
HOUSING SERVICES PERFORMANCE REPORT FQ2 2018-19

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 FQ2 2018-19 (July to September 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

- | | | |
|-----|---------------------------------|--|
| 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/Fairer Scotland Duty | None |
| 4.6 | Risk | Ensuring performance is effectively scrutinised by members |
| 4.7 | Customer Service | None |

APPENDICES

Key Successes and Challenges

FQ2 2018/19 Performance reports and score cards – Housing Services

Departmental Performance Report for: Development and Infrastructure		Period: FQ2 18/19
Key Successes		
Key Challenges and Actions Completed In Previous Quarter		
Short-term Operational Challenges		
Key Challenges and Actions to address the Challenges (PHRS)		
Business Outcome BO03 Prevention and Support Reduces Homelessness		
<p>1. 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.</p> <p>Action: Universal Credit Full Service was rolled out from the 19th September 2018 in Argyll and Bute. 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 another welfare rights assistant based in Campbeltown started on 1st October. The Council is in discussions with the DWP about having the 2 staff located in local job centres to assist vulnerable households through the Universal Credit claim process.</p>		
Carried Forward From Previous Quarter – Y	Completion Due Date: Ongoing	Responsible Person Housing Team Leader
Business Outcome BO26 People have a choice of suitable housing options		
<p>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.</p> <p>Action: work closely with partners (Scottish Government, RSLs and local developers) to address issues of slippage in the affordable new build</p>		

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. The SHIP Officers Group has been established and we are now looking to build on this partnership working by inviting Scottish Water to the meetings. We are also aiming to hold regular meetings with relevant Council departments e.g. Planning and Roads alongside RSL representatives to ensure that any potential infrastructure issues are addressed at early stage.

Carried Forward From Previous Quarter – Y

**Completion Due Date:
Ongoing over the period of the Strategic
Housing Investment Plan (2017-2022)**

**Responsible Person
Housing Team Leader**

Housing Team Scorecard 2017-20

FQ2 18/19

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

BO03 Prevention and support reduces homelessness [PR]

Aligns to ABOIP Outcome No. 2

Success Measure **A** ↓

PR03_01-The percentage of clients leaving the Housing Support Service with a planned approach

Status 78 % **R**
Target 80 % ↓

PR03_02-The percentage of positive homeless prevention interventions [prevent 1]

Status 64 % **G**
Target 50 % →

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

Aligns to ABOIP Outcome No. 2

Success Measure **G** →

PR26_01-Number of new affordable homes completed per annum.

Status 0 **G**
Target 0 →

PR26_02-Number of empty properties back in use per annum.

Status 33 **G**
Target 25 →

PR26_03-Amount of income generated by Welfare Rights

Status £ 828,357 **G**
Target £ 625,000 ↓

TEAM RESOURCES

People

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

Financial

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

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	