ARGYLL AND BUTE COUNCIL **COMMUNITY SERVICES COMMITTEE**

DEVELOPMENT AND INFRASTRUCTURE SERVICES **13TH JUNE 2019**

HOUSING SERVICES PERFORMANCE REPORT FQ4 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 FQ4 2018-19 (January to March 2019).

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

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APPENDICES
Key Successes and Challenges
FQ4 2018/19 Performance reports and score cards – Housing Services

Departmental Performance Report for: Development and Infrastructure	Period: FQ4 18/19

Key Successes

Business Outcome 26 – People Have a Choice of Suitable Housing Options

1. There have been 45 affordable housing completions during quarter 4 bringing the annual completions for 2018/19 to 107. The Local Housing Strategy 2016-2021 has a target of 550 affordable housing completions over the 5 year period. At 31st March 2019, which is the end of the third year, the number of completions totaled 336 which is in line with the target of 330 expected at this point.
2. There has been a total of 48 empty homes brought back into use during the period 1st April 2018 to 31st March 2019. This exceeds the annual target of 25. The number of properties brought back into use in each locality are: Bute and Cowal - 24; Helensburgh and Lomond - 2; Oban Lorn and the Isles - 7; Mid Argyll, Kintyre and Islay - 15. The Scottish Government provided positive feedback on the Council's Strategic Housing Investment Plan in March 2019, noting in particular the clear strategic links with Local Housing Strategy priorities, effective partnership working and consultation with stakeholders, and the Council's significant contribution both financial in terms of the Strategic Housing Fund, and as a facilitator for the delivery of new affordable homes.

Key Challenges and Actions Completed In Previous Quarter

Short-term Operational Challenges

Key Challenges and Actions to address the Challenges

Business Outcome 3 – 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 arears 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 households.
   Action - Universal Credit Full Service was rolled out from the 19th September 2018 in Argyll and Bute. The Council agreed that the Additional Temporary Accommodation Funding for 2019/20 be allocated as in previous years to Housing budgets to continue the mitigation work started in previous years. It was agreed that part of the funding be used to continue to employ 2 welfare rights assistants who will focus on Universal Credit and the impact that it will have on individuals in the local authority area. The Welfare Rights Assistant in Helensburgh is co-located in the local job centre 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**
Key Challenges and Actions to address the Challenges		
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** - to 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. Regular meetings commenced in November 2018 with attendance by relevant Council departments e.g. Planning and Roads alongside RSL representatives to ensure that any potential infrastructure issues are addressed at an early stage.		
	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

FQ4 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	71 %	R
	Target	80 %	⬇
PR03_02-The percentage of positive homeless prevention interventions [prevent 1]	Status	58 %	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	45	G
	Target	45	⬇
PR26_02-Number of empty properties back in use per annum.	Status	48	G
	Target	25	➡
PR26_03-Amount of income generated by Welfare Rights	Status	£ 1,159,170	G
	Target	£ 625,000	⬆

TEAM RESOURCES

People

Housing Services % of PRDs completed	G	Target: 90	Percentage of PRDs complete: 98 %
		Number of eligible employees FTE: 61	Number of PRDs complete FTE: 60

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	4.4 %	G
	Target	6.5 %	⬆