

VALUE FOR MONEY & PERFORMANCE REPORT 2021/22



CLYDE VALLEY
GROUP

To provide high quality homes and services that
make a difference to peoples' lives and their
communities.

OUR HOUSE TO YOUR HOME



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ANDREW MCFARLANE

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A welcome from our

CHAIRMAN



I'm pleased to present our Value for Money and Performance Report for 2021/22 as well as having the opportunity to introduce myself as the newly elected Board Chair following a successful 9 years as a member of the Board and a local Lanarkshire resident, I will continue to lead the Board and support the Team to deliver on our corporate strategy.

2021/22 has been another challenging and interesting year for all individuals and organisations and Clyde Valley is no exception to that.

The global pandemic completely changed how we operate as a business. We have however continued to grow during the year and change how we deliver despite the challenges the external environment posed on us.

The year ahead more than ever is going to be challenging in terms of the cost of living crisis we are facing with rising inflation and interest rates having a negative impact on our business plan coupled with the challenges of wage inflation not rising in line with real inflation.

It will be a really careful balance in terms of agreeing our rents for the year ahead.



.....continued

2021

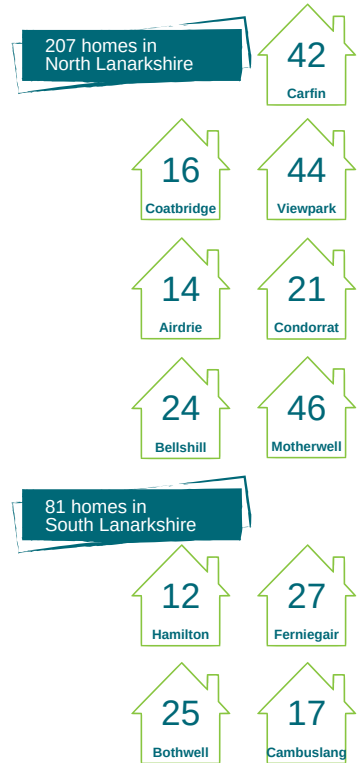
saw the successful launch of our Wellbeing Hub. The team are constantly looking at ways in which we can build and develop partnerships within local communities.

Our Wellbeing Hub are looking at approaches and funding opportunities to tackle a range of social, health and financial inequalities to support individuals and families to maintain successful tenancies.

Our new build housing stock grew by 288 as a result of our development programme across North and South Lanarkshire.

As an organisation we have moved to a more agile approach to work and our staff now work in an agile way, either at home in the office or out in our communities. This is proving to be a successful model in terms of delivery.

Andrew McFarlane
Chair



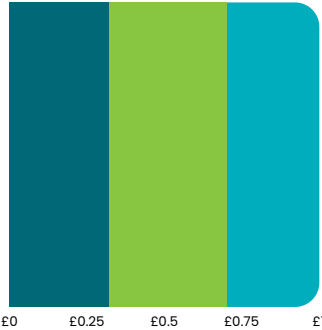
In 2021/22 the Wellbeing Team received funding and were able to support our customers with:

- 260 iPads allocated and distributed, digital workshop sessions and 1:1 support offered to customers
- £1000 awarded from Arnold Clark to purchase "Play Safe, Stay Safe" books from the Children's Safety Education Foundation
- £20,000 awarded from Communities Recovery Fund to employ a part time Fuel Advisor for 1 year
- 70 Wellbeing boxes (worth £700) delivered out to customers over the winter period
- £137,000 from SFHA Fuel Insecurity Fund supporting over 400 customers with fuel debt
- Funding for a Family Support Worker

HOW WE SPEND YOUR POUND

2021/22

- 32p Maintain & Upgrading your home
- 38p Management and running costs
- 30p Loan Interest*



* Funding our commitment to building new homes



Valley View - Lanark

At Clyde Valley, we're all about our customers. We want to ensure that our customers place the highest value and trust in us.

Over recent years we have invested over £226m in Government housing grant and private finance from our lenders in new homes and have become one of Scotland's main developing Registered Social Landlords. We are currently delivering our plans to deliver over 400 new homes by early **2024**, mainly for social rent.

We recently completed our development in Valley View in Lanark consisting of 26 homes and we received this heart warming poem from our customer titled '**moving home**'

moving home

this house of mine
its new its fresh its alive
with laughter thrown in on the side

this house of mine
is clean is tidy is nice
with friendly thrown in on the way

this house of mine
its peace its calm its just
with wildlife thrown in its a living thing

this house of mine
is needed is wanted is sacred
with time thrown in as a by-word

this house of mine is now
my home

"Happy with my home"
~ Robert

Spend on Your



HOMES

"We want to achieve the right balance of investing in new and existing homes and services with offering our customers great value for money at a price they can reasonably afford."

Spend on reactive repairs **£1,633,982.00**

Boilers & Heating **£71,586.00**

Carried out reactive repairs **£10,243.00**

Windows **£30,042.00**

Medical adaptations **£345,682.00**

Roof **£15,178.00**

Void upgrades **£767,994.00**

Rewiring **£35,871.00**

Kitchens **£516,026.00**

Render **£544.00**

Bathrooms **£9,715.00**

Other upgrades **£238,366.00**



"The new kitchen has been a blessing in disguise. I'm really pleased with it, and I like that I was consulted from the start and was able to choose the design and finish"

Mr Meikle





OUR PEOPLE



Our Customer EXCELLENCE



In August 2022 we were reviewed as part of our Customer Service Excellence Standard.

This involved submitting a self-assessment, which a desktop review included meetings with Managers, staff and customers to clarify the setting of targets and progress made from year 1.

The assessment carried out by Customer Service Excellence checks performance against a series of indicators including: Customer Insight, the Culture of the organisation, Information and access, Delivery, Timeliness and Quality of Service. The Accreditation is used across both Public and Private Sector Organisations.

"We are really pleased to have received such positive feedback for our year 2 review, over the next year we will continue to make improvements and aim towards increasing our Compliance plus awards."

**Fin Smith
Customer Service Director**

We are pleased to say that we continue to be Compliant across 57 categories, scoring Compliance Plus in 11 areas. Achieving Compliance Plus across 10 or more elements puts us in the top 5% of organisations holding CSE accreditation.

Our assessor noted that some of our strengths included:

- Our ongoing work to improve on developing our customer insight
- Supporting vulnerable customers via the various projects run by our Wellbeing Team
- Our commitment to putting customers first
- Our commitment to staff wellbeing
- Our ongoing partnerships and commitment to learn and share good practice

Helping our communities to

CONNECT

CUSTOMER PANEL

Our Customer Panel is an invaluable mix of customers who we engage with on a range of services and seek their independent input to review our housing service delivery, review policies and procedures, provide scrutiny, feedback and recommendations on how services can be improved.

Over the last few months the Panel group have attended workshop sessions to:

- Review the Panels terms of Reference and Code of Conduct
 - Meet with CVHA Board Members to look at how we can strengthen our link and relationship with our Board
 - Providing feedback as to what made the Members join the Panel and how we can look at encouraging a wider representation from all our customers
-

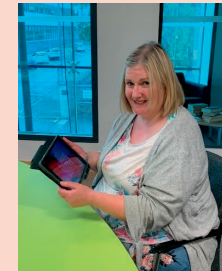
The outcome of the sessions were:

- We reviewed and updated the Terms of Reference and the Code of Conduct.
- Proposal submitted to our Board on how the Customer Panel would like to be represented at Board meetings.
- We have updated some of our marketing material on what the Customer Panel is all about and how customers can join



Ways in which we are staying connected to you:

- Contact Centre
- Social media, Facebook, Twitter, Website, Youtube, LinkedIn
- Events: Drop in Fuel advice and CommuniTea
- Newsletters
- Surveys
- Monthly Bulletin
- Consultation sessions facilitated by Independent Age
- Institute of Customer Service Survey



Valerie, Customer Panel

WHATS NEXT?

Over the next few months the group will be:

- Linking in with the Board to provide regular updates on the work of the Panel
- Support recruitment of new Customers to Panel
- Choosing topics to work on
- Support work of Customer engagement strategy

ARE YOU INTERESTED IN JOINING OUR CUSTOMER PANEL?

Your views are vital to us and help us continue to improve on the services we deliver to our customers.

As part of the Customer Panel you will:

- Act as a "critical friend" providing honest and constructive feedback about important topical issues
- Act as a voice for customers and owner occupiers
- Hold Clyde Valley to account
- Focus and influence on improving services
- Focus on service quality, performance and value for money.

"Joining the Customer Panel is the way to express your views and get your ideas accepted by CVHA. We have dedicated staff members who work with us, organising meetings, speakers and topics. All our members are volunteers and we want more to join us. Having a growing and vibrant Customer Panel is good for everyone, it allows members a say in the organisation and the more involved we are as a group, the more we can do for everyone associated with CVHA."

Billy - Customer Panel Member

Visit our website, or call our office to register your interest.
www.cvha.org.uk/join-our-customer-panel/

*Together
We Can!*



"Hearing from our customers and listening to them in their own words influences how we do things, we want to give our customers a platform to have their voices heard, that will push us to think differently and improve"
Vaila Whittall
Senior Community Development Officer

Our Effective PARTNERSHIPS



- Charis
- Home Heat Scotland
- Lanarkshire Association for Mental Health (LAMH)
- Fire service
- Voluntary Action North Lanarkshire (VANL)
- Voluntary Action South Lanarkshire (VASLAN)
- Remploy
- St Andrews First Aid
- Trussell Trust
- Lintel Trust
- Fuel Bank Foundation
- Independent Age
- CX feedback
- Scottish Housing Network
- HACT- Community Insight
- North Lanarkshire Council
- South Lanarkshire Council
- East Dunbartonshire Council
- Department for Work and Pensions
- Police Scotland
- Barnardos
- Women's Aid
- Citizens Advice
- Money Advice Services
- Energy Savings Trust
- Scottish Procurement Alliance
- Connecting Scotland
- Happy to Translate
- Recite Me
- Tackling Poverty Action Group
- Scottish Federation of Housing Associations (SFHA)

"We aim to be exemplary in working closely and effectively with our partners as working in partnership will be more critical than ever before."

Charis Recite me



At the heart of
PARTNERSHIP

"Working in partnership with North Lanarkshire Council and Modern Homes, we are proud to provide **safe** and secure **homes** for 12 Ukrainian families at our recently completed development in Holytown."

PAVILION COURT



Making a DIFFERENCE



In 2021/22 our chosen Charity was Simon Community Scotland.

As a Social Landlord, supporting people experiencing homelessness is something close to our hearts.

We learned about the wider impact in our local community in Lanarkshire and how Simon Community provide important services in emergency and supported accommodation.

We were thrilled to present a cheque to them for £9,097 to help them continue their services.



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"Our partnership with Clyde Valley Housing Association has been truly incredible. The money they have raised will help us to deliver and enhance those services, making a real difference to the lives of people experiencing homelessness in Lanarkshire."

Murray Easton,
Simon Community Scotland

REPORTING

PERFORMANCE

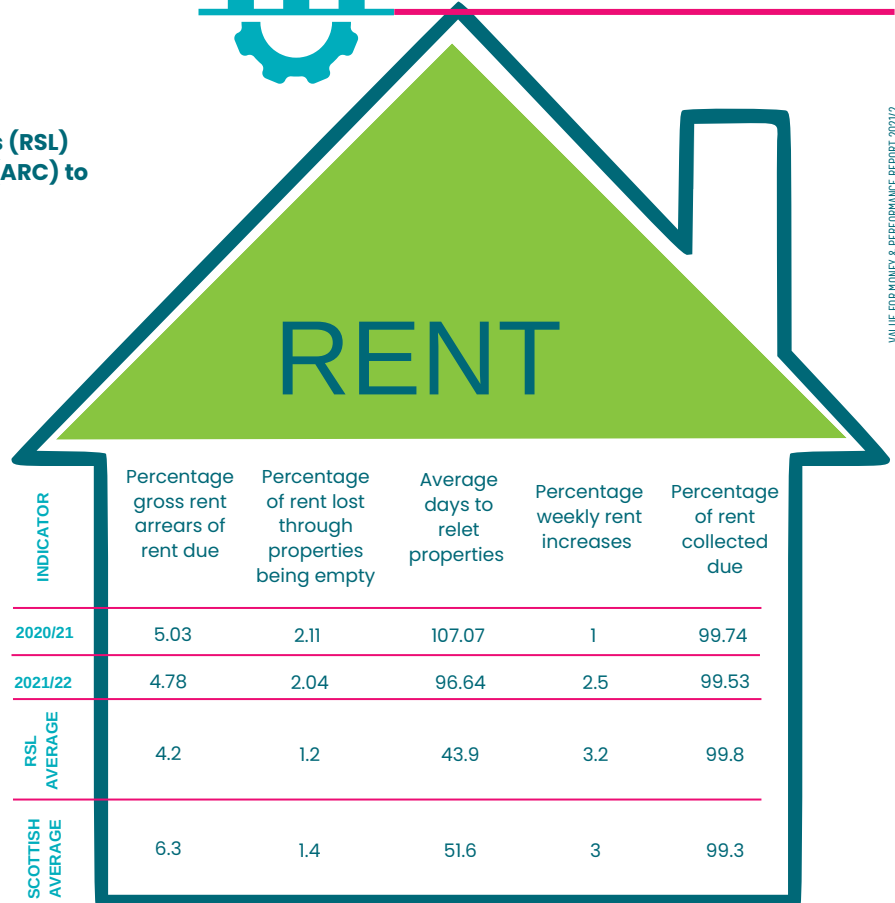


Every year all Registered Social Landlords (RSL) submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR).

The following information demonstrates our performance between the years 2020/21 and 2021/22 and we compare these against the average for all RSLs **and** the Scottish average (RSLs plus Local Authority Areas) for 2021/22.

These statistics outline how we have performed against the set of standards that are set out by the SHR.

You can find out further information on how we compare with other Housing Associations via the Scottish Housing Regulator Website. www.housingregulator.gov.scot



REPORTING

PERFORMANCE



COMMUNICATION

INDICATOR	Percentage of all Stage 1 complaints responded to in full	Stage 1 complaints average time to respond	Percentage of all Stage 2 complaints responded to in full	Stage 2 complaints average time to respond
2020/21	100	4.37	91.67	17.18
2021/22	97.68	7.11	86.67	22.85
RSL AVERAGE	98	4.4	95.2	17.7
SCOTTISH AVERAGE	96.8	5.8	93.8	27.4

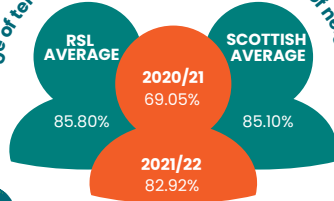
REPAIRS

Average hours to complete emergency repairs	Average days to complete non-emergency repairs
2020/21 2.3 hrs	2021/22 2.12 hrs
2020/21 5.89 days	2021/22 9.59 days
RSL AVERAGE 3.4 hrs	SCOTTISH AVERAGE 4.2 hrs
RSL AVERAGE 8.6 days	SCOTTISH AVERAGE 8.9 days
Percentage properties meeting SHQS year end	Percentage reactive repairs completed right first time
2020/21 90.37%	2021/22 73.83%
2020/21 90.76%	2021/22 79.15%
RSL AVERAGE 79.80%	SCOTTISH AVERAGE 74.60%
RSL AVERAGE 87.90%	SCOTTISH AVERAGE 88.30%
Percentage of tenants satisfied with repairs service	Gas safety Regulations not met
2020/21 80.00%	2021/22 75.95%
2020/21 139	2021/22 171
RSL AVERAGE 88.30%	SCOTTISH AVERAGE 88%

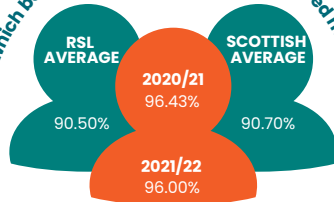
customer

SATISFACTION

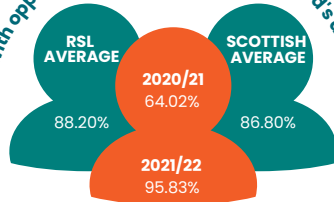
Percentage of tenants satisfied with management of neighbourhood



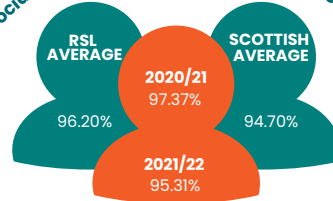
Tenancies which began in previous year who remained more than year



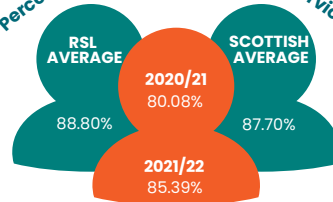
Satisfaction with opportunities to participate in landlord's decision making



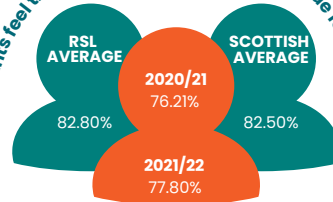
Anti-Social Behaviour cases resolved within local target



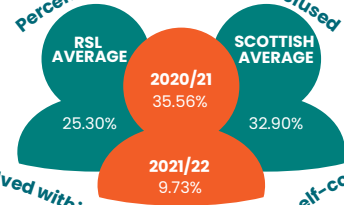
Percentage satisfied with overall service



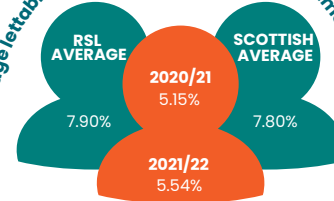
Tenants feel their property represents good value for money



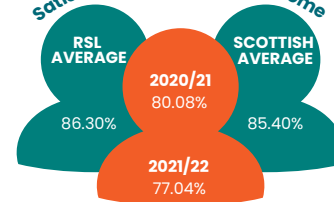
Percentage of tenancy offers refused



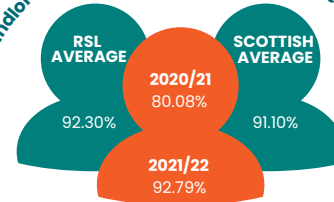
Percentage lettable self-contained houses that became vacant in year



Satisfaction with quality of home



Felt landlord was good at keeping them informed about its services and outcomes



This report lets you see how well we have delivered our services over the past year.

We hope that you have enjoyed reading our Value for Money update and that you have found the information useful. 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.

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Our
PEOPLE **VA**
make

**CLYDE VALLEY
CONNECT**

“Ambition and a focus to deliver better drives us on daily basis, and we intend to ensure customers are at the heart of our decisions, actions and operations.”

Lynn Wassell
CHIEF EXEC



**WORLD
LAND
TRUST™**

www.carbonbalancedpaper.com
CBP001998

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