

REPORT TO: HOUSING COMMITTEE 23 SEPTEMBER 2013

REPORT ON: HOUSING DEPARTMENT SERVICE PLAN REVIEW

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 316-2013

ITEM No ...2.....

1. PURPOSE OF REPORT

1.1 This report provides the annual report for 2012/13 on progress with the performance measures and actions/projects which are included in the Housing Department Service Plan 2012-2017.

2. RECOMMENDATIONS

2.1 The Committee is recommended to:

- i) Note the contents of the Housing Department Service Plan Review; and
- ii) Note that this had been a particularly successful year for the Department having won awards for the Dallfield Community Energy Savings Project from the Chartered Institute of Housing, COSLA, the Municipal Journal and the Council's Outstanding Service and Commitment Awards.

3. FINANCIAL IMPLICATIONS

3.1 None.

4. MAIN TEXT

4.1 The Housing Department Service Plan was approved by this Committee on 10 December 2012 (Article II refers). This report reviews performance on the indicators and progress on the projects included in the Plan. The detailed actions and indicators in the plan are monitored through a database and full details can be made available on request to individual members. The Department has made the following improvements or sustained a target level in its priority performance indicators: -

- Percentage of properties at or above the National Home Energy Rating (NHER) or Standard Assessment Procedure (SAP) ratings specified in element 35 of the Scottish Housing Quality Standard (SHQS) has increased to 91%, up from 77% in the previous year.
- Number of energy advice visits has increased to 3,945 compared with 2,998 in the previous year.
- Value of completed income maximisation/benefit checks is £259,269, up from £253,950 in the previous year.
- Number of houses registered for Warm House Discount, 1,106, (£143,780) compared with 769 (£99,790) in the previous year, increasing disposable household income by an additional £43,990.
- Percentage of Council stock passing the Scottish Housing Quality Standard 80.7%, increased from 55.7% in the previous year.
- Number of households assessed as homeless, reduced to 1,164, compared with 1,247 in the previous year.

4.2 The following indicators have shown a decline in trend and will be the subject to detailed performance review in the period ahead –

- Percentage of households living in fuel poverty, up to 29% from 26%.
- Percentage of responsive repairs completed within the agreed timescale has reduced from 90.6 % to 86.4%.
- Number of Council and Registered Social Landlord properties built in the last 12 months reduced to 64, from 91 in the previous year.

- Percentage of housing allocations to BME groups, 2.7% previously 3.05%.

4.3 The table below presents the Department's top priority performance indicators:

Key Performance Indicators

definition	10/11	11/12	12/13	2017 Target	National Benchmark	Improvement Status
% of properties at or above the NHER or SAP ratings specified in element 35 of the SHQS	70	77	91	100	81.7	▲
Percentage of Council stock passing the Scottish Housing Quality Standard	34.1	55.7	80.7	100	59.4	▲
Number of households assessed as homeless		1,247	1,164	Decreasing trend		▲
Value of completed income maximisation/benefit checks (£)	223,251	253,950	259,269	200,000 Per annum		▲
% of Housing employees completing STEP improvement e-learning modules		0	27	95		▲
Proportion of new tenants whose tenancies are terminated within 12 months		16.5	16.6	12	12	●
% of gas safety certificates obtained within 12 months		98.18	98.2	100	99	●
% of responsive repairs carried out within agreed timescales		90.6	86.4	93	93.4	▼
Percentage of households living in fuel poverty		26	29	0		▼

Status Yearly & Long term trend: ▲ = >5% improvement, ● = maintained, ▼ = >-5% deterioration

4.4 The Department's key achievements during the year were:

- 80.7% of Council stock passing the Scottish Housing Quality Standard.
- 1,164 households assessed as homeless compared to 1,247 the previous year.
- 91% of Council dwellings are energy efficient compared to 77% the year before.
- Value of completed income maximisation/benefit checks amounted to £259,269.
- The Dallfield Community Energy Saving Project won a number of awards;
 - COSLA – Excellence award Strong and Sustainable Communities.
 - CIH – Excellence in Environmental Sustainability Award.
 - Dundee City Council OSCAs – Outstanding Services and Commitment award in the Innovation and Improvement Category.
 - Municipal Journal – Commendation Certificate; Achieving better outcomes for the Dallfield Community Energy Saving Project (CESP).

4.5 On reviewing the service plan the department aims to ensure improvement on the following:

- From the House Conditions Survey data shows that 29% of households live in fuel poverty. Dundee City Council Housing is implementing a number of initiatives to reduce fuel poverty. Additional resources have been secured for the Dundee Energy Efficiency Advice Project (DEEAP) to increase the numbers of householders who can benefit from energy and benefits

advice. DEEAP is working closely with colleagues in Finance to ensure that those who require assistance under the Scottish Welfare Fund receive credits to their meters so that they have electricity and gas supplies. Housing has completed Community Energy Savings Projects (CESP) to eight multi storey blocks in Dallfield and Lochee and is implementing a Energy Company Obligation scheme to Adamsons/Elders Courts and adjacent low rise properties in Kirk Street. The Council will start to implement Home Energy Efficiency Scotland Schemes – Area based Schemes (HEEPS-ABS) from 2013/14.

4.6 The Department carries out self-assessment using the Public Sector Improvement Framework (PSIF). This identifies service strengths and areas for improvement. Progress on agreed priority areas are detailed below:

- Repairs - PSIF completed and action plan being implemented.
- Housing Investment Unit - PSIF completed, action plan now approved and to be implemented.
- One further PSIF is still to be completed. This will be more generic covering housing management.

4.7 At the current time there are no new actions identified as the Housing Department Service plan was approved only 6 months ago. The plan will be reviewed and any new actions identified will be included in the Housing Department Service Plan from June 2014.

5. **POLICY IMPLICATIONS**

5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

5.2 An Equality Impact Assessment is attached.

6. **CONSULTATIONS**

6.1 The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services and all other Chief Officers have been consulted on the preparation of this report. No concerns were expressed.

7. **BACKGROUND PAPERS**

Housing Department Service Plan 2012-2017.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

AUGUST 2013

EQUALITY IMPACT ASSESSMENT TOOL

Part 1: Description/Consultation

Is this a Rapid Equality Impact Assessment (RIAT)?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Is this a Full Equality Impact Assessment (EQIA)?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Date of Assessment:	23 / 08 /2013	Committee Report Number:	316-2013
Title of document being assessed:		Housing Department Service Plan Annual Review 2012/13	
1. This is a new policy, procedure, strategy or practice being assessed (If yes please check box) <input type="checkbox"/>		This is an existing policy, procedure, strategy or practice being assessed? (If yes please check box) <input checked="" type="checkbox"/>	
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.		This is the annual report setting out the progress on the performance indicators and key actions from the Plans included in the Housing Department Service Plan 2012 - 17	
3. What is the intended outcome of this policy, procedure, strategy or practice?		To ensure that progress towards meeting the aims and action plans of the Service Plan are achieved	
4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.		The on – line performance and on – line plan monitoring database.	
5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.		No	
6. Please give details of council officer involvement in this assessment. (e.g. names of officers consulted, dates of meetings etc)		John Wolstencroft Housing Quality and Performance Manager, Robin Shields, Housing Quality and Performance Unit, Housing Strategy Officer	

<p>7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy?</p> <p>(Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)</p>	No
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Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Part 3: Impacts/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	No
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	No
<p>3. What action is proposed to overcome any negative impacts?</p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	N/A
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	No

<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>The on – line Performance and Plan monitoring database are updated regularly and an Annual Review will be carried out.</p>
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Part 4: Contact Information

Name of Department or Partnership	Housing
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Type of Document	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input checked="" type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other	<input type="checkbox"/>

Manager Responsible	Author Responsible
Name: John Wolstencroft	Name: Robin Shields
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Signature of author of the policy:	Robin Shields	Date: 28/08/2013
Signature of Director/Head of Service:	Elaine Zwirlein	Date: 28/08/2013
Name of Director/Head of Service:	Elaine Zwirlein	
Date of Next Policy Review:	2014	