

Prospect

Performance

Report

2020/21





A wee note that the flat is amazing!!!

I'm very happy.

I wish you and all your team a good day!!!!

Welcome



Welcome to Prospect Community Housing's Performance Report for 2020-2021

The past year has been dominated by the Covid-19 pandemic, and the constant changes required to the services that we provide. Our staff have mainly been working from home, although we have recently been able to have a limited opening of the office which hopefully is a sign that things are beginning to return to normal.

Here are some of the highlights from last year.

- We invested in our housing stock, with a total of almost £400,000 spent during the year on improvements to our properties and over £400,000 on repairs. So, we spent almost £1 million on looking after our properties during the year. This was lower than usual, and lower than budgeted, due to periods when Covid prevented us doing work in tenant's homes.
- We worked on our proposed development of 69 flats at Clovenstone Gardens (Kingsknowe Golf Course site).
- We have continued the partnership working with other local agencies, to deliver a wide variety of community projects. This has included a focus on providing access to digital services through the provision of tablets, laptops, and the support to use these. In the early period of the restrictions, we worked with others to deliver much needed food within Wester Hailes to those who needed it.
- A focus on tenant safety, with the installation of interlinked smoke and heat detectors in all our properties.

We recognise that for our tenants, the past year has been a tough one. We have been working hard to support tenants and have been a part of the community response to Covid in Wester Hailes. We also continue to minimise increases in rent, with the most recent increase only 0.7 percent. We now look forward to a future with less restrictions and a return to normal services.

This year our Annual Performance Report is an online publication, reflecting our increased use of digital communications. We continue to compare our performance to other [local landlords](#) and by using this format you can click on links to find out more. [Let us know your thoughts](#) on this approach.

Thank you to everyone who helped to develop this report and to you for reading it.

Brendan Fowler, Director

OUR VISION:

PROVIDING HOMES AND BUILDING COMMUNITIES TOGETHER

OUR VALUES:

PIONEERING
RELIABILITY
LISTENING
FAIRNESS
PARTNERSHIP

Prospect's Profile

Our Properties....

882

We rent out 882 good quality homes in attractive, safe environments in West Edinburgh.



One of our Business Plan strategic objectives is
to have affordable rents



Here's how our average weekly rent increase for 2021 compares with other landlords

Prospect 2021	City of Edinburgh Council*	Castle Rock Edinvar	Link	Scottish Average
0.7%	0.0%	2.0%	2.5%	1.2%

*Highest Performing local landlord



Our People – a year of seeing each other on screens

Prospect is run by a voluntary committee and over half of committee members are current tenants. Prospect's committee are pictured here at the Annual General Meeting which has been held via Zoom for the last two years. We'd welcome new members: Membership of Prospect means you can vote at our Annual General Meeting for who will be on our management committee or become a member of the committee.



**Membership of Prospect means you
can vote at our Annual General Meeting**



Your Thoughts on Prospect

Our three yearly tenant satisfaction survey took place in 2019. Satisfaction levels were above 90% in all key areas

Satisfaction with overall service provided by their landlord in 2020/21

Prospect	City of Edinburgh Council	Castle Rock Edinvar	Link	*West Granton Co-op	Scottish Average
91%	74%	81%	89%	98%	89%

*Highest Performing local landlord

96%

were satisfied with the opportunities they are given to participate

98%

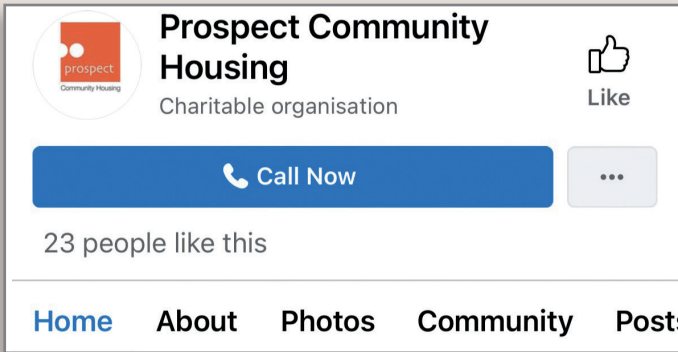
thought Prospect is good at keeping you informed about our services and decision.

Your feedback on our services:

50 complaints received

- We took an average of less than 3 days to respond to Stage 1 complaints.
- 8 compliments received about Prospect staff, contractors, and services





As we couldn't have meetings in person with Prospect's Scrutiny Group or Tenant Forum, we set up a [Facebook](#) page. This, along with our [Twitter](#) feed shares Prospect news, local events and updates.

Thank you for letting us know

what you think

What things have we changed

because of complaints:

- We've updated our processes to make sure we advise Allpay when there is a change of tenants.

Next Steps

- ✓ Start up the Tenants Forum face to face and via Zoom to share views on how Prospect's services could improve – if you'd like to get involved, [get in touch](#)
- ✓ Meet with the [Prospect Scrutiny Group](#) again to find ways to [improve our services](#)
- ✓ Continue to listen and learn from your complaints, compliments, and feedback

Housing Quality and Maintenance

	Prospect	City of Edinburgh Council	Castle Rock Edinvar	Link	Port of Leith*	Scottish Average
Average hours to complete an emergency repair	2	10	12	5	1.4	4
Average days to complete a non-emergency repair	2.99	12	8	14	2.8	7

*Highest Performing local landlord



One of Prospect's [strategic objectives](#) is to invest in our properties and neighbourhoods. Covid challenges meant we had to change our plans and repairs took longer than usual. However, Prospect still managed to invest £800k into our housing stock.

Over the past year:

2409 repairs

were completed

97%

of these repairs were

completed first time



- **99.77%** of our stock meets the Scottish Housing Quality Standard
- **91%** of Prospect tenants who have had repairs or maintenance carried out in the last 12 months were satisfied with the repairs and maintenance service.

Building more homes

One of Prospect's strategic objectives is to build new homes. We made progress on our proposed 69 flat development at Clovenstone Gardens. Negotiations also continued regarding the site we are looking at in Morvenside.



One of Prospect's strategic objectives is to

build new homes

Next Steps



Begin building properties



Explore other opportunities to build more homes



Meeting the challenge of the Covid pandemic

Although the office closed, Prospect continued to deliver a full range of services throughout the pandemic. Challenging times required creative solutions and we worked with partners to support our community.



Wester Hailes Together

We joined a partnership of local organisations that worked together to support the community through the challenging lockdowns. We offered our vans to help deliver meals, food parcels and emergency packs. Many thanks to the staff who drove during the weekly deliveries to provide this essential service.

Fuel Vouchers and Energy Support

Given the hard winter and difficult financial circumstances resulting from the pandemic, we were able to access funding for tenants from [HACT](#) (Housing Associations Charitable Trust) and the Home Heat Support Fund from the Scottish Government.

270 households

were assisted

with fuel vouchers



£34k funding

was raised for fuel vouchers





Energy Support Week

The Social Housing Fuel Support Fund gave us a grant of £8,692 which we used to work with [SCOREscotland](#). They delivered a week of online advice sessions and telephone appointments to help 72 people with their fuel bills.

"Why do they charge me so much for my electricity?"

"Many thanks, you have really helped me."



Communities Recovery Fund

We worked with our [ARCHIE](#) partners to raise £59,031 from the Scottish Government Communities Recovery Fund to support tenants. We used our share of the grant for

- 300 Energy Savings Packs given to tenants
- 20 Chromebooks with connectivity distributed to tenants
- Funding for the shared ARCHIE Debt Advice project



Out and About in Wester Hailes

Prospect works in partnership with local agencies to develop new projects that meet local priorities. These will help to give opportunities to all in our [community](#).



WHALEARTS

SCOREscotland
breaking barriers, changing lives

CHAI
Community Help and Advice Initiative

POWER UP

Good Things Foundation

Wester Hailes Connects

- Our partnership was awarded £117,904 from the [Power Up Initiative](#) to help people connect with confidence.
- During the pandemic, essential information and support were only available online, leaving many people in Wester Hailes isolated and excluded.
- [Wester Hailes Connects](#) ran throughout the lockdown offering vital digital skills advice, support, devices and connectivity to residents and families

Participants

85% said their skills had improved

87% felt less isolated

95% felt safer going online

96% said accessing online services was now easier

Westburn Woods

Despite lockdown restrictions, [Edinburgh and Lothian Greenspace Trust](#) managed to run some woodland management sessions to help improve the woodland space.



Next Steps

- ✓ Develop We Are Wester Hailes, a website funded through Wester Hailes Connects for the local community
- ✓ Work with partners to fund further digital skills activities
- ✓ Support Active Travel initiatives including secure bike storage
- ✓ Work with ARCHIE to deliver further energy savings advice and support

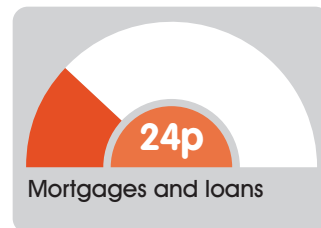
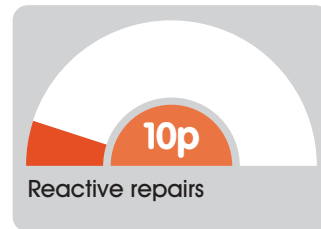
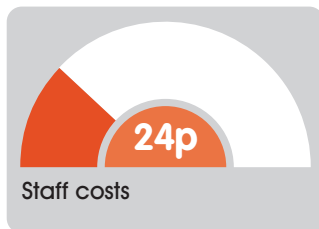
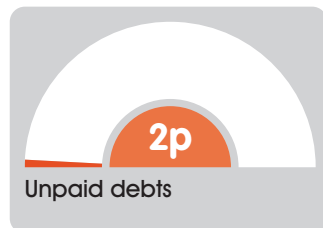


Value for your money

Prospect's strategic aim of **independence** is achieved by good governance, strong financial performance and stronger partnerships with other independent housing organisations.

Paying your rent

This shows what areas each £1 of your rent money was spent on during 2020/21



99.8%

We collected 99.8% of the total rent due

No
Evictions

No evictions in 2020/21
due to rent arrears

Anti-social behaviour

We aim to resolve anti-social behaviour cases within 32 working days. During 2020/21, there were 6.7 cases of anti-social behaviour for every 100 homes.

93% were satisfied with Prospect's management of their neighbourhood

100% of tenants who moved into a Prospect flat in 2019/20 stayed for over a year

Empty properties

In 2020/21 we let 45 properties, via Edindex

Average days it took to re-let a property

(i.e. from one tenancy ending until the next one started)

Prospect 2019/20	City of Edinburgh	Castle Rock Edinvar	Link	*Port of Leith	Scottish Average
40	64	48	36	34	56

*Highest Performing local landlord

Next Steps



Continue to improve our online services and digital approach



Continue to focus on being efficient by procuring our services and contracts

Welfare Rights Service tops £1 million in extra money for Prospect tenants

Fiona McLuckie, our Welfare Rights Officer, works with Prospect tenants to maximise their benefits and income. For the second year running, her work resulted in £1m additional income for Prospect tenants during 2020/21.





Community Housing

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