



Dalmuir Park
Housing Association
Your Future Our Future



Annual Assurance Statement,
Annual Report and Annual
Return on the Charter

2020/21

Annual Assurance Statement 2020

Following a detailed and comprehensive review process, the Board is satisfied that DPHA is **compliant** with:

- All relevant requirements as set out in Chapter 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes in the Scottish Social Housing Charter.
- All relevant statutory obligations and duties.

In considering our compliance with our legal and regulatory requirements in 2020, we have taken account of the considerable impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have complied and continue to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. in respect of health and safety, physical distancing, travel, office opening, use of PPE, application of Test and Protect requirements and indoor gatherings.

We are confident that the measures that we have put in place and the contingency planning that we have implemented have ensured that we are able to continue to meet our responsibilities to our tenants, service users and regulators. Where we have adopted revised standards of service delivery, we have communicated changes clearly to our tenants and are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible.

We continue to monitor our Business Plan, budget, and financial assumptions in the context of the ongoing emergency situation and associated business

interruption. Our Business Plan reflects the regulatory guidance that was current at the time of its preparation and we will take account of updated regulatory advice as we monitor and review our Business Plan in the context of the ongoing changing situation.

The Board has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is compliant with the above requirements. In addition to the assurance gained from this evidence bank, much of our work since December 2017 to date has been focussed on achieving compliance with regulatory requirements. Our ongoing oversight and scrutiny processes have therefore also informed our view.

In addition to the work of our Leadership Team and the Board, aspects of our approach to self-assurance have been reviewed by our internal auditors and other external consultants, thereby confirming the validity of those processes reviewed and the outcome.

Our continued focus on improvement and compliance has identified a number of actions which have been incorporated into an Action Plan which will be pursued over the coming year. We are satisfied that none of these actions represents a material area of non-compliance.

The Scottish Housing Regulator reviewed and confirmed that the Association is compliant with its Regulatory and Legal requirements and published an updated regulation plan on 31 March 2021.

A copy of this statement was published on our website before 31 December 2020.

We have now published our Annual Assurance Statement for 2021 which is now available on our website at www.dpha.org/about-us/regulation.

Equality & Human Rights Statement

We employ trained staff who are fully committed to equality and human rights.

This year the Board reviewed and approved a revised Equality and Human Rights Policy. The Board also approved an action plan based on the areas of improvement we've identified and we will work towards implementing these during 2021/22.

Welcome from Chairperson

Welcome to our Annual Report which provides information on our activities and performance over financial year 2020/21. The past year has continued to be influenced and dominated by the global pandemic and the actions we have needed to take to minimise the impact on our tenants, services and the Dalmuir community. We have followed government guidance as we have managed the re-opening phase of our services and plan ahead with our investment programme. Our staff have performed magnificently over this period, despite the restrictions and challenges they have faced.

I have great admiration for our staff who have brought our culture and values to life which is recognised with obtaining our Investors in People Silver status. Our Chief Executive continues to lead from the front and ensure our strategic business objectives are delivered where possible. 97.8% of our tenants were satisfied with the overall service provided by us in 2020/21 which is remarkable given the many challenges faced. We approved our first ever Asset Management Strategy and maintained our programme of policy reviews, ensuring staff are provided with the direction and policies to make a difference to our tenants and service users.

I was very pleased to welcome our new Customer Services Team Leader who has played a critical role in service delivery. Our care services, for both older people and children, led by our committed and experienced Care Services Manager, continued to receive positive feedback and support from the Care Inspectorate as we adapted our care services during the pandemic.

I have been hugely impressed by the resilience of the Dalmuir community and how it has faced up to challenges. I am delighted with the way the Association has helped our community with examples including securing over £50,000 of additional funding from Cash for Kids, National Lottery, the Scottish Government's Recovery Fund and Connecting Scotland to help and support tenants and their families during the most challenging of times. Some of the funding has allowed us to work in partnership with local charities and other local social landlords, and I am pleased to note the positive feedback and 'thank you' notes which is both heart-warming and humbling.

The governance of DPHA continued to strengthen. We approved new Rules and became known as a Board of Management. Importantly, we were issued with an updated Engagement Plan from the Scottish Housing Regulator confirming we comply with all our regulatory and legal requirements. Four excellent new board



members joined us and I must pay tribute to all of DPHA's board for their hard work and commitment.

I was elected as Chairperson following our September 2021 AGM, having served my first year as Chairperson, and prior to this I served as Vice-Chair. I thank the board for putting their trust in me again to serve as Chairperson. I currently have the accolade of being the youngest Chairperson of a registered social landlord in Scotland, demonstrating our board's commitment to equality and diversity which is a common thread that runs through the fabric of DPHA and I am proud of this. I am confident that DPHA is very well placed to face the future and to deliver the quality of homes and services that our tenants and the Dalmuir community deserve. I hope that after reading this report you will agree.

Craig Edward

Chairperson

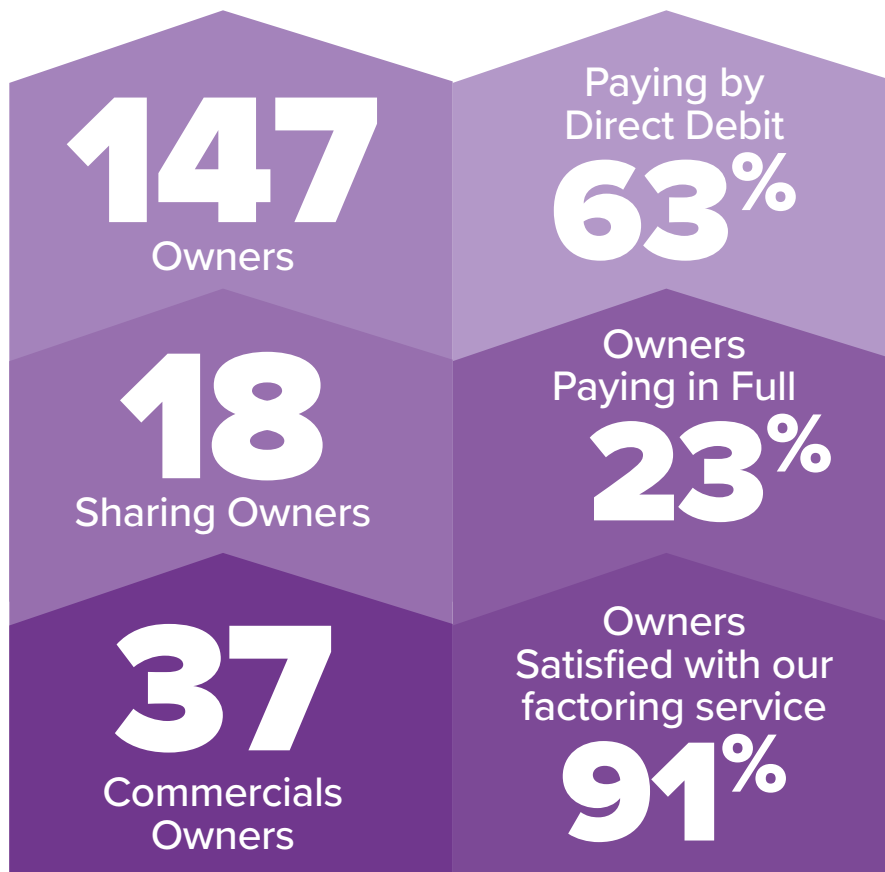
Factoring

As a landlord and factor, we accept the responsibility for providing a range of services for all properties under our control. Costs to residential or commercial owners in respect of common repairs and planned maintenance, including major repairs, will be borne in the first instance by the Association then recharged accordingly.

We provide various services for properties where we act as factor including;

- Grounds Maintenance
- Stair Cleaning & Bin Management
- Estate Lighting, Door Entry, TV Aerial & Common Ventilation
- Buildings Insurance
- Routine Common Repairs
- Cyclical Maintenance to Common Areas
- Major Repairs

Annual factoring invoices included service charges, buildings insurance premium and our management fee and are distributed in May each year. There is an option to pay in full or to pay via direct debit.



An independent satisfaction survey was conducted in 2019 to ascertain “How satisfied or dissatisfied our owners were with our factoring service” Whilst we were satisfied with these results, we focused on improving in many areas including the publication of a new owners’ handbook and further development of our factoring area on our website.

Following our improvements to service, we conducted a further survey in February 2021 engaging with 66 owners. The response was very encouraging and with the overall satisfaction rising from 77% to 91%

2019	Number	%	2021	Number	%
Very Satisfied	8	31	Very Satisfied	29	44
Fairly Satisfied	12	46	Fairly satisfied	31	47
Fairly Dissatisfied	3	12	Neither / Nor	4	6
Very Dissatisfied	3	12	Fairly dissatisfied	1	1.5
Total	26	100	Very dissatisfied	1	1.5

Customer complaints

	2019/20		2020/21	
	Stage 1	Stage 2	Stage 1	Stage 2
Complaints received in the reporting year	17	14	18	2
Number upheld	64.7%	64.3%	66.7%	50%
Responded within target	100%	100%	100%	100%

Financial Performance

The Board were satisfied with the financial performance during the year and are pleased to report a surplus for the year of £482,568 (2020 – deficit £20,928)

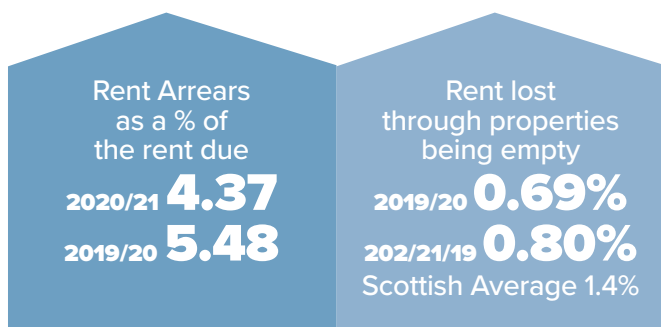
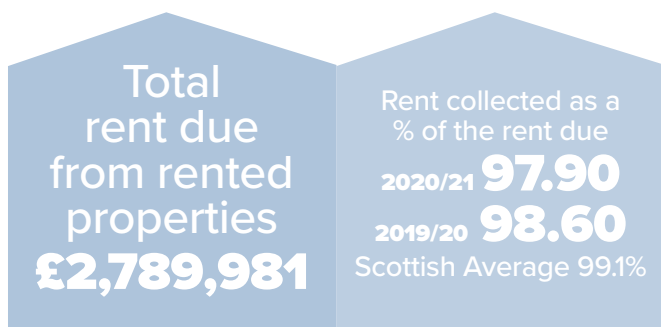
Turnover for the year increased by 0.10% to £3,883,455 and operating costs decreased by 12.29% to £3,399,726 resulting in an operating surplus of £483,729 (2020 – £3,284). This presents a strong position with a closing Cash Balance of £2,663,765 and Capital & Reserves of £7,750,841.

Statement of Comprehensive Income	2021 £	2020 £
Revenue	3,883,455	3,879,588
Operating Costs	(3,399,726)	(3,876,304)
Operating Surplus	483,729	3,284
Loss on Sale of Property, Plant & Equipment	(1,761)	(23,945)
Interest Receivable and Other Income	600	8,733
Other Finance Charges	-	(9,000)
Surplus/(Deficit) for the year	482,568	(20,928)
Other Comprehensive Income	(162,000)	407,000
Total Comprehensive Income	320,568	386,072

Statement of Financial Position	2021 £	2020 £
Housing Properties	19,033,437	19,721,580
Other Tangible Fixed Assets	159,822	222,851
Current Assets	2,967,578	2,309,299
Current Liabilities	(703,315)	(622,751)
Total Assets Less Current Liabilities	21,457,522	21,630,975
Creditors: amounts falling due after more than one year	(105,000)	-
Deferred Income (Other & Social Housing Grant)	(13,601,681)	(14,200,695)
Net Assets	7,750,841	7,430,284
Capital and Reserves	7,750,841	7,430,284

Customer Services

In what has been an unprecedented and challenging year for us all, the Customer Services Team has continued to build and improve upon the successes achieved from the previous year. The statistics and data provided below compares performance from this year with last year and demonstrates our commitment to continuous improvement and details where we have maintained and improved upon in areas of our service provision.



Stock breakdown	
1 apartment	9
2 apartment	331
3 apartment	251
4 apartment	65
5 apartment	4
6 apartment	3

Allocation by house size	
1 apartment	0
2 apartment	34
3 apartment	18
4 apartment	3
Total	55

Housing Stock	
General	587
Supported	6
Sheltered	70

Our Tenants Satisfaction Survey Results reported within our Annual Return to the Charter can be seen on pages 12-15 .

Tenant Safety Compliance

Gas Appliance Servicing

Dalmuir Park Housing Association is delighted once again this year to report that we have achieved a 100% Gas servicing compliance this year.

All gas boilers within our properties require to be serviced once every 12 months. We aim to gain entry on a 10-month cycle where possible and tenants are contacted by the contractor beforehand, to arrange access.

Our Gas Servicing Policy includes a procedure for forcing entry where required, this would only be enforced after repeated failures to allow access to carry out these essential works.

Forced entry is used as a last resort and can be expensive therefore, the full cost of this work would be charged back to the tenant. Ensuring compliance with our legal obligations and increasing the safety of all residents is of paramount importance to the Association.



Year	No of Properties	% completed within time scale
2020-2021	630	100%
2019-2020	629	100%

It is with our tenant's co-operation that we achieved 100% compliance.

Reactive Maintenance

Category of Repair (target timescales)	Number of repairs 2020-21	Completed within timescale 2020-21	Number of repairs 2019-20	Completed within timescale 2019-20
Emergency (4 Hours)	244	97%	255	95%
Right to repair (1 day)	123	95.93%	125	71.20%
Right to repair (3 day)	0	0	1	100%
Urgent (3 Days)	359	94.15%	563	89.88%
Routine (10 Days)	319	95.92%	1,247	92.70%
Total	1045	95.78%	2,191	95.90%

Investment & Upgrades Planned & Cyclical Maintenance

Component Replacement Spend - £134,611

- £17,173** installing 6 new kitchens including rewiring within void properties
- £21,220** on 8 new bathrooms and consumer units including void properties
- £6,034** this figure is a retention from previous years contract
- £54,272** spent on upgrading 9 heating systems at The Crescent
- £35,912** spent on upgrading 1 roof at 10 Adelaide Court

Major Repairs Spend - £176,039

- £19,607** spent on essential stonework repairs inclusive of the hire of scaffolding for protective walkway at 824-830 Dumbarton Road
- £147,246** spent on upgrading Smoke Alarms at 300 properties
- £9,186** spent on upgrading 5 Door Entry/Windows

Cyclical Repairs Spend - £135,879

- £35,874** spent on annual cleaning/safety checks on our gutters and roof anchors
- £30,643** on annual safety checks on our gas fire and central heating systems
- £27,370** spent on Electrical safety checks, asbestos safety checks and water testing inclusive of loft cold water supply tank removals
- £1,102** on our annual fire equipment maintenance checks including our complexes and HMO's
- £12,996** on common painting in 6 closes
- £9,186** on upgrading door entry systems in 5 closes
- £17,028** on gull prevention at all properties at Burns Street/Stewart Street /Pattison Street / Swindon Street / Dunn Street / Scott Street and Dumbarton Road
- £1,680** on tree surveys in the area and hanging baskets

Care



Dalmuir Out of School Care Group

DOSCG operates from Dalmuir Community Education Centre and is registered to care for 70 children, all primary school age. DOSCG provides out of school care facilities, serving 3 local primary schools Clydemuir, St Stephens and Our Lady of Loretto during term time. The group also offer a quality Playscheme during holiday periods incorporating the wider community.

The service aims to, 'provide a safe and stimulating environment for children with planned specialised and free play activities'. All staff are fully qualified and registered with SSSC.

The group has an active Pupil Council and Parents Forum.

The most recent Care Inspectorate survey provided crucial feedback which allowed us to better understand the importance of the group within the local area. The service is due another inspection during 2021/22.

Standard Usage	No of Children	Weekly Income
March 2019	100	£3,482
March 2020	87	£3,459
March 2021*	56	£1,800

*March 2021 figure taken at 31 March 2021. Unfortunately, the COVID-19 pandemic forced the service to close on 20 March 2020 and continues to have an impact on the requirement of the service. The impact on the group is expected to continue and will be closely monitored as we progress through this continuing period of uncertainty.

Our most up-to-date Care Commission Report returned an overall Grade 4, with no requirements or recommendations.

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

“I would not be able to work full-time if it was not for this service. In the summer months there are plenty of organised activities out in the fresh air”.

“The staff are always friendly and point out my child loves the after-school care this is a fantastic service for kids”

“I have used the service for 17 years as I have three kids. The service has gone from strength to strength and staff are extremely pleasant to parents and now with the security of the doorway in place I would have no hesitation in recommending the service to friends”.



Sheltered Housing

Our sheltered housing service offers a combined housing support and care at home service. The service provides support to people living in the Association's 70 self-contained sheltered properties split between two nearby sites within the Dalmuir area of Clydebank, West Dunbartonshire.

During our inspection by the Care Inspectorate in April 2019 there were eighty people using the service. The service provides on-site support for residents and an alarm service is operational 24 hours. Another Telecare organisation provides the alarm service cover when support staff are not on duty. Currently personal care is only a small part of what the service does. The Association is currently exploring new opportunities to further develop this aspect of service with the provision of a new Telecare system will be installed during 2021/22.



Duty of Candour

All health and social care services in Scotland have a Duty of Candour. This is a legal requirement, under the health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018. Which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology and that organisations learn how to improve for the future.

Duty of Candour Incidents 2020/2021	
Sheltered Housing	
Adverse events	0
DOSCG	
Adverse events	1
Total	1

Inspection – April 19	
Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good

Main Aim -

“To ensure that older people and people with disabilities can live independently for as long as possible within their own homes and as far as is possible offer them a choice in the way the service is provided”.

Staff followed the correct procedure. This means staff informed the people affected, apologised to them and offered to meet with them. Care Services Manager carried out a full review to understand what happened, what went wrong and what we could have done better. Individual and organisational learning has been undertaken and subsequent action and improvement plans have been developed and completed. We ensure good written and verbal communication throughout the process and always offer to share the final report with the relevant person.

Wider Role

The Association prides itself in organising a wide range of activities, events and projects involving individuals, schools and local groups. We have always believed that our Wider Role Programme strengthens the local community and each year we strive to enhance it, giving everyone the opportunity to participate. We are grateful to all contractors, suppliers and consultants as well as local businesses in the local area who support our programme, financially or in kind.

Pupil of The Year

Pupils from St Stephen's, Clydemuir & Our Lady of Loretto Primary schools participate in this awards activity in community partnership with Golden Jubilee Conference Hotel.



Summer Social

A long-standing activity in our wider role programme with expected attendance of 70 special needs and elderly tenants. Organised in the summer months with a three-course meal, entertainment, social activities and transport provided.



Christmas Vouchers

Over 200 Christmas Vouchers are distributed to elderly and special needs tenants.



Garden Competition

Our Customer Service staff inspect residents' gardens in the summer months with vouchers presented to the winning categories.



Community Grant Initiative

In community partnership with local grocery store The Hungry Bites, we match fund their Donation of £100 to form a Community Grant of £200 to local groups.

Dalmuir in Bloom

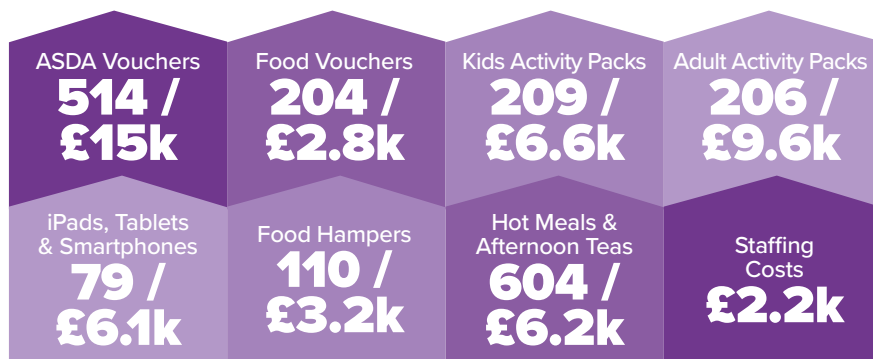
The Association erect over 50 Hanging Baskets and Window Boxes throughout the local area in June each year as part of our Dalmuir in Bloom project.



Grant Funding

The Association had the foresight to realise that after entering a period of lockdown in March 2020 there would be an increased requirement to support our residents and tenants. Potential funding partners were sought and £51.7k was achieved in successful grant applications in the period April 20 to March 21.

The funds achieved assisted, tenants and their families plus our owner occupiers with costs towards food, household supplies and communication appliances including iPads, smartphones and tablets.



Funding Partners were...

Cash for Kids, Scottish Government, Connecting Scotland, National Lottery Community Fund.



Board Members & Staff

Board 2020/21

Craig Edward – Chairperson
Jordan Henderson – Vice Chairperson
Gordon Laurie – Elected Member
Loraine Lester – Elected Member
John Lennox – Elected Member
Melanie Cameron – Elected Member
Anita Williamson – Elected Member
Karen Johnson – Elected Member
Michelle Donnelly – Elected Member
Gavin Waddell – Elected Member (New)
Nicola Gerrard – Elected Member (New)
Gemma Connell – Elected Member (New)
David McIndoe – Elected Member (New)

We held a Board recruitment campaign this year and successfully recruited 4 new members.

Resigned

Ashley Stockley – Board Member
Matthew Reid – Board Member
Jack Marshall – Board Member
Audrey Simpson – Board Member
Robert Murray – Board Member

Chief Executive

Anne Marie Brown

Leadership Team

Arlene Dickson – Care Service Manager
Carla Cameron – Senior Finance Officer
Lesley Gillespie – Senior Corporate Services Officer
Dougie Wilson – Customer Services Team Leader (New)

Finance Team

Gary Earl – Finance Officer
Conor Fox – Finance Administrator

Corporate Services

Pauline McDaid – Corporate Services and HR Adviser
Briony Carline – Cleaner

Customer Services

Stuart Yates – Asset Officer
Andy Taggart – Asset Officer (New)
Margo MacPherson – Housing Officer
Kimberley Tennant – Housing Officer
Jennie Cameron – Housing Officer (New)
Laura Greenlees – Customer Advisor
Kirsty McIntosh – Customer Advisor
Anthony Pirrie – Gardener
Donald McKerry – Gardener

Care Services – Sheltered Housing

Angela McNairn – Housing Support Assistant (New)
Fiona McGregor – Support Worker
Yvonne Mathieson – Support Worker
Christine Hendry – Support Worker
Mary Jane Anderson – Support Worker

Care Services – Dalmuir Out of School Care Group

Elaine Kelly – Project Co-ordinator
Yvonne Mathieson – Playworker
Lorraine Browning – Playworker
Chelsey McDowall – Playworker
Briony Carline – Playworker
Sylvia Elliot – Playworker
Gary Gibson – Playworker
Levi MacLean – Playworker (New)
Jenna McKay – Sessional Playworker (New)
Chana Taylor – Sessional Playworker
Liam Hamilton – Sessional Playworker

Staffing Support Consultants

Graeme Bruce – Lethame Business Services
TC Young Ltd – Solicitors
French Duncan – External Auditors
Wylie & Bisset – Internal Auditors

Annual Return on the Charter

Who we are and tenant satisfaction

We are pleased to present our Annual Return on the Charter statistics for 2020/21.

As of 31 March 2021, we owned

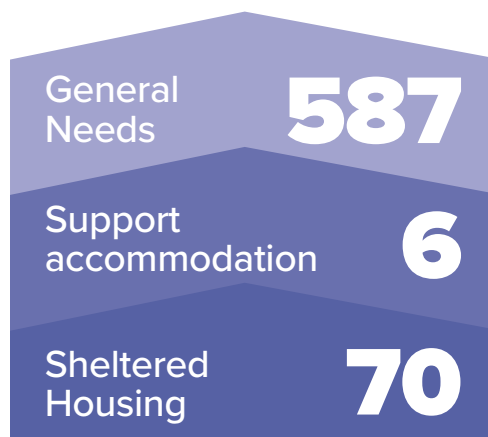
663 homes.

Total rent due from them was

£2,789,981

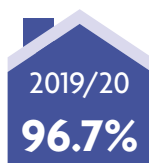
Our Homes

Size of home	No Owned by	Weekly Rent*	Scottish Average**	Difference
1 apartment	9	63.99	73.61	-13.1%
2 apartment	331	80.19	79.48	-0.9%
3 apartment	251	81.50	82.60	-1.3%
4 apartment	65	91.29	89.81	+1.6%
5 apartment +	7	107.70	99.97	+7.8%



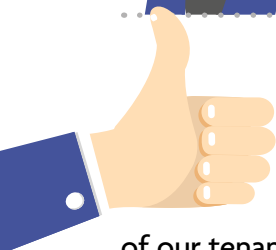
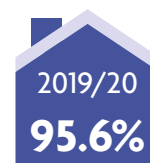
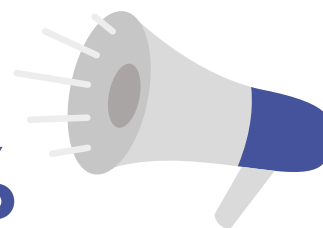
Tenant Satisfaction

99.6% of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of **86.6%**.



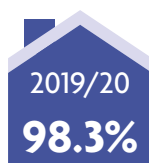
97.8%

felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **91.7%**.



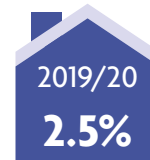
97.8%

of our tenants are **satisfied** with our **overall service**. This is higher than the Scottish average of **89.0%**.



2.0%

was our rent increase from the previous year.

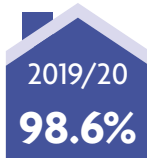


Value for Money



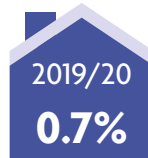
97.9%

The amount of money collected for current and past rent. Scottish average **99.1%**.

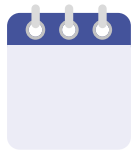


0.8%

Rent not collected due to empty homes. Scottish average **1.4%**.



34.4 days



Average time to re-let properties. Scottish average **56.3 days**.

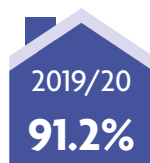


Quality and Maintenance of Homes



91.0%

Satisfaction with repairs service based on the last time you had a repair or maintenance carried out. Scottish average **90.3%**.



1.73 hours

to complete **emergency repairs** compared to the Scottish average of **4.2 hours**.



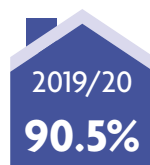
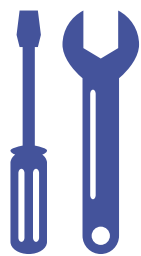
6.4 days

to complete **non-emergency repairs** compared to the Scottish average of **6.7 days**.



73.7%

Reactive repairs completed **Right First Time**. Scottish average of **91.5%**.



94.9%

of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **91.5%**.



100%

Percentage of properties that require **gas safety records** completed by the anniversary date. Scottish average **100%**.



93.7%

Homes meeting **Energy Efficiency Standard** for Social Housing (ESSH)



We will be continuing to work towards 100% compliance for Energy Efficiency Standard for Social Housing (ESSH). More information on ESSH can be found here:

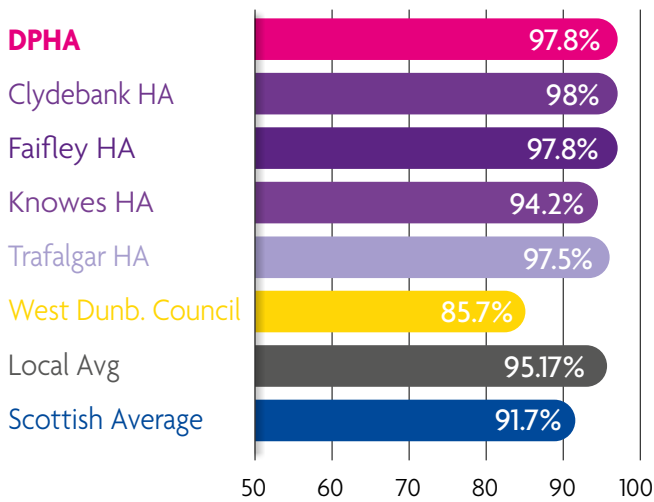
<https://www.gov.scot/policies/home-energy-and-fuel-poverty/energy-efficiency-in-social-housing/>

For the year ahead the main priority for the Customer Services Team is to deliver the Programme of investment in line with most current legislation. Providing routine and planned maintenance for our tenants, owners and residents that is value for Money whilst retaining our high standards of satisfaction is essential.

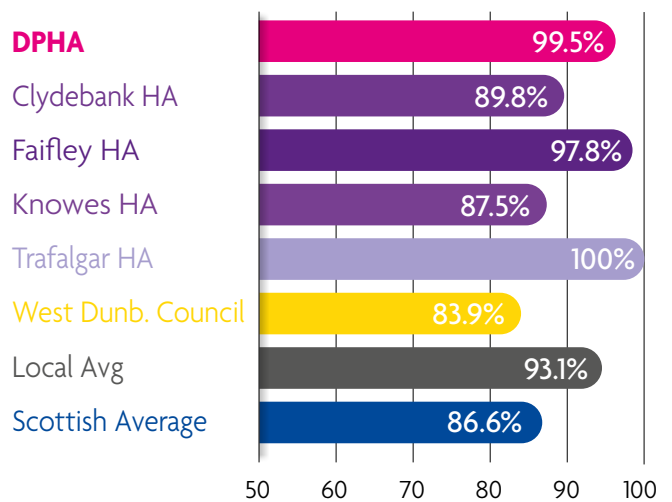
How we compare locally

Over the next couple of pages we will compare the information that you have already seen on the previous pages. It looks at how Dalmeir Park Housing Association compares with core business of Tenant Satisfaction, Rents, and Allocations across the local Registered Social Landlords. In our area of operation these landlords are: Clydebank Housing Association, Faifley Housing Association, Knowes Housing and Trafalgar Housing Association.

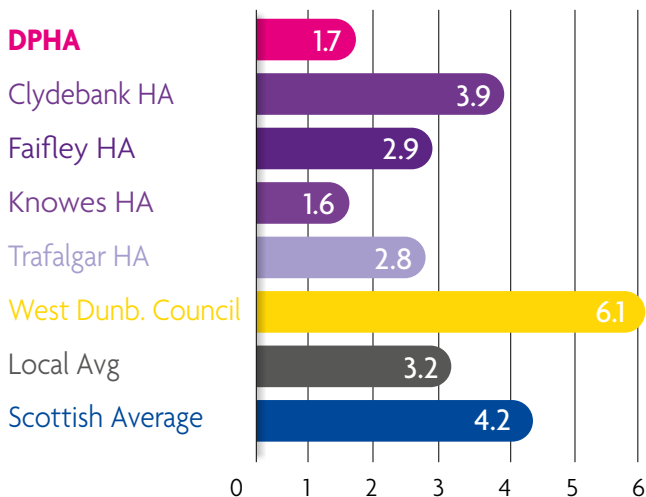
Percentage tenants who feel landlord is good at keeping them informed about services and decisions



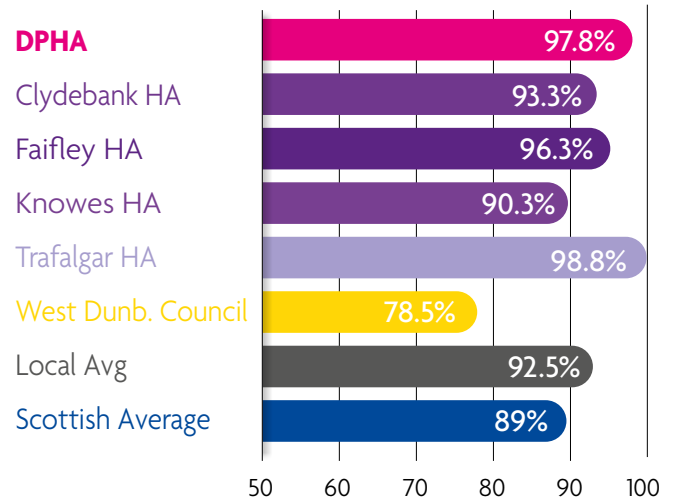
Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



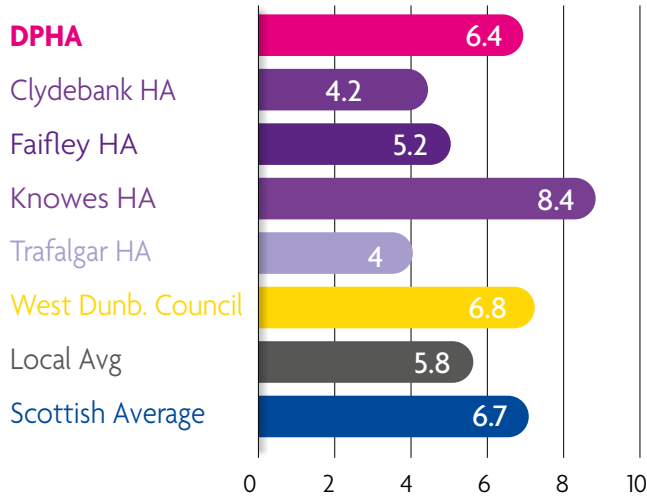
Average hours to complete emergency repairs



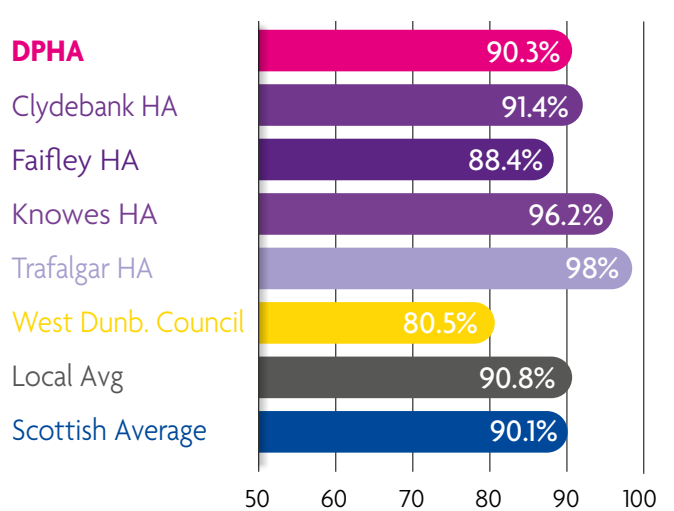
Percentage tenants satisfied with overall service provided by landlord



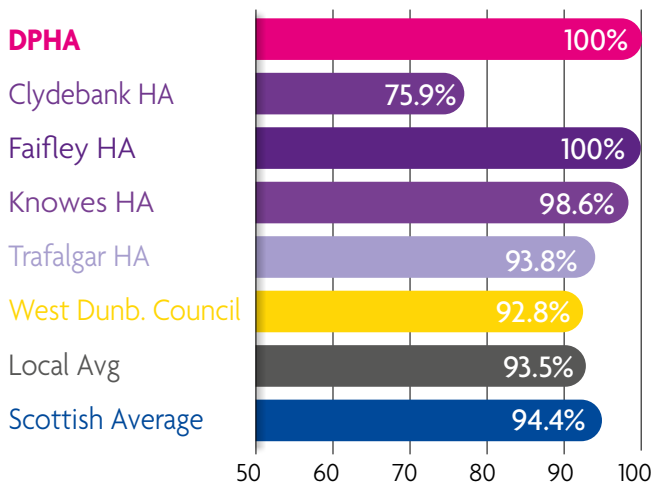
Average working days to complete non-emergency repairs



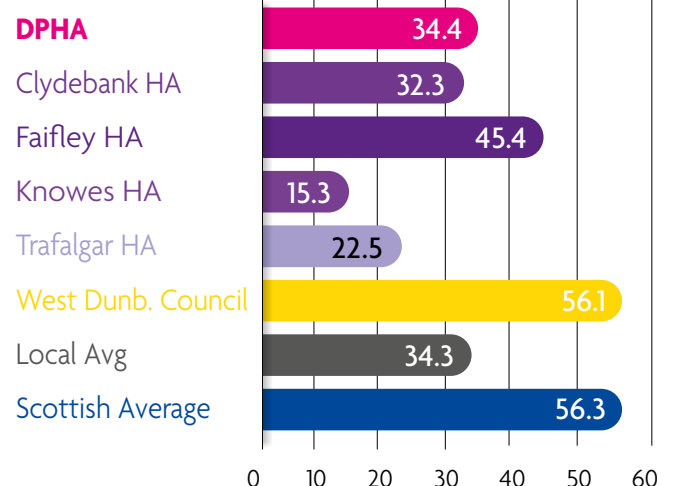
Percentage tenants who had repairs or maintenance carried out that were satisfied with the service



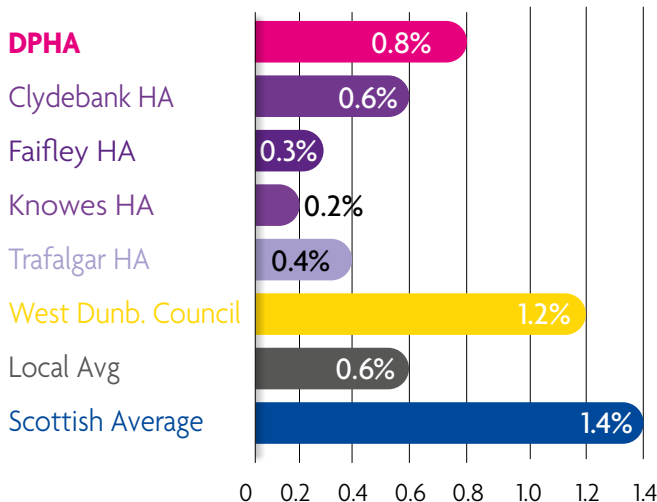
Percentage of ASB cases resolved within timescale



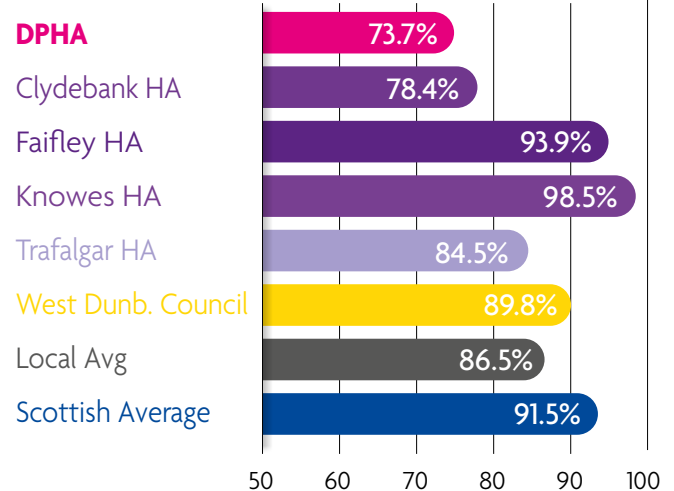
Average calendar days to re-let properties



Percentage of rent due lost through properties being empty



Percentage reactive repairs completed right first time



Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU
www.dpha.org • Tel 0141 952 2447 • Email admin@dpha.org.uk

Registered Housing Association Number: HAL 98

Charity Registration Number: SC033471

FCA Reference Number: 1917 R S

Property Factor Number: PF000397

When you have finished with this report please recycle it.

