



**Clackmannanshire
Council**

www.clacksweb.org.uk



Report to Tenants 2015-16

Scottish Social Housing Charter Performance

Foreword



"I am pleased to introduce Clackmannanshire Council's third report to tenants on the Scottish Social Housing Charter, and my first as Spokesperson for Environment and Housing. This report has been prepared in conjunction with a working group and our partners in the Tenants' & Residents' Federation. As a councillor I know our partnership with them plays a vital role in helping to improve our services.

The redesign of the service has allowed us to achieve results that not only improve on last year, but demonstrate that we remain amongst Scotland's top-performing local authorities. In year 15/16, over 99% of all repair appointments were kept, the percentage of jobs completed right first time increased to 93.5%, and the percentage of our stock meeting the Scottish Housing Quality Standard increased to 97.2%. Once again, we are the top performer at completing emergency repairs.

I am grateful to all the staff who put in a lot of work to achieve these improvements and efficiencies. Clackmannanshire Council is committed to providing the very best council housing and services in Scotland.

Cllr Kathleen Martin, Spokesperson Environment and Housing

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How to use this report

In each section of this report you will find:

- relevant Charter Outcomes
- performance indicators
- some explanation about our results

Performance indicators

The data is from the SHR Annual Return on the Charter (ARC)

This data is available from the Scottish Housing Regulator website www.scottishhousingregulator.gov.uk/find-and-compare-landlords

What do the tables mean?

Indicator Name			iX
Clacks Result			xx%
How did we compare?			
Best	Worst	Average	
xx%	xx%	xx%	

15/16 result

The data refers to the performance period 1st April 2015 - 31st March 2016.

How we compare to others

Where we can, we have compared ourselves to other Scottish Local Authority landlords and have given the average based on Scottish Local Authority landlords.

Measuring your satisfaction

During the Summer of 2013, we commissioned a face to face survey with 900 of our tenants and service users. The survey was carried out by research company BMG who chose a random sample of tenants. This survey has given us a privileged insight into what you think of us as your landlord and a solid base to work from to improve the services we provide to you. Thank you to all those who took part. We have carried out another full tenant satisfaction survey this year and results will be available in next year's report to tenants. Most of the results of satisfaction within this report are from the 2013 survey.

If you would like further information about anything in this report please contact:
 Housing Business Management Team
 Clackmannanshire Council
 Kilncraigs
 Alloa
 FK10 1EB
 ☎ 0845 450000
 @ housing@clacks.gov.uk

Access to Housing and Support

Charter Outcomes 7, 8, 9 & 10

Home@Clacks is the dedicated Housing Options Shop at Kilncraigs.

Priorities for the Housing Options Team are:

- Prevent Homelessness
- Provide good quality housing advice to people who contact us
- Increase options available for people looking for housing

Some of the practices put in place to achieve this are:

- Speaking directly with parents of young people who are presenting as homeless
- Supporting people to maximise their income, to prevent them losing their current accommodation due to financial hardship
- Assisted 38 households to access accommodation in the private rented sector
- Reduced the level of new tenants going into rent arrears



Number and percentage of lettable houses that became vacant in the last year

i21

	15/16	14/15
Number	367	398
Clacks	7.6%	8.2%

Total number of properties re-let and the average length of time to re-let properties in the year

i35

	15/16	14/15
Total Re-lets	346	389
Clacks	36 days	40 days
How did we compare?		
Best	Worst	Average
16 days	104 days	42 days

Customer / Landlord Relationship

Charter Outcomes 1 & 2

Social landlords perform all aspects of their housing service so that:

- every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their new landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

It is important that we have a good relationship with our customers so that we provide the kind of service that they need.

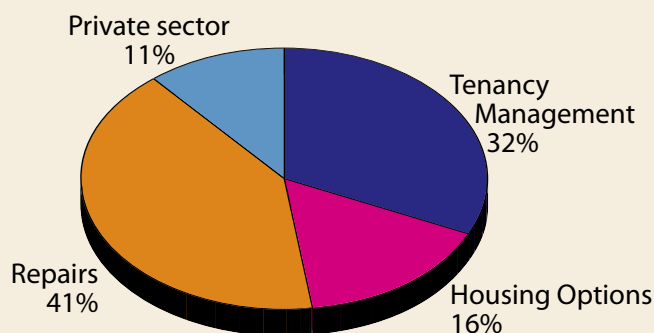
In our Tenant Satisfaction and Aspiration Survey 2013, we asked you how satisfied you are with the overall service we provide as your Landlord.

90% of you said you are satisfied; this is the best result out of all Scottish Local Authorities.

The new Tenant satisfaction survey was carried out again this summer, results will be reported in next years Annual Return on the Charter (ARC) and will be available in our 2016/17 report to tenants.

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Complaints by service area



Complaints to the Service

The Scottish Public Services Ombudsman complaints framework for all Councils and Social Landlords dictates how we manage complaints. This is a two stage process with 1st stage complaints being responded to within 5 working days and 2nd stage complaints that require more investigation should be responded to within 20 working days.

We take complaints about the services we provide very seriously and we look to resolve issues quickly. 1st Stage complaints upheld has increased slightly this year. We continue to review our business processes to ensure we are delivering the level of service our customers expect.

We often receive positive feedback from our tenants and have shared quotes from feedback received in the last year:

"I'm writing to express my gratitude for your help regarding the matter discussed. I honestly didn't expect such prompt action or for the matter to be resolved so effectively."

i4+5 Percentage of 1st & 2nd stage complaints

	15/16		14/15	
	1st stage complaints	2nd stage complaints	1st stage complaints	2nd stage complaints
Complaints received	42	4	32	6
Responded to in full in by the landlord in the reporting year	100%	100%	100%	83%
Complaints upheld by the landlord in the reporting year	47.6%	50%	41%	50%
Complaints responded to in full within the Scottish Public Services Ombudsman timescales	100%	100%	100%	100%

"Compared to other council services elsewhere - outwith Clackmannanshire - your level of service was far superior to anything I have come across."

"It is very pleasant and appropriate to record my absolute and unequivocal appreciation to the Council."

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Housing Quality and Maintenance

Outcomes 4 & 5

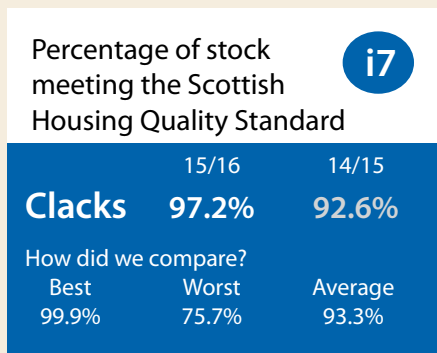
Social landlords manage their businesses so that:

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.
- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Most of the rent tenants pay goes towards repairing and maintaining the housing stock. Clackmannanshire Council is committed to ensuring that all its properties meet and maintain the Scottish Housing Quality Standard (SHQS).

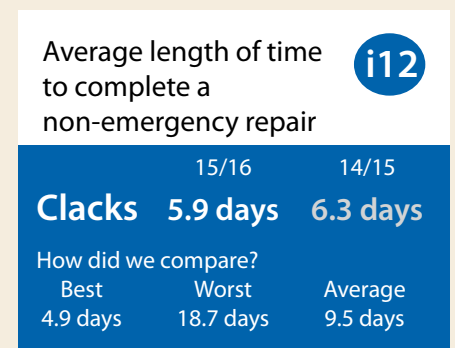
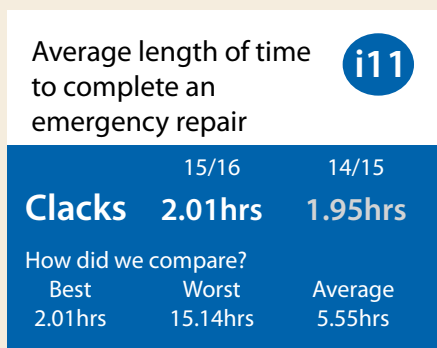
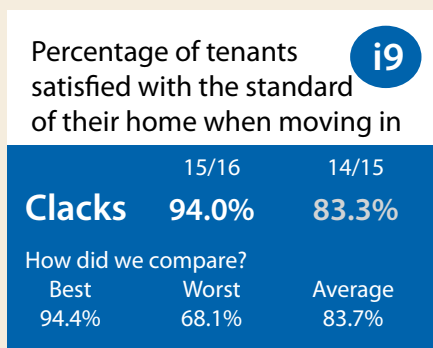
In the last financial year the Council has invested nearly £5.5 million on key projects, improving the condition of the Housing portfolio. This builds on previous investment commitments and continues to sustain and consolidate the council's position in terms of compliance with the Scottish Housing Quality standard. Our current compliance with SHQS is 97.2%.

- 120 Bathroom replacements and upgrades
- 723 Central Heating systems
- 88 Kitchen replacements
- 177 Safe electrical upgrades
- 250 Stock condition surveys
- 129 Windows Replaced
- 121 Garden fence replacements
- 25 Roofs replaced
- 43 Roughcast/Cladding replacements
- 25 Secure door entry upgrades



Out of all Local Authorities in Scotland Clackmannanshire is still the top performer at completing emergency repairs. We have also improved from last year on our Reactive repairs, (non emergency) which include repairs due to be completed within 1 week and repairs due to be completed within 4 weeks. The service completed 20,790 response repairs in 2015-16.

Our performance continues to improve this year, and we strive to give our customers the same high standards.



Neighbourhood and Community

Charter Outcome 6

Social landlords, working in partnership with other agencies, help to ensure that:

- Tenants and other customers live in well maintained neighbourhoods where they feel safe.

We want all of our tenants to enjoy living in their neighbourhood, we understand that they want a safe place to live; a well maintained home and support when they need it.

- Patch based working

To help us to achieve this, we have recently completed our plans to move to patch based working across the county. Housing Officers will now have a dedicated patch of properties to look after, which will include showing prospective tenants around properties, signing them up if the offer is accepted and help to complete applications for Housing Benefit if required. They visit the new tenant again within the first six weeks to check they are settling in and throughout the first year as required.

Our officers will deal with rent arrears, antisocial behaviour, requests for mutual exchanges, gardens, boundaries and permissions. If your Housing Officer cannot help, they will help you to get in touch with someone who can.

- Gardens

We have a garden monitoring procedure to ensure that gardens are kept to an acceptable standard. Patch based working means our emphasis will be on talking to tenants to encourage them to maintain their gardens. By moving to this way of working Housing officers will get to know their tenants and focus on issues in the neighbourhood.

- Working with others

Housing officers, along with other Council services work closely with Community Police to ensure that our neighbourhoods and communities remain safe. We attend partnership meetings such as the wellbeing and safety partnership, to deliver better outcomes for communities. Housing officers receive training on areas such as drugs awareness and alcohol related problems, which helps us to develop better ways of working with those affected, including knowing where to signpost them to when they need help.

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Tenancy Management Team

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Percentage of tenants satisfied with management of their neighbourhood

i17

Clacks 83%

How did we compare?

Best	Worst	Average
93%	67%	81%

Percentage of ASB cases resolved within locally agreed target

i19

	15/16	14/15
Clacks	75.2%	82.1%

How did we compare?

Best	Worst	Average
99.5%	61.1%	84.2%

Abandonments as percentage of stock

c11

	15/16	14/15
Clacks	0.5%	0.7%

How did we compare?

Best	Worst	Average
0.16%	1.32%	0.64%

Housing Rent Year Planner

November 2016							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
31		1	2	3	4	5	6
32	7	8	9	10	11	12	13
33	14	15	16	17	18	19	20
34	21	22	23	24	25	26	27
35	28	29	30				

December 2016							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
35				1	2	3	4
36	5	6	7	8	9	10	11
37	12	13	14	15	16	17	18
38	19	20	21	22	23	24	25
39	26	27	28	29	30	31	

January 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
39							1
40	2	3	4	5	6	7	8
41	9	10	11	12	13	14	15
42	16	17	18	19	20	21	22
43	23	24	25	26	27	28	29
44	30	31					

11

February 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
44			1	2	3	4	5
45	6	7	8	9	10	11	12
46	13	14	15	16	17	18	19
47	20	21	22	23	24	25	26
48	27	28					

March 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
48			1	2	3	4	5
49	6	7	8	9	10	11	12
50	13	14	15	16	17	18	19
51	20	21	22	23	24	25	26
52	27	28	29	30	31		

April 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
52						1	2
1	3	4	5	6	7	8	9
2	10	11	12	13	14	15	16
3	17	18	19	20	21	22	23
4	24	25	26	27	28	29	30

May 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
5	1	2	3	4	5	6	7
6	8	9	10	11	12	13	14
7	15	16	17	18	19	20	21
8	22	23	24	25	26	27	28
9	29	30	31				

June 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
9				1	2	3	4
10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	18
12	19	20	21	22	23	24	25
13	26	27	28	29	30		

July 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
13						1	2
14	3	4	5	6	7	8	9
15	10	11	12	13	14	15	16
16	17	18	19	20	21	22	23
17	24	25	26	27	28	29	30
18	31						

August 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
18		1	2	3	4	5	6
19	7	8	9	10	11	12	13
20	14	15	16	17	18	19	20
21	21	22	23	24	25	26	27
22	28	29	30	31			

September 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
22					1	2	3
23	4	5	6	7	8	9	10
24	11	12	13	14	15	16	17
25	18	19	20	21	22	23	24
26	25	26	27	28	29	30	

October 2017							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
26							1
27	2	3	4	5	6	7	8
28	9	10	11	12	13	14	15
29	16	17	18	19	20	21	22
30	23	24	25	26	27	28	29
31	30	31					

12

7 Rent Payment Due (weekly)

19 Rent Free Week

1 Council Tax Payment Due (First day of every month)

14 Public Holiday/ office closed

Tenancy Sustainment

Charter Outcome 11

Social landlords ensure that:

- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations

Tenancy Management Team

Our purpose is to try and help our tenants to remain in their tenancies. We aim to treat our customers as individuals and to set up our new tenancies to succeed, which includes acting quickly on rent arrears and antisocial behaviour.

When we identify that a tenant may need some extra help to remain in their tenancy, our patch based Housing Officers help to address these needs, through enhanced tenancy management. This can mean anything from weekly visits to ensure a tenant is putting their rubbish out, to engaging other support providers where specific expertise is required. To combat antisocial behaviour, we work with tenants to try to modify their behaviour.

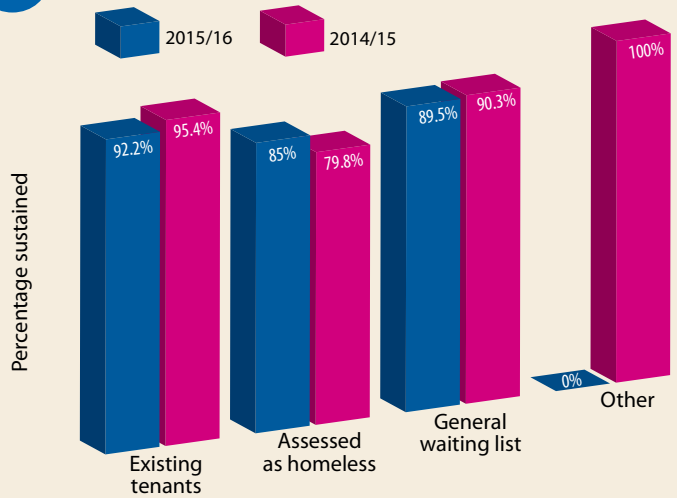
More tenants are moving on to Universal Credit; this requires continuous training for our officers, so they can help with budgeting, including managing rent payments.

Where appropriate our officers can assist tenants to access money and debt advice services, to help with complex debt issues. We aim to achieve sustainable outcomes for tenants with money issues to enable them to remain in their home.

Adaptations

If you are disabled or experience an illness that means you need to have your home adapted, we are able to assist with this. Adaptations fall into 2 categories, minor and major. All requirements for major adaptations are assessed by a Social Care Officer who will then recommend what changes need to be made. We aim to carry out adaptations as soon as we can.

i20 Tenancies Sustained for more than a year



13



Tenancy Management Team

14

Percentage of approved applications for medical adaptations completed during the reporting year

i22

	15/16	14/15
Clacks	83%	92%
How did we compare?		
Best	Worst	Average
100%	64%	84%

Average time to complete approved applications for medical adaptations during the reporting year

i23

	15/16	14/15
Clacks	27 days	38 days
How did we compare?		
Best	Worst	Average
18 days	167 days	52 days

Homeless

Charter Outcome 12

Local councils perform their duties on homelessness so that:

- homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

When people contact Clackmannanshire Council to say they are homeless, we will discuss their housing options with them and offer them a formal homelessness assessment. Although the aim is to help the applicant to remain in their current accommodation.

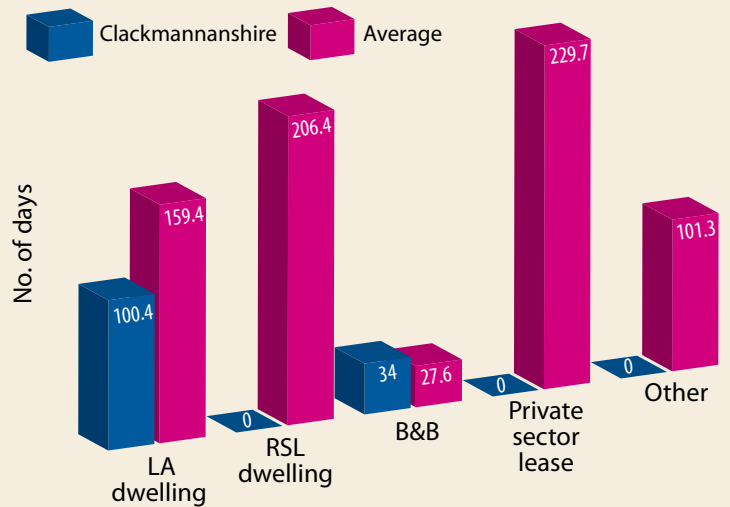
If someone is homeless they are entitled to temporary accommodation until their case is

assessed and a decision is made on their application.

It is important to the Council that the quality of the temporary accommodation is of a high standard.

It is very encouraging to record a significantly lower rate of applicants being placed in bed and breakfast accommodation.

Average length of time in temporary accommodation by type



15

Percentage of households requiring temporary accommodation to whom an offer was made

i26

	15/16	14/15
Clacks	100%	99%
How did we compare?		
Average		105%

Gypsies / Travellers

Charter Outcome 16

Local councils and social landlords with responsibility for managing sites for Gypsies / Travellers should manage the sites so that:

- sites are well maintained and managed

Clackmannanshire Council have a well maintained site at Westhaugh in Alva, where Gypsies and Travellers are able to rent a pitch. The site has 16 pitches (2 of which are adapted for disabled travellers) and is open all year round.

Average weekly rent per pitch

i36

Clacks Result

£85

How did we compare?
Average

£67.40



16

Getting good value from rents and service charges

Charter Outcomes 13,14 & 15

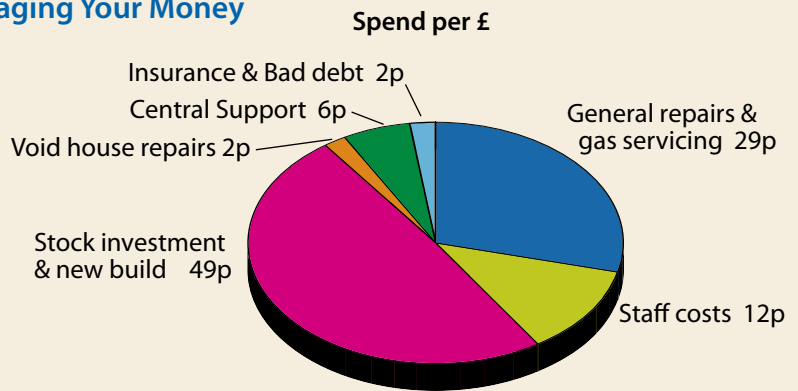
Social landlords manage all aspects of their businesses so that:

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them
- tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

Managing Your Money



Weekly Rent Charge

Size of Home	Number owned	Average Rent	Scottish Average*	Difference
1 apartment	27	£63.81	£65.94	3.2%
2 apartment	1,344	£65.53	£70.39	6.9%
3 apartment	2,227	£67.22	£71.55	6.1%
4 apartment	1,236	£68.92	£77.60	11.2%
5 apartment	134	£70.85	£85.98	17.6%

*Average of all local authority landlords and RSLs.

Percentage of tenants who feel the rent for their property represents good value for money

i29

15/16

Clacks 79.9%

How did we compare?

Best	Worst	Average
88.6%	67.3%	79%

Rent collected from tenants as a percentage of total rent due

i30

15/16

14/15

Clacks 99.1% 99%

How did we compare?

Best	Worst	Average
101.6%	97.7%	99.3%

Percentage of rent lost through properties being empty in the last year

i34

15/16

14/15

Clacks 0.6% 1.1%

How did we compare?

Best	Worst	Average
0.33%	3%	1%

Your rent money pays for all the services provided to you as a tenant. For every £1 of rent you pay, 78p goes towards maintaining your home through repairs and other stock investment which is a 1p increase on last year.

The level of rent you pay is less than the Scottish Average but we have managed to deliver the higher Clacks Standard and continue to make improvements to your home.

We have introduced PayPoint so you can pay at any PayPoint outlet across the UK.

Amount & percentage of former tenant arrears written off

c23

Former tenant arrears £721,858

Arrears written off £33,510

% written off 4.6%

Rent arrears

We act quickly when tenants go into arrears.

The void rent loss has reduced significantly. We aim to let properties as quickly as possible to minimise loss of rental income.

When tenants leave and they have rent arrears we still look to recover the arrears. If we cannot recover them we will write off the arrears in line with the Council's policy.

Participation and Scrutiny

Charter Outcome 3

Social landlords manage their businesses so that:

- Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.
- Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.

The Tenant Participation strategy is the document that outlines how the Housing & Community Safety service will consult with their tenants and service users on a range of major housing issues that affect them as part of the Housing (Scotland) Act 2001.

The strategy is reviewed on an annual basis in conjunction with staff, partners and a tenants working group.

Scrutiny Panel

The scrutiny panel was established in 2015 to review the performance of the service and recently carried out a review of the Housing & Community Safety services Anti-social behaviour (ASB) procedure. The panel identified some strengths and weaknesses in the current procedure and have proposed 4 recommendations in relation to ASB.



Scrutiny Panel

If you are a tenant interested in opportunities to participate, then we will be reviewing some of the following in 2016/17

- Tenant Participation Strategy (how we will work with our tenants)
- Scrutiny Panel (reviewing how the service is performing)
- Housing Revenue Account Expenditure (looking at how we spend your rent money)

If you are interested in getting involved, then contact the Community and Tenant Participation Coordinator on 01259 452404 or email housing@clacks.gov.uk

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

i3

Clacks Result 81%

How did we compare?

Best	Worst	Average
91%	63%	81%

Percentage satisfaction with opportunities to participate in the decision making processes

i6

Clacks Result 79%

How did we compare?

Best	Worst	Average
86%	46%	71%

Contact Numbers

Useful numbers

Council Contact Centre _____	01259 450000
Tenancy Management _____	01259 225100
Housing Repairs _____	01259 452000
Council Tax _____	01259 226237
Forth valley Hospital _____	01324 566000
Minor Injuries Stirling _____	01786 434036
Clacks Health Centre _____	01324 566249

Emergency Numbers

Out of Hours Repairs (after 5.30pm) _____	01259 450000
Scottish Gas Networks _____	0800 111 999
Scottish Water _____	0345 601 8855
Scottish Power Landline _____	0800 092 9290
Mobile _____	0330 1010 222
(SEPA) National Floodline _____	0345 988 1188
Police Scotland _____	101
Citizens Advice _____	01259 219404
NHS Direct _____	111
Crimestoppers _____	0800 555 111

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Your Local Councillor

Ward 1

George Matchett QPM _____	07980 007186
Tina Murphy _____	07980 012649
Les Sharp _____	07854 370904
Jim Stalker _____	07854 374468

Ward 2

Donald Balsille _____	01259 452255
Walter McAdam MBE _____	01259 452284
Archie Drummond _____	07881 832301
Robert McGill _____	07980 006485

Ward 3

Derek Stewart _____	07980 007187
Graham Watt _____	07854 374475
Gary Womersley _____	07920 424194



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Ward 4

Janet Cadenhead _____	07974 252473
Ellen Forson _____	07854 374386
Kenneth Earle _____	07980 006501
Craig holden _____	07748 686479

Ward 5

Alastair Campbell _____	01259 452254
Irene Hamilton _____	07890 589962
Kathleen Martin _____	07854 376253