

Housing and Technical Resources

improve

Resource Plan

Performance Report 2022-23

Quarter 2 : April 2022 - September 2022

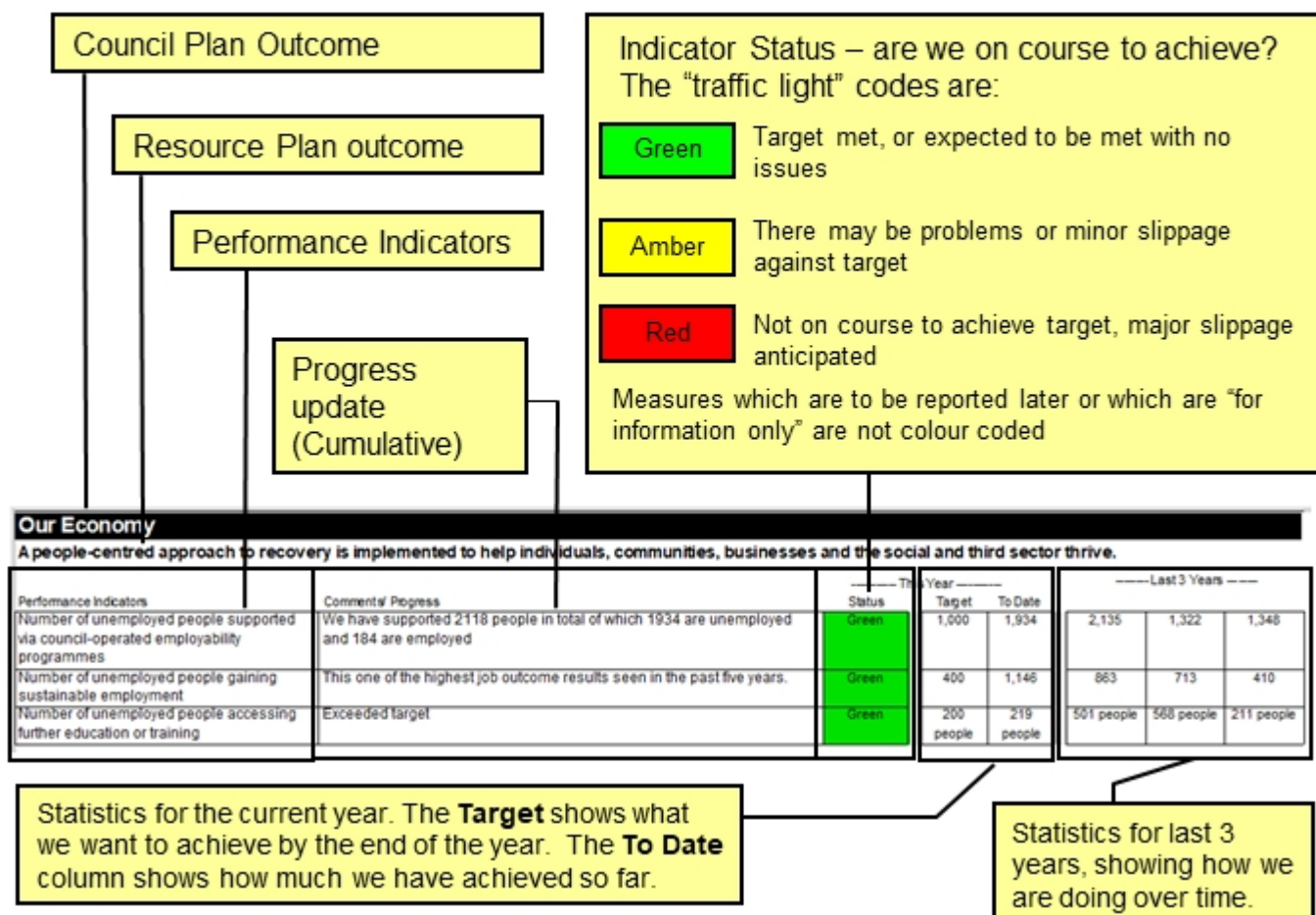
(This represents the cumulative position to September 2022)

Summary - number of measures green, amber and red under each Council Plan Outcome / Theme

Council Outcome/ Theme	Green	Amber	Red	Report later / Contextual	Total
Communities and Environment		1			1
<i>Education and Learning</i>					
Health and Wellbeing	4			2	6
<i>Children and Young People</i>					
Housing and Land	13	3		3	19
<i>Our Economy</i>					
Delivering the plan and achieving best value	5	2		2	9
Total	22	6	0	7	35

How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.



Communities and Environment

Work with communities to create safe, strong sustainable places

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
% of Anti-Social Behaviour cases resolved in the year (SSHC)	Performance currently slightly below target but is anticipated to improve as the year progresses.	Amber	90.00%	87.70%	98.00%	95.21%	94.30%

Health and Wellbeing

Support people to live active and independent lives

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
Number of adaptations completed in Council homes	557 adaptations completed in Council Homes.	Contextual	-----	557	848	476	993
No of households currently waiting for adaptations to their home	Target achieved.	Green	0	0	0	0	0
% of approved applications for adaptations completed in year (SSHC)	All adaptations were approved, this measure is demand led.	Green	100.00%	100.00%	100.00%	100.00%	100.00%
Average time (working days) to complete applications (SSHC)	Target achieved.	Green	28.00 days	15.95 days	24.82 days	28.00 days	23.49 days
% of standard adaptations to council houses within agreed appointment times	Target achieved.	Green	90.0%	96.2%	85.6%	92.4%	98.3%
% of new build that meets needs of older people	To be reported at year end.	Report Later	-----	-----	-----	-----	20.0%

Housing and Land

Support people to access and sustain housing which meets their needs through our Integrated Housing Options service

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
% of lets to Urgent housing (UH) need households	Target achieved.	Green	55.0%	55.6%	51.4%	61.1%	53.5%
% of new tenancies sustained for more than a year for all lets (SSHC)	Target achieved.	Green	88.00%	93.20%	90.08%	91.90%	93.40%
% of tenancy offers refused during the year (SSHC)	This is a contextual performance measure.	Contextual	-----	23.7%	30.8%	24.7%	16.6%

Housing and Land**Support people to access and sustain housing which meets their needs through our Integrated Housing Options service**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
Average time taken to relet empty properties (SSHC)	Slightly above target year to date. Management arrangements in place to closely monitor this indicator.	Amber	26.00 days	29.42 days	21.70 days	21.00 days	21.50 days

Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of sustainable temporary and supported accommodation

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
% of homeless households advised of outcome of assessment within 28 days	Slightly below target. It is anticipated that target will be achieved by year end.	Amber	95.0%	90.4%	99.8%	99.8%	99.6%
Average length of time in temporary accommodation	Target achieved.	Green	120 days	95 days	102 days	121 days	105 days
% of households provided with temporary accommodation (SG)	Target achieved.	Green	100.0%	100.0%	100.0%	100.0%	100.0%
% of temporary accommodation on offers refused	Target achieved.	Green	6.00%	4.70%	6.24%	6.84%	7.42%
Number of times we did not meet our obligation to provide suitable accommodation (SG)	Target achieved.	Green	0	0	-----	0	0
% of Housing Options interventions where Homelessness prevented	Below target year to date. Ongoing monitoring of actions and outcomes.	Amber	70.0%	65.5%	-----	-----	73.5%

Ensure our repairs service continues to meet the needs of customers

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
% of response repairs completed on time	Target achieved.	Green	90.0%	99.3%	96.0%	97.7%	99.1%
Ave length of time to complete emergency repair - hours (SSHC) - YTD	Target achieved.	Green	24.00 hours	2.53 hours	3.44 hours	3.26 hours	4.24 hours
Ave length of time to complete non emergency repair (SSHC) (LGBF) - YTD	Target achieved.	Green	28.00 days	10.53 days	14.19 days	13.07 days	11.76 days
% of reactive repairs completed first time right (SSHC)	Target achieved.	Green	90.00%	99.00%	99.91%	99.95%	99.00%
% of repairs appointments kept	Target achieved.	Green	90.00%	100.00%	94.00%	94.18%	94.00%
No of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date	Target achieved.	Green	0	0	7	411	1

Housing and Land**Ensure our repairs service continues to meet the needs of customers**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
% of tenant satisfaction with repairs or maintenance in year (SSHC)	Target achieved.	Green	90.0%	90.0%	93.0%	90.0%	91.0%

More energy efficient council homes

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
% of Council stock meeting the SHQS	To be reported at year end.	Report Later	-----	-----	93.2%	93.5%	72.3%
% of council dwellings that are Energy Efficiency Standard for Social Housing 2 (ESSH2)	To be reported at year end.	Report Later	-----	-----	93.39%	93.88%	98.64%

Delivering the plan and achieving best value**Delivering the plan and achieving best value**

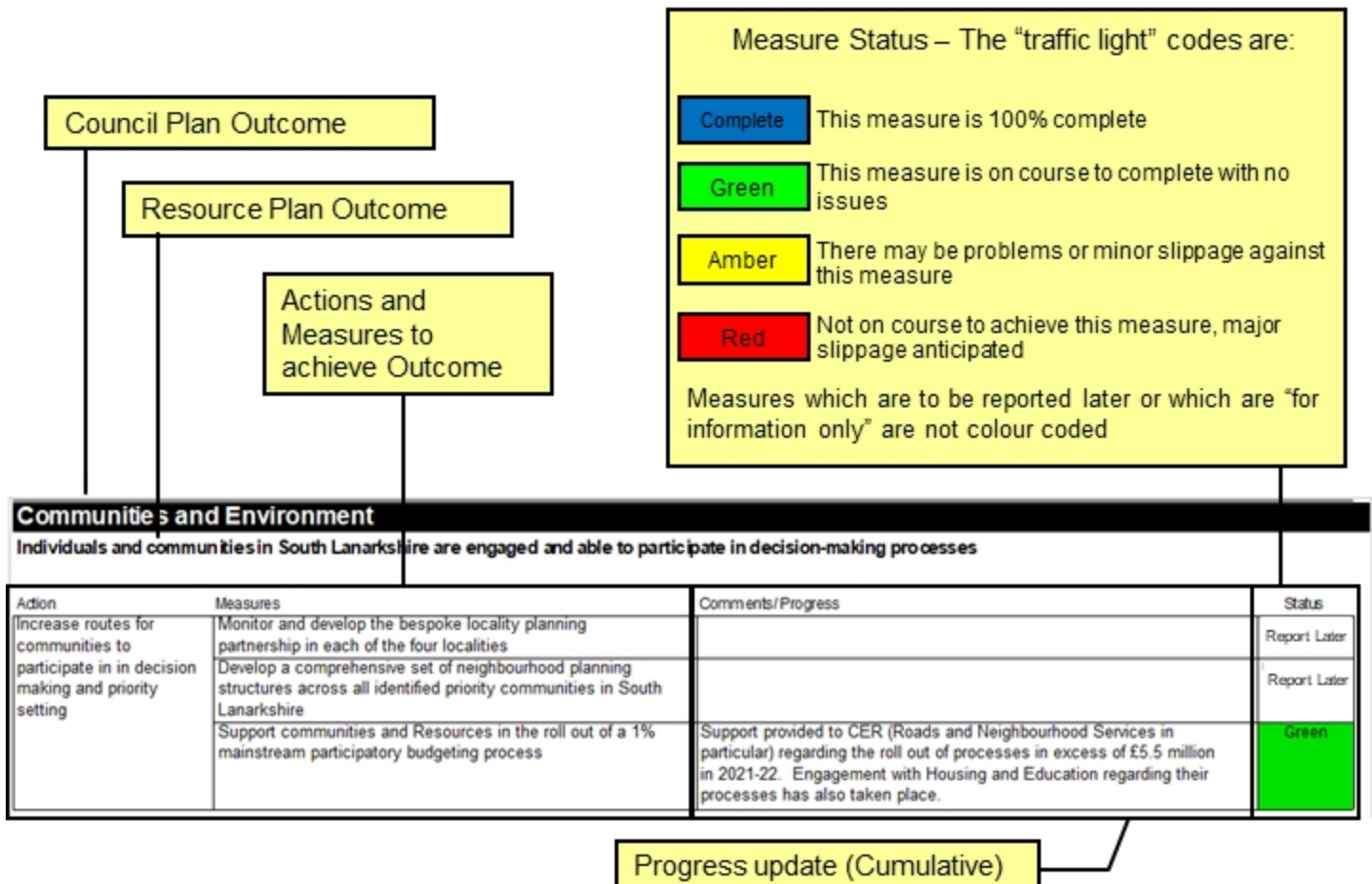
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2019/20	2020/21	2021/22
% of Stage 1 complaints responded to in full (SSHC)	46 out of 49 stage 1 complaints responded to in full.	Contextual	-----	94.00%	97.44%	93.00%	91.00%
Average time in working days for a full response at Stage 1	Although performance is below annual target at end of quarter 2, work continues to ensure overall target achieved.	Amber	5	7	4	5	5
% of Stage 2 complaints responded to in full (SSHC)	11 out of 13 stage 2 complaints responded to in full.	Contextual	-----	85.00%	96.77%	91.00%	100.00%
Average time in working days for a full response at Stage 2	Target achieved.	Green	20	13	17	14	15
Rent collected as a % of rent due in the year (SSHC)	Target achieved year to date.	Green	98.8%	99.3%	99.7%	97.4%	98.3%
Gross rent arrears (current and former tenants) as a % of rent due for the year (LGBF) (SSHC)	Target achieved.	Green	9.00%	8.60%	7.05%	8.26%	8.91%
% of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC)	Rent lost is currently above target. Ongoing close motioning of performance and actions in place.	Amber	0.60%	0.73%	0.49%	0.42%	0.60%
% of total void rent loss (SSHC)	On target.	Green	1.42%	1.43%	1.35%	1.22%	1.53%
Factoring collection rate	The collection target is 75% by year end. It is a progressive target and the collection rate will increase each quarter. At the end of quarter 2 its anticipated we will achieve the target by year end.	Green	75.00%	48.30%	78.10%	74.06%	73.00%

Summary - number of measures complete, green, amber and red under each Council Plan Outcome / Theme

Council Outcome/ Theme	Complete	Green	Amber	Red	Report later	Total
Communities and Environment		1				1
<i>Education and Learning</i>						
Health and Wellbeing		1				1
Children and Young People		6				6
Housing and Land	2	23	2			27
<i>Our Economy</i>						
Delivering the plan and achieving best value		1		1		2
Total	2	32	2	1	0	37

Guide to the Performance Measures report

Each of the performance measures is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented .



Communities and Environment

Work with communities to create safe, strong sustainable places

Action	Measures	Comments/ Progress	Status
Community Safety priorities including relevant parts of the SLCP are achieved	The Resource will administer a review of the safer South Lanarkshire Board and associated structure during 2022/23. This will aim to ensure reporting requirements around police and fire scrutiny, anti-social behaviour and community justice remain appropriate alongside links to revised community planning priorities	A review of the Safety Lanarkshire Board commenced at the first meeting of the new Board in September 2022. The review will conclude in April 2023.	Green

Health and Wellbeing

Help people to continue to live within their homes and communities through integrated community health and social care services

Action	Measures	Comments/ Progress	Status
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	Implementation of agreed housing actions within SCP3 to be progressed throughout the duration of the SCP3	SCP3 now published with two strategic directions relating to housing and homelessness. Work continues to support the Health and Social Care Partnership (HSCP) to progress the operational directions for the implementation of routine enquiry and priority access to health services for homeless households, including the development of pilots in two HSCP localities.	Green

Children and Young People

Improve the health and wellbeing of children, young people and families

Action	Measures	Comments/ Progress	Status
Contribute to effective joint working to protect and promote the wellbeing of children, young people and adults	100% of households identified as at risk are referred to appropriate statutory agencies	On target. Appropriate arrangements are in place to brief to staff on an annual basis.	Green
	Reducing the costs of housing families including energy costs - a key action as detailed in the Local Child Poverty Action Report	<p>Council rents in South Lanarkshire remain affordable and below the Scottish average.</p> <p>The Resource continues to invest in its domestic stock to improve energy efficiency with the aim of reducing energy consumption, and costs, required by tenants to heat their home. Performance in relation to both aspects of the Energy Efficiency Standards for Social Housing continues to improve, with EESSH1 achieving 98.61% and EESSH2 achieving 6.77% in Q2.</p> <p>To support tenants with increasing costs, the Resource is also working closely with partners at MMAS and Home Energy Scotland to deliver a HEAT Referral Scheme.</p>	Green

Children and Young People

Improve the health and wellbeing of children, young people and families

Action	Measures	Comments/ Progress	Status
	Investment to increase new affordable housing supply - a key action as detailed in the Local Child Poverty Action Report	A total of 59 new homes have been delivered during 2022/23 by the council and it's RSL partners to date. This includes 10 properties purchased through the council's Open Market Purchase Scheme.	Green
	Preventing and reducing homelessness for households, including families with children and young people - a key action as detailed in the Local Child Poverty Action Report	<p>Increasing trend and level of homeless presentations locally, which reflect a national trend.</p> <p>As at September 2022, there were 207 households with children (391 children) in temporary accommodation, compared to 231 households (437 children) at the end of 21/22. This is a 10% reduction of both households with children and number of children in temporary accommodation.</p> <p>The council and its Registered Social Landlord partners delivered an increase in the percentage of social rented properties directed to homeless households in the year (55.61% of all council homes and 37.1% of Registered Social Landlord homes) reducing time spent in temporary accommodation and minimising the impact on households with children.</p> <p>Progress against this measure is reported annually within the South Lanarkshire Local Child Poverty Action Report.</p>	Green
	Implement the SHORE (Sustainable Housing on Release for Everyone) standards, by providing appropriate support to 80% of individuals leaving prison with identified housing need	The SHORE Standards are fully implemented, and 80% of contact is being achieved both at admission and liberation.	Green
	100% of young people moving on from care offered housing options appointment, and of those requiring Housing Service assistance, 100% supported to move onto suitable and sustainable housing via a personal housing pathway plan	Continue to meet regularly with Social Work at locality level to discuss potential housing needs for all looked after young people over 15 years old. Central Homeless Team continue to attend the full range of children services/corporate parenting partnership and working groups.	Green

Housing and Land

Support people to access and sustain housing which meets their needs through our Integrated Housing Option Service

Action	Measures	Comments/ Progress	Status
Understand the financial security of our customers	Provide a programme of support to our customers including - The offer of tailored support to 100% of tenants who go on to receive Universal Credit	Continue to make personal contact with all SLC tenants who claim Universal Credit, offering them advice and support which includes liaison with the DWP, referrals and signposting to other Council services and external agencies.	Green
	Provide a programme of support to our customers including - Tenancy Sustainment Fund	Ongoing support provided to tenants in financial difficulty including through Homestart programme and support to tenants in rent arrears via the tenancy sustainment fund to assist in sustaining tenancies and preventing homelessness.	Green
	As part of rent settling process complete analysis of the affordability of our rents by December 2022	Annual rent consultation for 2023-24 will again include the use of the rent affordability tool to determine the impact of any proposed rent increases on our tenants.	Green
	Consult with tenants regarding proposed rent levels by December 2022	Rent setting consultation proposal being finalised and plan will be implemented between October 2022 and January 2023.	Green
Development and implement Local Housing Strategy for 2022-2027	Local Housing Strategy developed, consulted and approved by Executive Committee November 2022	The Local Housing Strategy 2022-27 consultative draft has been developed and published online, with the consultation period running to 30th October 2022. A calendar of consultation events with key stakeholders is underway, including with tenants and residents, and there is the option of an online survey for people to share their views. The strategy will be presented to Executive Committee in November 2022.	Green
	A Housing Needs and Demand Assessment completed by August 2022	Housing Needs and Demand Assessment 3 has been published, setting out a broad, long-term estimate of the number of additional units that may be required to meet existing and future housing demand. The consultative draft of the Local Housing Strategy 2022-27 has been informed by the projections contained in the HNDA.	Complete

Housing and Land

Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable and temporary and supported accommodation

Action	Measures	Comments/ Progress	Status
Improve access to settled accommodation for homeless households	Rapid Rehousing Transition Plan delivered	Third annual review of the RRTP was submitted to the Scottish Government on 30 June 2022. Five key priority objectives continue to be a focus of the plan with 96% of indicators either on target or anticipated to meet target by the conclusion of the plan.	Green
	Implement Housing First approach, provide suitable accommodation and support for up to 40 individuals with complex needs by 2022/23	33 individuals/households have now engaged in the housing first journey and there is a 83% tenancy sustainment rate. Support continues to be delivered by commissioned services and regular monitoring and reporting systems are in place.	Green
	Increase settled accommodation by converting 20 to 30 temporary accommodation units to Scottish Secure Tenancies during 2022/23	16 temporary accommodation units have been converted to date in 2022/23.	Green
	We will continue to make progress towards our target of converting up to 100 temporary accommodation units to Scottish Secure tenancies by 2024	On target with this indicator with a total of 90 temporary accommodation units converted to SST's to date.	Green
	During 2022/23, reduce the overall homelessness caseload from 900 to 850 and reduce long term homelessness caseload by 10%	At the end of quarter 2 there were 956 homeless households on the waiting list. Services continue to support households with the overall aim of prevention and housing applicants on the homeless list as quickly as possible. Nationally there has been a 5% increase in homelessness presentations over last 12 months to September 2022.	Amber
	Reduce and maintain repeat instances of homelessness to below 4.5% of all cases during 2022/23 (RRTP aim is <3% over life of plan)	Repeat homelessness reported at 3% of cases in quarter 2.	Green

Continue to deliver an affordable housing programme to meet needs

Action	Measures	Comments/ Progress	Status
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP and reported to Housing and Technical Resources Committee	A total of 59 new homes have been delivered during 2022/23 by the council and it's RSL partners to date. This includes 10 properties purchased through the council's Open Market Purchase Scheme.	Green

Housing and Land

Continue to deliver an affordable housing programme to meet needs

Action	Measures	Comments/ Progress	Status
Physical regeneration work in priority areas	Remaining properties (Phase 3 of the masterplan) for regeneration at Whitlawburn complete by end of March 2023	Handover of final 10 SLC units due to complete October 2022.	Green
	Work with partners to bring 15 Long Term empty homes into use by March 2023	8 homes brought back in to use up to the end of quarter 2.	Green
Increase supply of housing suitable for older people	All properties that are suitable, as identified at the void stage, will be converted to Amenity standard	At quarter 2 there have been 8 mainstream properties brought up to the current amenity standard.	Green
	During the period of the SHIP 2022-2027, a total of 569 specialist provision properties are forecast to be delivered across both SLC and RSL sites	Since April 2022, 20 specialist (amenity) homes have been developed by the council across two sites in Hamilton and East Kilbride, and a further 30 specialist (amenity) developed by RSL partners at two sites within Hamilton and Larkhall.	Green

Manage the council's portfolio of properties and land

Action	Measures	Comments/ Progress	Status
Project Management of Schools Projects and General Services Projects	The General Services Programme spend will be achieved for the financial year	Spend to Period 6 £20,218,213.33. Revised 2022/23 Budget £95,814,610. Currently, consideration is being given to revised budget and outturn for year end.	Green
	Two new nursery projects - Skylark, Larkhall to be completed in 2022/23 and Clyde Terrace, Bothwell commencing with completion date August 2023	Skylark, Larkhall - Now complete and operational. Clyde Terrace, Bothwell - Started on site, due to complete in August 2023.	Green

More energy efficient council homes

Action	Measures	Comments/ Progress	Status
Improve energy efficiency stock to help address fuel poverty	Deliver investment projects to increase energy efficiency of housing stock during 2022/23	Site start for External Wall insulation projects has been delayed due to Ecological Survey results. Revised processes for ECO4 programme to be approved shortly.	Amber

Housing and Land

Continue to engage and work with tenants and other customers to design our services

Action	Measures	Comments/ Progress	Status
Develop and implement Customer Involvement Strategy	Customer Involvement Strategy to be developed, consulted, and approved by Housing and Technical Resources Committee by June 2023	The final annual review of the Housing Services' Customer Involvement Strategy, undertaken jointly by officers and customer representatives within the Tenant Participation Co-ordination Group, was approved at Housing and Technical Resources Committee on 5 October 2022. The Customer Involvement Strategy 2023-2028 is currently under development in partnership with tenant representatives before being submitted to Housing and Technical Resources Committee in November 2023.	Green
Ensure effective involvement with tenants and other customer groups	Annual Scrutiny Programme 2022/23 developed August 2022 and implemented by March 2023	Report presented to Resource Management Team on 1 September 2022, updating on findings from the scrutiny activity on the virtual call handling approach, which was progressed during 2021/22. The report also set out proposals for the 2022/23 scrutiny programme. Two activities are planned during the year, the first on the council's approach to gas servicing and the second on access to homelessness services.	Green
	Customer Engagement Programme agreed with tenant representatives by August 2022	For the thirteenth consecutive year, an annual programme for customer engagement and involvement was agreed with customers.	Complete
Service Development is informed by understanding our customer satisfaction levels of key service areas	Customer satisfaction programme developed and approved by July 2022	The programme for 2022/23 has been approved by Resource Management Team and is currently underway. To meet our Charter requirements, a tenant satisfaction survey is being conducted in relation to overall satisfaction, quality of home, value for money and neighbourhood.	Green
	Results are reviewed quarterly, and any improvement activities are identified and incorporated into services and resource planning cycles	For areas progressing in 2022/23, all survey results will be analysed and if required, improvement actions identified and progressed.	Green

Housing and Land

Provide high quality services to our service to our tenants, including those who live in sheltered housing and residents at our Gypsy/Travellers sites

Action	Measures	Comments/ Progress	Status
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Site Investment Masterplans reviewed in consultation with residents and planned improvement works for progression during 2022 and current works completed by 31 March 2023	Work continues to be progressed on both South Lanarkshire sites to improve facilities and amenities available to residents. These works are being taken forward in conjunction with site residents, who have jointly developed site masterplans that highlight key projects they wish to see take place. This includes the delivery of a new community facility at Shawlands Crescent in Larkhall. Officially opened in August 2022. In addition, a range of other projects are being taken forward to ensure the sites continue to meet legislative compliance and standards with completion of recent fire safety improvements anticipated by November 2022.	Green
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Complete quality assurance checks to monitor and ensure compliance with care inspectorate standards. Each of the 34 sheltered housing complexes will be checked during 2022/23 with findings of completed checks reported on a quarterly basis	Quality assurance checks routinely undertaken across complexes with high compliance rates	Green

Delivering the plan and achieving best value

Delivering the plan and achieving best value

Action	Measures	Comments/ Progress	Status
Ensure effective management of all Resource budgets and Business Plans	Overall budgetary targets achieved by March 2023	We anticipate that overall budgetary targets will be achieved by the end of the financial year.	Green
Progress the council's Digital Strategy within the Resource	Continue with phased implementation of new IT system	Discussions ongoing with supplier on the delivery timeline and gaps in current business functionality requirements.	Red