

Clackmannanshire Council Annual Performance Report 2022-2023



Clackmannanshire
Council

www.clacks.gov.uk

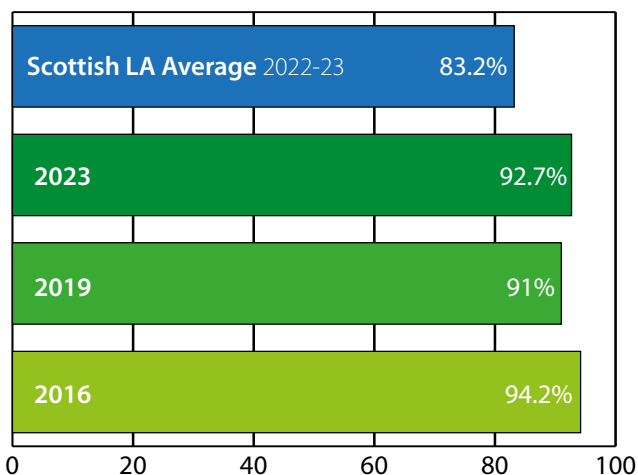
Comhairle Siorrachd
Chlach Mhanann

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

It's important that we get feedback on this report. This feedback could be the level of information included, the format or opinions on what performance indicators we put in the report. Please give your feedback at clackmannanshire.citizenspace.com/housing-business-management-team/performance-report-2022-23

Satisfaction

Percentage of tenants satisfied with our overall landlord service

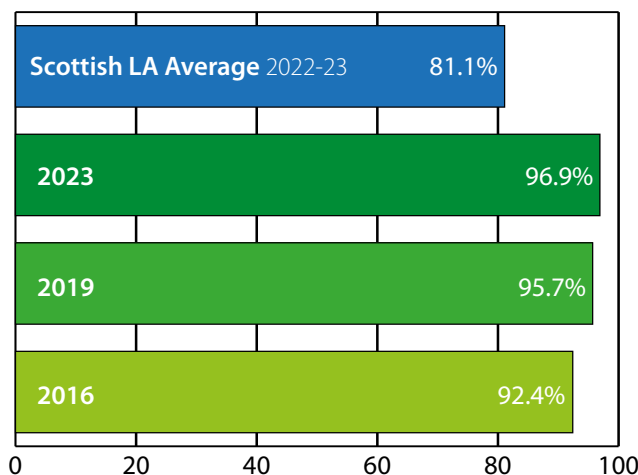


Evaluation of performance 2022-23:

92.7%

Performance in this area has steadily increased and is above the Scottish average. We are pleased to see that our tenants appreciate the service we deliver. While our performance is good in this area we continually try to improve what we do and appreciate feedback from our tenants.

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

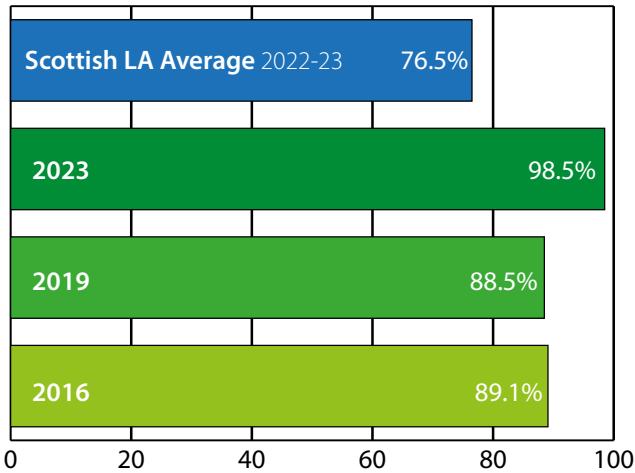


Evaluation of performance 2022-23:

96.9%

Performance remains high here and sits well above the Scottish average. In the summer of 2023 we carried out our 3 yearly tenants survey which proved successful.

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

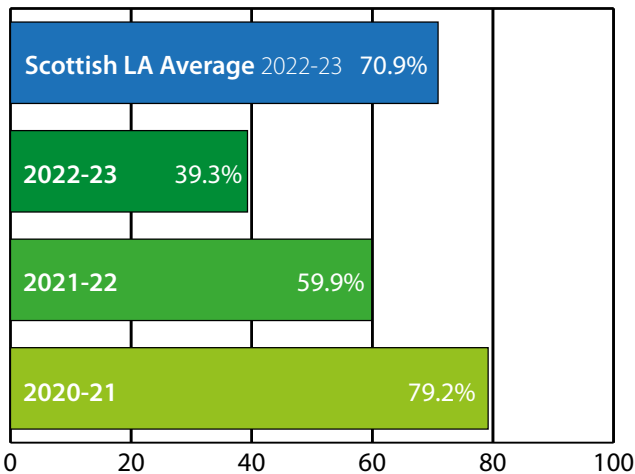


Evaluation of performance 2022-23: 98.5%

Satisfaction with this area has increased significantly since 2019. This demonstrates the successful efforts of recent engagement sessions held with tenants, such as the rent consultation. In the coming years we are looking to increase the opportunities for tenants to participate in how we deliver the housing service.

Property and Repairs

Percentage of stock meeting Scottish Housing Quality Standard (SHQS)

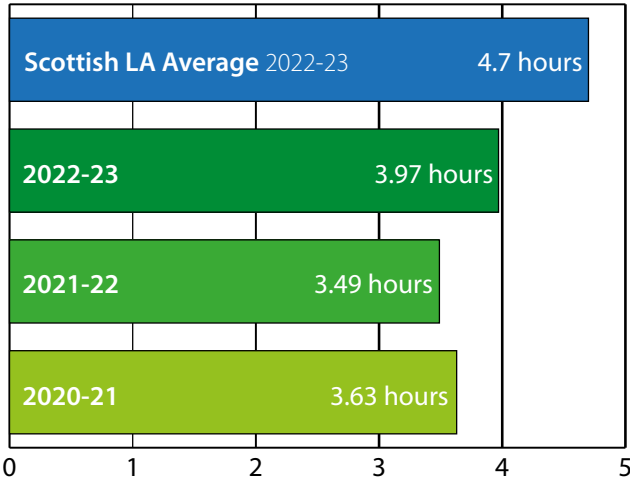


Evaluation of performance 2022-23: 39.3%

There has been a notable dip in performance here due to planned works being postponed during the pandemic. This means we are still catching up with electrical safety checks in all our properties, however this is progressing well and should be complete by 31 March 2024. Despite a performance dip here tenant satisfaction with the quality of their home remains high at 93%.

At 31 March 2023 the Council owned 5,007 homes.

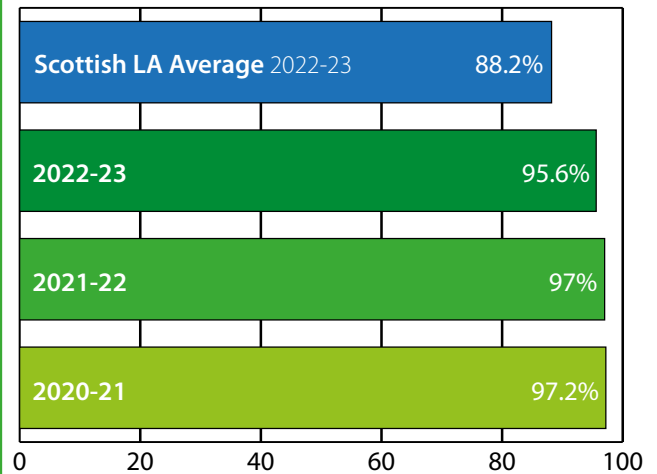
Average time taken in hours to complete emergency repairs



Evaluation of performance 2022-23:
3.97 hours

This year's performance has slightly dipped from the previous year, however is still better than the Scottish average. Our designated response time is 8 hours so we are performing well compared to our target.

Percentage of reactive repairs completed right first time



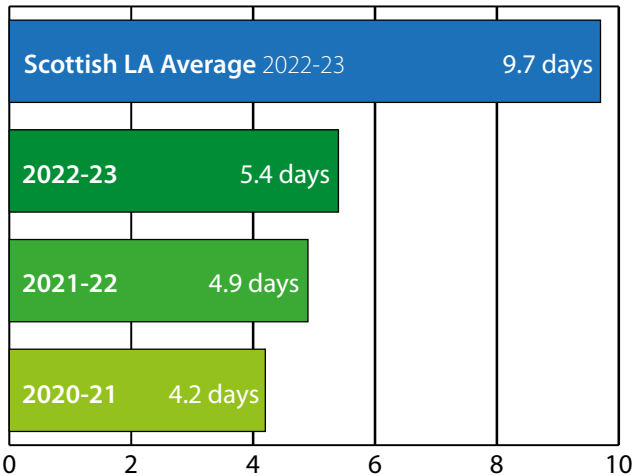
Evaluation of performance 2022-23:
95.6%

Performance remains high and above the Scottish average. The repairs service is focused on improving the information provided to repairs staff when a repairs line is raised, so that they are better placed to understand the repair need before arriving at the tenant's property and better prepared to fix the issue right the first time.

We completed 6,813 emergency repairs in 2022/23



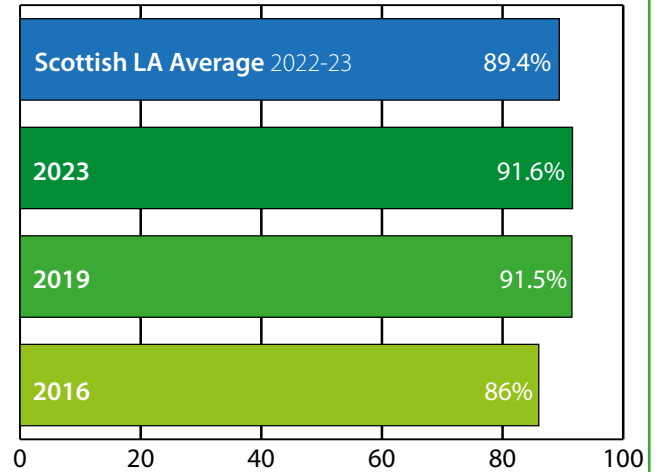
Average time taken in working days to complete non-emergency repairs



Evaluation of performance 2022-23:
5.4 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.

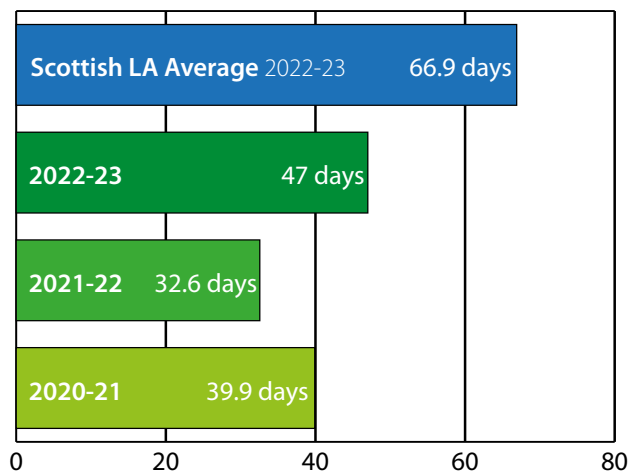
Percentage of tenants satisfied with the repairs and maintenance service



Evaluation of performance 2022-23:
91.6%

Satisfaction remains high and well above the Scottish LA average; this is a real achievement in the context of the challenging 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



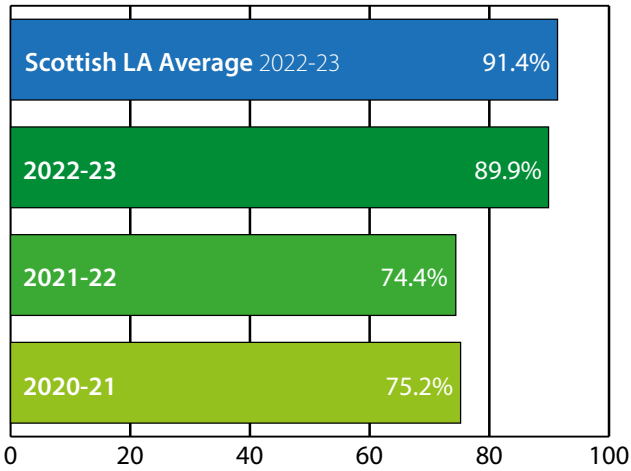
Evaluation of performance 2022-23:
47 days

Performance has significantly dropped in this area due to post pandemic recovery being slower than anticipated. However this is a Scotland wide issue and most local authorities are seeing an increase in their void times. Despite longer wait times for prospective tenants, satisfaction with the standard of their new home when they move in is high at 98.2%.

**We let 351
properties
in 2022/23**

Tenancy Management

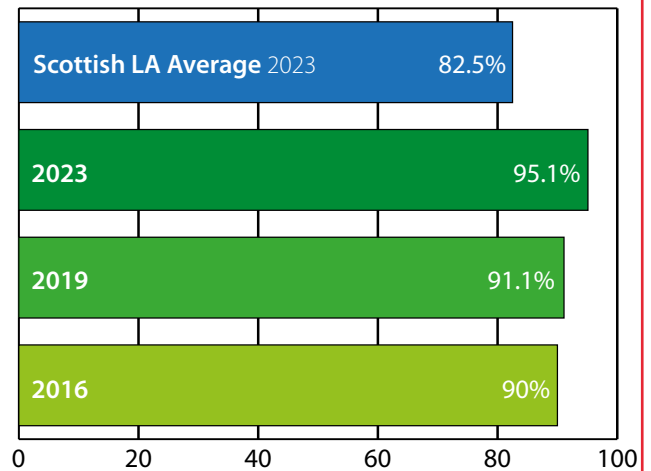
Percentage of anti-social behaviour cases resolved in the last year



Evaluation of performance 2022-23:
89.9%

We have seen significant improvement in this area with a focus on case management and using different approaches and tools to tackle anti-social behaviour.

Percentage satisfied with the service's contribution to the management of the neighbourhood lived in



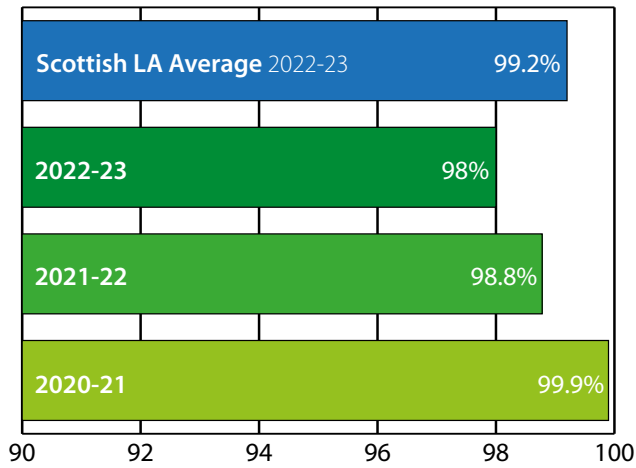
Evaluation of performance 2022-23:
95.1%

We are pleased to see continual improvement in this area. This shows the commitment from our service to provide our tenants with a safe and desirable place to live.

189 anti-social behavior cases were reported in 2022/23



Rent collected as percentage of total rent due

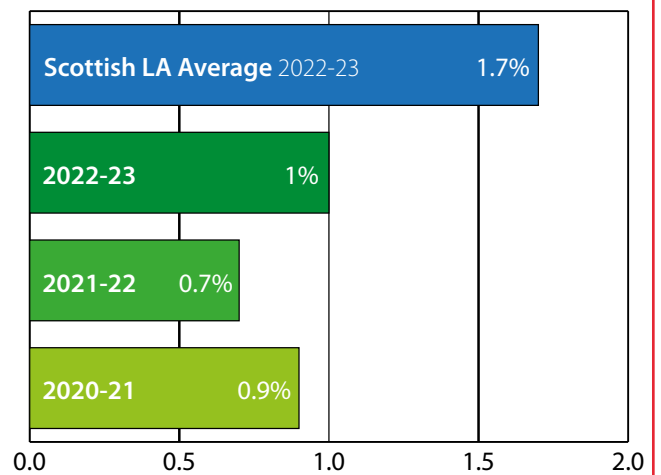


Evaluation of performance 2022-23:

98%

Similar to last year, we have only had a slight dip in performance. We appreciate that tenants have been affected by the cost of living crisis and have struggled to pay their household bills. Our housing officers work in small patches and try to engage with their tenants as quickly as possible to help them keep up with their rent payments.

Percentage of rent due lost through properties being empty



Evaluation of performance 2022-23:

1%

The average time to re-let our properties has increased in 2022/23 which meant that we have had properties void for a longer time and more lost rent. However we are still performing well against the Scottish average. We are working on re-letting our properties quicker which would bring this figure down.

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



Help us protect the environment by recycling your Food Waste



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All types of unavoidable food waste – cooked and uncooked



Yes

- ✓ Dairy and eggshells
- ✓ Fish meat and bones
- ✓ Fruit, vegetables and peelings
- ✓ Tea bags and coffee grounds
- ✓ Rice, pasta and pizza
- ✓ Bread and cakes
- ✓ Pet foods
- ✓ Leftover food

No

- ✗ Liquids and oils
- ✗ Packaging

Top Tips!

Keep your indoor caddy clean and fresh by using new liners. And remember, you can even recycle meat and bones.



Collected every week

Keeping your caddy clean

- You can empty your kitchen caddy as often as needed.
- Your caddy can be stored anywhere including in a cupboard or outside.
- Avoid spillages by only filling the liner $\frac{3}{4}$ full before tying.
- Give your caddy a quick rinse after emptying it and then replace the liner.



1 Put all cooked and uncooked food waste into your kitchen caddy which should be lined with a compostable liner, or newspaper.



2 When the liner is almost full, tie and remove it from the kitchen caddy.



3 Put the full liner into your kerbside caddy, then place it at the kerbside on your collection day and we will collect it every week.



4 Your food waste is then shredded and treated to turn it into valuable resources such as agricultural fertilisers and energy.

To start recycling your food waste if you do not already do so call 01259 450000 to request caddies and liners.

Message from Councillor Jane McTaggart, Spokesperson, Housing and Property



Although the pandemic may seem like a distant memory, we are still dealing with the remnants of that in various ways, and I'd like to extend a note of gratitude to our Council staff for continuing to work though that as efficiently and effectively as possible.

The report indicates that we continue to punch way above our weight, with most of the elements of the report being positive, and well above the Scottish average. And while there is a minimal dip, overall, the report shows we are doing well.

Anti-social behaviour remains a problem and it is one that must be tackled with speed. The Council Leader, Councillor Forson, and I have met with Police Scotland to discuss how we can work in partnership to address this. Police Scotland and this Council have a duty of care to our tenants and residents to ensure that their lives are not disrupted by unacceptable behaviour. We have recently appointed a Tenant Participation Officer and we will continue to work with Police Scotland to identify methods to curb this and to form a strategy to deal with this longer term.

Our homeless figures remain high, as does our housing transfer list. This is a growing trend across the whole of the UK; this is not unique to Clackmannanshire. It won't be a quick fix, but this Council is working tirelessly to improve our performance in that area. Just this year we've increased our housing stock through a buyback programme, aimed at bringing more homes into circulation, and the award-winning Primrose Place development is now fully populated. I recently visited the new tenants there and they are delighted with their new purpose-built homes.

In conclusion, this is a very good report, but we will always strive to improve. Our tenants and residents expect that, as they should.

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

www.scottishhousingregulator.gov.uk

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

Feedback



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

Please go to <https://clackmannanshire.citizenspace.com/housing-business-management-team/performance-report-2022-23>

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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