

REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES AND  
ENVIRONMENT SERVICES COMMITTEE – 25 JUNE 2007

REPORT ON: HOUSING DEPARTMENT SERVICE PLAN PERFORMANCE  
REPORT 2006/7

REPORT BY: DIRECTOR OF HOUSING

REPORT NO.: 309-2007

1. **PURPOSE OF REPORT**

- 1.1. To report on performance of the Housing Department against targets and projects identified in the Housing Service Plan 2003-2007.

2. **RECOMMENDATIONS**

- 2.1. It is recommended that the Housing Committee notes performance of the department against targets which can be seen in Appendices 1 and 2.

3. **FINANCIAL IMPLICATIONS**

- 3.1. There are no financial implications arising from the recommendation of this report.

4. **LOCAL AGENDA 21 IMPLICATIONS**

- 4.1. The Housing Service Plan will ensure; that resources are used efficiently and waste minimised; that local needs are met locally and; that all sections of the community are empowered to participate in decision making.

5. **EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1. The actions identified in the Service Plan will contribute positively to equal opportunities through specific measures of service delivery.
- 5.2. The Plan will also ensure that the Anti-Poverty Strategy is progressed by targeting resources and delivering services where there is greater need (for example by implementing the Fuel Poverty Strategy and the Homelessness Strategy).

6. **BACKGROUND**

- 6.1. The Housing Department's Service Plan 2003-2007 was written in the context of the Council Plan 2003-2007 and reflects the vision of the Community Plan, the City Vision for Dundee and the Modernising Government Agenda.

- 6.2. The priorities for service delivery and project development detailed within the Service Plan (and its annual reviews) are consistent with both the Housing Department's and the Council's vision and objectives.
- 6.3. The Housing Department's Objectives have been translated into clear, measurable actions and progress against these is detailed within this report.
- 6.4. The current service plan is in its final year and the department will be developing a new service plan to cover the years 2007-2011.
- 6.5. **Key Achievements in 2006/07**
- i. **Repairs Contact Centre** – The Repairs Development Team continue to meet on various issues and the relet pilot has been developed. The pilot was extended for 3 months and a report will be presented to the repairs development team, management and partnership board. The performance for 2006/07 shows a continued high percentage, approximately 90% of all jobs completed within the target timescales.
  - ii. **Anti-Social Behaviour** – The Antisocial Behaviour Team supports victims of harassment via 24 hour advice line, our out of hour's service, the use of surveillance equipment and access to a victim support officer. During 2006 the advice line has received 375 calls, 108 of which have resulted into a case for the Team. The Victim Support Officer has received 52 referrals from the Team and the Out of Hour's service has been used 133 times. Surveillance continues to be an indispensable part of the service, with a Surveillance Officer in post from June 2006. Eight Mosquito Devices which are ultra-sonic teenage dispersal devices have been installed in various locations throughout the City (evaluations are to be carried out in June 2007).
  - iii. **Housing Applications** – The financial year 2006-07 shows that 1,475 properties were let and 50 of these properties were let to people from minority ethnic groups, or 3.39% again ahead of the target of 3.3%.
  - iv. **Housing Investment Working Group** – The Scottish Housing Quality Standard delivery plan was submitted to Scottish Executive on target date 29 April 2005. Following discussion with Communities Scotland the delivery plan was resubmitted on 30 June 2006. Communities Scotland has now approved the delivery plan. This report was agreed at the Housing Committee in October 2006. The investment plan has now been implemented and 2006/2007 investment is underway. The three year investment plan 2007/2010 has been agreed.
  - v. **Stobswell Regeneration** – The environmental/security improvements in Stobswell are continuing 8 tenements have security grant applications submitted and an additional 7 submitting Environmental Grants. The regeneration is progressing. 41 social rented units at Victoria Street should be completed by May 2007. A start has been made on four sites with private housing which in total involves 144 units.
  - vi. **Fuel Poverty** – The Fuel poverty initiative was launched in partnership with Scottish Hydro. 259 households enjoy cheaper (20% saving) fuel prices. Savings average £137 per household and total an estimated £31,246 in 2006/07. 17 households were removed from fuel poverty.
  - vii. **Contact Centres** - Both the Rent Recovery and Lettings Centres are open. Letting contact centre opened in November 2006 and the Rent Recovery Contact Centre opened in April 2007.

## Evaluation of Core Performance Indicators (See Appendix 1)

- 6.6. Performance against indicators was generally good. Challenging targets were set and these were exceeded in many areas. The core performance indicators can be seen in Appendix 1, but examination of areas of outstanding achievement and areas for improvement have been highlighted below.
- i. **Responsive Repairs** – The performance for the responsive repairs shows a continued high percentage – approximately 90% completed within target timescale. Only quick fix jobs are failing to meet performance target timescales but performance in this area continue to improve. A review of benchmarking job target timescale is underway.
  - ii. **Letting Council Houses** – The target percentage of Council houses let was met but it is taking longer to re-let houses. Once the letting centre is bedded in it is expected that performance will improve.
  - iii. **Tenant Arrears** – The Financial Year performance for current tenancy arrears is over target at 10.6%. The Rent Recovery Centre has been operational from November, 2006 and has reviewed the implementation of the debt recovery process which has changed the emphasis for improved contact with debtors to achieve a sustained reduction in rent arrears. The take-on of business citywide required the consistent and effective management of large balance accounts and appropriate action in debt collection processes to achieve an improved year-end performance.
  - iv. **Homeless Service** – There was an increase in the usage of Bed and Breakfast and length of stay due to expansion of the statutory duty to accommodate all persons presenting as homeless regardless of priority status, but action was taken to address this and the number in B&B has been reduced to an acceptable level by March 2007. Another reason for longer stay in temporary accommodation is the increasing number of clients who require supported accommodation, support and care packages due to issues such as alcohol, substance abuse, mental illness, lack of life skills or chaotic lifestyle. The lack of availability of supported accommodation and support packages is being addressed through the homeless strategy, however provision for these groups need to be adequately resourced. Section 5 referrals to Registered Social Landlords are now live and should also assist in reducing length of stay in temporary accommodation however levels of demand continue to increase. The target for percentage of allocations to homeless persons has now been set at 40% currently averaging 30%. Additional allocations should speed throughput of temporary accommodation and reduce length of stay.
  - v. **Housing for Particular Needs** – There were 585 minor adaptations carried out to date. 222 of these adaptations have been shower and ramp installations.
  - vi. **Equal Opportunities** – The Targets for Ethnic Minority representation access to housing have been exceeded, the target is 3.33% and 523 applicants are on the waiting list which is 5.9% of total list.
  - vii. **Council House Sales** – Performance has shown an increase on last year where 77.4% of sales applications were completed within 26 weeks. The percentage of sales applications completed in 140 days (cf182 days) is increasing with 39% this year compared to 19% in 2005/06 and 15% in 2004/05.

## Evaluation of Key Projects (Appendix II)

- 6.7. Significant progress and considerable successes have been achieved against key projects identified in the service plan. An evaluation of all projects can be seen in Appendix 2 but some of the key achievements are detailed at Paragraph 6.6. In addition we have achieved the following:
- i. **Achieve Home Energy Conservation Act Efficiency Targets** – The final HECA report in its current format is due in 2008. No details yet on what form replacement format will be, but it is hoped that we will be part of the consultation process. Last report approved in March 2006 Housing Committee and to Scottish Executive. Report shows energy savings and reduction in CO2 emissions are on target to achieve 30% reduction by 2010.
  - ii. **Best Value Review of Sheltered Housing Warden Service** – The sheltered housing warden service is now transferred to the Housing Department. Decommissioning of sheltered housing is ongoing where demand is unsustainable.
  - iii. **Allocations Policy** – The revised policy, which included a full Equality Impact Assessment, was agreed by the Housing Committee in October 2006. A new IT system to support the policy is being developed.
  - iv. **Common Housing Register** – A common application form has been agreed and this will be piloted by Dundee City Council initially and when IT system has been developed after June 2007.
  - v. **Every Council Housing to Have Central Heating** – All "low rise" housing complete. Replacement heating programme now underway.
  - vi. **Support Target Hardening** – The window replacement programme continues. 960 tenants had controlled entry installed during 2006/07.
  - vii. **Implement Homelessness Strategy Action Plan** - The refurbishment of the Lily Walker Centre is ongoing with Phase 1, 2 and 3 complete. The final phase is due for completion by June 2007. Homepoint training is ongoing and all homeless staff is scheduled to be fully trained by June 2007. Alcohol Related Brain Disorder research has now been completed, plans to implement now to be agreed between Health, Social Work and Housing. A 20 bed resettlement hostel at Burnside Mill has now been opened. Section 5 Referrals now in place with RSLs. Currently 20 additional units set up 2006/07 utilising Communities Scotland Furnished Tenancies Grant.
  - viii. **Submit LHS and Fuel Poverty Strategy** - The Local Housing Strategy which includes fuel poverty and homelessness annual review will be submitted to Communities Scotland in July 2007 outlining the updates to the Action Plans in the document. Together with the Planning Department we will be reviewing the Council policy on affordable housing. This will be done at the request of the Building Stronger Communities Community Planning Theme Group.

## Shifting Resources to Deliver Improvement

- 6.8. The achievement of Council and Departmental goals has required innovation in working practices. Examples of this have included; better joint working and joint management of the repairs service with Dundee Contract Services; and increased resources for tackling Anti-Social Behaviour as a result of customer demands.

Two new contact centres - Lettings and Rent Recovery have been set up.

### **Consultation and Participation**

- 6.9. The Housing Department consults on all its activity which results in significant changes to services to customers. These commitments are set out in the Tenant Participation Strategy and Owners Charter.
- 6.10. The Department has included tenants on working groups and best value reviews, eg Repairs Review.
- 6.11. We consult tenants on satisfaction with services through a comprehensive set of Customer Satisfaction Surveys.
- 6.12. The Department also consults with wider stakeholders through various forums such as: The Homelessness Co-ordinating Group; Dundee Housing Association Forum and Strategic Planning Groups.
- 6.13. The Department reports performance against targets and gives information to its tenants through its "Housing News" which is issued to all tenants in September/October every year.

### **Updates on New Projects Identified for 2006/07**

- 6.14. In our efforts to achieve continuous improvement in the Housing Service a number of new projects for the coming year have been identified:

- i. **Antisocial Behaviour Team** – The Antisocial Behaviour Team is now full staffed in the final year of the outcome agreement. The project with the National Children Home to provide support and mentoring for young people across the City has been fully implemented.

Parenting Orders which is to be introduced as a new tool to help deal with antisocial youngsters is to be discussed at the Young Persons Multi-Agency Working Group.

The HEY project (Housing Education Youth) is a joint project with statutory, voluntary and RSL's bodies, working together and is now working in schools and further development of the programme is planned. The project looks at Tenancy Management, Tenancy Support, Anti Social and Homelessness.

There will be a major publicity campaign in May 2007 to publicise the antisocial behaviour service and advice line.

There is also a protocol in place for referrals from RSLs regarding antisocial behaviour.

The implementation of the Customer Satisfaction framework has been delayed due to IT issues.

- ii. **Customer Contact Centres** – Both Rent Recovery and Lettings Contact Centres are now open.
- iii. **Staff Training** – A revised Training Strategy and Staff Training Development Review system has been implemented throughout the department.

**7. CONSULTATION**

- 7.1. The Chief Executive and all Chief Officers have been consulted on this report.

**8. BACKGROUND PAPERS**

- 8.1. Housing Committee Report No 47-2004 – Housing Service Plan 2003-2007.
- 8.2. Housing Committee Report No 401 - 2005 – Housing Department Services Plan Performance Report 2005/06.

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**23 MAY 2007**

# APPENDIX 1

Theme	Objectives	Performance 2006/07	Performance 2005/06	Performance 2004/05	Performance 2003/2004
BUILDING STRONGER COMMUNITIES	Satisfaction with tackling neighbour problems – cases resolved (target 70%).	88% satisfaction	A pilot of a new customer satisfaction survey was run between Jan/Feb 2006. Over 80% of people who reported problems were satisfied or very satisfied with the service they received.	53% satisfaction in 2004/2005.	70.6%
BUILDING STRONGER COMMUNITIES	Satisfaction with tackling neighbour problems – all cases (target 65%).	No change from 2005/06	This survey is now discontinued as revised surveys for help with neighbour problems are to be undertaken in 2006/07.	Survey not completed in 2004/2005.	55.8%.
BUILDING STRONGER COMMUNITIES	Expenditure of Private Sector Grant Budget. – target 100%.	Final figures unavailable until reconciliation at end of financial year. Anticipated 100% spend of increased Private Sector Housing Grant allocation.		Projected overall total PSHG expenditure 80.66%, made up as follows:	86.4%
COMMUNITY SAFETY	Provide support for victims of harassment.	24 hour advice line – 375 calls resulting in 108 cases. Out of Hours Service – 133 calls Victim Support Officer – 52 referrals	<u>Callouts</u> 24 Hour Hotline 185 Support & Advice 260  Victim Support Officer appointed July 2005 with a current workload of 15 cases with a total of 23 referrals.	<u>Victims</u> <u>Callouts</u> 24 Hour Hotline 151 Support & Advice 251  Victim Support Officer to be in post by July 2005.	September 2003 – Introduction of Out of Hours Service.  October 2004 – Advice Hotline.
CUSTOMER FOCUS	Response repairs carried out within target.	The Performance for 2006/07 shows a continued high percentage, approx. 90% of all jobs completed within the target timescales. Only quick fix jobs are	The Performance Sub Group of the repairs management board meets monthly to review performance against targets and agree a	Repairs Management Board (Housing, DCS, I.T., Finance) regularly reviews response repairs performance and reports quarterly to the Repairs	

Theme	Objectives	Performance 2006/07	Performance 2005/06	Performance 2004/05	Performance 2003/2004
		failing to meet performance target timescales but performance in this area continues to improve. A review of benchmarking job target timescale has been undertaken.	commentary for submission to the board. Performance to week 48 shows continued and sustained improvement in all areas. The service is now achieving targets in all job categories of work. Cumulative performance to the year end shows that over 90% of all jobs were completed within target.	Partnership Board. Performance information for the new financial year has yet to be presented to the Board. Performance on relet and emergency repairs likely to remain the focus of attention and are scheduled for examination as part of the ongoing Review of the Repairs Service.	
CUSTOMER FOCUS	Tenant satisfaction with the repairs service – target 90%.	96% satisfaction 2006/07	90% satisfaction 2005/06.	88% satisfaction in 2004/2005.	88.1%
CUSTOMER FOCUS	Tenant satisfaction with the operation of the housing waiting list – target 82%.	72% satisfaction 2006/07.	75% satisfaction 2005/06.	Survey not completed in 2004/2005.	84.8%
CUSTOMER FOCUS	Tenant satisfaction with the rehousing service – target 80%.	79% satisfaction 2006/07.	81% satisfaction 2005/06.	Survey not completed in 2004/2005.	79.6%
CUSTOMER FOCUS	Tenant satisfaction with advice on rent payment difficulties.	72% satisfaction.	78% satisfaction as per survey 25 November 2005.	85% satisfaction in 2004/2005.	85.2%
CUSTOMER FOCUS	Satisfaction that Housing staff treat customers in a professional manner – target 92%.	88% satisfaction.	95% Satisfaction 2005/06.	89% satisfaction in 2004/2005.	91%
CUSTOMER FOCUS	Satisfaction that enquiries are handled efficiently – target 90%	84% Satisfaction to November 2006. A programme of Customer Care Training commenced January 2007.	88% Satisfaction 2005/06.	84% satisfaction in 2004/2005.	87%
CUSTOMER FOCUS	Satisfaction that Housing staff	91% Satisfaction in	94% Satisfaction 2005/06.	91% satisfaction in	93%



Theme	Objectives	Performance 2006/07	Performance 2005/06	Performance 2004/05	Performance 2003/2004
	are friendly – target 94%.	2006/07. End of year results show some improvement from the mid year satisfaction levels.		2004/2005.	
CUSTOMER FOCUS	Customer satisfaction with Private Sector Grant Service – target 90%.	97.1% satisfaction.	Awaiting collation of statistics at this time.	98% satisfaction in 2004/2005.	98.2%
CUSTOMER FOCUS	Tenant satisfaction with handling of capital contracts – target 84%.	Survey to be undertaken in 2007/08 once clean team outcomes have been built into the capital programme.	No survey.	79% satisfaction in 2004/2005.	-
CUSTOMER FOCUS	Satisfaction with the Care & Repair Service – target 98%.	98.9% satisfaction.	Awaiting collation of statistics at this time.	98% satisfaction in 2004/2005.	98.4%
CUSTOMER FOCUS	Satisfaction with the Tenant Participation Service – target 85%.	No survey 2006/07. Customer Care and Information Survey reviewed. Tenants to be identified by IT for survey April 2007. Tenant Participation Survey being reviewed. To be issued to RTO members by June '07.	79% satisfaction as per survey 27 November 2005.	83% satisfaction in 2004/2005.	-
EQUALITIES	Ethnic Minority representation on the housing waiting list – target 3.33%.	523 on waiting list which is 5.9% of total list.	364 on waiting list which is 4.49% of total list.	332 on waiting list which is 4.3% of total list.	4.04%
EQUALITIES	Proportion of Council houses let to ethnic minorities – target 3.33%.	3.39% of lets to ethnic minorities.	4.1% of lets to ethnic minorities.	3.35% of lets to ethnic minorities.	2.6%
FINANCIAL RESOURCES	Maintain Housing Rent increases at a maximum of inflation + 1%.	Budget set in compliance with Council Policy. Rent set at 3.9%	Budget set in compliance with Council Policy. 2006/07 rent set at 4% increase.	Budgets set in compliance with Council Policy. 2005/2006 rent set at 4.1% increase (inflation +1%).	-
FINANCIAL RESOURCES	Letting Council houses within		New targets set for 2005/06	Under 2 weeks – 13%.	Target

Theme	Objectives	Performance 2006/07	Performance 2005/06	Performance 2004/05	Performance 2003/2004
	<p>timescales:  Low Demand  Less than 2 weeks – target 15%  2-4 weeks – target 15%  5-8 weeks – target 35%  9-16 weeks – target 30%  17-32 weeks – target 5%  33-52 weeks – target 0%  more than 52 weeks – target 0%</p> <p>Not Low Demand</p> <p>Less than 2 weeks – target 15%  2-4 weeks – target 15%  5-8 weeks – target 35%  9-16 weeks – target 30%  More than 16 weeks – target 5%</p>	<p>13.61%  14.31%  28.47%  30.42%  10.14%  00.69%  02.36%</p> <p>14.15%  17.83%  30.23%  29.07%  8.72%</p>	<p>in accordance with requirements of Audit Scotland.</p> <p><b>Low Demand</b>  &lt; 2 weeks 12.73% (15%)  2-4 weeks 19.85% (15%)  5-8 weeks 34.55% (35%)  9-16 weeks 25.30% (30%)  17-32 weeks 5.45% (5%)  33-52 weeks 0.61% (0%)  &gt;52 weeks 1.52% (0%)</p> <p><b>Not Low Demand</b>  &lt;2 weeks 11.02% (15%)  2-4 weeks 18.91% (15%)  5-8 weeks 32.07% (35%)  9-16 weeks 29.61% (30%)  &gt;16 weeks 8.39% (5%)</p>	<p>2-4 weeks – 15%.  Over 4 weeks – 72%.  New targets set for 2005/06 in accordance with requirements of Audit Scotland.</p>	<p>Under 2 weeks 30%  29.1  2-4 weeks 30%  21.1  Over 4 weeks 40%  49.8</p>
FINANCIAL RESOURCES	<p><u>Target</u>  <u>2004/2005</u>  Council house sales completed 80%  under 26 weeks</p> <p>Sales 200 properties</p>	<p>Year end figures show that 77.4% of Council house sales completed within target of 26 weeks.</p>	<p>64.0%</p> <p>Sales 260 properties.</p>	<p><u>Performance 2004/2005</u>  57.7%  277</p>	<p>Sales to be completed 80%  345  under 26 weeks</p>
FINANCIAL RESOURCES	<p>Expenditure of total Capital Budget – target 100%.</p>	<p>On target to spend 100%.</p>		<p>97.4% of budget spent in 2004/2005.</p>	<p>Spend 0/3-04 – 100%.</p>
HEALTH & CARE	<p><u>Target</u>  Hostel 67  Furnished Dwelling 134  Bed &amp; Breakfast 30</p> <p>Average length of stay in</p>	<p><u>Performance</u>  70 days  213 days  67 days</p>	<p><u>Performance 2005/06</u>  76 days  189 days  43 days</p>	<p><u>Performance 2004/2005</u>  44 days  159 days  29 days</p> <p>New legislative duties</p>	<p><u>Target</u>  Hostel 32 days  42 days  Furnished Dwelling 130 days  124 days</p>

Theme	Objectives	Performance 2006/07	Performance 2005/06	Performance 2004/05	Performance 2003/2004
	Temporary Homeless Accommodation.			towards homeless have resulted in increased pressure on temp accommodation.	Bed & Breakfast 38 days 61 days
HEALTH & CARE	Number of minor house adaptations for people with particular needs – target 200 per year).	585 minor adaptations have been carried out/processed to date. 222 of these adaptations have been shower and ramp installations.	439 minor adaptations for 2005/06 additional funding from Scottish Executive received and a further 160 adaptations were completed, so total 599.	469 minor adaptations for 2004/2005.	Target 200 Performance 319
HEALTH & CARE	Number of whole house adaptations for people with particular needs – target 2 per year.	No whole house adaptations have been carried out in this financial year. This is owing to difficulties in identifying suitable Council properties for adaptation. This will be balanced by ensuring that sufficient housing is built to meet the needs of people with disabilities in the Housing Association Development Programme.	None completed in 2005/06 due demolitions etc.. No property identified.	1 whole house adaptation for 2004/2005.	4.
HEALTH & SAFETY	HMO License Monitor.	257 applications have been referred to Committee against a target of 240. Of this total, 204 licences have been granted. There are currently 793 licensed properties in operation.	Scottish Executive target: 1,750 licences by 31 March 2006. Properties licensed as at 31.03.06 – 755. Applications in process as at 31.03.06 – 228.	Scottish Executive target: 1,750 licences in force by 31 March 2006. Licences in force at 31 March 2005 – 663. Applications in process at 31 March 2005 – 148.	Target HMO Licences 900
PROPERTY	Responsive Repairs: Out Of Hours Emergency. Day time emergency. 3 day urgent. 10 day priority. 15 day normal.	Target in brackets. Emergency – 95.06% (95%) Quick Fix – 81.54% (85%) Routine – 89.79% (85%) Miscellaneous – 87.06%	Emergency – 95% Quick Fix – 84% Routine – 89% Miscellaneous – 86% Relet – 86%	Emergency – 94%. Quick fix urgent – 78%. Routine priority – 85%. Miscellaneous priority – 84%.	Emergency – 99.6%. 3 day urgent – 76%. 10 day priority – 67.9%. 15 day priority – 69.1%. 10 day empty – 74.9%

Theme	Objectives	Performance 2006/07	Performance 2005/06	Performance 2004/05	Performance 2003/2004
	Within 24 hours. 10 day empty property. Inspection.	(85%) Relet – 90.36% (80%) Inspections – 90.99% (90%)	Inspections – 94%	Relets – 71% Inspections – 94% Total – 87% New priorities introduced for new service.	Inspections – 89.3%
BUILDING STRONGER COMMUNITIES	Deliver an investment strategy for Council housing that aims to meet the Dundee Standard.	2006/07 investment underway. The SHQS Investment plan now being implemented year one 2005/2006 on target. 2006/2007 investment underway. Three year investment plan 2007-2010 agreed.	<b>Resources</b> £144m over 10 years. £45m planned maintenance. The Scottish Housing Quality Standard Plan is with Communities Scotland and are programming towards signing off late Spring 2006.	Scottish Housing Quality Standard delivery plan reported to Scottish Executive on target. Reported to Housing Committee in May 2005. Dundee Standard will be delivered through alternative funding sources.	
BUILDING STRONGER COMMUNITIES	Create a new early action initiative to tackle anti-social behaviour across tenures while continuing to support successful initiatives such as Dundee Families Project and Community Mediation.	Our quality 24 hour Advice Line service has evolved to cover all housing tenures. Additionally, an agreed protocol between DCC and local RSLs means the Team's experience and expertise is available to social landlords Citywide, also giving them the opportunity to use both the out of hour service and surveillance equipment for their tenants' benefit. In September '06 a new Supported Tenancy initiative was launched by the Team. The initiative will see NCH provide support and mentoring services to young people whose behaviour puts their tenancy or continued	Advice and assistance is available to Council tenants, tenants of private lets and owner occupiers. The Antisocial Behaviour Team has evolved into providing a competent service across all tenures with additional services to RSLs, making Out of Hour Service and Surveillance Equipment available to them as and when required. 24 hour hotline is available to all residents. Antisocial Behaviour Team continues to support initiatives making regular referrals to mediation service and also Dundee Families Project. 52 referrals were made to mediation 2005/06 and	Advice and assistance is available across all tenures with additional services including Out Of Hours Service & Surveillance Equipment. 24 Hour Hotline is available to all residents. 74 referrals were made to Mediation 2004/2005. 15 families were referred to Dundee Families Project 2004/2005. The city-wide strategy for anti- social behaviour is due to be implemented by the end of June 2005.	Out Of Hours Service was introduced in September 2003. 24 Hour Advice Hotline introduced in October 2004.

Theme	Objectives	Performance 2006/07	Performance 2005/06	Performance 2004/05	Performance 2003/2004
		occupation of their current home at risk. As another element of the Team's early action initiative, regular lessons are being integrated into the secondary school curriculum. This work will be supplemented in academic year 2007/08 with the introduction of a specially commissioned DVD for young, first time tenants. The Team continues to support proven and successful initiatives making referrals to SACRO Mediation Service, Dundee Families Project and Victim Support Service.	13 families have been referred to Dundee Families Project 2005/06. The citywide strategy for antisocial behaviour is now in place and includes information sharing protocols between the Departments and agencies involved in tackling antisocial behaviour throughout the City.		
FINANCIAL RESOURCES	Current Tenant Arrears – target 7.0%.	The current financial year performance is over target at 10.6%. The Rent Recovery Centre has been operational from November, 2006 and has reviewed the implementation of a policy and debt recovery process which has changed the emphasis for improved contact with debtors to achieve a sustained reduction in rent arrears. The take-on of business citywide required for consistent and effective management of large balance accounts and	Effective recovery action from each of the Area Arrears Teams was reflected in the citywide reduction for the past few months and resulted in an improved year-end figure. Financial year 2005/06 targeted was exceeded at 9.9%, but essential recovery action items were implemented to have cases with large debt balances reduced, with Current Arrears cases reviewed and effectively managed which reduced the projected excess on the defined target.	<u>Performance 2004/2005</u> 11.8%	<u>Target</u> 8.5% <u>Perf.</u> 11.3%

Theme	Objectives	Performance 2006/07	Performance 2005/06	Performance 2004/05	Performance 2003/2004
		appropriate action in debt collection processes to achieve an important year-end performance.			
PROPERTY	Replace Council heating in 1,517 Council properties.	1,124 replacement heating completed.	1,130 replacement completed.	Target reviewed to 1,467. Achieved 1,290 installations. Serious delays with 3 contracts affected by asbestos removal. 3 year target on schedule.	1,802 properties received replacement heating.
PROPERTY	Install solar panels in 30 Council houses.	30 solar panels being installed each year to Council houses as part of the roof replacement programme.		Solar panels installed for 29 houses in 2004/2005.	
COMMUNITY SAFETY	Support target hardening projects that reduce crime (e.g., replacement doors and windows to a high security standard).	Window replacement programme continues. 960 tenants received controlled entry system during 2006/07. 1,000 to 1,200 controlled entry planned for 2007/08, concentrating on tenant only closes as we review the strategy for gaining owner consent.		Windows for All Programme complete. Controlled entry complete for 32 closes in 2004/2005 and earmarked for 150 in 2005/2006.	15 closes 2003/2004.

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APPENDIX 2

Theme	Objectives	Assessment
BUILDING STRONGER COMMUNITIES	Deliver an investment strategy for Council housing that aims to meet the Dundee standard.	Scottish Housing Quality Standard Delivery Plan was submitted in June 2006 and been approved by Communities Scotland. A report was made to the Housing Committee in October 2006. The SHQS Investment plan has now been implemented and year 1 2005/2006 is on target. 2006/2007 is underway and the three year investment plan 2007-2010 has been agreed. The Dundee Standard will be delivered through an alternative funding source.
BUILDING STRONGER COMMUNITIES	Create a new early action initiative to tackle anti-social behaviour across tenures while continuing to support successful initiatives such as Dundee Families Project and Community Mediation.	The 24 hour advice line service covers all housing tenures. In September 2004, a new Supported Tenant initiative was launched by the Team. The initiative will see NCH provide support and mentoring services to young people whose behaviour puts their tenancy or continued occupation of their current home at risk. As another element of the Team's early action initiative, regular lessons are being integrated into secondary school curriculum. This work will be supplemented in academic year 2007/08 with the introduction of a specially commissioned DVD for young, first time tenants. The Team continues to support proven and successful initiatives making referrals to SACRO Mediation Service, Dundee Families Project and Victim Support Service.
BUILDING STRONGER COMMUNITIES	Every Council house to have central heating by March 2005.	All 'low rise' housing complete. Replacement Heating Programme now underway.
BUILDING STRONGER COMMUNITIES	Develop a Common Housing Register for social rented housing.	Common application form agreed. This will be piloted by the Council initially and when IT system has been developed after June 2007.
CUSTOMER FOCUS	Establish Housing Repairs Customer Contact Centre and develop a joined-up Housing Repairs Service.	Only outstanding item – Relet Pilot – Pilot extended for 3 months from January 2007. Reporting to Repairs Development Team, Management and Partnership Boards in due course.
CUSTOMER FOCUS	Develop Customer Contact Centre for Capital Contracts and Council House Sales.	Clean Team work almost complete. Experimental works on capital contracts ongoing. With regard to Council house sales the Clean Team has been set up and started 14 May 2007.
HEALTH & CARE	Deliver Dundee's Homeless Strategy Action Plan.	20 bed resettlement hostel opened in September 2006 at Burnside Mill. 14 unit additional accommodation opened at Rosefield Street. 20 units set up using Communities Scotland Furnished Tenancy Grant. 13 leasing agreements with RSLs in place. New supportive tenancy initiative set up and Project Manager appointed October 2006. Education programme developed and in place. This is included as part of the curriculum at five secondary schools.

Theme	Objectives	Assessment
ICT INFRASTRUCTURE	Design and create an on-line web enabled Housing Repairs System on the basis of the outcome of the Repairs Review Group.	System now live.
BUILDING STRONGER COMMUNITIES	Work with tenants' groups to improve the Council's property maintenance and service delivery.	Extend relet pilot to run Citywide for 3 months from January 2007. Final item for RDT to consider – Summer 2007.
BUILDING STRONGER COMMUNITIES	Number of people removed from living in fuel poverty.	Fuel poverty initiative launched in partnership with Scottish Hydro. 259 households enjoying cheaper (20% saving) fuel prices. Saving average £137 per household, and total an estimated £31, 246. 17 households removed from fuel poverty.
CARING FOR DUNDEE'S ENVIRONMENT	Achieve Home Energy Conservation Act efficiency targets.	Final report due 2008. Last report approved by March 2006 Housing Committee and to Scottish Executive. Reports show energy savings and reduction in CO2 emissions are on target to achieve 30% reduction by 2010.
BUILDING STRONGER COMMUNITIES	Develop a voluntary accreditation scheme for private landlords.	The Landlord Accreditation now has 52 members which cover 862 private rented.
HEALTH AND CARE	Consider the use of SMART technology in each of the 68 social rented new build houses commissioned by Communities Scotland for people with community care needs.	68 social rented houses built with Smart technology infrastructure completed.
HEALTH AND CARE	Consider the re-provisioning of Council sheltered housing through decommissioning surplus properties.	The sheltered housing warden service is now transferred to the Housing Department. Decommissioning of sheltered housing is ongoing where demand is unsustainable. Other operational changes are being implemented.
HEALTH AND CARE	Extend the provision of housing with care.	Rockwell works now completed. Housing with Care tenants now being housed. There are 22 units accommodating 28 service users..
EQUALITIES	Revised standard letters to include reference to translation service – review accessibility April 2006.	Standard letters have been reviewed to ensure that reference is made to translation service in minority languages and that information can be provided in alternative formats. Computer generated mail will be reviewed through the development of customer contact centres.
EQUALITIES	Review appeals procedures – review accessibility December 2005.	Complaints/appeals publications have equalities text included.
EQUALITIES	Review complaints procedure – review accessibility.	Complaints procedure reviewed and approved in June 2006. Available in alternative formats.



Theme	Objectives	Assessment
EQUALITIES	Review customer care standards – review accessibility corporate timetable.	Action integrated with Customer First Initiative. Review likely to be completed in Summer 2007.
EQUALITIES	Review information leaflets – review accessibility December 2006.	Information leaflets audited and reviewed December 2005 – July 2006. All now available in alternative formats where requested.
EQUALITIES	Review tenants handbook – review accessibility March 2006.	Tenants' Handbook will be revised and published after completion of Housing Department re-structure is implemented.