

Report

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Report to:	East Kilbride Area Committee
Date of Meeting:	15 December 2010
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Area Committee Report on Housing Services
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ set out progress with key areas of Housing Services activity and performance in the East Kilbride area

2. Recommendation(s)

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

- (1) that the content of the key activity and performance report be noted; and
- (2) that the intention to report annually on progress at future meetings of the Committee be noted.

3. Background

3.1. A previous report approved by the Executive Committee on 8 July 2009, set out proposals for reviewing the remit and role of local Area Committees. The report highlighted revised terms of reference for Committees which included receiving local performance reports from Resources on key priorities from Connect.

3.2. This report is the second of the new performance reports which considers key priorities and progress with aspects of the Housing Service in the East Kilbride Committee Area. The existing Connect and Resource Planning reporting arrangements to the Executive and Resource Committees ensure that members have a clear picture of progress for services overall.

4. Housing Service Priorities

4.1. The Council plan, Connect was reviewed earlier this year and sets out a clear vision of the Council's priorities for improvements in services and the quality of life for residents in South Lanarkshire. Together with the other six Resources, Housing and Technical Resources contributes to this vision and the Council's key objectives and improvement themes. In particular, the Resource contributes to:-

- ◆ Improving the quality, access and availability of housing
- ◆ Developing services to older people
- ◆ Improving Community Safety

4.2. The Housing and Technical Resources Committee receives a full report on progress for all measures and priorities in the Resource Plan at the mid and end year points and, therefore, the main focus of the following sections of this report is on activity and progress against a number of priorities at the area committee level. By way of

context, the housing stock across South Lanarkshire was just over 25,670 at the end of October 2010 and 4,926 in East Kilbride area (19.2%).

5. Housing Investment

- 5.1. One of the Council's key priorities is improving the housing stock to meet the Scottish Housing Quality Standard (SHQS) by 2015. To help achieve this, the Council has spent over £230m since 2004 on improving and upgrading its 25,670 houses. Following extensive tenant consultation before the HomeHappening programme began, a key focus of the programme has been on replacing kitchens and bathrooms, with related works to insulation, wiring and home safety included. Table 1 below sets out progress towards completion of the programme and works planned in the current year.

HomeHappening Programme: Table 1

Number completed to date		Number Planned 2010/11		Number completed as at September 2010 (Q2)		Number remaining 2011/2012	
SLC	East Kilbride	SLC	East Kilbride	SLC	East Kilbride	SLC	East Kilbride
20685	3276	2950	711	1315	122	1356	619

- 5.2. Another key area of service and Council priority is the repair service which ensures that the stock is maintained and repaired in response to tenants' requests and planned programmes of maintenance. The volume of activity is high and the service is centrally managed and delivered through the Cambuslang Gate office. The Council priority in relation to services for older people is another area where the Resource plays a key role. In this report attention is drawn to housing adaptations which are carried out to the sock to enable people to stay in their own homes longer. The service requirements are identified following an occupational therapy assessment and either carried out through the repairs process or the HomeHappening programme.
- 5.3. The table below sets out volumes and performance achieved last year and planned for this year. The urgent repairs category was introduced in 2009/10.

Response Repairs: Table 2

Number completed 2009/10		% completed on time 2009/10		Target 2010/11		% completed as @ September 2010	
SLC	East Kilbride	SLC	East Kilbride	SLC	East Kilbride	SLC	East Kilbride
133,568	26929	96.4	84.0	97	97	96.07	97.00
Emergency (24hours)		97.3	97.8	97	97	98.04	98.53
Urgent (within 3 days)		96.4	97.8	97	97	99.21	99.36
Routine (Within 30 days)		96.4	94.8	97	97	92.54	94.58
Appointment (agreed date)		97.2	97.3	97	97	96.30	97.21

- 5.4. In addition to measuring progress with programme and service delivery for these areas of activity, the Resource recognises that the most important outcome is that tenants are satisfied with the work and completed product. It has been measuring customer feedback since the start of the programme and using this feedback and

information to improve on any aspects of the works programme or specification with the programme. The satisfaction rates for last year are set out in the table below.

Customer Satisfaction:- Table 3

Satisfaction with HomeHappening 2010/11 ⁽¹⁾		Satisfaction with Repairs Service 2010/11		Satisfaction With Adaptations service 2010/11		Targets 2010/11 Feedback at year end	
SLC	EK	SLC	EK	SLC	EK	Surveys	Targets
99.4%	n/a	81.3%	81.7%	95%	N/A	HH	98%
New tenants satisfaction with home 2010/11						Repairs	85%
SLC	EK					Adaptations	85%
95%	98%					New tenants	92%

(1) N/A not available

6. New Housing Supply

- 6.1. The Council's Local Housing Strategy (2004-2009) set out key priorities for new housing, three of which were to meet need and demand; improve the condition of existing housing (as noted above) and meet particular needs. A fourth theme is to ensure safe, attractive neighbourhoods and the strategy highlighted a number of areas across South Lanarkshire characterised by low demand for housing, rising turnover and issues in managing, maintaining and sustaining certain estates. Within the East Kilbride area, the biggest issue relates to need and demand for affordable housing and therefore a key priority is increasing supply.
- 6.2. This report highlights progress and plans for increasing the supply of affordable housing in East Kilbride. The Council recognises the need to work closely with a range of partners and as part of this overall approach, the Council works closely with the Scottish Government, housing association and private sector partners to help deliver new housing. Table 4a below sets out a summary of completed and planned projects as part of the new affordable housing activity in the Town.

Housing New Build in East Kilbride: - Table 4a

Area	New Build Completed in Previous Years	New Build Completed by 31/3/10	New Build Planned 2010/12	Overall Total	Future Projected New Build
	Total	Total	Total	Total	
East Kilbride	251*	85**	231***	567	****

* Includes 163 mainstream rented properties and 40 very sheltered flats delivered through New Housing Partnership Programme between 2000 - 2005. Balance delivered through the Affordable Housing Investment Programme.

** 61 units at Cedar Grove and 24 units at Kirktonholme Crescent.

*** Includes 61 new Council houses purchased as part of the Scottish Government's 'Kick Starting Council House Building' programme.

**** Future projected new build is dependant on identifying sites and potential funding. The Council reviews this on an annual basis in preparing its Strategic Housing Investment Plan (SHIP) which sets out a rolling 5 yearly plan.

7. Community Safety

- 7.1. The third key Council priority which the Resource has a lead on is Community Safety. The Community Safety Partnership has six strands which includes Antisocial Behaviour. The new Antisocial Behaviour Strategy 2010-2014 was finalised and presented to the Executive Committee on 3 December 2009 and to the Scottish Government at the end of March 2010. It is proposed that the strategy will be reviewed on an annual basis and the outcome of the review will be reported to a

wide range of stakeholders. The first review will take place in the summer of 2011/2012.

- 7.2. The Antisocial Behaviour Strategy 2010-2014 is seen as the first part of the wider Community Safety Strategy 2011-2015 which is currently being developed and progressed by the Community Safety Partnership's Lead Officers.
- 7.3. Community Engagement events 'Positive Communities' and 'Your Community' were again held this year between May and July 2010, with 469 residents attending the events, an increase of over 60% compared to those held in 2009. The key issues and priorities identified at the events are helping to shape the action plans for each of the local problem solving group areas for this year.

8. Employee Implications

- 8.1. None.

9. Financial Implications

- 9.1. None.

10. Other Implications

- 10.1. None.

11. Equalities Impact Assessment and Consultation Arrangements

- 11.1. As this is not a new area of activity or policy no impact assessment is required.
- 11.2. Consultation on all aspects of the service reported on has taken place and is part of the Resource's overall approach to improving service delivery.

Lindsay Freeland

Executive Director (Housing and Technical Resources)

1 December 2010

Link(s) to Council Objectives and Values

- ◆ Improving the quality, access and availability of housing
- ◆ Developing services to older people
- ◆ Improving Community Safety

Previous References

East Kilbride Area Committee - 23 September 2009

List of Background Papers

None

Contact for Further Information

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

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