

Progress Against Business Priorities

Extract From Management Committee Annual Registers Report April 2020

5.8 Aims and objectives

When the Aims & Objectives statement was reviewed and updated in 2016 it was highlighted that it would be helpful to consider what progress was being made against the stated business priorities. The following table seeks to provide a brief summary:

Business priority	2019/20 summary
Focusing our activity within the eastern part of the Stirling Council area	Forth's housing covers the area from Fallin, Cowie and Plean in the south through to Dunblane in the north of the Council area.
Developing homes which meet or surpass current standards regarding quality, accessibility and sustainability.	The new homes under construction at Earlsburn Avenue are being built to the current building standards and meet our design guide requirements.
Allocating our homes so that we meet a range of housing needs in a manner which keeps void rent loss to a minimum.	Allocations within 2019/20 were all in line with our allocation policy quotas and total rent loss, due to voids, was restricted to £2,491.56
Enforcing tenancy conditions in a firm but fair manner, to deliver tenants' rights and encourage tenants to meet their responsibilities.	In 2019/20 2 Notice Of Proceedings (NOPs) were issued in relation to tenancy nuisance, 22 court actions were commenced regarding rent arrears and 187 actions taken regarding estate management issues.
Maintaining and investing in our homes to ensure that they meet or surpass current standards wherever possible.	2019/20 investments in bathroom and kitchen replacements ensured that 99% of homes meet the SHQS standard with 6 exemptions, 5 in abeyance and 0 failures.
Providing income maximisation and associated assistance, to help people improve their wellbeing and future prospects.	Our Income Maximisation service dealt with 752 referrals during 2019/20 and secured an estimated £646,770 for Forth households.
Delivering customer services which meet expectations in a prompt and efficient manner.	Overall tenant satisfaction with Forth's services was assessed as 94% in the 2019 satisfaction survey.
Engaging with our communities and encouraging participation in decision making at a variety of levels, from information sharing, to Committee involvement.	In 2019/20 we engaged with: <ul style="list-style-type: none"> • 2 Community based project groups regarding developments • 1 Registered Tenants Organisation • 95 tenants via E group participation • 20 tenants via Tenants' View Forum attendance • 5 tenants via Management Committee membership

Developing services which bring added value to our tenants and communities, including through joint working with other agencies	<p>In 2019/20 we:</p> <ul style="list-style-type: none"> • Continued to refer individuals to Start-Up Stirling • Provided properties via Housing First model
Providing value for money across our full range of activities.	<p>The 2019 tenant satisfaction survey indicated that 81% of tenants felt that their rent represented value for money. Forth actively participated in the Scottish Housing Networks benchmarking and value for money analysis.</p>
Ensuring transparent governance, which adheres to legislation and regulatory requirements	<p>The Association remains on low engagement with the Scottish Housing Regulator, which indicates no concerns regarding governance.</p>
Sharing information in an open and appropriate manner.	<p>The following information is made available on our web site or via publications:</p> <ul style="list-style-type: none"> • Monthly Committee briefing • Quarterly Complaints summary • Annual performance information • Quarterly newsletter update • Tenants' View forum minutes

Comment: The Association continues to deliver against the business priorities which flow from our stated Aims & objectives.

Recommendations: **it is recommended that Committee Members note the information provided.**