

# Report

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>19 June 2024</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Housing and Technical Resource Plan: Quarter 4 Progress Report 2023/2024</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 4 Progress Report 2023/24, for the period 1 April 2023 to 31 March 2024

## 2. Recommendations

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

- (1) that the Housing and Technical Resource Plan Quarter 4 Progress Report 2023-24 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;
- (3) that the areas for improvement and associated management actions as detailed in paragraph 5.4. of this report, be noted; and
- (4) that the additional scrutiny of changes in measure status between Quarter 2 and Quarter 4 as summarised at paragraph 5.5 and detailed at Appendix 3 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 2022/2027.

## 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 4 Progress Report 2023/2024

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 4 Progress Report 2023/2024, attached at 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	8	8	9%
Green	21	44	65	71%
Amber	2	0	2	2%
Red	2	2	4	4%
Report later/Contextual	10	3	13	14%
<b>Totals</b>	<b>35</b>	<b>57</b>	<b>92</b>	<b>100%</b>

(Data correct as at 9 May 2024)

- 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 104 new homes completed within 2023/2024, have been built to 'Housing for Varying Needs' standards and are easily adaptable to accommodate tenant's changing needs over time. 20 (19.2%) of the new homes have been built to be 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 21.94 days against a target of 28 days.</p>

	92% of standard adaptations to council houses were complete within agreed appointment times against a 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 Outcome:</b>	<b>Children and Young People</b>
<b>Resource Outcome</b>	<b>Achievement</b>
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 a personal housing pathway.

<b>Connect Outcome</b>	<b>Housing and Land</b>
<b>Resource Outcome</b>	<b>Achievement</b>
Continue to deliver an affordable housing programme to meet needs	Continued to increase the supply of affordable housing with the delivery of 269 additional new houses provided 2023/24 YTD. This includes 104 new build properties and 165 properties have been acquired through the market purchase scheme.
Support people to access and sustain housing which meets their needs through our Integrated Housing Options service	92.2% of new tenancies sustained for more than a year against a target of 88%. Ensuring those with the highest housing need are prioritised with 62.9% of lets to urgent homeless (UH) households. A further 3.41% of lets were allocated to other urgent need categories.
Ensure our repairs service continues to meet the needs of customers	Emergency repairs were, on average, completed in 6 hours 55 minutes against a target of 24 hours. Non-emergency repairs were, on average, completed in 14.53 days against a target of 28 days. 99% of reactive repairs were completed right first time.
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 preventing homelessness.

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.

<b>Delivering the Plan and achieving Best Value</b>	
<b>Resource Outcome</b>	<b>Achievement</b>
Delivering the plan and achieving best value	Stage 1 complaints were fully responded to on an average of 5 working days, against a target timescale of 5 working days (SSHC).
	Stage 2 complaints were fully responded to on an average of 17 working days, against a target timescale of 20 working days (SSHC).
	Against an extremely challenging set of socio-economic circumstances, positive performance, against previous year, was achieved in relation to:- <ul style="list-style-type: none"> <li>• the percentage of rent collected increased from 98.8% Quarter 2 to 99.51% in Quarter 4.</li> <li>• the percentage of gross rent arrears (current and former) reduced over the same period from 8.27% Quarter 2 to 8.00% in Quarter 4.</li> </ul>

#### 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 applicable.

<b>Connect Outcome: Housing and Land</b>		
<b>Resource Outcome:</b> Improved outcomes for households experiencing homelessness, including access to settled accommodation		
<b>Measure</b>	<b>Comments/Progress</b>	<b>Action by Manager (where applicable)</b>
% of Housing Options interventions where homelessness prevented	As at the end of the reporting year, 633 (60.8%) homeless cases prevented against a target of 70%.	The operating context in relation to the prevention of homelessness continues to be extremely challenging this year. The prevailing socio-economic conditions adversely impacted upon the ability to prevent homelessness during 2023/24. This trend has been mirrored nationally.
Continue to implement Rapid Rehousing Transition Plan	Despite high levels of achievement against several key measures, the level of homelessness in South Lanarkshire continues to increase to unprecedented levels . This was noted in the Rapid Re-Housing Transition Plan (RRTP)annual review and mirrors trends across Scotland.	A range of work is being progressed locally to help mitigate the situation and the Resource continues to engage with representative groups, such as COSLA and Association of Local Authority of Chief Housing Officers (ALACHO) , to highlight the key issues which require to be addressed at a national level.
<b>Resource Outcome: More energy efficient homes</b>		
% of Council stock meeting the Scottish Housing Quality Standards (SHQS)	83.6% of Council stock meeting the SHQS (% of dwellings meeting SHQS) against a target of 90%.	The changes to the Fire Tolerable standard and requirements in relation to Fixed Electrical Testing have continued to impact on the SHQS. A robust programme of work is in place to ensure these issues are being monitored within the Resource at the highest level.

<b>Resource Outcome: Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable and temporary and supported accommodation</b>		
Preventing and reducing homelessness for households, including families with children and young people during 2023/2024- a key action as detailed in the Local Child Poverty Action Report	<p>The Council continues to experience increasing levels of demand for homelessness services, which continues to challenge the delivery of the key strategic target of preventing and reducing homelessness.</p> <p>Despite this, the Resource continues to work with partners to deliver a range of measures to prevent all households and in particular households with children and young people. This includes through the Tenancy Sustainment Fund which was continued in 2023/24 , with £101,706 of the fund provided to 149 households with children.</p>	This is a key focus for the Resource and continues to be closely monitored by management.

#### 5.5. Scrutiny of change in measure status

A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed status from Quarter 2 to Quarter 4. On analysis of these, four measures recorded a decline in performance. Details of these four measures are included at Appendix 3. The remaining measures under scrutiny changed from Green/Report later to Blue (complete) and need no further action. It should be noted that the measures with a 'report later' status at Quarter 4 will be followed up and reported on, either in the final Q4 progress report presented to Housing and Technical Resources (HTR) Committee, or in the next year's Quarter 2 HTR progress report.

### 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 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 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)**

28 May 2024

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

- The Resource Plan has been structured upon the Vision, Values and Outcomes in the Council Plan Connect 2022-27

### **Previous References**

- Housing and Technical Resource Plan Quarter 4 Progress Report 2022-23 - noted by Housing and Technical Resources Committee on 05 October 2022
- Housing and Technical Resource Plan Quarter 2 Progress Report 2023-24 - noted by Housing and Technical Resources Committee on 07 February 2024

### **List of Background Papers**

- Council Plan Connect 2022-27 – approved by the full Council on 15 June 2022
- Housing and Technical Resource Plan 2023-24 – approved by Housing and Technical Resources Committee on 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 2023-24

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> <li>• Increased ownership of local assets</li> </ul>
<b>Education and Learning</b>	<ul style="list-style-type: none"> <li>• No Resource outcomes for this Connect outcome.</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> <li>• Improved outcomes for households experiencing homelessness, including access to settled accommodation</li> <li>• Work to bring empty homes back into use to help meet needs within South Lanarkshire</li> <li>• Continue to develop a range of properties to meet the council needs</li> <li>• Deliver a first-class repairs and maintenance service</li> <li>• Work with property owners and landlords to make sure our private housing is suitable for the needs of our residents</li> </ul>
<b>Our Economy</b>	<ul style="list-style-type: none"> <li>• 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</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> </ul>



	<ul style="list-style-type: none"><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>
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# **South Lanarkshire Council**

## **Housing and Technical**

# **improve**

## **Resource Plan**

**Performance Report 2023-24**  
**Quarter 4 : April 2023 - March 2024**

(This represents the cumulative position to March 2024)

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

Council Outcome/ Theme	Green	Amber	Red	Report later / Contextual	Total
<b>Communities and Environment</b>	1				1
<i>Education and Learning</i>					
<b>Health and Wellbeing</b>	5			1	6
<i>Children and Young People</i>					
<b>Housing and Land</b>	10	1	2	6	19
<i>Our Economy</i>					
<b>Delivering the plan and achieving best value</b>	5	1		3	9
<b>Total</b>	<b>21</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>35</b>

## 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.

**Council Plan Outcome**

Resource Plan outcome

Performance Indicators

Progress update (Cumulative)

**Indicator Status – are we on course to achieve? The “traffic light” codes are:**

- Green Target met, or expected to be met with no issues
- Amber There may be problems or minor slippage against target
- Red Not on course to achieve target, major slippage anticipated

Measures which are to be reported later or which are “for information only” are not colour coded

**Our Economy**

A people-centred approach to recovery is implemented to help individuals, communities, businesses and the social and third sector thrive.

Performance Indicators	Comment/ Progress	Status	This Year		Last 3 Years		
			Target	To Date			
Number of unemployed people supported via council-operated employability programmes	We have supported 2118 people in total of which 1934 are unemployed and 184 are employed	Green	1,000	1,934	2,135	1,322	1,348
Number of unemployed people gaining sustainable employment	This one of the highest job outcome results seen in the past five years.	Green	400	1,146	863	713	410
Number of unemployed people accessing further education or training	Exceeded target	Green	200 people	219 people	501 people	568 people	211 people

Statistics for the current year. The **Target** shows what we want to achieve by the end of the year. The **To Date** column shows how much we have achieved so far.

Statistics for last 3 years, showing how we are doing over time.

## Communities and Environment

### Work with communities to create safe, strong sustainable places

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
% of Anti-Social Behaviour cases resolved in the year (SSHC) (RP)	Target achieved.	Green	90.00%	94.71%	95.21%	94.30%	96.80%

## Health and Wellbeing

### Support people to live active and independent lives

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
No. of adaptations completed in Council homes	944 adaptations completed in Council Homes.	Contextual	-----	944	476	993	1,266
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	21.94 days	28.00 days	23.49 days	21.72 days
% of standard adaptations to council houses within agreed appointment times	Target achieved.	Green	90.0%	92.0%	92.4%	98.3%	90.1%
% of new build that are wheelchair accessible (RP)	20 of the 104 new council homes completed in 2023/24 were accessible for wheelchairs, exceeding the target of 10% established in the Local Housing Strategy 2022-27.	Green	10.0%	19.2%	-----	-----	-----

## Housing and Land

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

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
% of lets to Urgent housing (UH) need households (RP)	Target achieved.	Green	55.0%	62.9%	61.1%	53.5%	58.1%
% of new tenancies sustained for more than a year for all lets (SSHC) (RP)	Tenancy sustainment has remained strong this year and target achieved.	Green	88.00%	92.20%	91.90%	93.40%	92.00%
% of tenancy offers refused during the year (SSHC) (RP)	Refusals are driven by the applicant and can vary significantly depending on size/availability/location of housing.	Contextual	-----	18.3%	24.7%	16.6%	23.4%

**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	2020/21	2021/22	2022/23
Average time taken to relet empty properties (SSHC) (RP)	Target achieved, performance has improved this year. Performance continues to be monitored and a number of improvement actions identified.	Green	30.00 days	22.15 days	21.00 days	21.50 days	27.76 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	2020/21	2021/22	2022/23
Average length of time in temporary accommodation (RP)	Quarter 4 information not yet available, await Scottish Government publication of figures.	Report Later	-----	-----	121 days	105 days	96 days
% of households provided with temporary accommodation (SG) (RP)	Quarter 4 information not yet available, await Scottish Government publication of figures.	Report Later	-----	-----	100.0%	100.0%	100.0%
% of temporary accommodation on offers refused (RP)	Quarter 4 information not yet available, await Scottish Government publication of figures.	Report Later	-----	-----	6.84%	7.42%	6.00%
Number of times we did not meet our obligation to provide suitable accommodation (SG) (RP)	Quarter 4 information not yet available, await Scottish Government publication of figures.	Report Later	-----	-----	0	0	0

Improved outcomes for households experiencing homelessness, including access to settled accommodation

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of homeless households advised of outcome of assessment within 28 days (RP)	This is a locally set target and is a key focus for the Resource and continues to be closely monitored by management.	Green	95.0%	96.5%	99.8%	99.6%	95.2%
% of Housing Options interventions where Homelessness prevented (RP)	During 2023/24, 633 (60.8%) homeless cases prevented. The operating context in relation to the prevention of homelessness continues to be extremely challenging this year. The prevailing socio-economic conditions adversely impacted upon the ability to prevent homelessness during 2023/24. This trend has been mirrored nationally.  A range of actions are being progressed to help mitigate the situation and updates on homelessness are now being presented to committee on a 6 monthly basis.	Red	70.0%	60.8%	-----	73.5%	65.9%

**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	2020/21	2021/22	2022/23
% of response repairs completed on time	Target achieved.	Green	90.0%	97.0%	97.7%	99.1%	95.3%
Ave length of time to complete emergency repair - hours (SSHC) - YTD	Target achieved.	Green	24.00 hours	6.55 hours	3.26 hours	4.24 hours	5.36 hours
Ave length of time to complete non emergency repair (SSHC) (LGBF) - YTD	Target achieved.	Green	28.00 days	14.53 days	13.07 days	11.76 days	11.63 days
% of reactive repairs completed first time right (SSHC)	Target achieved.	Green	90.00%	99.00%	99.95%	99.00%	99.60%
% of repairs appointments kept	Target achieved.	Green	90.00%	94.77%	94.18%	94.00%	94.00%
No of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date	82 services beyond target date, all now complete.	Amber	0	82	411	1	20

**Deliver a first-class repairs and maintenance service**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of tenant satisfaction with repairs or maintenance in year (SSHC)	Although slightly below target, management arrangements in place to monitor indicator.	Green	90.0%	89.0%	90.0%	91.0%	89.0%

**More energy efficient council homes**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of Council stock meeting the SHQS	The changes to the Fire Tolerable standard and requirements in relation to Fixed electrical Testing have continued to impact on the SHQS. A robust programme of work is in place to address these issues are being monitored within the Resource at the highest level.	Red	90.0%	83.6%	93.5%	72.3%	80.0%
% of council dwellings that are Energy Efficiency Standard for Social Housing 2 (ESSH2)	The 2025 and 2032 ESSH Milestones have been suspended as the Scottish Government are reviewing the ESSH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2045.	Report Later	-----	-----	93.88%	98.64%	-----



**Delivering the plan and achieving best value**

Delivering the plan and achieving best value

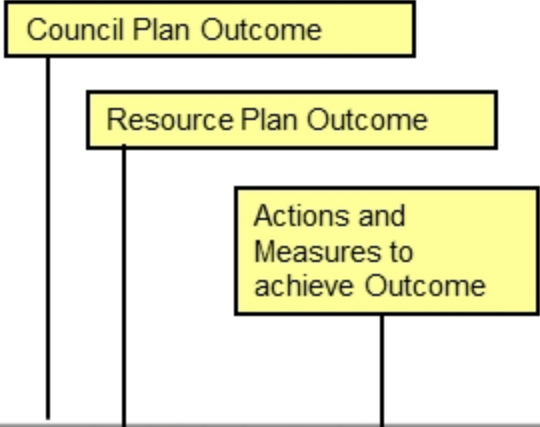
Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
% of Stage 1 complaints responded to in full (SSHC)	143 out of 148 stage 1 complaints responded to in full. Complaints continue to be a focus for management and are routinely monitored.	Contextual	-----	97.00%	93.00%	91.00%	95.00%
Average time in working days for a full response at Stage 1	Target achieved.	Green	-----	5	5	5	5
% of Stage 2 complaints responded to in full (SSHC)	25 out of 26 stage 2 complaints responded to in full. Complaints continue to be a focus for management and are routinely monitored.	Contextual	-----	96.00%	91.00%	100.00%	88.00%
Average time in working days for a full response at Stage 2	Target achieved.	Green	20	17	14	15	15
Rent collected as a % of rent due in the year (SSHC) (RP)	Target achieved.	Green	99.3%	99.5%	97.4%	98.3%	99.1%
Gross rent arrears (current and former tenants) as a % of rent due for the year (LGBF) (SSHC) (RP)	Target achieved.	Green	9.01%	8.00%	8.26%	8.91%	8.66%
% of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC)	Performance has improved on previous year's performance and continues to be routinely monitored with a number of improvement actions identified.	Green	0.62%	0.51%	0.42%	0.60%	0.62%
% of total void rent loss (SSHC)	Rent lost is currently above target. Performance continues to be routinely monitored with a number of improvement actions identified.	Amber	1.42%	1.70%	1.22%	1.53%	1.41%
Factoring collection rate	Quarter 4 information will not be available until May 2024.	Report Later	-----	-----	74.06%	73.00%	72.20%

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
<b>Communities and Environment</b>	1	5				6
<i>Education and Learning</i>						
<b>Health and Wellbeing</b>		1				1
<b>Children and Young People</b>		6		1		7
<b>Housing and Land</b>	7	29		1	3	40
<b>Our Economy</b>		1				1
<b>Delivering the plan and achieving best value</b>		2				2
<b>Total</b>	8	44	0	2	3	57

## 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 .



Measure Status – The “traffic light” codes are:

- Complete** This measure is 100% complete
- Green** This measure is on course to complete with no issues
- Amber** There may be problems or minor slippage against this measure
- Red** Not on course to achieve this measure, major slippage anticipated

Measures which are to be reported later or which are “for information only” are not colour coded

Communities and Environment			
Individuals and communities in South Lanarkshire are engaged and able to participate in decision-making processes			
Action	Measures	Comments/Progress	Status
Increase routes for communities to participate in decision making and priority setting	Monitor and develop the bespoke locality planning partnership in each of the four localities		Report Later
	Develop a comprehensive set of neighbourhood planning structures across all identified priority communities in South Lanarkshire		Report Later
	Support communities and Resources in the roll out of a 1% mainstream participatory budgeting process	Support provided to CER (Roads and Neighbourhood Services in particular) regarding the roll out of processes in excess of £5.5 million in 2021-22. Engagement with Housing and Education regarding their processes has also taken place.	Green

Progress update (Cumulative)



## Communities and Environment

### Work with communities to create safe, strong sustainable places

Action	Measures	Comments/ Progress	Status
Community Safety priorities are achieved	Implement the recommended next steps of the review of the Safer South Lanarkshire Board and associated structure, ensuring that reporting requirements around police and fire scrutiny, anti-social behaviour and community justice are appropriate	Actions from review being implemented with key initial focus on scrutiny training scheduled to take place over three sessions between April and June 2024.	Green
	A project to upgrade the public space cameras and install new cameras at identified hotspots not currently covered by CCTV is due to complete during 2023/24. These measures will allow the council to provide a significantly more effective support function to the police and increase public safety	Phase 1 of the public space upgrade comprising replacement of 31 cameras has commenced and is programmed to complete early in financial year 2024/25. Phase 2 of the upgrade is also scheduled to be delivered later in 2024/25	Green
	Contribute to the Environmental Task Force to address graffiti, vandalism and fly tipping (RP)	Action plan developed in conjunction with Litter Strategy Group - with all actions either complete or progressing in line with target timescales.	Green
	Review the Anti-Social Behaviour Strategy (RP)	The Anti-Social Behaviour Strategy was published for consultation in November 2023.  Following the completion of the consultation period in January 2024, the strategy was approved by Executive Committee on 20th March 2024.	Complete
Review of rural action plans to improve sustainability	Rural action plans will be reviewed with rural communities every two years	Rural plans are currently being revised, with focus on appropriate tenant and customer engagement. Initial focus on support tenants and other customers in Glespin, Douglas and Rigside with progress reported through the revised Customer Involvement Strategy and Local Housing Strategy.	Green

## Communities and Environment

### Increased ownership of local assets

Action	Measures	Comments/ Progress	Status
Support sustainable community asset transfer	Further promote the community asset transfer process and support communities to develop sustained applications target 3	8 transfers have been approved within 2023/24. Ongoing engagement in supporting the premises at risk of closure due to budget cuts to identify and assist with community interest. Support continues to be presented to approximately 50 groups who are interested in Community Asset Transfer.	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	In line with Homelessness related Directions within the Strategic Commissioning Plan 2022-25 pilot routine enquiry within identified front line homelessness services and develop plan to support full roll out across health and care services (RP)	Continued area of focus across partnership alongside monitoring proposal in new Housing Bill and development of new homeless prevention legislation for public bodies.	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 (RP)	100% of households identified as at risk referred to appropriate statutory agencies. Referral procedure in place and annual briefing for staff carried out in September 2023.	Green
	Reducing the housing costs for families including energy costs during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	<p>The council continue to be one of the most affordable landlords in Scotland and the lowest of the 20 social housing providers in South Lanarkshire.</p> <p>During the councils latest rent setting consultation, tenants expressed support for rent levels being set over a longer period of time to help them better manage their household bills. In line with this, the council has established its rent level for three years with a commitment to review this on annual basis.</p> <p>To reduce fuel costs for households, the council continues to deliver its own Housing Investment Programme to improve energy efficiency of its homes, alongside administering national grant schemes to support private households in making improvements.</p> <p>In 2023/24, 161 private homes benefitted from the installation of energy efficiency measures with grant administered through the Energy Company Obligation Scheme and Energy Efficient Scotland: Area Based Schemes.. These improvements will aim to improve the thermal efficiency for households and reduce the energy required to heat them.</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 during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	The council continues to make good progress with the Affordable Housing Supply Programme, with 269 additional council homes provided. This comprised of 104 new homes and 165 purchased through the council's Market Purchase Scheme. The Affordable Housing Supply Programme continues to have positive impact on the lives of families, improving the health and wellbeing of young people through the provision of good quality, affordable homes in places people wish to live.	Green
	Preventing and reducing homelessness for households, including families with children and young people during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	The council continues to experience increasing levels of demand for homelessness services, which continues to challenge the delivery of the key strategic target of preventing and reducing homelessness. Despite this, the Resource continues to work with partners to deliver a range of measures to prevent all households and in particular households with children and young people. This includes through the Tenancy Sustainment Fund which was continued in 2023/24, with £101,706 of the fund provided to 149 households with children.	Red
	Continue to deliver the SHORE standards (Sustainable Housing on Release for Everyone) standards, by providing appropriate support to 80% of individuals leaving prison with identified housing need (RP)	Support provided in accordance with the standards by providing appropriate support to individuals leaving prison with identified housing need.	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 (RP)	100% of young people preparing to move on from care setting were offered housing pathway plan in 2023/24.  There was a high uptake of this offer with all care leavers completing a pathway plan.	Green

## Children and Young People

### Work with property owners and landlords to make sure our private housing is suitable for the needs of our residents

Action	Measures	Comments/ Progress	Status
Provide support and assistance to owner occupiers and landlords helping them to meet their responsibilities of maintain and repair to their homes	Conduct review of Scheme of Assistance Policy during 2023/24 (RP)	As agreed at Housing and Technical Resources Committee in December 2023 the Scheme of Assistance Policy review will be carried out 2024/25.	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 (RP)	Continue to make personal contact with all Council tenants who claim UC housing costs, offering them person centred advice and support. This includes referrals/signposting to other council services or external agencies.	Green
	Provide a programme of support to our customers including - Tenancy Sustainment Fund to support tenant experiencing financial difficulties sustain their tenancy (RP)	Housing Officers signpost tenants experiencing financial difficulties to a wide range of sources of advice and support, and make full use of the Tenancy Sustainment Fund to sustain tenancies and prevent homelessness. The fund has been fully committed for 2023/24.	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
	As part of rent setting process complete analysis of the affordability of our rents by December 2023 (RP)	As part of the annual rent consultation for 2024/25, the Housemark rent affordability tool was used and demonstrated that South Lanarkshire Council continues to benchmark as one of the most affordable landlords in Scotland.  This information was shared with tenants during the rent setting consultation process, which concluded on 12 January 2024.	Green
	Consult with tenants regarding proposed rent levels by December 2023	The consultation programme for 2024/25 rent levels was jointly developed with the Budget Scrutiny Group. Consultation on the rent proposals and investment priorities commenced in October 2023 and concluded on 12 January 2024. The consultation provided a range of engagement opportunities for tenants, including; an online survey, local area focus group meetings, meetings with specific tenant groups including the Gypsy/Traveller community and sheltered housing tenants and a tenant led closing event. Over 1270 tenants responded to the on-line survey.	Green
Development and implement Local Housing Strategy for 2022-2027	Annual review completed and approved by Executive Committee in November 2023 (RP)	The first annual review of the LHS 2022-27 to be presented to Executive Committee in June 2024.	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 (RP)	269 new/additional homes added YTD. 104 new build and 165 market purchase.	Green

**Housing and Land****Manage the council's portfolio of properties and land**

Action	Measures	Comments/ Progress	Status
Project Management of General Services Projects	The General Services Programme spend will be achieved for the financial year	Quarter 4 information not available until end May 2024.	Report Later
	Clyde Terrace, Bothwell Nursey commencing with completion due in 2023	Project was delayed due to water utility works. Now complete and handed over in April 2024.	Green
	New Jackton Primary School is due for completion in 2023	School opened August 2023.	Complete
Review of operational assets and reduction in the number of properties	Continue to engage with all Council Resources and public sector partners during 2023/24 to ensure continued progress towards establishing a core estate through property rationalisation and investment	5 assets have been identified as surplus to existing service requirements with 2 being repurposed for social housing development. Termination of 2 operational lease agreements are being negotiated and arrangements to transfer to communities 28 leisure properties are ongoing.	Green
	A review of operational assets in each area will identify opportunities to rationalise, reuse and redevelop to create sustainable property portfolio	Area based review of assets ongoing	Green
Review of office accommodation in light of changing working patterns	Develop and implement a new 5 year office strategy and action plan	Recently developed Town Centre Masterplan for Hamilton was approved at Executive Committee on 21 February 2024. East Kilbride Masterplan and proposed marketing of the Civic Centre will inform the future office strategy for East Kilbride.	Green
	Condition is assessed as the percentage of floor space of operational buildings which are in satisfactory condition	Condition information will be available in Quarter 1	Report Later
	Suitability is assessed as the percentage of operational buildings which are considered to be suitable for service delivery	Suitability information will be available in Quarter 1	Report Later
Progress towards decarbonisation on the non housing estate	The council will develop a programme for reducing emissions within its non-domestic building stock, aiming for heat to be delivered by zero carbon technology by the 2038 backstop	Feedback from Net Zero feasibility studies being used to develop priorities for an emissions reduction programme to transition fossil fuel heating systems to zero carbon technology by 2038 backstop. Continue to monitor latest guidance and proposed legislation and regulation such as Heat in Buildings Bill to inform investment decisions.	Green

## Housing and Land

### Manage the council's portfolio of properties and land

Action	Measures	Comments/ Progress	Status
	Complete feasibility studies to identify and cost the energy measures and heating system replacement works that will be required to decarbonise heat by 2038 across the council's wet leisure and primary school estate	Complete	Complete
	Achieve energy efficiency and carbon emission reductions through delivery of the Central Energy Efficiency Fund (CEEF) programme	All 10 No. LED lighting projects included in the 2023/24 programme are complete. Photovoltaics(PV) project completed April 2024 as programmed. Total spend on 2023/24 programme was approximately £193k.	Green

### More energy efficient council homes

Action	Measures	Comments/ Progress	Status
Improve energy efficiency stock to help address fuel poverty	Deliver Housing Investment Programmes to ensure as many socially rented properties as practically possible achieve the Energy Efficiency Standard for Social Housing (ESSH2) by 2032	ESSH2 has been suspended and will be replaced by the Social Housing Net Zero Standard.	Green
	Maximise the energy efficiency of homes to help with household bills and build towards net zero	45 properties had external wall insulation completed which included 34 owners and 11 council properties which were delivered through Energy Efficient Scotland funding. These improvements aim to improve the thermal efficiency for households and reduce the energy required to heat them.	Green
	Develop and implement South Lanarkshire Local Heat and Energy Efficiency Strategy (LHEES) and associated Delivery Plan	The draft South Lanarkshire LHEES and Delivery Plan were launched for public consultation in March 2024, with the final documents scheduled for Executive Committee in June 2024.	Green
	To contribute to national fuel poverty targets, the council will undertake a review to identify the proportion of households within its housing stock that are in, or are susceptible to being in, fuel poverty	Through analysis delivered as part of LHEES, a review of domestic council properties is underway to determine how best the Housing Investment Programme can tackle fuel poverty, targeting those most in need.	Green
	Develop feasibility studies for proposed district heating systems at the multi storey blocks in East Kilbride and Hamilton	Feasibility studies completed for both. Scottish Government Heat Network Support Unit have approved application for £75,000 to match fund the Business Case for the Hamilton District Heat Network.	Complete



**Housing and Land****More energy efficient council homes**

Action	Measures	Comments/ Progress	Status
	Improve homes and the housing environment for residents by continuing to invest in fabric upgrade	Capital investment in the existing housing stock is £23.43m of which £2.67m relates to fabric.	Green

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

Action	Measures	Comments/ Progress	Status
Ensure effective involvement with tenants and other customer groups	Annual Scrutiny Programme 2023/24 developed August 2023 and implemented by March 2024 (RP)	The Scrutiny Programme for 2023/24 was agreed with customer representatives, with three areas identified for scrutiny during the year; voids, homelessness application process and reporting a repair (mystery shopping exercise). The voids exercise concluded in February 2024 and a report detailing findings has been submitted to the council for consideration. The remaining two exercises will conclude in April 2024.	Green
	Customer Engagement Programme agreed with tenant representatives by August 2023 (RP)	The annual programme for customer engagement programme was agreed in August 2023 and implemented during 2023/24.	Complete
Service Development is informed by understanding our customer satisfaction levels of key service areas	Customer satisfaction programme developed and approved by July 2023 (RP)	The 2023/24 customer satisfaction survey programme was approved on 13 July.	Green
	Results are reviewed quarterly, and any improvement activities are identified and incorporated into services and resource planning cycles (RP)	For areas progressed in 2023/24, all survey results have been analysed and if required, improvement actions identified and progressed.	Green
Develop and implement Customer Involvement Strategy	The new Customer Involvement Strategy will be developed, consulted, and approved by Housing and Technical Resources Committee by November 2023 (RP)	The Customer Involvement Strategy was reviewed with members of the Tenant Participation Coordination Group and was open for consultation between September and December 2023.  The strategy was approved by Housing and Technical Resources Committee on 7th February 2024.	Complete

## 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
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 2023/24 with findings of completed checks reported on a quarterly basis (RP)	Self assessment against new Care Inspectorate framework complete and shared with Care Inspectorate.	Green
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Continue to deliver co-produced Site Masterplans at both sites, reflecting council and resident priorities (RP)	Range of projects continue to be delivered at both sites, in line with residents priorities and agreed through the regularly updated Site Masterplans.	Green
	Work in 2023/24 will continue with key projects including new pitches, play parks and upgrade of amenity units (RP)	Positive progress has been made at Shawlands Crescent and Springbank Park, with key projects prioritised and agreed by residents completed or commenced in 2023/24. This includes: <ul style="list-style-type: none"> <li>- completion of a new play park at Shawlands Crescent, designed by the children and young people on the site.</li> <li>- completion of new fencing at Shawlands Crescent</li> <li>- commencement of pitch extension works at Springbank Park</li> <li>- commencement of amenity unit extensions at Shawlands Crescent, with designs and layout agreed with residents.</li> </ul>	Green

Improve outcomes for households experiencing homelessness, including access to settled accommodation

Action	Measures	Comments/ Progress	Status
Improve access to settled accommodation for homeless households	Continue to implement Rapid Rehousing Transition Plan (RP)	Despite high levels of achievement against several key measures, the level of homelessness in South Lanarkshire continues to increase to unprecedented levels . This was noted in the RRTP annual review and mirrors trends across Scotland. A range of work is being progressed locally to help mitigate the situation and the Resource continues to engage with representative groups, such as COSLA and ALACHO , to highlight the key issues which require to be addressed at a national level.	Red

## Housing and Land

### Improve outcomes for households experiencing homelessness, including access to settled accommodation

Action	Measures	Comments/ Progress	Status
	Implement Housing First approach, provide suitable accommodation and support for up to 40 individuals with complex needs by 2023/24 (RP)	Monitoring reflects target caseload achieved and continued success in outcomes achieved.	Green
	Increase settled accommodation by converting 10 to 15 temporary accommodation units to Scottish Secure Tenancies during 2023/24 (RP)	Over target across 5 year lifespan on RRTP.	Complete
	We will continue to make progress towards our target of converting up to 100 temporary accommodation units to Scottish Secure tenancies by 2024	Over 100 properties converted across lifespan of RRTP.	Complete
	Reduce and maintain repeat instances of homelessness to below 4.5% of all cases during 2023/24 (RP)	Target achieved as just over 3% repeat cases.	Green
	Review of Commissioned Services exploring opportunities of partnership working for efficiencies and to lever in funding that will add value to existing homelessness services (RP)	PIN out to market to establish interest in consortium approach to meeting accommodation and support needs of homeless households. Tender being prepared for market with anticipated go live date of September 2024	Green

### Work to bring empty homes back into use to help meet needs within South Lanarkshire

Action	Measures	Comments/ Progress	Status
Physical regeneration work in priority areas	Work with partners to bring 15 Long Term empty homes into use by March 2024 (RP)	28 long term properties brought back into use.	Green

### Continue to develop a range of properties to meet the council needs

Action	Measures	Comments/ Progress	Status
Increase supply of housing suitable for older people	Continue to adapt suitable homes, as identified at the void stage, will be converted to Amenity standard (RP)	Since the programme commenced, 415 properties have been brought up to amenity standard, with 10 properties during 2023/24.	Green

## Housing and Land

### Continue to develop a range of properties to meet the council needs

Action	Measures	Comments/ Progress	Status
Increase supply of housing suitable for older people	Total new amenity homes delivered through Affordable Housing Supply Programme and reported to HTR Committee through the SHIP (RP)	104 new build council homes were completed during 2023/24, with 20 of these built to amenity standard.  All new build homes are built to the relevant energy efficiency and quality standards, with the programme funded jointly by the Scottish Government and the council.	Green

## Our Economy

### Help create town centres that offer a social, cultural and economic heat to a community and contain shared built environment, heritage and spaces that, with the right conditions, provides inclusive and sustainable centres

Action	Measures	Comments/ Progress	Status
Ensure effective development of opportunities	Support the developemnt of opportunities to re-envision and redevelop town centres	Community and Enterprise have gone out to public consultation on EK masterplan and are in process of appointing contractors for Hamilton masterplans. Where sites have been identified for affordable housing, site markers are noted within SHIP 2024-29.	Green

## Delivering the plan and achieving best value

### The Council Demonstrates high standards of governance and sound financial

Action	Measures	Comments/ Progress	Status
Ensure effective management of all Resource budgets and Business Plans	Overall budgetary targets achieved by March 2024	It is expected that overall budgetary targets will be achieved by the end of the financial year. Final details will be known once the annual accounts exercise has been completed.	Green

### Digital and ICT Services meet the needs of the council and its customer

Action	Measures	Comments/ Progress	Status
Progress the council's Digital Strategy within the Resource	Progress the implementation of a new Integrated Housing and Property management system, including sourcing a new supplier and contract negotiations (RP)	Project plan has been re-aligned to reflect ongoing additions to Phase 1 Implementation.	Green

## HTR: Quarter 2 to Quarter 4 2023/24 - scrutiny of change in measure status

Measure	Q2 Status	Q4 Status	Q4 Comments
<b>Performance has declined from Q2 to Q4</b>			
% of Housing Options interventions where Homelessness prevented	Amber	Red	During 2023/24, 633 (60.8%) homeless cases prevented. The operating context in relation to the prevention of homelessness continues to be extremely challenging this year. The prevailing socio-economic conditions adversely impacted upon the ability to prevent homelessness during 2023/24. This trend has been mirrored nationally.
% of Council stock meeting the SHQS	Report Later	Red	The changes to the Fire Tolerable standard and requirements in relation to Fixed electrical Testing have continued to impact on the SHQS. A robust programme of work is in place to address these issues are being monitored within the Resource at the highest level.
Preventing and reducing homelessness for households, including families with children and young people during 2023/24 - a key action as detailed in the Local Child Poverty Action Report	Green	Red	The council continues to experience increasing levels of demand for homelessness services, which continues to challenge the delivery of the key strategic target of preventing and reducing homelessness. Despite this, the Resource continues to work with partners to deliver a range measures to prevent all households and in particular households with children and young people. This includes through the Tenancy Sustainment Fund which was continued in 2023/24 , with £101,706 of the fund provided to 149 households with children.
Continue to implement Rapid Rehousing Transition Plan	Amber	Red	Despite high levels of achievement against several key measures, the level of homelessness in South Lanarkshire continues to increase to unprecedented levels . This was noted in the RRTP annual review and mirrors trends across Scotland. A range of work is being progressed locally to help mitigate the situation and the Resource continues to engage with representative groups, such as COSLA and ALACHO , to highlight the key issues which require to be addressed at a national level.