

August 2024

Sanctuary Scotland Housing Association Limited

Mapping Exercise for Assurance Statement – compliance with the requirements of the Scottish Social Housing Charter

The purpose of this document is to provide the Board of Management of Sanctuary Scotland Housing Association Limited with assurance that the organisation complies with the requirements of Part Three of the Regulation of Social Housing in Scotland in relation to the Scottish Social Housing Charter (SSHC). The compliance requirements are defined, the evidence and practice to support compliance is described and additional information or further action defined.

This mapping exercise forms two parts. Part One deals with the SSHC content and how Sanctuary Scotland Housing Association Limited complies with the required outcomes and standards. Part Two assesses compliance against the requirements detailed in Chapter Three of the Regulation of Social Housing in Scotland framework in relation to the SSHC – submission of the annual return, tenant involvement and reporting on performance.

Compliance with the SSHC is a requirement of the Housing (Scotland) Act 2010 and sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Its purpose is to improve the quality and value of the services that social landlords provide by:

- Stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account
- Focusing the efforts of social landlords on achieving outcomes that matter to their customers
- Providing the basis for the SHR to assess and report on how well landlords are performing. This assessment enables the Regulator, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement

PART ONE

Section outcomes & standards	Evidence	Compliant?	Action required/commentary
THE CUSTOMER/LANDLORD RELATIONSHIP			
<p>1: Equalities Social landlords perform all aspects of their housing services so that:</p> <ul style="list-style-type: none"> • Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services. <p>This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords' responsibility for finding ways of understanding the rights and needs of different customers and delivering services that recognise and meet these</p>	<p>Contact via different formats; email, webforms, phone, office, post. Displayed on letterheads/correspondence, email signatures and website.</p> <p>North Star – customer focus for all staff. North Star supports Corporate Strategy</p> <p>KnowledgePoint – Housing, Repairs, Income Services</p> <p>Resident Engagement Strategy for 2022-2025, 'Shaping our Future'</p> <p>National Review Panel, Focus Groups, Email Panel: Code of Conduct, Terms of Reference</p> <p>Tenant Members of Board of Management and Area Committees</p> <p>Governing Body Reports</p> <p>Tenant Satisfaction Survey</p> <p>Transactional surveys for repairs. Programme in place to develop further transactional surveys in 2024.</p> <p>Annual Report to Tenants published</p>	<p>Yes</p>	

	<p>Tenant Handbook and complaints leaflet</p> <p>Feedback sought and received for consultation on rent increase 2024</p> <p>Local letting strategies approved annually by board of management</p> <p>Inclusion for All (Strategy), Disability Network, Race Equality Network, PRISM (LGBT+ network), Parent Network</p> <p>All Policies and Procedures have a reference to impact on Equality and Diversity.</p> <p>Community Connector Manager attends quarterly D&I Lead Group to ensure Group-wide initiatives are adopted locally and that participation is maximised for specialist support groups such as: Race Equality Network, Parent Network, PRISM (LGBTQ+).</p> <p>All governing body reports include reference to the impact on Diversity.</p> <p>Analysis on equalities and diversity information of customers completed for tenant satisfaction survey, due to be updated in 2024. Equality Impact assessment reports customers experiencing domestic violence undertaken in 2023 and recommendations being taken forward.</p>		
--	---	--	--

	<p>Exercise to update fields for capturing equalities data of customers has been completed. Sanctuary Census undertaken in 2024 to increase the data we hold.</p> <p>Mandatory training on Equality and Diversity for all staff (Inclusion for All – Equality, Diversity and Inclusion)</p> <p>Our values – Sanctuary Group</p>		
<p>2: Communication Social landlords manage their businesses so that:</p> <ul style="list-style-type: none"> • Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides <p>This outcome covers all aspects of landlords’ communication with tenants and other customers. This could include making use of new technologies such as web-based tenancy management systems and smart phone applications. It is not just about how clearly and effectively a</p>	<p>24 hour, 7 days, 365 days a year Customer Service Centre available to report repairs, provide income services and housing services.</p> <p>We launched our refreshed website during 2022. We assessed its use for our customers and how we will ensure that this platform is a primary means of outline information for the services that we offer across our housing services. These improvements will enable users to easily report repairs or changes in circumstances via webforms.</p> <p>Local Operations – open to the public.</p> <p>Resident Engagement Strategy for 2022-2025, ‘Shaping our Future’</p> <p>National Review Panel and Focus Groups: Code of Conduct, Terms of Reference</p> <p>Mobile working introduced – aims and objectives to have a greater presence in the communities we serve and support those most in need.</p>	<p>Yes</p>	

<p>landlord given information to those who want it. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.</p>	<p>Ongoing works on OneProperty and Self-Service portal, DocuSign and mobile apps</p> <p>Feedback sought and received for consultation on rent increase 2024</p> <p>Tenant Satisfaction Survey</p> <p>Customer contact, complaints handling and compensation policy and procedure</p> <p>New local Customer Hub model implemented in 2024, with new Scotland number.</p> <p>Privacy Statements provided to customers who share their personal data with us to deliver services. The content of these covers Applications, Manage Tenancy, FOISA, MMR Application, MMR Manage Tenancy all versions plus easy reads have been created and are available on the website.</p> <p>PR and Communications – newspapers, websites</p>		
<p>3. Participation</p> <ul style="list-style-type: none"> Tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with <p>This outcome describes what landlords should achieve by meeting their statutory duties on tenant participation. It covers</p>	<p>Resident Engagement Strategy for 2022-2025, ‘Shaping our Future’</p> <p>National Review Panel and Focus Groups: Code of Conduct, Terms of Reference</p> <p>Tenant Members of Board of Management and Area Committees</p> <p>Estate Inspections – invitations are sent to interested tenants on a needs basis.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	

<p>how social landlords gather and take account of the views and priorities of their tenants, other customers, and bodies representing them such as registered tenant organisations, how they shape their services to reflect these views; and how they help tenants, other customers and bodies representing them such as registered tenant organisations to become more capable of involvement- this could include supporting them to scrutinise landlord services.</p>	<p>A programme of customer focus days is being implemented, covering a range of activity including liaison, support, diagnosis and completion of repairs, and estate management work.</p> <p>Community Investment team provide services directly in communities based on the needs of those communities and work in partnership with other agencies and community members to deliver projects. Distribution of £50,000 CI budget. Community investment activities delivered in partnership with contractors as part of development programme. Toryglen budget is being allocated to local projects to double investment in the neighbourhoods as part of Thistle Promises.</p> <p>Consultation carried out with Focus Groups (by region) for example as part of the rent increase consultation.</p> <p>Tenant Satisfaction surveys to seek views of customers and improvement plans to address outcomes. 90% of respondents satisfied with the opportunities given to them to participate in landlords' decision making.</p>		
---	--	--	--

Section Outcomes & Standards	Evidence	Compliant?	Action required/commentary
HOUSING QUALITY AND MAINTENANCE			
<p>4: Quality of Housing Social Landlords manage their business so that:</p> <ul style="list-style-type: none"> Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated: are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020 <p>This standard describes what landlords should be achieving in all their properties. It covers all properties that social landlords let, unless a particular property does not have to meet part of the standard. If, for technical reasons, landlords cannot meet any part of these standards, they should regularly review the situation and ensure they make improvements as soon as possible.</p>	<p>Total stock 83.8% Compliant with the SHQS</p> <p>Reinvestment programme is addressing EESH / SSHNZ compliance requirements</p> <p>Toryglen reinvestment plan and environmental works</p> <p>Annual Reinvestment budget and development of five-year reinvestment plan</p> <p>Regeneration strategy for Cumbernauld being developed</p> <p>Lettings Standard</p> <p><u>Void Strategy</u></p> <p>Explanation of landlord and tenant's obligations for repairs and maintenance in Scottish Tenancy Agreements.</p> <p>Performance reports for Area Committees. – example item 6.</p>	Yes	
<p>5: Repairs, maintenance and improvements</p> <ul style="list-style-type: none"> Social landlords manage their businesses so that: 	<p>Property Services Performance reports for Area Committees. – example item 10.</p>	Yes	

<ul style="list-style-type: none"> Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when the work is done <p>This outcome describes how landlords should meet their statutory duty on repairs and provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales; setting repairs standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.</p>	<p>Transactional surveys for repairs are completed by Property Services.</p> <p>KPI scorecard – example item 6a.</p> <p>Asset Management Strategy and five-year re-investment plan</p> <p>Maintenance and Repairs Policy and Procedure</p> <p>Aids and Adaptations Policy and Procedure</p> <p>Permissions for Improvements Policy and Procedure</p> <p>The NRRP have also been consulted on Assurance Statement items for Whistleblowing April and Equalities and Human Rights in June 2024.</p> <p>Improvement plan in place to address feedback from satisfaction survey. Further survey and action plan developed in 2024.</p> <p>Introductions of new technology - Project Genysys (Mailbox consolidation) and Project Odyssey – App development (SI/SIT/Wellbeing)</p> <p>Improved telephone options to ensure customers are directed to the correct operative with the best skill set to deal with their query. Options for emergency, new non-urgent and existing repair enquiry</p>		
--	--	--	--

	<p>New local Customer Hub model implemented in 2024, with new Scotland number.</p> <p>Wellbeing team – team who can track and escalate repairs deemed to be impacting a customer or household member wellbeing</p>		
--	--	--	--

Section Outcomes & Standards	Evidence	Compliant?	Action required/commentary
NEIGHBOURHOOD AND COMMUNITY			
<p>6: Estate Management, anti social behaviour, neighbourhood nuisance and tenancy disputes</p> <p>Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:</p> <ul style="list-style-type: none"> Tenants and other customers live in well-maintained neighbourhoods where they feel safe <p>This outcome covers a range of actions that social landlords can take on their own and in partnership with others. It covers action to enforce tenancy conditions on estate management and neighbour</p>	<p>Tenants Handbook addresses key tenancy requirements</p> <p>Signing up process for new tenants covers the key terms of the SST to ensure residents understand their rights and responsibilities</p> <p>Grounds maintenance service being in house ensures control over the work done in neighbourhoods including range, quality and frequency. Also enables a quick response to environmental issues or complaints/concerns raised</p> <p>Field based housing officers equipped with mobile/tablet technology enables higher visibility within estates but also picking up issues in their patch areas. Regular estate inspections are carried out.</p>	<p>Yes</p>	

<p>nuisance, to resolve neighbour disputes, or to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with others to tackle anti-social behaviour</p>	<p>Operating model ensures that customers can access services 24 hours per day</p> <p>Settling in visits carried out with new tenants to offer support in ensuring tenancy successful</p> <p>Housing Officers work jointly with other agencies and third parties to support residents who are both suffering from and perpetrating antisocial behaviour</p> <p>Housing officers work in partnership with other landlords in areas of multi-tenure to address any environmental or ASB issues</p> <p>Community investment service – we work in partnership with the community and third parties to directly fund and supports projects that improve communities and the lives of people in them. this includes projects that directly affect the surrounding environment e.g. Cumbernauld living landscape.</p> <p>Relevant Policies and procedures/documents:</p> <ul style="list-style-type: none"> • Abandonment • Aids and Adaptations • Allotments • Anti social behaviour and harassment • Customer contact, Complaint handling and compensation • Factored Owners • Lettings • Lodgers and Subletting • MMR Tenancy Changes • MMR Voids, Repairs and Maintenance 		
--	--	--	--

	<ul style="list-style-type: none"> • Tenancy Changes • Tenancy Management • Tenants' handbook <p>Fire Risk Assessments ensure safe environment and site actions monitored for completion</p> <p>Use of Business Information:</p> <ul style="list-style-type: none"> • Complaints analysis, response times and lessons learned • React data – ensuring ASB complaints are dealt with within timescales and monitored effectively 		
--	--	--	--

Section Outcomes & Standards	Evidence	Compliant?	Action required/commentary
ACCESS TO HOUSING AND SUPPORT			
<p>7, 8 and 9: Housing Options Social landlords work together to ensure that:</p> <ul style="list-style-type: none"> • People looking for housing get information that helps them make informed choices and decisions about the range of housing options that are available to them • Tenants and people on housing list can review their housing options 	<p>Lettings Policy and Procedure, Additional Guidance and Appendices</p> <p>Housing Options Guidance</p> <p>Guide to applying for housing available, mutual exchanges and further information on website</p> <p>Publicise information on mutual exchanges (KnowledgePoint, in offices, in Voice) and support for application enquiries.</p> <p>Use of Homeswapper and House Exchange.</p> <p>Mutual exchange policy and procedure</p>	Yes	

<p>Social landlords must ensure that:</p> <ul style="list-style-type: none"> • People at risk of losing their homes get advice on preventing homelessness <p>These outcomes cover landlords' duties to provide information to people looking for housing and advice for those at risk of becoming homeless. This could involve providing housing 'health checks' for tenants and people on housing lists to help them review their options to move within the social housing sector or to another sector.</p>	<p>Application reviews – changes of circumstances annual checks.</p> <p>Lodgers and Subletting policy and procedure</p> <p>People at risk of losing their homes get advice on preventing homelessness – we offer support and guidance throughout the arrears escalation process where someone is at risk of court proceedings due to tenancy breaches (non payment of rent). Tenants are also signposted to their Local Authority in letters and at appointments.</p>		
<p>10: Access to social housing Social landlords must ensure that:</p> <ul style="list-style-type: none"> • People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed <p>This outcome covers what social landlords can do to make it easy for people to apply for the widest</p>	<p>Lettings Policy and Procedure, Additional Guidance and Appendices</p> <p>Housing Options Guidance</p> <p>Guide to applying for housing available, mutual exchanges and further information on website</p> <p>Publicise information on mutual exchanges (KnowledgePoint, in offices, in Voice) and support for application enquiries.</p> <p>Use of Homeswapper and House Exchange.</p> <p>Application reviews – changes of circumstances annual checks.</p>	<p>Yes</p>	

<p>choice of social housing that is available and suitable and that meets their needs. It includes actions that social landlords can take on their own and in partnership with others, for example through Common Housing Registers or mutual exchange schemes, or through local information and advice schemes</p>	<p>In the North East we work in partnership with Castlehill, Hillcrest Homes and Grampian Housing Association to deliver choice-based lettings in partnership via TheseHomes.</p> <p>In Cumbernauld we work in partnership with north Lanarkshire council as part of the Common Housing Register</p> <p>In Inverclyde, we will work with Inverclyde council as part of the Common Housing Register</p>		
<p>11: Tenancy sustainment Social landlords must ensure that:</p> <ul style="list-style-type: none"> • Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations. <p>This outcome covers how landlords on their own, or in partnership with others, can help tenants who may need support to maintain their tenancy. This includes tenants who may be at risk of falling into arrears with their rent, and tenants who may need their home adapted to cope</p>	<p>Antisocial Behaviour and harassment policy and procedure – support for victims and supporting perpetrators with referrals to support services and use of Short SSTs for managing behaviour.</p> <p>Tenancy Management policy and procedure.</p> <p>Aids and adaptations policy and procedure to ensure people can live independently in their homes for as long as possible.</p> <p>Permission for improvements – allowing people to make changes to their home if this helps to maintain tenancy.</p> <p>We offer a range of help through our National Customer Support offers, which includes a hardship fund and help with essential belongings/furniture</p> <p>We provide assistance to customers in fuel poverty by providing energy vouchers.</p>		

<p>with age, disability or caring responsibilities.</p>	<p>Solis National Customer Support Offers</p> <p><u>We also continue to fund a furniture support service in Cumbernauld</u> Furniture Projects Furniture Project report</p> <p>Welfare Rights Officers provides in-house support for tenants, assisting with welfare rights, benefits, and advocating for individuals' financial well-being.</p> <p>The Housing and Community Connector provides intensive 1:1 information, advice, guidance and support to referred tenant to address employability skills and secure sustainable volunteering, work trials and employment, including supported employment.</p> <p>Income Management – early intervention to minimise risk of rent arrears.</p> <p>Introducing new checks and mandatory meetings with tenants to provide support and advice before court proceedings.</p> <p>Lettings – use of management transfers to accommodate changing needs of current tenants.</p>		
<p>12: Homeless people Local councils perform their duties on homelessness so that:</p>	<p>This outcome is relevant to local authorities however listed below is the evidence to support how Sanctuary Scotland Housing Association Limited assists local councils achieve this:</p>		

<ul style="list-style-type: none"> Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; are offered continuing support to help them get and keep the home they are entitled to. <p>This outcome describes what councils should achieve by meeting their statutory duties to homeless people</p>	<p>Section 11 notification – ASB and Income Management Policy and Procedure to notify Local Authority if we are evicting a tenant.</p> <p>We accept nominations from Local Authorities whose applicants may be defined as statutory homeless. Also accept Section 5 referrals and referrals from other organisations from applicants defined as homeless e.g. Women’s Aid. See Lettings Policy.</p> <p>We set targets for lets to homeless applicants through our local lettings Plans each year, and work in partnership with local authorities to deliver on these, which includes participation in housing first / rapid rehousing programmes.</p> <p>Provision of Housing Options</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	
---	---	----------------------------------	--

Section Outcomes & Standards	Evidence	Compliant?	Action required/commentary
GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES			
<p>13: Value for money Social landlords manage all aspects of their businesses so that:</p> <ul style="list-style-type: none"> • Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay. <p>This standard covers the efficient and effective management of services. It includes minimising the time houses are empty; managing arrears and all resources effectively; controlling costs; getting value out of contracts; giving better value for money by increasing the quality of services with minimum extra cost to tenants, owners and other customers; involving tenants and other customers in monitoring and reviewing how landlords give value for money.</p>	<p>Annual Report to Tenants published</p> <p>Review Panel Projects have consideration for value for money.</p> <p>All Governing Body reports have a consideration of value for money.</p> <p>Finance reports presented to Board of Management.</p> <p>Income Management Policy and Procedure.</p> <p>External audits (PWC Income Management - 2020 and MMR allocations - 2019) and Internal audits.</p> <p>Quality Assurance audits.</p> <p>Internal review of service charges. Scrutiny of all contracts where service charge to tenants levied.</p> <p>New build developments – quality housing with good value for money.</p> <p>Procurement – Group services ensure contracts deliver best value for money using thorough tender process.</p> <p>Value for Money strategy approved by Board of Management</p> <p>Satisfaction survey asks residents their views on rent representing value for money</p>	<p>Yes</p>	

<p>14 and 15: Rent and service charges Social landlords set rents and service charges in consultation with their tenants and other customers so that:</p> <ul style="list-style-type: none"> • A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them. • Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants <p>These outcomes reflect a landlord’s legal duty to consult tenants about rent setting; the importance of taking account of what current and prospective tenants and other customers are likely to be able to afford; and the importance that many tenants place on being able to find out how their money is spent. For local councils, this includes</p>	<p><u>Affordability analysis – Board of Management 2024</u></p> <p>Feedback sought and received for consultation on rent increase 2024</p> <p>Group – Annual Report and Financial Statements.</p> <p>Internal review of service charges. Scrutiny of all contracts where service charge to tenants levied.</p> <p>Annual Report to Tenants published</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
--	--	--	--

<p>meeting the SG's guidance on housing revenue accounts. Each landlord must decide, in discussion with tenants and other customers, whether to publish information about expenditure above a particular level, and in what form and detail. What matters is that discussions take place and the decisions made reflect the views of tenants and other customers.</p>			
---	--	--	--

Section Outcomes & Standards	Evidence	Compliant?	Action required/commentary
OTHER CUSTOMERS			
<p>16: Gypsy/Travellers Local councils and social landlords with responsibility for managing sites for Gypsy/Travellers should manage the sites so that:</p> <ul style="list-style-type: none"> Sites are well maintained and manager, and meet the minimum site standards set in Scottish Government guidance 	<p>THIS OUTCOME IS NOT RELEVANT TO SANCTUARY SCOTLAND HOUSING ASSOCIATION LIMITED</p>		

PART TWO – COMPLIANCE WITH CHAPTER THREE – SCOTTISH SOCIAL HOUSING CHARTER PERFORMANCE

Section Outcomes & Standards	Evidence	Compliant?	Action required/commentary
SCOTTISH SOCIAL HOUSING CHARTER PERFORMANCE			
Submit an Annual Return on the Charter to us each year in accordance with published guidance	Yes, approved by Board in May 2024 and submitted to SHR by required deadline.	Yes	
<p>Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information. It must:</p> <ul style="list-style-type: none"> • Agree its approach with tenants • Ensure that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance • Publicise the approach to tenants • Ensure that it can be verified and be able to show that the agreed approach to involving tenants has happened • Involve other service users in an appropriate way, having asked and had regard to their needs and wishes 	<p>Resident Engagement Strategy for 2022-2025, 'Shaping our Future'</p> <p>National Review Panel and Focus Groups: Code of Conduct, Terms of Reference</p> <p>Annual Report to Tenants published</p> <p>Involving other service users – the National Review Panel is open to factored owners. We also invite applicants to participate in lettings consultations. We also work with advice providers when reviewing policies, procedures and completing Equality Impact Assessments to adopt best practice.</p>	Yes	

Report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). It must agree the format of performance reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.	Annual Report to Tenants published	Yes	
When reporting its performance to tenants and other service users it must: Provide them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the landlord Include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance Set out how and when the landlord intends to address areas for improvement Give tenants and other service users a way to feed back their views on the style and form of the reporting	Annual Report to Tenants published ARC results and benchmarking exercise is normally undertaken by Review Panels in the Autumn. Action Plan developed each year by Senior Management Team to improve end of year performance. Feedback can be received via: <ul style="list-style-type: none"> - Email - Phone - Face to face - Letter - At consultations, Review Panel meetings, focus groups. - Complaints, compliments and comments procedures 	Yes Yes Yes	

Make the SHR report on Sanctuary Scotland Housing Association Limited's performance easily available to its tenants, including online			
---	--	--	--