

# Clackmannanshire Council Annual Performance Report 2021-2022



Clackmannanshire  
Council

www.clacks.gov.uk

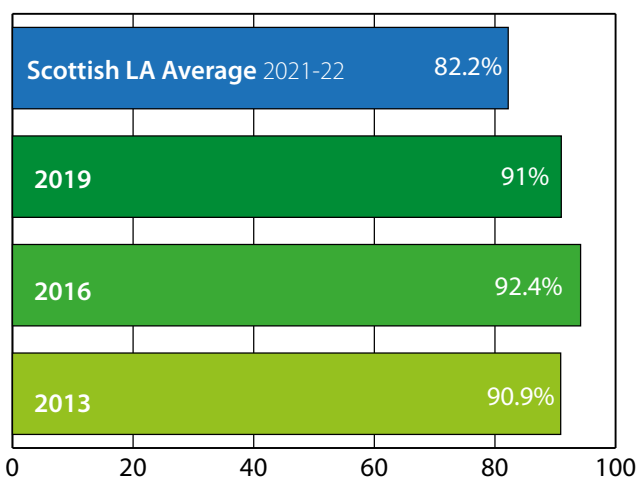
Comhairle Siorrachd  
Chlach Mhanann

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

It's important that we get feedback on this report. This feedback could be the level of information included, the format or opinions on what performance indicators we put in the report. Please give your feedback at <https://clackmannanshire.citizenspace.com/housing-business-management-team/performance-report-2021-22/>

## Satisfaction

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

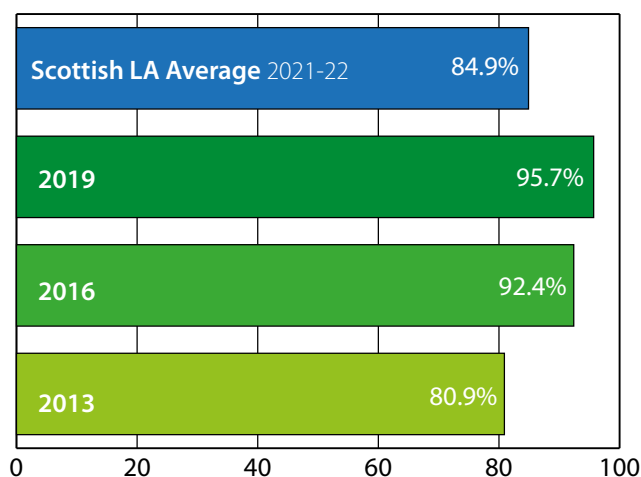


Evaluation of performance 2019:

**91%**

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

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

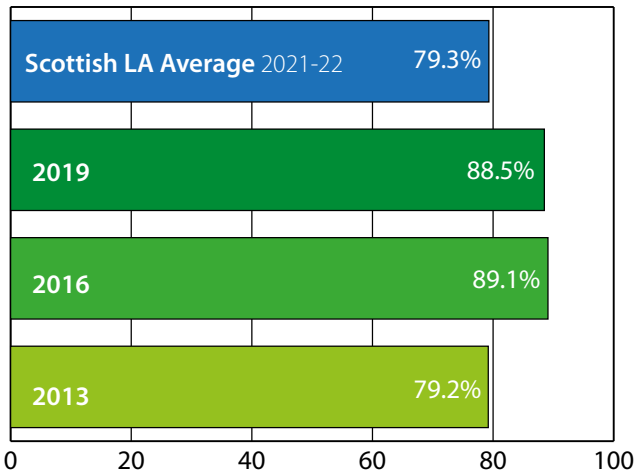


Evaluation of performance 2019:

**95.7%**

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

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



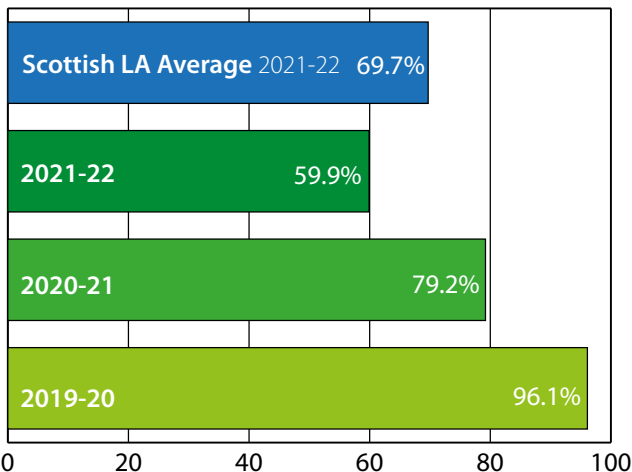
**Evaluation of performance 2019:**  
**88.5%**

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

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

**Property and Repairs**

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

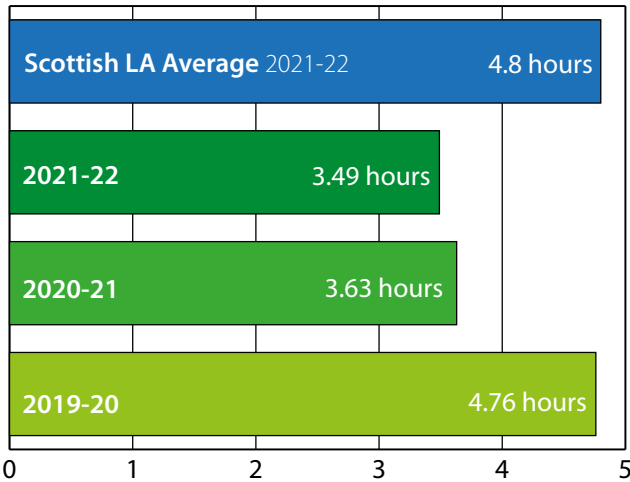


**Evaluation of performance 2021-22:**  
**59.9%**

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

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

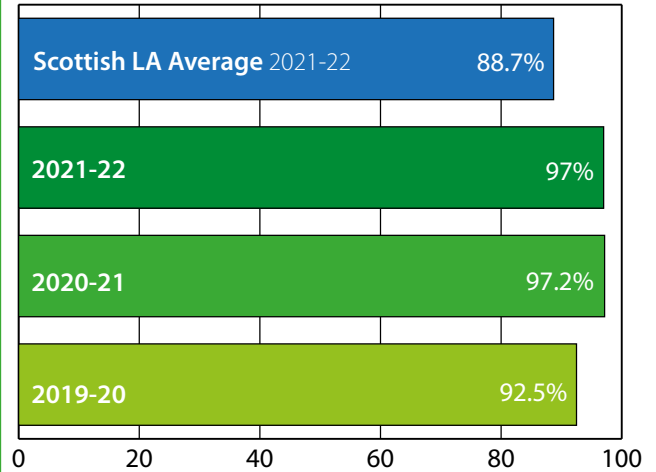
### Average time taken in hours to complete emergency repairs



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

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

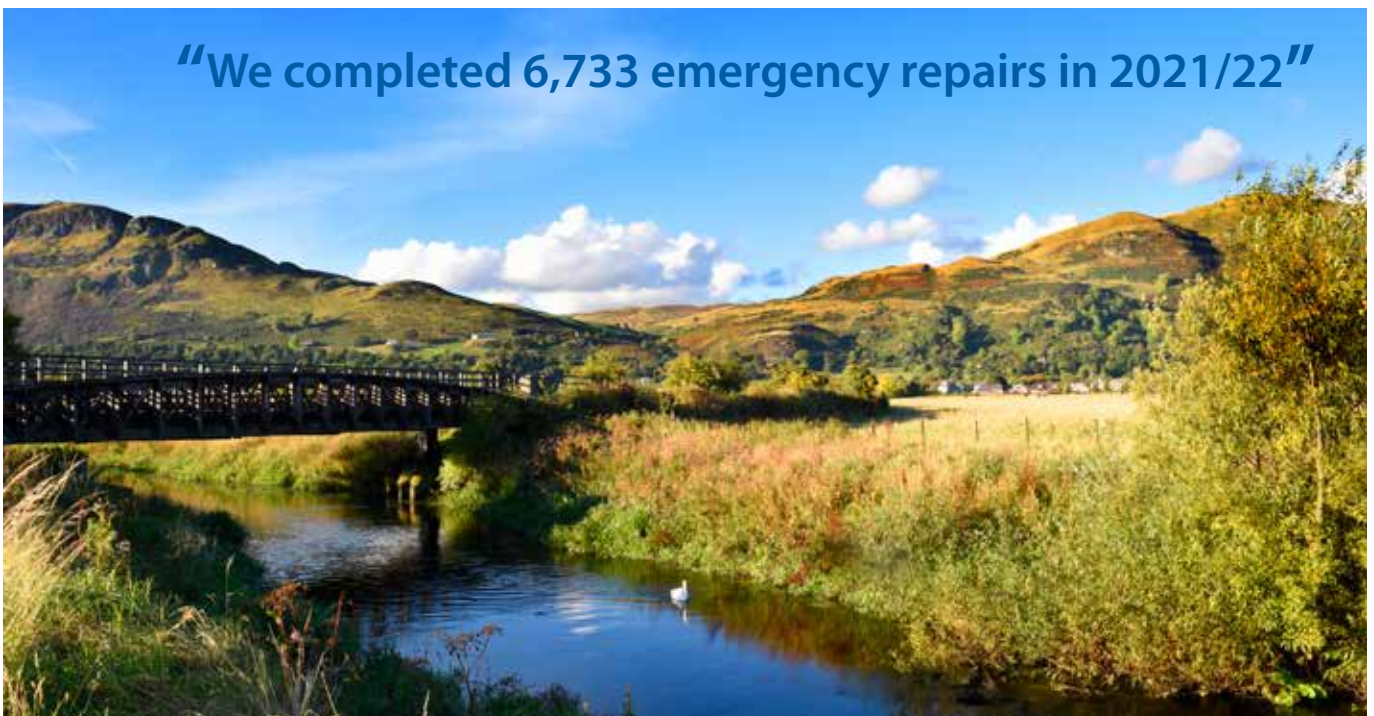
### Percentage of reactive repairs completed right first time



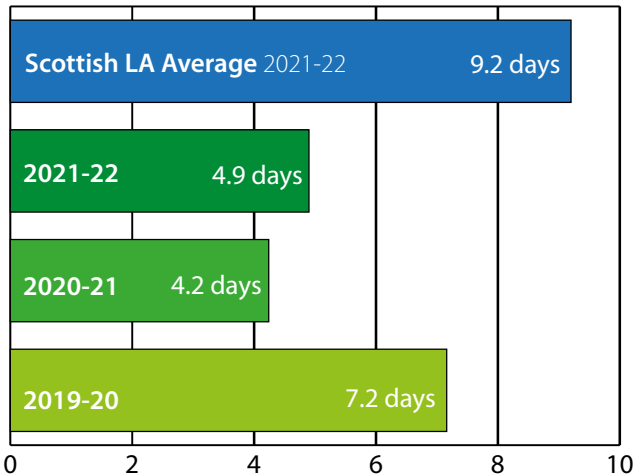
Evaluation of performance 2021-22:  
**97%**

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

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



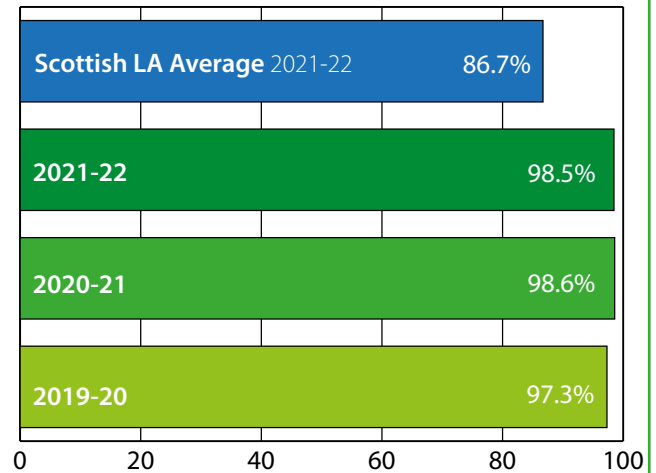
### Average time taken in working days to complete non-emergency repairs



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

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

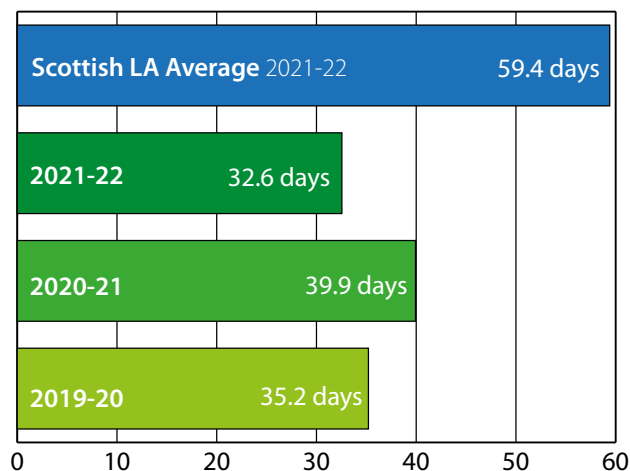
### Percentage of tenants satisfied with the repairs and maintenance service



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

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

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



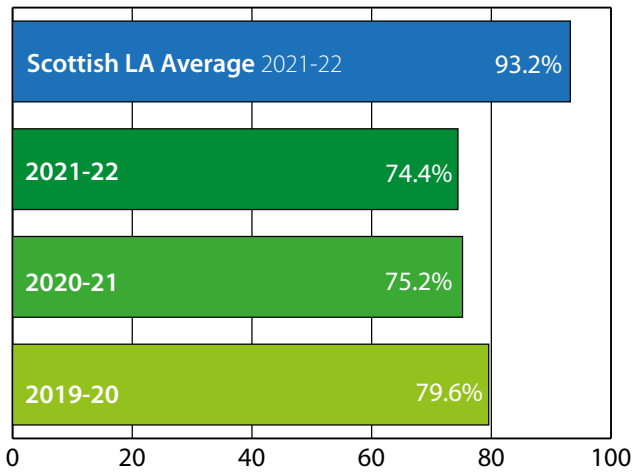
Evaluation of performance 2021-22:  
**32.6 days**

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

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

## Tenancy Management

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

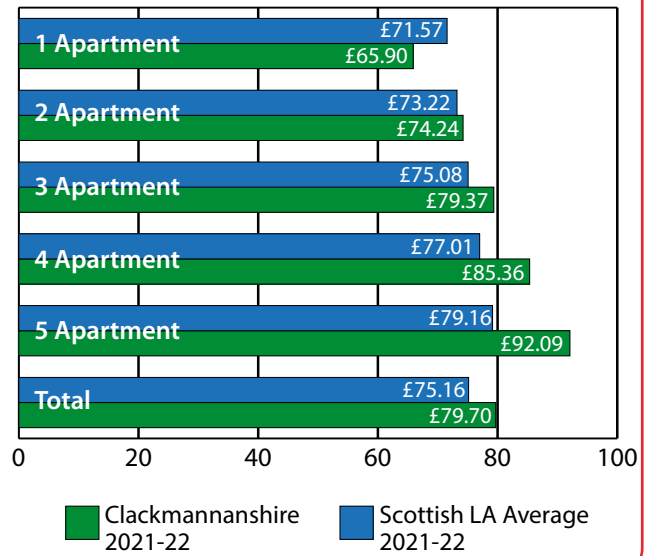


Evaluation of performance 2021-22

**74.4%**

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

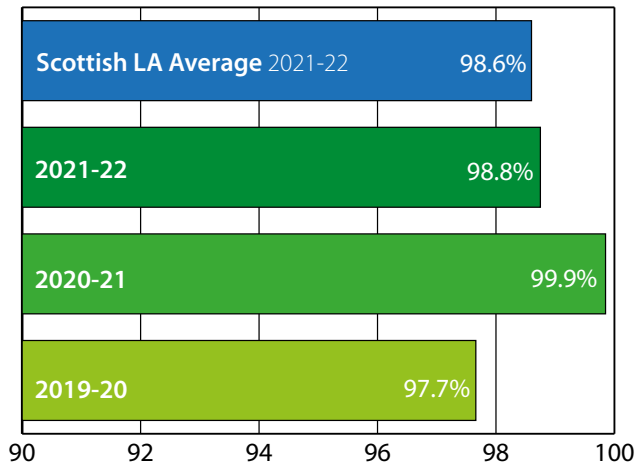
### Average Weekly Rent



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



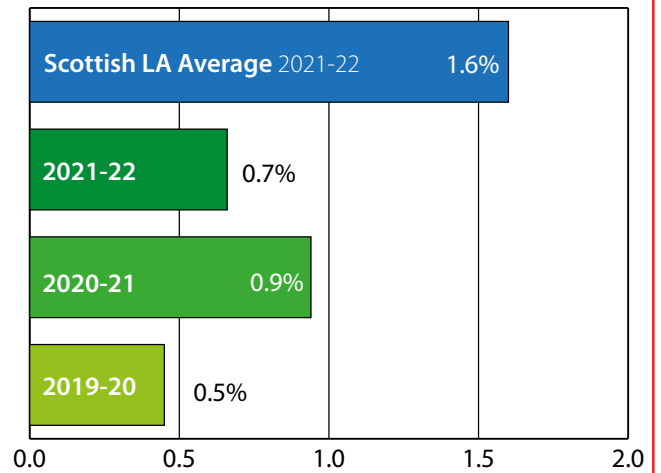
### Rent collected as percentage of total rent due



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

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

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



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

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



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

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



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

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

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

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

Our tenants and communities are entitled to expect that.

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

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

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

### Feedback



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

Please go to <https://clackmannanshire.citizenspace.com/housing-business-management-team/performance-report-2021-22/>

or scan the QR Code



### Useful numbers



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

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



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