

Our Inspection and Improvement Plan



As many of our tenants and partners will know, **Brian Gegan, Chief Executive** Cairn HA was inspected by the Scottish Housing Regulator in 2008/09.

The outcome of the Inspection process was that we received a 'C' grade which means a fair performance. Details of how to see the report or get a copy are included in this newsletter.

The Association was last inspected in 2000 so it was some time since the Regulator looked at us in detail. The Inspection asked two key questions:

- 1 How good are the services which were inspected?**
- 2 How well are these services managed for improvement?**

In the course of the process, the Inspectors:

- Spoke to tenants, service users, staff, and Committee members

- Asked partner organisations for their views
- Visited homes and local areas
- Saw and tested how well services were being delivered
- Examined key policies, publications, information and the organisation's self-assessment submitted for the Inspection
- Analysed published performance and financial information

In March of 2009, the Inspection Team, including two tenant assessors from other housing associations, visited offices and homes to make their assessment. They then issued a draft report on which we commented extensively with those parts of the assessment with which we did not agree or felt were factually inaccurate.

This was then considered by the Scottish Housing Regulator and the Final report issued in August 2009. We were then tasked with preparing an Improvement Plan to address the issues raised in the report and that is summarised in this newsletter. This included the preparation of a Consultation Plan to advise tenants, service users and other stakeholders of what we would do and how.

Brian Gegan, Cairn HA's Chief Executive (pictured) said 'Our commitment to the successful delivery of the Improvement Plan is total. We have to do that with the resources that we have by using them better, as the financial outlook is going to be difficult, not just for Cairn HA but for the housing association sector in general. That will mean changes to the way we do things, but the interests and views of tenants and service users will be paramount.'

THE CHAIRPERSON'S VIEW

The Inspection process was extremely demanding but it was gratifying to note that the Inspectors acknowledged that we had plans in place to improve in most of the issues raised in the report and that we were very responsive to the feedback provided by them.

It was also good to note that our Improvement Plan was one of the best that the Inspectors had seen.

The focus now must therefore be on delivering that plan and we need input from tenants, service users and our partners both on the plan itself and how it is being delivered.

The Committee of Management and staff are committed to improving the quality of services that Cairn HA provides for its tenants. This will be at the heart of everything that we do in the next two years during the implementation of the plan and will provide us with a firm foundation on which to develop further the range and quality of our products and services.



Marion N. Notman

Marion N. Notman, Chairperson

Our Improvement Plan

The Scottish Housing Regulator expects all inspected organisations to take action on the findings in their reports. In our case, that meant producing and agreeing an Improvement Plan with the regulator to show the processes and timescales for addressing the recommendations. That has been done and the purpose of this newsletter is to tell you about the plan, how you can get access to it and comment on it.

At the end of two years after agreeing the plan (which in our case will be December 2011), the Scottish Housing Regulator expects to receive a report on what progress has been made so that it can advise us if it considers the progress to be satisfactory.

The plan is an extensive list of the actions we intend to carry out and it is not possible to include all of them in this newsletter. However, there are 8 key recommendations in the Inspection Report which form the core of the plan, and they are:

- 1 We produce a business plan that is supported by clear long term financial plans and show that if circumstances change, the plan is flexible enough to cope with them.
- 2 We reduce our costs by being more efficient.
- 3 We improve the use of our IT system.
- 4 We improve our knowledge of our properties and target maintenance spending effectively.
- 5 We produce a new tenant participation strategy to provide opportunities for tenants to influence what services we deliver and how we deliver them.
- 6 We improve how we collect and use comments from tenants and service users and make this information available publicly.
- 7 We improve the management of our empty houses to re-let them as quickly as possible in a satisfactory condition.
- 8 We comply with our obligations in relation to our Right to Repair responsibilities and improve our management of buildings containing asbestos.

There are many actions in the plan but they all support the achievement of these 8 key recommendations.

View The Inspection Report

It can be downloaded from our website at www.cairnha.com or from the website of the Scottish Housing Regulator at www.scottishhousingregulator.gov.uk Alternatively, you can contact any of Cairn HA offices listed overleaf and ask for a copy in person or have it sent to you by post.

View The Improvement Plan and Consultation Plan

These can be obtained from our website at www.cairnha.com Alternatively, you can contact any of the Cairn HA offices listed overleaf and ask for copies in person or have them sent to you by post. Paper copies will also be available in sheltered housing courts and other Cairn HA facilities.

Comments and Views

We would encourage you to respond to us if you have any points to make by completing and returning the short pre-paid questionnaire attached to this newsletter. This can be done:

- either by post
- by using the Feedback boxes in our Sheltered Courts, Care Homes and other service points
- or through the 'Get in touch' section of our website at www.cairnha.com

Any feedback received will be analysed and reported on in future newsletters.



The information in this newsletter is also available on tape, in Braille, large print and community languages. If you are interested in receiving any of these formats please contact our Head Office at 22 York Place, Edinburgh EH1 3EP or phone 0131 556 4415.

للحصول على معلومات حول ترجمة هذه الوثيقة إلى لغة جاليتكم، الرجاء الإتصال بجانيت كامبل هاتف: 0131 556 4415 أو بريد إلكتروني
22 York Place, Edinburgh

如需有關此文件之翻譯服務，請聯絡
珍尼特·金寶 Head Office
電話: 0131 556 4415 或電郵

22 York Place, Edinburgh

informacja w tym (to) *newsletter* jest tak`e dost`pny na ta`mie, w *Braille*, wielki druk (odbitka) i wspólnota j`zyków.

Je`eli wy jeste`cie zainteresowani w otrzymaniu wszelkiego tych formatów sprawiąc przyjemno`c (prosz`) kontaktujà si` z naszà Centralà przy 22 York Place, Edinburgh, *EH1* *3EP* albo telefonujà 0131 556 4415

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অনুবাদ করার ব্যাপারে তথ্য পেতে হলে জানেট
কাম্বেল-কে 0131 556 4415 ফোন করুন অথবা
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22 York Place, Edinburgh



Improvement Plan

Feedback Questionnaire

Your feedback is important to us and will help us to continually improve the services we provide.
Please complete your contact details below:

Name:

Address:

Telephone no:

Email address:

Did you find it easy to access or obtain a copy of our Improvement Plan
Yes No

If No, please tell us what problems you had

Did you find the Improvement Plan was clearly set out and the Key Actions easy to understand?
Yes No

Do you think that it fairly reflects what Cairn HA needs to do to improve its services?
Yes No

Are the arrangements for keeping you informed of progress against the Plan satisfactory?
Yes No

If you have any other comments on the Improvement Plan, please tell us:

Thank you for taking the time to complete this questionnaire.

PLEASE TEAR ALONG PERFORATION

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FOLD

Cairn Housing Association Ltd
22 York Place
EDINBURGH
EH1 3EP



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