

HOUSING SERVICES PERFORMANCE REPORT FQ4 2017-18

1.0 INTRODUCTION

- 1.1 The Planning and Performance Management Framework sets out the process for presentation of the council's quarterly performance reports.
- 1.2 This paper presents the Community Services Committee with the Housing Services performance report with associated scorecard for performance in FQ4 2017-18 (January to March 2018).

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Committee reviews the scorecard as presented.

3.0 DETAIL

- 3.1 The performance scorecard for Housing Services was extracted from the Council's Pyramid performance management system and is comprised of key performance indicators that make up Housing Services.

4.0 IMPLICATIONS

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|-----|------------------|--|
| 4.1 | Policy | None |
| 4.2 | Financial | None |
| 4.3 | Legal | The Council has a duty to deliver best value under the Local Government in Scotland Act 2003 |
| 4.4 | HR | None |
| 4.5 | Equalities | None |
| 4.6 | Risk | Ensuring performance is effectively scrutinised by members |
| 4.7 | Customer Service | None |

For further information contact: Pippa Milne, Executive Director – Development and Infrastructure Services Tel 01546 604076

Councillor Robin Currie
Policy Lead for Community, Culture, Gaelic and Strategic Housing

For more information, please contact: Bill Halliday Housing Operations Lead, 01546 604425

APPENDICES

Key Successes and Challenges

FQ4 2017/18 Performance reports and score cards – Housing Services

Departmental Performance Report for: Housing Services**Period: FQ4 2017/18****Key Successes****Business Outcome 26 People have a choice of suitable housing options**

1. 75 affordable housing units have been completed in 2017/18 with the assistance of the Argyll and Bute Council Strategic Housing Fund (SHF). The SHF has contributed £900 000 towards the delivery of the 75 units which creates a greater choice of housing options across the local authority area.

Key Challenges and Actions to address the Challenges**Business Outcome – BO03 – Prevention and Support Reduces Homelessness**

1. **Challenge** – to increase the percentage of planned departures from the Housing Support Service for a client group that is both vulnerable and experiencing chaotic lifestyles.
1. **Action** – The Housing Service continue to work closely with the housing support providers to ensure clients develop the necessary life skills to enable them to maintain a tenancy and leave the Housing Support Service with a planned approach.

Responsible person: **Douglas Whyte**Completion Due Date: **31st March 2018**

2. **Challenge** - challenges presented by the roll out of Universal Credit Full Service in September 2018. These stem from the increased complexity of the application process itself, the length of time to receive payments, and the fact that the housing allowance will be paid to claimants not landlords so arrears will increase. It is anticipated considerable extra resource will be needed to assist claimants applying for Universal Credit, and that likely increases in rent arrears will inflate homelessness rates and the costs of accommodating them.
2. **Action** - Universal Credit Full Service roll out has been delayed from May 2018 to September 2018 in Argyll and Bute. The delay is in recognition of the adverse impact that Universal Credit Full Service is having on communities in local authority areas. The Council has agreed that Additional Temporary Accommodation Funding is used to prepare for Universal Credit by continuing to employ 2 welfare rights assistants who will have a focus of Universal Credit and the impact that it will have on individuals in the local authority area. 1 welfare rights assistant in Helensburgh will remain in post for a further year and the recruitment process of another welfare rights assistant to be based in Campbeltown will start in early April. 2 Universal Credit training courses run by Child Poverty Action Group (CPAG) have taken place which 20 employees attending each day.

Responsible person: **Douglas Whyte**Completion Due Date: **Ongoing –Universal Credit Live Service roll out has been**

delayed until September 2018.

Business Outcome 26 People have a choice of suitable housing options

1. **Challenge** – to deliver the Strategic Housing Investment Plan (SHIP) and achieve full spend on available Scottish Government funding. This is challenging because there is a lack of infrastructure available to deliver sites; the costs and time requirements of implementing new infrastructure are considerable, there are limits in the capacity of the local construction sector, and there is a need to identify a continual supply of deliverable sites within the control of RSLs.

Action - work closely with partners (Scottish Government, RSLs and local developers) to address issues of slippage in the affordable new build programme; facilitate progress where feasible; and to identify and bring forward additional proposals. This includes the establishment of a SHIP Officers' Group and regular tri-partite programme meetings.

Responsible person: **Douglas Whyte**
Investment Plan (2017 to 2022)

Completion Due Date: **Ongoing over the period of the Strategic Housing**

Housing Team Scorecard 2017-18

[Click here for Planning & Regulatory Services Scorecard](#)

BO03 Prevention and support reduces homelessness [CC]

Aligns to ABOIP Outcome No. 2
 Success Measure **A** →

CC03_01-The percentage of clients leaving the Housing Support Service with a planned approach
 Status 77 % **R**
 Target 80 % ↓

CC03_02-The percentage of positive homeless prevention interventions [prevent 1]
 Status 54 % **G**
 Target 50 % ↓

BO26 People have a choice of suitable housing options [CC]

Aligns to ABOIP Outcome No. 2
 Success Measure **G** →

CC26_01-Number of new affordable homes completed per annum.
 Status 18 **G**
 Target 18 ↓

CC26_02-Number of empty properties back in use per annum.
 Status 55 **G**
 Target 25 →

CC26_03-Amount of income generated by Welfare Rights
 Status £ 2,859,596 **G**
 Target £ 2,500,000 →

From ABOIP 2013-23

4.5.5 Number of households assessed as homeless
 Status 100 **G**
 Target 100 →

5.6.2 Number of houses that are energy efficient
 Status
 Target

HS3 Repeat Homeless Presentations
 Status
 Target

TEAM RESOURCES

People

Housing Services % of PRDs completed	Target	Percentage of PRDs complete
	90	
	Number of eligible employees FTE	Number of PRDs complete FTE
	0	0

Financial

Revenue Finance	Budget	YTD actual / Forecast
Year to date		
Year end		