

# Performance Review



2021-  
2022



Iona MacPhail takes over as CEO from Colin Renfrew

# Chair's Message

Welcome to the Fyne Homes Group Performance Review for 2021-2022.

The last year has been a busy and challenging one for the Fyne Homes Group. Staff worked hard to manage the difficulties that Covid brought to all our communities, and I want to take the opportunity to thank them for all the work they did to support and assist tenants during difficult times.

Our Chief Executive, Colin Renfrew retired in March 2022. Colin will be known to many of you as a very long standing member of staff at Fyne Homes. He completed thirty nine years' service with Fyne Homes and during that time oversaw Fyne Homes growing to provide housing across Bute, Cowal, Mid Argyll and Kintyre. He was also integral to creating the Fyne Homes group subsidiary companies to provide additional opportunities for members of our community, and led on the construction of three wind turbines in Kintyre which will provide financial benefits in the coming years to not only the Fyne Homes group but also the community of Glenbarr where the turbines sit. Colin's exemplary service and clever planning for the future has left the Fyne Homes group in a strong position for the future, and we wish him all the best for his well deserved retreat.

We were delighted to welcome Iona MacPhail as our new Chief Executive in April. Iona brings a wealth of experience from her long career in housing, which includes senior posts in ACHA and Argyll and Bute Council, and we look forward to working with Iona for many years to come.

We also welcomed two new Committee members this year - Councillor Liz McCabe as Argyll and Bute Council representative and Adrian Jones. Kim Findlay has resigned from the Committee, and we thank Kim for her service to the Fyne Homes group. If you are interested in being involved with our Committee please get in touch.

I hope you enjoy reading this report. As always, stay well and healthy.

**James S McMillan**

Chairman



# Housing Highlights

## Housing Services



2021/22 saw the Housing Services Team embrace the 'new normal' and continue to provide as full a service as possible under the changing rules of the pandemic. Our face to face activity increased, albeit with strict adherence to social distancing measures, and our housing team were able to get out and about into our estates to resume inspections.

While our focus on housing homeless and other high priority applicants remained, we were also able to allocate to non-urgent applicants, which helped our waiting list start to operate as it should again. Although our offices remained closed to the public, we were operating an efficient appointments service and seeing tenants in their homes again. This was a welcome move for both tenants and staff alike.

## Tenant Participation (TP) – Getting involved

Although we moved towards more face to face interactions for our tenancy management and housing allocations, our Tenant Participation activities could not resume in the same way as this often involves large groups meeting. We did however hold more virtual Nostalgia cafes with Christmas and Easter craft demonstrations delivered by our Corporate Services Manager Margaret Thomson.



Our tenant welfare calls continued for those tenants who still enjoyed the regular contact, and our staff look forward to these calls as much as our tenants.

Our partnership working continued by promoting partner initiatives that help not only our Fyne Homes tenants, but the wider communities we live and work in. These initiatives were shared on our social media and newsletters.

We also found creative ways to support partners such as our involvement in the Developing Young Workers partnership with Rothesay Academy and Dunoon Grammar School. Our Housing Admin Officer Megan Morrison and our IT Assistant Doug Cochrane created a video

on "The Journey of a Modern Apprentice" following Megan's career from her Apprenticeship to date. This was used by the DYW at careers days. Kalum Ledicott, our Bute based Maintenance Operative also attended a business breakfast to present his experience as a Modern Apprentice to local business people.



# Housing Highlights

Despite face to face events not being on the agenda we were still able to consult our tenants in a meaningful way on important topics, such as our response to Covid 19 and our rents and services. Fyne Homes remained as committed to fully involving tenants in our decision making processes and policy formulation as always, and we are most grateful to all those tenants involved.

There are lots of opportunities for you to participate in Fyne Homes decision making. To get involved go to <https://fynehomes.org.uk/get-involved/> for more information.

## Welfare and benefits support

Welfare advice and support continued to be our priority, and the landscape for benefits changed frequently throughout the year, meaning welfare support was essential for many of our tenants and other customers. Fyne Homes Tenancy Support Officer Margo, dedicated time to contact our tenants proactively where they might be affected or benefit from any of these changes. Our other Housing Team members also provided additional advice and assistance for both new and existing tenants.



One of the benefits we have seen as a result of home working is efficiency of time, and we have maximised on this by being more proactive with our welfare support instead of reactive. This has been very positive for many tenants who's income has been increased as a result of this change in focus. Alongside this we have incorporated information and applications for any fuel benefits or funding, which will continue to be a key focus for affordability.

Our welfare cases increased again this year, the numbers below show 'new' cases dealt with:

2018-19 – 216 Cases  
2019-20 – 244 Cases  
2020-21 – 278 Cases  
2021-22 – 312 Cases

Community Care Grants were also able to resume as house moves became the norm again, and our Campbeltown Housing Officer Louise was a great support to tenants and our Welfare Officer due to her expertise in this area.

Nobody can tell us how our welfare service helps tenants better than our tenants themselves can, and these quotes below tell us just how beneficial this support is and the difference it can make.

*“Very helpful and outstanding to my enquiry and has helped with future needs concerning health matters, thank you”*

*“Margo was fab and what helped the most was she explained it to me in a way I understand so not only did it help me at the time, I have a better understanding of things when dealing with them myself”*

*“You could not ask for a better person to look after us. She is great at her job”*

## Voids

# Housing Highlights

Our average length of days to re-let homes remained extremely high last year, due to a combination of the restrictions on allocations and also the subsequent impact on contractor resources to prepare properties for re-let:

Average Length of days to re-let homes				
2019/20	2020/21	2021/22	Target	Scottish Averages 2021-22
26.95	71.88	69.80	28	51.6

This high re-let time resulted in a loss of £139k in potential rental revenue, slightly lower than the previous year's loss of £157k, however still a significant loss in comparison to 2019/20 of £85k..

To see the latest properties available or apply for housing go to: <http://www.homeargyll.co.uk>

## Lettings

Last year we let 155 properties representing a 9.5% turnover in stock, which was similar to the previous year. We also facilitated 4 mutual exchanges. Our highest turnover area was in Bute at 11%, and our one and two bedroom properties represented 97% of all those properties re-let:

	0 bed	1 bed	2 bed	3 bed	4 bed	5 bed	Totals	Stock	% Turnover
Bute	1	35	18	1	1	0	56	528	11%
Cowal	0	25	14	1	0	0	40	425	9%
Kintyre	0	9	8	3	0	0	20	248	8%
Mid-Argyll	0	10	22	7	0	0	39	432	9%
<b>Totals</b>	<b>1</b>	<b>79</b>	<b>62</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>155</b>	<b>1633</b>	<b>9.5%</b>

## Housing Allocations

As part of our Home Argyll common housing register partnership we work to a local authority arrangement that, where possible, we will offer 50% of our vacant properties to homeless applicants, aiming to house these applicants within 26 weeks. We also aim to allocate 25% of offers to our general waiting list and 25% to our tenants looking to transfer. Depending on the requirement for homeless allocations and other external factors, such as the pandemic, our ability to achieve these arrangements is sometimes impacted. However where possible we will make our offers in line with this arrangement.

Quotas				
	2019/20	2020/21	2021/22	Quota as per HOME Argyll
Existing association Tenants	27%	12%	25.5%	25%
Housing list direct Applicants	53%	46%	43%	25%
Homeless Applicants	20%	42%	31.5%	50%

The Home Argyll Allocations Policy, which Fyne Homes works to, complies with housing law and the Scottish Governments guidance on allocations.

Our housing services team are here to help with support and advice. We have dedicated Housing, Income and Admin Officers as well as energy and benefits advice from our specialist staff. We also have a very active Tenant Participation programme which we would welcome all tenants and other customers to be part of. You can contact us on 0345 607 7117 or email us on [housingmail@fynehomes.co.uk](mailto:housingmail@fynehomes.co.uk)

# Technical Services Highlights

## Maintenance Highlights

2021/22 saw our Technical Services Team working extremely hard to reschedule the backlog of non-essential repairs following the Covid 19 Pandemic.

- Spent **£ 3,366,429** maintaining and upgrading the housing stock
- Issued **3679** works orders
- Factored **294** owner's properties

## Performance in Reactive Maintenance

Our reactive Maintenance Service covers the day to day repairs that are reported to our office by tenants. These repairs are split according to priority into Emergency, Urgent and Routine. During 2021/22 the Association carried out 3679 reactive repairs and we achieved the following against our target response times:

Category	Target Response Time	Out-turn 20/21	Out-turn 21/22
Emergency	95% within 6 hours	97%	<b>96%</b>
Urgent	95% within 3 working days	84%	<b>83%</b>
Routine	95% within 10 working days	74%	<b>75 %</b>

Hanover Telecare, our 24hr repairs services handled 353 emergency calls during the year.

## Looking After the Stock

The Association spent **£3,366,429** maintaining and upgrading its housing stock. The table below shows how the money was spent.

	Total Spend
Reactive	£ 1,128,818
Planned/Cyclical	£ 559,129
Capital Improvements	£ 1,678,482
<b>Total</b>	<b>£ 3,366,429</b>

## Gas Safety

The Association has a legal obligation to ensure that we carry out gas safety inspections and services annually in all of our tenanted properties that have gas appliances/central heating systems.

### Gas Safety Inspections 2021/22

No of services	Services completed within 12 months	% completed within 12 months	Services up to 30 days late	Services up to 90 days late	Services more than 90 days late
918	918	100%	0	0	0

# Technical Services Highlights

## Capital Improvements

Capital improvement works involve the replacement or improvement of components within our properties.

2021/22 saw a step up in the volume of Capital Investment works programmed from the previous year due to lockdown and Covid restrictions.

### Bute

- Window Replacements to 23 properties.
- Rewire & Bathroom Replacements to 6 properties.

### Cowal

- Kitchen Replacements, Central Heating & Rewiring to 25 properties

### Mid Argyll

- Kitchen Replacements, Central Heating & Rewiring to 26 properties

### Kintyre

- Kitchen Replacements, Central Heating & Rewiring to 15 properties

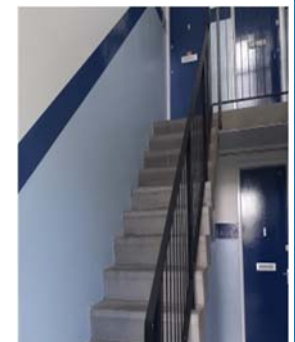


## Cyclical Maintenance

In order to ensure that the components and materials within our properties do not deteriorate we carry out a cyclical maintenance programme on a regular basis.

In 2021/22 our cyclical maintenance works included:

- Servicing of all our gas central heating systems and appliances (This work was allowed to proceed during lockdown)
- Painterworks to 5 developments in Cowal



## Aids & Adaptations

Funding of £56,000 was received, from the Scottish Government which enabled us to carry out general adaptations such as level access showers and stairlifts to 39 properties which has allowed tenants to remain in their current homes.

## Scottish Housing Quality Standard (SHQS)

As at 31<sup>st</sup> March, 2022, 76.18% of our housing stock meets the Scottish Housing Quality Standard which covers items such as security, kitchen space standards and ensuring our housing stock has been brought up to a modern standard.

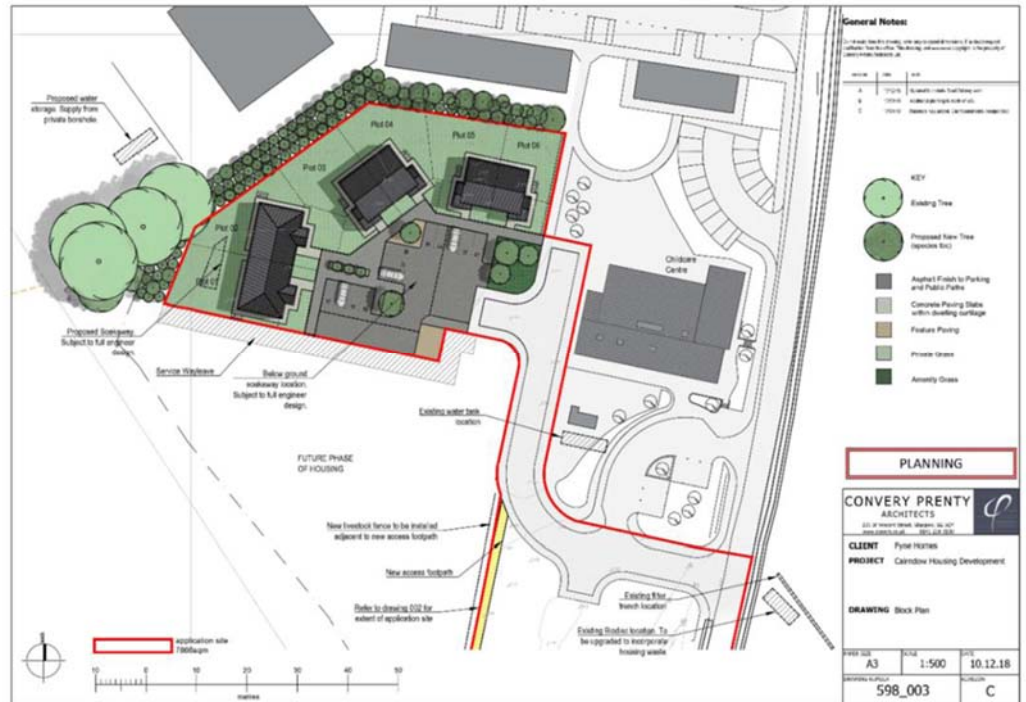
## Energy Efficiency Standard for Social Housing (ESSH)

Currently 99.2% of Fyne Homes housing stock meets the ESSH requirements and we aim to improve on this by continuing to invest in our properties to ensure our residents benefit from having energy efficient homes and reduced energy requirements.

# Development Highlights

## Completed Developments

### Cairndow



Handover of the 6 energy efficient affordable homes at the head of Loch Fyne, took place on 19th May, 2021.

The project has been named Manson View as a tribute to Peter Manson former game keeper at the Ardinglass Estate. Peter was also a Special Constable with Strathclyde Police for over 20 years and a very well known and highly respected member of the local community.

This £1,065,481 development is a mixture of 2 bedroom amenity bungalows and 3 bedroom family homes and was delivered by local company TSL Contractors Ltd

#### Project Funding:

Scottish Government	- £ 628,981.00
Argyll & Bute Council (SHF)	- £ 72,000.00
Private Finance (Santander)	- <u>£ 364,500.00</u>
Total	- <u>£1,065,481.00</u>





## Future Projects

### Inveraray

Argyll & Bute Council and the Scottish Government have confirmed their support for this proposed 16 unit development in Inveraray with MacLeod Construction. It is anticipated that the site acquisition will be later in 2022.

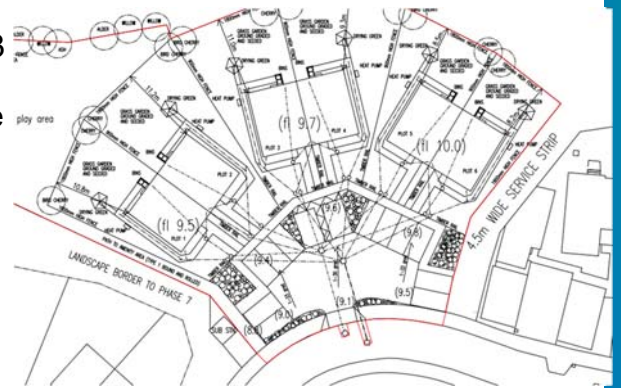


### Lochgilphhead – Riverside Drive

The development proposal for the site on Riverside Drive is for three semi-detached blocks comprising six 3-bed, 5-person family homes. Fyne Homes achieved acquisition stage funding approval and acquired the site in March 2022.

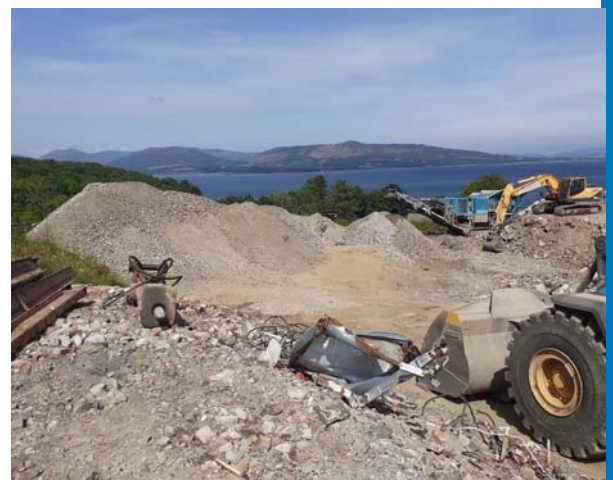
Fyne Homes design guide has been reviewed and updated, to reflect the association's current requirements, and will be included within the construction contract for the development.

The Planning Application for this site has been submitted and we await feedback.



### Isle of Bute – Former Upper Rothesay Academy Site

Following the demolition of the former upper Academy buildings in August, 2020, Fyne Homes have been in discussion with the Scottish Government & Argyll & Bute Council and this site has now been included in the Strategic Housing Investment Plan (SHIP) for future development.



### General

Fyne Homes continue to work closely with the Scottish Government and Argyll & Bute Council to identify areas of particular housing need that can be demonstrated through the HomeArgyll waiting List and the Housing Needs & Demand Assessment (HNDA).

# Performance against the Scottish Social

As a landlord we have to work towards achieving the standards and outcomes contained in the Scottish Social Housing Charter. This section details our performance at 31st March 2022 against some of the key areas.

If you wish further information on our performance, please contact us. You can also find out more about our performance and compare it with other landlords using the tools on the Scottish Housing Regulators website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)




Further information on the Charter can be found at <http://housingcharter.scotland.gov.uk/>

## Homes and Rents

Total Number of houses 1,581




No of Apts	Apt Size	Average Weekly Rent	Scottish Average	Difference
26	1	£65.58	£75.95	-13.7%
567	2	£79.37	£81.32	-2.4%
708	3	£92.16	£84.18	9.5%
244	4	£104.77	£91.48	14.5%
36	5	£117.54	£100.74	16.7%

Following rent consultation during 2020/21 we have listened to our tenants and are implementing a new rent and service charge structure from 2022/23 based on the size and type of property.

	2019/20	2020/21	2021/22	Trend	Scottish Average
Total Rent Due	£7,224,802	£7,310,862	£7,421,318		-
Total Rent Collected	£7,143,213	£7,274,000	£7,422,126		-
Percentage Collected	98.87%	99.5%	100.01%		99.3%
Average Rent Increase	2.43%	0.00%	3.6%		3%

## Tenant Satisfaction

We undertake a tenant satisfaction survey every 3 years and the undernoted results are from our survey carried out in February 2020. Our next survey is due in 2023.






Indicator	Outturn 2017	Outturn 2020	Trend	Scottish Average
Tenants satisfied with overall service	87%	96.3%		87.7%
Tenants who felt we are good at keeping them informed about our services	89%	98.5%		91.2%
Tenants satisfied with the opportunities to participate in our decision making	67%	97.6%		86.6%

# Housing Charter

## Neighbourhoods and Community

- 118 cases of anti-social behaviour were reported which was a decrease from 193 last year
- 98.3 % of these cases were resolved within locally agreed targets compared with 92.7 las year. The Scottish average figure is 94.7%

## Quality and Maintenance of our homes

Indicator	Outturn 2019-20	Outturn 2020-21	Outturn 2021-22	Trend	Scottish Average
Properties meeting the Scottish Housing Quality Standard	95%	95.4%	<b>76.2%*</b>		74.6%
Time to complete emergency repairs	3.6hrs	4.1hrs	<b>3.2hrs</b>		4.2hrs
Time to complete non -emergency repairs	6.2days	8.8 days	<b>8.7 days</b>		8.9 days
Reactive repairs completed “right first time”	84.1%	81.3%	<b>65.9</b>		88.3%
Tenants who had repairs or maintenance carried out - satisfaction with the service they received	87.2%	As previous year – next survey not due until 2023	As previous year – next survey not due until 2023		88.0%

\* With regards to Indicator “Stock Meeting the SHQS Standards”, the Technical Services Director highlighted that the percentage of stock meeting the standard was lower than previous years at 76.18%. This is due to changes to the SHQS standards following the introduction of the Smoke Alarm Legislation. Although we had started the contract this was stalled due to Covid restrictions and available resources. All properties where the installations were not completed on 21<sup>st</sup> February counted as immediate fails. In the period since then to date there has been much progress and the expected percentage of stock meeting the criteria for 2023 is 96.59%.






## Changes to Legislation



**The Scottish Government**  
Riaghaltas na h-Alba

## Value for Money

Indicator	Outturn 2019/20	Outturn 2020-21	Outturn 2021-22	Trend	Scottish Average
Rent collected from tenants as a percentage of total rent due	98.9%	99.5%	100.01%		99.3%
Rent lost through properties being empty during the year	1.2%	2.1%	1.84%		1.4%
Average length of time to relet properties during the year	27 days	71.9 days	69.8 days		51.6 days

Our average length of time in days to re-let our empty properties increased significantly last year due to the pandemic. This prevented house moves altogether for a period and then resulted in us only allocating properties for essential moves for much of the year, in line with the government guidance. However this year has seen a slight improvement.

## Complaints

The table below details our performance in this area. Estate Management Complaints/ Anti-Social Behaviour Complaints are not included unless dissatisfaction had been expressed about how we handled the complaint.

Year	No of complaints received	Stage 1 Minor Complaints	Stage 2 Complex complaints	Complaints upheld	Completed within SPSO* Timescales
2018/19	19	9 (47%)	10 (53%)	13 (68%)	18 (95%)
2019/20	17	10 (59%)	7 (41%)	11 (69%)	14(88%)
2021/21	11	1 (9%)	10 (91%)	5 (46%)	8(73%)
2021/22	18	11 (61%)	7 (39%)	10 (56%)	12 (67%)

All our Stage 1 and 86% (6) of our Stage 2 complaints were fully responded to compared with a Scottish Average of 97% for Stage 1 and 93% for Stage 2. One of our Stage 2 complaints was ongoing at the end of March 2022.

The average time for us to fully respond to Stage 1 complaints was 4.5 days compared with a Scottish Average of 5 days and 21 days for Stage 2 compared with a Scottish Average of 19 days.

More detail can be found on our annual complaints performance report which is available in the useful documents section of our downloads on the website [www.fynehomes.co.uk](http://www.fynehomes.co.uk)

\*Scottish Public Services Ombudsman Timescales

Stage 1 – 5 working days

Stage 2 – 20 working days

# Financial Highlights

## Extracts from the group accounts for the year ended 31st March 2022

- Fyne Homes Properties are now valued at £61.4 million
- Long Term loans now total £33.9 million
- Funding received from the Scottish Government 2021/22 was £173,755
- Total reserves at the year-end are £31.0 million



Income	2020/21	2021/22
	£,000	£,000
Rental Income	7,512	7,608
Investment Income	0	0
Other income	276	145
Fyne Initiatives activities	241	102
Fyne Futures activities	178	263
Fyne Energy Activities	1,540	1,820
<b>Total</b>	<b>9,747</b>	<b>9,938</b>



Expenditure	2020/21	2021/212
	£,000	£,000
Staff costs	2,092	2,316
Office Overheads	2,064	2,066
Maintenance	1,807	1,945
Loan Charges	1,201	1,029
Depreciation	1,228	1,501
Charitable Donations	0	133
Taxation	1	-170
Pension Scheme (Gain)/Loss	1,666	-1,387
<b>Total</b>	<b>10,059</b>	<b>7,433</b>

	2020/21	2021/22
<b>Surplus/(deficit) for year</b>	<b>(312)</b>	<b>2,505</b>

Full copies of the audited accounts are available on our website or from any of our offices.

### Auditors

Azet Audit Services Ltd  
Titanium 1  
Kings Inch Place  
Renfrew  
PA4 8WF

### Bankers

Bank of Scotland  
36/42 Montague Street  
Rothsay  
PA20 0BT

### Solicitors

T C Young  
7 West George Street  
Glasgow  
G2 1BA

## Governance—Management Committee 2021-2022

R Henshelwood

T Harrison

D Herriot

A Jones

M Lang

P Lingard *Convenor Staffing Committee*

L McCabe

S MacLeod *Vice Chair*

J McMillan *Chair*

P Wallace

The year 2021/22 saw us continue with video conference meetings due the ongoing pandemic restrictions and going forward a hybrid option is in place to enable members to attend meetings in a manner that suits their individual circumstances.

Although our offices remained closed during the pandemic the start of 2022 saw a return to office working albeit with restrictions on the numbers attending in this way.

Due to the ongoing uncertainty around social distancing and event hosting at the time of our AGM in September 2021, the decision was taken to again hold it virtually via the Zoom platform.

During the year we welcomed two new members to our Committee, L McCabe as a representative of Argyll and Bute Council and Adrian Jones. We were sorry to lose our Secretary, Kim Findlay who intimated her resignation on 13<sup>th</sup> June 2022. Kim served as a Committee Member for three years and also as a board member of Fyne Futures. We thank her for her commitment and contribution and wish her well for the future.

We currently have 10 elected members and 2 vacancies,

There was 1 new Share Member during the financial year and 7 shares were cancelled for various reasons leaving us with an active membership of 93 at the end of March 2022

The Association is keen to encourage tenants or residents in our areas of operation who support the aims of the Association and wish to play an active role in the affairs of the Association to become members. Membership is through the purchase of a £1 Share and entitles the member to vote at the AGM and also to stand for election to the Management Committee. Further information is available on our website or from any of our offices.

Last year we reported that Freedom of Information legislation was extended to Housing Associations and during the year ILS who provide our Data Protection Officer function has handled 24 requests for information ( 2 x FOI, 20x EISRs and 2x SARs)

We must confirm annually to the Scottish Housing Regulator that our Management Committee is assured that we are complying with all relevant regulatory requirements and standards or highlight any material areas of non-compliance and how we will address them. Our 2021 Assurance Statement to the Scottish Housing Regulator confirmed that we had met our regulatory requirements and this year's is currently being prepared for presentation to Committee.

We are also pleased to report that our current Level of Engagement with the Scottish Housing Regulator remains "Compliant", meaning that we meet their regulatory requirements, including the Standards of Governance and Financial Management.

Further information on these items can be found within the Landlord Performance Section of the SHR website <https://www.housingregulator.gov.scot/>

1. *Freedom of Information*
2. *Environmental Information (Scotland) Regulations*
3. *Subject Access Request under GDPR*

# Business Services Department



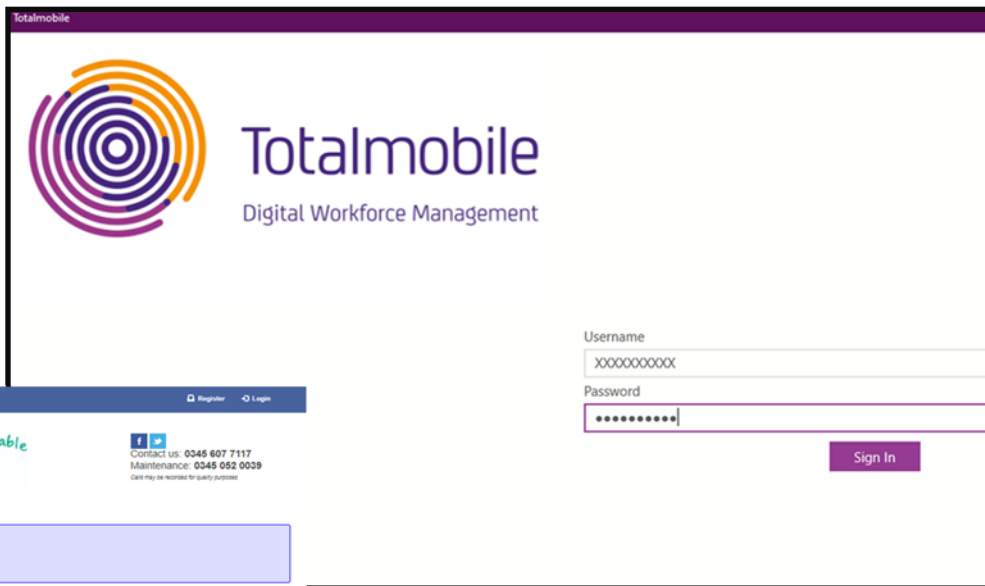
The department encompasses Finance, IT and Corporate Services which includes our front facing reception staff and provides support for all other departments as well as the subsidiaries within the Fyne Homes Group.

We referred previously to our Committee having had to embrace new ways of working and this also applied to our staff. The majority of our staff continued to work from home last year but most have now returned to the office with some staff developing a hybrid pattern. The IT infrastructure now in place allows

greater flexibility to support different working environments and there have been several improvements to our core systems and infrastructure over the last year to make our systems both more reliable and more secure going forward.

This year also saw Total Mobile go live, enabling our repairs staff to pick up and complete job lines and inspections using an iPad and automatically integrates with our housing

management system making much better use of our staff resources and being kinder to the environment with less paper produced. The project has been very well received and will be enhanced and developed further



Work on our tenant portal is still ongoing as unfortunately there have been delays in this complex deployment – when live this will give tenants access to their own accounts where they can find their current balances, view their own statements, check on repairs and make payments.

TEST Home Applications Register Login

**Fyne HOMES LTD** Building Sustainable Communities

Contact us: 0345 607 7117  
Maintenance: 0345 052 0039  
Call may be required for quality problems

**New user or forgotten your details?**  
If you are a new user then please visit the registration page.  
If you have forgotten your password then please visit the reset password page.  
It only takes a minute to obtain a new username and password.

**Login**  
Please enter your username and password.

Username: xxxxxxxxxx  
Password: xxxxxxxx

**CONTACT**  
Fyne Homes Limited  
Registered Office:  
81 Victoria Street  
Rotherham, S60 1JH  
UK  
Tel: 0345 607 7117  
Fax: 01700 505087  
E-mail: [procedures@fynehomes.co.uk](mailto:procedures@fynehomes.co.uk)

**EMERGENCY NUMBERS**  
Fyne Homes Emergency Number  
0800 522276  
Gas Emergency  
0800 111999  
Power Emergency  
0800 0522590  
Water Supply Emergency  
0800 0172778

**COMPANY INFO**  
Registered Social Landlord  
(REG. No. 324)  
Registered Scottish Charity  
No. SC 999152  
Property Factor Registered  
Number FF000158  
Registered society under the  
Co-operative and Community  
Benefit Societies Act 2014  
(REG. No. 1454 R610)

**FYNE GROUP**  
Fyne Futures Ltd  
Fyne  
FyneHEAT  
Fyne Energy

Living Wage Employer

Performance Review : 2021—2022

## Staff Changes in 2021/2022

Over the year 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022, Fyne Homes employed a total of 48 people (FTE 46.66).

Recruitment activity has remained curtailed during the year due to Coronavirus restrictions. Therefore, we currently have a part time Housing Officer vacancy in Campbeltown and as a consequence of a planned retirement a full time Handyman/ Gardener vacancy in Rothesay.

Of most significance was the retirement of our Chief Executive Officer, Colin Renfrew. Colin had dedicated 39 years of his working career to Fyne Homes and his leadership and presence will be much missed.



Recruitment for the retiring CEO's replacement took place in the last quarter of the year and the successful candidate stepped into the role in the first week of the 2022-23 fiscal year.

## Learning and Development

Fyne Homes continues its commitment to ensuring its people are equipped with skills, knowledge and experience to carry out their roles.

In the year 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 115.5 days training has been provided. This compares to 93 days training provision in the previous Covid year. This averages at 2.41 days training per employee per year which is slightly higher than the previous year's figure of 1.86 days. This reflects training providers adjusting to new mediums and platforms for delivery – mainly virtual as a consequence of Coronavirus restricting traditional face to face classroom-based training.

Highlights from the year include.

- All certifications remain up to date
- Accredited training and qualifications have/are being undertaken by 5 employees
- Continued professional development has been undertaken by a number of employees through virtual attendance at specialised event and conferences
- Staff received refresher training on the Performance Management system prior to it being fully re-introduced for the new fiscal year beginning in April 2022
- All employees have been continued to be offered an opportunity to participate in Mindfulness sessions run by EVH – participation is voluntary and there has been no mandatory recording of attendance if the employee wished to take part anonymously.



## Long Service Awards 2021/2022

Mairi Hamilton, IT Manager achieved the 20 years' long service during the year.





## A Celebration! 2021-2022

### To Inspire Educate and Empower Sustainable Rural Living

A year of resetting, rebuilding and re-engaging with our community following a few very challenging years. We have many reasons for celebrating the year that was, as we adapted our social enterprise to new challenges and demonstrated our resilience coming out of the constraints caused by the pandemic and operating within ongoing pandemic context. Our new team came together to deliver high quality goods and services, with passion and commitment. There were challenges, of course, however these were met with effective problem solving tactics and innovative solutions. We delivered great results in terms of our environmental and social charitable objectives. The year came to a conclusion with the fantastic news of the first Gift Aid from our Fyne Energy. This meant that we were able to realise a surplus and gave a much needed boost to Fyne Futures reserves.

The next few pages cover our headline of achievements.



**32,529 kilograms of resources diverted from landfill**

**20,800 kilograms of textiles exported for reuse**

**11,729 kilograms of household items contributing to Bute's circular economy**



# View from Fyne Futures



From May 2021 – February 2022  
A shared resource for our community  
96 journeys  
8301 miles

A new option for low carbon travel  
481 journeys  
12,236.4 miles



Royal  
Botanic Garden  
Edinburgh

From May 2021 – March 2022  
21 young people supported with skills development  
7,605 lbs (3,449 kg) of local produce  
13,782 portions of veggies, fruit & herbs  
1521 green boxes delivered



## Bute Dignity in All Work



- 73 work parties
- 431 participations
- 1077 volunteers hours
- 4 abandoned areas producing free food for our community to share



## Thank You!

- ◇ Volunteer Board of Directors
- ◇ Fyne Homes Finance, IT and HR support
- ◇ Community of Bute

# Fyne Homes – Investing in Communities

## Fyne Homes, supporting communities while we support people in to work

Fyne Homes recognise the benefits for supporting employment and training initiatives for our communities. Investing in Communities funding from Scottish Government has enabled us to develop and deliver an employment training programme, which supports waged employment placements for those previously unemployed, as well as supporting local organisations to deliver a range of local services.

Local social enterprise Inspiralba lead this activity for us, working with a range of local community based organisations, including; South Kintyre Development Trust, Calums Cabin, Dunoon Burgh Hall, Shopperaide, Wee Toon Environmental Solutions and Kintyre Recycling.

Our employment and training activity has supported 20 waged employability placements from April 2021 – March 2022. Feedback from participants and employing organisations is very positive with 17 the 20 participants who have completed their placements progressing to longer term employability or training.

This included support for Campbeltown Community Action Plan work in Campbeltown:

‘The Community Action Plan is an important document which will allow all local agencies and groups to focus on the community’s expressed needs and to prioritize those activities which are likely to have the greatest impact on the local area. On behalf of Campbeltown Community Council, South Kintyre Development Trust and Inspiralba, we would like to thank you for your contribution to our new Community Action Plan. The funding from Fyne Homes and Investing in Communities, enabled us to employ 3 local young people to assist us to gather feedback for our local community action plan’.

*‘A new job opportunity has come up for me and its something that I've been wanting to do for a long time. I have really enjoyed working with yourselves and have gained some skills that I never had before which have helped me to get a longer term job.’*

Participant Feedback

We are delighted that Investing in Communities Funding has been extended to March 2023, which will support at least a further 11 waged employability opportunities.





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*Calls may be recorded for training and quality purposes*

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Registered Social Landlord (REG. No. 321) ; Registered Scottish Charity No. SC 009152 ;

Property Factor Registered Number PF000155

Registered society under the Co-operative and Community Benefit Societies Act 2014 (REG. No. 1454 R[S])  
Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association