



**ANCHO - CAIRN
PARTNERSHIP
END OF YEAR REPORT
2020/2021**

Whilst every year is different, 2020/21 was a year like no other. Not only for Ancho and the wider Cairn Housing Group, but for every sector, business and public service.

Despite being the toughest and most challenging year that our sector has faced, the Board and staff team at Ancho and across the Cairn Housing Group have worked hard to serve the needs of our tenants and communities, and deliver on the promises we committed to when we formed our constitutional partnership.

During the last year, our investment programme, which is a key element of delivering our partnership promises, was adversely affected by restrictions related to the Covid-19 lockdowns, and the impact of the programme is detailed in this report. Nevertheless, we are confident we can 'catch up' with our programme and deliver much needed investment to our homes and communities.

There has been continued positive work on integration with the Cairn Housing Group, and last year we welcomed a senior team restructure that introduced a combined group wide Executive Management Team with responsibilities for services across Ancho and Cairn.

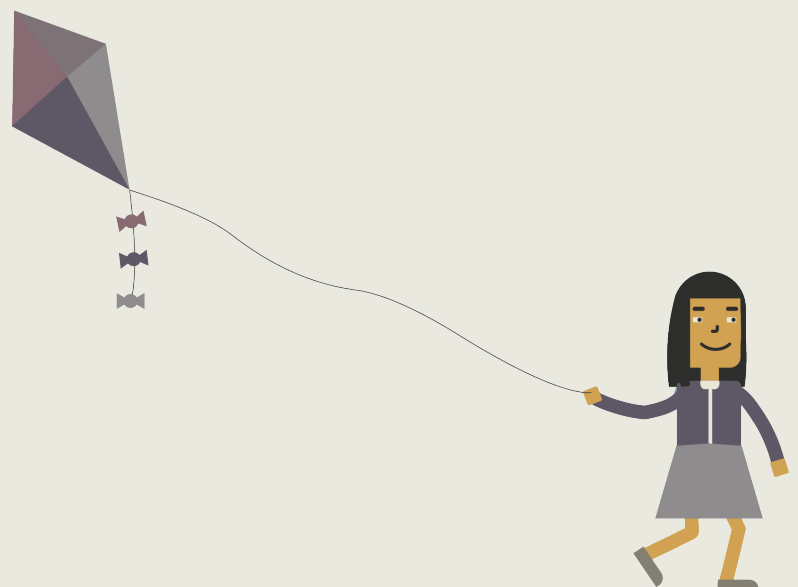
It has never been more true that, together, Cairn and Ancho are stronger than the sum of our parts, and by facing up to the challenges of the last year together, we have confidence that we can move forward positively to a closer partnership.

This report sets out a summary of the progress we continue to make in delivering our partnership promises, and the Ancho Board and staff team, with the support of our partners at Cairn, are committed to providing the best quality homes and services to our communities.

Jason MacGilp
Group Chief Executive

Don Jamieson
Chair, Cairn Board

Mary Black
Chair, Ancho Board



UPDATE ON PARTNERSHIP PROMISES

1. Local services from the Ancho team in Irvine

This year, faced with the unprecedented impact of the Covid-19 pandemic, the Ancho team had to find new ways of working remotely, set up new partnership arrangements, engage with tenants differently whilst continuing to provide essential services. With an integrated approach by teams across the Cairn Housing Group, customer service arrangements were able to be delivered remotely with largely home-based staff for much of the year.

Governance

We continue to develop partnership working arrangements and create Governance efficiencies through joint Governing Body Board meetings, group training sessions and group policy and strategy implementation.

Finance

We have a strong financial position within ANCHO, with a healthy bank position and net assets of £14.8 million.

HR and Organisational Development

Training and development is available to all Ancho staff in compliance, wellbeing and management development. Staff are encouraged to give feedback through the new WinningTemp staff engagement surveys.

IT and Business Improvement

We launched My Ancho, the online customer portal that allows customers more flexibility and access to manage their tenancies. Work has continued around shared processes, with both complaints and antisocial behaviour management fully aligned. Rent processes have been centralised creating efficiencies. Annual regulatory performance reporting was fully transitioned to the Business Improvement team, ensuring accuracy and compliance with all required deadlines.

Customer Involvement









Following our participation in the Scottish Government funded Next Steps programme, the Cairn Housing Group launched a new Customer Involvement Strategy. The strategy places an emphasis on quicker and more informal consultation events. These have been supported by new bi-monthly email bulletins, which include surveys on various services and reports of previous consultation, and a new consultation framework for planning effective events and consultations.

Health and Safety

Considerable focus was given to putting in place and maintaining appropriate controls during 2020/21 in response to the Covid-19 pandemic. These included a range of risk assessments and procedures with training and support from the Health and Safety Manager based on government requirements and a risk-based approach.

2. £4.5m in additional investment in your community from the Cairn Housing Group, with hundreds of new kitchens and other home improvements

The partnership with Cairn guarantees a total of £7.7 million in investment in homes and communities over five years. Ancho has completed the third year of the five-year planned maintenance programme, with £298,685 spent on upgrades in 2020/21.

	Five year commitment	Completed in 2020/21	Spent in 2020/21	Completed by March 2021	Spend to March 2021
 New kitchens	560	2	£7,648	120	£391,136
 Rewiring	300	3	£8,331	288	£715,234
 New roofs	200	28	£255,316	98	£586,672
 External wall insulation	160	2	£18,890	157	£1,370,034
 New windows	100	0	£0	96	£329,809
 New door entry	90	0	£0	0	£0
 New external doors	70	0	£0	63	£95,640
 New bathrooms	0	3	£8,500	3	£8,500
Total			£298,685		£3,497,025

We faced significant challenges in completing non-essential works due to lockdown restrictions and the impact of other factors on the cost of materials and labour shortages. Tenants have been kept informed of works which are planned for their properties and a significant consultation exercise commenced on a review of the repairs service.

The past 18 months have seen major impacts across the construction sector, and this has resulted in above inflation cost increases for materials and labour. Outstanding items from the investment programme for 2020/21 have been rolled forward to 2021/22. These cost increases may affect how many individual projects are completed. We will continue to ensure that we maximise the investment in Ancho properties so that the promised investment of £7.7 million in Ancho's homes and communities goes as far as possible, and we remain on course with the £4.5 million additional investment spend set out in the partnership promises.

The investment programme for 2021/22

Item	Planned	Complete at Oct 2021	Spent at Oct 2021
Kitchens	216	73	£191,897
Roofs	42	40	£279,092
LD2 heat and fire detectors	140	60	£22,200
Rewires	0	6	£13,622
EICR electrical safety inspections	200	80	£6,400
Fire doors	22	22	£29,682
Windows	13	13	£16,721
External wall insulation	7	0	£0
Boilers	30	0	£0
Door entry systems	33	0	£0

3. An affordable rent guarantee for five years

The rent guarantee to Ancho tenants promises that annual increased would be based on the Consumer Price Index (CPI) for five years. CPI was 0.5% in September 2020 and, in line with the rent guarantee, tenants were fully consulted on the proposed increase before it was confirmed to be implemented from 1 April 2021.

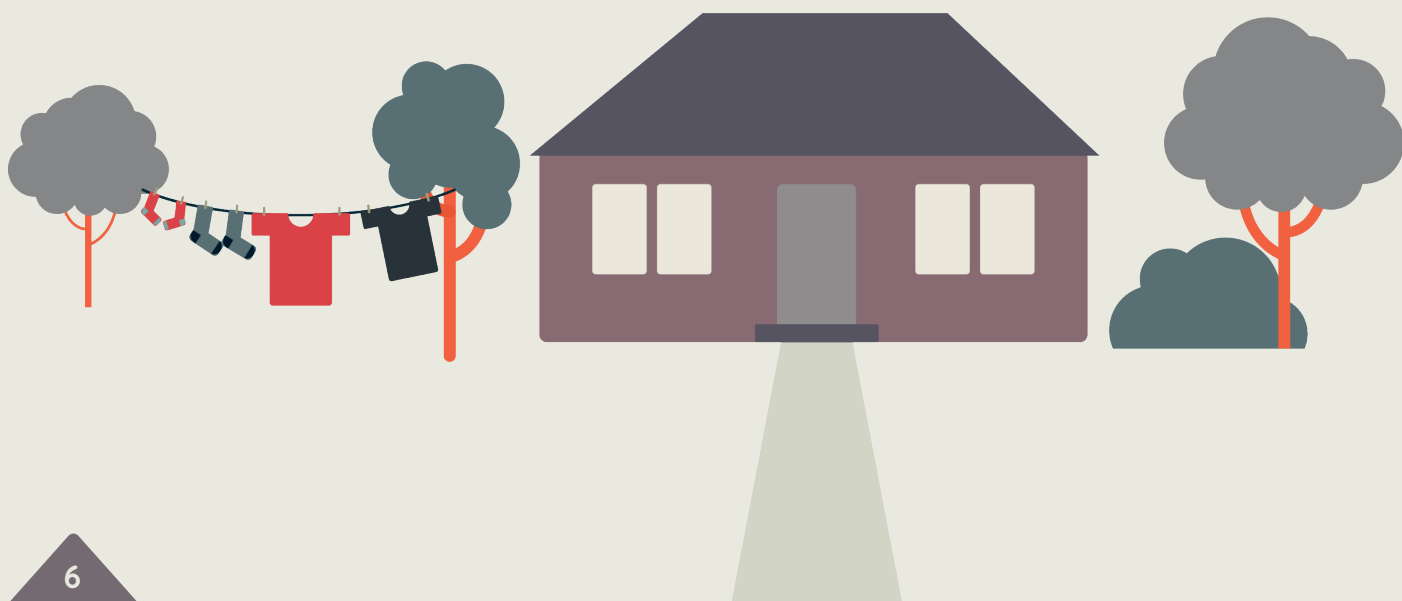
4. The potential to develop new affordable homes in North Ayrshire

We are actively discussing new development sites with North Ayrshire Council and our architects have met with Planners to explore the feasibility of indicative site plans.

NEXT STEPS

To build on the closer operational integration already in place across the Group, the Ancho and Cairn Boards have recently committed to explore integration of governance arrangements over the next two years. This will include beginning Joint Governing Bodies' Board meetings and will include a project starting in 2022/23 to prepare proposals for a potential future merger of the two organisations through a transfer of engagements by 2024. This will also be subject to full consultation and a ballot with Ancho tenants at that time as well as other required approvals.

To support further improvements in customer service, and to make further progress on the digital offer to tenants, Cairn Housing Group will begin receiving all first time customer contact calls and emails from Ancho tenants and other customers through the Group's Cairn Connect contact centre. This will support the local Ancho housing team in continuing to delivering local services.



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