Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Housing and Technical Resource Plan: Quarter 2 Progress Report 2018/2019**

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

♦ provide the Resource Plan Quarter 2 Progress Report 2018-19, for the period 1 April 2018 to 30 September 2018

2. Recommendations
2.1. The Committee is asked to note the following recommendation(s):-

(1) that the Quarter 2 Progress Report 2018/2019, attached as Appendix 2, be noted; and

(2) that the achievements made by the Resource to date, as detailed in paragraph 5.3. of this report, be noted.

3. Background
3.1. The Housing and Technical Resource Plan 2018/2019 sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2018/2019.

3.2. The Resource Plan follows the agreed corporate structure and style. The Plan is a key element of the Council's performance management arrangements. It provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the objectives set out in the Council Plan Connect 2017 to 2022.

3.3. Performance management is a keystone of Best Value, and ensures that the Council can demonstrate sound governance arrangements. The Resource Plan is one part of the Council's framework for planning and budgeting, and demonstrates how this leads to effective front line service delivery.

3.4. As part of this framework, the Resource Plan reflects the aspirations of the Council Plan, the Community Plan and the Neighbourhood Plans, as well as being complemented by the details of individual Service, Business and other Plans. Ultimately, these details are included in the key work objectives of individual officers. This demonstrates the 'Golden Thread' of performance management which ensures a clear understanding of the council's vision, values, ambitions and objectives at all levels.

3.5. The current format for performance reporting has been established for several years and is used for Executive Directors' reports to the Chief Executive, Resource Management Teams and Resource Committees. The focus has been on reporting progress on council objectives, statutory performance indicators, other key performance measures and high level Resource priorities.

3.6. In preparing the Plan, account has also been taken of the need to ensure a robust response to Risk Management and Control. Risks associated with delivery of the actions in this Resource Plan have been identified and evaluated and are listed in the Resource Risk Register. Where necessary, controls or further actions to mitigate these risks have been agreed. Such actions are tracked through the Resource Risk Control Plan which is kept under review by the Risk Sponsor for the Resource.

4.   Resource Objectives 2018/2019
4.1.   The Resource has established a number of objectives to support the delivery of the Connect objectives in 2018/2019. These are detailed at Appendix 1.

5.   Quarter 2 Progress Report 2018/2019
5.1.   Progress against all 2018/2019 Resource Plan measures is contained in the Quarter 2 Progress Report 2018/2019, attached as Appendix 2. This report has been produced from the council's performance management reporting system IMPROVe, and uses a traffic light format with the following definitions to give a status report on each measure:

Status	Definition
Green	The timescale or target has been met as per expectations
Amber	There has been minor slippage against timescale or minor shortfall against target
Red	There has been major slippage against timescale or major shortfall against target
Report later	The information is not yet available to allow us to say whether the target has been reached or not. These will be reported when available
Contextual	Included for 'information only', to set performance information in context

5.2.   Measures which are classified as 'red' are considered in detail at section 5.4. of this report. To ensure adequate scrutiny of performance across all Resources, the council's Performance and Review Scrutiny Forum may consider 'red' or 'amber' measures at a future meeting.

The overall summary of progress to date is as follows:

Status	Measures	
	Number	**%**
Green	72	74 %
Amber	3	3 %
Red	0	0 %
Report later/Contextual	22	23 %
Totals	**97**	**100 %**

5.3. Key achievements for 2018/2019 are noted below:

5.3.1.

Connect Objective: Improve later life	
Resource Objective	**Achievement**
Improve services for older people	• Programme of new build amenity housing ongoing increasing the provision of housing suitable for older people.
	• All demand has been met for adaptations to Council Housing. There is no waiting list for Council housing adaptations.

Connect Objective: Deliver better health and social care outcomes for all	
Resource Objective	**Achievement**
Deliver better health and social care outcomes for all	• Continue to deliver and report on Housing Contribution Statement to achieve priority outcomes for health and social care.

Connect Objective: Improve the availability, quality and access of housing	
Resource Objective	**Achievement**
Improve the quality, access and availability of housing	• Strategic Housing Investment Plan for five year period to March 2024 approved by Housing and Technical Resources Committee August 2018.
	• 99.5% of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation (target 98.5%).
	• An average of 21 days to relet vacant properties excluding new build (target 22 days).

Connect Objective: Work with communities and partners to promote high quality, thriving and sustainable communities	
Resource Objective	**Achievement**
Collaborate with partners to promote safe and thriving communities	• Continue to monitor and report on progress against Local Housing Strategy 2017 to 2022. Annual update provided to Executive Committee on 21 November 2018.

Connect Objective: Ensure schools and other places of learning are inspirational	
Resource Objective	**Achievement**
Ensure schools and other places of learning are inspirational	125 Primary Schools/Nurseries completed to date.

5.3.2. Resources have established their own Resource objectives to support the delivery of Connect objectives. In addition to working towards these objectives, we recognise that the Council will continually aim to improve and ensure effective and efficient use of resources, and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource objectives have also been identified, under the heading Delivering the Plan and achieving Best Value.

Delivering the Plan and achieving Best Value	
Resource Objective	**Achievement**
Compliance with statutory response timescales for information in terms of FOISA/EISR and for subject access requests under the DPA	• 100% of FOISA/EISR requests processed within timescale, against a target of 96%
	• 100% of DPA requests processed within timescale, against a target of 90%
Monitor revised complaints handling system	• 90% of stage 1 complaints responded to within timescales set out by SPSO, against a target of 80%
	• 100% of stage 2 complaints responded to within timescales set out by SPSO, against a target of 80%
Ensure that high standards of governance are being exercised	• Housing and Technical Resources self assessment summary finalised and activity progressing in line with the programme set out.

5.4. There are no measures that have been classified as "red" (major slippage against timescale or shortfall against target) within this quarter.

5.5. **Report later**
Measures included in the Resource Plan 2017/2018 Quarter 4 Progress Report can be assigned the 'report later' status. In order to catch up on the reporting of these measures and ensure a consistent application of status for all Resource Plan actions and measures, this information would be included in this report. However, no measures were classified as 'report later' in the Quarter 4 progress report.

6.   Employee Implications
6.1. The objectives noted within the Resource Plan will inform the Service Action Plans, where applicable, and in turn the Performance Appraisal process for individual employees in 2018/2019.

7   Financial Implications
7.1. The objectives within the Resource Plan are reflected in the respective Resource Revenue and Capital budgets for 2018-19 and, longer term, within the framework of the council's approved Financial Strategy.

8.   Other Implications

8.1.   The Community Plan 2017 to 2027 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the actions contained within Connect.

8.2.   Resource Plan actions are assessed as part of the Resource's risk management arrangements and relevant issues have been added to the Resource Risk Register.

8.3.   The Resource Plan takes into account Resource responsibilities in relation to sustainable development and climate change.

8.4.   There are no implications for sustainability or risk in terms of the information contained within this report.

8.5.   The content of this report will contribute to the evidence to support the newly introduced Annual Assurance Statements.

9.   Equality Impact Assessment and Consultation Arrangements

9.1.   Many of the actions detailed within the Resource Plan reflect ongoing strategies and policies which will be or have been the subject of consultation and equality impact assessment.

Daniel Lowe
Executive Director (Housing and Technical Resources)

5 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦   The Resource Plan has been structured upon the Vision, Values, Ambitions and Objectives in the Council Plan Connect 2017 to 2022

Previous References
♦   South Lanarkshire Council, 6 December 2017
♦   Executive Committee, 26 September 2018

List of Background Papers
♦   Council Plan Connect 2017 to 2022
♦   Housing and Technical Resources Plan 2018/2019

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
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Housing and Technical Resource Objectives 2018/2019

Connect Objective – Improve later life

Resource objectives:

- Help older people to live more independently.

Connect Objective - Protect vulnerable children, young people and adults

Resource objectives:

- Assist in protecting children, young people and adults from harm, abuse and neglect.

Connect Objective - Deliver better health and social care outcomes for all

Resource objectives:

- Effectively contribute to the health and social care outcomes contained within the Strategic Commissioning plan.

Connect Objective - Improve the availability, quality and access of housing

Resource objectives:

- Ensure that South Lanarkshire increase the supply of affordable housing for rent or sale and the condition and quality of homes in the private sector is improved.

Connect Objective - Work with communities and partners to promote high quality, thriving and sustainable communities

Resource objectives:

- Strengthen partnership working, community leadership and involvement.
- Reduce the environmental impact of council service provision and prepare communities for a low carbon future.
- Improve energy efficiency and reduce carbon emissions in the council's assets and housing.

Connect Objective – Support our communities by tackling disadvantage and deprivation and supporting aspiration

Resource objectives:

- To improve the quality of life in the most disadvantaged communities in South Lanarkshire.

Connect Objective - Ensure schools and other places of learning are inspirational.

Resource objectives:

- Deliver high quality places of learning.

Delivering the plan and achieving best value

Resource objectives:

- Provide sound financial stewardship for the Council.
- Deliver and communicate the Council Plan and ensure high standards of governance.
- Support local democracy, council committees, elected members and senior managers.

- Promote equality and the wellbeing of staff
- Develop and implement effective financial strategies
- Implement a Digital and ICT Strategy that meets business needs
- Develop improvement activity and promote scrutiny
- Improve the skills, flexibility and capacity of the workforce
- Other actions in support of delivering the Plan and achieving Best Value