

Indicator: DEG103_01-Number of new affordable homes completed per annum.

Why measure this? We aim to have a good supply of affordable housing across the area. This will help keep people in the area and attract inward migration. This is a core requirement of the Local Housing Strategy and Strategic Housing Investment Plan (SHIP).

This indicator is above target. The Target and Actual are cumulative totals for the financial year.

Commentary During FQ4 there were a total of 45 affordable housing completions:

8 units at Phase 3, Imereval, Isle of Islay

37 units at Phase 3, Dunbeg

The previous LHS set a minimum target of 550 new affordable homes to be delivered via the Strategic Housing Investment Plan (SHIP) by March 2021. Due to the unforeseen and unprecedented impact of the Covid-19 pandemic in 2020/21, the final year of the LHS, development activity was halted for several months and even once the new build programme was re-started ongoing constraints and restrictions led to slippage with a number of key projects, including the flagship development of 300 new homes at Dunbeg. As a consequence, the 5 year LHS target was not achieved; nevertheless, despite the extremely challenging circumstances, a very credible total of 459 new homes were actually completed, representing 84% of the Housing Supply Target. A significant number of additional units were onsite at the year end and will complete in the first year of this new LHS. This positive progress was achieved through effective partnership working between the Council, RSLs, the Scottish Government, planners, private developers, and local communities. The total investment to deliver 459 units over five years amounted to £72.6m. The primary resources included the Scottish Government's Affordable Housing Supply Programme (AHSP) (with £53.459m invested in completed new homes over the last five years, and £66m spend in total; which is 57% higher than the AHSP spend for the previous LHS); the Council's Strategic Housing Fund (a total of £9.354m invested over the period, excluding empty homes spend); plus RSL investment via their private finance borrowing capacity. The majority of the new build homes were for social rent, however, 5% were made available for other forms of subsidised tenure such as new supply shared equity.

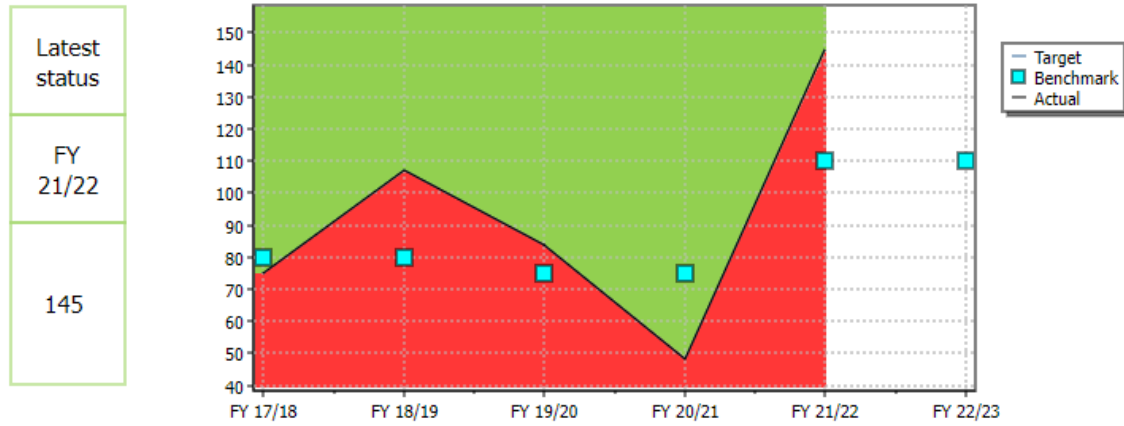
The majority of these new homes were provided by local RSLs: ACHA, Fyne Homes, Dunbritton, and West Highland (in association with Link Group). Almost 35% of the new builds (159) were located in Lorn, and 19% (87) were in Helensburgh & Lomond; while Mid Argyll and Cowal both had 15% (68 and 67 respectively). 12% (56) were on Islay, Jura & Colonsay; 4% (19) were on Mull; and there were 2 units on Coll & Tiree, plus one refurbished property in Kintyre.

Target: Annual FQ4:145.

Actual: Annual FQ4:145 **Green.**

Benchmark: 110.

Graph illustration of performance:- DEG103_01-Number of new affordable homes completed per annum.



Indicator: DEG103_02-The percentage of positive homeless prevention interventions (Prevent 1).

Why measure this? We personalise preventative measures to help people access a housing option that meets their needs. This statutory measure recognises the importance to prevent homelessness.

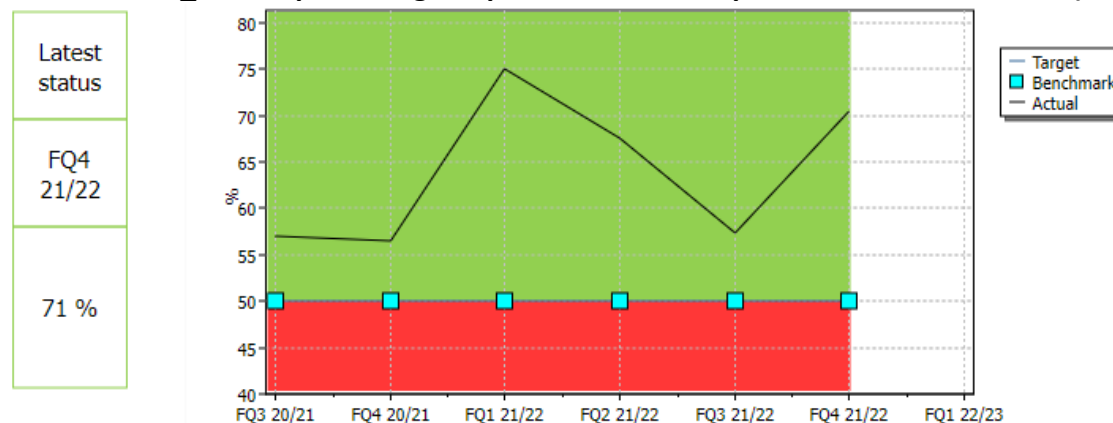
This indicator is above target and performance has improved since the last reporting period.

Commentary This target is focused on the effective prevention work carried out by Housing staff and during the period of the Covid-19 pandemic the Housing Service has continued to provide housing advice and assistance via a virtual service. During FQ4 this has resulted in positive interventions for 71% of households seeking advice. Of the remaining 29%: 21% made a homeless application, 1% lost contact, 4% Not Known and 3% Moved in with Family or Friends. Positive interventions by Housing staff enabled 190 (87%) of households to remain in their own accommodation, 22 households (10%) secured an RSL tenancy and 6 (3%) households secured a private rented tenancy.

The number of households requiring to make a homeless application per area: Bute and Cowal 30 (26%) of households seeking advice within this area, Helensburgh & Lomond 4 (33%) of households seeking advice within this area, Oban, Lorn and the Isles 15 (11%) of households seeking advice within this area, Mid Argyll, Kintyre and Islay 15 (36%) of households seeking advice within this area.

Target: Quarterly FQ4: 50%.
Actual: Quarterly FQ4: 71% **Green.**
Benchmark: 50%.

Graph illustration of performance:- DEG103_02-The percentage of positive homeless prevention interventions (Prevent 1).



Indicator: DEG103_03-The number of empty properties brought back in to use per annum.

Why measure this? We want to reduce homelessness, improve affordability and help prevent dereliction. We aim to do this by improving the housing supply.

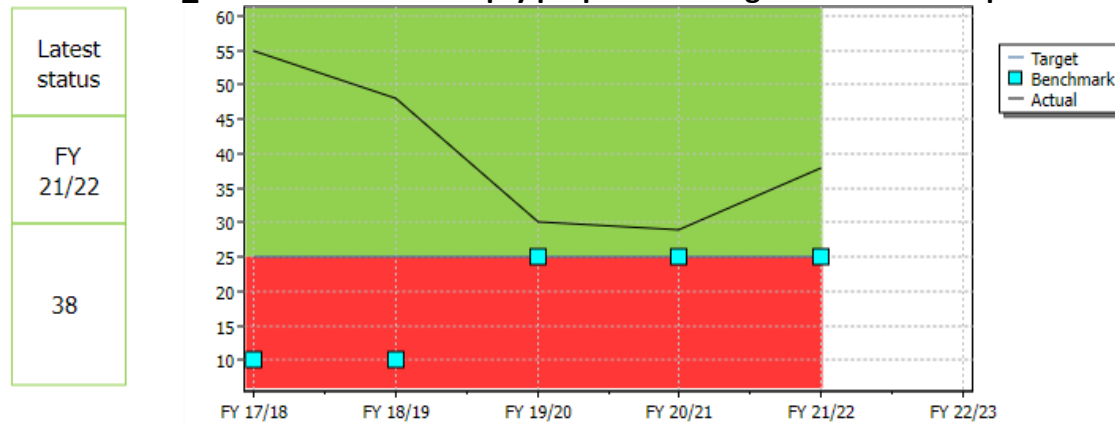
This indicator is above target and performance has improved since the last reporting period.

Commentary This measure is reported annually and has a target of 25 homes brought back into use. A total of 38 homes were brought back into use during 2021/22:- Bute & Cowal 15, Helensburgh & Lomond 6, Oban, Lorn & Isles 11, Mid Argyll, Kintyre & Islay 6.

Argyll and Bute Council's Empty Homes Team picked up the highly sought after 'Outstanding Team Award' at the March 2022 Scottish Empty Homes Awards. The awards recognise and celebrate the outstanding work and achievements of individuals and organisations in reviving empty homes across Scotland. The Council has enjoyed previous success at the awards and had five entries shortlisted as finalists this year, including two out of the three finalists in the Best before/after and Best Old Wreck categories.

Target: Annual FQ4: 25.
Actual: Annual FQ4: 38 **Green.**
Benchmark: 25.

Graph illustration of performance:- DEG103_03-The number of empty properties brought back in to use per annum.



Latest status
FY 21/22
38

Indicator: DEG105_01-Respond to Building Warrant applications within 20 days.

Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.

This indicator is above target and performance has improved since the last reporting period.

Commentary This is one of the national performance measures for building standards in Scotland. In quarter 4, there has been an increase in performance of 3% to 96.9% which is well above the 80% target. This is excellent performance and has been achieved in a period where:-
 1) There are vacancies in the team and some staff illness; 2) Building warrant numbers are lower than pre-pandemic figures (19/20 - 1795 applications; 20/21 - 1533 applications and 21/22 - 1595 applications); 3) Commercial income: East Lothian Council continued to use our services and we awaiting decision from Dundee City Council for work from May-July 22; 4) Dangerous building work continued across the area; 5) The team have prioritised work well, are predominately working from home and are using a variety of different means to undertake work (e.g. remote verification inspections etc.); 6) The national consumer survey has reported that consumer satisfaction levels in Argyll and Bute are well above the Scottish average.

Target: Quarterly FQ4: 80.0%.
Actual: Quarterly FQ4: 96.9% **Green.**
Benchmark: 92.5%.

Graph illustration of performance:- DEG105_01-Respond to Building Warrant applications within 20 days.



Indicator: DEG105_02-The percentage of Building Warrants and amendments issued within 6 days from receipt of all satisfactory information.

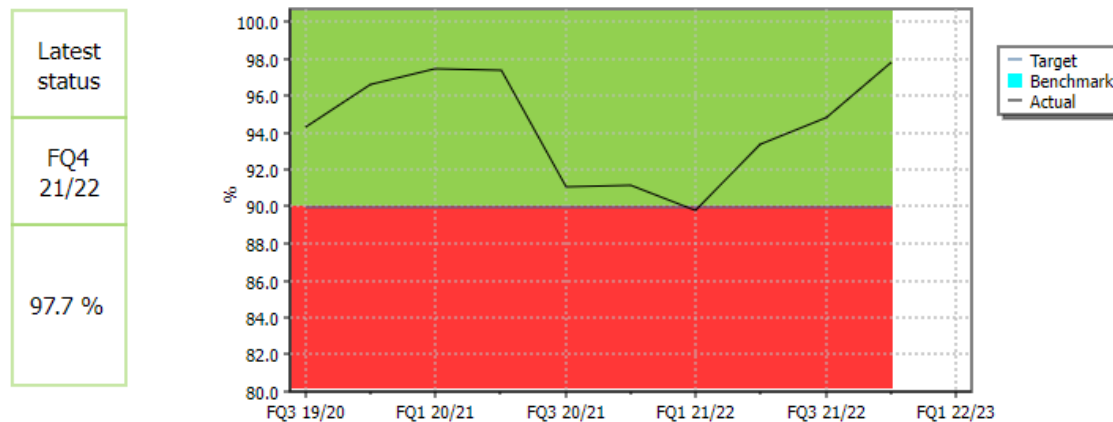
Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.

This indicator is above target and performance has improved since the last reporting period.

Commentary This is a local performance measure as the national measure is 10 days, as opposed to 6 days. It is proposed that we now report on 10 days, so we can benchmark with our peers. Performance for 10 days is above target and in quarter 4, 97.7% of all applications were issued within target. This is excellent performance of the team and the use of remote verification inspections support this work. The situation has been assisted as building warrant numbers are lower than pre-pandemic levels (19/20 1795 applications; 20/21 1533 applications and 21/22 1595 applications).

Target: Quarterly FQ4: 90.0%.
Actual: Quarterly FQ4: 97.7% **Green.**
Benchmark: No Benchmark.

Graph illustration of performance:- DEG105_02-The percentage of Building Warrants and amendments issued within 6 days from receipt of all satisfactory information.



Indicator: DEG110_03-The time it takes to determine ‘local’ planning applications is no longer than 10% above the national average.

Why measure this? This indicates the efficiency of the Council's planning process. Prompt planning application decisions is a driver to support and help grow the local economy.

This indicator has not met the Target, performance has improved since the last reporting period.

Commentary The Development Management Team continues to operate with reduced resource. During FQ4 several legacy applications were finalised and determined, the majority of which were in the OLI team, a team which has carried vacancies and experienced staff turnover in posts over a prolonged period. The headline performance figure of an average of 15.5 weeks to determine these applications is badly skewed by 6 applications which took between 1 and 3 years to determine. Those taking in excess of a year can be broken down into areas, as follows:- OLI 3 applications varying between 1 year and 3 years; H&L 2 applications which took between 1 and 2 years; BAC 1 application which took 1.5 years.

Steps are being taken to address vacancies across the Service and attempts are being made to recruit to vacant posts. The Service has also identified the likelihood of additional pressure on staff resource/capacity arising during 2022/23 through a significantly higher than normal caseload of major planning applications and S36 consultations with many of these items being delayed as a result of the pandemic but are now ready to be progressed. The Service will shortly be seeking to increase its professional staff resource by 2fte in response to expected demands upon the Major Applications Team.

Target: Quarterly FQ4: 11.0 wks.
Actual: Quarterly FQ4: 15.5 wks **Red.**
Benchmark: 10.7 wks.

Graph illustration of performance:- DEG110_03-The time it takes to determine ‘local’ planning applications is no longer than 10% above the national average.

