



Economic Growth, Housing and Environmental Sustainability Committee

Tuesday, 16 February 2021

SUPPLEMENTARY AGENDA

The undernoted reports have been added to the Agenda for the meeting of the **Economic Growth, Housing and Environmental Sustainability Committee** to be held at **remote locations via video-conference**, on **Tuesday, 16 February 2021** at **09:30**.

BUSINESS

7a) Housing Investment 2020-21 **3 - 18**

Report by Depute Chief Executive (Economy, Environment and Finance)

7b) Performance Report (Housing and Property Services) **19 - 34**
for Year to December 2020

Report by Depute Chief Executive (Economy, Environment and Finance)



REPORT TO: ECONOMIC GROWTH, HOUSING AND ENVIRONMENTAL SUSTAINABILITY COMMITTEE ON 16 FEBRUARY 2021

SUBJECT: HOUSING INVESTMENT 2020/21

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1. REASON FOR REPORT

- 1.1 This report informs the Committee of the budget position to 31 December 2020 for the Housing Investment Programme for 2020/21.
- 1.2 This report is submitted to the Economic Growth, Housing and Environmental Sustainability Committee following a decision of Moray Council on 17 June 2020 to agree a simplified committee structure as a result of the COVID-19 pandemic. In the case of this committee the combining of the delegated responsibilities of Economic Development and Infrastructure, Community Services (Housing and Property) and Finance (budget, capital and revenue monitoring) (paragraph 9 of the Minute refers).

2. RECOMMENDATION

- 2.1 **It is recommended that the Committee considers the position as at 31 December 2020 with regards to the Housing Investment Programme for 2020/21.**

3. BACKGROUND

Investment Programme

- 3.1 **APPENDIX I** shows income and expenditure for 2020/21. The Appendix includes expenditure of £5.785m on the Council house new build programme as 'Other Capital Expenditure'. This, however, is now the subject of a separate monitoring report and the figure is provided for information only. Spend of £5.144m was achieved on the Housing Investment Programme to 31 December 2020, which represents 30% of the agreed programme. Commitments are currently standing at £10.289m, which represents 60% of the programme. The level of expenditure within the individual budget headings which make up the programme are shown in paragraphs 3.2 to 3.5 below. The expenditure figure represents all payments which have progressed through the finance system to 31 December 2020. Expenditure has been severely impacted by COVID lockdown periods, with all internal works currently suspended in accordance with Scottish Government instructions.

- 3.2 **APPENDIX II** shows expenditure on Response and Void Repairs. Spend was £1.758m to 31 December 2020 and represents 40% of the agreed programme. Commitment stands at £2.622m, which represents 60% of the budget and includes all ordered work still to commence or work in progress, that has still to be invoiced by the DLO. Reactive repairs have significantly reduced as a result of non-emergency repairs being suspended from 1 April 2020 to 1 September 2020. A full repairs service recommenced in early September 2020, however was reduced back to essential repairs only as part of Tier 4 restrictions from mid-December 2020, which is anticipated to remain the case until the end of the financial year. It is now anticipated that only 60% of the annual budget will be achieved. Coronavirus restrictions also led to a reduction in void properties allocated to new tenants, as well as a number of delays that include utility and material supply issues throughout the year to date. It is now anticipated that only 70% of the annual budget will be achieved, projected at £3.04m.
- 3.3 **APPENDIX III** shows expenditure on Estate Works. Spend of £0.327m was achieved to 31 December 2020 and represents 49% of the agreed programme level. Commitment currently stands at £0.336m and represents 50% of the programme.
- Asbestos – During the current financial year, a total of 41 properties had asbestos removal work. This includes 8 properties with asbestos tanks and 33 properties with associated debris or other asbestos containing materials (ACM's). A survey programme of properties is ongoing and ACMs will be removed on a planned basis when found.
- 3.4 **APPENDIX IV** shows expenditure on Cyclic Maintenance. Spend of £0.469m was achieved to 31 December 2020 and represents 65% of the agreed programme level. Commitment currently stands at £0.719m and represents 100% of the budget.
- 3.5 **APPENDIX V** shows expenditure on Planned Maintenance and Other Investments. Spend of £2.590m was achieved to 31 December 2020 and represents 23% of the agreed programme level. Commitment currently stands at £6.612m and represents 58% of the programme.
- The Energy Efficiency Standard for Social Housing (EESH) programme commitment and expenditure figures are very low in relation to budget. The main reason for this is delay in concluding a major contract for Warm Homes Round 4 grant funding with SSE, with COVID lockdown periods resulting in heating installation work being suspended for several months. The recent takeover of SSE by OVO prevented the new contract for 245 new heating systems from being finalised while all their internal processes were scrutinised by the new organisation. Moray Council have been proactive in attempts to reach contract agreement. The grant deadline for delivery of all new heating installations under this contract is 31 December 2021.

General Programme Updates

- 3.6 A contract to carry out a major stock condition survey with report on findings is expected to be concluded in the final quarter of 2020/21. This will provide essential information on prioritised investment programmes for the next 5 years and also give advice on requirements to meet standards for EESH and SHQS compliance.

- 3.7 A programme to upgrade smoke alarms in all Council properties in accordance with new legislation in the aftermath of the Grenfell tragedy is underway. The appointed contractor has completed around 1,000 house upgrades to date, however the programme is now suspended due to COVID regulations. Upgrades are also being carried out to properties as part of void and planned maintenance works by the Building Services DLO. The deadline for compliance has now been moved to February 2022.
- 3.8 In November 2020, Moray Council submitted an application to the Scottish Government's Low Carbon Infrastructure Transition Programme (LCITP) Social Housing Net Zero Heat Fund 2020. This application seeks 50% grant funding (£1.66m) towards a suite of upgrades to 245 properties located off the mains gas grid. Measures include air source heat pumps, solar photovoltaics, infra-red heating and battery storage and aim to alleviate fuel poverty and decarbonise heating. If successful this application will support the Council in achieving EESSH/ESSH2. The outcome of the application is expected during Feb/March 2021.

Income and Expenditure for Private Sector Housing

- 3.9 **APPENDIX VI** shows the position with regard to grant expenditure for Private Sector Housing Grant to 31 December 2020. The budget in Category B is now the responsibility of the Moray Integration Joint Board and the information is only for noting at this Committee. The legally committed figure of £177k represents 35% of the allocated budget. Spend to 31 December 2020 was £155k which represents 31% of the allocated budget. It is anticipated that this budget will under commit by £250k and underspend by £300k due to repayments of £14k and COVID-19 restrictions.
- 3.10 The legally committed figure in Category C of £86k represents 82% of the allocated budget. Spend to 31 December 2020 was £59k which represents 56% of the allocated budget. It is anticipated that this budget will fully commit but will underspend by £30k due to COVID-19 restrictions.

4. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

The provision of new affordable housing, the maintenance of the Council's housing stock and dealing with homelessness are priorities identified within the Corporate Plan, the Council's Local Housing Strategy, the Strategic Housing Investment Plan (SHIP) and the Housing and Property Service Plan.

(b) Policy and Legal

Maintenance and improvement works are carried out in order to meet statutory legal requirements and in accordance with current relevant policies.

(c) Financial implications

The financial implications associated within this report are dealt with in paragraphs 3.1 to 3.9 above, with details of the Council house new build programme now being the subject of a separate monitoring report.

(d) Risk implications

Failure to expend agreed budgets may affect the Council's ability to maintain stock at the SHQS, replace life expired elements and attain the EESSH. Budget Managers are aware of responsibilities for managing budget allocations and approval for variance will be sought from Committee in line with the Financial Regulations.

(e) Staffing implications

There are no staffing implications associated with this report.

(f) Property

The improvement and maintenance of the housing stock will ensure that it remains sustainable in the longer term both physically and environmentally.

(g) Equalities/Socio Economic Impact

There are no equalities issues associated with this report as it is to inform the Committee on budget monitoring.

(h) Consultations

Consultations have taken place with the Acting Head of Housing and Property Services, Property Resources Manager, Asset Manager, Building Services Manager, Legal Services Manager, Principal Accountant (Deborah O'Shea), Lissa Rowan (Committee Services Officer) and the Home Improvement Services Manager, who agree with the sections of the report relating to their areas of responsibility.

5. CONCLUSION

- 5.1 Housing investment for both the Council's housing stock and the private sector enables the Council to address the identified priorities to improve the quality of housing stock in Moray. More specifically, the investment in the Council's housing stock enables it to be maintained at the Scottish Housing Quality Standard, allows for replacement of life expired elements and makes progress towards the attainment of both the Moray Standard and the Energy Efficiency Standard for Social Housing.**

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|--------------------|--|
| Author of Report: | Daska Murray, Senior Housing Officer (Information) |
| Background Papers: | Held on file/sharepoint |
| Ref: | |

INVESTMENT PROGRAMME INCOME AND EXPENDITURE 2020/21

31 December 2020
(all amounts in £'000)

HOUSING INVESTMENT PROGRAMME

| | Annual Budget 2020/21 | Expenditure plus commitments to date | % expenditure plus commitments to date | Expenditure to date | % Budget spent to date | Budget balance |
|---|--------------------------|---|---|---------------------|---------------------------|----------------|
| <u>Expenditure</u> | | | | | | |
| Response & Void Repairs | 4,341 | 2,622 | 60% | 1,758 | 40% | 2,583 |
| Estate Works | 670 | 336 | 50% | 327 | 49% | 343 |
| Cyclic Maintenance | 719 | 719 | 100% | 469 | 65% | 250 |
| Planned Maintenance (Revenue) | 1,242 | 740 | 60% | 407 | 33% | 835 |
| Planned Maintenance (Capital) | 9,700 | 5,572 | 57% | 2,145 | 22% | 7,555 |
| Other Investment (Revenue) | 10 | 0 | 0% | 0 | 0% | 10 |
| Other Investment (Capital) | 360 | 300 | 83% | 38 | 11% | 322 |
| Sub Total | 17,042 | 10,289 | 60% | 5,144 | 30% | 11,898 |
| <u>Other Capital Expenditure</u> | | | | | | |
| New Build - Capital Costs | 18,454 | | | 5,785 | | |
| Total | 35,496 | | | 10,929 | | |
| <u>Funded by</u> | | | | | | |
| HRA Revenue | 6,982 | | | 2,961 | 42% | |
| Government Grant | 9,329 | | | 1,909 | 20% | |
| Use of Council Tax Discount | 550 | | | 0 | 0% | |
| Prudential Borrowing | 13,842 | | | 6,059 | 44% | |
| Capital Receipts | 0 | | | 0 | n/a | |
| Useable Capital Receipts | 0 | | | 0 | n/a | |
| C.F.C.R | 4,793 | | | 0 | 0% | |
| Total | 35,496 | | | 10,929 | 31% | |

INVESTMENT PROGRAMME EXPENDITURE 2020/21

31 December 2020
(all amounts in £'000)

Item 7a)

RESPONSE AND VOIDS REPAIRS

| | Annual Budget 2020/21 | Expenditure plus commitments to date | % expenditure plus committed to date | Expenditure to date | % Budget spent to date | Budget balance |
|---------------------|--------------------------|---|---|---------------------|---------------------------|----------------|
| West Area Office | 1,347 | 831 | 62% | 537 | 40% | 810 |
| East Area Office | 1,043 | 510 | 49% | 319 | 31% | 724 |
| Void House Repairs | 1,531 | 1,009 | 66% | 630 | 41% | 901 |
| Gas Heating Repairs | 420 | 272 | 65% | 272 | 65% | 148 |
| | 4,341 | 2,622 | 60% | 1,758 | 40% | 2,583 |

INVESTMENT PROGRAMME EXPENDITURE 2020/21

31 December 2020
(all amounts in £'000)

ESTATE WORKS

| | Annual Budget 2020/21 | Expenditure plus commitments to date | % expenditure plus commitments to date | Expenditure to date | % Budget spent to date | Budget balance |
|------------------------|--------------------------|---|---|---------------------|---------------------------|----------------|
| Garage Upgrades | 25 | 0 | 0% | 0 | 0% | 25 |
| Asbestos | 260 | 91 | 35% | 82 | 32% | 178 |
| Landscape Maintenance | 35 | 19 | 54% | 19 | 54% | 16 |
| Estates/Forum Upgrades | 275 | 202 | 73% | 202 | 73% | 73 |
| Miscellaneous | 75 | 24 | 32% | 24 | 32% | 51 |
| | 670 | 336 | 50% | 327 | 49% | 343 |

INVESTMENT PROGRAMME EXPENDITURE 2020/21

Item 7a)

31 December 2020
(all amounts in £'000)

CYCLIC MAINTENANCE

| | Annual Budget 2020/21 | Expenditure plus commitments to date | % expenditure plus committed to date | Expenditure to date | % Budget spent to date | Budget balance |
|--------------------------------|--------------------------|---|---|---------------------|---------------------------|----------------|
| Gas Servicing | 298 | 242 | 81% | 242 | 81% | 56 |
| Solid Fuel Servicing | 21 | 37 | 176% | 18 | 86% | 3 |
| Air Source Heat Pump Servicing | 45 | 74 | 164% | 3 | 7% | 42 |
| Smoke Detector Servicing | 0 | 5 | #DIV/0! | 5 | #DIV/0! | -5 |
| PPR & External Painterwork | 260 | 243 | 93% | 136 | 52% | 124 |
| General Servicing | 50 | 83 | 166% | 30 | 60% | 20 |
| Inspections/House Surveys | 45 | 35 | 78% | 35 | 78% | 10 |
| | 719 | 719 | 100% | 469 | 65% | 250 |

INVESTMENT PROGRAMME EXPENDITURE 2020/21

Item 7a)

31 December 2020
(all amounts in £'000)

PLANNED MAINTENANCE & OTHER INVESTMENTS

| | Annual Budget 2020/21 | Expenditure plus commitments to date | % expenditure plus committed to date | Expenditure to date | % Budget spent to date | Budget balance |
|----------------------------------|--------------------------|---|---|---------------------|---------------------------|----------------|
| Kitchens and Bathrooms | 1,420 | 1,251 | 88% | 95 | 7% | 1,325 |
| Central Heating | 2,600 | 2,589 | 100% | 1,302 | 50% | 1,298 |
| EESSE Programme | 2,600 | 752 | 29% | 64 | 2% | 2,536 |
| Doors and Windows | 880 | 384 | 44% | 88 | 10% | 792 |
| Smoke Alarms/CO2 Upgrades | 2,200 | 596 | 27% | 596 | 27% | 1,604 |
| Sub Total (Capital) | 9,700 | 5,572 | 57% | 2,145 | 22% | 7,555 |
| Rainwatergoods | 200 | 138 | 69% | 29 | 15% | 171 |
| Roof and Fabric Repairs | 200 | 206 | 103% | 206 | 103% | -6 |
| Plumbing Upgrades | 100 | 2 | 2% | 2 | 2% | 98 |
| Electrical Upgrades | 372 | 184 | 49% | 0 | 0% | 372 |
| Safety & Security | 20 | 57 | 285% | 57 | 285% | -37 |
| Common Stairs | 20 | 32 | 160% | 12 | 60% | 8 |
| Insulation | 200 | 42 | 21% | 42 | 21% | 158 |
| Sheltered Housing | 10 | 4 | 40% | 4 | 40% | 6 |
| Decoration Vouchers | 70 | 21 | 30% | 21 | 30% | 49 |
| Shower Installations | 50 | 54 | 108% | 34 | 68% | 16 |
| Sub Total (Revenue) | 1,242 | 740 | 60% | 407 | 33% | 835 |
| Disabled Adaptations | 360 | 300 | 83% | 38 | 11% | 322 |
| Sub Total (Other Capital) | 360 | 300 | 83% | 38 | 11% | 322 |
| Enabling Projects | 10 | 0 | 0% | 0 | 0% | 10 |
| Sub Total (Other Revenue) | 10 | 0 | 0% | 0 | 0% | 10 |
| Total | 11,312 | 6,612 | 58% | 2,590 | 23% | 8,722 |

PRIVATE SECTOR HOUSING GRANT
SCHEME OF ASSISTANCE - 2020/21

31 December 2020
(all amounts in £'000)

| | Budget Allocation 2020/21 | Spend to date | Balance | Legally Committed | Completed Cases |
|---------------------------|------------------------------|---------------|------------|-------------------|-----------------|
| CATEGORY | | | | | |
| Independent Living | | | | | |
| Category A (Revenue) | 8 | 0 | 8 | 8 | 0 |
| Category B | 500 | 155 | 345 | 177 | 22 |
| Category C | 105 | 59 | 46 | 86 | 7 |
| Overall Total | 613 | 214 | 399 | 271 | 29 |

| | |
|------------------------------|--|
| CATEGORY DESCRIPTIONS | |
| Category A | External agency running costs |
| Category B | Grant Assistance to aid Independent Living - Adaptations |
| Category C | Grant Assistance to aid Independent Living - House Condition Works |



**REPORT TO: ECONOMIC GROWTH, HOUSING AND ENVIRONMENTAL
SUSTAINABILITY COMMITTEE ON 16 FEBRUARY 2021**

**SUBJECT: PERFORMANCE REPORT (HOUSING AND PROPERTY
SERVICES) FOR YEAR TO DECEMBER 2020**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND
FINANCE)**

1. REASON FOR REPORT

- 1.1 To inform the Committee of performance of the service for the period from 1 April 2020 to 31 December 2020.
- 1.2 This report is submitted to Committee following a decision of Moray Council on 17 June 2020 to agree a simplified committee structure as a result of COVID-19 pandemic. In the case of this Committee, the combining of the delegated responsibilities of Economic Development and Infrastructure, Community Services (Housing and Property) and Finance (budge, capital and revenue monitoring) (para 9 of the Minute refers).

2. RECOMMENDATION

- 2.1 It is recommended that the Economic Growth, Housing and Environmental Sustainability Committee:
- i) scrutinises performance of the Service Plan, Operational Performance Indicators and Complaints to the end of December 2020;
 - ii) considers performance on key Charter indicators against benchmarking comparators; and
 - iii) agrees to extend the current Tenant Participation Strategy for one year to 2022/23 for the reasons set out in para 6.1 and 6.2 of this report

3. BACKGROUND

- 3.1 On 7 August 2019, the Moray Council approved a revised Performance Management Framework for services (para 5 of the Minute refers). The framework introduced new arrangements for Managing, Delivering and

Reporting of Performance with the aim of increasing focus on priority areas, reducing the level of reporting on lower priority indicators and directing scrutiny towards areas of strategic importance trends. Whilst the key performance trends in operational performance will continue to be reported, the focus of committee scrutiny will be on the delivery of priorities in the Local Outcome Improvement Plan (LOIP), Corporate Plan and Service Plan. This report covers progress in achieving the Housing and Property Service Plan priorities, as well the important trends in the key housing performance indicators.

- 3.2 On 27 August 2019, the Communities Committee approved the key housing performance indicators and targets (para 11 of the Minute refers). The indicators are mainly based on the Scottish Housing Regulator's (SHR) Regulatory Framework and statutory performance indicators reported through the Annual Return on the Charter (ARC).
- 3.3 The Performance Monitoring Statements document was developed to support the Performance Management Framework. The Half-yearly performance report refers to this document. The document includes tabular updates on actions, indicators relating to Service Plan priorities as well as complaints data, and can be found at:
http://www.moray.gov.uk/moray_standard/page_92321.html

4. SUMMARY OF PERFORMANCE

- 4.1 On 17 December 2019, the Communities Committee approved the Housing and Property Service Plan covering the period 2019-2022 (para 9 of the Minute refers). In line with the Performance Management Framework, the Service Plan covers two distinct levels:
- Service Outcomes – locked down against commitments in National Outcomes, the LOIP and the Corporate Plan.
 - Service Level Outcomes – reflecting service priorities not covered in higher level plans.
 - Recovery and Renewal Outcome – highlighting priorities for recovery of services in light of the pandemic.
- 4.2 A total of four Strategic actions, ten Service level actions and one Recovery and Renewal action are being used to measure progress, with the majority due to complete by March 2021 or beyond. The COVID-19 pandemic has had a significant impact on delivery of services as detailed in Appendix II, with exceptions summarised in paragraphs 4.3 to 4.12. Indicatively, the Service Plan overall is 24% complete.

| Action Level | No. of Actions | Completion by December 2020 | Actual Completion by December 2020 |
|-----------------------------|----------------|-----------------------------|------------------------------------|
| Strategic Outcome | 4 | 0 | 0 |
| Service Level Outcomes | 10 | 0 | 0 |
| Recovery & Renewal Outcomes | 1 | 0 | 0 |

Strategic Outcomes - successes

- 4.3 Contributing to the Corporate Plan priority 'to work to protect and enhance our environment', the public consultation on the Climate Change Strategy was completed and reported to the Working Group. Action Plan templates are being collected and assessed to finalise milestones and progress measures to support future monitoring. HPS20-22.S4.2.1
- 4.4 In response to concerns around poor satisfaction rates relating to Housing services highlighted in the Council's Best Value Audit, a tenant survey improvement plan has been put in place and actions relating to repairs timescales and satisfaction, stock condition surveys, tenant communication of maintenance programmes and rent consultations are progressing. Between April and September 2020, the service was reduced to emergency repairs only. The number of non-emergency repairs, for which customer satisfaction data is gathered, was therefore lower than normal, however of the 309 customers providing responses, 98.7% were satisfied with the service provided. HPS20-22.S4.3.1 & S5.06.1.2

Service Level Outcomes – successes

- 4.5 COVID-19 restrictions continue to have an impact in the delivery of the Moray Affordable Housing Supply Programme 2020/21, completion of 50 new affordable houses has been achieved to date with a further 131 on site, of which 52 completions are projected by year-end. Thirty seven units (36.2%) will be delivered as specialist housing, exceeding the programme target (30%). The next phase of affordable housing at Bilbohall Elgin, currently at the design stage, will provide specialist housing for older people and housing with support for people with learning disabilities. As at December 2020, £3.06m of the Scottish Government's allocation of £9.633m has been expended with a further £2.5m projected spend by year end. The Strategic Housing Investment Plan was submitted to Scottish Government on time in early December. HPS20-22.S5.01.1.1-5
- 4.6 The council housing stock condition survey and investment plan is completed ahead of a review of the HRA Business Plan to ensure that Scottish Housing Quality standards are met by the dates set by the Housing Regulator. The stock condition survey has been completed and a draft report from the Consultant is expected in January. HPS20-22.S5.08.1.1

Service Level Outcomes – challenges and actions to support

- 4.7 Transforming the approach to address homelessness in Moray is being taken forward through the Rapid Rehousing Transition (RRTP) Plan 2019-2024. Pandemic response required a sudden increase in temporary accommodation stock to meet demand, numbers of households have now returned to pre-COVID levels. However, it is unlikely that the target to reduce the number of households in temporary accommodation by 10 in this financial year will be achieved. The appointment of three Housing Support Workers to provide additional housing support for tenancy sustainment to 30 households was deferred until the Scottish Government funding was in place. It is hoped to appoint to these posts by September 2021. Despite the challenges in the six months to September 2020, 52% of council house allocations were to the Homeless List, exceeding target (50%). HPS20-22.S5.02.1-3
- 4.8 The Scottish Government has provided a 2020/21 funding allocation of £2.1m for the Home Energy Efficiency Programme (HEEPS). The HEEPS ABS programme for 2020/21 focuses on delivery of internal wall insulation to households in fuel poverty. The deadline for draw down of this funding is September 2021. Due to the COVID-19 restrictions applicable to internal works, as at December 2020, only £8k of the projected £500k spend had been achieved. However, HEEPS ABS engagement activity completed during autumn 2020 has generated sufficient take up of the insulation offer that it will ensure delivery of works will commence as soon as restrictions are relaxed and will maximise spend prior to the grant draw down deadline. HPS20-22.S5.03.1.1.
- 4.9 The Council substantially increased its Energy Efficiency Standard for Social Housing (EESH) programme in 2019/20 and 2020/21 with a focus on heating replacements of the older style gas fired back boilers as replacements parts are now obsolete. 794 tenants responded positively to the offer to replace sent early in 2020. All installation works were suspended when lockdown started in March and tenants are being contacted again to confirm their position given ongoing anxiety over COVID-19 restrictions. Targets to improve the energy efficiency of the Council's housing stock; that 63% of council houses will be Energy Efficiency Standard for Social Housing (EESH) compliant by June 2021 and 100% compliant by March 2022 will not be achieved due to suspension of works as a result of pandemic restrictions. Future work programme outputs will be dependent on the current stock condition survey report and ongoing restrictions. HPS20-22.S5.04.1-2, H2.2b
- 4.10 Implementation and assessment of void improvement across all housing stock will not progress as planned. A slowdown in allocations, issues with utilities in voids and supply of materials have all been contributory factors to below target performance against all void indicators. There was a significant increase in average re-let timescales to 99 days for the quarter to September 2020, against the target of 32 days. Rent loss due to voids shows a generally increasing trend in the four quarters to September 2020, a result of 1.09% was recorded in quarter 2 against a target of 0.63%. Performance is unlikely to improve for the remainder of this financial year as the impact of the pandemic continues. HPS20-22.S5.05.1.1-2, H5.4, H5.5, H5.6

- 4.11 Comparison of local target timescales and processes with best performing authorities will inform the Housing Repairs Process and Policy Review. Data has been gathered. However, there may be a slight delay to the intended June 2021 completion date as a consequence of current resourcing pressures. HPS20-22.S5.06.1.1-2
- 4.12 A sustainable Property Portfolio that will meet service needs of Moray's community into the future and reduce the financial burden of maintaining property assets will be achieved through the implementation of the Council's Property Asset Management Appraisal Improvement Plan (PAMA). The effects of flexible working applied in the aftermath of COVID-19 may require a detailed review of the Plan to be undertaken. It is proposed to extend the target for this action to 31 March 2021 to allow a phased approach to be reported. HPS20-22.S5.10.1.1

Operational Indicators – successes

- 4.13 Housing Quality and Management indicators relating to repairs achieved target in the quarter to September 2020; emergency repairs were completed on average in 3.1 hours and non-emergency repairs were completed on average in 3.9, below the target of 4 hours and 10 hours respectively. 92.1% of repairs were completed right first time, above the target of 90%. HB2.7, HB2.8, HB2.11

Operational Indicators – challenges and actions to support

- 4.14 There was a significant fall in the percentage of housing applications admitted to list within 10 days due to lockdown restrictions. Results of 3.6% and 3.7% were recorded in quarters 1 and 2 respectively, against previous quarterly performance of over 95%. H4.15

Complaints & MP/MSP Enquiries

- 4.15 In the period to December 2020, Housing and Property Services received 111 complaints, compared to 171 in the same period last year. 109 complaints were closed with 72 being dealt with at front line stage (66%), 32 at investigative stage (29%) with 5 escalated. A total of 68 complaints (62%) were upheld or part upheld, in line with the result from the same period last year (61%). Of all closed complaints, 75 (69%) met target response timescales of 5 and 20 working days, slightly below performance from the same period last year (76%). In addition, 104 MP/MSP enquiries were received in the reporting period.

5. SCOTTISH SOCIAL HOUSING CHARTER COMPLIANCE

- 5.1 On 6 October 2020, this Committee were informed that the Council's Annual Return on the Charter (ARC) was submitted to the Scottish Housing Regulator (SHR) in July 2020 (para 8 of the Minute refers). On 31 October 2020, the SHR published ARC data for all landlords for 2019/20 including individual landlord reports on their website. The landlord report compares the Council's performance on key Charter indicators with the Scottish average. A summary of the Council's performance on the key ARC indicators is included

(Appendix 1). To address the lower than benchmark results from the tenant satisfaction survey an action plan has been developed to respond to the findings of the Best Value Audit Report. It should be noted that the average performance for local authorities tends to be below the Scottish average, which includes all social landlords (local authorities, housing associations and housing co-operatives).

- 5.2 On 6 October 2020, this Committee were advised that social landlords were required to publish the annual performance report for tenants and other service users by 31 December 2020 (paragraph 8 of the Minute refers). The SHR expects tenants to be involved in decisions about the content and format of the report. The final report, which was developed in partnership with tenant representatives, is available on the Council's website at: www.moray.gov.uk/moray_standard/page_101335.html. It has been publicised through the Tenants' Voice newsletter and through the Moray Council Tenants Facebook group. As has been the case in previous years, copies are sent to tenants on request.

6. TENANT PARTICIPATION STRATEGY 2017-2020

- 6.1 Annual progress updates on the Tenant Participation Strategy has been delayed due to the pandemic. The current tenant participation strategy has entered its final year and the development of the next strategy would normally be underway. Some new opportunities have arisen during the pandemic such as new digital networking groups evolving both nationally and regionally. However, there have also been some significant challenges for traditional tenant participation methods. Face-to-face contact remains the preference of the majority of involved tenants and it is generally felt that it would be difficult to carry out a comprehensive and meaningful review of the strategy at this time.
- 6.2 Moray Tenants' Forum members have been consulted on the most appropriate action and have agreed that given the extraordinary circumstances, the current strategy should be extended to 2022/23. The Scottish Housing Regulator were also contacted for their view and had no concerns about this approach given the unusual circumstances and latest government advice regarding COVID-19. The review would commence at the earliest opportunity, restrictions permitting.

7. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

The monitoring and management of performance assists the Council to continue to improve its housing services and helps to manage assets more effectively to provide the best outcomes for tenants and other service users. It also promotes safer communities and adults living healthier, sustainable independent lives safeguarded from harm, which meets the key objectives of the Corporate Plan and the Housing and Property Service Plan.

(b) Policy and Legal

Reporting on Scottish Social Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

(c) Financial implications

There are no financial implications arising directly from this report.

(d) Risk Implications

There are no risk implications arising directly from this report.

(e) Staffing Implications

There are no staffing implications arising directly from this report.

(f) Property

There are no property implications arising directly from this report.

(g) Equalities/Socio Economic Impact

There are no equalities/socio economic impact implications arising directly from this report.

(h) Consultations

Consultation on this report has been carried out with the Acting Head of Housing and Property Services, senior managers within Housing and Property and comments, where relevant to their areas of responsibility, have been incorporated in this report.

8. CONCLUSION

8.1 This report provides an analysis of performance in achieving Service Plan outcomes for the period to December 2020, recognising the significant impact of the pandemic on the delivery of Housing and Property services.

8.2 The publication of ARC Charter data provides a useful benchmark that reinforces the contribution that ongoing Service Plan activities will make to address performance gaps, specifically around EESSH, housing repairs and customer satisfaction.

8.3 An extension of the current Tenant Participation Strategy for one year presents a measured response to the difficulties in undertaking a review during pandemic restrictions.

Author of Report: Louise Marshall, Strategy and Performance Manager
Background Papers: Held by author
Ref:

| ARC Indicator Number | Description | Moray 2019/20 | Scottish Average 2019/20 | Local Authority Average 2019/20 |
|--|--|---------------|--------------------------|---------------------------------|
| OVERALL SATISFACTION | | | | |
| 1 | Percentage of tenants satisfied with the overall service provided by their landlord | 79.6 | 89.2 | 82.1 |
| THE CUSTOMER/LANDLORD RELATIONSHIP | | | | |
| 2 | Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions | 76.3 | 92.0 | 85.9 |
| 4 | The average time in working days for a full response | | | |
| | 1st stage (5 working days) | 4.7 | 3.7 | 5.8 |
| | 2nd stage (20 working days) | 20.2 | 17.1 | 21.8 |
| 5 | Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes | 68.8 | 87.2 | 79.4 |
| HOUSING QUALITY AND MAINTENANCE | | | | |
| 6 | Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) Item 7b) | 90.7 | 94.4 | 92.3 |
| C10 | Percentage of properties meeting the Energy Efficiency Standard for Social Housing (EESH) | 54.6 | 89.6 | 79.8 |
| 7 | Percentage of existing tenants satisfied with the quality of their home | 73.9 | 87.2 | 80.5 |
| 8 | Average length of time taken to complete emergency repairs (hours) | 2.5 | 3.6 | 4.3 |
| 9 | Average length of time taken to complete non-emergency repairs (working days) | 9.5 | 6.4 | 7.4 |
| 10 | Percentage of reactive repairs carried out in the last year completed right first time | 79.8 | 92.4 | 90.9 |
| 11 | No. of times you did not meet your statutory duty to complete a gas safety check | 3 | 3 | 10 |
| 12 | Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service | 99.2 | 91.3 | 89.5 |
| NEIGHBOURHOOD AND COMMUNITY | | | | |
| 13 | Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in | n/a | 87.5 | 85.0 |
| 14 | Percentage of tenancy offers refused during the year | 29.1 | 25.8 | 36.3 |
| 15 | Percentage of anti-social behaviour cases reported in the last year which were resolved | 89.8 | 93.6 | 89.6 |
| ACCESS TO HOUSING AND SUPPORT | | | | |
| 16 | Percentage of new tenancies sustained for more than a year (all sources) | 92.6 | 90.6 | 89.3 |
| 17 | Percentage of lettable houses that became vacant in the last year | 7.7 | 9.4 | 7.3 |
| 22 | Percentage of court actions initiated which resulted in eviction | 14.1 | 23.4 | 18.4 |
| 24 | Percentage of referrals under Section 5 and other referral routes | 13.5 | 29.1 | 29.1 |
| GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES | | | | |
| 18 | Percentage of rent due lost through properties being empty during the last year | 0.95 | 0.83 | 0.99 |
| 25 | Percentage of tenants who feel that the rent for their property represents good value for money | 83.0 | 83.6 | 84.2 |
| 26 | Rent collected as percentage of total rent due in the reporting year | 99.1 | 99.3 | 98.5 |
| 27 | Gross rent arrears as a percentage of rent due for the reporting year | 2.6 | 4.7 | 7.3 |
| 30 | Average length of time taken to re-let properties in the last year (calendar days) | 46.1 | 26.7 | 40.7 |

Housing and Property Services Service Plan 2020-22

Report Type: Actions Report
Generated on: 13 January 2021



Status: In Progress 23 Completed 4

| | | | | | | | | | |
|--|-----------|--|------------------------------------|--|----------------------------|--|--------------------|--|-----------|
| | Completed | | Not Started; In Progress; Assigned | | Unassigned; Check Progress | | Overdue; Neglected | | Cancelled |
|--|-----------|--|------------------------------------|--|----------------------------|--|--------------------|--|-----------|

Section 4 - Strategic Outcome or Priority

4.1 (L) Empowering & connecting communities. (CP) Our Place: Empower and support communities to build capacity

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|-----------------|--|-------------|---|----------|--|-----------------|-------------|
| HPS20-22.S4.1.1 | Assess and respond to the housing needs of older people in partnership with IJB. | 31-Mar-2022 | Enable people to have greater opportunity to remain independent within their communities by working with partners to deliver appropriate housing, adaptations and technology enabled care options | 1 | The Moray Affordable Housing programme aims to provide 30% of the new build houses to cater for household with particular needs. The next phase of provision of affordable housing at Bilbohall, Elgin is currently at the design stage and will provide housing with specific needs for older people. | 30% | |

4.2 (L) Growing, diverse & sustainable economy. (CP) Our Future: Create a vibrant economy

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|-----------------|--|-------------------------------------|---|----------|--|-----------------|-------------|
| HPS20-22.S4.2.1 | Prepare a Climate Change Strategy and Action Plan. | 31-Mar-2021 Update for 2030 plan | Achievement of targets, indicators and outcomes identified in Climate Change Action Plan. | 1 | Public consultation has been carried out and reported to the Working Group. Templates from each Head of Service being collected and assessed on individual action plan points. | 70% | |






4.3 (CP) A Sustainable Council: that provides valued services to our communities

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|-----------------|--|-------------|---|----------|---|-----------------|-------------|
| HPS20-22.S4.3.1 | Investigate and better understand the reasons for poor satisfaction rates as identified in Best Value Audit. | 31-Dec-2021 | Tenants are more satisfied with the quality of their home and housing services. Tenants feel more engaged and better informed. | 1 | A tenant survey improvement plan has been created and actions related to repairs timescales and satisfaction, stock condition surveys, tenant communication of maintenance programmes and rent consultation have all been progressed. | 30% | |

Section 5 - Service Level Outcomes or Priorities




5.01 Provide an adequate supply of affordable housing in Moray

5.01.1 Deliver the Moray Affordable Housing Supply Programme 2020/21 (77% complete)


| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|--|-------------|--|----------|--|-----------------|---|
| HPS20-22.S5.01.1.1 | Achieve completion of 102 new affordable houses (102 Council). | 31-Mar-2021 | Reduce housing need in Moray, including older people and those requiring specialist housing. Prevent and alleviate homelessness | 1 | 50 completions had been achieved at the end of Q3 on site with further 131 on site. 52 completions projected by year-end. | 49% |  |
| HPS20-22.S5.01.1.2 | Deliver 30% of programme as specialist housing. | 31-Mar-2021 | | 1 | Out of 102 projected completions during 2021/22, 37 will be delivered as specialist housing, 36.2% of the total programme. | 100% |  |
| HPS20-22.S5.01.1.3 | Spend Scottish Government funding allocation of £9.633m. | 31-Mar-2021 | | 1 | £3.06m expended at end of Q3. £2.5m projected spend by year end. Delivery of programme has been impacted by Covid-19 restrictions. | 34% |  |
| HPS20-22.S5.01.1.4 | Deliver 50 new Council houses per annum over the next 3 years. | 31-Mar-2021 | | 1 | On programme to deliver 102 Council houses during 2020/21. 164 completions projected over next 3 years. | 100% |  |
| HPS20-22.S5.01.1.5 | Prepare Strategic Housing Investment Programme 2021-2026. | 31-Dec-2020 | | 1 | Strategic Housing Investment Plan submitted to Scottish Government on 8 December 2020. | 100% |  |

5.02 Transform the approach to addressing homelessness in Moray



5.02.1 Deliver Rapid Rehousing Transition (RRTP) Plan 2019-2024 (33% complete)

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|--|-------------|---|----------|---|-----------------|---|
| HPS20-22.S5.02.1.1 | Reduce the number of households in temporary accommodation by 10 in 2020/21 | 31-Mar-2021 | Homeless people get a settled mainstream housing option as quickly as possible. | 1 | Due to Covid, we actually increased our temporary accommodation stock due to demand. We are now back at a similar figure as before so the status progress remains 0%. | 0% |  |
| HPS20-22.S5.02.1.2 | 50% Council house allocations to Homeless List. | 31-Mar-2021 | Time spent in temporary accommodation is kept to a minimum. | 1 | At this date – our figure was at 52% | 100% |  |
| HPS20-22.S5.02.1.3 | Provide additional housing support for tenancy sustainment to 30 households. | 31-Mar-2021 | Reduction in repeat homelessness and tenancy breakdown for people with complex health and care needs. | 1 | Due to Covid, we have been unable to appoint the 3 Housing Support Workers required to achieve this target. We hope to appoint these posts within the next 6 months. | 0% |  |


5.03 Reduce fuel poverty in Moray
5.03.1 Deliver Moray Home Energy Efficiency Programme (HEEPS) (0% complete)


| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|---|-------------|---|----------|---|-----------------|---|
| HPS20-22.S5.03.1.1 | Spend Scottish Government funding allocation of £2.1m (2021/22) by 30 September 2021. | 30-Sep-2021 | As many households as possible live in a warm, comfortable home they can afford to heat; people live in energy efficient homes. | 2 | £8k of spend achieved at Q3. Delivery of energy efficiency measures severely constrained by Covid-19 work restrictions. | 0.4% |  |

5.04 Improve the energy efficiency of the Council's housing stock
5.04.1 Deliver Energy Efficiency Standard for Social Housing (EESH) programme for Council housing. Implement and assess Void Improvement across all council housing stock (0% complete)

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|--|-------------|--|----------|---|-----------------|---|
| HPS20-22.S5.04.1.1 | 63% of all Council houses EESH compliant by 30 June 2021 | 30-Jun-2021 | The standard of Council housing meets regulatory and statutory requirements. | 2 | This target will not now be achieved after work suspension due to COVID restrictions. Current status % can't be provided without up to date EPC information. The pending stock condition survey report should provide some clarity on EESH compliance | 0% |  |
| HPS20-22.S5.04.1.2 | All Council houses EESH compliant by March 2022 | 31-Mar-2022 | | 2 | This target will definitely not be achieved due to COVID restrictions throughout 2020/21 and work programme outputs are unclear at this stage | 0% |  |



5.05 Improve management of void Council houses
5.05.1 Implement and assess Void Improvement across all council housing stock (30% complete)

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|--|-------------|--|----------|--|-----------------|---|
| HPS20-22.S5.05.1.1 | Average time to let empty houses reduced to 32 days. | 31-Mar-2021 | Reduction in overall timescales to re let void properties. | 1 | The Covid pandemic has had a detrimental impact on re let timescales as a result of a slowdown in allocations, issues with utilities in voids, as well as material supply. The latest performance information available to Qtr. 1 shows an average relet timescale of 73 days, which is likely not to improve over the remainder of the financial year. The target will not be met as a result of the Covid pandemic, although average void repair costs have reduced. | 10% |  |

| | | | | | | | |
|--------------------|--|-------------|--|---|---|-----|---|
| HPS20-22.S5.05.1.2 | Rent loss due to voids reduced to 0.63% of rent due. | 31-Mar-2021 | | 1 | The latest available performance to November 2020 shows rent loss has reduced to 0.95%, which is still above the 0.63% target. This figure will inevitably increase further as a result of the delays in allocations as a result of the Covid pandemic. | 50% |  |
|--------------------|--|-------------|--|---|---|-----|---|


5.06 Improve performance of response repairs to Council houses

5.06.1 Implement actions from Repairs Process Review and Review Housing Repairs Policy (50% complete)

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|--|-------------|---|----------|--|-----------------|---|
| HPS20-22.S5.06.1.1 | Review repair local target timescales and benchmark against best performing authorities. | 30-Jun-2021 | Improve repairs performance against local indicators and reduce failure demand. | 1 | Information has been gathered from a number of other local authorities in respect of their local target timescales and performance. This will be used to influence a proposal to change repair timescales in line with other Authorities, however, the timescale may be delayed as a result of current pressures in relation to the Covid pandemic. | 10% |  |
| HPS20-22.S5.06.1.2 | Improve customer satisfaction. | 30-Jun-2021 | | 1 | There has been a marked improvement in customer satisfaction in respect of response repairs. The latest performance information available to Qtr. 2 shows that 98.72% (309 customers) have expressed satisfaction with the service. The service was reduced to emergency only repairs from April to September 2020, so feedback numbers are low as feedback is only gathered from non-emergency repairs. | 90% |  |


5.07 Review Housing Maintenance Partnership Agreement

5.07.1 Deliver the stock investment plan and repairs service (0% complete)

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|--|-------------|--|----------|---|-----------------|---|
| HPS20-22.S5.07.1.1 | Carry out Best Value review of Housing Maintenance Partnership on service and costs in conjunction with review of the Housing Revenue Account Business Plan. | 30-Jun-2021 | Implement a 5 year Housing Maintenance Partnership that provides best value for the council and its tenants. | 2 | Work planned for 2021/22, with little progress to date. The investment programme in light of the new stock condition survey will impact on the HRA business plan. | 0% |  |


5.08 The condition of Council houses is good and meets required standards

5.08.1 Complete Stock Condition Survey of Council houses (70% complete)

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|---|-------------|---|----------|--|-----------------|---|
| HPS20-22.S5.08.1.1 | The stock condition survey and investment plan is completed prior to a review of the HRA Business Plan. | 31-Mar-2021 | To ensure the current investment plan will meet the Scottish Housing Quality Standards at key dates set by the Housing Regulator. | 1 | The stock condition survey is complete and the first draft report from the Consultant is expected by end January, 2021 | 70% |  |


5.09 Compliance with new fire and smoke alarm legislation in all Council houses

5.09.1 Deliver a programme of fire and alarm upgrades to all Council houses by February 2022 (25% complete)






| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|---|-------------|---|----------|--|-----------------|---|
| HPS20-22.S5.09.1.1 | All Council housing upgraded to legislative standard. | 01-Feb-2022 | Compliance with legislative requirement. Increased standard of fire and carbon monoxide protection for Council tenants. | 2 | Work is currently suspended due to COVID restrictions, but overall completion by the legislative deadline is expected to be achieved | 25% |  |

5.10 Make the best use of the Council's property assets

5.10.1 Implement Property Asset Management Appraisal Improvement Plan (PAMA) (0% complete)

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|--|-------------|--|----------|--|-----------------|--|
| HPS20-22.S5.10.1.1 | Report on Improvement Action Plan including recommendations from stores, depots and office reviews with milestones for completing the remaining recommendations of the PAMA. Report to EGHES on 16 February 2021 | 16-Feb-2021 | A sustainable Property Portfolio that will meet service needs of Moray's community into the future. Reduced financial burden of maintaining the Council's property assets. | 1 | Work has commenced, however the effects of flexible working in the aftermath of COVID requires detailed review when the PAMA was based on a working environment <u>prior</u> to COVID. | 0% |  |

Section 6 - Recovery & Renewal Outcomes**6.1 Infrastructure Development****6.1.1 Work to progress provision of employment land and industrial units in Forres and expansion or development of industrial units in Speyside/east of Moray (2% complete)**

| Action Code | Action Title | Due Date | Planned Outcome | Priority | Latest Status Update | Status Progress | Status Icon |
|--------------------|---|-------------|--|----------|---|-----------------|---|
| HPS20-22.S6.01.1.1 | Land Purchase Negotiations | 31-Mar-2021 | Make contact with landowners on willingness to sell land. | 2 | Potential sites being identified. Main work programmed for Q4 2020-21. | 10% |  |
| HPS20-22.S6.01.1.2 | Business Cases Prepared Where Purchase Price Agreed | 31-May-2021 | Business Cases prepared. | 2 | Requires previous stage to be completed and purchase prices provisionally agreed. | 0% |  |
| HPS20-22.S6.01.1.3 | Business Cases Assessed by Asset Management Working Group | 30-Jun-2021 | Business Cases assessed by Asset Management Working Group. | 2 | Requires previous stages to be completed. | 0% |  |
| HPS20-22.S6.01.1.4 | Capital Plan Allocation Agreed | 30-Sep-2021 | Capital funding approved by the Council. | 2 | Requires previous stages to be completed. | 0% |  |
| HPS20-22.S6.01.1.5 | Employment Land in Moray Increases | 31-Mar-2022 | Purchase of land completed. | 2 | Requires previous stages to be completed. | 0% |  |