Report

Report to:	**Clydesdale Area Committee**
Date of Meeting:	**16 November 2010**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Housing and Technical Resources – Local Performance Report**

1. Purpose of Report
1.1. The purpose of the report is to:-

♦ Set out progress with key areas of Housing Services activity and performance in the Clydesdale 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; and

(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 to the Executive Committee on 8 July 2009, approved 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 play 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 HMIe 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 Clydesdale 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 last 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 25,670 at the end of October 2010 and 5,125 in Clydesdale area (19.9%).

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 kitchens 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 2010/2011		Number completed as @ September 2010		Number remaining 2011/2012	
				(Q2)			
SLC	Clydesdale	SLC	Clydesdale	SLC	Clydesdale	SLC	Clydesdale
20685	4387	2950	566	1315	284	1356	163

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	*Clydesdale*	*SLC*	*Clydesdale*	*SLC*	*Clydesdale*	*SLC*	*Clydesdale*
133,568	24739	96.4	95.7	97	97	96.07	94.31
Emergency (24hours)		97.3	96.8	97	97	98.04	97.70
Urgent (within 3 days)		96.4	95.4	97	97	99.21	98.62
Routine (Within 30 days)		96.4	96.3	97	97	92.54	87.99
Appointment (agreed date)		97.2	97.3	97	97	96.30	96.22

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	*Clydesdale*	SLC	*Clydesdale*	SLC	*Clydesdale*	**Surveys**	**Targets**
99.4%	N/A	81.3%	78.7%	95%	N/A	HH	98%
New tenants satisfaction with home 2010/11						Repairs	85%
SLC	*Clydesdale*					Adaptations	85%
95%	95%					New Tenants	92%

N/A – no breakdown available

## 6.	Housing Regeneration and New Housing Supply

6.1.	The Council's Local Housing Strategy (LHS) (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.

6.2.	Within the Clydesdale area, the Council's Local Housing Strategy - Affordable Housing Needs Assessment (2007) highlighted that there is no overall need for new additional supply at the Housing Market Area level. In some rural villages within the Clydesdale area however, it is recognised that there are ongoing challenges, with the need and demand for affordable housing decreasing steadily resulting in an oversupply of housing. In other villages, the converse is the case. In addition in some settlements the stock type and condition is such that selective demolition and re-modelling has been or will be required.

6.3.	Recognising there are different challenges, the Council has been working closely with the Scottish Government, housing association and private sector partners over

the last 10 years or so to help deliver new housing in the Clydesdale area. Table 4a below sets out a summary of completed and planned projects as part of the new affordable housing activity in the Clydesdale area.

Housing New Build in Clydesdale: - Table 4a

Area	New build completed in previous years	New Build completions 2009/10	New Build Approvals 2009/10	Overall Total	Future projected New Build
	Total	Total	Total	Total	
Clydesdale	261*	0	36	298	**

Delivered through the Affordable Housing Investment Programme from 2003
*** Future projected new build is dependent on identifying sites and potential funding. The Council reviews this on an annual basis in preparing its Strategic Housing Investment Plan (SHIP) which sets out a rolling 5 yearly plan.*

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 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.

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.

Lindsay Freeland
Executive Director (Housing and Technical Resources)

3 November 2010

Link(s) to Council Objectives/Improvement Themes/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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