

Clackmannanshire Council Annual Performance Report 2023-2024



Clackmannanshire
Council

www.clacks.gov.uk

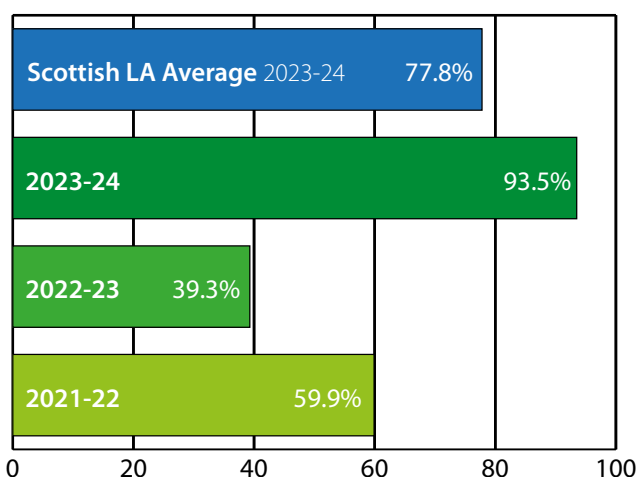
Comhairle Siorrachd
Chlach Mhanann

Welcome to your latest annual performance report from Clackmannanshire Council. This report informs you how well we are doing as a landlord based on the performance indicators of the Scottish Housing Regulator. We have chosen some of the key indicators and you can see the full report online at www.clacks.gov.uk You can compare this year's performance with that of previous years and against the Scottish Local Authority average.

It's important that we get feedback on this report. This feedback could be about the level of information included, the format or opinions on what performance indicators we put in the report. Please give your feedback at clackmannanshire.citizenspace.com/housing/performance-report-2023-24

Property and Repairs

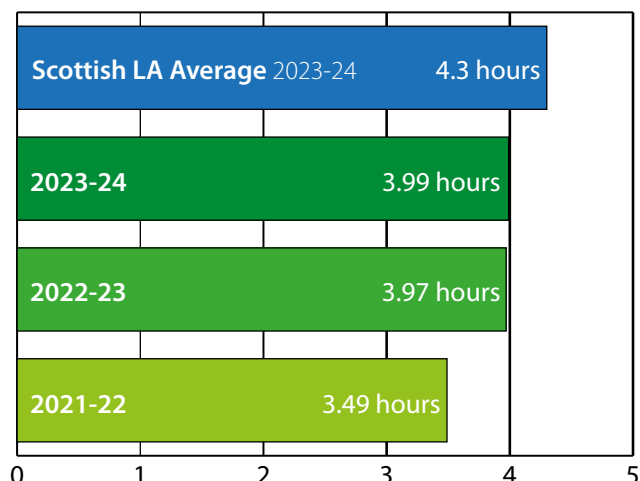
Percentage of stock meeting Scottish Housing Quality Standard (SHQS)



Evaluation of performance 2023-24:
93.5%

This is a significant improvement in performance. The team has worked extremely hard to catch up on tasks required to meet SHQS, completing electrical and fire safety works as well as overdue Energy Performance Certificates (EPCs).

Average time taken in hours to complete emergency repairs

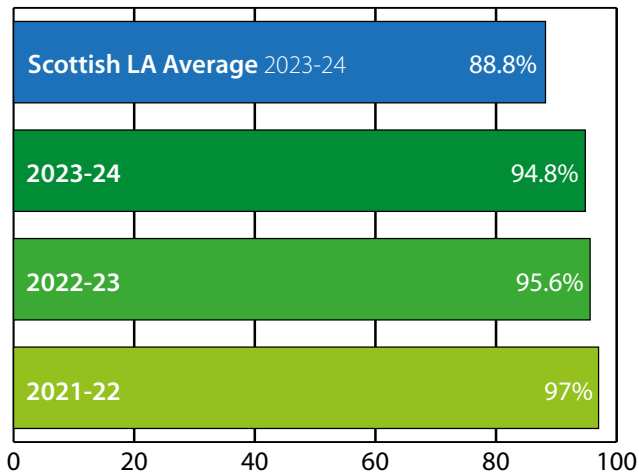


Evaluation of performance 2023-24:
3.99 hours

Our target to attend emergencies is 8 hours. We continue to perform well within this timescale and are below the Scottish average.

At 31 March 2024 the Council owned 5,045 homes.

Percentage of reactive repairs completed right first time

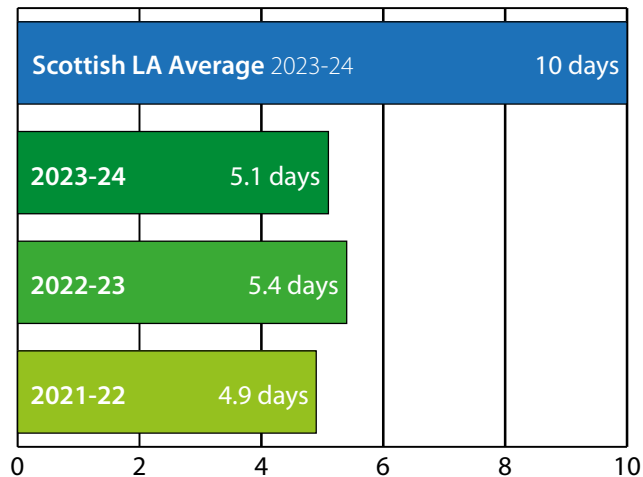


Evaluation of performance 2023-24:

94.8%

Performance remains high and above the Scottish average. Performance in this area has shown a slight downward trend, though it has been minimal. The action plan within the Tenancy Participation & Engagement Strategy aims to improve communication between tenants and the repairs service. This effort is intended to increase the number of repairs completed correctly on the first attempt.

Average time taken in working days to complete non-emergency repairs



Evaluation of performance 2023-24:

5.12 days

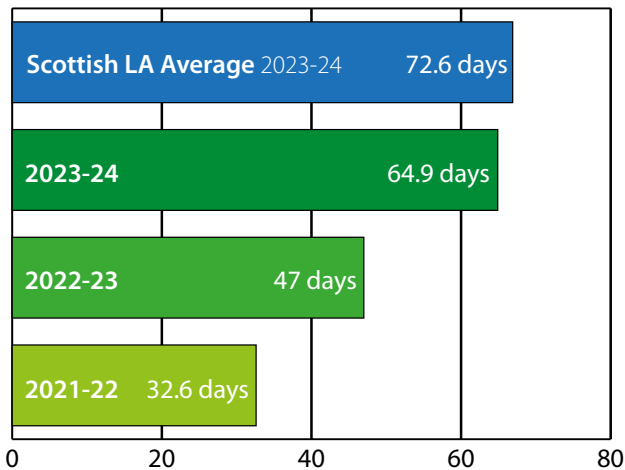
Response times for non-emergency repairs have improved compared to the previous year. The previously reported backlog has now been cleared, allowing the repairs service to address non-emergency repairs more promptly.

Our target response time is to attend non-emergency repairs within 6 working days, we are pleased that we are within this timescale.

We completed 6,512 emergency repairs and 6,641 non-emergency repairs in 2023/24



Average length of time taken in calendar days to re-let properties



Evaluation of performance 2023-24:
64.9 days

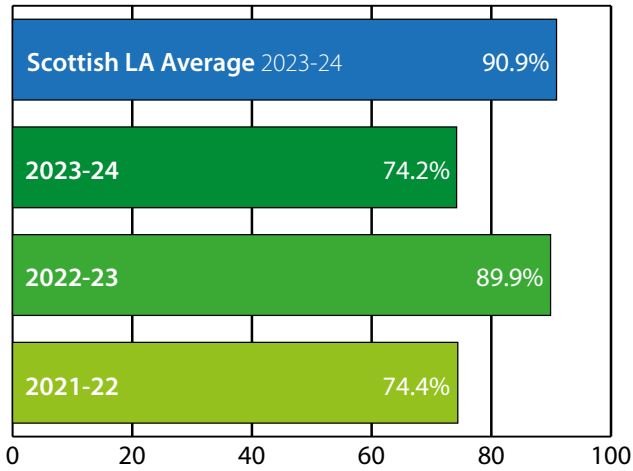
The repairs service has been facing resource pressures, and to help address this additional external contractor assistance was sought to carry out work in some of our void properties. Performance was initially slower than anticipated, but in recent months the team have managed to refurbish and let some of our longer standing void properties, and this had led to increased average re-let times. We expect to see our re-let time reduce as our number of void properties comes down. This is a similar picture with other landlords in Scotland, the Scottish local authority average has also gone up this year.



We let 358 properties in 2023/24

Tenancy Management

Percentage of anti-social behaviour cases resolved in the last year

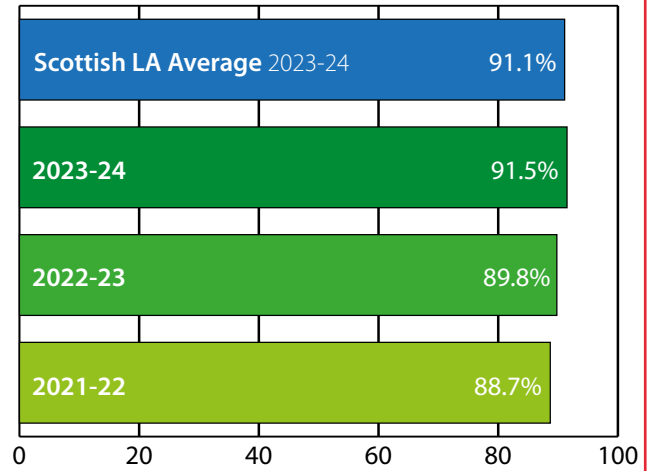


Evaluation of performance 2023-24:

74.2%

We reported back to the Housing Regulator that this performance dip was due to a case administration issue. Staff were unable to close resolved cases on our system promptly, meaning they were outwith our target time. We have changed the way we administer our cases which will prompt staff to review and close the case, if necessary, before our target timescale. We expect performance to improve as a result of this change.

Percentage of all new tenancies sustained for more than a year



Evaluation of performance 2023-24:

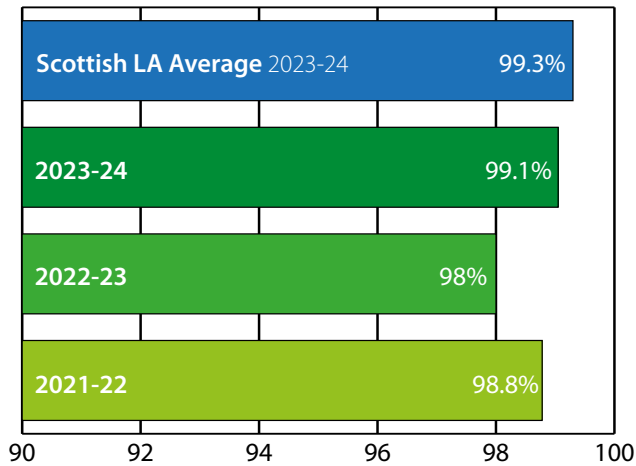
91.5%

Tenancy sustainment is a key focus for the Housing Service and consistently high performance in this area reflects this. It is important that despite these high figures we review 'tenancy failures' to assess if there is something in our processes and procedures which would help our new tenants sustain their tenancies for longer.

178 anti-social behavior cases were reported in 2023/24



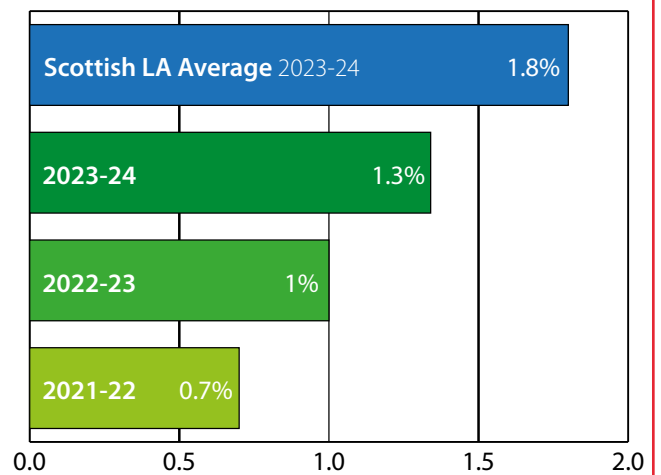
Rent collected as percentage of total rent due



Evaluation of performance 2023-24:
99.1%

Performance in this indicator has been consistently high, and it is good to see that we have improved from last year. The priority of our Housing Officers is ensuring that tenants pay their rent on time, and they try to act as quickly as possible if there are issues. Our staff are there to help and can signpost tenants to services to get support to ensure their arrears don't increase.

Percentage of rent due lost through properties being empty



Evaluation of performance 2023-24:
1.3%

We have seen a slight increase in void rent loss as a result of void property re-let times. Noted elsewhere in this report is our intention to reduce void re-let times, this will have a direct and positive effect in reducing void rent loss. On average we turn over between 350–400 void properties each year, and there will always be associated amounts of void rent loss with this. Our aim is to minimise the re-let time as much as possible to reduce the financial loss to the service.

95% of our tenants think the rent they pay represents good value for money



Message from Councillor Jane McTaggart, Spokesperson, Housing and Property

It's been a challenging year for our Council services, and especially around Housing. I must commend our Housing staff for continuing to meet those challenges head on, while doing their very best to meet the expectations of the residents of Clackmannanshire.



The ongoing issues around RAAC have been especially challenging and I feel such genuine sorrow that these remain unresolved a year on. We continue to look for the best solution to this issue and our staff are working every day to find ways to resolve this.

Our traveller community remains displaced, due to circumstances that are out with our control, but we're hopeful that a solution to that particular issue is imminent. The Elected Members are fully behind our traveller community and we are doing our utmost to address the delays and reach a resolve.

Material and labour cost remain high, post covid, which means we get less for our money and that trend is unlikely to improve. This has had a marked impact on our budgets but we are committed to continuing to meet our commitment to our affordable homes programme and looking at innovative ways to increase our stock to meet the growing demand for suitable homes. We take this very seriously, and we fully understand the frustration of those on our waiting lists, and those who are, sadly, homeless and in need of suitable accommodation.

There are many positives, not least the development at Lochies Road in Clackmannan, providing a small number of much needed and sought after specialist bungalows, which will form part of the regeneration of the area. And there are a number of other potential developments on the horizon that will increase our stock.

Our latest Annual Assurance Statement shows welcome improvements have been made since the last submission and we've moved closer to full compliance.

The refreshed Place Directorate Business Plan aligns closely with the Council's Be the Future vision and aspirations, with a clear focus and approach around the wellbeing economy. The plan demonstrates the need to focus our resources to best effect to achieve our aspirations for the county, while delivering a business-as-usual approach to ensure services continue to reach those who need them.

The Antisocial Behaviour Strategy was recently agreed at Council and this will now inform a new Antisocial Behaviour Policy which will come to Council soon. Working with partners and, more importantly, working with our communities, will be key to eradicating the issues around antisocial behaviour going forward.

I am very proud of this wee county and despite challenging times, this Council will continue to strive towards delivering a first class service.

You can read more about the Scottish Housing Regulator and you can compare our results with other landlords by visiting their website www.scottishhousingregulator.gov.uk

You can also view our full ARC return here and compare our performance with other landlords.

Feedback



We would like your feedback on the format and content of this report.

Please go to clackmannanshire.citizenspace.com/housing/performance-report-2023-24

or scan the
QR Code



Useful numbers



Council Contact Centre	01259 450000
Tenancy Management	01259 225100
Housing Repairs	01259 452000
Council Tax/Benefits	01259 226237

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