# Housing and Technical Resources

**improve**

## Resource Plan

### Performance Report 2020-21
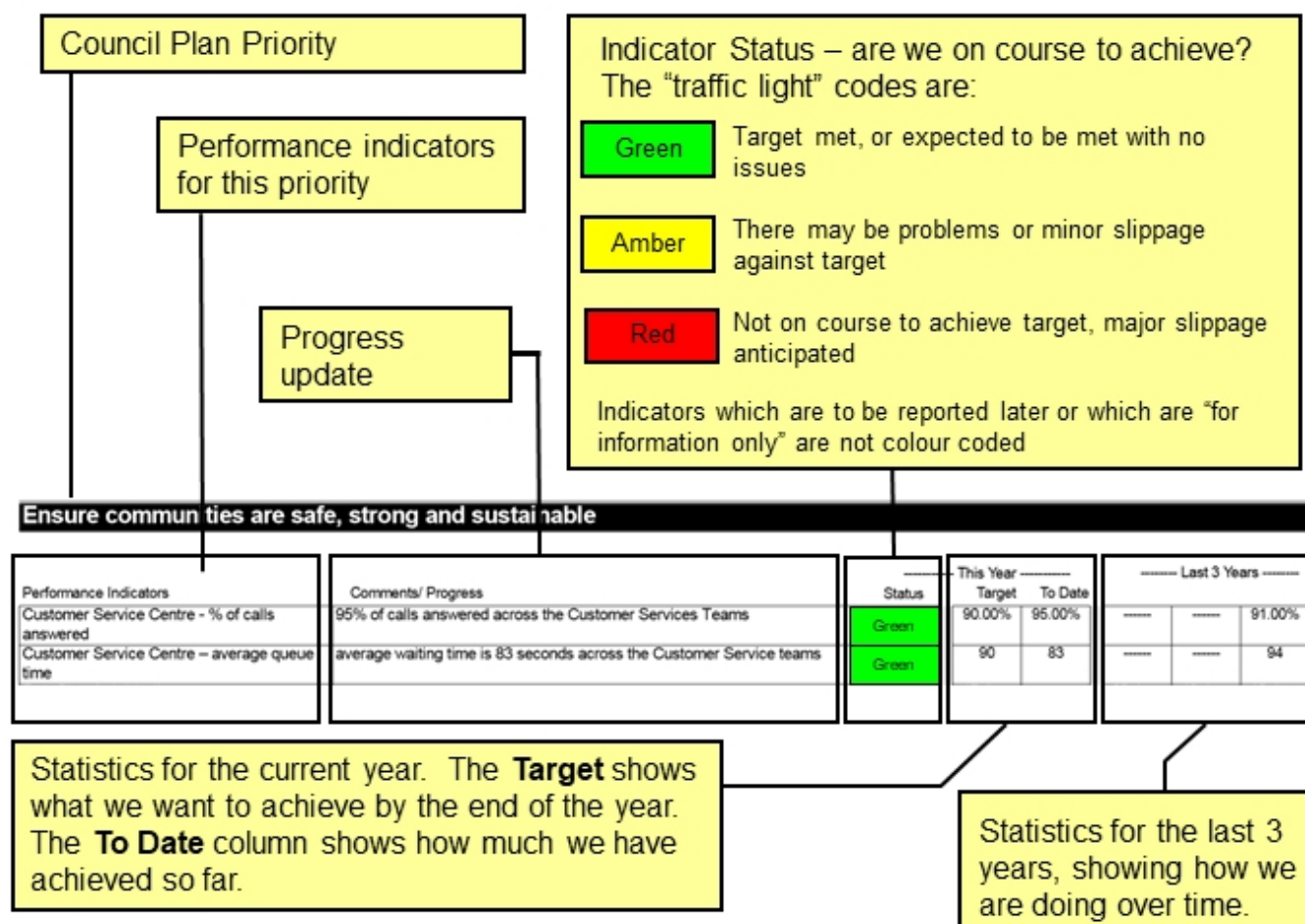### Quarter 2 : April 2020 - September 2020

(This represents the cumulative position to September 2020)

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

| Council Priority/ Theme | Green | Amber | Red | Report later / Contextual | Total |
|---|---|---|---|---|---|
| *Promote sustainable and inclusive economic growth and tackle disadvantage* | | | | | |
| *Get it right for children and young people* | | | | | |
| **Improve health, care and wellbeing** | 3 | 1 | | 1 | 5 |
| **Ensure communities are safe, strong and sustainable** | 13 | | 1 | 6 | 20 |
| **Delivering the plan and achieving best value** | 4 | 1 | | 2 | 7 |
| Total | 20 | 2 | 1 | 9 | 32 |

## Guide to the Performance Indicators report

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



Council Plan Priority

Performance indicators for this priority

Progress update

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

Indicators which are to be reported later or which are "for information only" are not colour coded

Ensure communities are safe, strong and sustainable

| Performance Indicators | Comments/ Progress | Status | This Year Target | To Date | Last 3 Years | | |
|---|---|---|---|---|---|---|---|
| Customer Service Centre - % of calls answered | 95% of calls answered across the Customer Services Teams | Green | 90.00% | 95.00% | ------- | ------- | 91.00% |
| Customer Service Centre – average queue time | average waiting time is 83 seconds across the Customer Service teams | Green | 90 | 83 | ------- | ------- | 94 |

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

# Improve health, care and wellbeing

## Improve services for older people

| Performance Indicators | Comments/ Progress | Status | ---------- This Year ---------- | | -------- Last 3 Years -------- | | |
| | | | Target | To Date | 2017/18 | 2018/19 | 2019/20 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Number of adaptations completed in Council homes | This measure is demand led. | Contextual | ------ | 115 | 976 | 979 | 848 |
| 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% | 93.00% | 100.00% |
| Average time (working days) to complete applications (SSHC) | Completion times for adaptations have been significantly impacted by COVID-19. | Amber | 28.00 days | 32.38 days | 27.00 days | 29.73 days | 24.82 days |
| % of standard adaptations to council houses within agreed appointment times | Target achieved | Green | 97.0% | 97.5% | 96.4% | 93.0% | 85.6% |

# Ensure communities are safe, strong and sustainable

## Improve the quality, access and availability of housing

| Performance Indicators | Comments/ Progress | Status | ---------- This Year ---------- | | -------- Last 3 Years -------- | | |
| | | | Target | To Date | 2017/18 | 2018/19 | 2019/20 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| % of lets to Urgent housing (UH) need households | Target achieved with prioritisation of lets given to urgent housing list during COVID-19 restrictions. | Green | 50.0% | 59.5% | 48.6% | 49.2% | 51.4% |
| % of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation (RP) | Target achieved | Green | 98.0% | 99.9% | 99.1% | 99.4% | 99.8% |
| Average length of time in temporary accommodation (SG) (RP) | Quarter 2 information not yet available. | Report Later | ------ | ------ | 106 days | 108 days | 102 days |
| % of households requiring temporary accommodation to whom an offer was made (SG) | Quarter 2 information not yet available. | Report Later | ------ | ------ | 99.3% | 99.4% | 100.0% |
| % of temporary accommodation offers refused (SG) (RP) | Quarter 2 information not yet available. | Report Later | ------ | ------ | 7.74% | 8.25% | 6.24% |
| % of new tenancies sustained for more than a year by source of let (SSHC) | Target achieved | Green | 88.00% | 93.40% | 90.20% | 89.37% | 90.08% |
| Average time taken to relet (SSHC) (RP) | Target achieved | Green | 26 days | 25 days | 21 days | 22 days | 22 days |
| % of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC) | Target achieved | Green | 0.56% | 0.46% | 0.45% | 0.46% | 0.49% |
| % of total void rent loss (SSHC) (RP) | Target achieved | Green | 1.42% | 1.19% | 1.03% | 1.08% | 1.35% |

# Ensure communities are safe, strong and sustainable

**Improve the quality, access and availability of housing**

| Performance Indicators | Comments/ Progress | Status | ---------- This Year ---------- | | | -------- Last 3 Years -------- | | |
|---|---|---|---|---|---|---|---|---|
| | | | Target | To Date | 2017/18 | 2018/19 | 2019/20 | |
| % of tenancy offers refused during the year (SSHC) (RP) | | Contextual | ------ | 24.4% | 39.9% | 37.1% | 30.8% |
| % of response repairs completed on time | Target achieved | Green | 90.0% | 93.7% | 98.3% | 97.0% | 96.0% |
| Ave length of time to complete emergency repair - hours (SSHC) - YTD | Target achieved | Green | 24.00 hours | 3.05 hours | 4.11 hours | 3.23 hours | 3.44 hours |
| Ave length of time to complete non emergency repair (SSHC) (LGBF) - YTD | Target achieved. | Green | 28.00 days | 11.97 days | 12.95 days | 14.32 days | 14.19 days |
| % of reactive repairs completed first time right (SSHC) | Target achieved | Green | 90.00% | 99.00% | 97.00% | 99.87% | 99.91% |
| % of repairs appointments kept (SSHC) | Target achieved. | Green | 90.00% | 99.00% | 97.00% | 96.15% | 94.00% |
| No of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date | 865 annual gas safety checks did not meet their annual anniversary date due to the service being disrupted due to Covid-19, including households isolating. | Red | 0 | 865 | 0 | 0 | 7 |
| % of tenant satisfaction with repairs or maintenance in year (SSHC) | There has been a slight drop in performance. Ongoing monitoring is in place to identify areas for improvement. | Green | 90.0% | 89.0% | 91.0% | 92.0% | 93.0% |

# Ensure communities are safe, strong and sustainable

**Collaborate with partners to promote safe and thriving communities**

| Performance Indicators | Comments/ Progress | Status | ---------- This Year ---------- | | | -------- Last 3 Years -------- | | |
|---|---|---|---|---|---|---|---|---|
| | | | Target | To Date | 2017/18 | 2018/19 | 2019/20 | |
| % of ASB cases resolved in the year (SSHC) | Minor slippage against target due to the impact of COVID-19. | Green | 90.00% | 89.60% | 86.50% | 88.15% | 98.00% |

# Ensure communities are safe, strong and sustainable

**Collaborate with partners to promote safe and thriving communities**

| Performance Indicators | Comments/ Progress | Status | ---------- This Year ---------- | | | -------- Last 3 Years -------- | | |
|---|---|---|---|---|---|---|---|---|
| | | | Target | To Date | 2017/18 | 2018/19 | 2019/20 | |
| % of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF) | To be reported at year end. | Report Later | ------ | ------ | 92.1% | 92.5% | 93.2% |
| % of council dwellings that are Energy Efficiency Standard for Social Housing (EESSH) (LGBF) | To be reported at year end. | Report Later | ------ | ------ | 89.40% | 91.10% | 93.39% |

# 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 | 2017/18 | 2018/19 | 2019/20 |
|---|---|---|---|---|---|---|---|
| % of Stage 1 complaints responded to in full (SSHC) | 21 out of 24 stage 1 complaints responded to in full. | Contextual | ------ | 88.00% | 95.75% | 98.00% | 97.44% |
| Average time in working days for a full response at Stage 1 | Target achieved | Green | 5 | 5 | 4 | 4 | 4 |
| % of Stage 2 complaints responded to in full (SSHC) | 5 out of 5 stage 2 complaints responded to in full. | Contextual | ------ | 100.00% | 100.00% | 96.00% | 96.77% |
| Average time in working days for a full response at Stage 2 | Target achieved | Green | 20 | 13 | 16 | 15 | 17 |
| Rent collected as a % of rent due in the year (SSHC) (RP) | Performance currently behind target as a result of COVID-19.  Ongoing focus on engagement with tenants and improving performance. | Amber | 96.4% | 94.0% | 99.3% | 99.0% | 99.7% |
| Gross rent arrears (current and former tenants) as a % of rent due for the year (LGBF) (SSHC) (RP) | Target achieved | Green | 10.30% | 8.56% | 6.30% | 6.78% | 7.05% |
| Factoring collection rate | The factoring collection rate will improve as the financial year progresses. | Green | 80.00% | 48.70% | 80.10% | 81.00% | 78.10% |

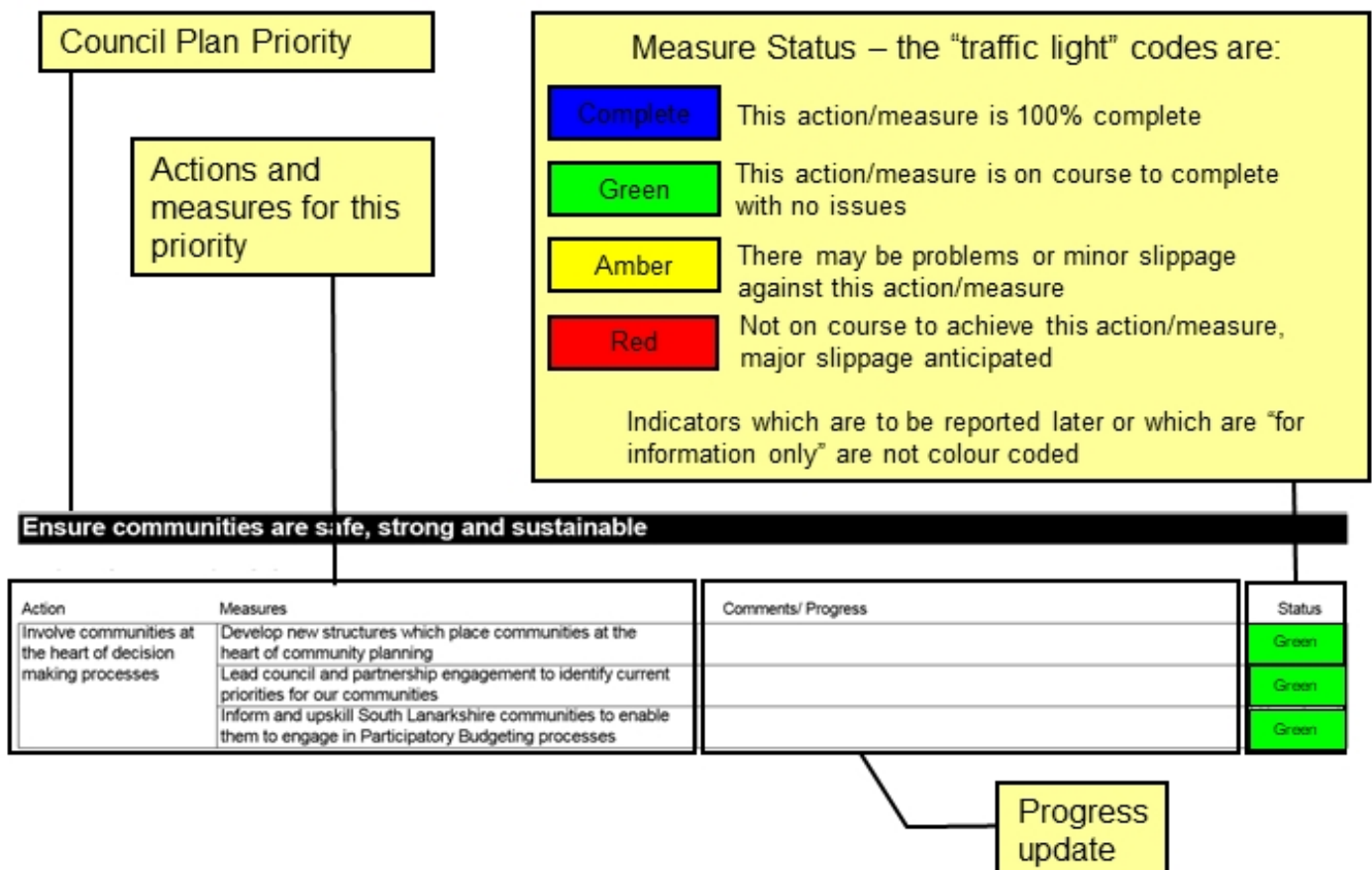Summary - number of measures complete, green, amber and red under each Council Plan Priority / Theme

| Council Priority/ Theme | Complete | Green | Amber | Red | Report later | Total |
|---|---|---|---|---|---|---|
| *Promote sustainable and inclusive economic growth and tackle disadvantage* | | | | | | |
| **Get it right for children and young people** | | 4 | | | | 4 |
| **Improve health, care and wellbeing** | | 3 | | | 1 | 4 |
| **Ensure communities are safe, strong and sustainable** | | 13 | 1 | | | 14 |
| **Delivering the plan and achieving best value** | | 4 | | | | 4 |
| **Total** | **0** | **24** | **1** | **0** | **1** | **26** |

## 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.

Council Plan Priority

Actions and measures for this priority

Measure Status – the "traffic light" codes are:

Complete — This action/measure is 100% complete

Green — This action/measure is on course to complete with no issues

Amber — There may be problems or minor slippage against this action/measure

Red — Not on course to achieve this action/measure, major slippage anticipated

Indicators which are to be reported later or which are "for information only" are not colour coded

**Ensure communities are safe, strong and sustainable**

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Involve communities at the heart of decision making processes | Develop new structures which place communities at the heart of community planning | | Green |
| | Lead council and partnership engagement to identify current priorities for our communities | | Green |
| | Inform and upskill South Lanarkshire communities to enable them to engage in Participatory Budgeting processes | | Green |

Progress update

# Improve health, care and wellbeing

## Improve services for older people

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Increase supply of housing suitable for older people | Existing amenity properties and mainstream properties upgraded and converted to amenity per agreed programme (RP) | As a result of restrictions relating to COVID-19, there have been some delays to the projects relating to this area. However, a number of upgrades have been completed as per agreed programme and work will continue in the area to convert further properties and analyse the impact of delays. | Green |
| | Number of new build affordable properties suitable for the needs of older people (RP) | Due to the suspension of construction activity as a result of COVID-19 restrictions, there was a delay to the planned programme of works. However, work is now currently underway to progress new affordable homes suitable for the needs of older people. | Green |
| Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards | Develop and implement improvement plan to take forward any actions from Care Inspectorate annual assessment (RP) | To date, there have been no inspection visits. The required actions of any future inspections will be reported once they have occurred. | Report Later |

# Get it right for children and young people

## Contribute to the Council's objective to protect vulnerable children, young people and adults

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Contribute to effective joint working in protecting children and adults at risk of harm | Annual review and report on operation of Adult and Child Protection procedures | The annual review has now been completed with the findings to be reported by quarter 4 of this year. | Green |
| Contribute to effective joint working in protecting children and adults at risk of harm | Continue to deliver appropriate services for homeless children (RP) | Providing appropriate temporary housing for homeless households with children continues to be priority, with support from partners including Health, the Homeless team and the Shelter Families Project. | Green |

# Get it right for children and young people

**Contribute to the Council's objective to protect vulnerable children, young people and adults**

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Contribute to effective joint working in protecting children and adults at risk of harm | Review services to ensure they are appropriately reflected of people experiencing Domestic abuse | A review of existing services has been completed in conjunction with the SLC GBV Partnership Board. Further work to develop the housing pathway planning process continues overseen by a multi agency partnership group. | Green |
| | Continue to work with partners to support young people moved from Care to living in their own home on a permanent basis | Housing Services continues to work with partners across health and social care and the third sector to ensure housing and support needs are identified and robust planning arrangements are in place, working with vulnerable service users to meet needs and sustain suitable accommodation. | Green |

# Improve health, care and wellbeing

**Deliver better health and social care outcomes for all**

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan | Implement Housing actions detailed in the Strategic Commissioning plan to help achieve priority outcomes for health and social care (RP) | Specific actions were agreed by the Joint Board in April and will be implemented throughout the course of the year. | Green |

# Ensure communities are safe, strong and sustainable

**Improve the quality, access and availability of housing**

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Increase the number of new affordable homes | Total new/additional affordable homes delivered per SHIP/SLP (RP) | Work continues onsite to deliver additional new build properties with further homes acquired under the Open Market Purchase Scheme. | Green |

# Ensure communities are safe, strong and sustainable

## Improve the quality, access and availability of housing

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Improve access to settled accommodation for homeless households | Rapid Rehousing Transition Plan (Y2) implemented | The first annual review of the Rapid Re-housing Transition Plan was approved by Committee in September 2020. A revised action plan, confirming priorities for Year 2 of the plan is now in place and work commencing on year 2 review. Webinar produced for update to elected members on progress to date. | Green |
| Continue with the Council's Housing Options Service (Home Options) | Continue to deliver and further develop Housing Options with a focus on homeless prevention | The housing options service continues to be provided with a focus on homeless prevention for these identified as at risk. | Green |

# Ensure communities are safe, strong and sustainable

## Collaborate with partners to promote safe and thriving communities

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Ensure continued implementation of the Local Housing Strategy (LHS) 2017-2022 | Complete annual review and Monitor progress against LHS action plan | The third annual review of the Local Housing Strategy 2017-22 has been completed and approved at the Council's Executive Committee during November 2020. | Green |
| Monitor and report progress against Community Safety priorities including relevant parts of the SLCP | Routine reporting against Community Plan Community Safety priorities to the Safer South Lanarkshire Board | Meetings of the Safer South Lanarkshire Board have recommenced. The first meeting of 2020/21 took place on 14 September 2020.  A Community Safety Partnership Performance Measures report detailing the progress made during 2019/20 was presented to the Board.  Performance information in relation to Community Safety priorities during 2019/20 will be included in the Community Plan Annual report due to be published in October 2020. | Green |
| Ensure effective involvement with tenants and other customer | Annual review of the Customer Involvement Strategy action plan | The first annual review of the Housing Services' Customer Involvement Strategy has been completed and approved at Housing and Technical Resources Committee November 2020. | Green |

# Ensure communities are safe, strong and sustainable

## Collaborate with partners to promote safe and thriving communities

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| groups | Continue to implement a programme of Tenant Scrutiny | The Customer Scrutiny Programme continues to be implemented. | Green |
| Continue to maintain /improve customer satisfaction levels for key service areas | Monitor, report and publish the outcome of satisfaction surveys across all key service areas | The 2020/21 programme continues as per the agreed programme. All results are analysed and if required, improvement actions are identified and progressed. | Green |
| Work with Gypsy/Traveller sites to develop and implement a programme of site improvements | Planned investment delivered and in accordance with plan | As a result of COVID-19 and related restrictions to services, contractors and the wider construction industry, there have been some delays to planned investment. Recovery efforts for these projects are currently underway. | Green |

# Ensure communities are safe, strong and sustainable

## Collaborate with partners to promote safe and thriving communities

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Continue to improve energy efficiency of housing stock to help address fuel poverty | Assist/support households to access schemes available to help address fuel poverty issues | Work continues to support households to access available schemes to address fuel poverty. | Green |
| Continue with physical regeneration work in priority areas | Continue the implementation of the master plan for regeneration in East Whitlawburn | Good progress made in delivering Regeneration masterplan and new affordable housing. On site operations continue with appropriate Safe Systems of Work in place. | Green |
| | Continue to develop and implement Sustainable Housing Plans in identified rural areas | Housing Plans continue to remain in place for each of the rural villages. | Green |

# Ensure communities are safe, strong and sustainable

**Ensure schools and other places of learning are inspirational**

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Project Management of Schools Projects and General Services Projects | General Services Programme - Target spend achieved | Spend to Q2 £16,827,385.90.  Annual target (revised predicted spend) £85,018,175.  Behind original programme due to COVID-19. | Amber |
| | Primary Schools Modernisation Programme<br>- Support for Early Years Programme<br>- Growth and Capacities Programme | 131 Primary Schools/ Nurseries completed. | Green |

# Delivering the plan and achieving best value

**Delivering the plan and achieving best value**

| Action | Measures | Comments/ Progress | Status |
|---|---|---|---|
| Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery. | 2020/2021 Quality Assurance Programme developed and approved | The 2020/21 Quality Assurance programme is currently being revised to take account of COVID-19. | Green |
| Ensure effective management of all Resource budgets and Business Plans | Overall budgetary targets achieved by March 2021 | It is anticipated that overall budgetary targets will be achieved by the end of the financial year but this could be impacted by the COVID-19 emergency. | Green |
| | Delivery of targeted agreed efficiency savings | It is anticipated that efficiency targets will be achieved by the end of the financial year but this could be impacted by the COVID-19 emergency. | Green |
| Progress the council's Digital Strategy within the Resource | Continue implementation of a replacement Housing and Property Management System | Project plan implementation review due for completion by end of September 2020 which will re-plot key milestones and inform the revised go live date for the new system. | Green |