

# Report

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Report to:	<b>Hamilton Area Committee</b>
Date of Meeting:	<b>17 November 2010</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Housing and Technical Resources – Local Performance Report</b>
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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 Service activity and performance in the Hamilton area.

## 2. Recommendation(s)

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

- (1) note the content of the key activity and performance report
- (2) that the intention to report annually on progress at a future meeting of the Committee is noted

## 3. Background

3.1. A report to the Executive Committee on 8 July 2009, was previously approved and set out proposals for reviewing the remit and role of local Area Committees. The report highlighted a revised terms of reference for Committees which included:-

- Continuing with delegated responsibilities for planning applications
- Continuing with the allocation of local area community and play scheme grants
- Adding responsibility to consider local grants currently handled by the Executive Committee
- Receive local performance reports from Resources on key priorities from Connect; local HMle school; community planning and voluntary sector partners as appropriate
- Review frequency of meetings

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 Hamilton 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 Services 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 25,670 at the end of October 2010 and 10,423 (Hamilton, Blantyre and Larkhall areas (40.6%).

#### 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 kitchen's 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 @ September 2010		Number remaining 2011/2012	
				(Q2)			
<i>SLC</i>	<i>Hamilton</i>	<i>SLC</i>	<i>Hamilton</i>	<i>SLC</i>	<i>Hamilton</i>	<i>SLC</i>	<i>Hamilton</i>
20685	8661	2950	1307	1315	743	1356	383

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 stock 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	Hamilton	SLC	Hamilton	SLC	Hamilton	SLC	Hamilton
133,568	57096	96.4	96.4	97	97	96.07	96.05
Emergency (24hours)		97.3	97.2	97	97	98.04	97.81
Urgent (within 3 days)		96.4	96.1	97	97	99.21	99.23
Routine (Within 30 days)		96.4	97.2	97	97	92.54	93.16
Appointment (agreed date)		97.2	96.7	97	97	96.30	95.68

- 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. In addition to the programme a number of other aspects of the service are surveyed routinely including repairs and tenants moving into their new homes. The satisfaction rates for last year and targets for this year are set out in the table below.

### Customer Satisfaction:- Table 3

Satisfaction with HomeHappening 2010/11		Satisfaction with Repairs Service 2010/11		Satisfaction With Adaptations service 2010/11		Targets 2010/11 Feedback to be provided at year end	
SLC	Hamilton	SLC	Hamilton	SLC	Hamilton	Surveys	Targets
99.4%	N/A	81.3%	80.3%	95%	N/A	HH	98%
<b>New tenants satisfaction with home 2010/11</b>						Repairs	85%
SLC	Hamilton					Adaptations	85%
95%	94%					New Tenants	92%

(1) N/A – no breakdown available

## 6. Housing Regeneration and 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. As part of the wider community planning and community regeneration strategies, a number of priority neighbourhoods including Whitehill and Strutherhill were identified and considerable work carried out to help turn these areas around.
- 6.2. There are 5 areas which are designated 'Neighbourhood Management' areas (Whitehill, Fairhill, Strutherhill, Priestfield and Hillhouse) where significant housing investment in improving the stock alongside selective demolition and re-modelling in some of the areas has taken place. The Council recognises the need to work closely with a range of partners and local communities, since transformation of these areas is long term and covers a wide spectrum of issues from the physical to the social and economic changes that will bring about lasting improvement.

- 6.3. Within the Hamilton area, the Council's Local Housing Strategy also highlights the need for new affordable housing and as part of its 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 including housing regeneration activity.

**Housing New Build in Hamilton: - Table 4a**

<b>Area</b>	<b>New build completed in previous years</b>	<b>New Build completed by 31/3/09</b>	<b>New Build - Planned 2009/12</b>	<b>Overall Total</b>	<b>Future projected New Build</b>
	Total	Total	Total	Total	
Hamilton	1,054 *	147	93	1,293	**

*\*Includes New Housing Partnership Programme between 2000 – 2005 and units delivered through the Affordable Housing Investment 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)**

3 November 2010

**Link(s) to Council Objectives/Improvement Themes/Values**

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

**Previous References**

None

**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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