

Viewpoint Housing Association Ltd

29 March 2018

This Regulation Plan sets out the engagement we will have with Viewpoint Housing Association Ltd (Viewpoint) during the financial year 2018/19. Our regulatory framework explains more about our assessments and the purpose of this Regulation Plan.

Regulatory profile

Viewpoint was registered as a social landlord in 1975 and provides supported housing and care services for older people. Viewpoint owns and manages 1,313 homes across Edinburgh the Lothians and Fife, has three care homes with 133 bedspaces and provides factoring services to 62 owners. It is a charitable organisation and employs 253 people mainly care staff.

As at 31 March 2017 Viewpoint's turnover for the year was just under £15.74 million and its debt per unit was £5,596.

Engagement

During 2017 we engaged with Viewpoint about its service quality, the reliability of its data and about management oversight of its performance. Viewpoint had instructed investigations into its approach to performance management and we discussed the outcomes from the investigations with it. Viewpoint has agreed an appropriate action plan for it to address the weaknesses identified in the investigations. We will engage with Viewpoint as it progresses its action plan to seek assurance about the work it has carried out.

To assess the risk to social landlord services we have reviewed and compared the 2016/17 performance of all Scottish social landlords to identify the weakest performing landlords. We found that Viewpoint is in the bottom quartile for all social landlords in relation to satisfaction with the overall service, tenants who feel their landlord is good at keeping them informed about services and decisions, satisfaction with opportunities to participate in decision-making, satisfaction with the repairs service and average days to re-let properties. Viewpoint's performance has deteriorated across a number of these indicators. We will review Viewpoint's performance when we receive its ARC return in June 2018.

Viewpoint has highlighted that 49.1% of its homes currently meet the Energy Efficiency Standard for Social Housing (ESSH). We expect Viewpoint to have plans in place to meet ESSH by December 2020 and to inform us if it does not anticipate meeting the standard by that date.

Viewpoint is currently considering opportunities to develop an extra care facility. We will need assurance that any future decisions about this and any other development proposals are based on appropriate financial and risk information and that Viewpoint has the capacity to take forward any development proposals.

Viewpoint also has a number of loan stock properties and it has been reviewing its arrangements for these properties.

Our engagement with Viewpoint Housing Association Ltd in 2018/19 – Medium

We will engage with Viewpoint about its action plan on performance management, service quality, its development proposals and the loan stock properties.

1. We will engage with Viewpoint:
 - as it progresses its action plan to seek assurance about the work it has carried out; and
 - about the service quality areas we have highlighted and depending on the outcome of the engagement we may review our future regulatory engagement with it.
2. Viewpoint will:
 - send us an update on its development proposals by 31 October 2018; and
 - provide us with details about its arrangements for its loan stock properties following its review.
3. We will review Viewpoint's development update in quarter three of 2018/19.
4. Viewpoint should alert us to notifiable events and seek our consent as appropriate. It should provide us with the annual regulatory returns we review for all RSLs:
 - audited financial statements and external auditor's management letter;
 - loan portfolio return;
 - five year financial projections;
 - Annual Return on the Charter; and
 - the return on the Energy Efficiency Standard for Social Housing.

This plan will be kept under review and may be changed to reflect particular or new events. The engagement strategy set out in this plan does not restrict us from using any other form of regulatory engagement to seek additional assurance should the need arise. Our regulatory framework and other relevant statistical and performance information can be found on our website at www.scottishhousingregulator.gov.uk.

Our lead officer for Viewpoint Housing Association Ltd is:

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We have decided what type of engagement we need to have with this organisation based on information it provided to us. We rely on the information given to us to be accurate and complete, but we do not accept liability if it is not. And we do not accept liability for actions arising from a third party's use of the information or views contained in the Regulation Plan.