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**Report to: Clackmannanshire Council**

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**Date of Meeting: 1 December 2022**

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**Subject: Scottish Housing Regulator Annual Return of the Charter (ARC)**

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**Report by: Strategic Director (Place)**

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## **1.0 Purpose**

- 1.1. This report asks members to note the Council's annual submission of the Scottish Housing Regulator's Annual Return of Charter (ARC), the submission is attached in Appendix 1. The Tenants Report (Appendix 2) provides a snapshot overview of housing performance against key charter outcomes.

## **2.0 Recommendations**

- 2.1.1 It is recommended that Council:
- 2.1.2 Notes the 2021/22 submission of the Annual Return of the Charter, which was submitted to the Scottish Housing Regulator on 31<sup>st</sup> May 2022, noting the relevant performance results and measures for scrutiny purposes.

## **3.0 Considerations**

- 3.1. As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Ministers, set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.
- 3.2. The Charter was approved by resolution of the Scottish Parliament in 2012, taking effect from 1 April 2012.

### ***Purpose of the Charter***

- 3.3 The Charter aims to improve the quality and value of the services that social landlords deliver for their tenants and other customers and supports the Scottish Government's strategic objective of a safer and stronger Scotland. It does so in the following ways:
- By providing tenants and other customers with a clear statement of what they can expect from social landlords, and helping them to hold landlords to account.
  - Focuses the efforts of social landlords on achieving outcomes that matter to their tenants and other customers.

- Provides the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This enables the Regulator, tenants and other customers, and social landlords to identify areas of strong performance and areas where improvement is needed.
- 3.4 Reporting on performance against the Charter is undertaken via the Annual Return of Charter (ARC) which all social landlords are required to return annually by 31st May. This return is submitted to the Scottish Housing Regulator (SHR) who monitors landlord performance against the Charter. Due to the scheduling of Committee meetings (and the volume of information required to be gathered) it was not possible this year to provide final copy of the report in full to Committee ahead of the submission deadline. The service will endeavour where possible in future submissions to present the return information to Committee ahead of submission to the SHR.
- 3.5 Comparison will be difficult between performance years given the impact of covid on service performance. However, some key points of note from the return for 2021/22 include;

#### Response Repairs/Void Property Re-let

- Average Length of time to complete emergency repairs has reduced from 3.63 hours (20/21) to 3.49 hours (21/22). This is largely owed to an increased availability of trades personnel able to attend to re-active repairs due to a vastly reduced planned programmed works package, planned capital works packages are yet to fully start back following a period of pause during the Covid pandemic.
- Average length of time taken to complete non-emergency repairs has increased slightly from 4.24 days (20/21) to only 4.9 days (21/22). Increase in time taken can be attributed to catch up of non-emergency repair works backlogged during the Covid pandemic.
- Percentage of reactive repairs carried out in the last year completed right first time remained consistently high at 97.1% (20/21) and 97.01% (21/22)
- Average length of time to re-let properties in the last year has decreased from 39.93 days (20/21) to 32.55 days (21/22). Reduced turn around times are in part owed to removal of a Covid safe standstill period which meant that properties had to be left unoccupied for 3 days before works commencement, this was removed following consultation with unions and following Scottish Government and H+S advice. Covid safe working practices are still being employed where required.

#### SHQS/ESSH

- Our performance in SHQS and ESSH dipped in financial year 2021/22 due to a large number of EPC Certificates expiring (ESSH compliance down from 85.3% to 62.3% and SHQS compliance down from 79.19% to 59.9%).

We have been unable to access properties to carry out EPC assessments because of the restrictions put in place during the COVID-19 pandemic.

A planned programme of EPC assessment is scheduled for this financial year with aim to utilise the data gathered to improve our EESSH/SHQS performance.

81 exemptions to EESSH reported as technical issues are due to stone built architecture within conservation areas (hard to treat properties).

### 3.6 Rent

The below table shows the value of current rent arrears has increased in year 21/22 compared with the previous years figure however the number of accounts in arrears has decreased. The service continue to employ the use of a rent arrears analytics tool to help protect income, reduce arrears and sustain tenancies.

#### Rent arrears comparison

	20/21	21/22
Current rent arrears	834,254.61	871,113.40
Gross arrears as a % (indicator 31)	9.56	10.66
<b>No of accounts in arrears</b>	1920	1793
greater than £4000	12	15
Between £3000 & £3999	10	17
Between £2000 & £2999	42	39
Between £1000 & £1999	175	146
Between £500 & £999	306	267
Between £0 and £499	1375	1309
Highest account balance	£6,826.24	£7,943.57

## 4.0 Sustainability Implications

4.1. The information contained within the ARC demonstrates that housing priorities contribute positively to sustainability.

## 5.0 Resource Implications

### 5.1. *Financial Details*

Finance have been consulted and have agreed the financial implications as set out in the report. Yes

## 6.0 Exempt Reports

6.1. Is this report exempt? Yes  (please detail the reasons for exemption below) No

## 7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box )

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

## 8.0 Equalities Impact

8.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No

## 9.0 Legality

9.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

## 10.0 Appendices

Appendix 1 - Annual Return of Charter (ARC) 2021/22

Appendix 2 – Tenants Report (shortened version) 2021/22

## 11.0 Background Papers

11.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

Yes

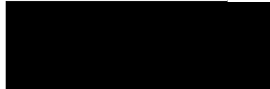
No

(please list the documents below)

**Author(s)**

<b>NAME</b>	<b>DESIGNATION</b>	<b>TEL NO / EXTENSION</b>
Andrew Buchanan	Team Leader Business Improvement	Ext : 5169
Tony Cain	Senior Manager (Housing)-Place	Ext : 5128

**Approved by**

<b>NAME</b>	<b>DESIGNATION</b>	<b>SIGNATURE</b>
Pete Leonard	Strategic Director (Place)	





**Landlord name:** Clackmannanshire Council

**RSL Reg. No.:** 1,006

**Report generated date:** 22/07/2022 09:37:13

### Approval

A1.1	Date approved	06/06/2022
A1.2	Approver	Tony Cain
A1.3	Approver job title	Service Manager (Housing)
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	345
C3.2	The number of 'supported housing' lets during the reporting year	8
Indicator C3		353



The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	42
C2.2	The number of lets to housing list applicants	94
C2.3	The number of mutual exchanges	45
C2.4	The number of lets from other sources	1
C2.5	The number of lets to homeless applicants.	216
C2.6	Total number of lets excluding exchanges	353

## Annual Return on the Charter (ARC) 2021-2022

Comments (Social landlord contextual information)

The number of lets in the reporting year has increased in comparison to the previous year, this increase was expected following relaxation of covid restrictions/measures which had previously been in place.  
The vast majority of Clackmannanshire Council's housing stock is general needs stock.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
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1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	901
1.1.2	the fieldwork dates of the survey	05/2019
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	441
	very satisfied	
1.2.2	fairly satisfied	379
1.2.3	neither satisfied nor dissatisfied	31
1.2.4	fairly dissatisfied	30
1.2.5	very dissatisfied	10
1.2.6	no opinion	10
1.2.7	Total	901

Indicator 1	91.01%
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## Annual Return on the Charter (ARC) 2021-2022

Comments (Overall satisfaction)

Our next Tenant Satisfaction and Aspirational Survey is due in 2022, we will be working in collaboration with Stirling Council, Rural Stirling Housing Association and Forth Housing Association. The Survey data captured shall be provided within the 2023 ARC submission.



## The customer / landlord relationship

### Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	901
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	431
2.2.2	fairly good at keeping them informed	431
2.2.3	neither good nor poor at keeping them informed	18
2.2.4	fairly poor at keeping them informed	18
2.2.5	very poor at keeping them informed	3
2.2.6	Total	901

	Indicator 2	95.67%
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## Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	901
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	423
5.2.2	fairly satisfied	374
5.2.3	neither satisfied nor dissatisfied	85
5.2.4	fairly dissatisfied	12
5.2.5	very dissatisfied	7
5.2.6	Total	901

	Indicator 5	88.46%
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## Annual Return on the Charter (ARC) 2021-2022

Comments (The customer / landlord relationship)

We recognise need for improvement within the area of tenant engagement and participation and have already seen a return to face to face tenant engagement sessions early in this current financial year. Moving forward we aim to develop collaborative decision making and aim to progress improvement on our current percentage of tenants satisfied with the opportunities to participate in decision making.





## Housing quality and maintenance

### Quality of housing

#### Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2021
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	25.00
C8.3	The date of your next scheduled stock condition survey or assessment	04/2022
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	30.00
C8.5	Comments on method of assessing SHQS compliance.	
<p>A rolling stock condition survey programme undertaking assessment of condition of 10% of our domestic housing stock was in place and undertaken prior to impact of Covid-19. This work was undertaken by an in-house resource who has (since Covid-19) been reassigned to undertaking of other essential duties. Moving forward it is likely that our stock condition survey programme will be undertaken by contracting suitable resource to complete assessments required. We recognise the importance of a robust survey programme in informing compliance with SHQS and have identified this as a key area in which works must recommence.</p>		



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)
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		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	4,959	4,974
C9.2	Self-contained stock exempt from SHQS	219	127
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	1,771	884
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	1,771	884
C9.5	Stock meeting the SHQS	2,969	3,963



Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	4,959
6.1.2	projected to the end of the next reporting year	4,974
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,969
6.2.2	projected to the end of the next reporting year	3,963

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	59.87%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	79.67%



## Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	901
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	451
7.2.2	fairly satisfied	366
7.2.3	neither satisfied nor dissatisfied	47
7.2.4	fairly dissatisfied	30
7.2.5	very dissatisfied	7
7.3	Total	901

	Indicator 7	90.68%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	6,733
8.2	The total number of hours taken to complete emergency repairs	23,501

Indicator 8		3.49
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## Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	8,930
9.2	The total number of working days taken to complete non-emergency repairs	43,788

	Indicator 9	4.90
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## Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	8,567
10.2	The total number of reactive repairs completed during the reporting year	8,831

Indicator 10		97.01%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	589
	12.2 Of the tenants who answered, how many said that they were:	568
12.2.1	very satisfied	
12.2.2	fairly satisfied	12
12.2.3	neither satisfied nor dissatisfied	2
12.2.4	fairly dissatisfied	1
12.2.5	very dissatisfied	6
12.2.6	Total	589

	Indicator 12	98.47%
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## EESH

## Percentage of properties meeting the EESH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	1,068	78	3	1,149	
Four-in-a-block	1,095	12	1	1,108	
Houses (other than detached)	2,603	33	13	2,649	
Detached houses	53	0	0	53	
<b>Total</b>	<b>4,819</b>	<b>123</b>	<b>17</b>	<b>4,959</b>	

C10.2		Number of self contained properties not in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	2	0	0	2	
Four-in-a-block	2	0	0	2	
Houses (other than detached)	74	0	0	74	
Detached houses	3	0	0	3	
<b>Total</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>81</b>	

C10.3		Number of self contained properties in scope of the EESH			
	Gas	Electric	Other fuels	Total	
Flats	1,066	78	3	1,147	
Four-in-a-block	1,093	12	1	1,106	
Houses (other than detached)	2,529	33	13	2,575	
Detached houses	50	0	0	50	
<b>Total</b>	<b>4,738</b>	<b>123</b>	<b>17</b>	<b>4,878</b>	

C10.4		Number of properties in scope of the EESH where compliance is unknown			
	Gas	Electric	Other fuels	Total	
Flats	109	0	0	109	
Four-in-a-block	147	0	0	147	
Houses (other than detached)	623	0	0	623	
Detached houses	8	0	0	8	
<b>Total</b>	<b>887</b>	<b>0</b>	<b>0</b>	<b>887</b>	



C10.4.21	Where EESSH compliance is unknown for any properties, please explain why
EPC data is now over 10 years old and a programme to renew has commenced	

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	174	49	0	223
Four-in-a-block	69	9	0	78
Houses (other than detached)	540	25	3	568
Detached houses	2	0	0	2
<b>Total</b>	<b>785</b>	<b>83</b>	<b>3</b>	<b>871</b>

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	2	0	0	2
Four-in-a-block	2	0	0	2
Houses (other than detached)	74	0	0	74
Detached houses	3	0	0	3
<b>Total</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>81</b>

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	<b>Total</b>
Flats	781	29	3	813
Four-in-a-block	875	3	1	879
Houses (other than detached)	1,292	8	10	1,310
Detached houses	37	0	0	37
<b>Total</b>	<b>2,985</b>	<b>40</b>	<b>14</b>	<b>3,039</b>

	C10	62.3%
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## Anticipated exemptions from the EESSH (Indicator C11)

C11.1	Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year			
	Gas	Electric	Other fuels	Total
Flats	2	0	0	2
Four-in-a-block	2	0	0	2
Houses (other than detached)	74	0	0	74
Detached houses	3	0	0	3
<b>Total</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>81</b>

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		81
Social		0
Excessive cost		0
New technology		0
Legal		0
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
<b>Total</b>		<b>81</b>

## C11.3 If other reason or unknown, please explain

N/A

## Annual Return on the Charter (ARC) 2021-2022

### Comments (Housing quality and maintenance)

Our performance in SHQS and EESSH dipped in financial year 2021/22 due to a large number of EPC Certificates expiring, we have been unable to access properties to carry out EPC assessments because of the restrictions put in place during the COVID-19 pandemic. We have a planned programme of EPC assessment scheduled for this financial year and aim to utilise the data gathered to improve our EESSH performance. 81 exemptions to EESSH reported as technical issues are due to stone built architecture within conservation areas.

Allocated appointments for repairs have provided tenants with improved levels of service delivery, with the percentage of tenants satisfied with the repairs and maintenance service increasing from 97.31% in 2019/20 to 98.6% in 2020/21, performance has remained steady at 98.5% in 2021-22.

A planned improvement to a new housing business management system (incorporating repairs) will provide for a streamlined, robust and modern repairs system moving forward.

Satisfaction with the repairs service is high. From the formal independent tenant consultation survey carried out during summer 2019, 92% of tenants were either very or fairly satisfied with the repairs service. While this is an excellent level of satisfaction, the Service is continually looking for ways to improve and raise this.



## Neighbourhood & community

### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	30	5
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	30	5
Number of complaints responded to in full by the landlord in the reporting year	30	5
Time taken in working days to provide a full response	125	71

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.17
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.20



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	901
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	357
13.2.2	fairly satisfied	464
13.2.3	neither satisfied nor dissatisfied	50
13.2.4	fairly dissatisfied	25
13.2.5	very dissatisfied	5
13.2.6	Total	901

	Indicator 13	91.12%
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Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	533
14.2	The number of tenancy offers that were refused	180

Indicator 14		33.77%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)
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15.1	The number of cases of anti-social behaviour reported in the last year	215
15.2	Of those at 15.1, the number of cases resolved in the last year	160

	Indicator 15	74.42%
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Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	33
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## Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	26
22.2.1	22.2 The number of properties recovered: because rent had not been paid	5
22.2.2	because of anti-social behaviour	1
22.2.3	for other reasons	1

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	19.23%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	3.85%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	3.85%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	26.92%

## Annual Return on the Charter (ARC) 2021-2022

### Comments (Neighbourhood & community)

COVID-19 restrictions to legal action were lifted during financial year 2021/22 and have led to evictions being reported again since pre-pandemic times. Clackmannanshire Council recognises that tenants will require support through the cost of living crisis and coming out of the pandemic.



## Access to housing and support

### Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	4,818
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	354

Indicator 17		7.35%
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Number of households currently waiting for adaptations to their home (Indicator 19)
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19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	270
19.2	The number of approved applications completed between the start and end of the reporting year	139
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	131
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

	Indicator 19	131
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## Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£148,397
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£148,397
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	14,228
21.2	The total number of adaptations completed during the reporting year.	160

Indicator 21		88.92
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Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

24.1	The total number of individual homeless households referred to RSLs under section 5.	36
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	0
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	36
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	422

	Indicator 24.	8.53%
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Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	345
30.2	The total number of calendar days properties were empty	11,231

Indicator 30		32.55
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**Tenancy sustainment**

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)
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16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	54
16.1.2	applicants who were assessed as statutory homeless by the local authority	214
16.1.3	applicants from your organisation's housing list	66
16.1.4	other	1
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	53
16.2.2	applicants who were assessed as statutory homeless by the local authority	182
16.2.3	applicants from your organisation's housing list	62
16.2.4	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	98.15%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	85.05%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	93.94%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	0.00%

## Annual Return on the Charter (ARC) 2021-2022

Comments (Access to housing and support)

We are conscious of the backlog to the waiting list for medical adaptations due COVID-19, subject to approval for extra funding we hope to clear the backlog in financial year 2022/23.

Our percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year sits at 85%, this is an area in which we plan to focus attention with aim to improve performance within.



## Getting good value from rents and service charges

### Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)
---

26.1	The total amount of rent collected in the reporting year	£18,523,882
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£18,757,855

	Indicator 26	98.75%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year  
(Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,999,500
27.2	The total rent due for the reporting year	£18,757,855

Indicator 27		10.66%
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## Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28		N/A
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## Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£18,757,855
18.2	The total amount of rent lost through properties being empty during the reporting year	£124,217

Indicator 18		0.66%
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## Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	3.10%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	3,411
C6.2	The value of direct housing cost payments received during the reporting year	£10,421,814



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)
--

C7.1	The total value of former tenant arrears at year end	£1,317,756
C7.2	The total value of former tenant arrears written off at year end	£0

Indicator C7	0.00%
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## Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
--

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	901
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	234
25.2.2	fairly good value for money	541
25.2.3	neither good nor poor value for money	72
25.2.4	fairly poor value for money	48
25.2.5	very poor value for money	6
25.3	Total	901

Indicator 25	86.02%
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## Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

## Annual Return on the Charter (ARC) 2021-2022

Comments (Getting good value from rents and service charges)

There have been no Former Tenant Arrears identified for write-off in 2021/22 due to additional work responding to COVID-19. Work will recommence and be reported during 2022/23.

We aim to improve performance with the percentage of tenants who feel their property represents good value for money, we will collect data on this during our planned tenant satisfaction survey this year and are keen to explore the detail behind responses provided. This is a key area in which we wish to ensure tenants feel good value for money is provided.

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)
---

31.1	The total number of pitches	15
31.2	The total amount of rent set for all pitches during the reporting year	£73,180

	Indicator 31	£93.82
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	9
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	1
32.2.2	fairly satisfied	3
32.2.3	neither satisfied nor dissatisfied	5
32.2.4	fairly dissatisfied	0
32.2.5	very dissatisfied	0
32.2.6	Total	9

Indicator 32		44.44%
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## Annual Return on the Charter (ARC) 2021-2022

### Comments (Other customers)

Clackmannanshire Council have received funding from the Scottish Government for the Westhaugh Traveller Site, refurbishment work will commence during 2022. Once residents are back on site we will carry out a full satisfaction survey.

# Clackmannanshire Council Annual Performance Report 2021-2022



Clackmannanshire  
Council

www.clacks.gov.uk

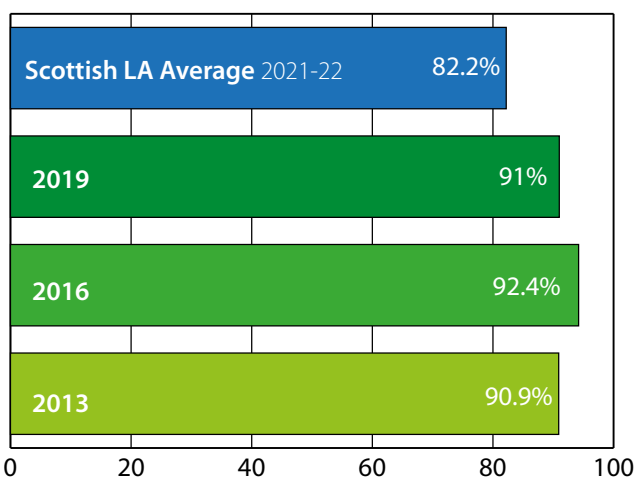
Comhairle Siorrachd  
Chlach Mhanann

Welcome to your latest annual performance report from Clackmannanshire Council. This reports 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](http://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 the level of information included, the format or opinions on what performance indicators we put in the report. Please give your feedback at <https://clackmannanshire.citizenspace.com/housing-business-management-team/performance-report-2021-22/>

## Satisfaction

**Percentage of tenants satisfied with our overall landlord service**

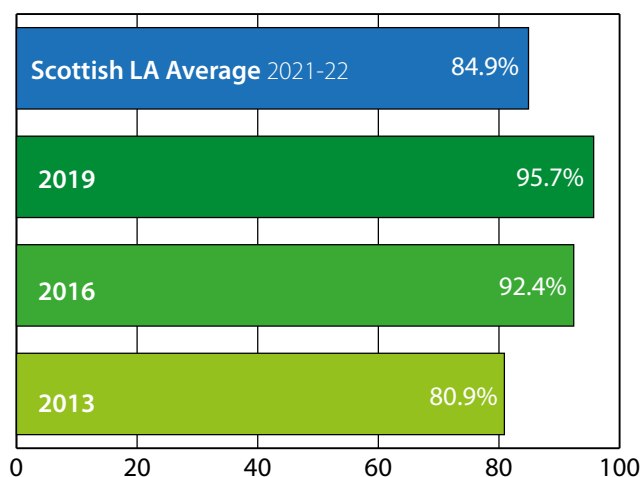


Evaluation of performance 2019:

**91%**

Performance within this area has dropped but still remains above the Scottish average. Tenants dissatisfied with the overall service delivered cited issues with the quality of repairs performance and a need for upgrade and improvement within their home. Since the time of collection of data (2019) our repairs performance has improved year on year and currently returns excellent customer service feedback. Our planned works programmes to upgrade and improve tenant homes were postponed by the pandemic; we are now starting to deliver these programmed works and tenants should soon learn about future improvement plans within their area.

**Percentage of tenants who feel we are good at keeping them informed**

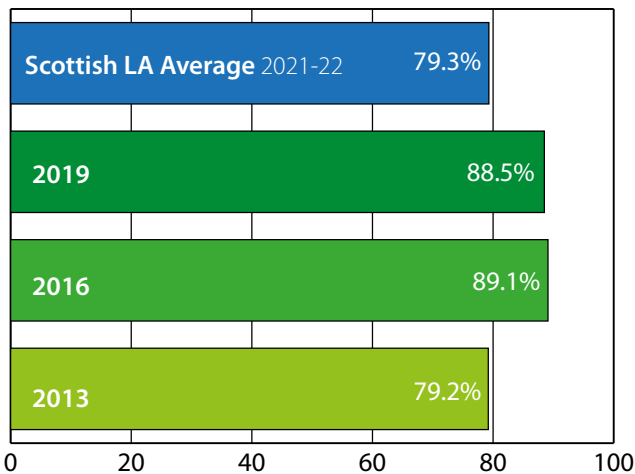


Evaluation of performance 2019:

**95.7%**

Performance in this area has steadily increased year on year and sits above the Scottish average. Our ability to keep tenants informed in recent times has been tested throughout the covid pandemic with necessity for most communication to be undertaken online and by telephone. Our housing and property officers have had to adapt to new ways of working whilst maintaining effective lines of communication with our tenants; recent communications which have proven successful in reaching and engaging tenants have been in areas of rent consultation, repairs service delivery and tenant participation.

**Percentage of tenants satisfied with opportunities given to them to participate in our landlord decisions**



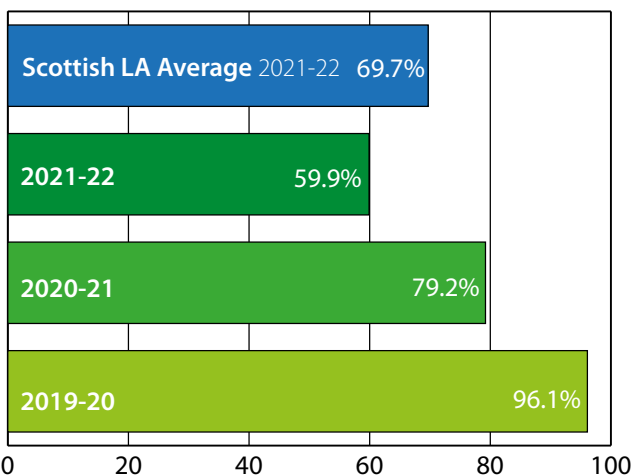
**Evaluation of performance 2019:**  
**88.5%**

Satisfaction within this area decreased slightly between 2016 and 2019 but maintains well above the Scottish LA average. Earlier this year the Housing and Property Service and Clackmananshire Tenants and Residents Federation (CTRF) held a very successful Tenants Information Event in Sauchie, our first face to face in person event since the covid pandemic. A number of online information sessions were also held throughout the year addressing key housing topics relevant to our tenants.

Our performance noted in the above tables was recorded from our previous Tenant Satisfaction and Aspiration Survey undertaken in 2019, our next Tenant Satisfaction and Aspirational Survey is due this year in 2022; we will be working in collaboration with Stirling Council, Rural Stirling Housing Association and Forth Housing Association. The survey data captured shall be provided within the 2023 ARC submission.

**Property and Repairs**

**Percentage of stock meeting Scottish Housing Quality Standard (SHQS)**

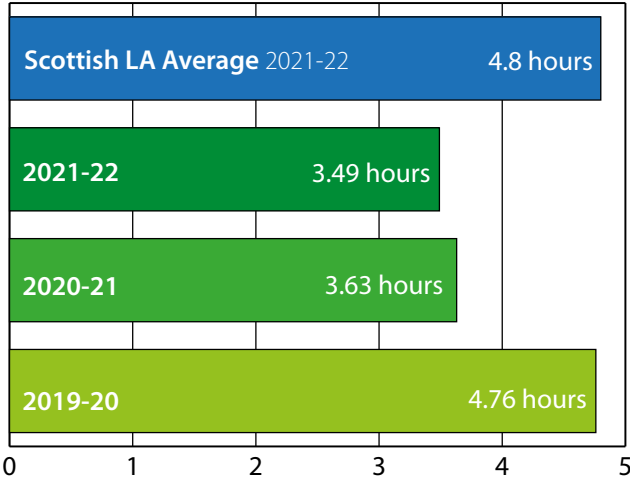


**Evaluation of performance 2021-22:**  
**59.9%**

Our performance in SHQS dipped in 2021/22 due largely to a change in SHQS guidance and the reporting requirement within this area. We were also unable to access properties to carry out EPC assessments during the covid pandemic. A planned programme of Energy Performance Certificate assessments is scheduled to commence with the aim of increasing compliance with both SHQS and the Energy Efficiency Standard for Social Housing (EESH).

**“At 31 March 2022 the Council owned 4,974 homes.”**

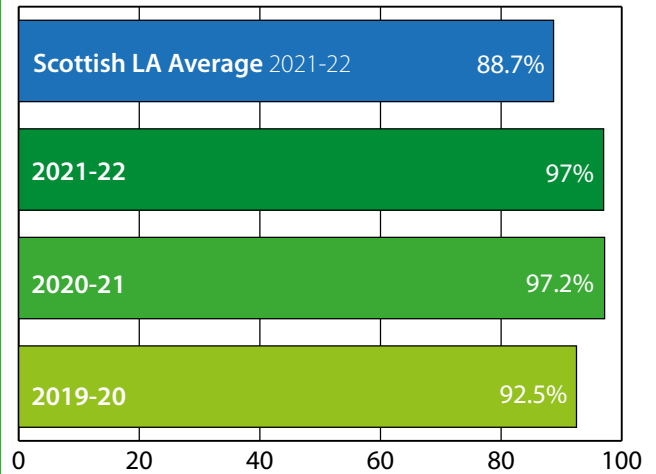
### Average time taken in hours to complete emergency repairs



Evaluation of performance 2021-22  
**3.49 hours**

Performance in emergency response repairs has been excellent with a focused process review in this area helping us achieve the year on year reduction in response time shown. It is worth noting however that one factor influencing the reduction in response times has been greater availability of trade workforce during the covid pandemic and the stopping of non-essential planned programmed works provided greater number of trades available to work on re-active repairs.

### Percentage of reactive repairs completed right first time



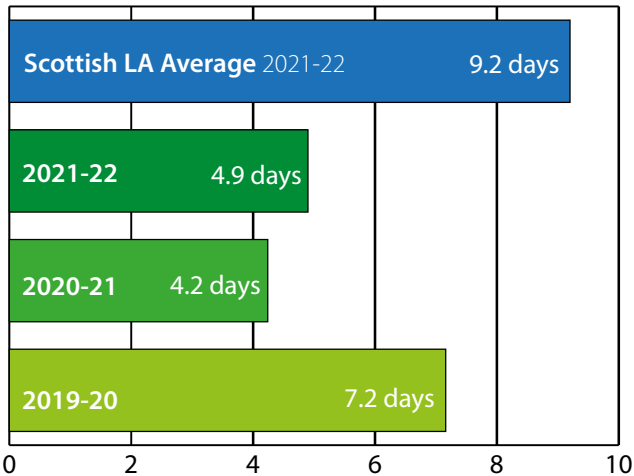
Evaluation of performance 2021-22:  
**97%**

Performance remains consistently high and above the Scottish LA average. Significant improvement in performance over the last 2 years can be attributed in part to a focus within the repairs team to improve the level of information provided to repairs operatives when a repairs line is raised, in this way the repairs operative is better placed to understand the repair need before arriving at the tenants property and is better prepared to fix the issue right first time.

**“We completed 6,733 emergency repairs in 2021/22”**



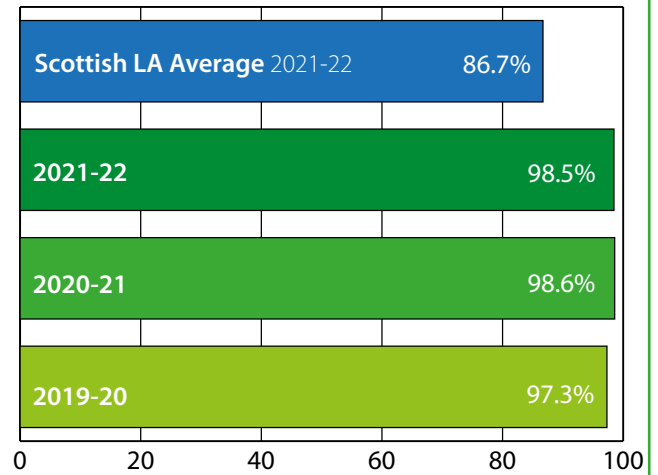
### Average time taken in working days to complete non-emergency repairs



Evaluation of performance 2021-22  
**4.9 days**

Non emergency repairs response times have increased slightly in comparison to the previous year. This can be attributed to catch up of non-emergency repair works backlogged during the covid pandemic. Performance is good in comparison to Scottish LA average.

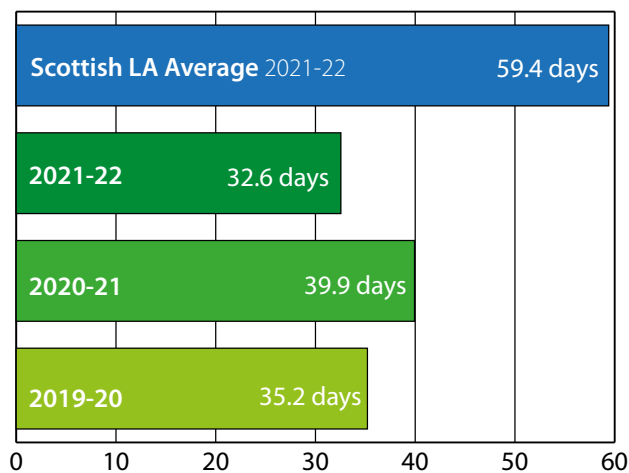
### Percentage of tenants satisfied with the repairs and maintenance service



Evaluation of performance 2021-22:  
**98.5%**

Satisfaction remains high and well above the Scottish LA average; this is a real achievement in the context of the challenging covid pandemic. Our repairs team is focusing on gathering as much customer feedback as possible throughout the year with the aim of addressing any issues raised as quickly as possible minimising disruption to our tenants.

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



Evaluation of performance 2021-22:  
**32.6 days**

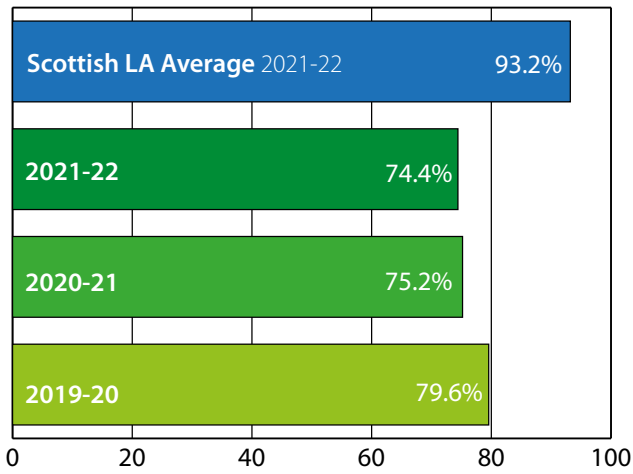
The time taken to relet empty homes has reduced this year due to restrictions being lifted which enabled us to work on properties quicker. The teams have worked on reducing the re-let times. Close working relationships between our allocations team and our colleagues in repairs continue to help us ensure we are minimising the length of time the properties are empty, but still maintain high customer satisfaction.

**“We let 353 properties in 2021/22”**



## Tenancy Management

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

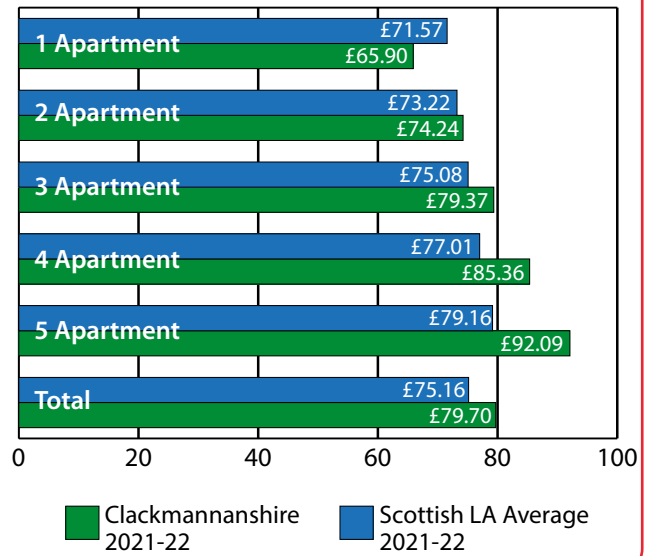


Evaluation of performance 2021-22

**74.4%**

Our ability to investigate anti social behaviour complaints was hampered by covid during the reporting period. Our activities in terms of anti social behaviour complaints have returned to that of pre-covid levels and coupled with a better focus on case management we hope to improve in this area.

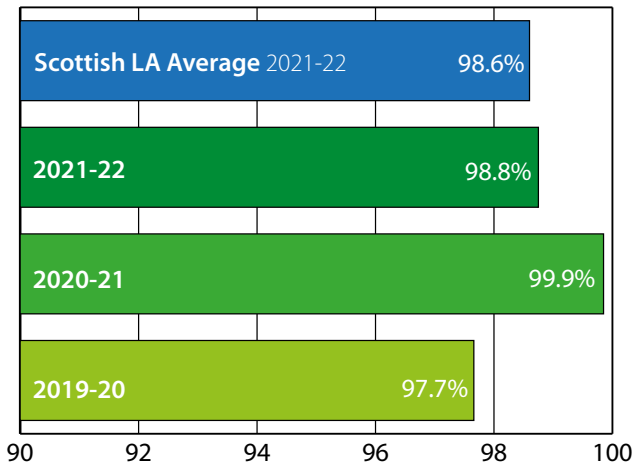
### Average Weekly Rent



**“215 antisocial behavior cases were reported in 2021/22”**



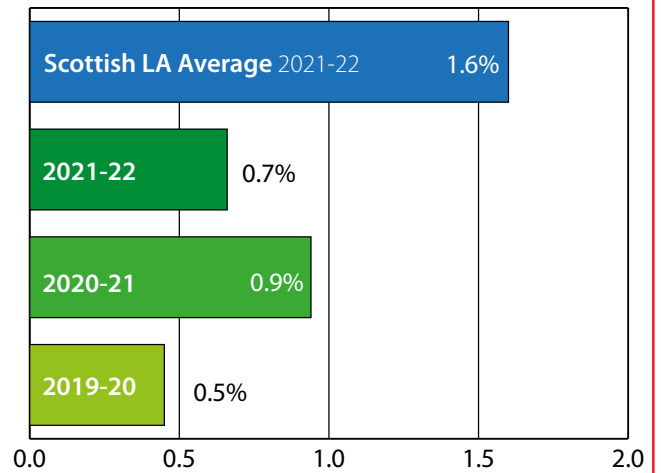
### Rent collected as percentage of total rent due



Evaluation of performance 2021-22  
**98.8%**

We continue to perform well here with only 1% drop from the previous year. Our Housing Officers continue to work in small patches ensuring that they can respond quickly to help our tenants manage their rent accounts. Collecting as much rent as possible means we can invest this back into our housing stock.

### Percentage of rent due lost through properties being empty



Evaluation of performance 2021-22:  
**0.7%**

The average time to re-let our properties decreased in 2021/22 which meant that we have lost less rent due than the previous year. We are also performing well against the Scottish average. We hope that we continue to perform well in voids management meaning we keep rent lost low.



**“We completed 8930 non-emergency repairs in 2021/22”**

## Message from Councillor Jane McTaggart, Spokesperson, Housing and Property



This is a heartening report, especially given the hurdles and constraints of the past two years. And while we always aim for 100%, I believe the performance indicators contained in this report are impressive in light of the challenges of the last two years. While our repairs service has performed well, we must ensure that we avoid delays in completing adaptations that are critical to our tenants safety, while concentrating on bringing our empty properties back into use as quickly as possible.

We know there are things we can improve; responding to anti-social behaviour for example. We know how it can eat into the fabric of our communities, and it erodes confidence in us as a Council, while diverting valuable resources. It is a hugely varied and challenging dilemma, but I would hope that we can find better ways to deal with this, and solutions that improve our performance over the next five years.

The difficulties over the past two years have had an impact but overall levels of satisfaction with the service remain very positive and the process of recovery is well underway. Our staff have worked exceptionally hard between then and now to ensure that nobody was left behind during the pandemic and have achieved so much over that time to reach our tenants, especially those who are most vulnerable, or who have found themselves with new or increased difficulties as a result of the pandemic. I expect the 2022/23 performance report to be positive as a result of the approaches currently being taken.

Overall, this is a promising report, but the challenges faced by tenants and those in need of a home don't go away. Our focus continues to be on delivering an improving service and meeting housing needs at affordable rents.

Our tenants and communities are entitled to expect that.

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](http://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 <https://clackmannanshire.citizenspace.com/housing-business-management-team/performance-report-2021-22/>

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

If you need this publication in larger print, audio, Braille, or in another language, please contact our office and we will try to help you.



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