



Landlord name: Shettleston Housing Association Ltd

RSL Reg. No.: 183

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Approval

A1.1	Date approved	31/05/2023
A1.2	Approver	Lhyam Sumal
A1.3	Approver job title	IT Support & Business Analyst
A1.4	Comments (Approval)	N/A



Comments (Submission)

N/A



Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mr. Tony Teasdale
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	7.00
C1.2.2	the number of office based staff	35.55
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	40.43
C1.2.6	the total number of staff	82.98
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	57.14%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	20.40%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	6.87%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	206
C3.2	The number of 'supported housing' lets during the reporting year	12
Indicator C3		218



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	56
C2.2	The number of lets to housing list applicants	116
C2.3	The number of mutual exchanges	4
C2.4	The number of lets from other sources	3
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	43
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	218

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

The "number of senior staff" figure has previously been reported as Executive Team only. We have updated this figure in this year's return to count all members of senior management.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	960
1.1.2	the fieldwork dates of the survey	04/2023
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	591
	very satisfied	
1.2.2	fairly satisfied	244
1.2.3	neither satisfied nor dissatisfied	53
1.2.4	fairly dissatisfied	26
1.2.5	very dissatisfied	40
1.2.6	no opinion	5
1.2.7	Total	959

Indicator 1	87.07%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

Our latest Satisfaction Survey has only very recently concluded. The results indicate that the number of tenants saying they are very or fairly satisfied overall with SHA has reduced from 93.87% to 87.07% since our last Survey at the end of 2019. We have not yet had a chance to fully analyse the results and in the coming month the researcher will be holding small working group sessions with a number of tenants who have volunteered to provide further comments. This additional feedback will help inform our Improvement Action Plan. From benchmarking information received we note that there appears to have been a more general down-wards trend in tenant satisfaction survey results in the sector since the pandemic and the onset of the Cost of Living Crisis.



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	959
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	521
2.2.2	fairly good at keeping them informed	354
2.2.3	neither good nor poor at keeping them informed	54
2.2.4	fairly poor at keeping them informed	14
2.2.5	very poor at keeping them informed	16
2.2.6	Total	959

	Indicator 2	91.24%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	961
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	390
5.2.2	fairly satisfied	376
5.2.3	neither satisfied nor dissatisfied	164
5.2.4	fairly dissatisfied	17
5.2.5	very dissatisfied	14
5.2.6	Total	961

	Indicator 5	79.71%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

The latest results indicate that the number of tenants very or fairly satisfied with opportunities to participate in their landlord's decision-making processes has reduced from 96.26% to 79.71% since our last Survey at the end of 2019. As with the comment at page 8 we will be consulting with tenants further regarding this. We note that a relatively high proportion of tenants answered "neither satisfied or dissatisfied" to this question (around 17% compared with only 2% in 2019). The researcher has suggested that one factor was a lack of understanding of what was meant by opportunities to participate. Opportunities to participate haven't really changed since 2019 and in fact in 2022/23 (prior to the survey) we had successfully re-launched and re-promoted our Tenant Forum and also re-promoted the opportunity to become a share-holding member of the Association.



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	12/2019
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	10.00
C8.3	The date of your next scheduled stock condition survey or assessment	09/2023
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

SHA planned to survey 10% of its properties August 2022. This was postponed and planned to commence September 2023 and for 20% of properties to be surveyed. Sample data will be used to assess SHQS compliance of SHA stock based on property types.

The Association's percentage of stock meeting SHQS this year has increased to 76.9%.

SHA has been focussed throughout the year on securing a valid EICR in properties where we have reported a failure in health safe and secure facilities. The Association is working towards obtaining a 100% of stock with a valid EICR and at end May 2023, 92.5% of properties comply. SHA has a programme in place to ensure that we meet full compliance for all stock and expect to meet this target in June 2023.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	2,391	2,391
C9.2	Self-contained stock exempt from SHQS	137	137
C9.3	Self-contained stock in abeyance from SHQS	103	4
C9.4.1	Self-contained stock failing SHQS for one criterion	306	51
C9.4.2	Self-contained stock failing SHQS for two or more criteria	7	7
C9.4.3	Total self-contained stock failing SHQS	313	58
C9.5	Stock meeting the SHQS	1,838	2,192

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	1,838	2,192
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,838	2,192

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	2,391
6.1.2	projected to the end of the next reporting year	2,391
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,838
6.2.2	projected to the end of the next reporting year	2,192

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	76.87%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	91.68%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	960
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	552
7.2.2	fairly satisfied	276
7.2.3	neither satisfied nor dissatisfied	58
7.2.4	fairly dissatisfied	46
7.2.5	very dissatisfied	28
7.3	Total	960

	Indicator 7	86.25%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	1,592
8.2	The total number of hours taken to complete emergency repairs	3,381

Indicator 8		2.12
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	6,612
9.2	The total number of working days taken to complete non-emergency repairs	22,468

Indicator 9		3.40
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	6,452
10.2	The total number of reactive repairs completed during the reporting year	6,612

	Indicator 10	97.58%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	2
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
<p>Two properties could not access due to COVID-19 isolation. CP12s were carried out once out of isolation and none outstanding at 31st March 2023.</p>		

Indicator 11	2
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	584
	12.2 Of the tenants who answered, how many said that they were:	404
12.2.1	very satisfied	
12.2.2	fairly satisfied	107
12.2.3	neither satisfied nor dissatisfied	27
12.2.4	fairly dissatisfied	19
12.2.5	very dissatisfied	27
12.2.6	Total	584

	Indicator 12	87.50%
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Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Compliance with the requirement to have an EICR completed every 5 years has increased to 77.9% at the end of March 2023.

We continue to experience difficulty in securing access for EICR inspections and at end March 2023 we had 99 properties where we had made several attempts to gain access. These are recorded as abeyances.

At 31st May 2023 our EICR compliance was 92.5%, with 45 properties in abeyance due to failed access. We have programmed visits for all outstanding properties and are offering evening and weekend appointments to accommodate tenant access. We expect to reach full compliance in June 2023.



Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	111	17
Complaints carried forward from previous reporting year	0	2
All complaints received and carried forward	111	19
Number of complaints responded to in full by the landlord in the reporting year	110	18
Time taken in working days to provide a full response	527	334

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.10%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	94.74%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	4.79
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.56



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	961
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	516
13.2.2	fairly satisfied	306
13.2.3	neither satisfied nor dissatisfied	65
13.2.4	fairly dissatisfied	36
13.2.5	very dissatisfied	38
13.2.6	Total	961

Indicator 13	85.54%
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Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	337
14.2	The number of tenancy offers that were refused	109

Indicator 14		32.34%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)		
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15.1	The number of cases of anti-social behaviour reported in the last year	470
15.2	Of those at 15.1, the number of cases resolved in the last year	437

Indicator 15		92.98%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	10
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	0
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	N/A
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	N/A

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

The total number of complaints recorded has almost doubled from 65 last year to 128 this year. We believe this to be a positive thing and a consequence of the re-launch of our Complaints Handling Procedure a year ago, with its renewed emphasis on recording all expressions of dissatisfaction. We will of course continue to closely analyse and seek to learn from any feedback received in this way.



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)
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17.1	The total number of lettable self-contained stock	2,391
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	174

	Indicator 17	7.28%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	58
19.2	The number of approved applications completed between the start and end of the reporting year	49
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	9
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

9



Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£38,443
20.2	The cost (£) that was grant funded	£109,323
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£147,766
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	2,519
21.2	The total number of adaptations completed during the reporting year.	57

		Indicator 21	44.19
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	84
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	84
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	47
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	47
23.7	The total number of accepted offers.	33

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	55.95%
Indicator 23 - The percentage of those offers that result in a let	70.21%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	177
30.2	The total number of calendar days properties were empty	4,785

Indicator 30		27.03
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	43
16.1.2	applicants who were assessed as statutory homeless by the local authority	91
16.1.3	applicants from your organisation's housing list	83
16.1.4	nominations from local authority	0
16.1.5	other	19
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	43
16.2.2	applicants who were assessed as statutory homeless by the local authority	83
16.2.3	applicants from your organisation's housing list	74
16.2.4	nominations from local authority	0
16.2.5	other	18

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	91.21%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	89.16%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	94.74%

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

We saw a very significant reduction in the proportion of our lets going to homeless households during a year when we know that homelessness in the city continued to increase. This was largely out-with our control however and reflected the very significant reduction in the number of referrals received compared with the previous year. Our agreed target was 40% of lets and in fact only around 15% went to homeless referrals during the year (compared with 37% in 2021/22). It should be noted that the 15% figure doesn't take account of a significant number of Ukrainian refugees that we housed directly from our housing list but who we understand would have been eligible for referral as statutorily homeless.

There was also a significant decline in the proportion of homeless referrals that resulted in an offer and we believe this to be due to referrals being made by the H&SCP on the basis of less accurate information about applicants and where they wished to live.

We maintain very positive relations with the Area Homeless Team and will continue to work closely with colleagues there to improve performance in this regard.



Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£10,116,734
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£10,170,315

	Indicator 26	99.47%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£468,431
27.2	The total rent due for the reporting year	£10,235,822

Indicator 27		4.58%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	352
28.2	The total value of management fees invoiced to factored owners in the reporting year	£39,115

Indicator 28		£111.12
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£10,235,822
18.2	The total amount of rent lost through properties being empty during the reporting year	£65,506

Indicator 18		0.64%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.86%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	1,543
C6.2	The value of direct housing cost payments received during the reporting year	£5,603,442



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£119,586
C7.2	The total value of former tenant arrears written off at year end	£27,907

	Indicator C7	23.34%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	960
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	353
25.2.2	fairly good value for money	349
25.2.3	neither good nor poor value for money	137
25.2.4	fairly poor value for money	74
25.2.5	very poor value for money	47
25.3	Total	960

Indicator 25	73.12%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	129
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	26
29.2.2	fairly satisfied	54
29.2.3	neither satisfied nor dissatisfied	16
29.2.4	fairly dissatisfied	16
29.2.5	very dissatisfied	17
29.3	Total	129

	Indicator 29	62.02%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

The latest Tenant Satisfaction Survey results indicate that the number of tenants who feel that their rent represents value for money has significantly declined – from 86.62% in 2019 to 73.12% now. As with the comment at page 8 we will be consulting with tenants further regarding this as part of the development of our Improvement Action Plan.

We very much understand the challenges that many tenants are facing during the cost of living crisis. We have been working hard to support tenants and also to reduce our costs to minimise the need for rent rises. We have and will continue to seek to explain to tenants the challenges that the Association faces in keeping rents down whilst generating sufficient revenue to pay for the necessary investment in their homes.

It seems likely that one factor in the latest result was that the 2023 survey was carried out immediately following the application of our latest 7% rent increase. Whilst this was significantly below inflation we know that any rent rise this year would have been unwelcome to many tenants.

During the coming year we plan to consult with tenants about a review of our rent structure and a possible move to a new harmonised rent structure.

We have also recently concluded the latest independent survey of factored owners and again have seen a significant reduction in those owners who says they are satisfied with the factoring services (from 81.31% in 2019 to 62.02%). As with the tenants, we will be seeking to further analyse feedback received and seek to identify scope for improvement in our service to address any concerns.



Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.