

**CLACKMANNANSHIRE COUNCIL**

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**Report to Housing, Health and Care Committee**

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**Date of Meeting: 23 May 2013**

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**Subject: Housing and Community Safety Performance End of Year  
2012/13 Report**

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**Report by: Head of Community and Regulatory Services**

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**1.0 Purpose**

- 1.1. The attached report updates committee on performance for Housing and Community Safety performance during the year 2012/13. Performance reported relates to the services' Business Plan for 2012/13.
- 1.2. In addition, the report highlights key service activities, achievements, opportunities and challenges facing the service.

**2.0 Recommendations**

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

**3.0 Sustainability Implications**

- 3.1 The Clackmannanshire Housing Strategy will be subject to a full environmental impact assessment which will demonstrate that housing priorities contribute positively to sustainability.

**4.0 Resource Implications**

4.1 *Financial Details*

- 4.2 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

- 4.3 Finance have been consulted and have agreed the financial implications as set out in the report.

Yes

4.4 *Staffing*

- 4.5 There are no additional staffing implications associated with this report.

## 5.0 Exempt Reports

5.1 Is this report exempt?

Yes  (please detail the reasons for exemption below) No

## 6.0 Declarations

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

(1) **Our Priorities 2008 - 2011** (Please double click on the check box )

The area has a positive image and attracts people and businesses	√
Our communities are more cohesive and inclusive	√
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	√
Vulnerable people and families are supported	√
Substance misuse and its effects are reduced	<input type="checkbox"/>
Health is improving and health inequalities are reducing	<input type="checkbox"/>
The environment is protected and enhanced for all	√
The Council is effective, efficient and recognised for excellence	√

(2) **Council Policies** (Please detail)

## 7.0 Equalities Impact

7.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes  No

## 8.0 Legality

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

## 9.0 Appendices

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

**Appendix 1 - The Annual Review Report 2012/13 and Covalent Performance Report**

## 10.0 Background Papers

10.1 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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John Gillespie	Head of Community & Regulatory Services	
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# Housing & Community Safety Services

Annual Review Report 2012-13



May 2013

## 1 HEAD OF SERVICE INTRODUCTION & OVERVIEW

The year 2012/13 for housing, centres upon two key planning documents; the Clackmannanshire Housing Strategy and the revised HRA Financial Business Plan 2013/18. It is in these two documents that our priorities for the next 5 years are set out. Both of these documents were shaped as a result of extensive consultation. The Scottish Social Housing Charter which was introduced in April 2012, places tenants and customers at the heart of our business. The service once again, received Customer Service Excellence accreditation in 2012/13. In addition to the New Scottish Housing Regulatory Framework and the Scottish Social Housing Charter, a range of legislative changes continues to place greater demands on the service.

## 2 HIGHLIGHTS OF THE YEAR

### Home Energy

In 2012/13 prior to the closure of the Scottish Government's Community Energy Saving Programme (CESP) scheme the Council benefited from £3.3m in funding from SSE (Scottish & Southern Energy) to provide 220 homes in Carseview, Tullibody with external wall cladding and loft insulation. In addition, HEEPS (the Home Energy Efficiency Programme Scotland) is the replacement for Universal Home Insulation. The Council was allocated £400k to develop a local all tenure programme of sustainable energy works.

Furthermore, the Council has also begun work to install 10 homes with air source heat pumps and solar thermal water heating systems. Finally, the Council was successful in securing £1.25m as part of the National Retrofit Pilot 12/13. This will tackle 70 Council and 30 owner occupied properties in Alloa, Sauchie, Muckart and Forrestmill. Solar Photo Voltaic systems will be fitted in 75 of these homes as one of the first Energy Company Obligation ECO and HEEPS pilots.

### Affordable Housing Supply

Ochil View Housing Association completed 24 units at Keilarsbrae in Sauchie and 20 units at Greygoran, Sauchie in 2012/13. The Council's contribution to the supply of affordable housing is reflected in the completion of the first 25 council houses in 30 years (16 in Tullibody and 9 in Alva). Our commitment to the supply of 28 NHT mid market rent properties in Coalsnaughton, due for phased completion by March 2014 and shortly a site start on 25 supported housing units (Hallpark), is a central priority in the Clackmannanshire Housing Strategy. In addition, the proposed changes to the Allocations Policy will maximise the opportunities to make best use of existing stock. The Council has further plans in the Strategic Housing Investment Plan (SHIP) and Strategic Local Programme (SLP) for over 200 affordable homes in future years.

### Customer Service Excellence

In October 2012 the Community and Regulatory Services successfully gained CSE accreditation. The Inspection Report set out detailed comments on the evidence submitted for each element of the CSE framework and all of the comments are a very positive acknowledgement of how well we serve our customers. The service was awarded compliance plus in three areas (exemplar status), including some of the work carried out on the Social Housing Charter.

### 3 FINANCIAL PERFORMANCE

Financial data for year ending 2012/13 is still being finalised, and as such it is not currently available for reporting. This section of the report therefore will be updated after year end financial data has been reported to committee

### 4 PERFORMANCE

#### 4.1 Service activity and Key Achievements

The challenge for the service is to continue to demonstrate continuous improvement and deliver efficiencies and good quality services providing value for money for our customers against the background of major change. For the year 2012/13 the key achievements for the year were:

- Delivered the new Clackmannanshire Housing Strategy.
- Delivered a Strategic Local Programme to increase investment in new affordable housing.
- Reviewed the Council's Allocations Policy.
- Delivered a range of intensive tenancy management services.
- Worked in partnership with tenants and stakeholders to plan our business, set local standards and outcomes in line with the new Scottish Housing Regulatory framework and the Scottish Social Housing Charter.
- Reviewed Housing's contribution to the Reshaping Care Agenda in light of changing demographics.
- Reviewed Housing Revenue Account (HRA) Financial Business Plan.
- Reviewed procedures for tackling tenancy related ASB and serious neighbour nuisance.

#### 4.2 Performance

##### **The area has a positive image that attracts people and businesses**

##### Clackmannanshire Housing Strategy

The Clackmannanshire Housing Strategy was approved at the Housing, Health and Care Committee on Thursday 25th October 2012. The strategy was prepared in consultation with key partners, and it covers the 5 year period from 2012-2017. The priorities set out in the strategy are:

- New Housing Supply
- Best use of Existing Housing
- Homelessness
- Support for Independent Living
- Specialist Housing
- Energy Efficiency and Fuel Poverty
- Improving Neighbourhoods and Communities
- Housing Investment

The main issues for the housing system in Clackmannanshire are :-

- Demand continues to grow as household numbers rise
- Need for affordable housing is increasing as more people are unable to afford housing
- Lack of available finance for housing developers has meant a major reduction in new house building

- Lack of available finance for individuals has reduced the first time buyer market and made it difficult for homeowners to move
- Lack of choice in the market, especially affordable housing
- The house sizes we have do not fit with the sizes needed

### Affordable Housing Supply.

The SHIP each year contains the development priorities for affordable housing. In 2012/13 a new obligation was included which centres upon a SLP. In March 2013 the Scottish Government confirmed the Affordable Housing Supply Budget as £2.675m for 2012 to 2015. In addition they confirmed indicative budget of £2.851m for 2015 to 2018. In March 2013 the Government also announced £2.2m of funding under the Greener Homes Initiative and £75,000 under the Empty Homes Initiative.

### Allocations Policy Review

Work on the review of the Allocations Policy is now complete. The consultation process involved a survey questionnaire on Clackswab and meetings with customers, elected members, staff, partners and stakeholders to seek their views. The results of the consultation and feedback have shaped the final Allocations Policy which, once approved at Council, will be implemented to ensure we meet statutory requirements and produce improved outcomes for customers and make best use of stock.

### **Our communities are more cohesive and inclusive**

#### Scottish Social Housing Charter

The Housing (Scotland) Act 2010 outlined the new framework for regulating social housing centred upon the Scottish Social Housing Charter. The 16 outcomes within the Charter were released in October 2012 and the Council has been consulting upon these with local tenants. Data is now being collected and work to align performance data with existing collection is underway. The first "Annual Report on the Charter" will be in May 2014.

#### Tenancy Sustainment

The Housing Management Service has continued to develop a partnership approach to help reduce tenancy failure and look after our estates. Specific actions to further develop intensive tenancy management services include, risk assessment and profiling, early intervention measures such as scheduled visits to new tenants in the early weeks and months of a tenancy which are tailored to needs of the individual to help them maintain their tenancy, a review of referral and joint working arrangements with other agencies to ensure adequate support is available to tenants identified with vulnerability, and dedicated housing officers for vulnerable applicants/new tenants to ensure continued engagement.

Results show that our intensive tenancy management approach is having a positive impact with 90% of tenancies successfully maintained for more than 12 months in the year 2012/13. There has also been a steady reduction in the number of abandoned tenancies over recent years, from 51 in 2010/11 to 39 in 2012/13, which is further indication that our approach is working. However there is still work to do and the development of our intensive tenancy management will continue with further analysis of reasons for tenancies failing and profiling of high risk factors to assist in the development of early intervention measures to continue to reduce the level of tenancies that fail.

### Anti Social Behaviour Procedures

Work has continued to raise awareness of acceptable conduct and the consequences. The anti social behaviour procedures have been reviewed and recording and reporting procedures have been reviewed in line with the Scottish Social Housing Charter to enable measurement of activity and resulting outcomes.

Our use of Acceptable Behaviour Agreements has increased in 2012/13. An Acceptable Behaviour Agreement is an agreement usually made between the perpetrator of the ASB, the Council, the police and any other relevant agencies. We will continue to increase the use of ABAs as they can minimise the risk of anti social behaviour escalating, help identify support needs and enable other agencies to become involved at an earlier stage when problems arise with a tenancy.

### Scheme of Assistance

The policy which sets ways that the Council will assist home owners was approved by Housing Health and Care in March 2013. The Section 72 Scheme of Assistance includes the assistance to adapt, repair and maintain private homes. Private sector adaptations is an increasing element of this policy and associated funding, where older and disabled applicants are entitled to a minimum 80% of costs to eligible works.

The Section 72 Scheme includes the launch of a Supported Owners' Service. This service will centre upon minor works and handyman services and it is envisaged that the voluntary sector will be key partners in developing this activity.

### HRA Financial Business Plan Review

It was reported at the Special Council meeting in February 2013 that the HRA Financial Business Plan was undergoing review. This review is necessary as the end of the last business plan period had been reached and significant changes to the local and national housing landscape had to be considered. This also provided an opportunity to re-asses rent levels and borrowing required to support the ongoing investment in the stock.

Aligned with the consultation on the Clackmannanshire Council Housing Strategy (CHS), tenant priorities for the Council's landlord service were consulted on during May and June 2012. The review of the HRA financial Business Plan 2013/18 follows approval at Council on 20th December 2012 of the new Clackmannanshire Housing Strategy 2012-17, which also established core strategic housing priorities and a renewed vision for the area.

It was agreed that the finalised HRA financial business plan 2013 - 2018 would be presented to Council on 27th June 2013.

## **Our communities are safer**

### Community Safety

As part of the review of the Clackmannanshire Alliance and the associated partnership teams, the Community Safety Partnership has reviewed the approach aiming to become more progressive and focused in tackling the many issues that we face and provide a level of service that best meets the needs of the partnership and our communities. Community Safety Partners now record and report group activity by key strategic objectives, and the CSP Tasking Group meets every 6 weeks to review reported activity by partners. These regular reports highlight both emerging and cross-cutting issues, and enable partners to tackle their identified areas together. The actions from the meetings are then revisited by the group, the more challenging matters discussed, and a set of actions to tackle them developed and allocated to appropriate staff. This revised framework enables a more tactical, cohesive partnership approach to achieve our goals and a more direct link to SOA priorities. As part of the development of Community Safety Partnership working, housing staff are working jointly with police to improve sharing of information with an operational focus on an intelligence led approach. A full report on Clackmannanshire Policing Performance 2012/13 is submitted to the May Housing, Health and Care Committee.

## **Vulnerable people and families are supported**

### **Housing Support**

Local authorities will have a statutory duty under section 32B of The Housing (Scotland) Act 1987 as amended to assess the housing support needs of homeless applicants who are unintentionally homeless, or threatened with homelessness. They must also ensure that housing support services are provided to those assessed as being in need of them. This duty will commence in June 2013 and Council officers are finalising a risk based assessment tool for the purpose of having relevant officers resourced and trained in its use by that time.

### **Housing Options**

The Scottish Government has set up 6 Housing Options Hubs throughout Scotland and allocated funding to them to help them develop Housing options services in their area. Clackmannanshire Council is a member of the Tayside, Fife and Central Hub and we are maximising the opportunities of partnership working with other Local Authorities and RSLs. Good progress has been made in developing our Housing Options service within Clackmannanshire in 2012/13. The Clackmannanshire Common Housing register was launched in April 2012 and the Hub decided to use the funding from the Government to conduct a staff training needs analysis informed by a staff training survey carried out by the Chartered Institute of Housing. Other activity includes:

- the review of the allocations policy,
- the introduction of the Homeswapper web based system to enable current tenants to exchange houses and preparation work on a number of initiatives that will be implemented in 2013/14,
- the new statutory duty under revision of Sec 32(B) of the 1987 Act, to assess the housing support needs of those at risk of homelessness, will begin in June,
- a "better futures" risk based assessment tool is close to completion, the Abritas web based system will be introduced to produce a Personal Housing Plan for people looking for housing in the area,
- the Local Pad system will provide online information and access to the private rented sector,
- our mental health pilot, with a Mental Health Officer based part time in the Housing team, will be rolled out in partnership with NHS Forth Valley, to provide a support to staff in raising mental health awareness, staff training on drug and alcohol awareness is scheduled to take place in May,
- a Housing Options facility will open as part of the move to Kilncraigs which is scheduled to take place in November, marking the formal launch of this new integrated approach to housing advice.

## **The environment is protected and enhanced for all**

The numbers of domestic noise complaints, counted for the purposes of the statutory performance indicator, continued to show a year on year declining trend. A total of 84 were received this year in comparison to 198 in the previous year. Despite this trend it was recognised that antisocial noise continues to be the most common type of antisocial behaviour being reported to the Council and other landlords in the area. To that end the Antisocial behaviour operations group examined the issue of anti-social noise and issued a press releases aimed at highlighting the need for people to be more responsible and considerate to their neighbours.

Analysis and discussion on the issue of noise has also lead to the Police taking steps to ensure that from April 2013 onwards anti-social noise can be better identified from their systems in order to help with analyses. This will assist agencies to develop more targeted interventions to try to tackle the problem of ASB noise.






**The Council is effective, efficient and recognised for excellence**





**Housing Business Management IT system**

The commitment to develop a new Housing Business Management System is reflected in the Service Business Plan and is budgeted for in HRA Capital Plan 2013/14, 2014/15. The change of strategy was essentially Phase 1 of the initial plan, to have a new system in place to support the work of PCU and Housing in delivering an integrated repairs system and work scheduling option. The previous work on the specification will help drive the revised process and the work is programmed to complete the procurement process in 2013/14.

## APPENDIX


### Guide to symbols used in this report





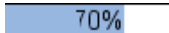

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	In Progress
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PIs	
Status	
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	Warning
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### CORPORATE PRIORITY OUTCOME

1) The area has a positive image and attracts people and businesses





Covalent Ref.	PI Description	2011/12	2012/13		Latest Note
		Value	Value	Target	
RGN HDR 004	Number of affordable new homes built	10	44	31	 The Council will complete 25 new rented units in April 2013 slightly behind programme. Plans exist for 53 new units in 2013/14 between Hallpark and the NHT in Coalsnaughton as well as funding for 10 empty homes. The off the shelf purchase of both rented and temporary accommodation units should add around 50/60 new homes to our stock in 2013/14.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 003	Allocate tenants into Council New Build	31-Mar-2013	 90%		Prospective tenants for most of the units have now been identified and the handover of Alva and Tullibody projects took place in April.
CAR RGN 004	Review Allocations Policy	31-Mar-2013	 100%		Following the report and draft policy to Council in January 2013, further consultation was carried out and is now complete. Final draft policy and report to be presented to Housing, Health and Care Committee on May 23rd and to Council in June for approval.
CAR RGN 013	Deliver new affordable housing	31-Mar-2013	 70%		The Council has a programme of 50 new rented units; 16 at The Maltings in







Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
					Tullibody complete April 2013 along with 9 amenity units at Winnelburn gardens Alva. The Sauchie Hallpark project is due for completion February 2014. The NHT mid rent project at The Glen Coalnsaughton will also soon be on site for 28 new homes due for phased completion by March 2014. Finally, the Council has further plans in this years SHIP and SLP for over 200 affordable homes including approval for funding 10 private sector empty homes, off the shelf purchase of rented and temporary accommodation, proposals at an advanced stage for Council priority land sites in Tullibody, Tillicoultry and Alva, and finally the remodelling of 21 The Orchard for 18 single person units.
CAR RGN 014	Develop new Clackmannanshire Housing Strategy	31-Oct-2012	<div style="width: 90%; background-color: #4f81bd; color: white; text-align: center;">90%</div>		The CHS was approved by HH&C committee on 25 October 2012, following endorsement by the Alliance on 7 September 2012. As a major Strategy setting Council policy for the next 5 years, the CHS was approved by Council on 20 December 2012 and will now be implemented through the Alliance framework.





**CORPORATE PRIORITY OUTCOME**

2) Our communities are more cohesive and inclusive

Covalent Ref.	PI Description	2011/12	2012/13		Status	Latest Note
		Value	Value	Target		
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.	86.1%	89.82%	90%		With 89.8% of tenants provided with permanent accommodation in our stock, maintaining their tenancy for at least 12 months, we have achieved our target for this year.
HMO TEM 042	No. of Acceptable Behaviour Agreements issued by the Tenancy Management Team and signed by tenants for ASB/Tenancy issues.	13	20	15		This target has been achieved for 2012/13, and we intend to increase the target for 2013/14 to 25.
FAM HPI 005	The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard.	89%	93%	90%		The Council has once again exceeded our target of attainment of SHQS, which in large part, is due to the accelerated central heating and home energy programme which was part funded through Government CEPS, UHIS and CERT programmes. The challenge for 2013/14 will be working in mixed tenure blocks for security and roofing/external works.
HMO ALL 043	Percentage lets to statutory homeless applicants	47 %	36 %	50 %		36% of lets were allocated to priority homeless applicants in 2012/13. (The priority need distinction was removed in October 2012.) This is lower than the target set for the year. However, over 40% of lets were allocated to applicants who live in insecure

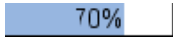

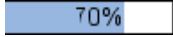

Covalent Ref.	PI Description	2011/12	2012/13		Latest Note	
		Value	Value	Target		Status
						<p>accommodation and who do not have a home of their own, many of whom were living in overcrowded accommodation and/or who had a health or mobility need for housing. There are indications that our approach to improve advice and help to people in housing need, and the development of our Housing Options service is having a positive impact. For example, we now enable planned moves for applicants who previously presented as homeless and who were previously housed via the homeless route. (Young People Leaving Care, and registered sex offenders).</p> <p>We also note that homeless presentations have dropped by over 25% in 2012/13.</p> <p>The Council is currently developing homeless prevention services, improving housing advice, and introducing personal housing plans, therefore this target will be reviewed for 2013/14.</p>

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 002	Develop with tenants the new Social Housing Charter	31-Mar-2013	 100%		<p>Final engagement with tenants and the community was aligned with the Financial Business Plan consultation. An open day was held on Saturday the 13th of April where tenants and customers had direct access to Team Leaders to explore how they can get involved in shaping service delivery in the new year.</p> <p>This final engagement concluded our development of our approach, allowing implementation of the work for next year (13/14) which includes the process of reporting our progress in meeting the Charter indicators to the regulator and producing the tenants report.</p>
CAR RGN 005	Implement the Tenancy and Estates Sustainability Strategy	31-Mar-2013	 100%		<p>The tenancy and estate sustainability strategy is now complete. It is an internal document which sets out the approach that the Housing Management team will take in partnership with stakeholders and customers to improve sustainability of tenancies and estates.</p>
CAR RGN 006	Implement Intensive Tenancy Management Services	31-Mar-2013	 100%		<p>Implementation of Phase 1 of the intensive tenancy management action plan is complete.</p> <p>This involved the following:</p> <ul style="list-style-type: none"> <li>Profiling of failed tenancies to identify high risk categories of applicant.</li> <li>Introducing measures to support applicants identified as vulnerable and in need of additional support before gaining a tenancy.</li> <li>Reviewed process for referral to Housing Support Team.</li> <li>Redesigned new tenant visits and purpose and frequency tailored to meet needs identified prior to tenancy start.</li> </ul>

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 010	Review the Section 72 Agreement including adaptations, care and repair and housing renewal areas	31-Mar-2013	 100%		The Section 72 Scheme of Assistance was approved by Housing Health and Care on 21st March 2013. The Report approved a new scheme of funding for private sector housing, a Supported Owners Service for older and disabled households and support for the Empty Homes Loan Fund.
CAR RGN 012	Review HRA Business Plan	31-Mar-2013	 100%		The Financial Business Plan has been reviewed and the final consultation with the tenants and community on rent levels and savings has been taken into account. The financial plan will be presented to Committee in May and will pass to Council in June for formal approval.




**CORPORATE PRIORITY OUTCOME**





4) Our communities are safer

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGY 001	Develop new Community Safety Strategy and lead its delivery	28-Dec-2012	 70%		The Community Safety Partnership has concentrated its efforts on reorganising itself to operate in a manner that more effectively tackles current community safety issues. A new system of information collation, analysis, communication and tasking has been developed to allow more effective tactical decisions to be taken. The new system allows for more effective strategic decision making and delivery of the current Community Safety Strategy. The development of the new over arching Community Strategy should be easier to develop, but will now need to be taken forward in 13/14.
CAR RGY 002	Review CCTV arrangements to better support community safety	31-Mar-2013	 70%		The FVCCTV partnership has been unable to progress the review of arrangements due to an announcement in December by the staffing services contractor Remploy that they are to exit all contracts by Autumn 2013. The partnership has diverted its resources into ensuring there is business continuity for CCTV monitoring beyond autumn 2013.

**CORPORATE PRIORITY OUTCOME**

5) Vulnerable people and families are supported

Covalent Ref.	PI Description	2011/12	2012/13			Latest Note
		Value	Value	Target	Status	
HMO TEM 033	The proportion of lets to Homeless priority applicants where the tenancy was sustained for a period of at least 12 months.	90%	85%	90%		Since 2012 we have introduced our Tenancy Sustainment visits, with Homeless priority applicants assessed as a high risk and therefore they now receive ongoing visits throughout the first year of their tenancy. It is anticipated that this will result in higher sustainment for the tenancies that commenced in 2012/13.
HMO ALL 046	The percentage of new tenants who are contacted by a Housing Officer within six weeks of the start of the tenancy to arrange a new tenancy visit.	86%	98.43%	100%		The completion of the settling-in visits is dependent on the new tenant responding to staff contact. We are currently designing changes to our working practices which introduce the tenancy management officer to the new tenant at an earlier stage to reassure the tenant and encourage better communications to enable support to new tenants from the very start of their tenancy.
HMO TEM 032	Of the young people leaving care who required accommodation in the previous year, % who maintained their tenancy for at least 12 months.		100%	90%		During 2011/12, two young people leaving care required accommodation. One person left their accommodation within 12 months to move out of the area to take up further education, and this tenancy is not therefore considered as unsuccessful. The other person has maintained their tenancy.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
CAR RGN 007	Complete Fuel Poverty Strategy	01-Dec-2012	<div style="width: 35%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 35%		The overarching principles for the Home Energy and Affordable Warmth Action Plan review were approved as part of the CHS presented to HH&C Committee on 25 October 2012 and the Action Plan, now in its second year, was reviewed in detail at a partnership conference on 22 November 2012. A revised Action Plan will be produced and presented to the parent Sustainability and Climate Change Strategy Implementation Group in March 2013.
CAR RGN 008	Implement new duty to assess support needs of homeless applicants	31-Mar-2013	<div style="width: 40%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 40%		A draft assessment tool based upon "better futures" model is planned for upgrade/inclusion within the Andis system for homelessness. Staff training will be required in its use from June onward. Filling of remaining 2 vacancies will be required in order to deliver on this duty. Guidance from Scottish Government still not out.
CAR RGN 009	Review and Develop a temporary/interim accommodation strategy	31-Mar-2013	<div style="width: 65%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 65%		The Clackmannanshire Housing Strategy 2012-17 was approved and signed off by Council in December 2012 and by the Clackmannanshire Alliance in September 2012. This included priorities for prevention and alleviation of homelessness. Actions to date include the approval and progress of Hallpark 25 units of interim accommodation, off the shelf purchase of 60 new temporary accommodation units and remodelling of The Orchard for 18 single person units.
CAR RGN 011	Homelessness Prevention Strategy	31-Mar-2013	<div style="width: 40%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 40%		As stated in RGN 009 and RGN 008 our approach to prevention is contained within the Clackmannanshire Housing Strategy approved by Council and our review of assessment is rooted in new legislation around the support needs of vulnerable people. The Council has also reviewed its approach to intensive

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
					housing management and will launch a Housing Options Service in time for the move to Kilncraigs in November 2013.




**CORPORATE PRIORITY OUTCOME**


8) The environment is protected and enhanced for all

Covalent Ref.	PI Description	2011/12	2012/13			Latest Note
		Value	Value	Target	Status	
RGY EHE 002	The average time between the time of the complaint and attendance on site for complaints requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.	3.80 hrs	3.82 hrs	6.00 hrs		Despite fluctuations from month to month the overall performance figure remains almost identical to last year.
RGY EHE 003	The average time between the time of the complaint and attendance on site for complaints dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.	0.30 hrs	0.23 hrs	1.00 hrs		Performance is as normal. The average response time is above target and if compared to the performance achieved in the previous year should allow the Council to retain based on this level of performance the Council as best performing Council when compared to other Councils providing an ASB noise service

**CORPORATE PRIORITY OUTCOME**

9) The Council is effective, efficient and recognised for excellence

Covalent Ref.	PI Description	2011/12	2012/13			Latest Note
		Value	Value	Target	Status	
HMO ALL 002	Customer satisfaction with the application process	99.5%	99.7%	99%		Customer satisfaction levels remain high and in 2013/14 the Customer Satisfaction Toolkit will be rolled out to collate customer feedback on the full range of housing services to meet the requirements of the Scottish Social Housing Charter.
HMO ALL 012	Customer satisfaction with the tenancy sign up	98.8%	99.8%	99%		
HMO ALL 013	Customer satisfaction with property when let	98.9%	99.5%	99%		

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: 100px; height: 15px; background-color: #e0e0e0; position: relative;"> <span style="position: absolute; left: 0; top: 0; bottom: 0; right: 0; background-color: #0070c0; color: white; font-size: 8px;">30%</span> </div>		<p>This action will not be complete as per the original expectation of the C&amp;R business plan. A change of strategy last year included taking stock of how best to focus on delivering improvements to the corporate repairs system (Servitor). The implementation of the improvements to the corporate repairs system (now implemented) has essentially become phase 1 of the overall plan to have new systems in place to support PCU and Housing deliver better outcomes for tenants and customers.</p>