

Annual Performance Review 2018-2019

Housing

(Planning, Housing and Regulatory Services)

KEY SUCCESSES

Key Improvements from previous years' annual performance review

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 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 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.

2. Challenge – Respond to Scottish Government's Emerging Housing First and Wrap Around care agenda

Action - In response to Scottish Government request, during the Autumn of 2018 the Housing Service produced a Rapid Re-Housing Plan which has been submitted to the Scottish Government for approval. On the basis of the plan it is anticipated the Council is likely to receive Scottish Government Funding to implement the plan which will help to provide focussed and tailored support to those people threatened with homelessness along with other complex needs.

<p>Business Outcome 23 – Economic Growth Is Supported</p>
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<p>Challenge: Deliver Kirk Road upgrade on time and within budget & ensure maximum draw down of contingencies from Housing Infrastructure Funding (HIF) funding.</p>
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<p>Action – the upgrades to Kirk Road and associated services have now been completed. Completion was slightly delayed, but has not prevented the commencement of construction of housing in the Dunbeg Development which is now well underway with the first housing occupations planned for March 2020. Negotiations are ongoing with Scottish Government with detailed cost plans having been presented to fully justify contingencies.</p>
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<p style="text-align: center;">Other Key Improvements during 2018/19</p>

<p>Business Outcome 23 – Economic Growth Is Supported</p>
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<p>Challenge – Develop clear and consistent approach to dealing with Houses of Multiple Occupation (HMO).</p>
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<p>Action – As a result of increasing difficulties caused by the development of HMOs in certain communities, a cross service team of Planners, Roads and Environmental Health Officers has developed clear and consistent guidance which will set out how both applications for HMO licenses and planning consent are dealt with. This has been consulted on with the public and stakeholders and approved by PPSL.</p>

<p>Business Outcome 26 - People have a choice of suitable housing options</p>
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<p>Challenge - Revising prioritisation of needs for Private Sector Housing Grants (PSHG) adaptation grants.</p>
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<p>Action - In order to mitigate the risk of becoming over-subscribed for PSHG grants, it had been intended to revise the assessment criteria thus making grant availability more selective. However regular review over the last 2 years consistently showed an unexpected reduction in application rates for adaptation grants so the proposed revision to assessment criteria was not required. In light of this, going forwards, the service will continue to closely monitor grant application and take up rates in order to identify early any need for revision to the assessment criteria.</p>
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KEY CHALLENGES AND ACTIONS TO ADDRESS CHALLENGES

Key improvements from previous years' APR not completed plus any additional challenges that have been identified

Business Outcome 23 – Economic Growth Is Supported

Challenge: Work with Scottish Government to deliver two pilot Simplified Planning Zones. Maintain progress to deliver not only the statutory Simplified Planning Zones, but to facilitate delivery of self-build serviced plots on two different sites with two different developers.

Corrective Action - The project continues to carry out due diligence and site investigations at the Whitegates School site and is having to carry out extensive flood investigations which has delayed progress considerably as this is a key impediment to confirming the SPZ (currently vegetation is being cleared in order to allow for further investigation of the burn adjacent the site.). Nevertheless it is anticipated SPZ schemes will be in place for the end of the year which will allow the project to move on to the next phase of site clearance and preparation, and appropriate reports will be made to seek authorisation to utilise the Strategic Housing Fund. Scottish Government Strategic Housing Improvement Plan (SHIP) funding has been allocated to part of the site on Mull.

Business Outcome 26 - People have a choice of suitable housing options

Challenge – Maximise utilisation of available Scottish Government Funding for Affordable Housing by developing closer working between Planning and Housing.

Action - Develop between Planning and Housing an integrated production process for the SHIP and LHS which will utilise GIS based information to improve knowledge of proposed RSL housing sites, thus ensuring a more accurate and improved housing delivery programme, and ultimately helping to

Completion Date: End FQ4 2019/20

Business Outcome BO27 - Our Infrastructure is safe and fit for the future
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Challenge – Ensure maximum delivery of housing by helping to remove impediments such as infrastructure.

Action - Explore avenues for innovative delivery of housing with partner agencies such as HIE, RSLs, and create an action programme to implement.

CONSULTATION AND ENGAGEMENT		
Supports Business Outcome 23 – Economic Growth Is Supported		
We asked (focus of consultation)	You said (customer response)	We did (improvement actions)
Houses In Multiple Occupation	Perceived issues with anti-social behaviour, approach to and consistent methodology for application of the over provision policy, parking requirements potential to be onerous for certain situations, application of the guidance to renewals, impact on shared services e.g. septic tanks and un-adopted roads, maintenance issues and demand related to Community Planning Projects being considered a mitigating factor	A Summary Consultation Analysis was published. All the comments made were taken into consideration and have resulted in a number of changes to the Technical Note, in particular in relation to the overprovision policy, parking requirements, shared services and mitigating factors.
Supports Business Outcome 26 - People have a choice of suitable housing options		
We asked (focus of consultation)	You said (customer response)	We did (improvement actions)
Helensburgh and Lomond Housing Market Study	Apart from the impact of increased workforce at the Naval Base, and a small requirement for specialist provision particularly in the Helensburgh Corridor, there is minimal existing need for additional supply beyond the proposed programme of development. The majority of local residents are satisfactorily accommodated and do not require, or intend, to move in the next few years.	The HMA will continue to be monitored and Housing Supply Targets for the next LHS will take account of the findings from this consultation together with further updated analysis. The findings will also inform the priorities, outcomes & action plan that will be developed for the next LHS in 2021.

Angus Gilmour, Head of Planning, Housing and Regulatory Service

Planning and Regulatory Services Annual Scorecard 2018/19

Planning, Housing & Regulatory Services Scorecard 2017-20
Scorecard owned by: **Angus Gilmour**
FY 18/19

Click here for Full Outcomes

Development Policy Team Scorecard

Development Management Team Scorecard

Building Standards Team Scorecard

Regulatory Services Team Scorecard

Housing Services Team Scorecard

Click here for Dev & Infrastructure Services Scorecard

BO01 The health of our people is protected through effective partnership working [PR]

Aligns to ABOIP Outcome No. 5

Success Measure G ➡

BO13 Our built environment is safe and improved [PR]

Aligns to ABOIP Outcome No. 6

Success Measure G ➡

BO03 Prevention and support reduces homelessness [PR]

Aligns to ABOIP Outcome No. 5

Success Measure A ➡

BO15 Argyll and Bute is open for business [PR]

Aligns to ABOIP Outcome No. 2

Success Measure A ↓

BO05 Information and support are available for everyone [PR]

Aligns to ABOIP Outcome No. 5

Success Measure G ➡

BO23 Economic growth is supported [PR]

Aligns to ABOIP Outcome No. 1

Success Measure A ↓

BO12 High standards of public health and health protection are promoted [PR]

Aligns to ABOIP Outcome No. 6

Success Measure G ➡

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

Aligns to ABOIP Outcome No. 1

Success Measure G ➡

Management Information

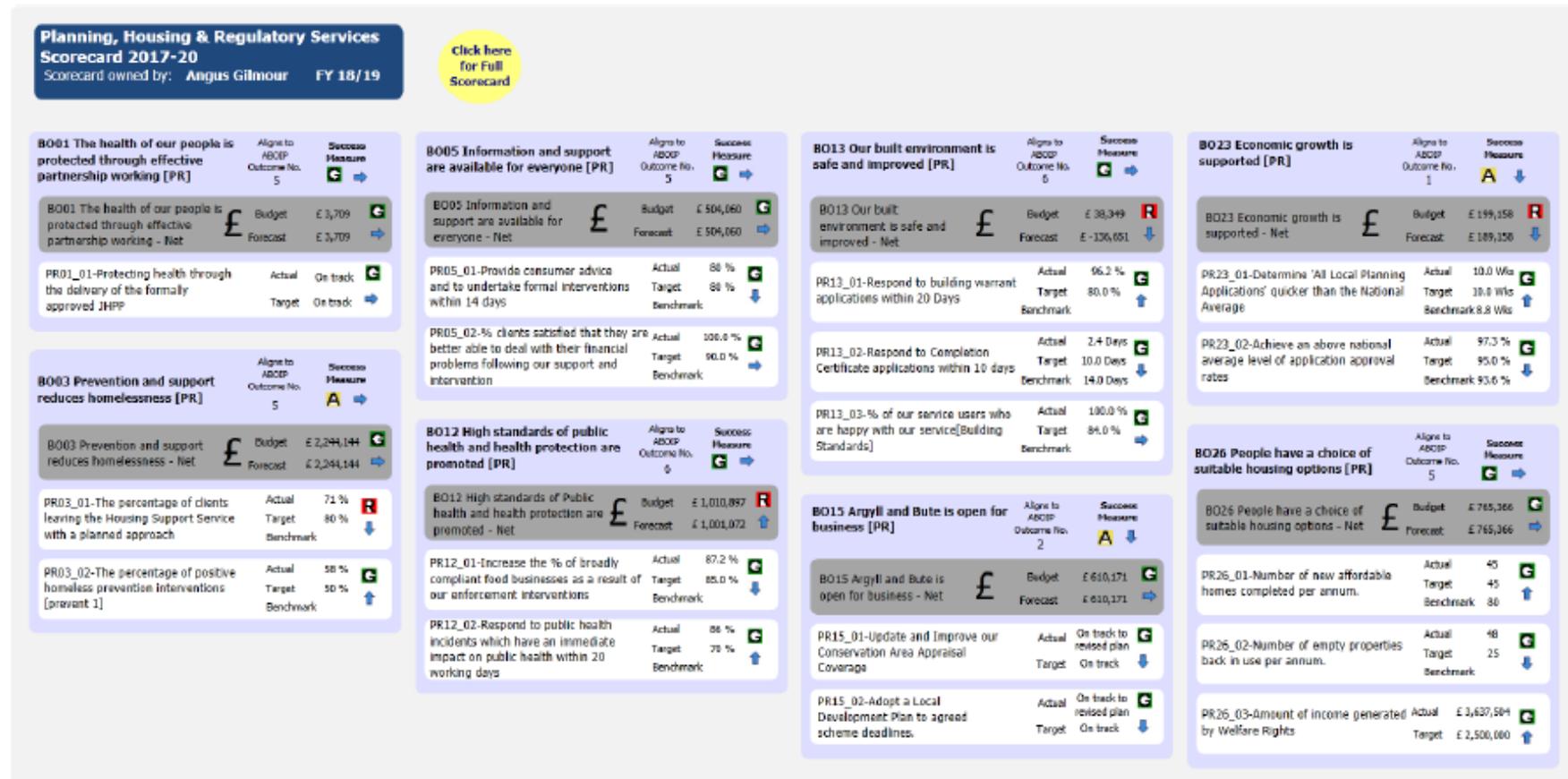
RESOURCES					
People	Benchmark	Target	Actual	Status	Trend
Sickness absence PR		7.0 Days	6.5 Days	G	↓
PDRs PR		90 %	97 %	G	↑

Financial	Budget	Forecast	Status	Trend
Finance Revenue totals PR	£K 5,844	£K 5,649	R	↓
Capital forecasts - current year PR				
Capital forecasts - total project PR				

IMPROVEMENT					Status	Trend
PHR Service Improvements 2017-20	Total No	Off track	On track	Complete		
Actions	14	1	8	5	A	
Planning, Housing & Regulatory Services Audit Recommendations	R	Overdue 1 ↓	Due in future 6 ↑	Future - off target 0		➡

Health & Safety	Overdue	Rescheduled	Actions in Plan	Complete	
Service H&S Plan Actions	R	1	1	9	7
H&S Investigation Actions	0	0	0	0	

Customer Service PR	Customer satisfaction	100 %	
Customer Charter	G	Stage 2 Complaints	50 % R ↑
Number of consultations	5	Stage 2 Complaints	50 % R ↓



Housing Team Scorecard 2017-20

FY 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 £ 3,637,504 **G**
Target £ 2,500,000 ↑

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 % ↓