



Dalmuir Park
Housing Association
Your Future Our Future

Annual Report and Annual
Return on the Charter

2021/22

Annual Assurance Statement Submitted to the Scottish Housing Regulator October 2021

Following a detailed and comprehensive review process, the Board of Management 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.

The Board has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is compliant with the above requirements. The evidence bank combines reports, policies, advice, and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that DPHA is compliant. Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance, and which form the structure of DPHA's business and governance activities. Our ongoing self-assessment and scrutiny processes have also informed our view.

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data and that we are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

As part of our review of compliance, we have adopted an improvement focus and have also identified a

number of areas for improvement, which we will progress during the course of the year. These areas for improvement form an Improvement Plan, which will be monitored by the Board at agreed intervals to ensure successful achievement. We are satisfied that none of these areas for improvement represents a material area of non-compliance.

In considering our compliance with our legal and regulatory requirements in 2021, we have taken account of the ongoing impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have complied fully with the temporary changes to legislation and continue to follow national and local policy and requirements.

Where we adopted revised standards of service delivery, we communicated changes clearly to our tenants and our service users.

We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

The Board of Management for DPHA met on 20 October 2021 and agreed to submit this Annual Assurance Statement to the SHR by the deadline date of 31 October 2021. A copy of this statement was also published on our website on the same date.

We have now published our Annual Assurance Statement for 2022 which is now available on our website at www.dpha.org/about-us/regulation

Equality & Human Rights Statement

The Association is committed to promoting an environment of respect and understanding, where diversity is encouraged and discrimination is avoided. This commitment covers all areas of our work; as an employer of staff, as a landlord and provider of services.

A copy of our Equality and Human Rights Policy can be found at www.dpha.org/downloads-publications/policies/policies-governance

Welcome from Chairperson

Welcome to our Annual Report which provides information on our activities and performance over financial year 2021/22.

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 and our office is now opened to the public. Our staff have been trialling a Hybrid approach to work and are available for our customers as normal during the working week.

Our Chief Executive, Anne Marie Brown, continues to lead from the front and ensures our strategic business objectives are delivered where possible. 91.9% of our tenants were satisfied with the overall service provided by the Association in 2021/22 which is remarkable given the many challenges faced.

Some of the Association's main highlights this year include securing over £60k from the Scottish Government Communities Recovery Fund. With this funding we were able to provide a dignified response to food poverty through food-based events delivered by the Golden Friendships Club; the sheltered housing lunch clubs; free daily fruit to DOSCG (Dalmuir Out of Schools Care Group) and securing and renovating an allotment for DOSCG.

The funding also helped us to reduce social isolation and improved health and wellbeing by bringing 4,000 people together at the various events delivered through Golden Friendships in a fun and friendly environment.

Despite the impacts of COVID-19, we managed to complete some new installations in line within our planned maintenance programme including kitchens, bathrooms, boilers and smoke and heat detectors within each property. We also commenced our 5 year rolling programme of electrical safety testing, maintained our policy reviews and started ongoing consultations with owners in relation to Stonework Repairs and insulation works.

We were also issued with an updated Engagement Plan from the Scottish Housing Regulator on 31 March 2022 confirming that we continue to **Comply** with all of our Regulatory and Legal Requirements.

As your Chairperson, I would like to take this opportunity to thank all of the Board for continuing to be involved in the Association during the last



year and for volunteering their time. Your continued support and commitment is very much appreciated. I would also like to give a specific thanks to all of the Association's staff team for their hard work during continued challenging times.

Without a doubt we are now experiencing even more challenging times nationally and internationally with ongoing events and the cost of living crisis having an impact on the Association. 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.

Jordan Henderson

Chairperson

Factoring

As a landlord and Property 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 February 2021 engaging with 66 owners. The response was very encouraging with 91% of owners being satisfied with the factoring service we provide. Feedback on how satisfied or dissatisfied our owners are with our service is very important to our continued progress. Whilst the current results are very satisfying, our focus remains on improving in every area. Our next survey is due in early 2023.

2021	Number	%
Very Satisfied	29	44
Fairly satisfied	31	47
Neither / Nor	4	6
Fairly dissatisfied	1	1.5
Very dissatisfied	1	1.5

Customer complaints

Here is a summary of the number of customer complaints received by DPHA. None of the complaints were related to Equalities or Human Rights.

	2020/21		2021/22	
	Stage 1	Stage 2	Stage 1	Stage 2
Complaints received in the reporting year	18	2	19	8
Number upheld	64.7%	50%	9	3
Responded within target	100%	100%	73%	83.3%

Financial Performance

The Board were satisfied with the financial performance during the year and are pleased to report a surplus for the year of £563,678 (2021 – surplus £482,568)

Turnover for the year increased by 6.23% to £4,125,490 and operating costs increased by 2.97% to £3,500,870 resulting in an operating surplus of £624,620 (2021 – £483,729). This presents a strong position with a closing Cash Balance of £5,827,559 and Capital & Reserves of £8,379,509.

Statement of Comprehensive Income	2022 £	2021 £
Revenue	4,125,490	3,883,455
Operating Costs	(3,500,870)	(3,399,726)
Operating Surplus	624,620	483,729
Loss on Sale of Property, Plant & Equipment	(23,828)	(1,761)
Interest Receivable and Other Income	710	600
Interest Payable	(35,824)	-
Other Finance Charges	(2,000)	-
Surplus/(Deficit) for the year	563,678	482,568
Other Comprehensive Income	65,000	(162,000)
Total Comprehensive Income	628,678	320,568

Statement of Financial Position	2022 £	2021 £
Housing Properties	18,725,470	19,033,437
Other Tangible Fixed Assets	165,223	159,822
Current Assets	6,173,471	2,967,578
Current Liabilities	(680,288)	(703,315)
Total Assets Less Current Liabilities	24,383,876	21,457,522
Creditors: amounts falling due after more than one year	(3,000,000)	-
Provision for Liabilities	-	(105,000)
Deferred Income (Other & Social Housing Grant)	(13,004,367)	(13,601,681)
Net Assets	8,379,509	7,750,841
Capital and Reserves	8,379,509	7,750,841

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	332
3 apartment	252
4 apartment	66
5 apartment	4
6 apartment	3

Allocation by house size	
1 apartment	3
2 apartment	30
3 apartment	29
4 apartment	2
Total	64



Housing Stock	
General	590
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 achieved a 99.7% 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.

Year	No of Properties	% completed within time scale
2021-2022	640	99.7%
2020-2021	630	100%

It is with our tenant's co-operation that we aim to achieve 100% gas safety compliance in 2022/23.



Reactive Maintenance

Category of Repair (target timescales)	Number of repairs 21-22	completed within timescale 2021-22	Number of repairs 2020-21	Completed within timescale 2020-21
Emergency (4 Hours)	316	88.29%	244	97%
Right to repair (1 day)	111	96.39	123	95.93%
Right to repair (3 day)	0	0	0	
Urgent (3 Days)	462	89.88%	359	94.15%
Routine (10 Days)	627	92.7%	319	95.92%
Total	1516	91.84%	1045	95.78%

Investment & Upgrades

Planned & Cyclical Maintenance

Component Replacement Spend - £241,475

£113,936 installing 49 new kitchens including rewiring within void properties

£121,225 on 38 new bathrooms and consumer units including void properties

£6314 spent on upgrading 1 heating system at The Crescent

Major Repairs Spend - £75,997

£33,157 spent on essential stonework repairs inclusive of the hire of scaffolding for protective walkway at 824-830 Dumbarton Road

£42,840 spent on upgrading Smoke Alarms at 300 properties

Cyclical Repairs Spend - £113,234

£33,676 spent on annual cleaning/safety checks on our gutters and roof anchors

£28,048 on annual safety checks on our gas fire and central heating systems

£22,452 spent on Electrical safety checks, asbestos safety checks and water testing inclusive of loft cold water supply tank removals

£5,350 on our annual fire equipment maintenance checks including our complexes and HMO's

£20,088 on gull prevention at all properties at Burns Street/ Stewart Street /Pattison Street / Swindon Street / Dunn Street / Scott Street and Dumbarton Road

£3,620 on tree surveys in the area and hanging baskets

Care

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.

Transition from Analogue to Digital Telecare

In **2025**, British Telecoms (BT) will switch off all analogue telecare services which means the public switch telephone network (PSTN) will be replaced by digital.



Our Sheltered Housing community alarm system was replaced this year. This modern telecare system provides a flexible easy to operate system which can be tailored to meet individual tenant’s needs and provides enhanced communication between staff and tenants.



The transition from analogue to digital was partly funded by Technology Enabled Care (TEC) and Digital Telecare Scottish Local Government.

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 organisation learns how to improve for the future.

Duty of Candour Incidents 2021/2022 Care Services:

Duty of Candour Incidents 2021-2022		Duty of Candour Incidents 2020-2021	
Sheltered Housing		Sheltered Housing	
Adverse events	0	Adverse events	0
DOSCG		DOSCG	
Adverse events	1	Adverse events	1
TOTAL	1	TOTAL	1



Dalmuir Out of School Care Group (DOSCG)

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. DOSCG 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.

Standard usage March 2021- March 2022

Standard usage	No of children	Weekly income
March 2020	87	£3,459
March 2021	56	£1,800
March 2022	50	£2,010

This year the number of children using our service reduced, although weekly usage increased.

Learning Garden

After being offered a large garden plot by Dalmuir Plots Association the Association received £8k from the Scottish Government's Communities Recovery Fund. Children at our fabulous Out of School Care Group were ecstatic when funding was granted, with the plot earmarked for them as an outdoor learning garden.

The 8-week regeneration program began in February 2022 and with great weather concluded on schedule. The funding also included money for gardening equipment, growing ingredients including strawberry plants and training cost.



Picture of the Dalmuir based plot before Scottish Government's Communities Recovery Fund investment.

Outdoor learning Centre - Completed March 2022

Stunning outside facility for the children to DOSCG as part of the 'Plot, Learn & Grow' initiative.



Wider Role

The Association has always prided 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



Added to our Wider Role program in 2010, pupils from St Stephen's, Clydemuir & Our Lady of Loretto Primary school participate in this awards

activity in community partnership with Golden Jubilee Conference Hotel. Such a success three schools in Glasgow have adopted a similar project.

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.



Summer Social



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

Community Grant Initiative

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

Dalmuir in Bloom

Working in partnership with our grounds maintenance contractors, 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 continued to apply for grant funding to assist and support our residents and tenants as well as our Out of School Care Group and local schools. Funding partners were sought and £71.6k was achieved for the period April 21 to March 22.

Our two main funders were the Scottish Government Communities Recovery Fund (£59.3k) and Cash for Kids (£12.3k). The sum from the Scottish Government provided huge opportunities and support to tenants and their families plus our owner occupiers and people residing in the wider community.

Cash for Kids

£12.3k

ASDA Vouchers 364 / £12.3k

Scottish Government CRF

£59.3k

Community Meals 27 Attendees 2278

Family Pantomime 1 Attendees 126

Kids Christmas Grotto 2 Attendees 400

Kids Halloween Party 1 Attendees 140

Family Theatre Shows 8 Attendees 1056

Fruit for DOSCG 23 Weeks £1,150

Sheltered Lunch Clubs 23 Weeks £2,300

Easter Eggs 900 £1,350

Salary & Training Costs £9,500

Capital Expenditure £15,500

Capital Expenditure included Extractor Installation, new chairs and crockery & cutlery for Golden Friendships Community Hall to facilitate Community Meals project (£7.9k). It also included a shed container, raised planters and gardening equipment to create a learning garden for DOSCG within the Dalmuir Plots complex (£7.6k)



Board Members & Staff

Board 21-22

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
David McIndoe – Elected Member
Nicola Gerrard – Elected Member
Gemma Connell – Elected Member

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

Chief Executive

Anne Marie Brown

Leadership Team

Arlene Dickson – Care Service Manager
Carla Cameron – Finance and Corporate Services Team Leader
Dougie Wilson – Customer Services Team Leader

Finance Team

Gary Earl – Finance Officer
Conor Fox – Finance Assistant Officer

Corporate Services

Pauline McDaid – Corporate Services and HR Adviser
Jess Shute – Corporate Services Assistant
Briony Carline - Cleaner

Customer Services

Stuart Yates – Asset Officer
Andy Taggart – Asset Officer
Kimberley Tennant – Housing Officer
Jennie Cameron – Housing Officer
Laura Greenlees – Customer Advisor
Kirsty Swan – Customer Advisor
Anthony Pirrie – Gardener
Donald McKerry - Gardener
Care Services – Sheltered Housing
Angela McNairn - Housing Support Assistant
Eric Gibson- 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
Channa Taylor – Sessional Playworker
Liam Hamilton – Sessional Playworker

Staffing Support Consultants

Lethame Business Services - Finance Services
TC Young Ltd – Solicitors
French Duncan - External Auditors
Wylie Bisset - Internal Auditors
CD Consultancy - ARC Validator
Knowes HA - Asset Management Services

Leavers

Margo MacPherson – Housing Officer
Lesley Gillespie – Corporate Services Officer
Fiona McGregor- Support Worker
Jenna McKay – Sessional Playworker

Annual Return on the Charter

Who we are and tenant satisfaction

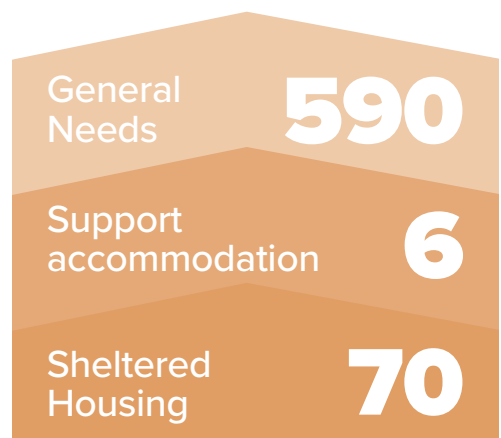
We are pleased to present our Annual Return to the Charter statistics for 2021/22.

As of 31 March 2022, we owned
666 homes.

Total rent due from them was
£2,941,974

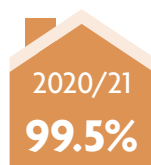
Our Homes

Size of home	No Owned by	Weekly Rent*	Scottish Average	Difference
1 apartment	9	£67.54	£75.95	-£8.40
2 apartment	332	£84.51	£81.32	+£3.19
3 apartment	252	£85.33	£84.18	+£1.15
4 apartment	66	£94.28	£91.48	+£2.80
5 apartment	4	£103.54	Not published	N/A
6 apartment	3	£122.13	Not published	N/A

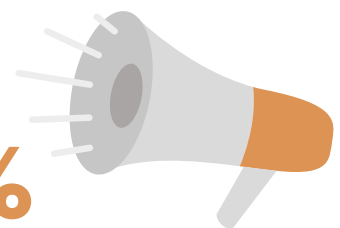


Tenant Satisfaction

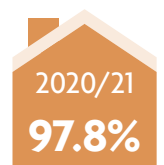
99.5% of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of **86.9%**.



96.8%

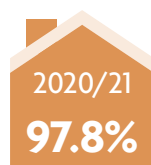


felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **91.2%**.



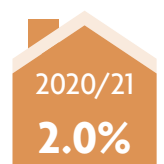
91.9%

of our tenants are **satisfied** with our **overall service**. This is higher than the Scottish average of **87.8%**.



3.9%

was our rent increase from the previous year.

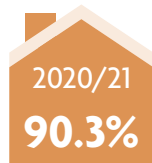


Quality and Maintenance of Homes



88.9%

Satisfaction with repairs service based on the last time you had a repair or maintenance carried out. Scottish average **88.0%**.



9.7 hours

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



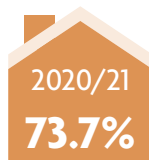
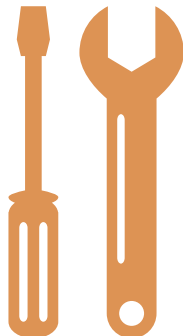
5.3 days

to complete **non-emergency repairs** compared to the Scottish average of **8.9 days**.



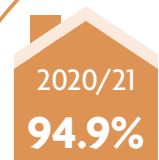
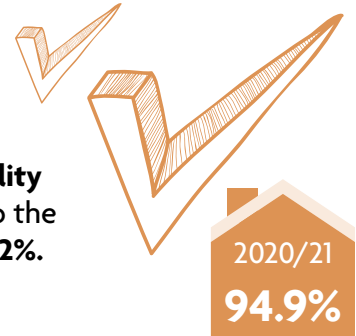
83.6%

Reactive repairs completed **Right First Time**. Scottish average of **88.3%**.



54.1%

of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **73.2%**.



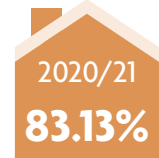
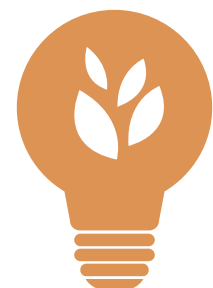
99.7%

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



90.4%

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

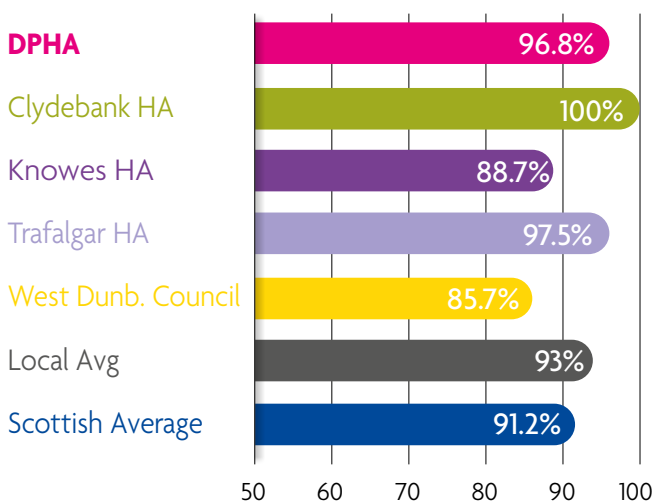


We will be continuing to work towards 100% compliance for Energy Efficiency Standard for Social Housing (EESH). We have an action plan in place for achieving all Electrical Installation Condition Reports (EICR) by 31/3/2023

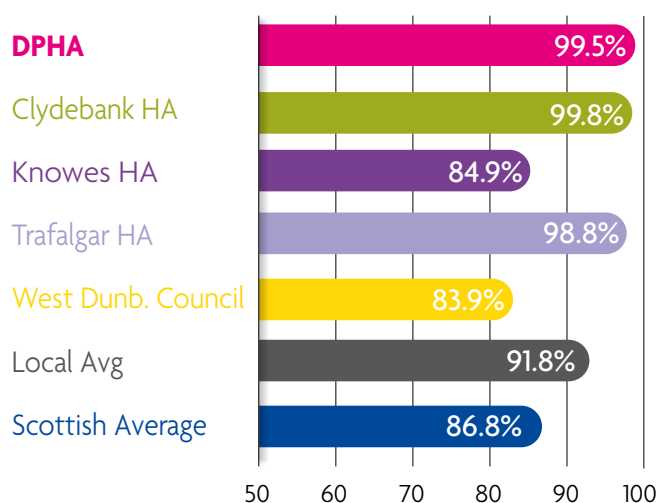
How we compare locally

Over the next couple of pages we will compare our performance in key service areas against the performance of other local Registered Social Landlords. These landlords are: Clydebank Housing Association, Knowes Housing and Trafalgar Housing Association.

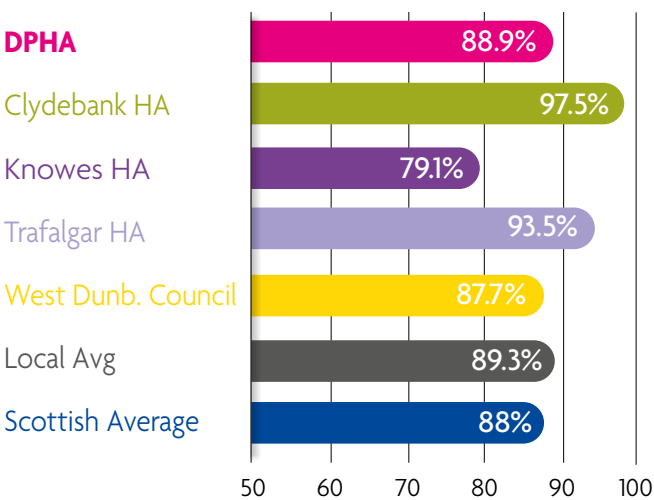
Percentage tenants who feel landlord is good at keeping them informed about services and decisions



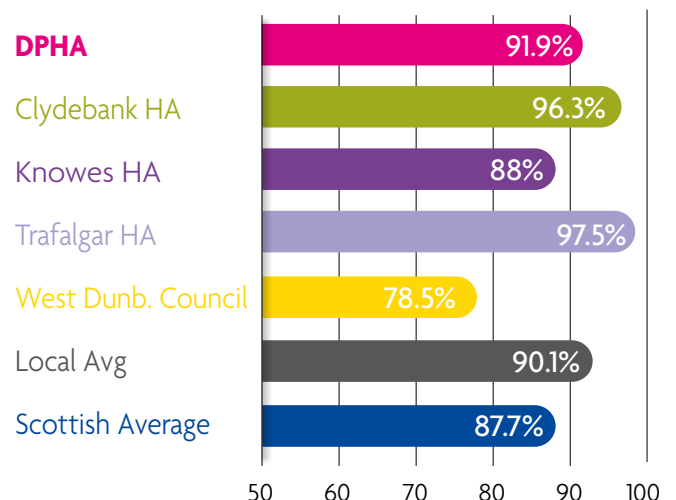
Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



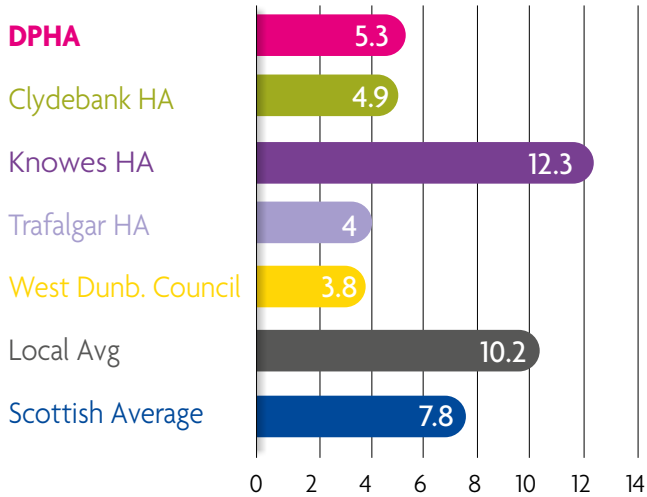
Percentage tenants who had repairs or maintenance carried out that were satisfied with the service



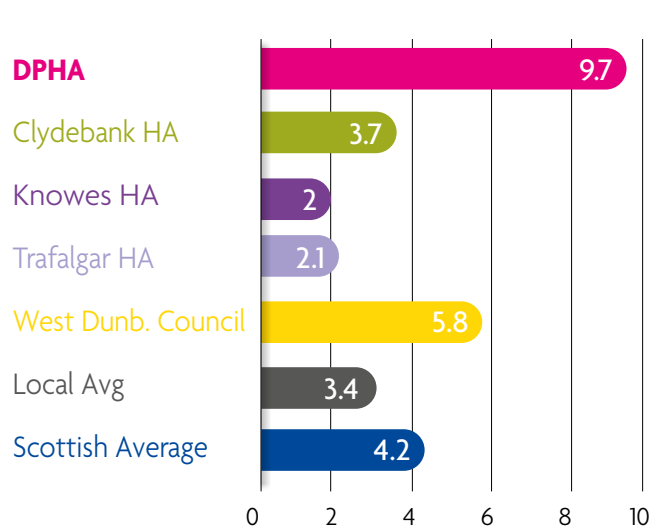
Percentage tenants satisfied with overall service provided by landlord



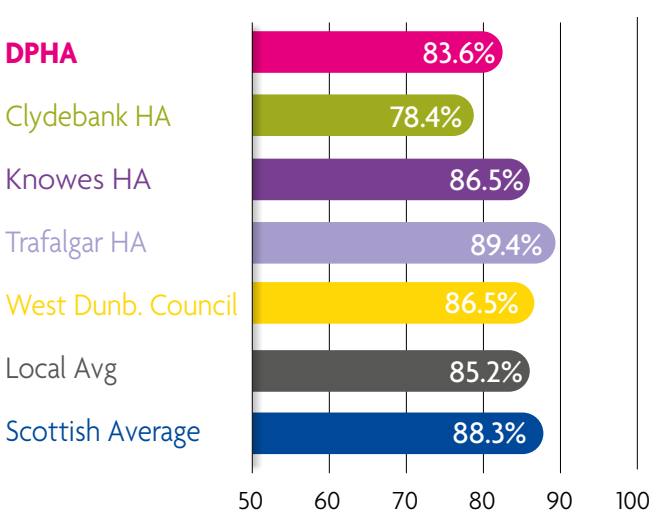
Average working days to complete non-emergency repairs



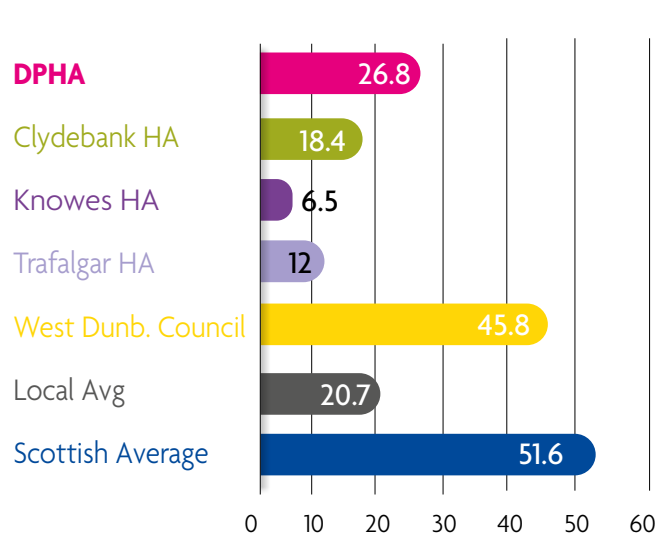
Average hours to complete emergency repairs



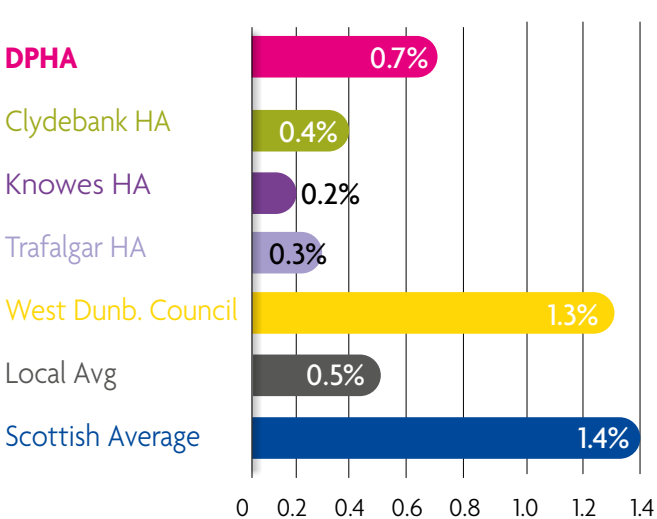
Percentage reactive repairs completed right first time



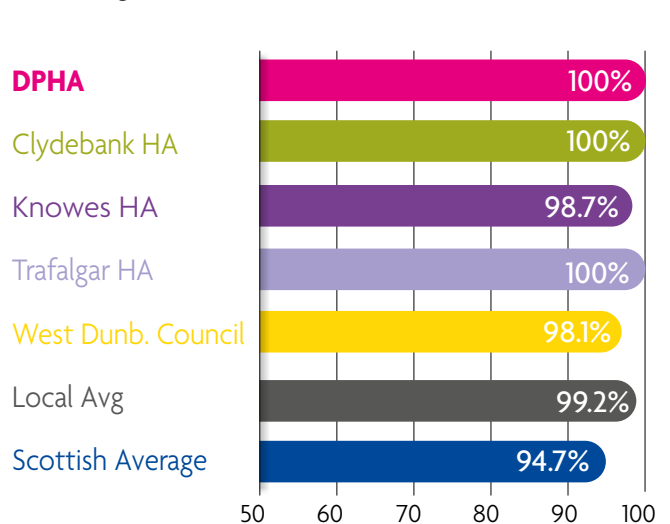
Average calendar days to re-let properties



Percentage of rent due not collected through homes being empty in the last year



Percentage of ASB cases resolved within timescale



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

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