

Report

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Report to:	Cambuslang and Rutherglen Area Committee
Date of Meeting:	14 December 2010
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) that the content of the key activity and performance report is noted
- (2) that the intention to report annually on progress at a future meeting of the Committee is noted

3. Background

3.1. A previous report approved by the Executive Committee on 8 July 2009, set out proposals for reviewing the remit and role of local Area Committees. The report highlighted a revised terms of reference for Committees which included:-

- Continuing with delegated responsibilities for planning applications
- Continuing with the allocation of local area community and plan scheme grants
- Adding responsibility to consider local grants currently handled by the Executive Committee
- Receive local performance reports from Resources on key priorities from Connect; local HMle school; community planning and voluntary sector partners as appropriate
- Review frequency of meetings

3.2. This report is the second of the new performance reports which considers key priorities and progress with aspects of the Housing Service in the Cambuslang and Rutherglen 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.

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 25,670 at the end of October 2010 and 5,196 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 £230m since 2004 on improving and upgrading its 25,670 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 Planned 2010/11		Number completed as @ September 2010		Number remaining 2011/2012	
				(Q2)			
SLC	R & C	SLC	R & C	SLC	R & C	SLC	R & C
20685	4361	2950	366	1315	166	1356	222

- 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 stock 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: Table 2

Number completed 2009/10		% completed on time 2009/10		Target 2010/11		% completed as @ September 2010	
SLC	Camb/Ruth	SLC	Camb/Ruth	SLC	Camb/Ruth	SLC	Camb/Ruth
133,568	24715	96.4	96.9	97	97	96.07	97.13
Emergency (24hours)		97.3	98.2	97	97	98.04	98.4
Urgent (within 3 days)		96.4	96.4	97	97	99.21	99.75
Routine (Within 30 days)		96.4	96.6	97	97	92.54	94.22
Appointment (agreed date)		97.2	98.0	97	97	96.30	96.96

- 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 2010/11		Satisfaction with Repairs Service 2010/11		Satisfaction With Adaptations service 2010/11		Targets 2010/11 Feedback to be provided at year end	
SLC	R&C	SLC	R&C	SLC	R&C	Surveys	Targets
99.4%	N/A	81.3%	84%	95%	N/A	HH	98%
New tenants satisfaction with home 2010/11						Repairs	85%
SLC	R&C					Adaptations	85%
95%	95%					New Tenants	92%

(1) N/A – no breakdown available

6. Housing Regeneration and New Housing Supply

- 6.1. The Council's Local Housing Strategy (2004-2009) which has been extended through annual review to 2011, 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 3 of the priority neighbourhoods.

Housing Regeneration in Cambuslang and Rutherglen: - Table 4a

Area	Total Approved Demolitions	Demolition Completed at 31/03/2010	Demolition Planned 2010/11	Future Demolitions
Cathkin	384	366	18	0
Cairns	366	338	28	0
Fernhill	336	199	0	137
Total	1086	903	46	137

6.4. Table 4b sets out the new housing planned and completed in these 3 areas, and in the fourth priority area, Whitlawburn, and shows the balance to be delivered in future years. The Cathkin programme is well advanced with both the Rented and Shared Equity sites complete, and construction ongoing on the Private site. In addition, the Rented site in Whitlawburn is also complete. The exact timing of the programme and final tenure mix for Cairns and Fernhill 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. However, development proposals for Phase 2 in Fernhill, comprised of 96 units, is now complete. This is subject to available funding, and if secured, is anticipated to start on site in 2010/11.

Housing Regeneration in Cambuslang and Rutherglen: - Table 4b

Area Regeneration New Build	Total New Housing Planned	New Build Completed by 31/03/10				New Build Planned Handovers 2010/11				Balance Future Phases New Build
		Rent	SE	PS	Total	Rent	SE	PS	Total	
	Total									
Cathkin	202*	63	8	58	129	0	0	12	12	61E*
Cairns	278**	56	22	0	78	0	0	0	0	200E**
Fernhill	339***	51	11	0	62	0	0	0	0	277E***
Whitlawburn	100	100	0	0	100	0	0	0	0	-
Total	919	270	41	58	369	0	0	12	12	538E

Key:- SE – Shared Equity; PS – Private Sale

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

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

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

7. Community Safety

7.1. The third key Council priority which the Resource has a lead on is Community Safety. The Community Safety Partnership has six strands which includes Antisocial Behaviour. The new Antisocial Behaviour Strategy 2010-2014 was finalised and presented to the Executive Committee on 3 December 2009 and to the Scottish Government at the end of March 2010. It is proposed that the strategy will be reviewed on an annual basis and the outcome of the review will be reported to a wide range of stakeholders. The first review will take place in the summer of 2011/2012.

- 7.2. The Antisocial Behaviour Strategy 2010-2014 is seen as the first part of the wider Community Safety Strategy 2011-2015 which is currently being developed and progressed by the Community Safety Partnership's Lead Officers.
- 7.3. Community Engagement events 'Positive Communities' and 'Your Community' were again held this year between May and July 2010, with 469 residents throughout SLC attending the events, an increase of over 60% compared to those held in 2009. The key issues and priorities identified at the events are helping to shape the action plans for each of the local problem solving group areas for this year.
- 7.4. Particip8 Overton is happening in the Overton area of Halfway, Cambuslang as part of a continuing effort to tackle antisocial behaviour/community safety issues in the area. The project has brought local residents on board in the decision making as to how the issues affecting them and the wider community could be addressed. A voting event was held in August where residents voted for the interventions they thought would best tackle the issues they had identified. Six interventions are now being rolled out including youth diversionary activities and a garden care club.

8. Employee Implications

- 8.1. None.

9. Financial Implications

- 9.1. None.

10. Other Implications

- 10.1. None.

11. Equalities Impact Assessment and Consultation Arrangements

- 11.1. As this is not a new area of activity or policy no impact assessment is required. 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.

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Executive Director (Housing and Technical Resources)

1 December 2010

Link(s) to Council Objectives and Values

- ◆ 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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