



# Setting the Standards: The Scottish Social Housing Charter

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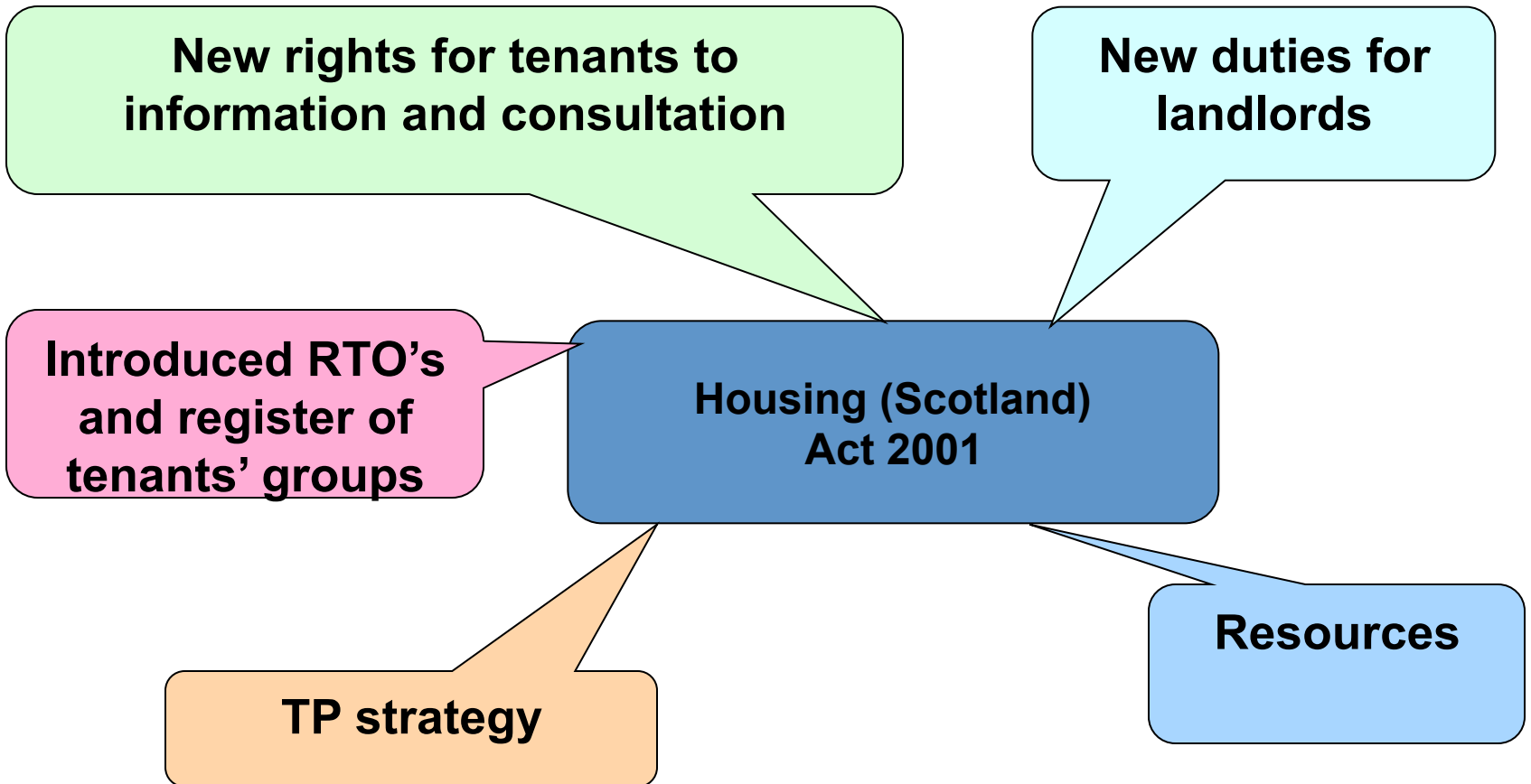
## In the beginning.....

- **1980's** - Tenant Participation starts to evolve in Scotland
- **1999** - Scottish Parliament established
- **1999** - Partners in Participation (National Strategy for Tenant Participation) published

# Housing (Scotland )Act 2001

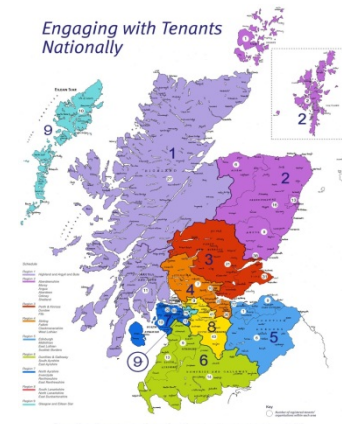


# Housing (Scotland) Act 2001.....



# Working with RTO's nationally....

- **600 Registered Tenant Groups and Nine Regional Networks**
- **Gives tenants, a recognised voice alongside the professional sector in developing national policy**
- **Provides a broadly representative view of tenants and residents**
- **Helping shape housing policy in Scotland in difficult times**



# Housing (Scotland )Act 2010



## **Housing(Scotland ) Act 2010.....**

- **Introduced Scottish Social Housing Charter which came into force on 1<sup>st</sup> April 2012**
- **Established an independent Scottish Housing Regulator with the statutory objective of safeguarding and promoting the interests of tenants, homeless people and other customers who use the use the services of social landlords**



# The Scottish Social Housing Charter



## Developing the Charter.....

- **Long consultation period to give plenty of time for tenants and landlords to help shape the Charter**
- **Charter website over 10,600 visits, Spoke to over 2000 people**
- **Identified a set of standards and outcomes that encourages landlords to deliver high quality services that tenants demand**

## Scope of the Charter.....

- **Does not replace any existing legal duties that landlords are required to meet**
- **The Regulator's reports will be used to ensure that public investment in new social housing goes only to landlords that the Regulator assesses as performing well.**
- **First Charter in place for five years up to March 2017 and reviewed during this period**

## The Charter's purpose.....

- Give tenants and other customers a clear understanding of what they should expect from a social landlord
- Give landlords a clear understanding of what they should be delivering through their housing activities
- Provides the basis for the Scottish Housing Regulator to monitor, assess and report on the performance of social landlords and if necessary to require compliance with the charter

## What the Charter does .....

- **Focuses landlord activity on services that are important to tenants and other customers**
- **Encourages a culture of involving service users in the design, delivery and performance of services**
- **Provides a set of consistent standards and outcomes which should be met for all social housing tenants wherever they live and encourages landlords to match the performance of the best**

# What the Charter does.....

- **Gives clear information on how landlords are performing against the Charter**
- **Gives tenants information about performance they can scrutinise and question**
- **Provides a basis for assessing individual landlord performance and comparing it to others**
- **Encourages tenant involvement in performance management**
- **Gives Landlords the information they need to improve performance and give tenants value for money for the rent they pay**

## Areas covered in the Charter.....

- **The customer/landlord relationship**
- **Housing quality and maintenance**
- **Neighbourhood and community**
- **Access to housing and support**
- **Getting good value from rents and service charges**
- **Other customers**

## Assessing Charter performance.....

- **SHR Charter indicators and technical guidance published**
- **31<sup>st</sup> May 2014 –First ARC reports submitted**
- **August 2014 SHR publish individual landlord reports and launch interactive performance comparison tool**
- **31<sup>st</sup> October 2014- individual Landlord report to tenants published**
- **SHR report on 1<sup>st</sup> year of Charter reporting expected mid March 2015**

## The Charter and Scrutiny....

- **New Scottish regulatory regime introduced tenant involvement in self assessment which has been translated into scrutiny**
- **Gives tenants an enhanced role in scrutinising landlord performance**
- **Potentially puts much more responsibility on tenants so training and ongoing support vital**
- **Aim of the Charter and scrutiny is to give tenants more power in holding their landlords to account for the services and performance they provide**



## What is tenant scrutiny.....

- **Systematic and regular tenant involvement in performance management**
- **A step beyond tenant participation?**

# Relationship between Scrutiny, Tenant Participation, and Governance

**Participation** = Day to Day



**Scrutiny** = independent, empowering  
and systematic assessment of performance



**Governance** = Board/Council



## Scrutiny and Tenant Participation.....

**Scrutiny arrangements should draw and build on established tenant participation activities such as:**

- **Partnership working with RTO's**
- **Tenant led inspections**
- **Work with those on interested tenant registers/armchair critics**
- **Service Review groups**
- **Focus groups**
- **Mystery shopping**
- **Estate inspections**

# Learning from the Scottish experience!





**Tenant participation, the  
Charter and scrutiny.....!**

**Making a real difference!**