

Housing and Technical Resources

improve

Resource Plan

Performance Report 2020-21

Quarter 4 : April 2020 - March 2021

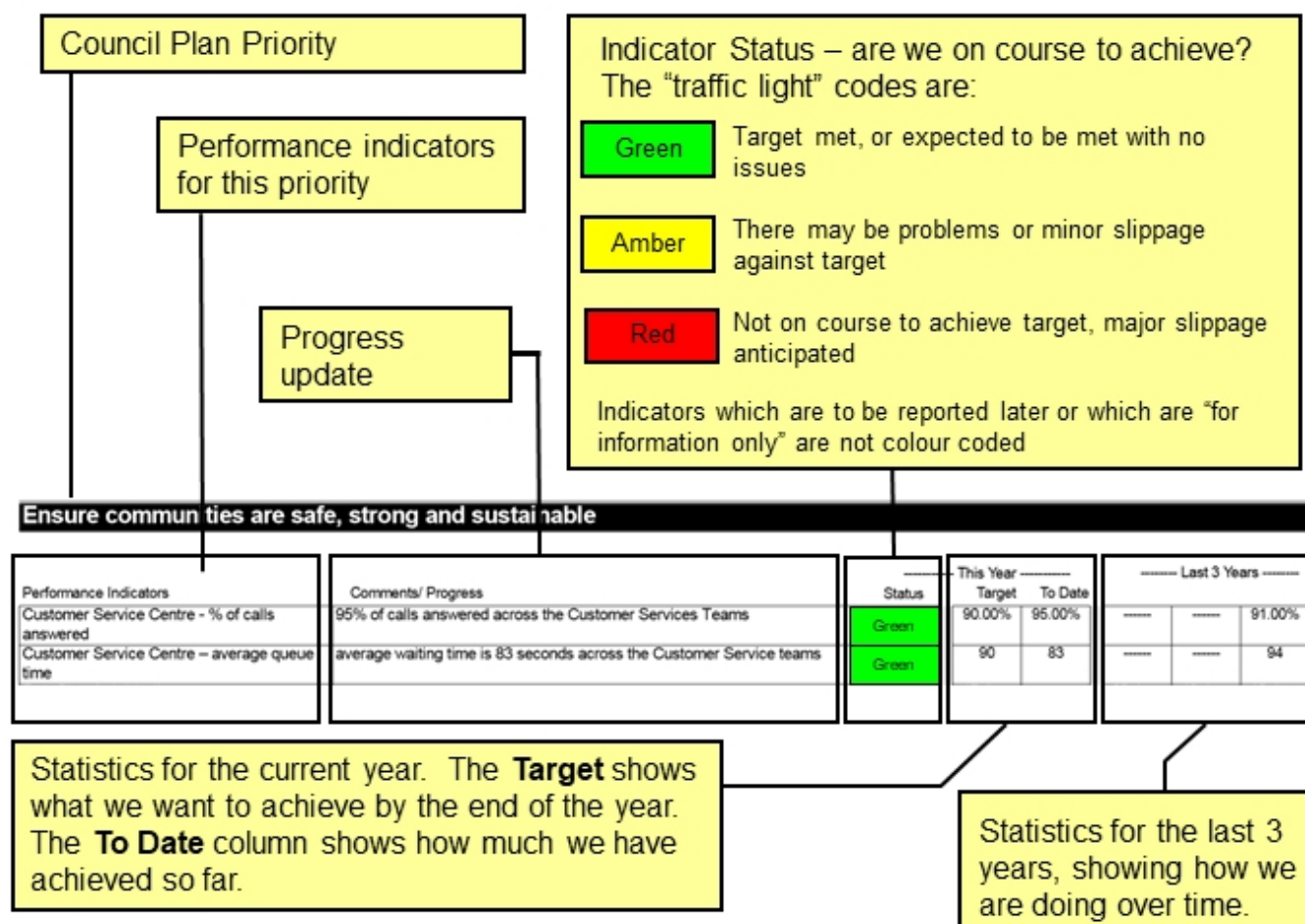
(This represents the cumulative position to March 2021)

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

Council Priority/ Theme	Green	Amber	Red	Report later / Contextual	Total
<i>Promote sustainable and inclusive economic growth and tackle disadvantage</i>					
<i>Get it right for children and young people</i>					
Improve health, care and wellbeing	3		1	1	5
Ensure communities are safe, strong and sustainable	19		1	1	21
Delivering the plan and achieving best value	4		1	2	7
Total	26	0	3	4	33

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.



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	-----	476	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)	Target achieved.	Green	28.00 days	28.00 days	27.00 days	29.73 days	24.82 days
% of standard adaptations to council houses within agreed appointment times	Drop in performance due to COVID-19 pandemic, tenants refusing access because they or another member of their household is self-isolating.	Red	97.0%	92.4%	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 restriction's.	Green	50.0%	61.1%	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%	99.8%	99.1%	99.4%	99.8%
Average length of time in temporary accommodation (RP)	Target achieved.	Green	120 days	121 days	106 days	108 days	102 days
% of households provided with temporary accommodation (SG)	Target achieved.	Green	100.0%	100.0%	99.3%	99.4%	100.0%
% of temporary accommodation offers refused (RP)	Target achieved.	Green	12.00%	6.84%	7.74%	8.25%	6.24%
Number of times we did not meet our obligation to provide suitable accommodation (SG)	Target achieved.	Green	0	0	0	0	0
% of new tenancies sustained for more than a year for all lets (SSHC)	Target achieved.	Green	88.00%	91.90%	90.20%	89.37%	90.08%

Ensure communities are safe, strong and sustainable**Improve the quality, access and availability of housing**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Average time taken to relet empty properties (SSHC) (RP)	Target achieved.	Green	26 days	21 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%	0.42%	0.45%	0.46%	0.49%
% of total void rent loss (SSHC) (RP)	Target achieved.	Green	1.42%	1.22%	1.03%	1.08%	1.35%
% of tenancy offers refused during the year (SSHC) (RP)		Contextual	-----	24.7%	39.9%	37.1%	30.8%
% of response repairs completed on time	Target achieved.	Green	90.0%	97.7%	98.3%	97.0%	96.0%
Ave length of time to complete emergency repair - hours (SSHC) - YTD	Target achieved.	Green	24.00 hours	3.26 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	13.07 days	12.95 days	14.32 days	14.19 days
% of reactive repairs completed first time right (SSHC)	Target achieved.	Green	90.00%	99.95%	97.00%	99.87%	99.91%
% of repairs appointments kept (SSHC)	Target achieved.	Green	90.00%	94.18%	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	As at the end of the reporting year, there were 411 annual gas safety checks that did not meet their annual anniversary date due to the service being disrupted due to Covid-19, including households isolating. A specific team has been established to address properties where access could not be gained. In addition, performance monitoring at the highest level continues on a weekly basis to ensure continued compliance.	Red	-----	411	0	0	7
% of tenant satisfaction with repairs or maintenance in year (SSHC)	Target achieved.	Green	90.0%	90.0%	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	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
% of ASB cases resolved in the year (SSHC)	Target achieved.	Green	90.00%	95.21%	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	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
% of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)	Target achieved.	Green	93.2%	93.5%	92.1%	92.5%	93.2%
% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)	The year end figure of 93.88% exceeds the expected compliance rate.	Green	93.40%	93.88%	89.40%	91.10%	93.39%

Delivering the plan and achieving best value**Delivering the plan and achieving best value**

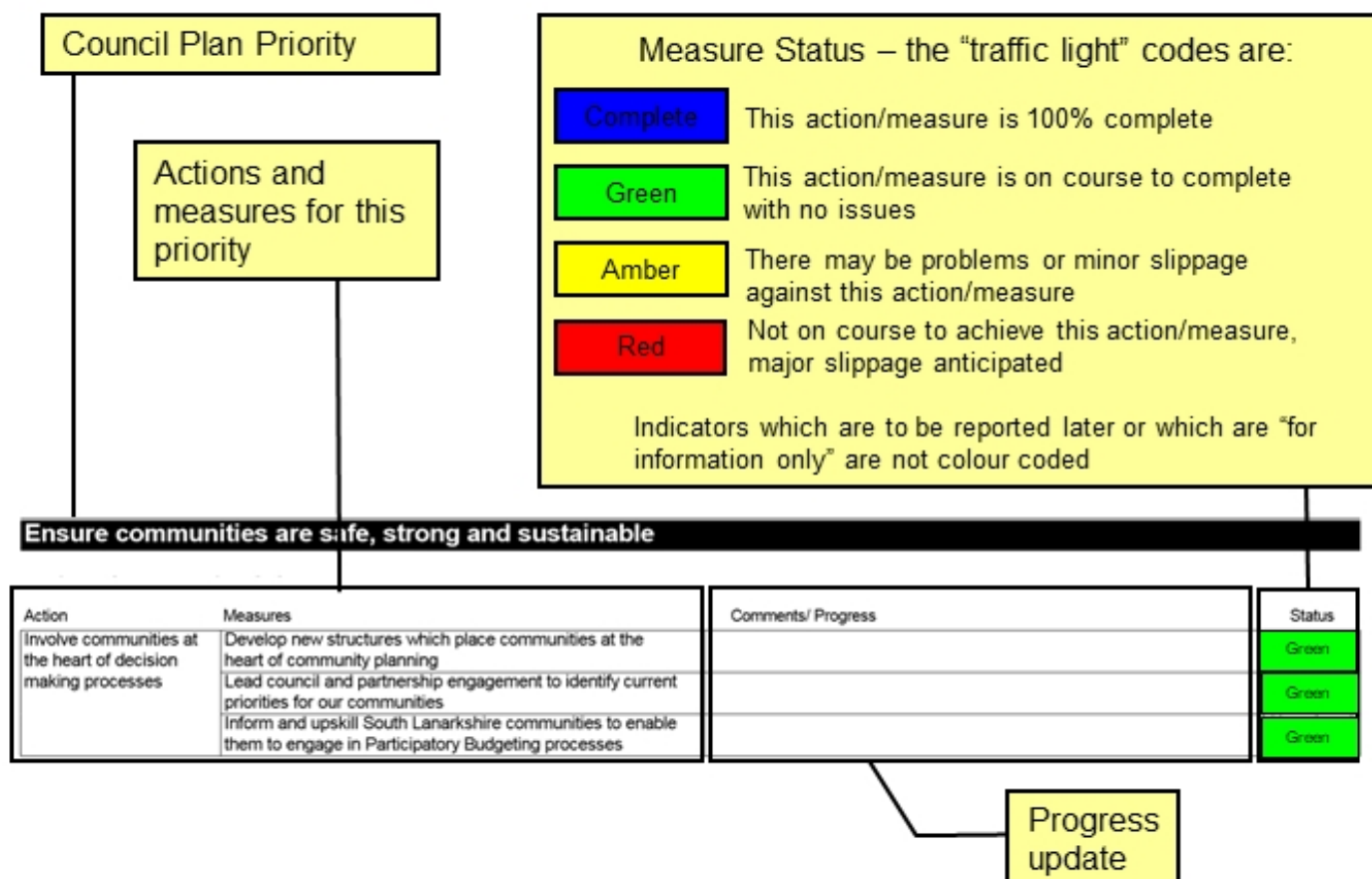
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
% of Stage 1 complaints responded to in full (SSHC)	91 out of 98 stage 1 complaints responded to in full.	Contextual	-----	93.00%	95.75%	98.00%	97.44%
Average time 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)	19 out of 21 stage 2 complaints responded to in full.	Contextual	-----	91.00%	100.00%	96.00%	96.77%
Average time in working days for a full response at Stage 2	Target achieved.	Green	20	14	16	15	17
Rent collected as a % of rent due in the year (SSHC) (RP)	Target achieved.	Green	96.4%	97.4%	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%	8.26%	6.30%	6.78%	7.05%
Factoring collection rate	The collection rate is below target due to a decline in collection during the first quarter of the financial year.	Red	80.00%	74.06%	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
<i>Promote sustainable and inclusive economic growth and tackle disadvantage</i>						
Get it right for children and young people		4				4
Improve health, care and wellbeing		4				4
Ensure communities are safe, strong and sustainable	1	12	1			14
Delivering the plan and achieving best value		4				4
Total	1	24	1	0	0	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.



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)	Throughout 2020/21, a total of 22 mainstream properties were upgraded to amenity standard, resulting in a total of 539 mainstream properties upgraded to amenity standard since the programme began.	Green
	Number of new build affordable properties suitable for the needs of older people (RP)	Throughout 2020/21 a total of 44 new homes suitable for older people were delivered across South Lanarkshire. This includes 28 amenity units within the housing led regeneration of Whitlawburn in Cambuslang and 16 cottage flats in a new development at East Kilbride.	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)	There have been no inspections over the last year and no improvement plan/action from previous years inspection.	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	Annual report on operation of Adult and Child Protection procedures	A report detailing activity in relation to child and adult protection over the last 3 years was completed and presented to Resource Management Team on 22 April 2021. The report notes key actions to be progressed in 2021/22 in respect of increasing awareness and understanding of child and adult protection issues/processes across the Resource.	Green
Contribute to effective joint working in protecting children and adults at risk of harm	Continue to deliver appropriate services for homeless children	Providing appropriate temporary housing for homeless households with children continues to be priority, with support from partners including the Health and Social Care Partnership and Third Sector partners.	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	Continue to review the provision of services to victims and survivors of Domestic abuse	The work of the Make a Stand partnership group continues to be implemented with a new housing pathway for people experiencing domestic abuse developed for roll out during April 2021.	Green
	Continue to work with partners to support young people moved from Care to living in their own home on a permanent basis	Corporate parenting action plan has been confirmed that includes specific housing lead actions with monitoring process agreed. Emphasis on stay put policy that looks to increase the age for leaving care with robust planning for move on with appropriate support.	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)	Throughout 2020/21, a range of partnership actions have been progressed between Housing and Technical Resources and the South Lanarkshire Health and Social Care Partnership. This includes approval by the IJB and implementation of specific homelessness Directions within the Strategic Commissioning Plan.	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)	During 2020/21, a total of 197 additional affordable homes have been delivered. Construction of a further 365 council homes have commenced during this time.	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	Implementation Rapid Rehousing Transition Plan	The Year 2 review of the Rapid Rehousing Transition Plan is in the process of being completed with the Year 3 Action/Financial Plan agreed. Key performance highlights include a rise in the percentage of lets to homeless households from 51.4% in 2019/20 to 61.1% and a reduction in long-term homelessness.	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	During 2020/21, positive outcomes for Prevent1/homeless prevention cases were achieved within the context of an increased demand on the Service. The percentage of Housing Options cases where Homelessness was prevented rose from 63.3% in 2019/20 to 80.2% in 2020/21.	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 annual review of the South Lanarkshire Local Housing Strategy 2017-22 was completed and reported to the Council's Executive Committee on 4 November 2020. The final annual review will commence in April and is anticipated to be presented to the Executive Committee on 3 November 2021. As part of the review process, partners from across housing, homeless and health services will have the opportunity to review performance against the actions set out in the strategy and add or remove any further actions for the final year of the plan.	Green

Ensure communities are safe, strong and sustainable**Collaborate with partners to promote safe and thriving communities**

Action	Measures	Comments/ Progress	Status
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	A Community Safety Partnership Performance Measures report 2019/20 was presented to the Board in September 2020 and outcomes relating to Community Safety also reported in the Community Plan Annual Report, published in October 2020. Community Safety Partnership measures across the five strategic priorities were reviewed between October and January 2021 and the proposed changes to measures approved by the Board on 22 March 2021.	Green
Ensure effective involvement with tenants and other customer groups	Annual review of the Customer Involvement Strategy action plan	The annual review of the Housing Service's Customer Involvement Strategy 2018-22 was completed and reported to Housing and Technical Resources Committee on 25 November 2020. The next annual review will commence in April and is anticipated to be presented to Housing and Technical Resources Committee on 29 September 2021. As part of the review process, customer representatives from the Tenant Participation Co-ordination Group will be provided with the opportunity to add and shape the action plan for the final year of the plan.	Green
	Continue to implement a programme of Tenant Scrutiny	Despite restrictions on the programme as a result of COVID-19, a successful transition was made to virtual meetings and communication with customer representatives, enabling an effective scrutiny exercise to be undertaken by a customer group in relation to the Virtual Call Centre. Officers are continuing to work with customer representatives to develop a suitable customer scrutiny programme for 2021/22.	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	All results from the 2020/21 programme will be analysed and if required, improvement actions identified and progressed.	Green

Ensure communities are safe, strong and sustainable**Collaborate with partners to promote safe and thriving communities**

Action	Measures	Comments/ Progress	Status
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	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. Engagement via virtual platforms has continued with site residents which has supported the collaborative development of the site investment masterplans. Recovery actions for these projects are currently underway to identify how these can be delivered throughout 2021/22.	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 masterplan for regeneration at East Whitlawburn	Good progress has been made throughout 2020/21 with 48 units allocated and handed over to tenants as part of Phase 1. In addition, work has also commenced on Phases 2 and 3 of the development.	Green
	Continue to develop and implement Sustainable Housing Plans in identified rural areas	Plans developed and maintained on an on-going basis.	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	General Services Programme - Target spend achieved	Spend to Q4 £69.548m. Annual target (Revised Estimated Expenditure) £80.648m. Behind original programme due to COVID-19.	Amber

Ensure communities are safe, strong and sustainable**Ensure schools and other places of learning are inspirational**

Action	Measures	Comments/ Progress	Status
Projects	Primary Schools Modernisation Programme - Support for Early Years Programme - Growth and Capacities Programme	131 Primary Schools/ Nurseries completed.	Complete

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 was revised to take account of the impact of COVID-19. Results will be reported to the relevant managers/teams for programme areas that were able to be progressed.	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 has been impacted by the COVID-19 emergency. Final details will be known once the annual accounts exercise has been completed.	Green
	Delivery of targeted agreed efficiency savings	It is anticipated that targeted efficiency savings will be achieved by the end of the financial year. Final details will be known once the annual accounts exercise has been completed.	Green
Progress the council's Digital Strategy within the Resource	Continue implementation of a replacement Housing Management and Property Management System	Following a comprehensive review of the implementation plan, the Project Review Board have approved a revised go live date of June 2022 for the new system.	Green