



23/24



ANNUAL RETURN ON THE CHARTER REPORT

AT PLACES FOR PEOPLE SCOTLAND,

we believe we exist because of our Customers and will always aim to do the right thing. Therefore, we take feedback and insight very seriously to understand where we can and should improve our service and support.

The Annual Return on the Charter (ARC) survey is a requirement set by the Scottish Housing Regulator. It sets the service standards and outcomes that all social housing providers in Scotland should aim to achieve.

WHAT IS ARC?

The Scottish Housing Regulator (SHR) requires landlords to conduct Customer surveys to gather satisfaction data at least every three years. This information is crucial for Places for People Scotland, as it is reported through the Annual Return on the Charter (ARC).

The ARC is a document that Registered Social Landlords (RSLs) and Housing Associations submit annually to the SHR, detailing performance against the regulator's standards over the previous year. It covers a wide range of topics, from repair wait times to complaints handling and Anti-Social Behaviour (ASB), providing a complete view of our performance.

OUR APPROACH TO THE CUSTOMER SURVEY

For the 2023 Customer survey, we opted for a comprehensive approach to ensure that the feedback we received truly represented all our Customers. By adopting a census approach, we were able to gather valuable insights from 1,287 responses through email, telephone, and face-to-face interactions.

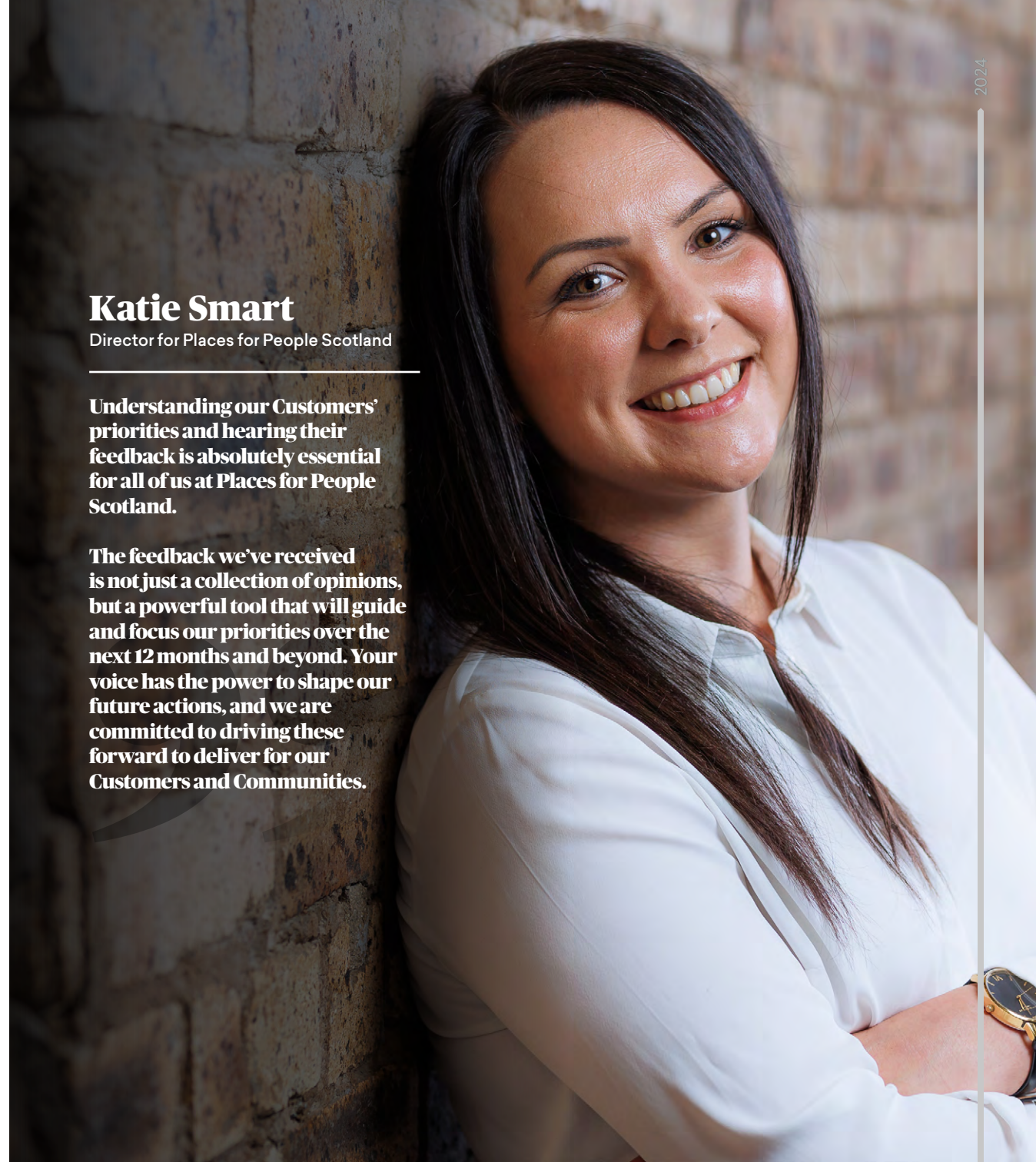
Our goal is to use these survey results to confirm our current strategies and identify areas for improvement, ensuring we continue to meet the needs of our Customers effectively.

Katie Smart

Director for Places for People Scotland

Understanding our Customers' priorities and hearing their feedback is absolutely essential for all of us at Places for People Scotland.

The feedback we've received is not just a collection of opinions, but a powerful tool that will guide and focus our priorities over the next 12 months and beyond. Your voice has the power to shape our future actions, and we are committed to driving these forward to deliver for our Customers and Communities.



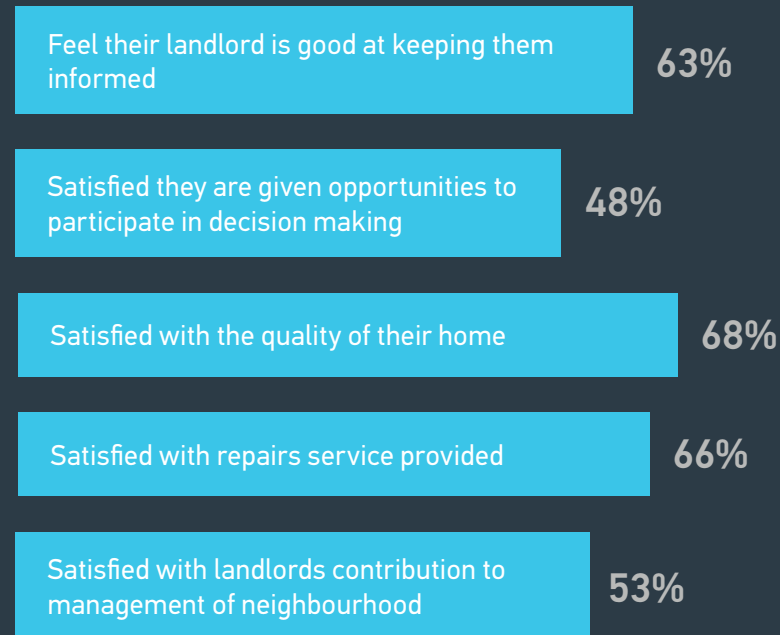
Establishing our baseline for change

We are pleased to share the results of our Customer survey with you, covering the 2023 to 2024 financial year. Thank you to all our Customers who contributed to this. We now have a clear baseline that will help us to build on the extensive work already underway to drive real and positive change.

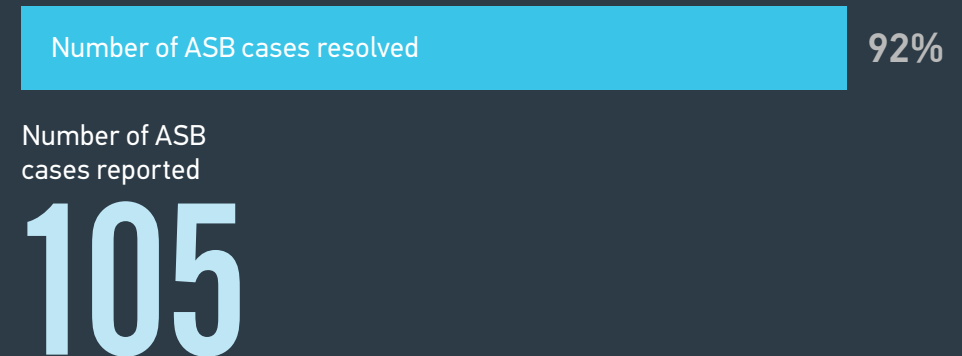
Overall Satisfaction

68%

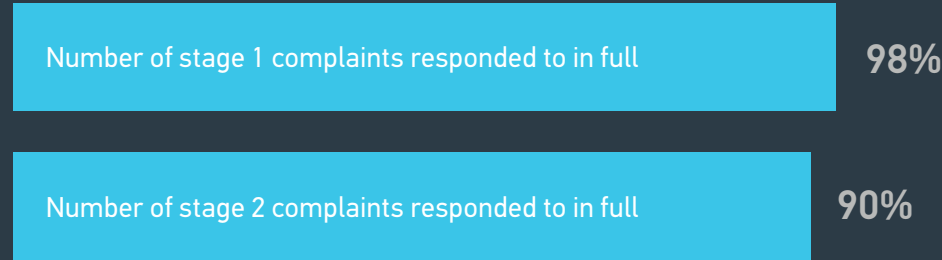
ARC SURVEY RESULTS



ANTI-SOCIAL BEHAVIOUR (ASB)



COMPLAINTS



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

REPAIRS

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

16 days

Average length of time for emergency repairs to be completed

22 hours

CHANGE TO SCOTTISH HOUSING QUALITY STANDARDS (SHQS)

82% of our properties met this standard

GAS SAFETY CHECKS

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

WORK THAT IS UNDERWAY

In the Customer survey, our Customers identified three areas as improvement opportunities. Here is the work already underway in each area.

COMPLAINTS

To improve our complaints process, we've centralised management to ensure faster responses. We've also increased the number of complaint handlers and are enhancing our governance and control over the Customer complaints journey to ensure issues are dealt with quickly and efficiently.

REPAIRS

We're revolutionising appointment scheduling for repairs to improve efficiency and ensure timely communication. Through automation and training, repairs will be handled swiftly and accurately, giving Customers peace of mind that their needs are being met.

COMMUNITIES

Across all our Communities, we're creating closer relationships with our Customers by recruiting more customer-facing Colleagues to reduce the number of homes an individual team member supports. We have recruited a dedicated Community Safety team who will focus on tackling anti-social behaviour and supporting our Customers impacted by it.



The opinions of our Customers are the most important thing to us, that's why we'll continue to monitor our results and use them to drive improvements to our services.

Thank you to everyone who took part in this year's survey. We will be considering how we ask our Customers for their views for the next survey and are developing plans to make improvements and learn from these results.

For support with the cost of living visit:
www.placesforpeople.co.uk/costofliving

For support with your wellbeing visit:
www.placesforpeople.co.uk/help-support/your-wellbeing

To report a repair visit:
my.placesforpeoplescotland.co.uk

To become an Involved Customer visit:
www.placesforpeople.co.uk/customer-voice



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