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**REPORT TO: COMMUNITIES COMMITTEE ON 5 FEBRUARY 2019**

**SUBJECT: HOUSING AND PROPERTY SERVICES – SERVICE IMPROVEMENT PLAN 2018/19**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 To provide the Committee with a progress report on the Housing and Property Service Improvement Plan 2018/19 to 31 December 2018.
- 1.2 This report is submitted to Committee in terms of Sections III (A) (4) and (G) (15) of the Council's Scheme of Administration relating to public performance reporting; and developing and monitoring the Council's Performance Management Framework for the Communities Services.

**2. RECOMMENDATION**

- 2.1 **It is recommended that Communities Committee considers and notes the progress that has been achieved in relation to the Housing and Property Service Improvement Plan for 2018/19, as set out in APPENDIX I.**

**3. BACKGROUND**

- 3.1 The Local Outcomes Improvement Plan (10 year plan) and the Corporate Plan 2023 are the key documents that influence the development of the Housing and Property Service Improvement Plan 2018/19.
- 3.2 The Service Plan also takes into account a range of other factors used by Managers to identify the changes required to services, i.e.
- Resource Changes;
  - Legislative Changes;
  - Council Policy Changes;
  - Risk;
  - Customer and Staff Engagement;
  - Quality, Performance and Self Evaluation; and
  - The wider financial challenges facing the Council at this time.
- 3.3 The Housing and Property Service Improvement Plan 2018/19 sets out the

key priorities that the service will seek to achieve in this reporting year.

Key actions for the Service in 2018/19 will be to:-

- Increase housing supply and the industrial portfolio;
- Tackle and prevent Homelessness where possible;
- Implement actions to deliver financial sustainability;
- Assist in the Modernisation and Improvement Programme; and
- Manage assets effectively.

3.4 A total of 18 separate service priorities were included in the Service Improvement Plan in 2018/19. Of these, 4 were expected to have been completed by 31 December 2018.

3.5 **APPENDIX I** provides details of the progress achieved to 31 December 2018.

#### **4. PROGRESS TO DATE**

4.1 A total of 4 actions were due to be completed by 31 December 2018.

4.1.1 The Strategic Housing Investment Plan (SHIP) was submitted to the Scottish Government on 15 November 2018.

4.1.2 The Council also submitted a first draft of its Rapid Rehousing Transition Plan to the Scottish Government on 7 December 2018.

4.1.3 A revised procedure to recover costs associated with the late payment of rents for industrial properties was implemented on 1 June 2018.

4.1.4 The re-tender of the Contractors Framework for Response and Planned Repairs has been completed and a new framework is due to go live from 4 February 2019.

4.2 Of the actions due for completion by 31 March 2019, close monitoring will be required of the Energy Efficiency Standard for Social Housing (ESSH) Programme. Target spend is below where it should be to 31 December 2018 but is expected to increase significantly by year end. ESSH spend will continue into 2019/20 so this will be closely monitored by service managers to ensure where possible the full programme of works are delivered.

4.3 The Out of Hours review due for completion by 31 March 2019 has not started. This is due to resource pressures across the Council and will not be progressed in this financial year.

#### **5. SUMMARY OF IMPLICATIONS**

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

The Service Improvement Plan has been structured to support the Corporate Plan 2023 and the Local Outcomes Improvement Plan. The main aims of the Service Improvement Plan is to promote economic development and growth, raise aspirations and to work towards a financially stable Council that provides valued services to our communities.

**(b) Policy and Legal**

Statutory requirements and Council policies are considered by Managers when preparing service plans for the year ahead.

**(c) Financial implications**

No additional financial resources are required to support the Service Plan.

**(d) Risk Implications**

Up to date risk registers are maintained and considered by Managers as part of the service planning process.

**(e) Staffing Implications**

Service Plans are vital to good management practice including identifying priorities and matching staff time to Council's priorities.

**(f) Property**

There are no Property implications arising from this report.

**(g) Equalities/Socio Economic Impact**

Managers consider equalities issues for staff and service users when assessing current service delivery arrangements and future arrangements.

**(h) Consultations**

This report has been prepared in consultation with Service Managers and Caroline Howie (Committee Services Officer) who agree the content of the report where it relates to their area of responsibility.

**6. CONCLUSION**

- 6.1 The Service Improvement Plan explores different ways of delivering services more efficiently and effectively, whilst facing the tough challenges of declining budgets and demands for our services. This report presents an update on the Service Improvement Plan 2018/19 to 31 December 2018. All 4 priorities due for completion by this date have been completed.**

Author of Report: Richard Anderson, Head of Housing and Property  
Background Papers: With author  
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