

Hanover On Target

Your new monthly
performance
newsletter

I'm really pleased to newsletter share with you the first issue of Hanover On Target. This is our monthly publication updating you on Hanover's performance, strategy, policies, processes, and business changes. We want to make sure that everyone across the organisation knows what's going on and where we are going next.

In this issue there is a mix of performance and strategy updates. We will be picking the most important topics each month to share with you with updates from right across the organisation. If there is an item you would like more information on get in touch with us.

We will still be publishing other regular messages including my monthly updates and the staff bulletin. We'll be keeping an archive of this newsletter on The Hub but also on our new platform Yammer for colleagues who are able to access it.

I hope you find this newsletter helpful and interesting but if you think we can improve it let the comms team know.

Angela



Issue 1
June 2021

Performance results

Our annual return (ARC) to the housing regulator for 2020/21 has been approved by the Board.

As you would expect in a year so heavily impacted by Covid-19 the results are very different from what we would normally see.

It will pose challenges over the next year to turn these results around, whilst still facing some Covid-19 restrictions.

The SMT have a key role to play in performance this year and will be working hard to ensure we can report significantly improved results for 2021/22. The key areas are:

Customer Satisfaction

Satisfaction levels have fallen over the last three years.

Tenants		
2018	2019	2021
89.6%	85.1%	81.5%
Owners		
2018	2019	2020
68%	65%	65%

Letting void properties

We are working hard to re-let void properties but there has been a big increase in the average re-let time.

2019	2020	2021
35.99	41.48	95.57
(re-let days)		

In relation to customer satisfaction this was declining even before the pandemic, and we need to make improvements to turn this round.

The SMT will be leading on this initiative. We also want your input, please send your ideas to emccaffery@hanover.scot

Customer Satisfaction

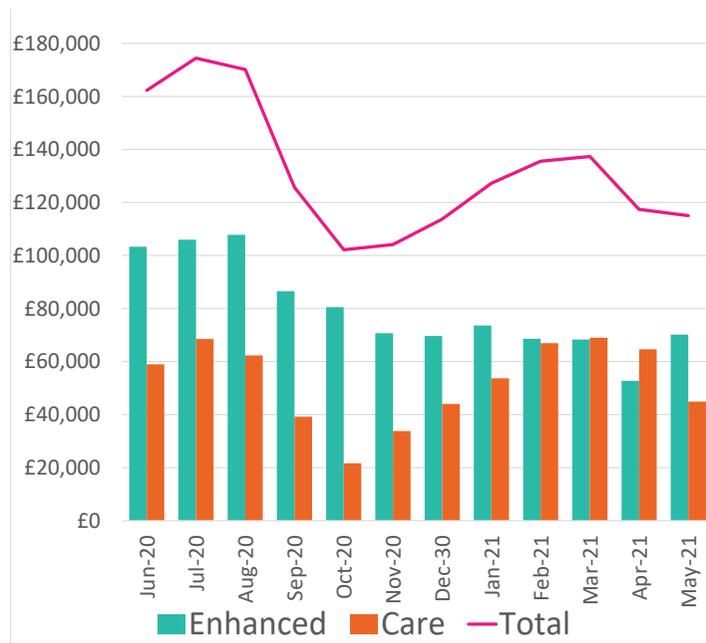
These are the results from our tenant and owner surveys. We need to make improvements and are developing a plan. We want your input, please send your ideas to emccaffery@hanover.scot

Tenants		Owners	
81.5% (-3.6)		Satisfaction	65%
85% (-1.2)		Repairs	62%
74.5% (-6.4)		Value for Money	52% (-3)
74.3% (+6.1)		Landscape Maintenance	63% (+5)
74.5% (-6.4)		Participate in Decisions	52% (-7)
81.7% (-2)		Kept informed	67% (-1)

Quality of Home	85.1% (-3.4)		Do what you say	61% (+1)
Management of neighbourhood	75% (+1.2%)		Management of development	67%
Moving in standard	86% (+0.8)		Response to requests	56% (-4)

Reducing our Voids

Staff are working to fill empty properties. Voids increased during the pandemic as we were not allowed to relet. Resolving the number of voids is a team effort and collaboration is essential. Senior staff and Directors meet weekly to monitor progress and drive change. The group also addresses process issues that impact the reletting of homes. We are investigating a new voids inspection app which will streamline the process we take when properties become vacant. Empty properties significantly impact Hanover financially and this graph shows how quickly the position deteriorates if we are unable to let homes.



Voids are reducing, but we still have 164 empty properties. Some are hard to let and we are exploring options, including enhanced marketing and building remodelling. SMT maintain a close focus on this issue which affects all of us. If you have ideas to reduce voids, please contact Elaine McCaffery.

Digital Strategy

Have you got a great digital idea?

We are developing a new Digital strategy and want your views.

We will be collating Digital ideas over the summer. This process will be coordinated by the new Digital Transformation Group and include customers via the HEART panel.

Please email your ideas to Gregor Ross, ICT Manager. Drafting and consultation on the Digital strategy will be from September to November seeking Board approval in November 2021.

The strategy will set out our digital goals for the next few years.

Some of the ideas from our recent SMT meeting:

- ▶ Trial Digital Champions
- ▶ Live business information and reports
- ▶ Better Internet speeds
- ▶ Systems that work together
- ▶ Warden call systems go digital
- ▶ Apps for customers

Hanover's Dementia Strategy 2021-24

We are launching a new strategy to improve support for customers living with dementia. 90,000 people live with the condition in Scotland, including around 50% of the over 90s. Many of our customers are living with dementia.

Our aim is to create a dementia-friendly culture and the strategy will help us to improve practices, skills and knowledge of dementia, while setting higher standards for customer care. We want to involve everyone in the strategy, through training and development, so that we all feel confident about dementia services.

Everyone can contribute to the strategy and we would encourage you to read the new document on the Hub (Dementia and Cognitive Impairment Strategy - All Documents)

Hanover is always improving services and the strategy looks at:

- ▶ Home and affordability
- ▶ Understanding Customers with Dementia
- ▶ Learning and Support
- ▶ Working with Partners

A Dementia Strategy Working Group (DSWG) met in June to begin work on the project.

We also want Dementia Champions across Hanover and we intend to sign up for the Housing and Dementia Framework from the Chartered Institute of Housing.

To find out more about our Dementia & Cognitive Impairment Strategy, contact Stephen McCullough.