



**Clackmannanshire
Council**

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Comhairle Siorrachd
Chlach Mhanann

Kilncraigs, Greenside Street, Alloa, FK10 1EB (Tel.01259-450000)

Place Committee

Thursday 5 November 2020 at 9.30 am

Venue: Via MS Teams

Date	Time
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Place Committee

The remit of the Place Committee is:

- (1) To determine policies for the environment, development and facilities and assets
- (2) To set standards for service delivery in the above mentioned areas
- (3) To secure best value in the provision of these services
- (4) To monitor performance in the delivery of services including consideration of:
 - quarterly service performance reports
 - inspection or other similar reports
 - financial performance
- (5) To keep under review the impact of the Committee's policies on Clackmannanshire
- (6) To take decisions on applications for Community Asset Transfer.

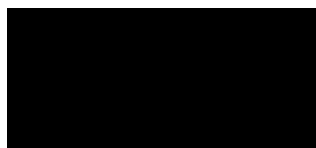
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28 October 2020

A MEETING of the PLACE COMMITTEE will be held Via MS Teams, on THURSDAY 5 NOVEMBER 2020 at 9.30 AM.



**Pete Leonard
Strategic Director (Place)**

B U S I N E S S

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1. Apologies	--
2. Declaration of Interests Members should declare any financial or non-financial interests they have in any item on this agenda, identifying the relevant agenda item and the nature of their interest in accordance with the Councillors' Code of Conduct. A Declaration of Interest form should be completed and passed to the Committee Officer.	--
3. Confirm Minutes of Meeting held on 23 January 2020 (Copy herewith)	05
4. Strategic Housing investment Plan 2021 – 2026 report by the Strategic Director (Place) (Copy herewith)	09
5. Scottish Housing Regulator Annual Assurance Statement – report by the Strategic Director (Place) (Copy herewith)	37
6. Scottish Housing Regulator Annual Return of the Charter (ARC) - report by the Strategic Director (Place) (Copy herewith)	43

Place Committee – Committee Members (Membership 8 - Quorum 4)

Councillors

Wards

Councillor	Craig Holden (Convenor)	4	Clackmannanshire South	SNP
Councillor	Jane McTaggart (Vice Convenor)	3	Clackmannanshire Central	SNP
Councillor	Tina Murphy	1	Clackmannanshire West	SNP
Councillor	Donald Balsillie	2	Clackmannanshire North	SNP
Councillor	Martha Benny	2	Clackmannanshire North	CONS
Councillor	Derek Stewart	3	Clackmannanshire Central	LAB
Councillor	Kenneth Earle	4	Clackmannanshire South	LAB
	(Vacancy)			



**MINUTES OF MEETING of the PLACE COMMITTEE held within the Council Chamber,
Kilncraigs, Greenside Street, ALLOA, FK10 1EB, on THURSDAY 23 JANUARY 2020 at
9.30 am.**

PRESENT

Councillor Donald Balsillie (Interim Convenor)
Councillor Martha Benny
Councillor Kenneth Earle
Councillor Craig Holden
Councillor Jane McTaggart
Councillor Les Sharp
Councillor Derek Stewart

IN ATTENDANCE

Pete Leonard, Strategic Director, Place
Murray Sharp, Senior Manager, Housing
Emma Fyvie, Senior Manager, Development
Iain McDonald, Senior Manager, Environment
Michael Hilarion, Senior Manager, Property
Elizabeth Hutcheon, Team Leader, Management Accountancy
Andrew Crawford, Team Leader Environmental Health
Kate Fleming, Housing Strategy Officer
Jane Adamson, Policy Officer
Jim Livingstone, Compliance Officer
Lee Robertson, Solicitor (Clerk to the Committee)
Melanie Moore, Committee Services

PLC(20)01 APOLOGIES

Apologies were received from Councillor Tina Murphy.

PLC(20)02 DECLARATIONS OF INTEREST

None.

The Convenor welcomed the three new Senior Managers for Place Division – Emma Fyvie, Senior Manager for Development, Iain McDonald, Senior Manager for Environment and Michael Hilarion, Senior Manager for Property.

PLC(20)03 MINUTE OF PLACE COMMITTEE HELD ON 7 NOVEMBER 2019

The minute of the meeting of the Place Committee held on Thursday 7 November 2019 were submitted for approval.

Moved by Councillor Donald Balsillie. Seconded by Councillor Martha Benny.

Decision

The Minutes of the meeting of the Place Committee held on Thursday 7 November 2019 were agreed as a correct record and signed by the Interim Convenor.

PLC(20)04 FINANCIAL PERFORMANCE 2019-20 – OCTOBER OUTTURN

The report, submitted by the Chief Finance Officer, provided an update on the financial performance for the Place Division of the Council in respect of revenue spend for General Fund and the Revenue and Capital Spend for Housing Revenue Account (HRA) for the current financial year 2019/20. This was on forecast information at October 2019. General Fund Capital expenditure will be reported to the Audit Committee on 6 February 2020 as part of the overall Council's financial performance report.

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Jane McTaggart.

Decision

Having commented on and challenged:

- The forecast General Fund revenue underspend relating to the Place Division for the year of £(0.837)m;
- The Housing Revenue Account underspend of (0.275)m;
- The Housing Revenue Capital underspend of £(1.771)m, and
- Delivery of planned savings in the year forecasted to achieve 72.8%.

The Committee agreed to note the report.

Subsequently following the meeting it was confirmed that Councillor McTaggart was not a member of the Place Committee and had not been attending the meeting as a substitute and had seconded the motion in error. There will be an updated Financial Performance report presented to the next meeting of the Place Committee.

PLC(20)05 JOINT STATEMENT OF COMMITMENT BETWEEN LOCAL AUTHORITY AND HSE REGULATORY SERVICES

The report, submitted by the Strategic Director (Place), advised Committee about the Statement of Commitment entered into between Local Authorities and the Health and Safety Executive (HSE).

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Kenneth Earle.

Decision

The Committee agreed to endorse the Statement of Commitment.

PLC(20)06 FOOD CONTROL SERVICE PLAN 2019-20

The report, submitted by the Strategic Director (Place), sought approval from Committee on the Council's Food Control Service Plan 2019-20.

Motion

That Committee agrees the recommendation set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Les Sharp.

Decision

The Committee agreed to approve the Food Control Service Plan.

Action

Strategic Director (Place)

**PLC(20)07 REPLACEMENT OF EUROPEAN STRUCTURAL FUNDS IN SCOTLAND
POST EU-EXIT**

The report, submitted by the Strategic Director (Place), updated Committee on the current Scottish Government consultation on successor funding to European Structural Funds in Scotland post EU exit.

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Craig Holden.

Decision

The Committee agreed that Committee:

- (a) contribute to the consultation responses through SLAED and COSLA;
- (b) participate in the consultation event being held between now and end of January;
- (c) officers are to prepare formal responses to be circulated to all members in respect of the consultation and thereafter it is for members and officers to decide if a special meeting is required to review the responses.

Action

Strategic Director (Place)

PLC(20)08 CLACKMANNAN REGENERATION, BUDGET UPDATE

The report, submitted by the Strategic Director (Place), updated Committee on progress towards the preparation of the Clackmannanshire Local Development Plan (LDP) Review and the Main Issues Report (MIR).

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Les Sharp.

Decision

The Committee agreed to:

- (a) note the progress on the projects to date and spend so far,
- (b) note the change of estimated cost required to complete the redevelopment at Main Street/North Street which will complete the overall project,
- (c) note the terms and conditions of the Scottish Government Grant detailed at point 6,
- (d) note the letter to the Scottish Government in appendix 2 to seek clarification on change of spend profile, estimated costs and disposal of land for affordable housing,
- (e) note, subject to Scottish Government approval, further governance will be sought from Council on disposal of land for affordable housing, and:
- (f) note the remainder of the report, having commented on and challenge as appropriate

Action

Strategic Director (Place)

Ends 1025 hours

Report to: Place Committee

Date of Meeting: 5th November 2020

Subject: Strategic Housing Investment Plan 2021 - 2026

Report by: Strategic Director (Place)

1.0 Purpose

- 1.1. To approve the Strategic Housing Investment Plan (SHIP) at appendix 1. The SHIP sets out the operational framework for affordable housing development in Clackmannanshire over the next 5 years, establishing the investment priorities.

2.0 Recommendations

- 2.1. It is recommended that Committee:
- 2.1.1 Approves the Strategic Housing Investment Plan for 2021-2026, including the summary 5 year programme of housing sites, detailed in Appendices 1 and 2.
- 2.1.2 Agrees, subject to Council approval, the disposal of HRA land at Stoneyacre (Site 3, Appendix 4) and General Fund land at Park Street (Site 4, Appendix 4), Tillicoultry at a value agreed with the District Valuer, to Kingdom Housing Association for the development of affordable housing.
- 2.1.3 Agrees, subject to Council approval that Clackmannanshire Council as a member of the Limited Liability Partnership (LLP) for NHT properties in Coalsnaughton will seek the agreement of the LLP to sell up to 42 mid market rent NHT properties in Coalsnaughton to Kingdom Housing.
- 2.1.4 Notes the service is preparing a business case for Council new build project on Lochies Road, Clackmannan.
- 2.1.5 Notes that recommendations 2.1.2 and 2.1.3 will be referred to Council for approval at its meeting in December 2020.

3.0 Background

- 3.1. Local Authorities are required by The Scottish Government to prepare a Strategic Housing Investment Plan (SHIP) annually, setting out the strategic investment priorities for affordable housing over a 5 year period, to achieve the outcomes set out in the Local Housing Strategy. The SHIP informs the Scottish Government's housing investment decisions.

4.0 SHIP 2021-26

- 4.1. In reaction to the COVID-19 crisis, The Scottish Government have asked local authorities to prepare a 'light SHIP' this year, see letter to senior officer at Appendix 3. The focus is on mitigating delays caused by COVID and relief measures put in place.
- 4.2. There have been delays of around 3 months on the new build programmes locally and across the country and therefore delays in spend. Councils have been asked by the Government to maximise spend on the programme as much as possible. The council is maximising grant spend by purchasing off the shelf purchases and recommending most notably, sale of the NHT properties in Coalsnaughton to allow the maximisation of the grant spend from the Scottish Government, this financial year and mitigate any slippage in the programme.
- 4.3. Appendix 2 sets out the sites proposed for development.
- 4.4. Funding for sites is largely funded through the Scottish Government's Affordable Housing Investment Programme and private financing from RSLs.

5.0 Disposal of HRA and GF land at Park Street and Stoneyacre, Tillicoultry

- 5.1. In 2014/2015 the council received £782k Town Centre Housing Fund grant from the Scottish Government towards the development at Ann Street (James Pollock Court), Tillicoultry (Area 1, Appendix 4). As a result, the site start, originally scheduled for 2016/17, was brought forward to May 2015. The first phase was a joint project with the Council, Kingdom Housing Association and HubCo. With the Council owning 17 homes. It was always intended that the project would have a phase 2, with kingdom complimenting their small holding (4 properties) in phase 1. However, land assembly proved problematic, with council granting permission for consideration of a CPO if required.
- 5.2. In June 2020, after a protracted period, the Council purchased 32 Stoneyacre, Tillicoultry, which concluded the land assembly requirements, The house purchase took in an area of land, now in an overgrown state, which will allow the Council to pull together a land assembly and facilitate phase 2 of housing development, as reported to the Housing, Health and Care Committee in April 2015.
- 5.3. It is the intention of the Council to assemble this site to include land at Stoneyacre (HRA) and Park Street (GF) and sell to Kingdom Housing Association for affordable housing, thus meeting the procurement requirements in Phase 1. The site sales will be subject to DV valuation.

6.0 Sale of up to 48 MMR, NHT properties at Coalsnaughton

- 6.1. In the HRA budget paper of February 2020, Council was advised that the developer had expressed an interest to the LLP board to exit the initiative.
- 6.2. Due to delays in new build programming and subsequent slippage in spend, this will allow the additional properties to be purchased this financial year. Kingdom Housing Association have the relevant experience to take these

properties this year, as they have recently taken on two similar developments elsewhere with assistance of local councils and the Scottish Government. Because of this, it is proposed that the Council notify to the board that it is favour of the board selling the properties and that the sale is taken forward by Kingdom, thus enabling grant spend to be maximised.

- 6.3. As per the financial business case requirements, the 42 properties will continue to operate as mid market rent with current tenants in situ and then revert to social rented properties if and as when properties become void.

7.0 Council new build properties on Lochies Road, Clackmannan

- 7.1. As part of regeneration funding plans in Clackmannan, approved by Council in March 2017, the former Hunters Garage. Lochies Road, Clackmannan is intended to be progressed for affordable housing. Specifically, to address the need for housing for older people, the site has been identified to be suitable for bungalow style housing.
- 7.2. As per the terms of the regeneration funding, the Council is required to seek approval if it were to dispose to a third party i.e. not the council taking on the development.
- 7.3. It is therefore proposed to avoid any risk of clawback of the grant, that the housing service take this development forward, as a Council new build site. The HRA budget paper due February 11th 2021, will have the funding for this site included in the HRA capital programme.

8.0 Funding

- 8.1. The funding for 2020/21 is £6.541 million with the expected spend to be in the region of £8.075 million.

9.0 Sustainability Implications

- 9.1. The supply of affordable housing is a central contributor to the Council's commitment to reduce carbon emissions. The projects are all built to 'Greener Standards' and the Council will pursue the inclusion of renewable energy on sites where possible.

10.0 Resource Implications

Financial Details

- 10.1. There are no funding implications from this report that will not be met from within existing resources. A report will be brought to a future meeting on detailed regeneration proposals.
- 10.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

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

Staffing

10.4. There are no staffing implications arising from this report

11.0 Exempt Reports

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

12.0 Declarations

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

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

Clackmannanshire will be attractive to businesses & 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)

13.0 Equalities Impact

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

Yes

No

14.0 Legality

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

15.0 Appendices

15.1. Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix 1 Strategic Housing Investment Plan (SHIP) 2021-2026

Appendix 2 Summary Affordable Housing Programme

Appendix 3 Letter to Senior Officials on SHIP 2021 – 2026

Appendix 4 Tillicoultry land disposal, indicative layout plan

16.0 Background Papers

16.1. Housing, Health and Care Committee, April 2015

<https://www.clacks.gov.uk/document/meeting/224/635/4829.pdf>

16.2. 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 (please list the documents below)

No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Kate Fleming	Senior Housing Strategy Officer	2361
Murray Sharp	Senior Manager (Housing)	5113

Approved by

NAME	DESIGNATION	SIGNATURE
Pete Leonard	Strategic Director	

CLACKMANNANSHIRE COUNCIL

STRATEGIC HOUSING INVESTMENT PLAN 2021- 2026

1.0 Introduction

- 1.1 The Strategic Housing Investment Plan (SHIP) 2020/25 defines the priorities for housing investment, as set out in the Clackmannanshire Housing Strategy (CHS) 2018- 2023 vision, that;

"Everyone should have a safe area to live in, a well maintained house and help when they need it."

- 1.2 To achieve this vision through investment, our aim is to create a more effective local housing system, which delivers both economically balanced and sustainable communities. This in turn shapes our key objectives of providing the right houses, in the right location, delivering both choice and affordability.
- 1.3 Due to the ongoing COVID-19 situation, the Scottish Government has recognised that Local Authorities may have difficulty with normal SHIP submissions and are asking for a **light SHIP** only this year.
- 1.4 This SHIP, covering 2021-2026 will summarise changes made to priorities due to the impact of COVID-19 and set out delays and contingency plans that the Council has put in place. The document will be more succinct than other years while covering recent completions, progress of developments on site and alternative delivery plans intended to be put in place to mitigate any delays.

There are no major changes to the Council's priorities at present. There are mitigation plans in place for slipped spend on off the shelf purchase as this enables homes to be added to stock in a short period of time,










- 1.5 It is worth noting that the long term strategic plans for new housing supply in Clackmannanshire remain. The Housing Need and Demand Assessment is the evidence base and continues to drive policy around providing homes for an aging population and smaller household sizes going to the future as well as providing homes for homeless households of all sizes.
- 1.6 Links to corporate priorities, such as the LHS and LOIP, remain and are outlined as per previous guidance notes.
- 1.7 In April 2019, The Scottish Government provided Clackmannanshire's Resource Planning Assumptions (RPA) for 2020/21 totalling £6.541 million. Previous guidance states, to allow planning over the course of a 5 year SHIP, the final 4 years are to be baselined on the 2019/20 RPA of £6.165m annual subsidy. No further RPA figures have been published by the Scottish Government and so this continues to be the basis for future planning. This will be subject to change.

2.0 Clackmannanshire Housing Strategy



- 2.1 Our Local Housing Strategy 2018-2023 identifies six priority areas and outcomes to be achieved:

- **Investing in New Housing Supply** – Quality, affordable housing is maximised.
- **Best Use of Existing Housing** - The housing we already have is optimised and effective in providing choice and meeting need.
- **Homelessness** - Households have access to appropriate housing and advice to reduce homelessness.
- **Specialist Housing and Independent Living** - Those requiring assistance to live independently at home have access to effective housing.
- **Energy Efficiency and Fuel Poverty** - Energy efficiency is improved and fuel poverty and carbon emissions are reduced across all tenures.
- **Improving Neighbourhoods and Communities** – Improve long term outcomes for local communities and target town centres for improvement and regeneration to benefit the community.

2.2 In addition to the above, the Local Housing Strategy states further broad actions which are being delivered through this investment programme;




LHS Key Actions	Progress
Work with partners including planning and Scottish Government to maximise the amount of additional homes provided across all tenures.	
Where possible, use Council land and assets to support new affordable housing.	
Use income from reduction in Council Tax discounts to support delivery of affordable housing.	
Work with RSLs to deliver new affordable housing and maximise funding from all sources.	
Continue to implement and review the Affordable Housing Policy, implemented through the LDP, including commuted sums and on-site provision of affordable housing where required.	
Promote housing development in a range of settlement centres to contribute to economic regeneration whilst addressing housing need.	
Maintain a programme to purchase existing housing for affordable rent.	
Investigate how the RSL sector can play a greater role in housing homeless applicants.	
Work with the Health & Social Care Partnership to plan and provide specialist housing for the elderly and adults with particular needs.	

¹ Ongoing

Explore new models of supported accommodation for young people.	
Deliver specialist housing on all appropriate new housing developments	

3.0 Rapid Rehousing Transition Plan

3.1 The Rapid Rehousing Transition Plan was submitted to the Scottish Government in December 2018 and is being implemented by the Council. Minimising time spent in temporary accommodation and having access to suitable housing is a key priority in the RRTP and consistent with housing priorities. Specific outcomes from the RRTP to be delivered through housing investment are detailed below.

Rapid Rehousing Transition Plan	Progress
Accelerate affordable housing program over 5 year period to 2024	
Investigate how the RSL sector can play a greater role in housing homeless applicants.	
Ensure levels of temporary accommodation are maintained to meet statutory responsibilities.	

4.0 Local Outcomes Improvement Plan (LOIP)

4.1 Replacing the Single Outcome Agreement (SOA), the Council and its' partners have set out their strategic outcomes for the next 10 years in the Local Outcomes Improvement Plan 2017 / 2027. Focussing on tackling the inequalities that exist in Clackmannanshire around poverty and socio-economic disadvantage, the four strategic outcomes driving strategic partnership working are:

- 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.

4.2 We know that poor housing has a negative impact on health, wellbeing and quality of life. Our commitment to provide additional good quality, affordable housing goes a long way to contribute to improving the life outcomes of vulnerable families by reducing inequality and disadvantage in the housing market, and making Clackmannanshire an attractive place to live.

The 5 year SHIP contains plans for new housing development within the 4 most deprived areas identified in the LOIP;

Alloa South & East,
Tullibody North,
Tullibody South and,
Fishcross, Devon Village and Coalsnaughton.

A proportion of new housing will be provided for older people and those with disabilities.

5.0 Links to Child Poverty

5.1 Set within The Corporate Plan 2018-22 child poverty is a key Council priority. Our priorities as a Council to 2022 are:

- Inclusive growth, jobs and employability
- Reducing child poverty
- Raising attainment
- Sustainable Health & Social Care
- Empowering families and communities
- Organisational transformation

5.2 It is recognised that the SHIP has a key role to play as an enabling plan specifically contributing to 2 of the Council Corporate priorities:

5.3 Reducing child poverty - provide good quality affordable housing.

Research shows that one of the key drivers of children living in poverty is living costs and specifically housing costs. More affordable housing not only reduces direct housing costs but ensures new homes are energy efficient reducing heating and lighting costs. Improved infrastructure in new housing developments offers increased access to the internet for all.

5.4 Inclusive growth jobs and employability - increased house building.

Increased house building through SHIP programs will aim to provide local employment opportunities by contracting local companies and offering apprentice and training chances for local young people.

6.0 Links to City Deal and Transformational Change

6.1 Continuing and new priorities for the Council and its partners will be accommodated within the SHIP and the Local Housing Strategy. This will include work as part of the City Deal with Stirling Council and plans for future regeneration in Clackmannanshire.

6.2 Links with Primrose Street and beyond

One of the Council's main priority in the SHIP 2020-25 is to deliver 60 units for older people at Primrose Street, Alloa. As part of transformational change, this project has been developed and will be delivered through cross working with Housing, Social Services and the Health and Social Care

Partnership. The project is aimed at achieving preventative spend for the Place and People portfolios by targeting the needs of an older population and delivering the services required in a more efficient manner. Work will be ongoing during the build period to work up an implementation plan to deliver core services needed leading to cost savings and greater benefits to service users. It is the intention of the Council, pending future funding, to roll out this model of housing and care to other locations, delivering further savings and benefits in the wider community.

7.0 New Housing Supply Targets

- 7.1 An updated Housing Need and Demand Assessment (HNDA) shows a reduction in the level of housing requirements since the last Assessment. This is due to a number of reasons, primarily the reversal in the population projections for 2012 showing an anticipated decline in the population to 2037. This, in turn, is influenced by a dramatic drop in new house building in Clackmannanshire since 2008. However, the past 3 years have seen an upturn in house building particularly in Alloa, Sauchie and Alva which will have an impact on future population projections and therefore housing needs are expected to rise again.
- 7.2 Up to 2020, the annual estimated need for additional affordable housing in Clackmannanshire is around 75 homes, 53 of these for 'social renting' and 22 for mid market rent. It shows 11 properties required for rent by a private landlord and 36 required for sale on the open market.
- 7.3 Social housing demand in Clackmannanshire is fairly self-contained within settlements, so the location of new developments needs to be carefully considered. Availability of housing sites does not always match housing need and demand and continuing dialogue will be sought with developers to ensure that all opportunities for affordable housing are pursued in a wide range of locations.

8.0 Housing Needs

- 8.1 Initial findings from the HNDA research confirm some specific features of demand for Clackmannanshire;
- The latest 2012 household projections to 2037 for Clackmannanshire show a fall in population.
 - Despite a falling population, 100 new households will form every year. Every one of these (100%) will be either single person or couple households, meaning additional, smaller houses are required.
 - Net outward migration of 16 to 29 year olds sits at around 100 annually, which is the highest for any age group.
 - By 2037 there will be 126% more people aged 75+, which is far above the Scottish average of an projected 86% increase, resulting in greater pressure for social care services in Clackmannanshire.
 - By 2030 the number of people over 85 years will double, with a corresponding need for suitable / adapted housing and corresponding support in the community.

9.0 Specialist Housing

- 9.1 From the Council's own records (waiting list figures and information on social service cases) there are at least 10 families known to the Council who require larger size wheelchair housing.
- 9.2 From information gathered from the 2011 Census, around 3,700 people (7% of the population) in Clackmannan have some type of physical disability. It would therefore be reasonable to aim for 7% of all social housing to be suitable for those with some sort of physical disability, including those who require wheelchair use.
- 9.3 The Council will continue to provide an element of specialist housing on suitable sites to meet the identified needs currently on our waiting list. Over the course of the SHIP at least 5 wheelchair bungalows are planned as well as 3 wheelchair units on Primrose Street.
- 9.4 One of the main drivers of the housing market is the ageing population and their requirement for specialist housing. This is the result of older people who need care (low cost but high volume) and higher infant survival and longevity for those with a learning disability (low volume and high cost). Housing suitable for both these client groups are considered in this SHIP.

10.0 Partnership Working

- 10.1 The Council will continue an inclusive and collaborative approach with all RSLs that are keen to work with us to deliver affordable homes in Clackmannanshire. This includes working collaboratively with Kingdom Housing Association to help deliver a strategic programme of affordable housing delivery.
- 10.2 Ochil View Housing Association has entered into a new agreement with Kingdom Housing Association to manage their development work. As such, work is on site at Elm Grove, Alloa with an estimated completion date of January 2022 for 54 new homes.
- 10.3 Primrose Street in Alloa town centre is on site to provide housing for older people. Design and specification has been worked up with input from Social Services. Engagement with Architecture and Design Scotland (a non departmental public body) advised on the design of the housing on Primrose Street and gave support with briefing on wider provision for housing for the elderly, linking to work on 'Caring Places' and 'Town Centre Living'.

11.0 The Planning Context

- 11.1 Any new housing development should address the needs of the people of Clackmannanshire, regardless of tenure. The key mechanism for this is the planning system. We are working alongside planning colleagues to create a mix of housing sizes and tenures with the aim of providing housing opportunities for all and helping to prevent market failure.

11.2 The Local Development Plan was adopted by Council in August 2015. This includes provision for the delivery of affordable housing, which is supported by the Housing Needs and Demand Assessment. The Affordable Housing Policy (SC2) includes that housing proposals for 20 or more homes, or over 1 hectare, will be expected to include a range and choice of house types, tenures and sizes, including affordable housing.

12.0 Particular Policy Initiatives

12.1 Council purchase of existing housing for social renting

The Council maintains its commitment to make 'off the shelf' purchase a means of delivering affordable housing with 8 new social rented houses delivered in 2019/20.

It was proposed to suspend the off the shelf initiative in this year to focus on new build. However, due to delays in new build programmes, this will continue this year.

12.2 RSL purchase of existing housing for social renting

This initiative will continue in 2020/21 to make up for any delays in new build programmes.

It is proposed to sell 28 MMR properties in Coalsnaughton as an off the shelf purchase to help draw down grant in 2020/21.

12.3 Reduction in Council Tax Discount on Empty Homes

There is around £195,000 ring fenced for use for affordable housing. This has been collected over the financial years 2016/17 to present.

12.4 Adaptations and Health & Social Care

The Housing & Social Care Group, previously named the Housing Contribution Group, who report to the Integrated Joint Board of the Clackmannanshire and Stirling Health & Social Care Partnership, have developed an action plan which will create a framework to enable the Partnership to deliver priority objectives. The action plan focuses on four key areas which will be continue to be developed. These are: governance, homelessness, mental health and older people.

- Governance – the group have amended their structure and agreed terms of reference to better reflect the scope of the group. This was informed by the action plan.
- Homelessness – the recent Scottish Government policy, Rapid Rehousing, which encourages a change in the use of temporary accommodation by local authorities, sees the introduction of Rapid Rehousing Transition Plans. A five year plan was submitted to the Scottish Government detailing how Clackmannanshire have already

reduced our use of B & B accommodation and our main concerns to be addressed to allow us to meet National policy goals. Any relevant changes to current working practices will be reflected in the Action Plan.

- Mental Health – Housing and Social Work have been working closely to develop a greater understanding of different client groups with mental health issues and learning disabilities. This work has informed planning for new affordable housing by ensuring that specific client needs can be flexibly incorporated into the design stage of new homes.
- Older People – The Health & Social Care Partnership is working closely with Housing in the planning and development of new core and cluster housing for older people in Alloa Town Centre.

13.0 Resources

13.1 Completions 2019/20

Site	Developer	No Units	Grant 2019/20	Status
Todd's Yard, Sauchie	Ochil View HA	11	£0	Complete May '19
Branshill Road, Sauchie	Kingdom HA	10	£379,160	Complete July '19
Harbour View, Alloa	Kingdom HA	18	£0	Complete July '19
Burnside Clackmannan	Places for People	28	Pension Fund	Complete 2019/20
Off The Shelf		16	£600,000	Complete

83

A total of 67 new builds and 16 off the shelf purchases added to stock in 2019/20.

13.2 RPA and additional Spend 2019/20

The table below shows all spend drawn down in 2019/20. The funding for Primrose Street has been made fully available through Allia Funding from the Scottish Government. The full £4.895 million was drawn down against Primrose Street in 2019/20. While the full RPA was not met this year, the additional Allia funding brings additional money to Clackmannanshire as no RPA funding for Primrose Street is required and can be spent elsewhere in 2020/21.

A total of £8.179 million has been allocated to Clackmannanshire for affordable housing in 2019/20 against a RPA of £6.165 million,

RPA and additional spend 2019/20

Site	Developer	No Units	RPA Spend 2019/20	New Funding Allia Bond	Estimated Status	Est completion
Branshill Road, Sauchie	Kingdom HA	10	£379,160		Complete	2020/21
Primrose Street, Alloa	Kingdom HA	60	£0	£4,895,928	Site start June '20	2021/22
Elm Grove, Alloa P1	Ochil View HA	33	£439,727		Site start June '20	Jan 2022
Elm Grove, Alloa P2	Ochil View HA	21	£366,335		Site start June '20	Jan 2022
Branshill Road, Sauchie, P2	Kingdom HA	24	£199,499		Site start Oct '19	Oct '20
Off the shelf , Ochil view HA	Ochil View HA	8	£280,000		Complete	19/20
Off the Shelf, Clacks Council	CC	8	£320,000		Complete	19/20
Lower Mill St, Tillicoultry, P1	Kingdom HA	22	£386,038		Site start Sept'20	21/22
Lower Mill St, Tillicoultry, P2	Kingdom HA	28	£491,321		Site start Sept '20	22/23
Lower Mill St, Tillicoultry P3	Kingdom HA	24	£421,132		Site Start Sept '20	22/23
		<u>246</u>	<u>£3,283,212</u>	<u>£4,895,928</u>		

13.3 Estimated Spend 2020/21 (RPA £6.541 million)

Original Programme with delayed spend

Site	Developer	No Units	Grant 2020/21	Estimated Start	Estimated completion
Elm Grove, Alloa P1	Ochil View HA	33	£1,746,786	Site start June '20	21/22
Elm Grove, Alloa P2	Ochil View HA	21	£ 436,965	Site start June '20	22/23
Lower Mill St, P1	Kingdom HA	22	£700,021	Site Start Nov '20	21/22
Lower Mill St, P2	Kingdom HA	22	£120,240		22/23
Lower Mill St, P3	Kingdom HA	22	£16,879		23/24
Branshill Road, Sauchie, P2	Kingdom HA	24	£1,731,367	Site start Oct '19	June '21
		144	£4,752,258		

In order to mitigate the reduction in spend caused by delays on site, purchasing 48 properties in Coalsnaughton allows an additional £3,323,376 be claimed in 2020/21. This brings the total spend in Clackmannanshire to £8.075,634, over the original RPA of £6,541,000. This has been discussed and agreed in principle with The Scottish Government.

Site	Developer	No Units	Grant 2020/21	Estimated Start	Estimated completion
All as above	All	144	£4,752,258		
NHT, Coalsnaughton		48	£3,323,376	Off the shelf	March 2021
			£8,075,634		

14.0 **New Supply**

14.1 Former FV College, Sauchie

The developer is on site and delivered 10 units for affordable housing in the first phase of the development, the second phase of 24 units is scheduled for completion in 2021.

14.2 Primrose Street, Alloa

This site will deliver 60 flats with flexible layout to facilitate changing needs of an aging population, including technology enabled infrastructure and the A&DS principles of Town Centre Living: A Caring Place. The site was granted £4.9 million in Allia Bond funding from the Scottish Government which gives additional funding to Clackmannanshire for the delivery of this site over and above what has been granted for RPA funding.

14.3 Elm Grove, Alloa

This site, owned by Ochil View, will provide a mixed tenure development, including social and mid-market rent to assist with the ongoing regeneration of the area. The current layout shows 55 properties on the site which had a delayed start date of June 2020.

14.4 Engelen Drive, Alloa

In June 2018, elected members agreed that two blocks of Council owned flats be redeveloped as a pilot for wider demolition and regeneration plans stated in the SHIP. Demolition has been delayed due to construction down time and negotiations on the electricity sub station on site.

14.5 Park Street, Tillicoultry

Land has now been purchased by the Council and is being assembled to allow Kingdom to develop 5 units on the site, adjacent to the popular recent development of amenity bungalows.

14.6 Lochies Road, Clackmannan

This small site in Clackmannan will compliment the wider regeneration of the town centre. The preference for the site will be for low level specialist housing.

14.7 Lower Mill Street, Tillicoultry

This site has been in the LDP for a long period without coming forward due to flood concerns. Work has been done to enable viability for development and a total of 74 properties could be built on the site over 3 phases. Phase 1 will provide 22 new houses scheduled for 2020/21.

14.8 Glentana Mill, Alva

The site is in Council ownership and was approved for transfer to HRA for development for affordable housing by Council on 24 October 2019, will be Initial investigations indicate the site would be capable of around 44 units.

14.9 Blackfaulds North, Coalsnaughton

Kingdom Housing are aiming to aquire land on this site in 2021/22 for around 25 affordable homes.

14.10 Carsebridge Road, Alloa

This site is currently being worked up and is planned for around 600 homes, 25% of which to be affordable. A site start is planned for 23/34.

15.0 **Shadow Programme (Potential Sites)**

15.1 It is inevitable that some priority sites will not be deliverable for various reasons, such as ground conditions or financial viability. To help avoid

slippage in the main programme, or in the event of additional Scottish Government funding being made available, potential sites are included in the 'shadow' programme. These sites may be substituted or added to the main programme, should the opportunity arise.

15.2 This approach allows additional flexibility to help ensure that the number of units and spend in Clackmannanshire is maximised. Below is a list of sites identified to date, however, it should be noted that the Council and its RSL partners are actively looking for further opportunities. Other proposals, including purchasing units from a developer, may be brought forward in addition to those listed.

15.3 Forest Mill

The section 75 agreement sets a requirement for 22% of the 1,250 homes to be affordable. There are no affordable homes programmed by the developer in phase 1 or 2, so it is likely that it will be several years before affordable housing can be expected on this site.

15.4 Regeneration -Tillicoultry

Currently looking at feasibility of site in Tillicoultry. Outcomes and proposals to be brought for Council approval.

15.5 Coalsnaughton North, Coalsnaughton

This Council owned site is next to the current National Housing Trust site being developed for mid market rent by Hadden Construction. Work is ongoing in conjunction with a private developer to determine the numbers and types of units most suitable for this development.

15.6 Old Primary School Site, Tullibody

As the Tullibody School campus is constructed, this may enable opportunities for further social housing development on for example, the St Bernadette's site.

15.7 Sauchie West, Sauchie

This site is capable of up to 1,000 units over the next 15 years. The Council will continue to work with the developer to provide suitable affordable housing on the site over the course of the build.

15.8 Brook Street, Alva

This site had previously been brought forward in the programme, but due to site constraints has been delayed. We will continue to work with the land owner.

16.0 Units in Addition to Affordable Housing Supply Programme

16.1 North Street / Main Street, Clackmannan

The Council has received regeneration funding for the site with 2 old shop units on Main Street and the former print works on North Street, now

demolished. Site investigation is underway and the tender process for construction will go out early 2021 with work aiming to start Spring 2021. The redevelopment will provide 4 retail and 5 residential units.

17.0 Consultation

17.1 This document has been developed by housing and planning colleagues in consultation with local RSLs and Scottish Government officials.

18.0 Ensuring Equalities

18.1 An equalities impact assessment is carried out on each SHIP. The SHIP has no negative impact on the six equality groups; in fact it is likely that these groups will benefit from a positive impact.

19.0 Strategic Environmental Assessment

19.1 The SHIP is part of the LHS, which had a pre-screening as required by the Environmental Assessment (Scotland) Act 2005. Clackmannanshire Council as a "responsible authority" for the purpose of the Act has determined that no SEA submission is required for this document. Specific environmental issues will be considered as part of the Local Development Plan process or when planning applications for sites are submitted.

SHIP 2020-25 PRIORITIES FOR INVESTMENT

Site	Ownership	Effective Land Supply	Regen. / Town Centre Area	High Demand Area	Homeless Needs	Particular Needs	Planning Permission	Creating Mixed Comms	No Land constraints	Resources Available	VFM	Deliverable Now	Deliverable within 5 years
MAIN PROGRAMME													
Former FV College, Sauchie	Private Developer	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Park Street, Tillicoultry	Council / Private	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Primrose Street, Alloa	Council	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Unknown	Yes	Yes	Yes	Yes
Engelen Drive, Alloa	Council	Yes	Yes	No	Yes	Yes	No	Yes	Unknown	Yes	Yes	No	Yes
Elm Grove, Alloa	Ochil View	Yes	Yes	No	Yes	Yes	No	Yes(mix tenure)	Yes	Yes	Yes	Yes	Yes
Engelen Drive, Alloa	Council	Yes	Yes	No	Yes	Yes	No	Yes	Unknown	Yes	Yes	Yes	Yes
Regeneration Sites	HRA	No	Yes	No	Yes	Yes	No	Yes	Unknown	Yes	Yes	No	Yes
Lochies Road, Clackmannan	Council	No	Yes	Yes	Yes	Yes	No	Yes	Unknown	Yes	Yes	No	Yes
Brook Street, Alva (former Alva Glen Hotel)	Private Developer	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes
Lower Mill Street, Tillicoultry	Private Developer	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes

Site Name	Ownership	Effective Land Supply	Regen. / Town Centre Area	High Demand Area	Homeless Needs	Particular Needs	Planning Permission	Creating Mixed Comms	No land constraints	Resources Available	VFM	Deliverable Now	Deliverable within 5 years
SHADOW PROGRAMME													
Forest Mill	Private Developer	Yes	No	No	Yes	Yes	Yes	Yes	No*	No	Yes	No	Yes
Glentanna Mill, Alva	Clacks Council	No	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	No	Yes
Old School site, Tullibody	Clacks Council												
Sauchie West, Sauchie	Private land owner	Yes	No	Yes	No	Maybe	No	Yes	Yes	No	No	No	Yes
The Craigs, Coalsnaughton	Private Developer	Yes	No	No	No	Yes	Yes	Yes	No	No	Yes	No	Yes

* Potential additional infrastructure funding to overcome this

Definitions of Criteria for Priorities

Effective Land Supply	Listed in the Local Plan as a site that can be developed for housing. No known constraints.
Regeneration / Town Centre Area	The site is situated within an area identified through the SIMD as a regeneration area or an identified Town Centre site, as identified in the LHS.
High Demand Area	Little or no social housing in the area or high demand / low turnover of existing social housing. <i>LHS Action: 'Maximise the impact of new housing, including affordable housing in areas of demand.'</i>
Homeless Needs	The site will provide accommodation for at least one homeless household. <i>LHS Action: 'Reduce Homelessness and homeless households have access to appropriate housing.'</i>
Particular Needs	The site will provide at least 10% of particular needs accommodation. <i>LHS Action: 'Deliver specialist housing on all appropriate new housing developments.'</i>
Planning Permission	The site has planning permission for housing.
Creating Mixed Communities	The site will provide a desirable balance of tenure in the wider area or will provide a mix of types of houses for different households within the site. <i>LHS Action: 'Promote and increase low cost home ownership and shared equity schemes with public funding to promote tenure diversification.'</i>
No Land Constraints	Land has no infrastructure blockages.
Resources Available	Are there resources available now ie human resources or financial resources. <i>LHS Action: 'Work with local Housing Associations to deliver new affordable housing and maximise funding from their resources.'</i>
Value for Money	The site is capable of delivering the units with benchmark HAG funding or below. <i>LHS Action: 'Continue to develop and support innovative and flexible models for providing cost effective new housing.'</i>
Deliverable Now	If the site meets 8 or more of the above criteria, it will be considered to be deliverable now.
Deliverable Within 5 years	If the site meets 6 or more of the above criteria, it will be considered to be deliverable in the coming years when resources become available.

AFFORDABLE HOUSING SUPPLY PROGRAMME – October 2020

PROJECT	SUB-AREA	DEVELOPER	Total Units	Special house	Update
Primrose Street	Alloa	KHA	60	60	On site 6 July. Revised completion date March 2022
Elm Grove Phase 1	Alloa	Ochil View HA	54	10	On site 29 June 2020. Revised completion date January 2022.
Engelen Drive	Alloa	Ochil View HA	8	0	Revised drawings to be prepared to look at viability. Housing Association currently getting prices from contractor for demolition and construction.
Branshill Road, Phase 2	Sauchie	KHA	24		Full re-start 10 August 2020. 15 month program, all 24 units to be completed by end 2020/21.
Off The Shelf Purchases	Various	Council	2		5 units purchased this year.
Lower Mill Street, P1	Tillicoultry	KHA	22	4	Enabling work carried out prior to lock-down. Waiting on final sign off from Scottish Water, expected back on site September 2020. Waiting on amended program from developer.
Park Street	Tillicoultry	KHA	8	8	Council have purchased land required to allow land assembly and sale to KHA. Paper to be prepared for disposal of land. Aiming for disposal to KHA this financial year. Kate Fleming to progress.
Lochies Road	Clacks	Ochil View HA	8	8	Full site clearance complete by mid July. Proposed Council new build project.
Main street	Clackmannan	Council / KHA	5		Legal delays on site, looking to resolve with roads. Project is back to planning with 8 week turn around to December. To be on site April / May 2021.
NHT	Coalsnaughton	KHA	28	0	Written confirmation from Hadden / LLP for sale of NHT housing. This will cover slippage from other sites due to delays due to shut down. Purchase will be this financial year.
Blackfaulds North	Coalsnaughton	KHA	25	TBA	KHA aiming to acquire site 2021/22. Phase 1 2021/22, phase 2 2022/21. Council to advise on mix.
Carsebridge Rd/ Diagio	Alloa	KHA	50	TBA	Masterplan for 600 units. 25% affordable. KHA to acquire land for affordable housing to be delivered in phases. Council to advise on mix. Will be site start 2023/24.
Regeneration	Tillicoultry		29	TBA	Clacks council currently looking at feasibility of this site. Plan to get present options to Elected Members / Council Committee to take forward. August 2020.

T: 0131-244 07968
E: lisa.bullen@gov.scot

Local Authority Senior Housing Official

9 July 2020

Dear Colleague

The Scottish Government recognises that local authorities may experience some difficulty in preparing their annual Strategic Housing Investment Plan (SHIP) within the normal submission timescale (end October) due to the ongoing COVID-19 situation. In recognition of this, local authorities should prepare **a light SHIP** only this year covering the period 2021-26

When preparing this document, local authorities should:

- Provide a short narrative summarising any revisions/changes to existing SHIP priorities due to the impact of COVID-19. This should include information on any contingency plans that have either been put in place or there are plans to put in place (for example, the purchase of 'off the shelf' and/or second hand stock to address homelessness). Where local authorities have introduced (or are planning to introduce) new activities / approaches in response to local circumstances created by the COVID-19 pandemic, they should set out clearly how these activities are supporting the priorities and objectives of the Local Housing Strategy. For example, the criteria that the Council is applying in cases where buy backs or other acquisitions are being pursued should be clearly set out.
- Update SHIP Tables to show planned investment priorities for the period 2021–2026 – these should (a) reflect any newly identified priorities (b) take account of delivery delays due to, for example, the introduction of safe operating procedures on construction sites and (c) be reflected on HARP.

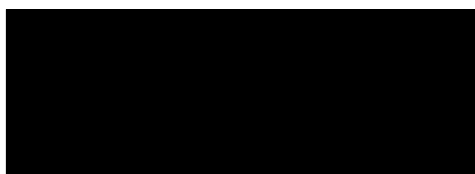
- Provide confirmation that the SHIP has been agreed by the Council's relevant Committee.
- Ensure that the SHIP is submitted to the Scottish Government no later than mid-December 2020 although we encourage it to be sent to us earlier than this date if the local authority is in a position to do so.
- Include information in the narrative on what consultation has been undertaken with stakeholders to help inform any revisions/changes to existing SHIP priorities.

More Homes Division Area Teams will review your SHIP and provide feedback.

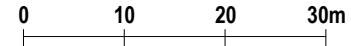
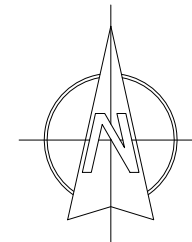
For further input on the development of the SHIP please contact your local Area Team Manager in the first instance:

Glasgow & Clyde	Anne-Marie Thomson	Anne-Marie.Thomson@gov.scot
Highlands, Islands & Moray	Mairi Ross Grey	Mairi.RossGrey@gov.scot
North & East	Maureen Esplin	Maureen.Esplin@gov.scot
South East	Alastair Dee	Alastair.Dee@gov.scot
South & West	Pauline Gilroy	Pauline.Gilroy@gov.scot

Regards



Lisa Bullen
 Housing Planning Team Leader
 More Homes Division



Bracewell Stirling CONSULTING

● 38 WALKER TERRACE, TILlicOUNTRY, FK13 6EF TEL: 01259 750301 FAX: 01259 752365
 ○ 5 NESS BANK, INVERNESS, IV2 4SF TEL: 01463 233760 FAX: 01463 233785

**NEW HOUSING
 ANN STREET, TILlicOUNTRY
 CLACKMANNANSHIRE COUNCIL**

SITE LOCATION PLAN

SCALE	1:750	DATE	SEP'14	BY	
				DWG SIZE	A3

DWG NO	00DAK / SK104	REV	
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Report to: Place Committee

Date of Meeting: 5th November, 2020

Subject: Scottish Housing Regulator Annual Assurance Statement

Report by: Strategic Director (Place)

1.0 Purpose

- 1.1. This report seeks committee approval for submission of Clackmannanshire Council's Annual Assurance Statement to the Scottish Housing Regulator (SHR) by the deadline of 31st December 2020. (The council's Annual Assurance Statement is attached as Appendix 1).

2.0 Recommendations

- 2.1.1 It is recommended that the Committee:
- 2.1.2 Approve the 2020/21 submission of the Annual Assurance Statement to the Scottish Housing Regulator, noting the relevant changes to the regulatory framework for social housing in Scotland and the impact of Covid-19 on our ability to implement the improvement actions required to be undertaken.

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. 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.
- 3.3. Following consultation, a revised Regulatory Framework was introduced in February 2019 detailing revised regulatory requirements for social landlords in Scotland:
- New requirements for collection and publishing of data,
 - New requirement for social landlords to submit annually an Annual Assurance Statement to the SHR to provide assurance that social landlords are meeting the standards and outcomes set out within the Scottish Social Housing Charter,

- How forward engagement by the SHR with landlords will take place.
- 3.4. The Annual Assurance Statement
- 3.5. The Annual Assurance Statement requires that all social landlords in Scotland provide assurance to the regulator that they comply with the relevant regulatory standards and legal requirements, and are able to provide evidence in support of this. Areas of non-compliance are required to be stated, these termed as “material non-compliances”.
- 3.6. The first submission of the Annual Assurance Statement was made to the Regulator by 31st October 2019. Clackmannanshire Council’s Annual Assurance Statement for 2020-21 is attached as Appendix 1.
- 3.7. The Council are required to publish and make available to tenants and service users the Assurance Statement submission, the Statement will be made available on the Council’s webpage relating to Housing Performance.
- 3.8. SHR guidance suggests that the statement submitted should provide a short overview of compliance level with supplementary evidence to support the statement being held elsewhere by each landlord. This overview evidence has been shared in the member’s rooms.
- 3.9. The supplementary evidence provides assurance that the Council has in place robust mechanisms to ensure that appropriate levels of governance and monitoring of relevant service provision against the statutory and regulatory standards takes place.
- 3.10. Supplementary evidence has been gathered through interrogation of both local and corporate arrangements currently in place to ensure effective service delivery. It is a key requirement by the SHR that assurance be reviewed by each landlord throughout the year, for Clackmannanshire Council the Housing Business Management Team will lead a working group to review performance quarterly.
- 3.11. The Convenor (Place) is required to sign off on the Assurance Statement as being a true and accurate reflection of assurance within the housing service.
- 3.12. Forward engagement by SHR
- 3.13. Clackmannanshire Council complies with all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework. This includes all legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.
- 3.14. The Council achieves all but the following standard and outcome in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:
- *Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information.*
- 3.15. This area of service delivery has been reported to the regulator as an item of material non-compliance given our current lack of tenant scrutiny arrangements.

- 3.16. An action plan to address this issue was due to be implemented during the current year, however there have been significant challenges this year due to Covid-19 with a lesser level of available resource capacity and the ongoing internal restructure within the Place service restricting our ability to provide provision for tenant scrutiny. Online engagement has now commenced with the Tenants and Residents Federation and some key decisions affecting the HRA were discussed with the federation during the course of the year.
- 3.17. Areas of non-compliance must be reported. Where assurance is provided to the SHR that effective plans and the capacity and willingness to improve or resolve the issue are in place the SHR will ask to be kept up to date on progress within the improvement area.
- 3.18. In these circumstances the SHR will not engage with the landlord unless the issue presents such a significant risk to the interests of tenants and service users that they need to monitor it closely, or take action, to ensure it is resolved successfully.
- 3.19. A forward plan of improvement actions has been developed and is being implemented to address the under performance within the area of tenant scrutiny. These actions are outlined within the Assurance Statement.

4.0 Sustainability Implications

- 4.1. The information contained within the Assurance Statement and its supporting evidence 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 Assurance Statement to the Scottish Housing Regulator 2019/20.

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

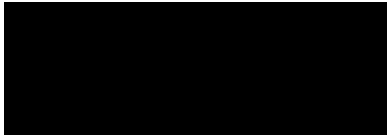
No

(please list the documents below)

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Andrew Buchanan	Team Leader Business Improvement	5169
Murray Sharp	Senior Manager (Housing)	5113

Approved by

NAME	DESIGNATION	SIGNATURE
Pete Leonard	Strategic Director - Place	

Clackmannanshire Council Annual Assurance Statement 2020 to the Scottish Housing Regulator

Clackmannanshire Council complies with all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework.

We meet all legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.

The Scottish Housing Regulator Engagement Plan (2019/20) for Clackmannanshire Council highlighted an intention to analyse the councils work in relation to services to people who are homeless. This Engagement Plan is still current (to be revised in March 2021) and as such we will continue to work with the SHR to provide required information on our homeless service.

We achieve all but the following standard and outcome in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:

- Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information.

The above noted failure to meet the required standard was highlighted within the Councils Annual Assurance Statement to the Scottish Housing Regulator in 2019.

The below noted actions are aimed at ensuring improvements are made to achieve adequate levels of tenant and resident engagement and scrutiny. These actions have largely been placed on hold during the Covid-19 pandemic and have therefore yet to be significantly progressed –

1. Development of a new Tenant Participation Strategy to be progressed working collaboratively with TIS (Tenant Information Service). This partnership working has worked well on previous TP strategies and is to be progressed with members, officers and RTOs being asked to participate.
2. Recruitment to be undertaken to position of Tenant Participation Officer (this noted within HRA Business Plan approved by Council in February 2019).
3. A Scrutiny Panel (& or re-establishment of tenant HRA Board) to be set up to monitor and assess performance across the housing service.
4. A focus will be placed on reaching out to RTOs to re-engage with the council and foster sound lines of communication and partnership working.
5. The results from the 2019 tenant's satisfaction survey (3 yearly survey) to be assessed and areas of under performance addressed through joint working between the council and RTOs

To meet our level of assurance we considered appropriate evidence against each of the requirements and will continue to do so during the course of the year.

The Annual Assurance Statement 2020 to the Scottish Housing Regulator was approved at Council on 5th November 2020.

Signed
Convenor (Place):
Date:

Senior Manager (Housing):
Date:

Strategic Director (Place)
Date:

Report to: Place Committee

Date of Meeting: 5th November 2020

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

Report by: Strategic Director (Place)

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) attached in Appendix 1.

2.0 Recommendations

- 2.1.1 It is recommended that the Committee:
- 2.1.2 Notes the 2019/20 submission of the Annual Return of the Charter sent to the Scottish Housing Regulator on 30th July 2020, 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.
- 3.3. Purpose of the Charter

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 (submission date revised this year to 31st July 2020). This return submitted to the Scottish Housing Regulator who monitors landlord performance against the Charter.

3.5. Some key highlights from the return for 2019-20 include an excellent SHQS compliance position of 96.12% of stock meeting the standard, highlighting the significant investment made in improving tenants' homes. In void properties our turn around times to re-let reduced from 38 days to 35 days whilst in re-active repairs the percentage of tenants satisfied with the service provided was up from 96.73% to 97.31%. Gas safety compliance remained steady with no failures in our statutory duty to complete gas servicing in every tenanted property.

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) 2019/20

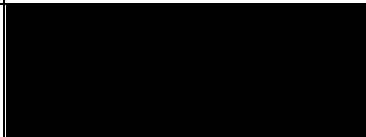
11.0 Background Papers

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)

NAME	DESIGNATION	TEL NO / EXTENSION
Andrew Buchanan	Team Leader Business Improvement	5169
Murray Sharp	Service Manager	5113

Approved by

NAME	DESIGNATION	SIGNATURE
Pete Leonard	Strategic Director - Place	

Landlord name:

RSL Reg. No.: 1,006

Report generated date: 06/10/2020 10:20:27

Approval

A1.1	Date approved	30/07/2020
A1.2	Approver	Murray Sharp
A1.3	Approver job title	Senior Manager (Housing)
A1.4	Comments	

Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	408
C3.2	The number of 'supported housing' lets during the reporting year	9
Indicator C3		417

The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	59
C2.2	The number of lets to housing list applicants	155
C2.3	The number of mutual exchanges	75
C2.4	The number of lets from other sources	3
C2.5	The number of lets to homeless applicants.	200
C2.6	Total number of lets excluding exchanges	417

Comments (Social landlord contextual information)

Overall satisfaction

All outcomes

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

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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Comments (Overall satisfaction)

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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Comments (The customer / landlord relationship)

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)
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C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2020
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	60.00
C8.3	The date of your next scheduled stock condition survey or assessment	03/2021
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	10.00
C8.5	Comments on method of assessing SHQS compliance.	

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	4,950	4,965
C9.2	Self-contained stock exempt from SHQS	0	0
C9.3	Self-contained stock in abeyance from SHQS	181	0
C9.4.1	Self-contained stock failing SHQS for one criterion	11	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	0	0
C9.4.3	Total self-contained stock failing SHQS	11	0
C9.5	Stock meeting the SHQS	4,758	4,965

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	4,950
6.1.2	projected to the end of the next reporting year	4,965
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	4,758
6.2.2	projected to the end of the next reporting year	4,965

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	96.12%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	100.00%

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	7,310
8.2	The total number of hours taken to complete emergency repairs	34,793

Indicator 8		4.76
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	10,064
9.2	The total number of working days taken to complete non-emergency repairs	72,073

Indicator 9		7.16
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	9,200
10.2	The total number of reactive repairs completed during the reporting year	9,946

Indicator 10		92.50%
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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	

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?"	372
	12.2 Of the tenants who answered, how many said that they were:	336
12.2.1	very satisfied	
12.2.2	fairly satisfied	26
12.2.3	neither satisfied nor dissatisfied	4
12.2.4	fairly dissatisfied	4
12.2.5	very dissatisfied	2
12.2.6	Total	372

	Indicator 12	97.31%
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EESSH
Percentage of properties meeting the EESSH (Indicator C10)

C10.1		Number of self contained properties			
	Gas	Electric	Other fuels	Total	
Flats	1,180	27	1	1,208	
Four-in-a-block	1,034	2	1	1,037	
Houses (other than detached)	2,622	18	9	2,649	
Detached houses	53	3	0	56	
Total	4,889	50	11	4,950	

C10.2		Number of self contained properties not in scope of the EESSH			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	

C10.3		Number of self contained properties in scope of the EESSH			
	Gas	Electric	Other fuels	Total	
Flats	1,180	27	1	1,208	
Four-in-a-block	1,034	2	1	1,037	
Houses (other than detached)	2,622	18	9	2,649	
Detached houses	53	3	0	56	
Total	4,889	50	11	4,950	

C10.4		Number of properties in scope of the EESSH where compliance is unknown			
	Gas	Electric	Other fuels	Total	
Flats	0	0	0	0	
Four-in-a-block	0	0	0	0	
Houses (other than detached)	0	0	0	0	
Detached houses	0	0	0	0	
Total	0	0	0	0	

C10.4.21	Where EESSH compliance is unknown for any properties, please explain why

C10.5	Number of properties in scope of the EESSH that do not meet the standard			
	Gas	Electric	Other fuels	Total
Flats	164	11	0	175
Four-in-a-block	61	1	0	62
Houses (other than detached)	423	7	0	430
Detached houses	2	2	0	4
Total	650	21	0	671

C10.6	Number of properties in scope of the EESSH that are exempt the standard			
	Gas	Electric	Other fuels	Total
Flats	4	0	0	4
Four-in-a-block	25	0	0	25
Houses (other than detached)	40	0	0	40
Detached houses	44	0	0	44
Total	113	0	0	113

C10.7	Number of properties in scope of the EESSH that meet the standard			
	Gas	Electric	Other fuels	Total
Flats	1,012	16	1	1,029
Four-in-a-block	948	1	1	950
Houses (other than detached)	2,159	11	9	2,179
Detached houses	7	1	0	8
Total	4,126	29	11	4,166

	C10	84.2%
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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	4	0	0	4
Four-in-a-block	25	0	0	25
Houses (other than detached)	23	0	6	29
Detached houses	53	0	0	53
Total	105	0	6	111

C11.2	The reasons properties anticipated to require an exemption	
		Number of Properties
Technical		6
Social		0
Excessive cost		0
New technology		49
Legal		56
Disposal		0
Long term voids		0
Unable to secure funding		0
Other reason / unknown		0
Total		111

C11.3	If other reason or unknown, please explain
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Energy Performance Certificates (EPCs) (Indicator C12)

C12.1	EPC rating	
	The number of properties with a valid EPC	The number of EPCs lodged in the reporting year
A	0	0
B	125	0
C	2,698	488
D	960	110
E	103	3
F	7	0
G	0	0
Total	3,893	601

C12.2	Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs	
	Number of Properties	
SAP 2001	0	
SAP 2005	206	
SAP 2009	362	
SAP 2012	3,325	
Other procedure / unknown	0	
Total	3,893	

C12.3	If other procedure or unknown, please explain

Indicator C12	78.6%
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Investment in the EESSH (Indicator C13)

C13.1	The total number of properties brought up to the EESSH during the reporting year	86
C13.2	Of the total amount invested in bringing properties up to the EESSH, please state how much came from	
C13.2.1	Subsidy	£125,000
C13.2.2	The landlord's own financial resource	£2,151,721
C13.2.3	Another source	£0
C13.2.4	Total amount invested in bringing properties up to the EESSH	£2,276,721

C13.3	Please give reasons for any investment which came from another source
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Comments (Housing quality and maintenance)

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	40	13
Complaints carried forward from previous reporting year	0	1
All complaints received and carried forward	40	14
Number of complaints responded to in full by the landlord in the reporting year	40	14
Time taken in working days to provide a full response	170	197

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	4.25
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.07

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	647
14.2	The number of tenancy offers that were refused	230

		Indicator 14	35.55%
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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	230
15.2	Of those at 15.1, the number of cases resolved in the last year	183

Indicator 15		79.57%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	21
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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	93
22.2.1	22.2 The number of properties recovered: because rent had not been paid	19
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	20.43%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	20.43%

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	4,803
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	415

Indicator 17		8.64%
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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.	304
19.2	The number of approved applications completed between the start and end of the reporting year	203
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	101
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	

	Indicator 19	101
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
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20.1	The cost (£) that was landlord funded;	£162,395
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£109,529

Indicator 20		£271,924
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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.	15,810
21.2	The total number of adaptations completed during the reporting year.	203

		Indicator 21	77.88
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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.	27
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.	27
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	372

	Indicator 24.	7.26%
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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	412
30.2	The total number of calendar days properties were empty	14,506

Indicator 30		35.21
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	89
16.1.2	applicants who were assessed as statutory homeless by the local authority	217
16.1.3	applicants from your organisation's housing list	137
16.1.4	other	3
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	85
16.2.2	applicants who were assessed as statutory homeless by the local authority	179
16.2.3	applicants from your organisation's housing list	114
16.2.4	other	2

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	95.51%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	82.49%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	83.21%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	66.67%

Comments (Access to housing and support)

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	£17,845,565
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£18,272,672

	Indicator 26	97.66%
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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)	
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27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,856,537
27.2	The total rent due for the reporting year	£18,354,350

Indicator 27		10.11%
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Average annual management fee per factored property (Indicator 28)		
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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	

Indicator 28		
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)	
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18.1	The total amount of rent due for the reporting year	18,354,350
18.2	The total amount of rent lost through properties being empty during the reporting year	81,678

Indicator 18		0.45%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	1.50%
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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	3,241
C6.2	The value of direct housing cost payments received during the reporting year	£9,586,762

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)	
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C7.1	The total value of former tenant arrears at year end	£1,149,523
C7.2	The total value of former tenant arrears written off at year end	£71,082

Indicator C7		6.18%
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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	
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Comments (Getting good value from rents and service charges)

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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Comments (Other customers)