

Supporting the social house of the social hous

Trudi Tokarczyk, Service Improvement Manager May 2023



Member-led in all we do



of councils

70%

of Scottish social landlords

90% of the sector by stock is represented in our members

Trudi Tokarczyk, Service Improvement Manager May 2023

27 years of experience

Our services

- Charter preparations
- Data and performance insights
- Development value for money
- Private Sector services
- Resources and publications
- Practice self-assessment
- Governance self-assessment
- Value for money
- Welfare Reform services
- Practice Exchange

Data and Benchmarking Services

- Easy-to-use Business Intelligence tools, supporting our members to interrogate key datasets
- Charter data including aggregated averages available for our members the week after submission
- Annual and Quarterly Indicators providing more granular detail on members performance
- Special data collections throughout the year, including:
 - EESSH data collection (C10 and C11)
 - Rent Consultation options being considered
 - Temporary accommodation costs
- Performance Analysis Visits presenting your performance data to an audience of your choosing
- ARC Validation services and support with Indicators

Development Value for Money

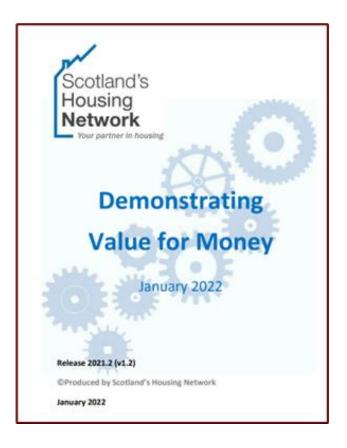
Launched 10 March 2022

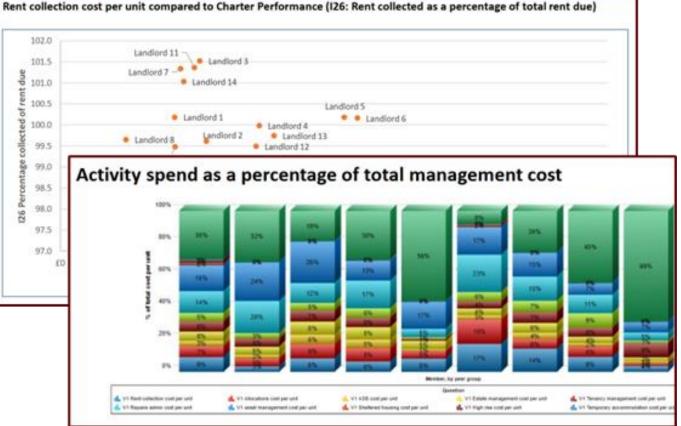
- Scottish Government confirmed requirement to participate in continuous improvement programmes as a condition of grant
- Assessment tool to provide landlords with a detailed analysis of cost, time and quality indicators at project level for new build development
- Benchmarked across the Scottish social housing sector



Value for Money

- Simple spreadsheet using:
 - Business plans assumptions
 - Income and Expenditure actuals for 0 previous year and budget for current
 - Estimates of staffing and non-staffing spend against core housing management activities and non-core activity
- Allows for more in-depth comparison of financial information against peers
- Breakdown of management costs into housing management activities - resulting in per unit cost against each activity
- Comparison of costs vs charter performance





Resources and publications

- Research reports
- Policy breifings
- Guidance documents
- Best practice frameworks
- Toolkits



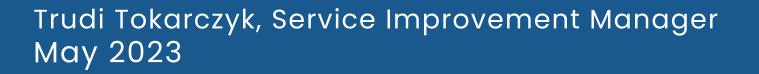
Practice Exchange Forums

- Asset Management, Maintenance and Development
- Data users
- Homelessness
- Housing Management
- Local Housing Strategy
- Mid-Market Rent
- Older People's Housing and Support
- Private sector housing
- Rural housing
- Service Improvement and Scrutiny
- Solo and Link Officers
- Tenant Participation
- Rural housing



Conferences

- Asset Management, Maintenance
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Current priorities

 Global financial crisis 	• Wari
 Interest rates increasing faster than 	• Cost
expectedWage bill going up	o fo
 Brexit 	o fu
 Health and Safety 	• Econ
 Fire safety 	• Deca
 Dampness and mould 	• New
 labour shortages 	• n
 Pandemic 	
 material shortages 	
 material cost increases in excess of 	
inflation rate	

in Ukraine of living crisis ood bills up uel costs up omic outlook arbonisation build development o longer affordable?

Thank you

Trudi Tokarczyk, Service Improvement Manager May 2023