



Clacks Housing Journey APSE Scotland Building, Housing & Renewables Seminar

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Better Services

Better Opportunities

Better Communities

Introduction

- Clacks Housing Journey
- Town Centre Regeneration Alignment
- Going Forward
- New ways of working to help meet and sustain tenancies
- Wrap up
- Q&A



NEW HOUSING JOURNEY

by Murray Sharp

In Clackmannanshire



New build
Council build 25 new properties

40 additional properties purchased on the open market

3 properties converted



20 additional properties purchased on the open market

28 shared equity properties



Partnership Working

Kingdom start their first development in Clackmannanshire

Town Centre regeneration Funding

securing finance for 21 bungalows



Town Centre Regeneration Alignment

- Alva (B-listed School conversion)
- Sauchie Main Street
- Tillicoultry (Library conversion)
- Tillicoultry (Specific Town Centre funding)
- Tullibody (Initial Regeneration alignment with Ochil View, 16+ year derelict site brought into use and Council Town Centre Funding alignment)
- Going forward Alloa Town Centre
- FV Pension fund investment
- Geothermal
- Greener Homes Scheme Alva

Alva (School)



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Sauchie Main Street



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Tullibody (Kingdom HA 1st Site)



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New Ways of Working

- Re-design of Housing Services EU Tender (Summer 2014)
- Focus on improving customer journey, identify waste, duplications and embed new processes, that lead to sustain outcomes for customers
- Vanguard Scotland awarded contract
- Processes reviewed so far, Voids, Homeless, Rents, Tenancy Management, Repairs, Housing Benefit
- Results

New Ways of Working


Is All Demand Value?

2 types



Value

We want



Failure

We don't want

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New Ways of Working

Failure Demand...
causes cost, morale and resource issues.

- Progress chasing
- Re-work
- Not related to purpose



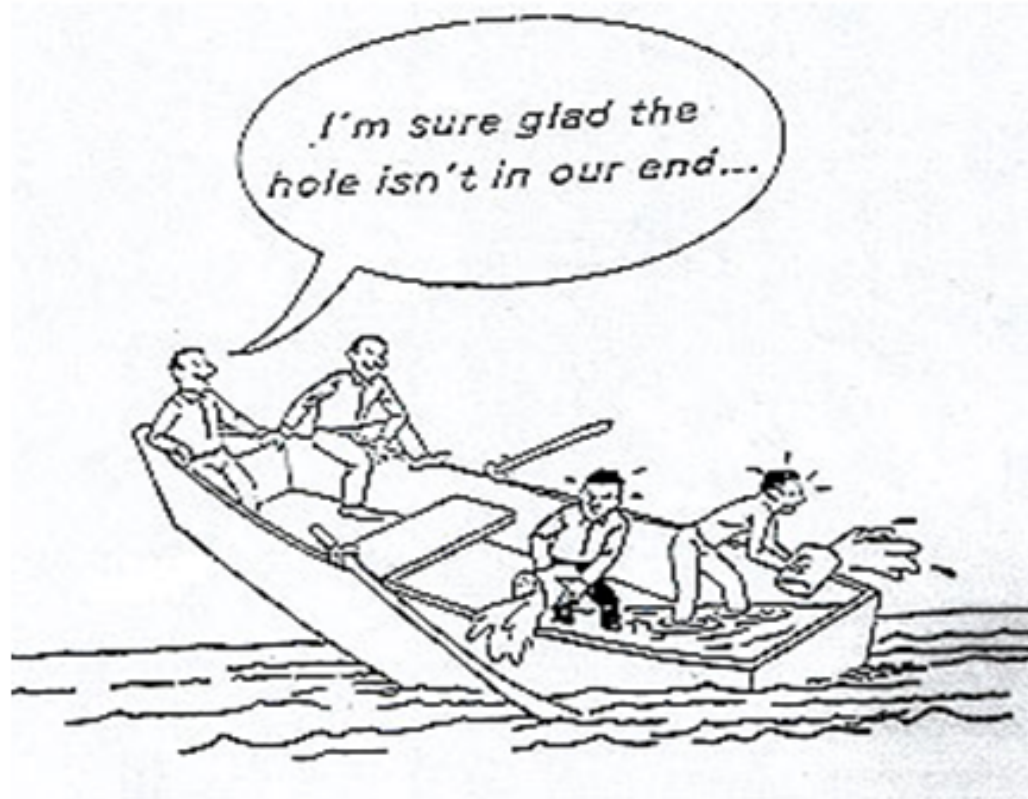
It's the system not the people



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New Ways of Working

The problem with targets



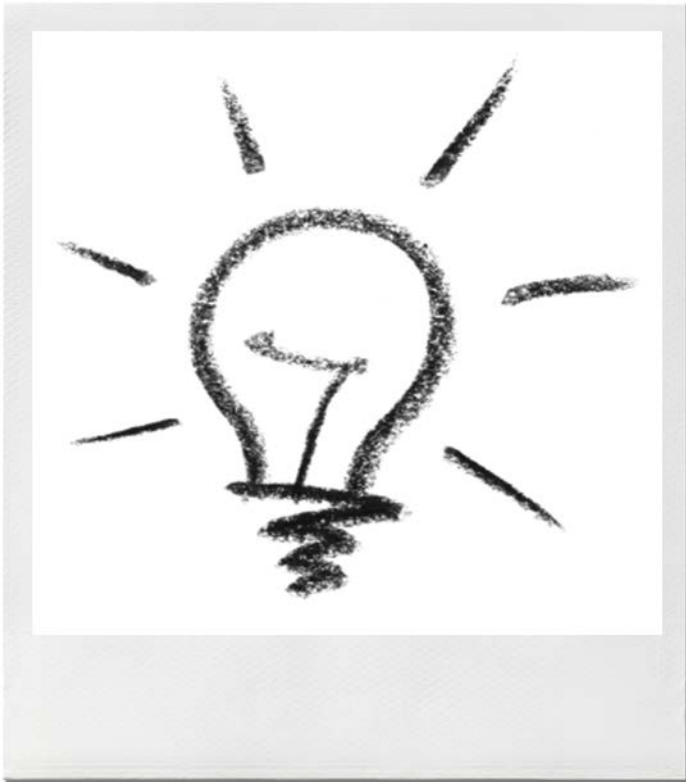
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New Ways of Working



- Identify and eliminate failure demand
- Identify and eliminate 'waste' in process flows
- Use measures that matter to customers
- Work on end to end flow

New Ways of Working (Results)

	Old	New	% change
From keys received to house re-let	Average 85 days	Average 46 days	46%
Percentage of refusals	53%	30%	46%
New Tenant Arrears	55%	29%	47%
Void Number	53	36	32%
New Tenant Repairs within 2 weeks	93%	48%	38%

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New Ways of Working (Results)

	Old	New
Percentage of homeless that get a home	57%	67%
Percentage loss of contact	29%	25%
Number in Bed and Breakfast	47	14
Percentage rent phone calls successful	31%	44%
Percentage rent visits successful	16%	40%
Percentage rent arrangements kept	8%	57%
Percentage arrear cases decreasing	n/a	57%

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New Ways of Working

Financial benefits



Rent Loss reduction = £112,000

Rent Arrears reduction = £23,000

Reduction in Decoration Spend = £60,000

Yearly Projected Benefits (lettings) = £195,000

Bed and Breakfast In comparison with quarter 1 last year £112,000 less so £448,000 per annum

TOTAL PROJECTED YEARLY SAVINGS

per annum = £643,000

Vanguard Fees = £95,550

@vanguardscotland2009

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New Ways of Working - Repairs

- Repairs previously 24% Re-occurring jobs, now in experiment – none
- **Value /Failure demand for response repairs -**
Defined as "if the tenant has to progress chase or complain about an existing repair, or have to return to a previous repair."
- In check was 47% failure demand
- Experiment Results at 10 Feb 2016 0.006% (1) failure which was regarding a repair done before the experiment commenced

New Ways of Working – Repairs

- **End To End Times** - Defined as the date the tenant reports the repair to the date the repair is completed at the satisfaction of the tenant. This includes, repairs we have to go back to if the repair isn't satisfactory the first time. The end to end times are added together until the repair no longer becomes an issue.
- In Check response repairs. The end to end average days was 10.9 days for normal repairs with 60.7 days for reoccurring jobs.
- The current experiment figures are 2.1 days for normal and no reoccurring jobs at the moment.

New Ways of Working – Housing Benefit

- Prior to Intervention, New Claims 43 days, compared with Scottish Average of 24 days
- Post Intervention, New Claims 18 days
- Prior to Intervention, Change of Circumstances 26 days, compared with Scottish Average of 10 days
- Post Intervention, New Claims 10 days
- Ensuring benefits agreed and processed early helping arrears and ensuring tenants are set up to succeed

Wrap up

- A number of different initiatives
- Alignment with Town Centre Regeneration
- Working to ensure that tenants receive the best service and that tenancies are set up to succeed, maintained and sustained
- Questions ?

