



REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 21 JUNE 2022

SUBJECT: PERFORMANCE REPORT (HOUSING AND PROPERTY SERVICES) – PERIOD TO MARCH 2022

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

1. REASON FOR REPORT

- 1.1 To inform the Committee of the performance of the service for the period to 31 March 2022.
- 1.2 This report is submitted to Council in terms of Section III (A) (4) of the Council's Scheme of Administration to monitor performance of the services within the Committee's remit in accordance with the Council's performance management framework.

2. RECOMMENDATION

2.1 It is recommended that Committee:

- (i) Scrutinise and note performance in the areas of Service Planning, Service Performance and other related data to the end of September 2021;**
- (ii) notes the actions being taken to improve performance where required; and**
- (iii) delegates authority to the Head of Housing and Property Services to submit the Annual Assurance Statement on behalf of committee, following a briefing for members as detailed in paragraph 6.9.**

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).

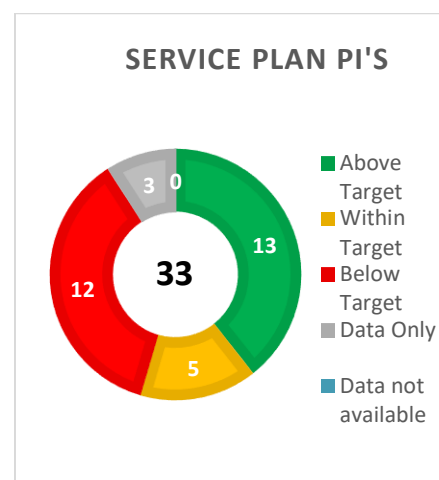
4. SERVICE PLANNING

- 4.1 Each service plan sets out the planned strategic and service level priorities and outcomes it intends to deliver in the coming year aligning closely with

financial planning, corporate and community planning partnership strategic priorities. This report provides an interim update on progress on the service plan, key outcomes and performance indicators. Committee is invited to review progress to secure assurance that is satisfactory and to provide scrutiny and further direction where performance requires attention.

4.2 The narrative included is by exception, links to Service Plan Actions and Performance Indicators can be accessed within the Backing Papers of this report.

SERVICE PLAN PRIORITIES		RAG
STRATEGIC LEVEL	Assess and respond to the housing needs of older people in partnership with IJB	80%
	Prepare a Climate Change Strategy and Action Plan	100%
	Investigate and better understand the reasons for poor satisfaction rates as identified in the Best Value Audit (BV)	100%
SERVICE LEVEL		
SERVICE LEVEL	Provide an adequate supply of affordable housing in Moray	95%
	Transform the approach of addressing homelessness in Moray	80%
	Reduce fuel poverty in Moray	40%
	Improve the energy efficiency of the Council's housing stock	60%
	Improve management of void Council houses	45%
	Improve performance of response repairs to Council houses	60%
	Review Housing Maintenance Partnership Agreement	30%
	The condition of Council houses is good and meets required standards	100%
	Compliance with new fire and smoke alarm legislation in all Council houses	86%
	Make the best use of the Council's property assets	70%
	RECOVERY & RENEWAL	
Infrastructure Development	86%	
OVERALL PLAN PROGRESS		77%



Strategic Outcomes – Successes

4.3 To better understand tenant satisfaction, findings from the 2021 tenant survey were presented to this Committee in February 2022 (item 8 of the Minute refers). Tenant satisfaction with housing services is reported across seven indicators each applying a target of 90% satisfaction; two indicators achieved target with the remaining five reporting satisfaction levels of above 80%. A revised improvement plan will be submitted to this Committee for consideration in August 2022. (ACTION HPS20-22.S4.3.1 INDICATORS H1.3, 1.6)

Strategic Outcomes – Challenges and Actions to Support

- 4.4 Responding to the housing needs of older people is well progressed, albeit out with the original due date. The Housing Need and Demand Assessment is developed in partnership with the Integration Joint Board and budgetary provision has been carried forward and scheduled within the 2022/23 Service Plan. (ACTION HPS20-22.S4.1.1)

Service Level Outcomes - Successes

- 4.5 With the effects of COVID-19 on the programme lessening, the Scottish Government funding allocation of £9.633m has been committed. An additional £0.742m funding was secured as a result of authorities being unable to spend allocations extending the programme being delivered. (ACTION HPS20-22.S5.01.1.3)

Service Level Outcomes – Challenges and Actions to Support

- 4.6 The impact of the pandemic on the service has delayed and disrupted the delivery of many Service Plan priorities, however progress continues to be made out with original due dates as detailed.
- 4.7 In the year to March 2022, 46 new council houses were delivered, with a further 33 delayed into 2022/23, the HRA Business Plan will determine the forward programme. (ACTION HPS20-22.S5.01.1.4)
- 4.8 Recruitment of three Housing Support Workers to support delivery of the Housing First Project has been unsuccessful. The vacancies have been reconfigured and in the interim the Housing First Project will launch with existing officers supporting initial tenancies scheduled to be in place mid-May. (ACTION HPS20-22.S5.02.1.3)
- 4.9 As at 31 March 2022, £778k (36%) of the Scottish Government Home Energy Efficiency Programme Area Based Scheme (HEEPS:ABS) 2020/21 funding allocation has been spent. The 2021/22 funding allocation of £1.9m is to be drawn down by June 2022. The contract for delivery of the Scheme has been awarded and householder engagement procedures are being established. (ACTION HPS20-22.S5.03.1.1)
- 4.10 Improving the energy efficiency of the Council's housing stock has progressed, with full compliance with Energy Efficiency Standard for Social Housing (EESH) anticipated by March 2023. At the end of March 2022, 60% of properties are now meeting standard with significant programmes of work approved for the year ahead. Recently published Local Government Benchmarking Framework (LGBF) results for 2020/21 report Moray ranked 26th of 32 local authorities in the percentage of council dwellings that are energy efficient, therefore a similar ranking can be anticipated for 2021/22. (ACTION HPS20-22.S5.04.1.1-2)
- 4.11 The management of void properties has improved with an average re let timescale of 62 days, down from 72 days last year but still significantly above target of 32 days. The percentage of rent lost due to voids, at 1.25% is double the target value (0.63%). The high number of voids since the easing of lockdown restrictions have placed pressure on teams with ongoing issues such as labour resource, utility provider delays and high levels of repairs. With void numbers reducing, it is anticipated that performance will improve

during 2022/23. The Void Improvement Group meets regularly to improve process and procedure in a bid to accelerate improvements. (ACTIONS HPS20-22.S5.05.1.1-2 INDICATORS H2.10e, 5.4, 5.6)

- 4.12 Limited progress has been made on reviewing repairs targets, the Housing Management Team have agreed proposals and a revised project plan aims to consult with tenants and representatives by summer 2022. A report on the findings will be submitted to this Committee in late 2022 with implementation planned from April 2023. (ACTION HPS20-22.S5.06.1.1 INDICATORS H2.9b, 2.10b, 2.10d)
- 4.13 The review of the Housing Maintenance Partnership will be undertaken in the second half of 2022/23 which ties in with the revised 3 year Housing Investment Plan to demonstrate that best value is being achieved from the partnership. A project board will oversee the review, as well as monitor the progress against the Housing Investment Plan to ensure delivery as planned. (ACTION HPS20-22.S5.07.1.1)
- 4.14 Compliance with new fire and smoke legislation, subject to slippage, is anticipated to be completed by September 2022 with consideration being given to no access measures in order to meet the statutory requirement. As at March 2022, 862 (14%) properties remain outstanding, principally due to no access issues, which is similar to the experiences across other local authorities. The Scottish Housing Regulator has confirmed that there will be no challenge for non-compliance. (ACTION HPS20-22.S5.09.1.1)
- 4.15 The Property Asset Management Appraisal (PAMA) is progressing with an update due to be submitted to Committee in August 2022. The Depot and Store will be considered in a wider review of non-office assets with an update also due for submission to Committee within a similar timeframe. Changes to working practices during COVID are being further considered to maximise the efficiencies within the office estate over the next 12 months, significantly broadening the scope of the original work stream. (ACTION HPS20-22.S5.10.1.1)
- 4.16 As stated in para 4.3 above, five measures of tenant satisfaction fell just short of target in 2021/22. These will be addressed within the revised Improvement Plan. (INDICATORS H1.1, 2.3, 2.4, 2.14, 4.9)
- 4.17 The percentage of council housing stock meeting the Scottish Housing Quality Standard decreased to 47.3% in 2021/22. The requirement for stock to be ESSH compliant, introduced in January 2021 and amended fire safety regulations from February 2022, both contributory factors to not achieving target. It is anticipated that the completion of fire safety upgrades and focus on heating installations planned for the coming year will improve performance results in this area. (INDICATOR H2.1)

Renewal and Recovery Successes

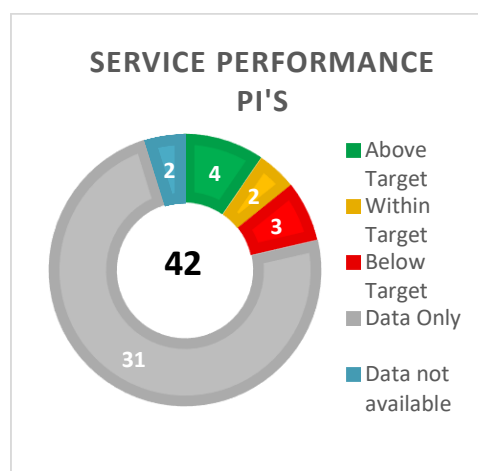
- 4.18 Infrastructure development has progressed with high-level business cases prepared for sites at Forres and Rothes, approved by the Asset Management Working Group in November 2021. Purchase prices have been received for Forres and options of land purchase and infrastructure delivery discussed for Rothes. (ACTION HPS20-22.S6.01.1.2-3)

Recovery and Renewal - challenges and actions to support

- 4.19 In the provision of employment land and industrial units, designs and costings for joint working with the Highlands and Islands Enterprise have been delayed due to resourcing. Funding has been allocated in the Council's capital plan for 2022/23. (ACTIONS HPS20-22.S6.01.1.1, 1.4-5)

5. SERVICE PERFORMANCE

- 5.1 In line with the Performance Management Framework, operational performance is reviewed quarterly by departmental management. Areas performing well and/or areas subject to a decreasing trend or where benchmarking results show performance significantly below comparators will be reported to this committee for member scrutiny.
- 5.2 Initial publication of 2020-21 Local Government Benchmarking Framework Indicators in February 2022 will be refreshed in early June. The full suite can be viewed using the [My Local Council](#) tool. Published indicators for this service have been incorporated within the relevant section of this report depending on whether results are used to evidence progress against strategic, service level or operational priorities.
- 5.3 The narrative included in this report is by exception, links to Service Performance Indicators can be accessed within the Background Papers at the end of this report.



Operational Indicators - Successes

- 5.4 The percentage of new tenancies being sustained for more than one year continues to exceed 90% inferring that appropriate support is in place. (INDICATORS H4.1a, 1c, 1f)
- 5.5 The completion of medical adaptations shows a return to pre-pandemic performance levels, average times to complete applications and undertake the work required have improved and there has been a significant reduction in the number of households waiting for adaptations to their home. (INDICATORS H4.4, 4.4a-d)

Operational Indicators - Challenges and Actions to Support

- 5.6 In 2021/22, 54.7% of housing applications were admitted to the list within 10 days against an expectation that all applications meet the target timescale. Performance in quarters 2 and 3 showed a significant drop which coincides with easing of COVID-19 regulations and the additional pressures that placed on resources as a result. (INDICATOR H4.15)
- 5.7 In 2021/22, gross rent arrears were 3.8% of rent due, a year on year increase and above target (2.8%) performance. LGBF indicator results for 2020/21 allow comparison across all local authorities. Despite not meeting the local target, Moray continues as the top performing authority in relation to gross rent arrears with the national average for that period 8.19%. Increasing current tenants' arrears of 4.5% against a target of 3.5%, perhaps suggests the cost of living crisis, increasing inflation, fuel and energy costs may be contributory factors that will pose further challenge in 2022/23. (INDICATORS H5.3, 5.5)

6. OTHER PERFORMANCE RELATED DATA

Complaints & MP/MSP Enquiries

- 6.1 In line with the Performance Management Framework, complaints are reviewed quarterly by departmental management in terms of time taken to respond, outcome and learning points. Detailed tables can be accessed within the Background Papers section of this report.
- 6.2 In the half year to March 2022, 80 complaints were closed by Housing and Property Services, of which 69 (86%) were frontline stage, 7 (9%) were investigative stage and 4 (5%) were escalated.
- 6.3 Of those closed at frontline stage, 42 (61%) were either upheld or part upheld. 77% of frontline complaints were completed within the target of 5 working days; on average taking 4.4 days to complete.
- 6.4 Of those closed at investigative and escalated, 8 (73%) were either upheld or part upheld. 73% of investigative and escalated complaints were completed with the target of 20 working days; on average taking 24 days to complete.
- 6.5 The majority of upheld or part-upheld complaints relate to repairs, capital, planned maintenance, with corrective actions put in place for each.
- 6.6 In the second half of 2021/22, 104 enquiries were dealt with, the majority relating to housing needs.

Other Performance (not included within Service Plan)

Annual Assurance Statement

- 6.7 The Scottish Social Housing Charter came into force on 1 April 2012. The aim of the Charter is to improve the quality and value of the services provided by social landlords. The Charter sets out the minimum standards and outcomes that tenants can expect from their landlord, including the quality of and value for money of services, the standard of homes and the opportunities to participate in their landlord's decision-making processes. Using a range of performance indicators, the Scottish Housing Regulator (SHR) monitors, and assesses landlords' performance against the Charter.
- 6.8 Each year social landlords must submit an Annual Return on the Charter (ARC) to the SHR and an Assurance Statement by 31 October. The Annual Assurance Statement assures the SHR and our tenants and other service users that we comply with our regulatory and statutory obligations.
- 6.9 National ARC data for comparison will be published on 31 August 2022, allowing insufficient time for the analysis required to inform the Assurance Statement to be included in the agenda for the 6 September 2022 meeting of this committee. It is therefore intended that a briefing for committee members will be arranged in October 2022 in order to present the performance data and draft Assurance Statement prior to the deadline for submission on 31 October 2022. In order that it can be approved on behalf of committee prior to the subsequent meeting on 15 November 2022, delegated authority is sought for the Head of Housing and Property to approve the draft following consultation with members at the briefing and for the Chair & Vice-chair to sign the statement on behalf of committee.

Social Landlords Annual Performance Report

- 6.10 The SHR also requires social landlords to produce an annual report on their performance against the Charter and make it available to tenants and other customers by no later than 31 October.
- 6.11 The SHR expects the report to be developed in partnership with tenants and other customers, rather than exclusively by the Council. The format, content and design of the Council's report has been developed in discussion with the Moray Tenants' Forum. The report mirrors the key themes of the Charter.
- 6.12 Similar to the Assurance Statement, the Annual Performance report is dependent on access to the national ARC data, accordingly it is intended that the report will be prepared by officers in consultation with tenants/stakeholders and will be presented to members at the briefing in October 2022, prior to publication in advance of the deadline.

Consultation and Engagement

- 6.13 During August to November 2021, the Council carried out a 3-yearly, large scale, Tenants Survey. This is a requirement of the Scottish Housing Regulator and the results will be reported in the ARC 2021/22. The survey involved telephone interviews with a random sample of around 30% of Council tenants. The final results were presented to members of this committee in a briefing on 19 January 2022 and reported to the committee meeting on 8 February 2022. The findings will inform the future investment priorities and service delivery plans for tenants over the next 3 years and a

Tenant Survey Improvement Plan will be reported to the committee meeting on 15 November 2022.

7. SUMMARY OF IMPLICATIONS

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

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in both the Corporate Plan and the LOIP.

(b) Policy and Legal

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

(c) Financial implications

None.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities/Socio Economic Impact

An Equality Impact Assessment is not required as this report is to inform the Committee on performance.

(h) Climate Change and Biodiversity Impacts

None.

(i) Consultations

The Head of Housing and Property Services, Depute Chief Executive (Economy, Environment and Finance) and Service Managers have been consulted with any comments received incorporated into this report.

8. CONCLUSION

- 8.1 As at March 2022, overall progress against planned actions was 77% complete. The service has been significantly challenged in delivering improvement work around energy efficiency of the Council's housing stock and management of void council houses due to COVID-19 restrictions, as these have eased the pace of improvement activity has increased with further improvement anticipated during 2022/23.**

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Background Papers:

[Service Plan Actions](#)

[Service Plan Performance Indicators](#)

[Service Performance Indicators](#)
[Service Complaints](#)
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