

Clackmannanshire Council

This inspection was carried out by Communities Scotland under section 72 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The inspection of Clackmannanshire Council took place in November 2006. We awarded the following grades:

Housing management	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Property maintenance	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Homelessness	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.

Inspection Findings

Clackmannanshire Council is the fourth smallest local authority in Scotland, with a population around 48,077. The Council owns 5360 houses and 31% of Clackmannanshire's homes are rented from the Council.

The Council has recently undertaken a major restructuring which has led to significant changes within its housing service. The aim is to provide a better organised and customer-focused service. The restructuring process has taken longer than anticipated and at the time of the inspection, a number of vacant and new posts still required to be filled. The changes include a move away from generic housing management to specialist teams being set up and located in the one building, Lime Tree House in Alloa. Service users can still access services locally through the Council's five Community Access Points.

Key strengths in Clackmannanshire Council's housing services are:

- an enthusiastic staff and management team committed to continuous improvement;
- a good record of housing those applicants in greatest housing need;
- a well developed strategy and mechanisms for tenant participation;
- good arrangements for dealing with antisocial behaviour;
- good access to its repairs service;
- a highly responsive emergency repairs service;

- its properties are generally in good condition; and
- its increasing investment in order to maintain the quality of its houses.

Key areas for improvement in the Council's housing services are:

- monitoring the outcomes from its new allocations policy;
- improving the extent and reporting of management information;
- continuing the recent improvements in collecting rents from its present and former tenants;
- continuing the recent improvements in time taken to re-let its properties;
- meeting its statutory duties on gas safety, asbestos management and the Right to Repair;
- improving its recording, monitoring and performance in responsive repairs;
- recharging repairs more effectively;
- gathering and responding to service users' feedback in housing management, responsive repairs and homelessness services;
- improving the public reporting of targets for the service and its performance;
- its homelessness assessment processes; and
- reducing its reliance upon bed and breakfast temporary accommodation for the homeless.

Next steps

Clackmannanshire Council should produce an improvement plan to show how it intends to respond to our findings. The plan will be agreed with us. We require the Council to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to see Clackmannanshire Council's improvement plan you should contact:

John Gillespie
Head of Service
Housing Services
Clackmannanshire Council
Lime Tree House
Castle Street
Alloa FK10 1EX

Telephone: 01259 450000
E mail: housing@clacks.gov.uk
Website: www.clacksweb.org.uk

The full report is on our website at <http://www.communitiesscotland.gov.uk> .
A Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5162 or email janette.campbell@communitiesscotland.gsi.gov.uk.

Painel de Tradução

Este documento pode ser traduzido, se assim for pedido, para a sua língua comunitária. Por favor contacte Janette Campbell, Communications, Communities Scotland, número de telefone, 0131 479 5162 ou email, janette.campbell@communitiesscotland.gsi.gov.uk.

Zespół tłumaczy

Na życzenie, niniejszy dokument zostanie przetłumaczony na język mający zastosowanie w danej społeczności. Prosimy o kontakt z Janette Campbell, Komunikacja, Społeczności Szkockie, nr telefonu, 0131 479 5162 lub drogą mailową na adres: janette.campbell@communitiesscotland.gsi.gov.uk.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
جیٹ کیمل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

janette.campbell@communitiesscotland.gsi.gov.uk

如果索取這文件的翻譯版本，請致電 Janette Campbell
0131 479 5162，或電郵以下地址
janette.campbell@communitiesscotland.gsi.gov.uk

আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্বেল-কে 0131 479 5162 নম্বরে
ফোন করবেন অথবা janette.campbell@communitiesscotland.gsi.gov.uk ঠিকানায় ই-মেইল
করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال ب:
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على
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