



**& performance report
2018/19**

CLYDE VALLEY GROUP

PROVIDING HOMES | SHAPING COMMUNITIES

Chairmans welcome and overview



It gives me great pleasure to present our Annual Performance Report and Value for Money statement for 2018/19, in what has been another successful year for Clyde Valley Housing Association and marks the end of my second year as Chairman.

As Chairman I seek to ensure that customers are firmly at the heart of everything we do.

We remain committed to external accreditation for Customer Service Excellence. This work tests us each year to continue to improve services for you. Our latest award was for the professionalism and attitude of our staff and this is testament to their focus upon putting customers first. I would like to extend my thanks to our staff for another successful year of positive results and achievements.

We have been asking our customers for more feedback over the last year than ever before and making sure we understand and deliver on your priorities. BMG Research have carried out nearly 2500 interviews. We're also experimenting with SMS surveys for repairs services so that we can see how it went for you quickly and follow up any problems you have. This feedback is really valuable and thank you to everyone who has made time to contribute.

Our customer panel is now 12 strong and the group is working on their ideas for customer service, complaints and compliments. You can see all their reports on our website. Once again, a big thanks to them for their tireless energy and commitment during the year.

Value for money is a key priority for Clyde Valley Group and 72% of our customers tell us that we provide that – a 5% increase since 2018. We aim to achieve the right balance between making sure rents stay affordable, investing in improving homes and neighbourhoods as well as meeting housing need by building new homes. We used your feedback on rent affordability and what you wanted us to invest in for 2019/20. We remain in a strong financial position, with a turnover similar to last year of around £21m.

Our aim is to maximise the social and financial returns achieved from our assets and resources. This does not necessarily mean increasing our “profitability” or improving our financial results. Protecting our financial viability is clearly of prime importance and value for money is about releasing resources to allow us to do more. This means we have to think differently, innovate and deliver efficiencies year on year.

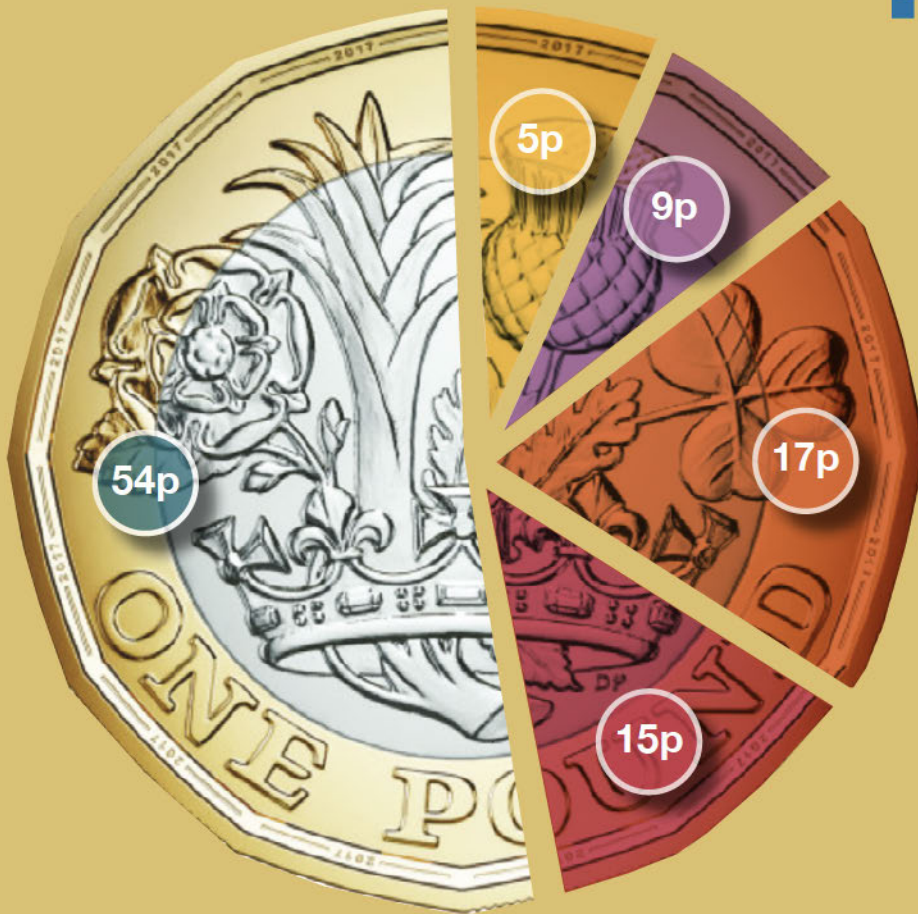
During 2018/19, we spent £5m on homes mainly including boiler replacements, doors and kitchens. By April 2020, we

will have invested another £5m in your homes again including nearly £1m in fire safety measures. In 2018/19, we invested £38m in building new homes, supported by government grant of £24.6m. It's our biggest year yet, and there are almost 1000 more to build by 2022 during a period of unprecedented investment by Scottish Government to help us.

In March, CVHA and our partners welcomed the Princess Royal to our award winning Academy Street development of the former Carnegie Library in Coatbridge. This groundbreaking project shows how high quality homes for social rent can be provided and at the same time we can preserve historic buildings of importance to the community.

A new Regulatory Framework came in April 2019 and this includes a new requirement to submit and publish an annual assurance statement. I have signed this statement on behalf of the Board to confirm we comply and continue to aim for excellent governance. You can read a copy of the statement on page 3 along with our action plan for continuously improving what we do. I'd also like to thank our Board members for their work this year and welcome a number of new members.

Allan Murray
Chairman



“ Making the most efficient use of our assets and resources to deliver high quality and innovative services that successfully meet customer needs and expectations at lowest possible cost ”

-  Major Improvement
-  Repairs
-  Loan Interest
-  Management & running costs
-  New Homes

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Annual Assurance Statement

A new Regulatory requirement for 2019 is for the Board to confirm to the Scottish Housing Regulator that they have sought assurance that the RSL is compliant or not. We are happy to say that following a rigorous process by the Board they have decided they have assurance and Clyde Valley Housing Association complies with the Regulatory Standard.

How did we get there?

Full self assessment against the regulatory standard carried out.

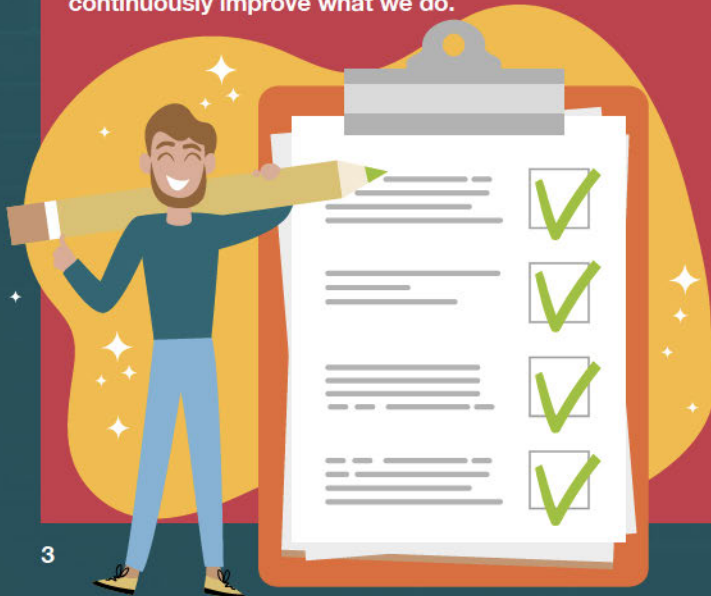
Board review of the self assessment and input to governance excellence plan

Strong Assurance from governance audit in 2018.

Board facilitated workshop.

Our next steps

Deliver on our Governance Excellence Plan to continuously improve what we do.



Our Assurance Statement 2019

After due and careful enquiry and to the best of its knowledge the Board of Clyde Valley Housing Association confirms that it has obtained the necessary assurance to allow it to confirm that the organisation complies with:

- the regulatory requirements as set out in Chapter 3 of the Regulatory framework;
- the standards and outcomes in the Scottish Social Housing Charter;
- relevant legislative duties;
- the Standards of Governance and Financial Management.

As part of our continuous improvement culture we remain committed to maintaining and delivering on our Governance Excellence Plan.

This Assurance Statement was approved by the Association's Board at its meeting on 16 September 2019.

Signed by: CVHA Board

Efficiencies, Savings and Continuous Improvements

- Increased lets in Gartlea – reducing void rent loss
- Secured Stirling University Placement carrying out research on Rapid Rehousing
- Secured funding to support 3 Modern Apprentices working across CVG.
- Secured funding for Barnados project to help support leavers out of care into their first home.
- Our new supply properties are delivered at a cost to CVHA below the national average
- Re-let surveys at void stage to help us meet your aspirations
- Introduced evening appointments for repairs.
- Secured £57,000 grant support from the Scottish Government and South Lanarkshire Council allowing private owners insulated render project at a multi tenure block of flats
- Secured £10,000 Founding Partner and £9,260 Community Benefit funding through our membership with Scottish Procurement Alliance. Grant monies aided the employment of three trade apprenticeship posts with term contractors.
- Utilised Procurement for Housing Scotland's Heating Framework to obtain a value for money 3 year term contract with Saltire Facilities Management

“

It was great to get the opportunity to carry out my dissertation with CVG on the Rapid Re-Housing initiative by the Scottish Government aimed at ending Homelessness

”



Return on Assets

During 2018/19 we:

Increased the void budget to carry out additional decoration and improvement works to meet your aspirations.

Implemented a Void incentive programme.



Increased knowledge of repairs staff allowing better service to customer by providing City and Guilds accreditation in Building Construction.

Invested £2.8m on capital works (major improvements) to our homes. This included:

- £1,000,000 on roofing and insulated render systems
- £518,000 on kitchens and electrical rewires.
- £435,000 on new entrance doors.
- £530,000 on heating renewals.
- £20,000 on Renewable Heating Systems

Spent £180,000 on cyclical works (painting and gutter cleaning) to our homes.

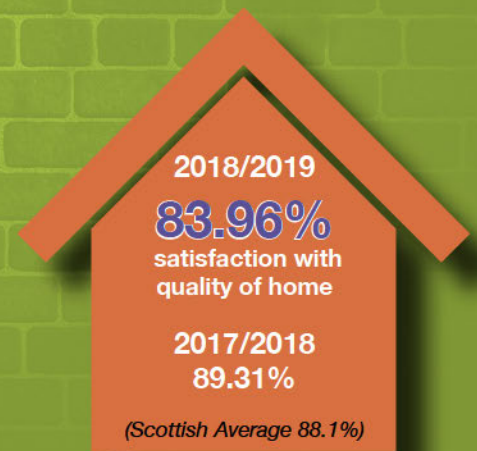
Spent £1,397,023 on maintaining our homes through routine repairs

Carried out 10,620 reactive repairs across our housing stock

Carried out 133 medical adaptations at a cost of £275,000

Spent £489,361 on upgrading our void properties to our lettable standard.

127 properties were improved to the 2020 Energy Efficiency Standard for Social Housing (EESH).



Customer Panel and Participation



How are we working to improve this?

- More surveys to gather more insight - Introduction of live text messaging for feedback on repairs, annual pulse surveys
- Participation in next steps programme funded by Scottish Government
- Focus groups by Perceptive Communicators on what you think
- 2019 new customer panel scrutiny in place.

We achieved an additional 2 compliant plus areas within our Customer Service Excellence accreditation taking us to 7 in total. These additional areas were for staff professionalism and attitude and recognised our culture for customer services.



CUSTOMER
SERVICE
EXCELLENCE



Effective Partnerships

Benefits of partnership is enormous

The sum of all parts is greater than the whole!

Our key partnerships include:

- Local Authorities – North Lanarkshire Council, South Lanarkshire Council and East Dunbartonshire
- Department of Work and Pensions
- Police Scotland
- Barnardos
- Womens Aid
- Citizens Advice
- Money Advice Services
- Energy Savings Trust
- Scottish Procurement Alliance

Some examples of what these mean:

SLC/DWP partnership

Clyde Valley representatives attend joint meetings with DWP and SLC, the only RSL involved. Allows challenges customers may be having with Universal Credit to be raised.

Social Work

We work closely with Social Work departments to obtain help and advice to support our more vulnerable customers across our 3 LA areas.

Police Scotland - Keep Safe

This is to help vulnerable people in the community if they are experiencing victimisation or crime, our office will be a safe place to come until help and assistance arrives.

Barnardos Project

This project is about testing a new approach to supporting young people living in North Lanarkshire into permanent 'forever' homes after leaving care; with all relevant agencies working together to deliver a joined up approach and thinking differently about the young person and their needs.





Lanarkshire Cancer Care Trust
The Volunteer Driver Service

Our staff raise funds all year for their charity of choice chosen annually by staff. This year staff raised just under £2,700 for Lanarkshire Cancer Care Trust. A brilliant achievement by all.

Achieved Healthy Working Lives Bronze Award and working towards Silver.

A number of staff became a Dementia Friend through Dementia Awareness Training

We Support



Healthy
Working
Lives

Our New Homes

We continue to build high quality homes for social rent to assist the Scottish Government to meet their target of 50,000 more homes.

Invested £37.8m on the development of 304 new homes, with just over £24m received through Scottish Government Grant and £13m of Private Finance.

During 2018/19 we handed over 314 new build properties across North and South Lanarkshire. A mixture of houses, flats and cottage flats.

25 homes at New Stevenson



Homes for Scotland Affordable Housing Development of the Year 2019 - Commendation



Scottish Home Awards

Renovation of the Year 2019 - **Winner**



12 at Academy Street, Coatbridge

This was the conversion of the old Coatbridge Library, an award winning development and was also visited by the Princess Royal, Princess Anne.



Changed our life by allocating us a new property



These are some of our housing developments.



Our Performance

2018/2019

89%

tenants satisfied with overall service provided by landlord

2017/2018

90%

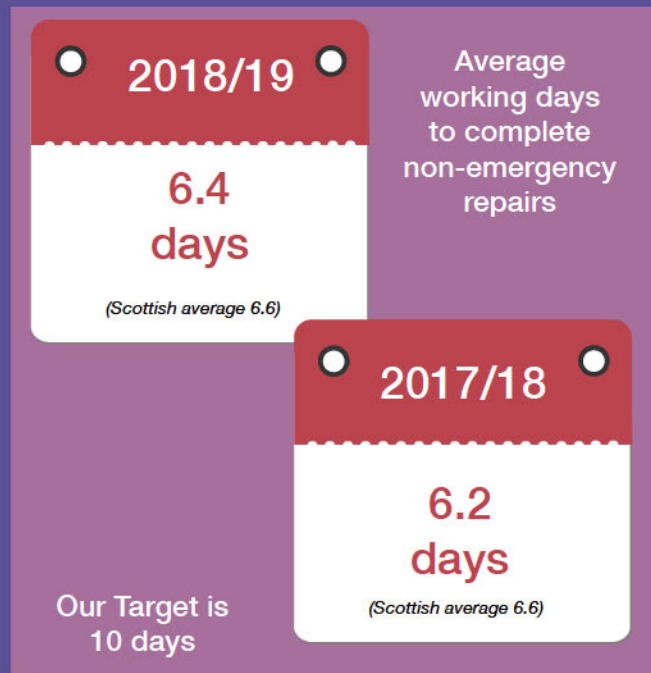
(Scottish Average 90.1%)

Rent

Indicator	2017/2018	2018/2019	Scottish average
Percentage gross rent arrears of rent due	3.28%	4.5%	5.7%
Percentage of rent due lost through properties being empty	0.36%	0.32%	0.9%
Average days to relet properties	16.6 days	18.35days	31.89days

Communication

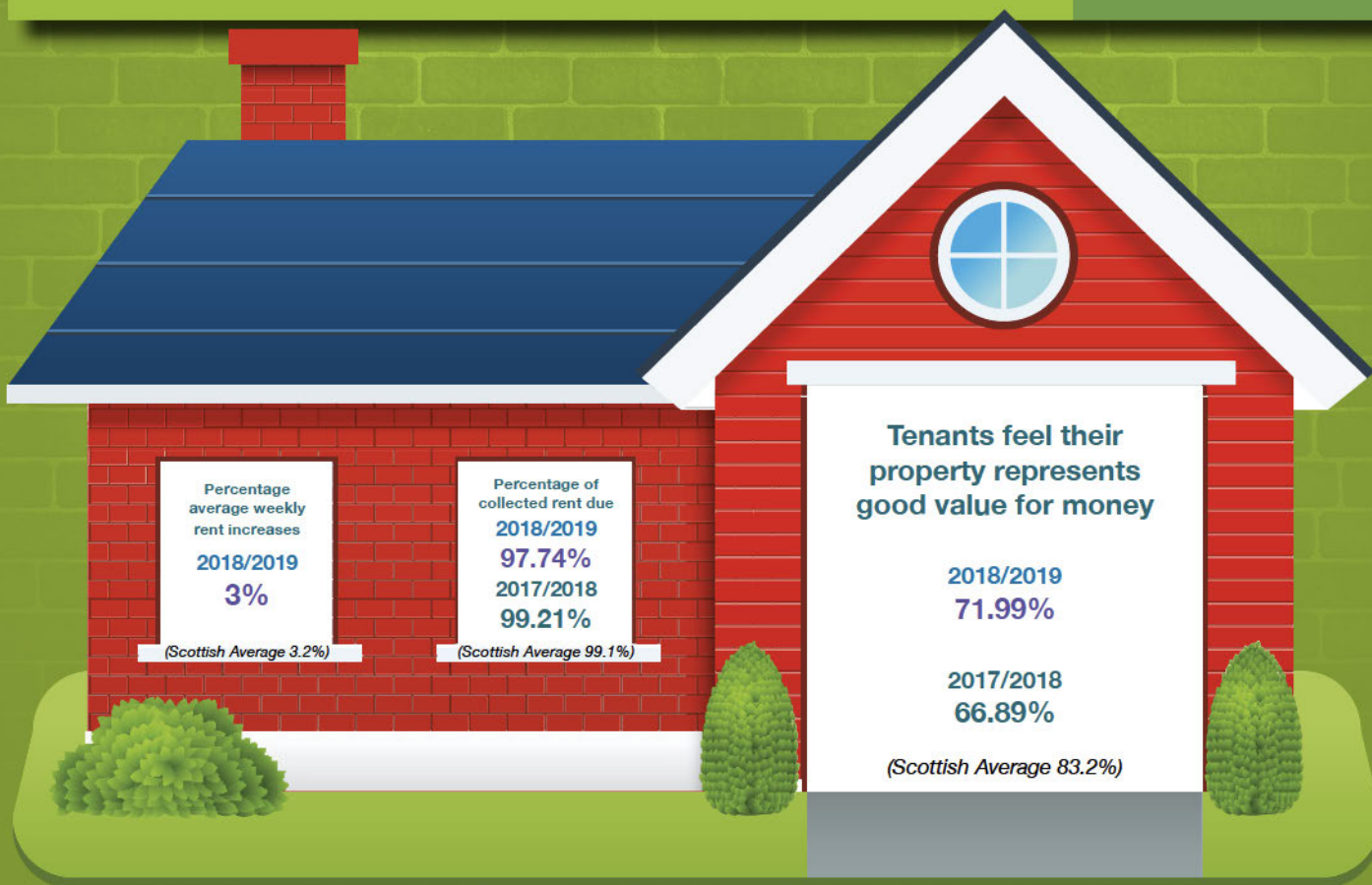
Indicator	2017/2018	2018/2019	Scottish average
Percentage all 1st stage complaints responded to in full	100%	100%	98.4%
Percentage all 1st stage complaints upheld	67.57%	55.17%	54.7%
Percentage all 2nd stage complaints responded to in full	100%	100%	94.2%
Percentage all 2nd stage complaints upheld	100%	35.29%	48.3%
Percentage all 1st stage complaints responded to in full within SPSO timescales	100%	89.66%	86.9%
Percentage all 2nd stage complaints responded to in full within SPSO timescales	100%	94.12%	83.8%



Indicator	2017/2018	2018/2019	Scottish average
Percentage properties meeting SHQS year end	97.47%	95.23%	94.1%
Percentage properties meeting NHER / SAP ratings year end	99.39%	99.43%	97.9%
Percentage reactive repairs completed right first time	93.45%	93.65%	92.5%
Percentage of reactive repair appointments kept	99.51%	99.87%	95.6%
Percentage properties with gas safety record renewed by anniversary date	100%	100.00%	99.9%
Percentage tenants satisfied with repairs service	92.40%	88%	91.7%

Estate Management/Tenancy Sustainment

Indicator	2017/2018	2018/2019	Scottish average
Percentage tenants satisfied with management of neighbourhood	92.22%	83.06%	87.8%
Percentage of tenancy offers refused	14.79%	11.96%	36.3%
ASB cases resolved within local target	93.61%	88.39%	87.9%
Percentage lettable self-contained houses that became vacant in year	4.72%	5.73%	8.6%
Tenancies which began in previous year who remained more than a year - all	100%	94.12%	88.8%



Our Future Plans

I have enjoyed more than 2 years leading the team at Clyde Valley. We've delivered some very positive improvements in performance and intend to continue to learn and grow in every sense. As we grow in size and our customers' needs and expectations change, it's even more important for us to offer better and modern services as well as continuing to support the most vulnerable people that need our help.

You may know already that during 2019 we have been thinking about the future at CVHA. We're in the last year of delivering our "2020 Vision" and have been putting together our plans for the next 5 years. So we have been engaging with our customers more than ever.

We wanted to do as much as we could to encourage customers to help us shape our future plans. A big thank you to everyone who has already worked with us this year. Some people have joined the customer panel, taken part in a survey, replied to a text about the repairs service or come along to a focus group.

My team and I remain committed to you and to giving you our very best.

Lynn Wassell
CEO



CLYDE VALLEY GROUP

PROVIDING HOMES | SHAPING COMMUNITIES

This report lets you see how well we have delivered our services over the past year. We hope this information will give you a good idea of how we are doing and you enjoyed reading this. We would welcome your views and comments you have on the type and level of information provided

For further information on this year's report or to provide feedback on the content and presentation please contact us.

You can do this in a number of ways:

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