

Annual Performance & Statistical Return

2006-07

on-line system user guide



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1 Introduction

All Social Landlords, registered with Communities Scotland between 1st April 2006 to 31st March 2007 (or part thereof), are required to complete an on-line Annual Performance & Statistical Return (APSR) by 1st June 2007.

These are:

<i>Landlord Type</i>	<i>Count</i>
Mainstream, Small & Co-ownership	176
Management Only	28
CCHA – local housing organisations	34
Total	238

1.1 Timescale

Your on-line APSR is available for input from 3rd April until 1st June deadline.

1.2 On-line APSR 2007

From 3rd April, you can access your APSR(s)¹ using the username & password issued by Communities Scotland². Setting-up instructions, including changing your password are described in sections 3 & 4 of this guide.

1.3 System overview

Your on-line APSR has several functional benefits to help you with your return:

- **Pre-population** if you completed a return last year, then the on-line form will be pre-populated with last year's data. New questions, or questions that have changed significantly since last year, will not be pre-populated.
- **Highlighting** to enhance the pre-population, you can set the system to show all previous year's data in red until it is over-typed with a different value.
- **Local Validation** a broad range of automated checks are carried out on data as it is being input to individual sections of the form. These include:
 - **arithmetic**, for example, $x + y = z$
 - **format**, for example, sufficient number of decimal places provided, words input to text cells / numbers input to number cells, and so on
 - **logical**, for example, if A = 'Yes' then further information at B is required

Users are prompted to run a local validation each time a section is saved.

¹ some users will complete more than one APSR

² issued directly to users by email on / around 28th March

- **Global Validation** to ensure consistency of data across the various parts of your return, there are a number of further validation checks. For example, stock owned figures should remain consistent across the Contextual Statistical Information (CSI) sections of the form (1D = 1P & 1Q).

Global validation is activated from the left hand menu, and must be run before the form can be finally submitted.

- **Broadcast Messaging** this is a messaging service. Broadcast messages display notification of any important information which may affect the submission of your return.
- **Authorisation** your committee-approved authoriser (chairperson or secretary) will sign-off your APSR with a separate username and password. We will be in touch with you before June for details of your authoriser.
- **Printer Version of Form** can be produced in Portable Document Format (PDF)³ at any stage of completion. The document will contain all the details present at the point your form was last saved.

Important if you require a [blank version of the form](#), then this should be downloaded from our web-site. See also *Section 2.1 Supporting documents*.

2 Help

2.1 Supporting documents

Please ensure that you have read all supporting documentation before contacting the [Helpdesk](#).

All documents are available to view and download from our [website](#):

- Blank copies of APSR form:
 - [Mainstream Small & Co-ownership](#)
 - [Management Only](#)
 - [CCHA](#)
- [Notes on Completion](#) essential reading for completing your return and contains detailed definitions and advise on how to complete every question. This document can also be viewed by clicking on the '?' icon displayed at the top right of the on-line APSR.
- [CS Guidance Note CSGN2007/02](#) describes the format and arrangements for submission your APSR.
- [On-line User Guide](#) this document.

³ requires Adobe Reader version 5 or higher (free software download available)

2.2 Helpdesk

A telephone & email [Helpdesk](#) facility is available during normal office hours to assist with your queries. Please contact:

Christine Dugan – Business Information Manager
Tel: 0131 479 5723
christine.dugan@communitiesscotland.gsi.gov.uk

Allan Starling – Business Information Officer
Tel: 0131 479 5726
allan.starling@communitiesscotland.gsi.gov.uk

3 Setting up

3.1 Recommended system requirements

- Windows: version 2000 or higher
- Microsoft Internet Explorer (IE): version 6.0 or higher *
- Adobe Reader: version 5.0 or higher

Your IE and Adobe software versions can be checked by opening the relevant application and selecting Help > About “#” from the top menu (where “#” is the name of the application). If your system does not appear meet these requirements then please contact the [Helpdesk](#) for advise.

- * Microsoft Internet Explorer Version 7 (IE7) upgrade – some users will have systems running the new IE7. We are satisfied that the on-line APSR is largely compatible with IE7, however some users may notice some minor misalignment of tables and text. These anomalies will not affect your submission but any serious faults should be reported to the [Helpdesk](#).

General note on internet browsers – other browsers such as Firefox or Safari (Mac OS) may have compatibility issues with the APSR and RSL Directory systems and are not supported by our [Helpdesk](#).

3.2 Application settings

Please ensure your browser (IE6 or IE7) and Adobe Reader settings are configured as follows:

Configure IE6

- open IE6
- from the top menu select ***Tools > Internet Options***
- select ***General*** options tab and go to ***Temporary Internet Files***

- click on *Settings* and ensure that the '*Check for newer versions of stored pages*' option is set to '*Every time you start Internet Explorer*'
- click on **OK** to save settings
- then select *Content* options tab and click on *AutoComplete Settings*
- under the '*Use AutoComplete for*' heading, ensure that '*Forms*' is not selected
- click **OK** to save settings
- finally, click **OK** to save all settings and exit Internet Options window

Configure IE7

- open IE7
- from the top menu, select *Tools > Internet Options*
- select the *General* options tab and go to *Browse History > Settings*
- select *Temporary Internet Files* and ensure that the '*Check for newer versions of stored pages*' option is set to '*Every time you start Internet Explorer*'
- click on **OK** to save settings
- then select the *Content* options tab and click on *AutoComplete Settings*
- under the '*Use AutoComplete for*' heading, ensure that '*Forms*' is not selected
- click **OK** to save settings
- finally, click **OK** to save all settings and exit Internet Options window

Configure Adobe Reader

If your system does not have Adobe Reader installed then a free download of version 8 may be obtained from www.Adobe.com

Follow these steps to ensure that Acrobat Reader is set up properly for using the *Printer Version of Form* function described later in this guide:

- Open Adobe Reader
- From the top menu select *Edit > Preferences* to open the *Preferences* window
- Select *Options* from the left hand pane
- Ensure that *Display PDF in Browser* is not checked
- Click **OK** to save settings and exit *Preferences* window

Important: always check with your IT Administrator before downloading any software.

3.3 On-line system user accounts

APSR

You should receive your user account details by email before 2nd April. Requests for additional user accounts should be made to the [Helpdesk](#) by email. Full name, telephone number and email address details are required for every new user.

RSL Directory

You may need to access the [RSL Directory](#) to update the *Front Page* and *Summary Information (part IA & B)* sections of your APSR. If you are a new user, then the APSR account details we sent you will also access this system.

Please note that changing your password for the APSR does not automatically change your RSL Directory password. This needs to be changed separately while accessing the RSL Directory.

The [RSL Directory](#) is accessed via the left hand APSR menu.

For obvious security reasons, we strongly advise that account details are not shared among users.

4 Getting Started

4.1 Logging on

Open Internet Explorer and access the [On-line APSR 2007](#):



www.esystems.communitiesscotland.gov.uk/apsr2007

Enter your login username and password details as they were emailed to you. Your login details will be required each time the form is accessed and you will only be able to view information relating to the RSL(s) you are responsible for.

If your log-in does not seem to be working or in the unlikely event of your account accessing to the wrong organisation, then please contact the [Helpdesk](#) for assistance.

You may work on your APSR at any time until it is authorised.⁴ After authorisation, you will not be able to make any changes while we review your data. If at this stage you realise an error has been made, then contact the [Helpdesk](#) to arrange a correction.

You may want to add the APSR to your web-favourites:

- from the top menu select *Favourites* and click on *Add to Favourites*
- rename favourite and set a folder to create it in (both optional)
- click *OK* to apply settings

4.2 Change password

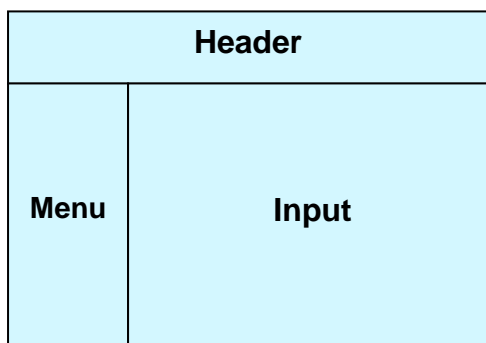
You will not be prompted to change your password but it is highly recommended that you do so as soon as possible:

- from the left hand menu, select *Change Password*
- input your new password and confirm it

⁴ unless you report a problem when we may ask to view your APSR

4.3 Screen layout

The APSR screen is made up of three panes:



1. Header shows RSL name, registration number and link icon to Notes on Completion at all times

2. Input displays input forms

3. Menu to navigate through question parts or access admin options

4.4 Left hand menu options

Administration

- [RSL Directory](#) direct access to the On-line Register for updating Front Page details. If you have lost or forgotten you login details for this system then please refer to section Setting up Additional Users
- *Broadcast Messages* keep up to date with the latest system information from the [Helpdesk](#) particularly for details of any scheduled down-time
- *Change Password* when you first log-in to maintain security
- *Configure Highlighting* explained in next section
- *APSR Authorisation* for final sign-off by Chairperson / Secretary
- *Printer Version of Form* to produce printable version of your APSR at any stage of completion. Note that this is not the way to produce a blank version of the form which should be download from our [website](#)
- *Global Validation* initiates a validation check across all parts and sections of the form. Must be carried out before final submission

Non-CSI Sections

- *Front page*⁵
- *Summary Information*⁶
- *Classification Table*
- *Governance & Accountability*

Housing Management Sections

- *Links for Sections 1 to 6*
- *Maintenance*
- *Development Management & Diversification*

⁵ update made via RSL Directory

⁶ update made via RSL Directory

CSI Sections

- *Links for Sections 1 to 12*
- *Appendix*

4.5 Configure highlighting

If you completed an APSR last year, then your return will be pre-populated with that data where possible.⁷

If you activate Highlighting, this will help you keep a track of what new data has been input to the form. It works by initially showing last year's data in red.⁸ When overtyped with a different value and saved, it will turn black indicating that a change has been made.

Highlighting can be switched on or off at any time during completion: -

- select *Configure Highlighting* from the menu
- select the sections of the form you want to highlight
- click on *Apply* then return to the form via the menu

4.6 Standard controls & alerts

Most commonly used buttons and alert windows:

- *Submit* to save changes. The button is normally located at the foot of the form. You may wish to submit your data quite regularly to be on the safe side. If you attempt to move to another Part of the return without submitting first, the system will prompt you to reconsider. Not saving the form at this stage will result in all changes made since the last 'submit' being lost. A message window will confirm the changes.
- *Return to top of page* is helpful to navigate through lengthier parts of the return
- *Tabs* positioned along the top of the form (Sec 1, Sec 2, Sec 3, etc) for screens that contain more than one section.
- *Local Validation* is optional every time you save. Selecting this option generates a printable data validation report window for your information / action which may be closed or minimised. The report will list question numbers where the submitted value does not meet the validation criteria of the current section. (Checks may be arithmetic, null or missing values, values that don't cross reference, etc).
- *Add New Authority* – where a breakdown of data by Local Authority is required. Clicking on this button will enable you to select an authority from the drop-down menu and add relevant data below. Click on *Accept* to add the changes to the table or *Cancel* to leave. Note that authority changes are not saved until you click *Submit*.

⁷ any new or altered questions are not pre-populated

⁸ only on screen – does not apply to Printer Version

- *Add New Row* provides additional rows if / when required
- *Radio buttons* are primarily used for Yes / No questions
- *Notes on Completion* icon always at top of screen
- *Description Codes* apply to CSI Sections 1(N) and 2(C). View the full code descriptions by clicking on the link.

5 Data input

5.1 Cell types & input processes

Input methods are generally consistent throughout the form:

Standard

- navigate from cell to cell using either the Tab button on your keyboard or using your mouse pointer to directly input to a cell
- input cells are generally white
- green cells are automatically filled in for you, such as column totals or percentages
- grey cells are non-enterable and are usually associated with Yes / No questions – for example when No logically means the relevant cell should be skipped. Also, cells and menu options that are not applicable to CCHA and Management Only returns are greyed out as well.

Radio Buttons

- these are used when there is a set of predetermined answers to a question usually Yes or No. Click on the appropriate radio button to make your choice

Add / Remove Row

- this facility is used when you are asked for a number of pieces of information regarding your organisation. *Add New Row* creates more rows where required, or alternatively *Delete Row* removes them

Text (comments)

- position the curser in the text box and start typing. The box will automatically expand for larger narratives

Add New Authority

- Some tables may require a local authority breakdown of information.
- Construct table using the *Add new local authority* button to access the Add new local authority screen. Here you can select the required Authority from the drop-down menu and input the corresponding data below.
- Click *Accept* to add data to main table or *Cancel* to leave without changes.
- Note that the changes will not be saved until you click *Submit*.

Remove Authority

- remove an authority by clicking on the corresponding ***Delete*** button

5.2 Submit & validate

- Click on ***Submit*** to save form. The Submit dialogue box will give you the options to cancel, proceed only, or proceed and validate data (by selecting the ***validate data*** tick box).
- A confirmation box should pop-up to confirm that the update was successful. Click ***OK*** to hide.
- If ***Local Validation*** was selected, then a separate pop-up window will report any issues (local – checks are confined to the relevant question only). The local validation report can be generated and printed as often as necessary until all errors have been corrected.
- If there are items in the validation report that cannot be resolved, you should provide an explanation in the corresponding comments box. Click on Submit to save your comments and we will refer to these during our validation process.

5.3 RSL Directory

Updating Part A & B

These parts display data directly from information held in the on-line Register. Any updates to Part A & B need to be made via the [RSL Directory](#):

- click on ***RSL Directory*** from left hand menu and login
- remember, if you are a new user then the APSR account details we sent you will also access this system. And, that changing your password for the APSR does not automatically change your RSL Directory password. This needs to be changed separately while accessing the RSL Directory. If you are an existing APSR user, then last years' login details will remain.
- update the Directory and submit changes
- return to APSR form (may need to click '***refresh***' to view changes)

6 Printing your APSR

- To print off a hard copy of your APSR return (for Committee approval prior to authorisation), select ***Printer Version of Form*** from the left hand menu. From there you may print off the return in three separate sections. Each hard copy is created as a PDF format file that is automatically loaded into Adobe Acrobat Reader for you to print off on the printer identified on your system.
- While the system makes every attempt to provide a generic report format you may find that your printer makes slight adjustments to the font size of the text. This can result in some slight overtyping of text past the end of the comment box outlines.

7 Authorisation – 3 steps

7.1 Step 1: global validation

- It is assumed that as many Local Validation queries have been resolved as possible during the input process (*see earlier Section 5.2 Submit & validate*). Any outstanding Local Validation issues are carried forward into the Global Validation process.
- Global Validation must be run before the data is presented to your Governing Body and any queries resolved before the return is authorised. Basically, this process will check for inadvertently omitted data, inconsistencies across all parts of your return and identify any other corrective action.
- Select **Global Validation** from the left menu bar. The system will automatically generate a printable Validation Report window identifying sections where anomalies exist.
- Similar to Local Validation as described in 5.2 Submit and Validate (page 8), the Global Validation report can be generated and printed as often as necessary until all data anomalies have been corrected. Comments should be added against any items left unresolved. Click on **Submit** to save your comments.
- We will view all validation reports where items are unresolved and therefore giving us as full an explanation as you can may remove the need for us to contact you further.
- Finally, the Committee and the person authorising the final submission (described next) must be made aware of any uncorrected items on the validation report.

7.2 Step 2: print your copy

- Print a hard copy of the return for committee approval and attach a copy of the Global Validation report if necessary.

7.3 Step 3: on-line authorisation

- Following committee approval, the nominated authoriser (chairperson or secretary) must authorise the data on-line. In order to do this, you (the user) should log onto the system and select **APSR Authorisation** from the left menu. Then the authoriser should complete: -
 - date of committee meeting at which the APSR was approved
 - name of Chairperson / Secretary
 - digital signature (a password issued directly to the authoriser – not the same as the user's password)
- Once the authoriser has entered data into each of these cells, click **Submit** and the data will be finally submitted to Regulation & Inspection. At this point, no further changes can be made to the form.
- Please ensure you keep a paper copy of the final submitted return and the minutes of the committee meeting where the submission was approved.