

Report

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Housing and Technical Resource Plan: Quarter 2 Progress Report 2023/2024
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Housing and Technical Resource Plan Quarter 2 Progress Report 2023/2024, for the period 2 April to 30 September 2023

2. Recommendations

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

- (1) that the Housing and Technical Resource Plan Quarter 2 Progress Report 2023/2024, as summarised in paragraph 5.2 and attached as Appendix 2 of this report, be noted
- (2) that the key achievements made by the Resource to date, as detailed in paragraph 5.3 of this report, be noted; and
- (3) that the areas for improvement and associated management actions, as detailed in paragraph 5.4 of this report, be noted

3. Background

3.1. The Housing and Technical Resource Plan 2023/2024 was approved by Committee on 31 May 2023 and sets out the outcomes, measures and actions to be managed and delivered by the Resource for the financial year 2023/2024.

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 and provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the outcomes set out in the Council Plan Connect 2022 to 2027.

4. Resource Outcomes 2023/2024

4.1. The Resource has established a number of outcomes to support the delivery of the Connect Outcomes in 2023/2024. These are detailed at Appendix 1.

5. Quarter 2 Progress Report 2023/2024

5.1. Progress against all Resource Plan measures is contained in the Quarter 2 Progress Report 2023/2024, 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
Blue	Project complete
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. This 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' and/or 'amber' measures at a future meeting.

The overall summary of progress to date is set out in the table below. There remains a legacy impact of Covid-19 and the response to it in some areas and performance should be considered in that context.

Status	Measures			
	Statistical	Project	Total	%
Blue	0	3	3	3%
Green	25	45	70	77%
Amber	4	1	5	5%
Red	0	0	0	0%
Report later/Contextual	6	8	14	15%
Totals	35	57	92	100%

(Data correct as at 14 December 2023)

- 5.3. Key achievements for 2023/2024, to date, are noted below.

5.3.1.

Connect Outcome:	Health and Wellbeing
Resource Outcome	Achievement
Support people to live active and independent lives	<p>All of the 58 new homes completed to date within 2023/2024 have been built to 'Housing for Varying Needs' standards and are easily adaptable to accommodate tenant's changing needs over time. 24% (14) of the new homes have been built suitable for those who use wheelchairs or with mobility difficulties, with fully accessible wet rooms and step free access.</p> <p>The Council's affordable housing supply programme continues to increase the supply of council homes across South Lanarkshire, with a focus on ensuring that the new homes provide for changes in peoples need over the course of time.</p> <p>Approval of applications for adaptations were, on average, completed in 24 days against a target of 28 days.</p>

Connect Outcome:	Children and Young People
Resource Outcome	Achievement
Improve the health and wellbeing of children, young people and families	100% of care leavers were offered a housing options discussion. All care experienced young people on the housing register were provided with housing options advice which resulted in the creation of personal housing pathway. By the end of Quarter 2, 24 care experienced young people had been permanently housed in the year.

Connect Outcome:	Housing and Land
Resource Outcome	Achievement
Continue to deliver an affordable housing programme to meet needs	Continued to increase the supply of affordable housing with the delivery of 108 additional new houses provided 2023/2024 YTD. This includes 58 new build properties and 50 properties have been acquired through the market purchase scheme.
Support people to access and sustain housing which meets their needs through our Integrated Housing Option Service	Ensuring those with the highest housing need are prioritised with 67.40% of lets to Urgent Housing (UH) need households. 93.10% of tenancies sustained for more than a year.
Ensure our repairs service continues to meet the needs of customers	99% of reactive repairs were completed right first time. Emergency repairs were, on average, completed in 7 hours 30 minutes against a target of 24 hours.
Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable and temporary and supported accommodation	The continuing surge in demand for homelessness services and reduced access to other options , particularly within the private rented sector (which is occurring nationally and locally) is acting against achievement of the key strategic target of reducing homelessness. However, temporary accommodation was provided to all homelessness households where it was required.

- 5.3.2. In addition to working towards these Outcomes, 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 outcomes have also been identified under the heading Delivering the Plan and achieving Best Value.

Delivering the Plan and Achieving Best Value	
Resource Outcome	Achievement
The Council demonstrates high standards of governance and sound financial stewardship	Stage 1 complaints were fully responded to within an average of 4 working days, against a target timescale of 5 working days (SSHC).
	Stage 2 complaints were fully responded to within an average of 15 working days, against a target timescale of 20 working days (SSHC).

Delivering the Plan and Achieving Best Value	
Resource Outcome	Achievement
	<p>Against an extremely challenging set of socio-economic circumstances, positive performance, against previous year, was achieved in relation to:-</p> <ul style="list-style-type: none"> the percentage of rent collected increased from 96.9% in quarter 1 to 98.9% quarter 2 the percentage of gross rent arrears (current and former) reduced over the same period from 8.84% in quarter 1 to 8.27% in quarter 2

5.4. Areas for Improvement

There were no measures that have been classified as 'red' (major slippage against timescale or shortfall against target).

5.5. Report Later

Measures in the quarterly progress reports which are not red, amber or green can be assigned a status of 'report later' or 'contextual'. The updated status and explanatory narrative relating to the remaining one 'report later' measure from the previous Resource Plan 2022/2023 Quarter 4 update to Committee is detailed in Appendix 3.

6. **Employee Implications**

- 6.1. The outcomes noted within the Resource Plan will inform the Service Action Plans, where applicable and in turn the Performance Appraisal process for individual employees.

7. **Financial Implications**

- 7.1. The outcomes within the Resource Plan are reflected in the respective annual Resource Revenue and Capital budgets and longer term, within the framework of the council's approved Financial Strategy.

8. **Climate Change, Sustainability and Environmental Implications**

- 8.1. There are no climate change, sustainability or environmental implications as a result of this report.
- 8.2. The Council acknowledges the serious and immediate threat of climate change and is committed to accelerating the pace of action in response to the climate emergency and in Scotland's transition to a net-zero and climate resilient society and economy. All Resource Plans have recognised sustainable development and climate change as a key area of focus for 2023/2024.

9. **Other Implications**

- 9.1. A significant element of the delivery of the outcomes in the Community Plan 2022 to 2032 will come through the achievement of the actions contained within Connect.
- 9.2. 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.

10. **Equality Impact Assessment and Consultation Arrangements**

- 10.1. 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.

Stephen Gibson
Executive Director (Housing and Technical Resources)

5 January 2024

Link(s) to Council Values/Priorities

- ◆ The Resource Plan has been structured upon the Vision, Values and Outcomes in the Council Plan Connect 2022 to 2027

Values

- ◆ Focused on people and their needs
- ◆ Working with and respecting others
- ◆ Accountable, effective, efficient and transparent
- ◆ Ambitious, self-aware and improving
- ◆ Fair, open and sustainable
- ◆ Excellent employer

Priorities

- ◆ We will work to put people first and reduce inequality
- ◆ We will work towards a sustainable future in sustainable places
- ◆ We will work to recover, progress and improve

Outcomes

- ◆ Our children and young people thrive
- ◆ Good quality, suitable and sustainable places to live
- ◆ Thriving business, fair jobs and vibrant town centres
- ◆ Caring, connected, sustainable communities
- ◆ People live the healthiest lives possible
- ◆ Inspiring learners, transforming learning, strengthening partnerships

Previous References

- ◆ Housing and Technical Resources Quarter 1 Progress Report 2021/2022: No Quarter 1 report produced in 2022/2023 due to approval of the new Council Plan 2022-27

List of Background Papers

- ◆ Council Plan Connect 2022 to 2027 – Council, 15 June 2022
- ◆ Housing and Technical Resource Plan 2023/2024 – Housing and Technical Resources Committee, 31 May 2023

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 Outcomes 2023/2024

Connect Outcomes	Resource Outcomes
Communities and Environment	<ul style="list-style-type: none"> • Work with communities to create safe, strong sustainable places • Increased ownership of local assets
Education and Learning	<ul style="list-style-type: none"> • No Resource outcomes for this Connect outcome.
Health and Wellbeing	<ul style="list-style-type: none"> • Support people to live active and independent lives • Help people to continue to live within their homes and communities through integrated community health and social care services
Children and Young People	<ul style="list-style-type: none"> • Improve the health and wellbeing of children, young people and families
Housing and Land	<ul style="list-style-type: none"> • Support people to access and sustain housing which meets their needs through our Integrated Housing Options service • Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable temporary and supported accommodation • Continue to deliver an affordable housing programme to meet needs • Manage the council's portfolio of properties and land • Ensure our repairs service continues to meet the needs of customers • More energy efficient council homes • Continue to engage and work with tenants and other customers to design our services • Provide high quality services to our service to our tenants, including those who live in sheltered housing and residents at our Gypsy / Travellers sites • Improved outcomes for households experiencing homelessness, including access to settled accommodation • Work to bring empty homes back into use to help meet needs within South Lanarkshire • Continue to develop a range of properties to meet the council needs • Deliver a first-class repairs and maintenance service • Work with property owners and landlords to make sure our private housing is suitable for the needs of our residents
Our Economy	<ul style="list-style-type: none"> • Help create town centres that offer a social, cultural and economic heart to a community and contain shared built environment, heritage and spaces that, with the right conditions, provides inclusive and sustainable centres

Delivering the Plan and achieving Best Value	Resource Outcomes <ul style="list-style-type: none"> • Digital and ICT services meet the needs of its customer • Customers experience high quality and improving council services • The council demonstrates high standards of governance and sound financial stewardship • The workforce has the skills, flexibility and capacity to deliver the council's outcomes
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