
HOUSING SERVICES PERFORMANCE REPORT FQ3 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 FQ3 2018-19 (October to December 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

FQ3 2018/19 Performance reports and score cards – Housing Services

Key Successes**Planning, Housing and Regulatory Services (PHRS)****Business Outcome – BO26 – People have a choice of Suitable Housing Options**

1. There have been 62 affordable housing completions during quarter 3. ACHA completed 20 units at Bowmore (phase 3) on Islay in November; Fyne Homes completed 16 units at Lochgilphead (phase 4); and Dunbritton completed 26 units at Succoth. With a further 41 units potentially due for completion in Q4, this would get very close to achieving the annual Local Housing Strategy target of 110 completions per annum.
2. There has been a total of 37 Empty Homes brought back into use during the period 1st April to 31st December 2018. This exceeds the annual target of 25.

Empty Homes Officer, Kelly Ferns, was named Outstanding Individual at the Howdens Scottish Empty Homes Champions of the Year Awards for her commitment and collaborative approach to provide the best possible outcomes for empty homes in Argyll and Bute.

Key Challenges and Actions Completed In Previous Quarter**PHRS****Business Outcome BO05 Information and support are available to all**

1. **Challenge** - To work towards delivering the review of advice services action plan
Action - Project on track and all relevant persons have been updated. Key achievements have included the development of a vulnerability model, the issue of the tender specification, identifying contingency measures by agreeing an extension of the current contracts to cover a contract mobilisation period for the new provider, and coped with the introduction of universal credit although this has increased workload and identified additional training requirements for staff, which are being considered.

Short-term Operational Challenges

Key Challenges and Actions to address the Challenges (PHRS)**Business Outcome BO05 Information and support are available to all****1. Challenge** - Work towards delivering the review of advice services action plan

Action - Complete the key elements relating to the redesign of advice services, including awarding the contract, redesigning debt and welfare rights delivery arrangement, address General Data Protection Regulation (GDPR) issues re Argyll and Bute Network ICT system, and implementing the formal governance arrangements.

Provide update report for Policy and Resources Committee.

Carried Forward From Previous Quarter – Y

Completion Due Date:
1st April 2019

Responsible Person
Regulatory Services Manager

Business Outcome BO03 Prevention and Support Reduces Homelessness

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 are anticipated to 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.

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.

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

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 Registered Social Landlords (RSL).

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. 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 an 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

FQ3 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 77 % **R**
Target 80 % ↓

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

Status 50 % **C**
Target 50 % ↓

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

Aligns to ABOIP Outcome No. 2

Success Measure **C** →

PR26_01-Number of new affordable homes completed per annum.

Status 62 **C**
Target 62 ↑

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

Status 37 **C**
Target 25 →

PR26_03-Amount of income generated by Welfare Rights

Status £ 738,021 **C**
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	C
	Target	100	→

5.6.2 Number of houses that are energy efficient	Status	
	Target	

HS3 Repeat Homeless Presentations	Status	5.5 %	C
	Target	6.5 %	↓