

**CORONAVIRUS
UPDATE**

Following the latest government advice we have taken the decision to close our public offices you can get in touch with us on **0345 607 7117** or postmaster@fynehomes.co.uk we aim to provide as normal service as possible

Performance Review



2020-
2021



Fyne
H O M E S
L T D

*Building Sustainable
Communities*

Chair's Message

Welcome to the Fyne Homes Group Performance Review for 2020-2021.

There were a number of highlights during a busy year for the group:

- The 20-unit scheme at Kyles Court, Tighnabruaich was completed in January 2021.
- A further 6 units at Manson View, Cairndow came off site in May 2021
- The last of our 25 Shared Equity flats at the Old Courthouse, Rothesay, was finally sold in April 2021
- The Upper Academy, Rothesay, (where many of our staff and committee members were educated) was demolished and raised to the ground in August 2021.

There are also some changes to our Committee to report. Sadly, Provost Len Scoullar passed away last November. Longstanding Committee Member and former Chairman Tom McKay and our Secretary, David Wilkinson have both indicated they will stand down at the forthcoming AGM.

I thank all three for their exemplary service over a large number of years. That does however mean there are some vacancies on our Committee so don't be shy in coming forward if you want to get involved!

Unfortunately, Covid 19 is still with us and our offices remain closed. None of our staff were furloughed and our default position is that, where possible, staff work from home.

The RSL sector, as a whole, is still facing major challenges in these difficult times.

I would like to thank everyone involved with the Fyne Homes Group during the year. Particular thanks are due to Colin Renfrew, our Chief Executive, and staff, for their hard work and commitment in ensuring that the day-to-day operations of the Group continued to be delivered efficiently during this most challenging and unprecedented year.

I hope you enjoy reading this report.

As always, stay well and healthy.

James S McMillan

Chairman



Housing Highlights

Housing and tenancy support

2020/21 was a very different year for all of us and the Housing Services Team was no exception. Although social distancing and lockdown measures meant our services were restricted and we were not conducting our usual face to face activity, we still had a productive year with the allocation of homes to priority applicants. We changed how we communicate and tried our best to maintain as normal a service as possible for our tenants and other customers.

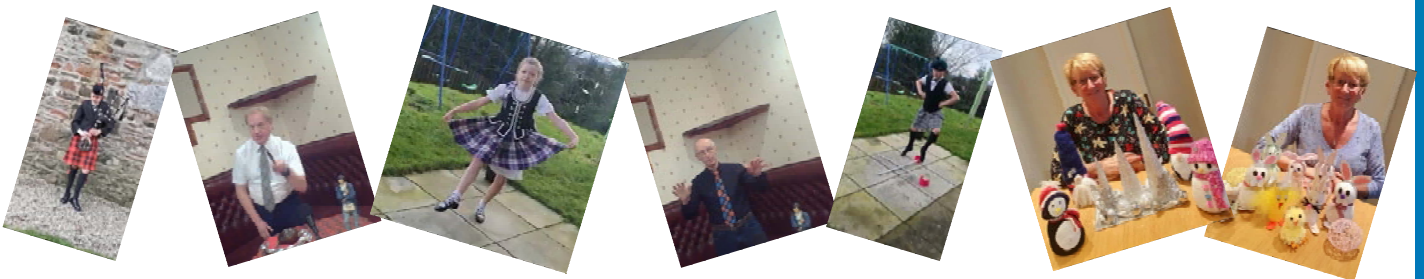
Tenant Participation (TP) – Getting involved

Although we are usually very active in our communities and hold lots of face to face events and surgeries, we had to learn to do things a little differently last year. Our tenant welfare calls took priority, particularly in the early days of the pandemic and during the lockdown periods. These calls were made to tenants who said they would like us to keep in regular contact. Our staff enjoyed this as much as the tenants did and there have been some great bonds and relationships built as a result.

Our partnership working also looked a little different last year and instead of our face to face activity we focused more on how we could promote and support partner initiatives that benefited our tenants through our social media and newsletters.

Although we were unable to carry out scrutiny sessions, as these really require face to face workshop type sessions, our consultations went ahead in a business as usual fashion. This meant that our tenants still had the opportunity to participate and have their say in our policies and our services.

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 has never been more important than in the last year. Our new welfare activity increased again this year by over 20% for our dedicated Tenancy Support Officer. Our other Housing Team members also provided additional advice or assistance with our less complex benefits claims.

Working from home did bring its benefits, one of which was that we were able to be more proactive in contacting individual tenants to advise them of welfare updates and changes that would affect them, as well as other funds that would benefit them. This was due to a reduction in some other housing activity and our staff travel time.

As you can see from the tenant quotes here this service makes a real difference to people and continues to be very much needed.

"I honestly don't know where I would be without Margo. She has helped me so much in the last 5 or so years and even still there through lockdown".

"I've just moved and had an awful lot to deal with along with being unwell and having bad anxiety. It was a huge thing for me moving and along with changing benefits it was very hard. Margo helped me and my partner through every step of it; she is kind, patient, understanding and went that extra mile for us".

Voids

Housing Highlights

Our average length of days to re-let homes increased significantly in the last year, as did the Scottish average:

Average Length of days to re-let homes				
2018/19	2019/20	2020/21	Target	Scottish Averages 2020-21
33.9	26.95	71.88	28	56.3

Our average length of time in days to re-let our empty properties increased significantly last year due to the lockdown which prevented house moves for the first part of the year, and meant social landlords were only allocating properties for essential moves for much of the year.

Resources required to turn void properties around were also impacted.

This resulted in a loss of £157k in potential rental revenue compared to the previous year's loss of £85k.

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

Lettings

Last year we let 144 properties representing a 9% turnover in stock. We also facilitated one mutual exchange. Our highest turnover area was in Cowal at 12%, and our one and two bedroom properties represented 87.5% of all those properties re-let:

	0 bed	1 bed	2 bed	3 bed	4 bed	5 bed	Totals	Stock	% Turnover
Bute	0	29	18	0	2	0	49	528	9
Cowal	0	22	22	7	2	0	53	425	12
Kintyre	0	2	3	4	0	0	9	248	4
Mid-Argyll	0	13	17	3	0	0	33	426	8
Totals	0	66	60	14	4	0	144	1627	9

Housing Allocations

We usually 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. Due to Scottish Government guidance during the pandemic essential moves only were prioritised for much of this time, which included homeless, domestic abuse and priority medical moves:

Quotas				
	2018/19	2019/20	2020/21	Quota as per HOME Argyll
Existing association Tenants	25%	27%	12%	25%
Housing list direct Applicants	53%	53%	46%	25%
Homeless Applicants	22%	20%	42%	50%

The Home Argyll Allocations Policy, which Fyne Homes works to, already prioritises essential moves as part of the pointing system, and therefore allocations were easily managed to comply with the Scottish Government guidance.

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

Technical Services Highlights

Maintenance Highlights

2020/21 saw an extremely challenging year for the Technical Services Team with the Covid 19 Pandemic impacting on the level of works that could be instructed to our tenanted stock.

The team have worked tirelessly from first lockdown in March, 2020 to ensure all emergency and essential repairs were instructed and carried out taking account of all government guidelines.

- Spent £ 2,265,114 maintaining and upgrading the housing stock
- Issued 3049 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 2020/21 the Association carried out 3049 reactive repairs and we achieved the following against our target response times:

Category	Target Response Time	Out-turn 19/20	Out-turn 20/21
Emergency	95% within 6 hours	97%	97%
Urgent	95% within 3 working days	84%	84%
Routine	95% within 10 working days	82%	74 %

Due to Covid restrictions in relation to what works could be delivered, the volume of actual repairs instructed has reduced this year by around 1000.

Hanover Telecare, our 24hr repairs services handled 392 emergency calls during the year.

Looking After the Stock

The Association spent **£2,265,114** maintaining and upgrading its housing stock. The table below shows how the money was spent.

	Total Spend
Reactive	£ 1,043,933
Planned/Cyclical	£ 634,644
Capital Improvements	£ 586,537
Total	£ 2,265,114

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 2020/21

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
916	905	98.8%	7	3	1

Technical Services Highlights

Capital Improvements

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

2020/21 saw a much reduced Capital Investment programme due to lockdown and Covid restrictions.

Bute

- Kitchen Replacements & Rewiring to 5 properties.

Cowal

- Kitchen Replacements, Central Heating & Rewiring to 3 properties.



The above Capital works were only allowed to proceed due to the properties in question becoming void.

Due to Capital works being postponed, Fyne Homes took the opportunity to purchase materials which would be used in future contracts and ease the burden on future budgets.

We therefore increased storage capacity at our Colbeck Lane yard in Rothesay which allowed us to bulk buy windows and central heating boilers which are now being installed through the 2021/22 Capital Programme.

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 2020/21 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 12 developments in Cowal (Only when lockdown restrictions were eased in June 2020 were we able to progress some external painterwork).

Aids & Adaptations

Funding of £168,539 was received, from the Scottish Government.

Fyne Homes initially bid for and received just over £67K from the Scottish Government in May, 2020, with the opportunity to make a further bid for funds in January, 2021 in which we were successful to the tune of £100K.

This enabled us to carry out general adaptations such as level access showers and stairlifts to 48 properties which has allowed tenants to remain in their current homes.

Scottish Housing Quality Standard (SHQS)

As at 31st March, 2021, 95.44% 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 (EESHS)

Currently 98.2% of Fyne Homes housing stock meets the EESHS 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

Tighnabruaich (Kyles Court)



This £3.68 Million 20 unit development was handed over by local contractors MacLeod Construction Ltd January, 2021.

The development was named Kyles Court following a competition held with the local Primary School.

Contract completion sees much needed affordable energy efficient family homes brought to the area which have been well received with the community.

Project Funding:

Scottish Government	- £ 2,415,597.19
Argyll & Bute Council (SHF)	- £ 240,000.00
Private Finance (Santander)	- <u>£ 1,025,100.00</u>
Total	- <u>£ 3,680,697.19</u>



Development Highlights

Cairndow



Following detailed funding discussions with the Scottish Government we finally managed to get this 6 unit development at Cairndow on site in February 2020 with works progressing only a month before lockdown.

A soft start in June 2020 saw works progressing slowly due to Covid restrictions and material supply shortages which has been a national problem within the Construction Industry since Lockdown.

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 know 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	- £ 629,981.00
Argyll & Bute Council (SHF)	- £ 72,000.00
Private Finance (Santander)	- <u>£ 364,500.00</u>
Total	- <u>£1,066,481.00</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.

Fyne Homes are continuing discussions with the developer and the land owner in relation to the deductions to the land value to take account of the abnormal infrastructure costs associated with the lengthy access road upgrade.

The developer has commenced work on the preparation of a detailed planning application, which is due to be submitted later this month

It is our intention is to acquire the site before March 2022, on receipt of detailed planning consent.



Lochgilphead (Site 1)

The first site identified sits adjacent to our housing development at the former High School site on Wallace Way.

This site will support one large 4 bedroom family home and we have instructed a design to be worked up. Once approved, a detailed planning application will be submitted and Fyne Homes will acquire the site in this current financial year with support from the Scottish Government.

Lochgilphead (Site 2)



The second site identified in Lochgilphead sits behind our Baddens/Meadows Road developments and is adjacent to our 6 flats at Riverside Drive.

We have asked the developer to submit detailed proposals for 6 semi-detached 3 bedroom family homes.

Similar to the previous site, we would be looking for full planning approval & site acquisition in this current financial year.

General

Anecdotally following Lockdown, it would appear that there is a great deal of interest in housing for sale and rent in a number of rural locations and we will work closely with the Scottish Government and Argyll & Bute Council through the Housing Needs & Demand Assessment to identify areas of particular housing need.

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 2021 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



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

Homes and Rents

Total Number of houses 1,577




No of Apts	Apt Size	Average Weekly Rent	Scottish Average	Difference
27	1	£65.58	£73.61	-10.9%
567	2	£79.37	£79.48	-0.1%
704	3	£92.16	£82.60	11.6%
243	4	£104.77	£89.81	16.7%
36	5	£117.54	£99.97	17.6%

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.

	2018/19	2019/20	2020/21	Trend	Scottish Average
Total Rent Due	£6,859,414	£7,224,802	£7,310,862	-	-
Total Rent Collected	£6,664,447	£7,143,213	£7,274,000	-	-
Percentage Collected	97.16%	98.87%	99.5%		99.1%
Average Rent Increase	3.3%	2.43%	0.00%		1.2%

Tenant Satisfaction

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






Indicator	Outturn 2017	Outturn 2020	Trend	Scottish Average
Tenants satisfied with overall service	87%	96%		89.2%
Tenants who felt we are good at keeping them informed about our services	89%	99%		92%
Tenants satisfied with the opportunities to participate in our decision making	67%	98%		87%

Neighbourhoods and Community




- 193 cases of anti-social behaviour were reported which was an increase from 179 last year
- 92.8 % of these cases were resolved within locally agreed targets compared to the Scottish Average figure 94.4%

Housing Charter

Quality and Maintenance of our homes

Indicator	Outturn 2018-19	Outturn 2019-20	Outturn 2020-21	Trend	Scottish Average
Properties meeting the Scottish Housing Quality Standard	94%	95%	95.4%		91.0%
Time to complete emergency repairs	2.2hrs	3.6hrs	4.1hrs		4.2hrs
Time to complete non -emergency repairs	6.1 days	6.2 days	8.8 days		6.7 days
Reactive repairs completed “right first time”	86.1%	84.1%	81.3%		91.5%
Tenants who had repairs or maintenance carried out - satisfaction with the service they received	84.7%	87.2%	87.2%		90.1%

Value for Money

Indicator	Outturn 2018/19	Outturn 2019/20	Outturn 2020-21	Trend	Scottish Average
Rent collected from tenants as a percentage of total rent due	97.2%	98.9%	99.5%		99.1%
Rent lost through properties being empty during the year	1.2%	1.2%	2.1%		1.4%
Average length of time to relet properties during the year	33.9days	27 days	71.9 days*		56.3 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

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
2017/18	13	5 (39%)	8 (61%)	9 (69%)	10 (77%)
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%)

All of our stage one and two complaints were fully responded to compared with a Scottish Average of 97% for Stage 1 and 93% for Stage 2.

The average time for us to fully respond to Stage 1 complaints was 1 day compared with a Scottish Average of 5 days and 20 days for Stage 2 compared with a Scottish Average of 19 days.

**Scottish Public Services Ombudsman Timescales*

Stage 1 – 5 working days

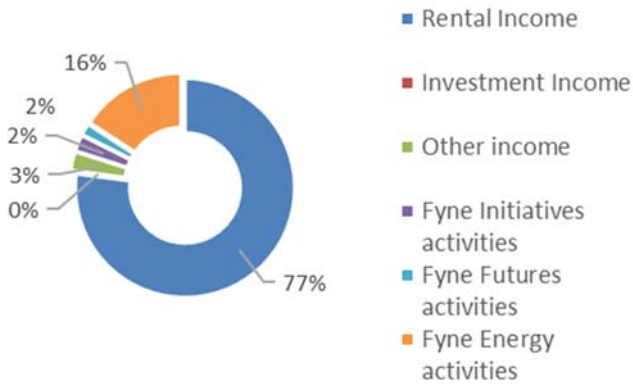
Stage 2 – 20 working days

Financial Highlights

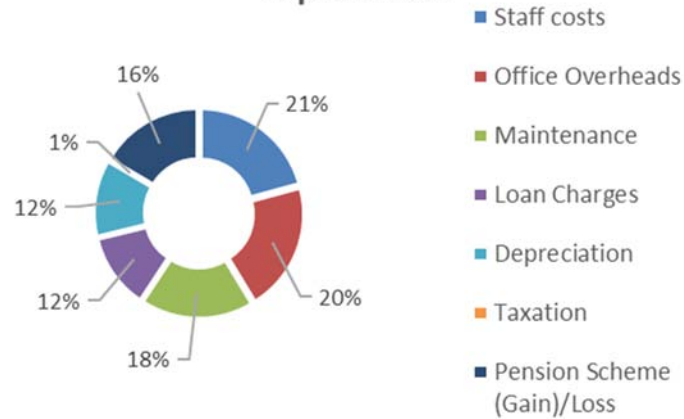
Extracts from the group accounts for the year ended 31st March 2021

- Fyne Homes Properties are now valued at £60.9 million
- Long Term loans now total £32.8 million
- Funding received from the Scottish Government 2020/21 was £328,745
- Total reserves at the year-end are £28.5 million

Income



Expenditure



Income	2019/20	2020/21
	£,000	£,000
Rental Income	7,299	7,512
Investment Income	0	0
Other income	216	276
Fyne Initiatives activities	128	241
Fyne Futures activities	331	178
Fyne Energy Activities	2,029	1,540
Total	10,003	9,747

Expenditure	2019/20	2020/21
	£,000	£,000
Staff costs	2,225	2,092
Office Overheads	2,172	2,064
Maintenance	1,769	1,807
Loan Charges	1,381	1,201
Depreciation	1,265	1,228
Taxation	156	1
Pension Scheme (Gain)/Loss	(1,862)	1,666
Total	7,106	10,059

	2019/20	2020/21
Surplus/(deficit) for year	2,897	(312)

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 2020-2021

K Findlay *Convener Audit Committee*

S MacLeod *Vice Chairman*

R Henshelwood

T McKay

T Harrison

J McMillan *Chairman*

D Herriot

P Wallace

M Lang

D Wilkinson *Secretary*

P Lingard *Convener Staffing Committee*

The year 2020/21 was a very different one for us with the impact of the Covid 19 pandemic. However, our Management Committee embraced new ways of working with the introduction of Starleaf video-conferencing which enabled them to participate in meetings from their home with no interruption to our meeting schedule.

Although our offices have been closed during the pandemic, our Management Committee took the decision not to furlough any staff and the majority remain working from home.

Due to the social distancing Covid restrictions in place at the time we also held a quorate SGM and AGM virtually last year which although a bit more challenging than hosting a physical meeting, went well on the day.

We currently have 11 elected members and 1 vacancy, however with changes following our 2021 AGM, we now have 9 elected members and 3 vacancies.

Sadly, last year we lost a long serving member, Cllr Len Scoullar. Len was Convener of the Staffing Committee and also represented Argyll and Bute Council on our Management Committee.

D Wilkinson and T McKay intimated their resignation from the Fyne Group at our AGM in September 2021. D Wilkinson has been a Committee member for six years, held the post of Secretary since 2016 and Chair of our subsidiaries, Fyne Futures and Fyne Initiatives. Tom McKay has been a Committee Member since 2009 and in that time has held posts of Vice Chair, Chair of Fyne Homes and our subsidiaries and Convener of Staffing Committee. D Forsyth who is currently Chair of Fyne Energy has also indicated her resignation. She has been a member of Fyne Homes and our subsidiaries since 2002. We are sorry to be losing those valuable members of our committee and thank them for their commitment and contribution over the years and wish them all the best for the future.

There were no new Share Members during the financial year and 6 shares were cancelled for various reasons leaving us with an active membership of 99 at the end of March 2021.

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 FOI¹, 20x EISRs² and 2x SARs³)

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 2020 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 is "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 above to our Committee having had to embrace new ways of working and this also applied to our staff. Our IT team did a fantastic job of putting in place arrangements to enable all staff to work from home within a very short period of time after the lockdown was announced last year. This included the configuration and delivery of laptops, office phones and other IT equipment which have enabled us to provide an almost seamless service to our tenants and stakeholders.

This year also saw the launch of Total Mobile enabling our repairs staff to pick up and complete job lines and inspections using an Ipad and automatically integrates with our housing management system saving both time and lots of paper



Work on our tenant portal is still ongoing as unfortunately there have been delays in this complex deployment – when complete this will give tenants access to their own accounts where they can find their tenancy balances and check on repairs. Other work is continuing to increase the ways our tenants can communicate with us and also offer more payment choices

Human Resources

Staff Changes in 2020/2021

Over the year 1st April 2020 to 31st March 2021, Fyne Homes employed a total of 50 people (FTE 47.09).

There has been no recruitment during the year and 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.

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 1st April 2020 to 31st March 2021 93 days training has been provided. This compares to 146 days training provision in the previous non-Covid year. This averages at 1.86 days training per employee per year which is slightly lower than the previous year's figure of 2.92 days. Most of this training has been undertaken virtually.

Highlights from the year include;

- All certifications remain up to date
- Accredited training and qualifications have/are being undertaken by 1 employee
- Continued professional development has been undertaken by a number of employees through virtual attendance at specialised event and conferences
- All employees have been 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 2020/2021

3 members of staff received long service awards during the year

- Kathryn Armstrong, Laura McAlister and Michael Cannon all achieved 20 years' service

View from Fyne Futures

To Inspire, Educate and Empower Sustainable Rural Living

COVID19 has highlighted the significant level of vulnerable and clinically vulnerable people on Bute, who required food and medicine deliveries during the crisis (the peak was 460 households, over 10% of total households on Bute); there is also a significant proportion of our community living with mental health issues (22.6% of working age) and a significant number of families who receive free school meals (33%) an indicator of poverty and income deprivation. The pandemic has resulted in some changing needs and it exasperated existing situations.

COVID19 provided the opportunity for a collaborative response to be enacted utilising HIE Community Fund. Fyne Futures were in a position to act as an anchor organisation and fulfil the co-ordination role and be a conduit for funds going out to local organisations – over £29,000 was distributed in that way. That intensive period of support came to an end during August 2020 with the expectation that life would be a bit easier.

The impact of the pandemic sharply highlighted the difference between what is essential and needed versus the lifestyle choices that most of us have the good fortune to make. For Fyne Futures there were many positives along with the challenges. Summary of some of the key numbers:

Bute Produce

- 2,867 green boxes were delivered
- 268 green boxes were delivered to support local food bank in June, July and December in response to their stated needs
- 386 green boxes were delivered via two commercial partners on Cowal
- Over £29,000 of revenue was generated

ReStyle

- Only 5 months of trading
- 55 households provided donations
- 78 households supported with reuse goods
- Operations consolidated to Colbeck Lane
- Just over £14,000 of revenue

Car Bute

- 15 members renewed
- 94 trips
- 4332 miles
- Just over £2,600 of revenue



People – 2020/2021

Employment and Training

3.6 full time equivalent jobs were retained for 4 core staff, supported by 6 people who received wage-based training, mentoring and skills development opportunities through the HIE Scot Grad programme, Summer Placement and Investing in Communities employability programme.

Destinations included continued work with Fyne Futures in our new team; University; employment on Bute and employment off island.

Volunteering

Volunteering activities were severely curtailed over the course of the year, risk assessments became 2nd nature in response to changing circumstances as knowledge of the pandemic increased. Nonetheless 25 separate events were organised to provide people with an opportunity to exercise and be socially distanced without being socially isolated. Work parties averaged 6 people in attendance, mainly undertaking horticultural activity – with 252 hours of volunteering time recorded. The virtual cooking challenges were well received with over 30 people taking part in exchanging cookery skills and recipes via Zoom and email. With schools returning to some normality we have supported young 1 person with learning difficulties gain experience in team working; and 9 young people have been enabled to work on Duke of Edinburgh modules connected to volunteering and environment.

Through our project work in the community we have contributed to National Dignity Principles:

Volunteers and employability trainees are involved in the decision making in operational matters from deciding what crops to grow to scheduling when work parties will take place. They are also involved in learning about risk assessments for their own safety and for the safety of others including the wider community. We engaged with volunteers from the local food bank to understand how and in what way we could support them. Normalising the idea of foraging from Incredible Edible sites through the attractive post card pack, and demonstrating how these fresh seasonal ingredients can be used to enable everyone in the community to see this as a fun and healthy thing to do rather than as a response to food poverty through cookery demonstrations and challenges.



View from Fyne Futures

Environment – 2020/2021

Although tonnage diverted from landfill has been much reduced during this financial year, refurbished and upcycled items of over 6 tonnes were circulated back into our community.

Participation in horticultural work parties had over 85% of people walking, cycling or mobility scooter to the events.

14 sites around Rothesay have produced an abundance of seasonal herbs, fruit and vegetables which have been harvested and made available for people to take for free.

Life Goes On

And just as the pandemic is moving into new phases, so too is Fyne Futures! 2021/2022 has already started positively with new jobs created, employability training for a target of 10 people, continuation of the volunteer programme and 4 trading arms: Bute Produce, ReStyle, Car Bute and Bike Bute offering low carbon goods and services to our community – it will no doubt be a fruitful year.



Fyne Homes – Investing in Communities

Fyne Homes – more than housing - support for Inclusive Community Opportunities

Fyne Homes was able to secure funding from the Scottish Government Investing in Communities programme with a focus on employment training and skills development.

The project started late January 2020 and little did we know then how much the world would change. The impact of Covid and Lockdown restrictions meant that we had to refocus the project to meet the changing needs communities and individuals faced. We have been able to modify the project activity to focus resources to make the most impact, with additional employment training placements with front line community organisations and tailoring employability support to compliment other initiatives that have emerged, such as the Government Kickstart programme for 16-24 year olds.



120 young people were able to participate in pilot activity to raise the profile of social enterprise and promote opportunities to learn skills and gain work experience with social enterprise whilst contributing to social and environmental benefits in your local community. The impact of Covid restrictions meant that many young people were unable to access work experience opportunities, an important aspect of learning and progression from school to employment. A partnership with Argyll and Bute Council Youth Forum was established and a Youth Participation Trainee was employed to develop and



support a virtual work experience programme. Work experience provided support to 6 separate social enterprises with 16 young people engaging with the programme, doing a range of activities from supporting social media engagement to assisting with environmental projects. Some of the young people also successfully gained Youth Achievement qualifications.



Fyne Homes – Investing in Communities

Since January 2020, the project has supported 31 people that had previously been unemployed through paid employment and training opportunities. 8 community based social enterprises have benefited from having additional staff supported through the programme. 26 employed trainees have completed their placements to date, of which 6 have progressed to Further Education, 16 have progressed to employment, of which one is a Modern Apprenticeship and 2 have progressed to Self-Employment. Social enterprises have highlighted that the additional employment training support has assisted them to make a valued contribution in their local communities in these challenging times, meeting increasing demand, including; shopping services for older people, providing communications support for community resilience activities and ensuring communal outside seating areas and green spaces have been maintained. We currently have a further 5 employability vacancies in recruitment phase and have submitted a request to extend the programme for a further year to March 2023.

Our delivery partner InspirAlba has also been able to bring experience from our Investing in Communities activity to add further opportunities locally by becoming a Kickstart Gateway organisation. This has assisted in securing UK Government Funding to support a further 34 employment training opportunities for young people since May this year with further vacancies in recruitment. We continue to provide input to the local Employability Partnership to ensure that Fyne Homes can add value and develop opportunities which address gaps locally.

'When I moved to Scotland from abroad, I don't think I fully realised the difficulties I would face in finding meaningful employment. I applied for and interviewed for many positions, but was never offered a position. The opportunity supported by InspirAlba and Fyne Homes turned out to be a key factor in my becoming acclimated to the subtle but important cultural differences in my adopted home. Recently, I was offered a permanent position at another third sector organisation. I doubt that I would have been able to obtain this position without the employment training opportunity'. Employed Trainee Feedback

After completing the programme - "I'm not afraid to speak up and I don't need to ask many questions I can just get on with tasks as I gained lots of varied knowledge" - Work Experience Participant

'Thank you as always for all your continued support. Through the support of Fyne Homes and InspirAlba employed trainees bring so many skills that have been wonderful for the charity and Calums Cabin in turn have been helping our new employee with skills that are transferable and can be used when applying and hopefully securing a permanent job in the future, I feel the Programme is a real Win Win for both the employee and the employer.' Local Social Enterprise.



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Calls may be recorded for training and quality purposes

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Property Factor Registered Number PF000155

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Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association