

Report

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Report to:	Cambuslang and Rutherglen Area Committee
Date of Meeting:	22 September 2009
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Housing and Technical Resources – Local Performance Report
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Set out progress with key areas of Housing Service activity and performance in the Cambuslang and Rutherglen area.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) Note the content of the key activity and performance report

3. Background

3.1. A report to the Executive Committee on 8 July 2009 was approved which set out proposals for reviewing the remit and role of local Area Committees. The report highlighted a revised terms of reference for Area Committees which included receiving local performance reports from Resources on key priorities from Connect.

3.2. This report is the first of the new performance reports which considers key priorities and progress with aspects of the Housing Service in the Cambuslang and Rutherglen Area Committee area. The existing Connect and Resource Planning reporting arrangements to the Executive and Resource Committees ensure that members have a clear picture of progress for services overall.

3.3. The forward reporting schedule for Area Committees is currently being developed and further reports in relation to Housing Service activity will be built into the programme at appropriate intervals.

4. Housing Service Priorities

4.1. The Council plan, Connect was reviewed earlier this year and sets out a clear vision of the Council's priorities for improvements in services and the quality of life for residents in South Lanarkshire. Together with the other six Resources, Housing and Technical Resources contributes to this vision and the Council's key objectives and improvement themes. In particular, the Resource contributes to:-

- Improving the quality, access and availability of housing
- Developing services to older people
- Improving Community Safety

- 4.2 The Housing and Technical Resources Committee receives a full report on progress for all measures and priorities in the Resource Plan at the mid and end year points and therefore the main focus of the following sections of this report is on activity and progress against a number of priorities at the area committee level. By way of context, the housing stock across South Lanarkshire was just over 26,000 at the end of March 2009 and 5,100 in Cambuslang and Rutherglen area (20%).

5. Housing Investment

- 5.1 One of the Council's key priorities is improving the housing stock to meet the Scottish Housing Quality standard (SHQS) by 2015. To help achieve this, the Council has spent over £153m since 2004 on improving and upgrading its 26,000 houses. Following extensive tenant consultation before the HomeHappening programme began, a key focus of the programme has been on replacing Kitchen's and bathrooms, with related works to insulation, wiring and home safety included. Table 1 below sets out progress towards completion of the programme and works planned in the current year.

HomeHappening Programme: Table 1

Number completed to date		Number remaining		Number Planned 2009/10		Number completed as @ June 2009 (Q1)	
SLC	R&C	SLC	R&C	SLC	R&C	SLC	R&C
17,737	3,924	7,452	1,035	2,950	482	971	166

- 5.2 Another key area of service and Council priority is the repair service which ensures that the stock is maintained and repaired in response to tenants' requests and planned programmes of maintenance. The volume of activity is high and the service is centrally managed and delivered through the Cambuslang Gate office. The Council priority in relation to services for older people is another area where the Resource plays a key role. In this report attention is drawn to housing adaptations which are carried out to the sock to enable people to stay in their own homes longer. The service requirements are identified following an occupational therapy assessment and either carried out through the repairs process or the HomeHappening programme.
- 5.3 The table below sets out volumes and performance achieved last year and planned for this year. The Urgent repairs category was introduced in 2009/10.

Response Repairs and Adaptations: Table 2

Number completed 2008/09		% completed on time 2008/09		Target 2009/10		% completed as @ June 2009 (Q1)	
SLC	R&C	SLC	R&C	SLC	R&C	SLC	R&C
142,296	26,666			97	97		
Emergency (24hours)		97.7	98.1	97	97	98.2	98.6
Urgent (within 3 days)		n/a	n/a	97	97	99.9	99.9
Routine (Within 30 days)		93.7	97.5	97	97	97.9	98.4
Appointment (agreed date)		96.6	97.4	97	97	97.1	98.3

- 5.4 In addition to measuring progress with programme and service delivery for these areas of activity, the Resource recognises that the most important outcome is that tenants are satisfied with the work and completed product. It has been measuring customer feedback since the start of the programme and using this feedback and information to improve on any aspects of the works programme or specification with the programme. In addition to the programme a number of other aspects of the service are surveyed routinely including repairs and tenants moving into their new homes. The satisfaction rates for last year and targets for this year are set out in the table below.

Customer Satisfaction:- Table 3

Satisfaction with HomeHappening 2008/09 (1)		Satisfaction with Repairs Service 2008/09		Satisfaction With Adaptations service 2008/09 (2)		Targets 2009/10 Feedback to be provided at year end	
SLC	R&C	SLC	R&C	SLC	R&C	Surveys	Targets
99.4%	N/A	94%	93%	78%	74.4%	HH	98%
New tenants satisfaction with home 2008/09						Repairs	90%
SLC	R&C					Adaptations	90%
91%	95.1%					New Tenants	92%

(1) Home Happening Surveys are collated on a project basis – analysis not currently available at Area level

(2) The return rate for adaptations surveys is very low (less than 10% at SLC and less than 20% in R&C). The Resource is working with an external company to review methods and conduct its surveys in future to help boost response rates and provide a more representative picture of customer feedback.

6. Housing Regeneration and New Housing Supply

- 6.1 The Council's Local Housing Strategy (2004-2009) set out key priorities for new housing, three of which were to meet need and demand; improve the condition of existing housing (as noted above) and meet particular needs. A fourth theme is to ensure "Safe Attractive Neighbourhoods", and the strategy highlighted a number of areas across South Lanarkshire characterised by low demand for housing, rising turnover and issues in managing, maintaining and sustaining certain estates. As part of the wider community planning and community regeneration strategies, a number of priority neighbourhoods were identified and considerable work carried out to turn these areas around.
- 6.2 This report highlights progress in four neighbourhoods in the Cambuslang and Rutherglen areas which are designated 'Neighbourhood Management' areas and where significant housing investment in demolition and re-modelling has been and is taking place. The Council recognises the need to work closely with a range of partners and local communities, since transformation of these areas cover a wide spectrum of issues from the physical to the social and economic changes that will bring about lasting improvement.

- 6.3 As part of this overall approach, the Council works closely with the Scottish Government, housing association and private sector partners to help deliver new housing. Table 4a below sets out a summary of demolitions approved, completed and planned as part of housing regeneration activity in 4 of the priority neighbourhoods.

Housing Regeneration in Cambuslang and Rutherglen: - Table 4a

Area	Total Approved Demolitions	Demolition completed at 31/03/2009	Demolition planned 2009/10	Future Demolitions
Cathkin	384	354	30	0
Cairns	366	310	56	0
Fernhill	336	66	133	270
Total	1086	730	219	270

- 6.4 Table 4b sets out the new housing planned or completed in these areas and the balance to be delivered in future years. The programmes at Cathkin and Whitlawburn are well advanced and will conclude over the next 12-18 months. The exact timing of the programme and final tenure mix for the Cairns and Fernhill areas has still to be confirmed and will be subject to available funding and the extent to which the private sector market recovers sufficiently to play a role in delivering new homes for sale. Work is underway with a resident focus group in Fernhill to develop proposals for the next phase of rented housing in Fernhill which is expected to be started in 2010/11, with future phases in the Cairns area expected to follow thereafter.

Housing Regeneration in Cambuslang and Rutherglen: - Table 4b

Area Regeneration New Build	Total New Housing Planned	New Build completed by 31/3/09				New Build -Planned Handovers 09/10				Balance Future Phases New Build
	Total	Rent	SE	PS	Total	Rent	SE	PS	Total	
Cathkin	186*	63	0	51	114	0	8	7	15	16E*
Cairns	278**	44	14	0	58	12	8	0	20	200E**
Fernhill	339***	37	9	0	46	14	2	0	16	277E***
Whitlawburn	100	25	0	0	25	75	0	0	75	-
Total	903	169	23	60	252	101	18	7	126	533E

Key:- SE – Shared equity; PS – Private sale

*Subject to land capacity at Skye Rd/Trossachs Road (estimate 16units)

**Subject to Phase 2 land capacity / School Modernisation Programme (Estimate 200 units)

***Subject to development of detailed proposals / recommendations in Fernhill Masterplan. (Estimate 277)

7. Community Safety

- 7.1 The third key Council priority area which the Resource has a lead role in, is community safety. With regard to this, a detailed annual report on the Community Safety Partnership's funded activities for the previous year was considered by the Community Planning Forum on 2nd September 2009. One of the other significant areas of work in recent months has been work to review and consult on the new Anti Social Behaviour Strategy which is due to be finalised and considered by the Executive Committee in December.
- 7.2 Joint partner events were held in all areas including neighbourhood management areas between May and June. Over 300 local people attended and as well as providing feedback on the new strategy, they provided views on how local problem solving groups and neighbourhood boards could better plan activity over the year.
- 7.3 Arising from the consultation, these local stakeholder events will now be held annually and work will continue with local communities to agree on key actions and activity over the year and how this will be monitored and reported.

8 Employee Implications

- 8.1 None

9. Financial Implications

- 9.1 None

10 Other Implications

- 10.1 None

11. Equality Impact Assessment and Consultation Arrangements

- 11.1 As this is not a new area of activity or policy no impact assessment is required.
- 11.2 Consultation on all aspects of the service reported on has taken place and is part of the Resource's overall approach to improving service delivery.

Jim Hayton

Executive Director (Housing and Technical Resources)

22 September 2009

Link(s) to Council Objectives

- Improving the quality, access and availability of housing
- Developing services to older people
- Improving Community Safety

Previous References

None

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-
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