

# Report

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>15 March 2023</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Housing and Technical Resource Plan - Quarter 2 Progress Report 2022/2023</b>
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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 2022/2023, for the period 1 April to 14 October 2022

## 2. Recommendations

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

- (1) that the Housing and Technical Resource Plan Quarter 2 Progress Report 2022/2023, 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 2022/2023 was approved by the Executive Committee on 5 October 2022 and set out the outcomes, measures and actions to be managed and delivered by the Resource for the financial year 2022/2023.
- 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 priorities set out in the Council Plan Connect 2022-2027.
- 3.3. As the Housing and Technical Resources Committee is aware, from March 2020 onwards, at times, the Council was forced to suspend or reduce a number of services that could not be continued in full due to the Covid-19 pandemic. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. Despite the return of services through the Council's Recovery Plan, there is a Covid-19 legacy in terms of a residual impact on some services and a significant build-up of demand, as a result of which there remains an inevitable impact on performance in some areas.

## 4. Resource Objectives 2022/2023

- 4.1. The Resource established a number of outcomes to support the delivery of the Connect Priorities in 2022/2023. These are detailed at Appendix 1.

## 5. Quarter 2 Progress Report 2022/2023

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 2 Progress Report 2022/2023, 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 as follows and performance should be considered in the context of the impact of responding to Covid-19:-

Status	Measures			
	Statistical	Project	Total	%
Blue	0	2	2	3%
Green	22	32	54	75%
Amber	6	2	8	11%
Red	0	1	1	1%
Report later/Contextual	7	0	7	10%
<b>Totals</b>	<b>35</b>	<b>37</b>	<b>72</b>	<b>100%</b>

(Data correct as at 17 February 2023)

- 5.3. Key achievements for 2022/2023, to date, are noted below:-

### 5.3.1.

Connect Priority	Health and Wellbeing
Resource Objective	Achievement
Support people to live active and independent lives	Approval of applications for adaptations were, on average, completed in 15.95 days against a target of 28 days
	96.2% of standard adaptations to council houses were complete within agreed appointment times against target of 90%
	All demand has been met for adaptations to council housing. There is no waiting list for adaptations to council housing

<b>Connect Priority</b>	<b>Get it right for children and young people</b>
<b>Resource Objective</b>	<b>Achievement</b>
Contribute to the Council's objective to protect vulnerable children, young people and adults	<p>In line with the Council's Housing Allocation Policy, housing continues to be allocated to those most in need. 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>

<b>Connect Priority</b>	<b>Housing and Land</b>
<b>Resource Objective</b>	<b>Achievement</b>
Support people to access and sustain housing which meets their needs through our Integrated Housing Options service	93.2% of new tenancies sustained for more than a year against target of 88%
Development and implement Local Housing Strategy for 2022-2027	The Local Housing Strategy 2022-2027 consultative draft developed and published online, with the consultation period running to 30 October 2022. The Strategy was approved at Executive Committee on 30 November 2022
Ensure our repairs service continues to meet the needs of customers	Emergency repairs were, on average, completed in 2 hours 53 minutes against a target of 24 hours
	Non-emergency repairs were, on average, completed in 10.53 days against a target of 28 days
	99% of reactive repairs were completed right first time
Continue to deliver an affordable housing programme to meet needs	A total of 59 new homes have been delivered during 2022/23 by the council and its RSL partners to date. This includes 10 properties purchased through the council's Open Market Purchase Scheme

- 5.3.2. In addition to working towards these priorities, 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.

<b>Delivering the Plan and achieving Best Value</b>	
<b>Resource Objective</b>	<b>Achievement</b>
Delivering the plan and achieving best value	Stage 2 complaints were fully responded to on an average of 13 working days, against a target timescale of 20 working days (SSHC)
	1.43% of rent was lost due to properties being void (SSHC) against the target of 1.42%

- 5.4. Areas for improvement: Measures that have been classified as 'red' (major slippage against timescale or shortfall against target) are noted below, together with the reason why and the management action now being taken, where required.

<b>Connect Priority: Delivering the plan and achieving best value</b>		
<b>Resource Objective: Delivering the plan and achieving best value</b>		
<b>Measure</b>	<b>Comments/Progress</b>	<b>Action by Manager (where applicable)</b>
Continue with phased implementation of new IT system	Discussions ongoing with supplier on the revised delivery timeline and gaps in current business functionality requirements.	Project monitored on an ongoing basis by Project Review Board.

## **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 or environmental implications as a result of this report.
- 8.2. The Resource Plan takes into account Resource responsibilities in relation to sustainable development and climate change.

## **9. Other Implications**

- 9.1. 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)**

10 February 2023

## **Link(s) to Council Values/Priorities/Outcomes**

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

## **Previous References**

- ◆ Housing and Technical Resources Quarter 4 Progress Report 2021/2022
- ◆ Executive Committee, 30 November 2022

### **List of Background Papers**

- ◆ Council Plan Connect 2017/2022 – endorsed by the Executive Committee on 8 November 2017 and approved by the full Council on 6 December 2017: mid-term review of Connect endorsed by the Executive Committee 24 June 2020
- ◆ Housing and Technical Resource Plan 2022/2023 – approved by the Executive Committee on 5 October 2022

### **Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

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## Appendix 1

### Housing and Technical Resource Outcomes 2022/2023

Connect Outcomes	Resource Outcomes
<b>Communities and Environment</b>	<ul style="list-style-type: none"><li>• Work with communities to create safe, strong sustainable places</li></ul>
<b>Health and Wellbeing</b>	<ul style="list-style-type: none"><li>• Support people to live active and independent lives</li><li>• Help people to continue to live within their homes and communities through integrated community health and social care services</li></ul>
<b>Children and Young People</b>	<ul style="list-style-type: none"><li>• Improve the health and wellbeing of children, young people and families</li></ul>
<b>Housing and Land</b>	<ul style="list-style-type: none"><li>• Support people to access and sustain housing which meets their needs through our Integrated Housing Options service</li><li>• Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable temporary and supported accommodation</li><li>• Continue to deliver an affordable housing programme to meet needs</li><li>• Manage the council's portfolio of properties and land</li><li>• Ensure our repairs service continues to meet the needs of customers</li><li>• More energy efficient council homes</li><li>• Continue to engage and work with tenants and other customers to design our services</li><li>• Provide high quality services to our service to our tenants, including those who live in sheltered housing and residents at our Gypsy / Travellers sites</li></ul>
<b>Delivering the Plan and achieving Best Value</b>	<b>Resource Outcomes</b> <ul style="list-style-type: none"><li>• Digital and ICT services meet the needs of its customer</li><li>• Customers experience high quality and improving council services</li><li>• The council demonstrates high standards of governance and sound financial stewardship</li><li>• The workforce has the skills, flexibility and capacity to deliver the council's outcomes</li></ul>