
Report to Housing, Health and Care Committee

Date of Meeting: 23 August 2012

Subject: Housing Performance Report

Report by: Head of Community and Regulatory Services

1.0 Purpose

- 1.1. This report updates committee on performance for Housing and Community Safety Services during the 1st Quarter 2012/13. Performance reported relates to the service's Business Plan for 2012/13.
- 1.2. In addition, the report highlights key service activity since April, achievements, opportunities and challenges facing the service.

2.0 Recommendations

- 2.1. It is recommended that Committee notes the report, commenting and challenging as appropriate.

3.0 Service Activity - Key Issues

3.1. New Clackmannanshire Housing Strategy

Following public consultation officers are now working on a report to Committee on 25th October 2012 which sets out the Council's priorities for housing over the next 5 years. Workshops will be arranged with elected members in preparation for the report.

3.2. Appointment of Team Leaders

In April, the five Housing Service Team Leaders were appointed. They will lead the following teams:

- Housing Allocations and Lettings;
- Homelessness, Support and Advice;
- Tenancy and Estate Management;
- Housing Business Management;
- Housing Development and Regeneration.

Work has already begun to set objectives and establish team action plans within the context of current priorities and future challenges.

3.3 Clackmannanshire Council Welfare Reform Working Group

Housing staff have attended the first two meetings of the Council Welfare Reform Working Group led by Susan Mackay, Revenues and Payments Manager. Staff from a range of Council Services attended including Social Work, Education and Customer Services, and representatives from Ochilview and Paragon Housing Associations also attended. The group will assess and monitor the impact of the Welfare Reform, consider the implications for the Council and build an action plan to mitigate against the effects of the changes.

3.4 Pine Grove

There has been a high volume of serious anti social behaviour and criminal activity in and around the three Pine Grove blocks over the past few months. Predominantly, the problems emanate from council tenancies in Pine Grove and one other tenancy within the vicinity. Housing staff also continue to work closely with Community Police on sharing of information and day to day management of incidents and are preparing an action plan to address current issues and produce a longer term plan for all three blocks.

3.5 Developing Housing Options

The Scottish Government has set up 6 Housing Options Hubs throughout Scotland and allocated funding to them based on their action plans. Clackmannanshire Council is a member of the Tayside, Fife and Central Hub and the Hub has identified training as a priority for member Local Authorities. As staff will have different levels of training requirements in terms of Housing Options the Hub has arranged for the Chartered Institute of Housing (CIH) to carry out a Training Needs Analysis Survey. This will enable the development of a training programme that meets the needs of our organisation and will help us to develop of a full Housing Options service. Some initial training has been provided including the Child Poverty Action Group (CPAG) who recently delivered training to housing staff on current benefits available and the changes and impacts there will be following the implementation of Welfare Reform.

3.6 An online housing options guide has been developed to assist customers, council staff and other professionals to access a broad range of information on housing options within Clackmannanshire. It provides information about provision of housing from the local authority, housing associations, private landlords and home ownership. It also provides links to a range of voluntary and statutory agencies that provide care and support or practical help.

3.7 HRA Business Plan Review

We are currently reviewing the Housing Revenue Account Business Plan, and as part of the process we have asked tenants and customers their views on initial priorities to help shape the future of the Housing Service. The Business Plan supports the rent structure, which allows us to make annual investment in our stock. The new plan will influence how we deliver services until 2018. A programme of consultation will continue throughout the year where we will be reflecting on some of the challenges facing the Service, including Welfare Reform changes, rising energy prices and a reduction in the number of socially rented houses available.

3.8 Customer Service Excellence Award

The collection of evidence for this year's CSE inspection is going well. There are some really great examples of how we work for our customers. Community & Regulatory services' pre-assessment date was on the 5th July and the full assessment will take place in September.

3.9 Clacks Improvement Model (CIM) Self Assessment

Housing staff have been working on the CIM self assessment of the Housing Service. Community Safety is included in the Community and Regulatory CIM self assessment which is scheduled to start in September 2012. The results and improvement actions from the CIM assessment will inform service redesign.

3.10 The Property Factors Act 2011

The property Factors Act (Scotland) 2011 was passed by the Scottish Parliament in March last year. This Act aims to register all property landlords, including Council's and Housing Associations. The Act comes into force on 1st October 2012. The Act will rest upon a Code of Conduct for factoring. The obligations it will require include a written Statement of Services, financial obligations, debt recovery, insurance and complaints.

The Act will affect all Housing, FM and Revenues staff who deliver Housing services, particularly in mixed tenure estates. A joint working group is taking this forward.

3.11 Housing Futures Trust

Council staff are working with Scottish Futures Trust officials on this project aimed at delivery of about 28 new houses for mid market rental. This will be considered at Council on 16th August.

4.0 Performance

4.1. The area has a positive image that attracts people and businesses

The indicators relating to this Corporate Priority Outcome are annual figures. All actions relating to this Corporate Priority Outcome are progressing well. The review of the Allocations Policy will require an extensive review to take account of changes to legislation and national policy such as the changes to the benefits system and the need to develop Housing Options. The review will also require a programme of consultation with customers and stakeholders.

4.2. Our communities are more cohesive and inclusive

The indicators relating to this Corporate Priority Outcome are annual figures although the total number of Acceptable Behaviour Agreements at the end of the 1st quarter has been recorded. Our target is to increase the number of Acceptable Behaviour Agreements in place by the year end. ABAs are not appropriate in all cases but are a way of reinforcing the importance of being a responsible tenant.

Progress on actions at the end of the first quarter indicate that we are on target to complete within the timescales.

4.3. Our communities are safer

The Community Safety Partnership is working on a new strategy which aims to galvanise the actions of partners in making Clackmannanshire a safer place. Part of this work will identify new performance indicators which reflect practical measurement of progress.

4.4. The Council is effective, efficient and recognised for excellence

There has been a delay in progressing the action to tender and implement a new Housing Business Management System and this may impact on the Service's ability to complete this action within the financial year.

4.5. Vulnerable people and families are supported

The indicators included for this Corporate Priority Outcome are measures of sustainability of tenancies. The comments against the actions give an indication of how the service is working to provide help and support to those who need it and to prevent homelessness and to increase the supply of suitable accommodation.

5.0 Achievements

5.1 Common Housing Register Launch

The Clackmannanshire Common Housing Register (CHR) was launched on Monday 16th April in partnership with Ochilview Housing Association and Paragon Housing Association. This exciting development was the result of commitment from the 3 partners. Staff on the front line of the organisations were key to developing and implementing a solution that put customers first.

People who wish to apply for social rented housing in the Clackmannanshire area are now only required to contact one of the partner organisations and complete a short registration form online. This will give them access to the waiting lists for all three landlords. A key feature of this project was that we were able to deliver the project within current resources, as well as deliver improvement to customer service. In the longer term, the CHR will also deliver efficiencies in terms of costs and staff time. This is in line with Social Housing Charter Outcome 10 - Access to Social Housing.

5.2 Housing Service Annual Celebrating Success Event

In April, the Housing Service took time to share in a celebration of good work, successes and achievements over the past twelve months. It is the second year that the department has held an awards event. As part of the celebrations, Housing staff also raised money for Forth Valley Disability Sports.

At the event, John Gillespie presented each Team Leader with a Customer Service Excellence Certificate for each team to mark the overall Housing Service's achievement of gaining CSE accreditation.

5.3 Excellent Performance Results

The Housing Service is a full member of the Scottish Housing Best Value Network. The benchmarking group provides quarterly and annual benchmarking reports that provide us with a comparison of our performance results against other Local Authority Housing Services in Scotland. We also take part in regular formal sub groups led by the SHBVN including the Rent Excellence Group.

The final benchmarking report for 2011/12 is now available and includes data on voids, arrears, repairs, homelessness, anti-social behaviour and customer service. The results show that Clackmannanshire Housing Service has sustained good performance on key areas of business and compares very favourably with other Scottish Local Authorities on some indicators. Notable are the results for customer satisfaction and performance on our management of voids and allocations where we ranked:

- 1st for customer satisfaction with the void property, (98.9%, Scottish Average - 83%.)
- 3rd for customer satisfaction with the allocations process, (99%, Scottish Average - 91%)
- 4th for rent loss due to empty properties

6.0 Opportunities, Challenges and Risks

6.1 Scottish Social Housing Charter and Scottish Housing Regulatory Framework

Section 31 of the Housing (Scotland) Act 2010, states that Scottish Ministers set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities in the Scottish Social Housing Charter. The Charter was approved by resolution of the Scottish Parliament on 14 March 2012 and came into effect from 1 April 2012.

The Charter states that: 'Social landlords are responsible for meeting the standards and outcomes set out in the Charter. They are accountable to their tenants and other customers for how well they do so. They should ensure their performance management and reporting systems show how well they are achieving the outcomes; identify any areas where they need to improve; and enable them to report to their tenants and other customers and the Scottish Housing Regulator.'

This presents the opportunity for the organisations to ensure that their performance reporting framework meets the requirements of the Charter.

6.2 Responding to Scottish Government consultations

Over the past few months, the Scottish Government has been seeking views on Social Housing Landlords having more flexibility on the allocation of social housing, the types of tenancy that are available and proposed changes to tackling Anti-social behaviour. The views and comments as a result of discussions with Housing staff were included in our response to the consultation paper called Affordable Rented Housing: Creating flexibility for landlords and better outcomes for communities.

The Scottish Housing Regulator (SHR) is currently consulting on the indicators they will use to monitor the Scottish Government's Social Housing Charter. These indicators will be a key part of the regulatory framework and the Regulator has worked with tenants and social landlords to develop them. Landlords across Forth Valley are coming together to hold a joint session with tenants on Tuesday 7th August at the Raploch Campus in Stirling. The Tenants Information Service (TIS) will facilitate a response following discussions on the indicators, on behalf of tenants, service users and landlords in the area. The consultation period ends on 24th August 2012.

The Scottish Government is currently consulting on proposed changes to the Right to Buy legislation. This consultation seeks views on proposals to further reform the right to buy in Scotland. There are 2 main policy proposals - either to move tenants with

preserved right to buy (tenants who have RTB entitlements from before 30 September 2002) onto modernised terms, or to end all right to buy entitlements. The closing date for responses is 21 September 2012.

6.3 Budget Challenge

The Council's Budget Challenge process for 2012/13 started with Community and Regulatory Service. Finance and Directorate members heard a standardised presentation from each service.

For Housing, this was focused on non-HRA services funded mostly through the Council's General Fund. The presentation featured progress on 2012/13 savings and 2011/12 budget outturn issues. The service was asked to focus upon two main areas: private sector grants priorities; and homeless rents, including the impact of welfare reform. The Challenge process will aim to build toward a clearer understanding of our priorities and issues Council wide with the aim of building Business Cases to finance these for Council consideration later in the summer.

A budget challenge for the HRA is set for October tying in with the review of the HRA Business Plan.

Sustainability Implications

7.1 *The report supports sustainability*

8.0 Resource Implications

8.1 *Financial Details*

8.2 The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

8.3 Finance have been consulted and have agreed the financial implications as set out in the report. Yes

8.4 *Staffing*

8.5 There are no additional staffing implications associated with this report.

9.0 Exempt Reports

9.1 Is this report exempt? Yes (please detail the reasons for exemption below)
No

10.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

The area has a positive image and attracts people and businesses	<input checked="" type="checkbox"/>
Our communities are more cohesive and inclusive	<input checked="" type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	<input checked="" type="checkbox"/>
Vulnerable people and families are supported	<input checked="" type="checkbox"/>

- Substance misuse and its effects are reduced
- Health is improving and health inequalities are reducing
- The environment is protected and enhanced for all
- The Council is effective, efficient and recognised for excellence

(2) Council Policies (Please detail)

11.0 Equalities Impact

- 11.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations? Yes No

12.0 Legality

- 12.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

13.0 Appendices

- 13.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix 1 - Covalent Performance Report

14.0 Background Papers

- 14.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)
Yes (please list the documents below) No

Author(s)

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Approved by

NAME	DESIGNATION	SIGNATURE
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APPENDIX 1

C&R Business Plan 2012-13 Progress Report

KEY TO SYMBOLS

Action Expected Outcome		PI Status		PI Short Term Trends	
	Complete within target		Performance is worse than target and outwith tolerance		Improving
	Complete outwith target		Performance is worse than target but within tolerance		No Change
	Fail to complete		Performance is meeting or exceeding target		Getting Worse
	See Latest Note for Action		See Latest Note for PI		

1 HIGH LEVEL SUMMARY

Our communities are more cohesive and inclusive								
PI's		0		1		0		3
Actions		0		0		5		0

Our communities are safer								
PIs		0		0		0		0
Actions		0		0		2		0

The area has a positive image and attracts people and businesses								
PIs		0		0		0		2
Actions		0		0		4		0




The Council is effective, efficient and recognised for excellence								
PI's		0		0		0		1
Actions		0		1		0		0


The environment is protected and enhanced for all								
PIs		0		0		0		1
Actions		0		0		0		0


Vulnerable people and families are supported								
PIs		0		0		1		2
Actions		0		0		4		0









Corporate Priority Outcome

Our communities are more cohesive and inclusive

Covalent Ref.	PI Description	Current Value	Current Value Period	2012-13 Target	2011/12		Latest Note
					Value	Short Trend	
HMO ALL 043	Percentage lets to priority homeless applicants		2012/13	50%	46.74%		This is an annual figure and will not be known until the end of the financial year. The Scottish Housing Best Value Network and the Housing Options Hub are currently developing indicators to measure performance in prevention of homeless. As organisations progress in their development of delivering an enhanced Housing Options Service, there should be a reduction of homeless presentations. It is expected that the proportion of lets to applicants who are statutory homeless will gradually reduce over a period of time, as a result.
HMO TEM 031	The proportion of all lets to those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.		2012/13	90%	86.1%		This is an annual figure and will not be known until the end of the financial year. This indicator measures overall sustainability of tenancies for all categories of applicant housed. Although we have not reached our target of 90%, we are increasing the number of tenancies sustained for at least 12 months. We have introduced new procedures to provide more intensive support to new tenants, and this has recently been reviewed and refined to target those tenants whom we feel will benefit most from this approach.
HMO TEM 042	No. of Acceptable Behaviour Agreements issued by the Tenancy Management Team and signed by tenants each calendar month for ASB/Tenancy issues.	3	Q1 2012/13	15	13		An Acceptable Behaviour Agreement is a voluntary agreement between the person who is behaving antisocially and any other relevant people (for example, the police, the council or social workers). The aim is to help the person who is behaving antisocially to admit to their behaviour, understand how it affects other people, and, hopefully, stop it. As part of our development of Intensive Tenancy Management, our aim is to increase the number of ABAs as they can be

Covalent Ref.	PI Description	Current Value	Current Value Period	2012-13 Target	2011/12		Latest Note
					Value	Short Trend	
							used in lots of different situations to tackle antisocial behaviour including stopping a person's behaviour getting worse, helping with any problems that are causing the antisocial behaviour and preventing the behaviour worsening to the extent that action must be escalated to court action.
FAM HPI 005	The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard.		2012/13	83.0%	88.9%		This is an annual figure and will not be known until the end of the financial year. The target of 83% for 2012/13 was set prior to the final annual performance of 88.9% being established for 2011/12. The council have long term contracts in place for the remaining works through to March 2015 to improve on this. Key priorities still to be progressed is mainly common door controlled entry systems and modern facilities previously missed on earlier contracts .



Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 002	Develop with tenants the new Social Housing Charter	31-Mar-2013	<div style="border: 1px solid black; width: 45px; height: 15px; background-color: #4f81bd; color: white; display: flex; align-items: center; justify-content: center;">45%</div>		<p>The final consultation on the Charter outcomes have been issued by the Scottish Housing Regulator. This process ends on the 24th of August 2012 and the regulator has committed to inform landlords during September of the final outcomes and guidance. The first reporting year for the Charter starts from April 2013 with the first reports to the regulator due in May 2014 and August 2014.</p> <p>Locally, significant consultation and agreements have been reached with tenants on the approach to the implementation of the Charter. We will be working with other landlords through the Forth Valley Tenant Participation Workers Forum to seek opportunities, where possible, for collaborative working. The Council is leading a workshop on 1st August with other partner landlords, Quality Scotland and the Improvement Service to align the Charter Outcomes to the PSIF framework (CIM).</p> <p>The findings from the Charter consultation events and an outline approach to the Regulatory Framework will be presented to the HSG Committee in August. This will include some recommendations to allow the Council's framework to be</p>

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
					developed and approved in January 2013 before the charter reporting period begins.
CAR RGN 005	Implement the Tenancy and Estates Sustainability Strategy	31-Mar-2013			In consultation with partners and customers the Housing Management Service is developing the Tenancy and Estates Sustainability Strategy which will set out how we will work with others to ensure that the provision of housing management services promotes sustainability of tenancies and estates in our communities. The Strategy will cover how we will work in partnership to reduce tenancy failure, help prevent homelessness and enhance the properties, common areas and estates to improve the quality of life for our customers. The Strategy will cover elements such as social exclusion, poverty, anti-social behaviour, crime and community involvement.
CAR RGN 006	Implement Intensive Tenancy Management Services	31-Mar-2013			Many failed tenancies could have been prevented through better pre-tenancy preparation as many applicants have never been responsible for running a household before. The balance must be struck between trying to re-let void properties as quickly as possible to satisfy one set of performance information and taking the time and the care needed to equip people to manage a home of their own before the tenancy begins. The cost of prevention can be counted as an investment into the tenancy. The development of intensive tenancy management services includes identifying high risk groups of applicant and introducing a range of measures to ensure assessment of needs and access to the help and support needed, in order to minimise the risk of problems during the tenancy and the tenancy failing.
CAR RGN 010	Review the Section 72 Agreement including adaptations, care and repair and housing renewal areas	31-Mar-2013			Extensive work has taken place to review the Care and Repair service. The decision at Council to end the service in its current form will be picked up in an agreed joint service review of adaptations and "reshaping care" in partnership with Social Services. This will begin with a facilitated stakeholder session mid August. The Improvement Officer shared post with Building Standards will be filled in July and enable a technical review of the enforcement process. The CHS if approved will consider Town Centre Renewal areas such as Alloa.
CAR RGN 012	Review HRA Business Plan	31-Mar-2013			The approach to reviewing of the HRA Business Plan was approved at the HRA Financial Board, to be concluded in four strategic phases. Currently we have reached strategic phase 2 (options appraisal). The main action was to complete the initial survey of tenants and community on future housing priorities. The next action is for FM and Finance to re-work the options

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
					appraisal (incorporating feedback from initial survey) which will allow the Board to approve the formal consultation approach in August. The formal consultation will then take place during September. The conclusions and the updated financial model will then be prepared during October with Board approving these in Nov. The Board agreed the review would conclude with preparation of the Council reports in December to proceed to Council/HSG committee in January.

Corporate Priority Outcome

Our communities are safer.




Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGY 001	Develop new Community Safety Strategy and lead it's delivery	31-Oct-2012	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; display: flex; align-items: center; justify-content: center;">65%</div>		The Community Safety Partnership is working on a new strategy which aims to galvanise the actions of partners in making Clackmannanshire a safer place. Part of this work will identify new performance indicators which reflect practical measurement of progress.
CAR RGY 002	Review CCTV arrangements to better support community safety	31-Aug-2012	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4f81bd; display: flex; align-items: center; justify-content: center;">70%</div>		The Community Safety Partnership continues to meet and is committed to ensuring the arrangements are reviewed to better support community safety. A tasking template is being created to help organisations who require CCTV support to submit requests for support, which is hoped to be completed by the end of August. This will ensure that there is an easier route for those that require the support to request that support.


Corporate Priority Outcome

The area has a positive image and attracts people and businesses

Covalent Ref.	PI Description	Current Value	Current Value Period	2012-13 Target	2011/12		Latest Note
					Value	Short Trend	
DEV DPL 001	Number of new house completions.	10	2011/12		10		Most recent available data is 2011/12. The indicator is for information only. No target is set as this is not feasible during a period of downturn in house building.

Covalent Ref.	PI Description	Current Value	Current Value Period	2012-13 Target	2011/12		Latest Note
					Value	Short Trend	
RGN HDR 004	Number of affordable new homes built	41	2010/11				Most recent available data is 2010/11. No trend will be known until the 2011/12 performance is known. The indicator is for information only. No target is set as this is not feasible during a period of downturn in house building.


Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 003	Allocate tenants into Council New Build	31-Mar-2013	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; color: white; display: flex; align-items: center; justify-content: center;">40%</div>		Housing Services and FM continue to work together to ensure that as new build projects reach completion. Currently, the Housing Service is working to identify interested applicants whose priority housing need can be met by the units at the Dalmore Centre Development in Alva. These meet Lifetimes Homes Standard and this means that the properties have minor modifications such as repositioned electrical sockets, non slip flooring as part of the specification, wider door openings, and structural enhancements that facilitate adaptation to meet individual requirements of the occupant.
CAR RGN 004	Review Allocations Policy	31-Mar-2013	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; color: white; display: flex; align-items: center; justify-content: center;">30%</div>		A short life working group has been set up to progress with the review to include consultation with stakeholders and customers. Statistical analysis of housing need and demand has been carried out. Changes in legislation and Government policy including the implications of Welfare Reform and the requirement to develop Housing Options, along with the increased demand for housing from applicants with particular needs, will be addressed as part of the review with a report to the Housing, Health and Care Committee on January 17th.
CAR RGN 013	Deliver new affordable housing	01-Oct-2012	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; color: white; display: flex; align-items: center; justify-content: center;">60%</div>		The SHIP was submitted to Council in March 2012 alongside the Clackmannanshire Housing Strategydraft. It highlighted the 35 units completed by OVHA and the 50 units of Council build on site. In Dec 2011 Council agreed to support a phase 2 NHT bid for 25 units and this will be finalised by Aug 2012. On 8th May the Government announced £2.8m till 2014/15 of which £1.5m is for new projects. The new Strategic Local Plan requirements were released in May and submitted in draft in July. In addition, on 13th July bids will be invited for tackling private sector Empty Homes which compliments Council approval of reduced Council tax discount on empty homes which will generate over £80k for affordable housing. The SHIP and NHT are in the current forward

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
					programme for HHC Committee.
CAR RGN 014	Develop new Clackmannanshire Housing Strategy	31-Oct-2012	<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;">55%</div>		Council approved the consultative draft CHS in March 2012 after extensive stakeholder input. Members had their own briefing in Feb 2012. Since April wider consultation took place alongside the HRA Review. Feedback was written up from community events and surveys in July 2012. Scottish Government feedback was received on 25th July all of which will feed into a presentation to the Alliance 30th Aug before HHC Committee in October 2012.

Corporate Priority Outcome


The Council is effective, efficient and recognised for excellence.

Covalent Ref.	PI Description	Current Value	Current Value Period	2012-13 Target	2011/12		Latest Note
					Value	Short Trend	
CAR CAR 029	Percentage of Housing and Community Safety services with CSE Accreditation		2012/13	100%	83%		<p>This is an annual figure and will not be known until the end of the financial year. No trend is shown as it is not possible to establish a percentage figures for a previous service structure. In August 2011, the Housing Service (as was) obtained CSE accreditation. This makes up for 83% of combined scope of "Housing and Community Safety" services.</p> <p>Community Safety is being assessed for CSE accreditation in September 2012. This is part of the joint Community and Regulatory Services CSE accreditation, which also re-accredits Housing Management Operations and Regeneration services.</p>

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 001	Tender and Implement new Housing Business Management System	31-Mar-2013	<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;">30%</div>		The Pre Qualifying of contractors concluded in October 2011 with a view to issuing the ITT by the end of April 2012. It was decided at this point to also prepare an alternative spend to save submission for consideration by CMT. CMT will determine whether the ITT requires alteration and determine when the Council can formally issue the ITT.

Corporate Priority Outcome


The environment is protected and enhanced for all.



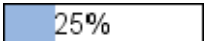

Covalent Ref.	PI Description	Current Value	Current Value Period	2012-13 Target	2011/12		Latest Note
					Value	Short Trend	
RGY EHE 002	The average time taken to deal with domestic noise complaints through site visit or Antisocial Behaviour Act.		2012/13	6.0hrs	3.8hrs		This is an annual figure and will not be known until the end of the financial year. We have taken actions to improve this, one by firming up the awareness amongst officers of the PI and two by tightening up on our procedures to make sure we are recording better quality information.



Corporate Priority Outcome

Vulnerable people and families are supported

Covalent Ref.	PI Description	Current Value	Current Value Period	2012-13 Target	2011/12		Latest Note
					Value	Short Trend	
HMO ALL 046	The percentage of new tenants who get at least one visit from a Housing Officer within six weeks of the start of the tenancy.	92%	Q1 2012/13	90%	86%		No trend is shown as this indicator was not recorded in 2010/11. In line with the procedure, three attempts are made to contact all new tenants within the first 6 weeks of their tenancy to arrange a time to carry out a settling in visit. 99% of all new tenants were contacted within the first 6 weeks of their tenancy in 2011/12. However, not all tenants kept to the arrangement made to allow the housing officer access to carry out the visit and so 86% of new tenants got their first visit from a housing officer within the first 6 weeks of the tenancy starting. Not all new tenants need help to settle in and maintain their tenancy, but others may need help to successfully keep to their tenancy conditions and maintain their home.
HMO TEM 032	Of the young people leaving care who required accommodation in the previous year, % who maintained their tenancy for at		2012/13	90%			This is an annual figure and will not be known until after the end of the year. It is a new indicator which has been introduced for 2012/13, therefore no trend is shown. This, along with other existing indicators, will

Covalent Ref.	PI Description	Current Value	Current Value Period	2012-13 Target	2011/12		Latest Note
					Value	Short Trend	
	least 12 months.						enable us to measure the impact of activities and initiatives designed to reduce the number of tenancies that fail within the first year. As part of the Corporate Parenting Strategy, we work jointly with Social Services to plan for a young person leaving care. The referral system and provision of support required enables a planned move to secure accommodation for young people leaving care. The lack of interim and supported accommodation for young people leaving care means that mainstream tenancies are often the only option for young people leaving care.
HMO TEM 033	The proportion of lets to Homeless priority applicants where the tenancy was sustained for a period of at least 12 months.		2012/13	90.00%	90.48%		This is an annual figure and will not be known until the end of the financial year. This indicator measures how many applicants who have been housed through the homelessness route, have maintained their tenancy for a period of a year or more. Many homeless applicants are vulnerable and have support needs and so need additional help to be able to keep their tenancy.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 007	Complete Fuel Poverty Strategy	01-Dec-2012			Partnership Conference on Fuel Poverty Sept 2011 was successful and a Conference Report has led to an update of the Fuel Poverty Strategy Action Plan. This has been discussed with the Fuel Poverty Steering Group, the Tenants Federation and with the Climate Change and Sustainability Team. A Renewable Energy Conference was also held spring 2012 and APSE are now assisting with completion of a Renewable Energy Strategy. UHIS, CESP, CERT and fuel poverty mapping projects all underway.
CAR RGN 008	Implement new duty to assess support needs of homeless applicants	31-Mar-2013			Response to the Housing (Scotland) Act 2010 alteration to section 32B of the 87 Act took place in April 2012. The Government published findings from this 1st phase and are now drafting Regulations to be submitted to parliament in this term. Under consideration is the nature of support, the process of assessment and issues related to provision. The Support Team are already using the Better Futures Outcome Tool likely to be proposed in the assessment process.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 009	Review and Develop a temporary/interim accommodation strategy	31-Mar-2013	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> <div style="background-color: #4f81bd; width: 50%; position: absolute; left: 0;"></div> 50% </div>		A full needs analysis of temporary accommodation demand and use was submitted to the Delivery Group July 2011. This revealed the scale of shortfall in existing provision. A working group was established to produce a Temporary Accommodation Business Plan. This looked at void and process issues in addition to new provision. A Hallpark Client Working Group is also up and running. A draft will be discussed at HMT in August. The projections and risks for the cost of temp was discussed at Budget Challenge in light of Welfare Reform.
CAR RGN 011	Homelessness Prevention Strategy	31-Mar-2013	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> <div style="background-color: #4f81bd; width: 25%; position: absolute; left: 0;"></div> 25% </div>		The prevention of homelessness is rooted in a number of evolving work streams now underway: housing options, allocations review, housing support regulations, welfare reform, tenancy sustainability and temporary accommodation planning. Most of these are updated elsewhere in the Business Plan. The Housing Options Hub continues to progress and has purchased the Abrisas system for personal housing plans and associated training. Joint working with Perth and Kinross has helped shape an Action Plan for reducing B&B use. The Hub has also led on Welfare Reform mitigation complimenting the Council Working Group on Welfare Reform now up and running with its own Action Plan. The process of tying these strands into a cohesive consolidated Plan for prevention will follow the CHS approval in the autumn.

