairs.

Repairs stats for the 2023-2024 period:

REPAIRS

Average length of time for non-emergency repairs to be completed

15

days

Average length of time for emergency repairs to be completed

22

hours

GAS SAFETY CHECKS

All gas safety checks required within the 2023 - 2024 financial year have been completed

Estate Management/Anti-social Behaviour (ASB)

We take community safety and tackling ASB very seriously, recognising that these are critical issues affecting our Customers and their surroundings.

While we are committed to addressing these challenges, we also understand that other agencies, such as the Police and Local Authority Environmental Health Teams, may be better positioned to lead on certain matters. That's why we continue to work closely with these agencies.

In addition, we partner with various stakeholders within our Communities to ensure that appropriate actions are taken. When gaps in services arise, we actively seek to develop initiatives with our partners.

We are pleased to report that during the 2023-2024 period, we achieved a resolution rate of 92% for ASB incidents, with a total of 105 cases addressed. Additionally, we successfully responded to all ASB cases within locally agreed timescales. This reflects our commitment to maintaining safe and supportive communities for our Customers.

Examples of these initiatives include programs for young people, support for people struggling with substance abuse, mentoring, Community drop-in sessions, and action days or weeks.

To further enhance our efforts, we launched a new team in July 2024 dedicated to safeguarding, addressing anti-social behaviour, and managing complex cases.

ASB cases response rate

100%

Number of ASB cases resolved

92%

Number of ASB cases reported

105

Housing Options

At Places for People Scotland, we are committed to collaborating with various partnerships and local authorities to provide our Customers with a wide range of social housing options.

To enhance our performance and responsiveness to housing requests and inquiries, we have recently restructured our Lettings and Marketing Team. Our Lettings Team is readily available to offer information and advice on housing options.

We share information about housing options through various channels, including:

- Our website
- Email and phone enquiries
- Signposting to other organisations, such as local councils, for specialised advice

Additionally, we are proud members of the EdIndex common housing register for Edinburgh, and we operate our own housing register, Home Search, for East Lothian, Midlothian, and West Lothian.

As part of our commitment to the community, we are committed to supporting people who are homeless in our Communities and we support local authorities in accordance with the law, including initiatives such as Rapid Rehousing plans and the Housing First initiative.



Access to Housing

We are proud to be EdIndex partners alongside other housing associations in Edinburgh. EdIndex, managed by The City of Edinburgh Council, allows Customers to complete a single application to access housing support.

We are committed to supporting Customers with their applications, particularly those who may have difficulty accessing online services. Below is a breakdown of our lettings over the past four years.

SOURCE OF LET	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Existing customers	27	27	62	63	56	33
Applicants	184	147	131	262	206	208
Mutual exchanges	56	45	33	57	50	65
Nominations from councils	15	128	99	85	81	111
Homeless applications	238	231	133	212	239	64
Other sources	60	44	34	109	39	243
Total	580	622	492	788	671	724

Tenancy Sustainment

We remain dedicated to supporting our Customers in managing their tenancies and providing guidance to help prevent homelessness.

From the moment a Customer takes on their new home they will have the support of one of our Community Housing Managers and many other Colleagues. Community Housing Managers will help with support needs identified during the new home application and moving journey. Assistance and support is available for Customers with vulnerabilities.

For Customers facing higher risks, our Community Housing Managers offer short-term support to resolve any tenancy-related challenges, such as rent arrears, anti-social behaviour, substance misuse, and the overall condition of their home and garden.



Customer Feedback Highlights

The Positive Impact Of Our Services

Our Financial Inclusion Team provides a range of tailored services for Customers in need, including advice on energy, money management, debt, benefits, and assistance with benefits appeals and grant applications. We offer face-to-face consultations, home visits, and support via telephone and email, assigning a dedicated person to each Customer until their issue is resolved.

In response to the rising costs of living, we are committed to supporting both Colleagues and Customers in navigating the challenges posed by increasing energy costs, inflation, interest rates, and food prices.

We have a Cost of Living Taskforce which includes Colleagues who are experts in many different areas who can work together to provide help including:

- **Hardship Funds:** Customers can access our hardship fund for assistance with essential household items.
- **Engagement with Partners:** We collaborate with local food banks to ensure Customers in need can access necessary support.
- **External Forums and Training:** Our Colleagues attend welfare rights forums to share best practices, gather information, and address challenges. They also deliver training to our teams who support Customers in our Communities on recognising fuel poverty and identifying it early to provide effective support.
- **Improved Referral Processes:** This makes it easier and quicker for Colleagues to refer Customers for assistance.

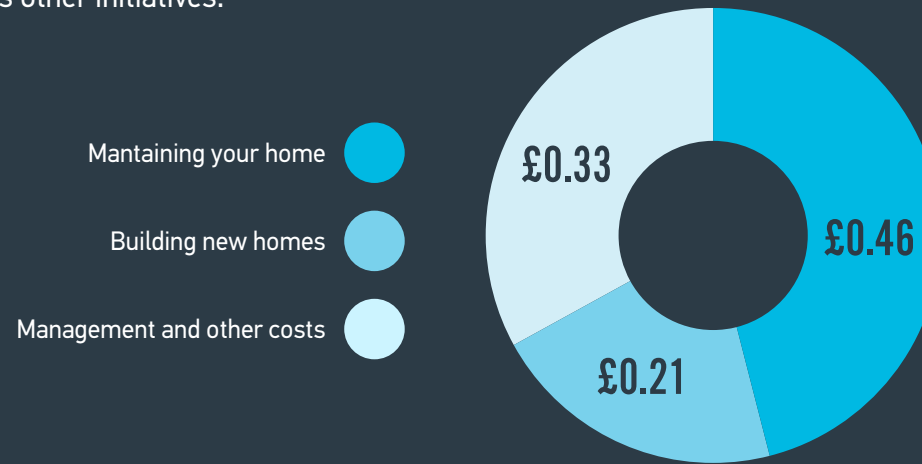
Together, we are committed to creating a supportive environment for our Customers, ensuring they have the resources and help they need to thrive.

“They have been and are being very helpful in my tenancy with regard to some financial difficulties I have had.”

“As a physically disabled person, I am delighted with the wet room they have recently installed and the other adaptations that allow me to stay in my home long-term.”

Value for Money

It is essential to us that our Customers receive services that consistently offer value for their rent and other charges they pay. To achieve this, we share resources for certain services, enabling us to leverage expert central teams and reduce duplication. Additionally, we actively pursue external grants for home adaptations and various other initiatives.



→ This chart shows how we split the use of Customer rent payments per £1 to ensure value for money, with funds allocated for maintaining homes, building new properties, and covering essential management costs.

OUR PERFORMANCE	2019-20	2020-21	2021-22	2022-23	2023-24	Target
Total losses from empty homes	0.70%	0.71%	1.96%	2.11%	1.69%	1.35%
Average repair cost for each empty home	£1,577	£2,516	£2,096	£2,910	£3,461	£2,555
Average re-let times	24 days	22 days	47 days	86.3 days	49 days	22.5 days
Current arrears	4.24%	4.66%	5.29%	5.41%	4.16%	3.65%

Rent Consultation

In November and December 2023, we consulted our Customers about their rent and service charges for the period from April 2024 to March 2025. This annual consultation is a legal requirement, and we value the opportunity to gather feedback from our Customers.

The survey was distributed to Customers living in rental homes across Scotland. Invitations were sent to the 4,770 Customers for whom we have email addresses, but Customers also had the option to complete the survey face-to-face with our Colleagues or by telephone.

A total of 568 Customers participated, resulting in a response rate of 8%.

We proposed a rent increase of 7.7%, which allowed us to maintain our services and invest in our homes in accordance with our business plan. This included an allocation of £11 million for replacing kitchens and bathrooms, as well as improvement of building safety systems to ensure your home is safer.

We will be consulting Customers again this Autumn on changes for the financial year 25/26. For more details, visit:

www.placesforpeople.co.uk/about-us/who-we-are/our-companies/places-for-people-scotland/latest-consultations/

Equalities

We assess how our policies, actions, and services impact different groups of people through Equality Impact Assessments. These assessments help us identify potential effects on any group and guide us on how to address them. All our Colleagues undergo equality training, equipping them with the essential skills to maintain an inclusive approach for our Customers.

Based on your feedback, we will collaborate with members of our Senior Leadership Team and a dedicated working group to implement the best possible actions for ensuring equal opportunities for all our Customers.

Places for People is now HouseProud accredited. This accreditation reflects our commitment to supporting and representing our LGBTQ+ Customers and Colleagues across all areas of our organisation.

To find out more, visit:

www.placesforpeople.co.uk/houseproud

Communication

Communication takes many forms at Places for People Scotland, whether it's a quick phone update, meeting Customers in their homes, sending out news updates, letters, or engaging through social media and our website. When we connect with our Customers, we strive to offer a variety of communication methods and formats that are timely, clear, transparent, and accessible.

Based on Customer feedback and to improve the Customer experience, we have established a central Complaints Handling team dedicated to addressing all complaints received. This enhancement will speed up the process and ensure that every Customer receives a timely response within the specified timeframe.

Additionally, we are working on our new and improved Customer Portal, designed to make it easier for Customers to track payments, report repairs, and submit complaints.

To improve communication and relationship building we have reduced the number of homes each of our Community Housing Managers look after.

We have also launched a regular Customer email bulletin to keep you informed.

Total number of
stage 1 complaints

631

Total number of
stage 2 complaints

48

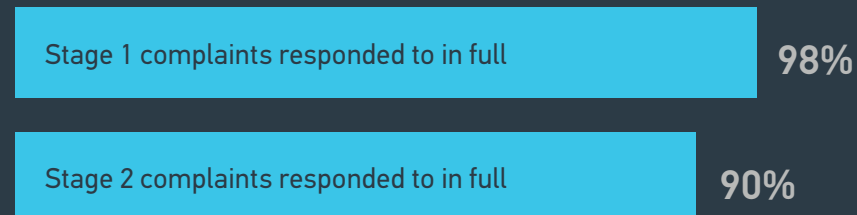
Average time to respond
to stage 1 complaints

3
days

Average time to respond
to stage 2 complaints

21
days

COMPLAINTS



Participation

In the last year, we have continued to create more ways for Customers to get involved and have their say. This engagement aims to give Customers the opportunity to tell us what they think about our services, policies, and processes so we can make insightful and fulfilling improvements.

As well as maintaining our National Customer Group, a key highlight has been bringing together our Regional Customer Group (RCG) for Scotland, of which we now have seven members. This has given Customers the opportunity to directly impact lives in their Communities.

The RCG was launched based on Customer feedback in January 2024, with a commitment to meaningful Customer involvement and scrutiny. Its goal is to focus on outcomes and improve services for all Places for People Scotland Customers. By using Customer insights, the RCG objectively monitors service delivery, enhances engagement, and ensures the Customer voice is heard and addressed.

We're proud to introduce the Chair of the RCG for Scotland, Andrina Matthew. The Chair plays a vital role in ensuring the smooth running of the RCG of Scotland, overseeing effective meetings and achieving key outcomes and actions. Andrina fosters positive relationships between the RCG, Places for People Scotland Colleagues, and the National Customer Group.

For more information on becoming an RCG member, please email:

getinvolved@placesforpeople.co.uk

Andrina Matthew

Chair for RCG Scotland

“As Chair, I’m eager to build strong relationships within the RCG and beyond because I truly believe that the Customer’s voice is crucial to enhancing our services.”

I am passionate about seeing the Places for People Scotland Community thrive, and I hope that through our efforts in the RCG, we can empower Customers to make a positive impact on the products and services we offer. My involvement with the RCG has been a hugely positive experience, and I encourage anyone interested to take that leap and get involved!”



Customer Feedback/Outcomes

Based on your feedback, we launched the Scotland Regional Customer Group in January 2024. The group meets in person quarterly, with Members also attending the National Customer Group meetings. Members are provided with opportunities to participate in learning sessions and informal catchups, ensuring ongoing development and working together.

Social Impact

Our Financial Inclusion team in Scotland has supported Customers in generating an additional £1.2m in income this year through rent-related benefits, disability benefits, and earnings replacement.

We provided energy advice and benefits support to 894 Customers. This included people helped through various inclusion projects such as Energy, Early Tenancy, Pocket Power, Furniture, Warm Packs, and Hardship Fund Vouchers, with further support from our energy advisors.

Additionally, 2,968 people were supported with financial inclusion services through our community projects, including the provision of vouchers, furniture, white goods, and advice.

Our social value contribution for the year stands at £2m . This figure reflects the practical help provided through our tenancy sustainment fund, starter packs, hardship funds, and partnerships with organisations offering health, social care, addiction, and homelessness support.

Social value contribution

£2m

48

Projects

to create thriving Communities were supported through our funding. These include Hays Community Hub in Edinburgh, Portlethen and District Voluntary Community Ambulance, and the Reidvale Neighbourhood Centre in Glasgow.

Customers provided with energy advice and benefits support

894

Customers supported with financial inclusion services

2,968

People supported through funded projects in Scotland

8,883

People supported with education, employment, or training

1,090

Scottish Housing Regulator

You can find a full breakdown of our performance on the Scottish Housing Regulator's website. This includes reports on how we're performing, comparisons with other landlords, our full Charter return, and our audited accounts. All the information is available here:

www.housingregulator.gov.scot/landlord-performance/landlords/castle-rock-edinvar-housing-association-ltd

Please note that while we trade as Places for People Scotland, our legal name remains Castle Rock Edinvar Housing Association Limited. If you need any assistance in accessing the report, please call us on **0131 657 0600**.

To view the Scottish Social Housing Charter outcomes that we report on, visit:

www.gov.scot/publications/scottish-social-housing-charter-november-2022

Please be aware that outcomes 12 and 16 (Homeless People and Gypsy/ Travellers) are not included in our report, as we do not currently provide these services in Scotland.



If you need information about your home, such as how to report a repair, money advice or wellbeing support — please get in touch with us and we will help you. Visit our website:

www.placesforpeople.co.uk/scotland

#WeAreCommunity