Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**17 February 2021**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Housing and Technical Resource Plan - Quarter 2 Progress Report 2020 to 2021**

1. Purpose of Report
1.1. The purpose of the report is to:-

   ♦ provide the Housing and Technical Resource Plan Quarter 2 Progress Report 2020 to 2021, for the period 1 April 2020 to 30 September 2020

2. Recommendations
2.1. The Committee is asked to approve the following recommendations:-

   (1) that the Housing and Technical Resource Plan Quarter 2 Progress Report 2020 to 2021, 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; and

   (3) that the areas for improvement and associated management actions as detailed in paragraph 5.4 of this report, be noted.

3. Background
3.1. The Housing and Technical Resource Plan 2020/2021 was approved by this Committee on 16 September 2020 and sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2020/2021.

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 Priorities set out in the Council Plan Connect 2017/2022.

3.3. As Elected Members are aware, due to the COVID-19 pandemic, the Council was forced to suspend or reduce a number of services that could not be continued in full due to government advice, including adhering to physical distancing requirements for residents and for staff. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. There has been an inevitable impact on performance in some areas.

4. Resource Objectives 2020-21
4.1. The Resource has established a number of objectives to support the delivery of the Connect Priorities in 2020/2021. These are detailed at Appendix 1.

5. Quarter 2 Progress Report 2020/2021

5.1. Progress against all Resource Plan measures is contained in the Quarter 2 Progress Report 2020/2021, attached as 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 as follows and performance should be considered in the context of the impact of responding to COVID-19:

Status	Measures			
	Statistical	Project	Total	%
Blue			0	0%
Green	20	24	44	76%
Amber	2	1	3	5%
Red	1	0	1	2%
Report later/ Contextual	9	1	10	17%
Totals	32	26	58	100%

(Data correct as at 21 December 2020)

5.3. Key achievements for 2020/2021, to date, are noted below:-

5.3.1.

Connect Priority	Ensure communities are safe, strong and sustainable
Resource Objective	Achievement
Improve the availability, quality and access of housing	99.9% of homeless and potentially homeless decision notifications issued with 28 days of date of initial presentation achieved against target of 98%
	The average time to relet empty homes was 25 days, which was consistent with the target
	Emergency repairs were, on average, completed in 3 hours 5 minutes against a target of 24 hours
	Non emergency repairs were, on average, completed in 11.97 days against a target of 28 days
	99% of reactive repairs completed right first time
	The first annual review of the Rapid Re-housing Transition Plan was approved by Committee in September 2020

Work with communities and partners to promote high quality, thriving and sustainable communities	The Local Housing Strategy 2017-2022 continued to be implemented with the most recent Annual Review approved by the Executive Committee during November 2020
Ensure schools and other places of learning are inspirational	131 new primary schools / nurseries completed to date

Connect Priority	Get it right for children and young people
Resource Objective	Achievement
Contribute to the Council's objective to protect vulnerable children, young people and adults	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

Connect Priority:	Improve health, care and wellbeing
Resource Objective	Achievement
Improve services for older people	All demand has been met for adaptations to council housing. There is no waiting list for adaptations to Council housing
	Work continued to be progressed to deliver new affordable properties suitable for the needs of older people
	97.5% of adaptations to council houses completed within agreed appointment timescales against target of 97%

5.3.2. In addition to working towards these Priorities, 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 objectives have also been identified under the heading Delivering the Plan and achieving Best Value.

Delivering the Plan and achieving Best Value	
Resource Objective	Achievement
Maintain current high levels of income collection and generation	The level of rent arrears at 8.56% of gross rent debit, was significantly below the target of 10.30%
Continue to effectively manage customer complaints	An average of 5 working days for a full response to be issued at Stage 1, within the target timescale of 5 working days (SSHC)
	An average of 13 working days for a full response to be issued at Stage 2, within the target timescale of 20 working days (SSHC)

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.

Ensure communities are safe, strong and sustainable		
Resource Objective	Improve the availability, quality and access of housing	
Measure	**Comments/Progress**	**Action by Manager (where applicable)**
Number 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	An action plan is currently in place for managers to address the outstanding annual gas safety checks that have yet to take place with the aim of conducting all required checks by the end of the financial year

5.5.   Report later
For additional scrutiny, the status of those measures identified as 'report later' at Quarter 4 2019/2020 should be updated and reported in this progress report. However, there were no measures falling into this category in the Quarter 4 report.'

6.   Employee Implications
6.1.   The objectives 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 objectives within the Resource Plan are reflected in the respective annual 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 Resource Plan takes into account Resource responsibilities in relation to sustainable development.

9.   Other Implications
9.1.   The Community Plan 2017 to 2027 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan 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.

9.3.   The Resource Plan takes into account Resource responsibilities in relation to sustainable development and climate change.

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.

Daniel Lowe
Executive Director (Housing and Technical Resources)

12 January 2021

Link(s) to Council Values/Ambitions/Objectives
♦ The Resource Plan has been structured upon the Vision, Values and Priorities in the Council Plan Connect 2017/2022

Previous References
♦ Housing and Technical Resources Quarter 2 Progress Report 2019/2020, 13 November 2019

List of Background Papers
♦ Council Plan Connect 2017/2022 – endorsed by the Executive Committee on 8 November 2017 and approved by the full Council on 6 December 2017: mid-term review of Connect endorsed by the Executive Committee 24 June 2020
♦ Housing and Technical Resources Plan 2020/2021 – approved by Housing and Technical Committee on 16 September 2020

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 Objectives 2020/2021

Connect Priority	Resource Objectives
Ensure communities are safe, strong and sustainable	• Improve the availability, quality and access of housing • Work with communities and partners to promote high quality, thriving and sustainable communities • Ensure schools and other places of learning are inspirational
Promote sustainable and inclusive economic growth and tackle disadvantage	• Improve the quality of life in the most disadvantaged communities in South Lanarkshire
Get it right for children and young people	• Contribute to the Council's objective to protect vulnerable children, young people and adults
Improve health, care and wellbeing	• Improve later life • Deliver better health and social care outcomes for all

Delivering the Plan and achieving Best Value	Resource Objectives
	• Provide sound financial stewardship for the Council • Deliver and communicate the Council Plan and ensure high standards of governance • Support local democracy, Council committees, Integrated Joint Board, elected members and senior managers • Promote equality and the well-being of staff • Develop and implement effective financial strategies • Implement a digital and ICT strategy that meets business needs • Develop improvement activity and promote scrutiny • Improve the skills, flexibility and capacity of the workforce