

**REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES AND ENVIRONMENT SERVICES COMMITTEE - 11 MAY 2009**

**REPORT ON: HOUSING SERVICE PLAN 2007-2011 ANNUAL UPDATE**

**REPORT BY: DIRECTOR OF HOUSING**

**REPORT NO: 202-2009**

**1. PURPOSE OF REPORT**

- 1.1. To seek approval of the Housing Department Service Plan Update 2008-2009.

**2. RECOMMENDATIONS**

- 2.1. It is recommended that the Committee approves the Housing Department Service Plan update 2008-2009.

**3. FINANCIAL IMPLICATIONS**

- 3.1. Projects and actions proposed in the Plan are provided for in the Department's Revenue Budget and Capital Plan. Where projects are contingent on the achievement of additional funding from external sources, or the continuation of existing funding, these are identified in the Plan and may be the subject of additional reports to Committee.

**4. MAIN TEXT**

- 4.1. This report updates the Department's Service Plan 2007-2011 as approved by the committee on 10 December 2007. The aim is to update the projects under the relevant Department objectives. The opportunity has also been taken to check that the department's objectives are aligned to the Dundee Single Outcome Agreement. The Department's performance indicators are regularly scrutinised by the Best Value Performance & Efficiency Sub Committee and in the Council's Annual Performance Report as well as by the Department's management team.

**4.2. Links to the Single Outcome Agreement**

The Council approved the Single Outcome Agreement between our Dundee partners and the Scottish Government. The Department's objectives contribute to these outcomes as follows.

<b>Dundee SOA Outcome</b>	<b>Department Service Plan Objective</b>
Dundee Outcome 9 - Our people will live in stable, attractive and popular neighbourhoods.	<ul style="list-style-type: none"><li>• Deliver the Scottish Housing Quality Standard Delivery Plan.</li><li>• Deliver affordable housing targets focussed on Regeneration Masterplans.</li><li>• Develop the City in a way that safeguards the future of its environment. Increase the variety and quality of affordable homes in the City.</li></ul>

<b>Dundee SOA Outcome</b>	<b>Department Service Plan Objective</b>
Dundee Outcome 10 - Our people will have a high quality and accessible local services and facilities.	<ul style="list-style-type: none"> <li>• Reduce homelessness in the City.</li> <li>• Minimise the void period on vacant properties.</li> <li>• Provide rehousing to applicants as expediently as possible and accordance to housing policy.</li> <li>• Continue to improve the level of service we provide.</li> <li>• Involve local communities, and in particular, Council tenants, in improving service delivery.</li> <li>• Continue to provide tenant satisfaction with the repairs service.</li> </ul>

#### 4.3. **Projects and Initiatives**

**Appendix One** sets out the projects and reviews being carried out under each of the department's objectives. This includes the latest update on ongoing projects.

- 4.4. To address new challenges and areas for improvement new projects and initiatives have been added to the service plan. Each of these will report to Committee in due course for more detailed scrutiny by members. The table below highlights some of the key new projects or reviews added to the plan.

<b>Service Plan Objective</b>	<b>New Project Description</b>
Implement Improvement Plan to bring about significant improvements to provide excellent services to tenants leading to improvement in grades on re-inspection	Development of an improvement plan, in consultation with Council tenants and their representatives, designed to address the concerns set out in the Dundee City Council Inspection Report by Scottish Housing Regulator.
Maintain the high level of tenants satisfaction with the repairs service	The Repairs Partnership Agreement is currently the subject of a comprehensive review, drawing on the experience of the Housing Department, Dundee Contract Services and tenants, with a view to developing further our measures for Value for Money and Efficiency.
Abolition of the "Priority Need" test by 2012	Plan for/take steps to amend letting policies and to increase the supply of permanent and appropriate accommodation to homeless people so that the Local Authority will be able to fulfil its duties by 2012. Implement the homeless strategy with emphasis on preventing homelessness.
Reduce the proportion of non-priority Homeless persons assessment by 50% by 2009	Enhance the assessment of applicants to ensure judgement of priority need are more comprehensively informed.

#### 4.5. **Projects Completed**

There have been 13 projects completed since the service plan was approved and 1 have been abandoned due to resources not being available or the business case not being best value. They will be removed from the service plan. These are listed below.

Projects Completed:

- Scottish Housing Quality Standard Delivery Plan
- Deliver the HECA Strategy /Action Plan
- Prepare the Strategic Housing Investment Plan (SHIP)
- Review Management arrangements using EFQM model
- Develop New Homelessness Strategy
- Review the Racial Harassment reporting Process, with emphasis on staff training
- Letting Contact Centre review
- Rent Recovery Centre review
- Tenant Participation peer review
- Review Tenant Participation Strategy
- Homeless Service peer review
- Estate Management peer review
- Review of the special needs Housing Committee

Project Abandoned:

- Equality impact assessment of policy for at risk housing stock - This action has been amalgamated with the action plan "Equality impact assessment for redevelopment process and for at risk housing stock".

#### 4.6. **Projects Behind Schedule**

The following projects are behind schedule and corrective action is being taken however where it cannot now be completed close to the original schedule a new deadline has been set as follows:

- Implement New Letting Policy - An Implementation team has been set up and has been tasked with delivering an I.T system to implement the revised letting policy by November 2009
- Hilltown Regeneration - Delays in rehousing have delayed the intended demolition programme. It was planned to have all the low rise properties empty plus at least one Multi Storey development. These were programmed for 2008 - 2009 due to the above reason this has now been amended to 2009/10.

#### 4.7. **Performance Management**

The service plan is at the core of the department's performance management system and is systematically monitored and reviewed by the Management Team. All the projects and performance measures are scrutinised in a corporate system and reported to the Best Value Performance & Efficiency Sub Committee and exception reports are produced on performance falling behind targets or project milestones. The projects included in the attached appendix are all contained in the Council's online planning and monitoring database for ongoing updating on progress. The Service Plan update will be added to the plans and performance page of the Council's Website.

#### 4.8. **Risk Management**

The department has updated its risk register based on this service plan update. External factors outwith the department's control, such as reduction in available resources and the credit crunch, may impact on the delivery or timescales for delivery of individual objectives. Risk Management strategies are in place to manage these risks.

- Construction costs increase by more than inflation.
- Possibility of not achieving the Scottish Housing Quality Standard by 2015.
- Insufficient housing available to meet increasing demand from homeless applicants.
- Insufficient resources available to meet the requirements identified within the SHIP.

#### 5. **POLICY IMPLICATIONS**

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

**Appendix Two** contains the results of the screening of new projects for Equalities and Diversity issues.

There are no major issues.

#### 6. **CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance), Assistant Chief Executive, Head of Finance and all other Chief Officers have been consulted in the preparation of this report. No concerns were expressed.

#### 7. **BACKGROUND PAPERS**

None

**ELAINE ZWIRLEIN**  
**DIRECTOR OF HOUSING**

**MARCH 2009**

<b>Objective: Deliver the Scottish Housing Quality Standard Delivery Plan by 2015 Regenerate Communities</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Scottish Housing  Quality Delivery Plan	Completed	SHQS delivery plan submitted and approved by Scottish Government (previously Communities Scotland).	Roger Seaman, Housing Investment Unit	2005	2015	£140M (£60M over next 3 years.  External Funding:  £3.47  HERF. £30k Warm Deal. £16k for Solar Water Heating Scottish Gas, EEC, Scottish and Southern Electric.	Building Stronger Communities
Root & Branch Review of SHQS Delivery Plan	On Schedule	Root and Branch Review due for completion by April 2009. Remit now agreed with DFTA July 2008. Stock condition database now received. Analysis of this will be complete Autumn. Initial results of Stock Condition Survey show that SHQS is achievable by 2015. Project Plan and Consultation methods agreed with DFTA.	Roger Seaman, Housing Investment Unit	Jan 2008	June 2009	Within existing resources	Building Stronger Communities Efficiency

<b>Objective: Deliver the Scottish Housing Quality Standard Delivery Plan by 2015 Regenerate Communities</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
		<p>Liaison Group with DFTA underway and focus groups with interested tenants are being held on the Key themes of the review.</p> <p>A Tenants Conference was held on 22 February to discuss the key findings of the review before submission in Spring/Summer. Guidance on resubmissions not yet received from the Scottish Government.</p>					
Deliver the HECA Strategy/Action Plan	Completed	At the current time we are still awaiting guidance from Scottish Government on the successor to HECA.	Heather McQuillan, Housing Investment Unit	2007	2010	£4.6m (Insulation) £16.2m (Heating)	Health and Care
Prepare Local Housing Strategy	On Schedule	New Guidance for LHS indicates that the LHS to be published after the Main Issue Report for the Strategic Development Plan for the Dundee City Region. The date of release of the main issue report may be December 2009.	John Wolstencroft, Housing Quality & Performance Unit	2009	2011	Within existing resources	Building Stronger Communities

<b>Objective: Maintain the High Level of Tenant Satisfaction With the Repairs Service at 96% Target</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
The Repairs Partnership Agreement is currently the subject of a comprehensive review, drawing on the experience of Housing Department and Dundee Contract Services, with a view to developing further our measures for Value for Money and Efficiency.	New	<p>Deliver repairs on target timescale and within budget.</p> <p>Due to the extensive nature of the review process it was agreed at Housing Committee to extend the review for a further 3 months from April 2009, to allow the completion of the review and further report back to committee.</p>	Duncan McDonald, Housing Services Team Leader	April 2009	June 2009		
Open Plan Maintenance Review	On Schedule	Process mapping is complete. Project is with IT Dept, awaiting resources to commence development work.	Duncan McDonald, Housing Services Team Leader	Nov. 2007	May 2011	Within existing resources	Building Stronger Communities

<b>Objective: Deliver Affordable Housing Targets Focussed on Regeneration Masterplans</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Prepare Strategic Housing Investment Plan	Completed	SHIP submitted to Scottish Government November 2008.	John Wolstencroft, HQPU	2007	2008	Within existing resources	Building Stronger Communities
Manage the reduction of the concierge/caretaker service due to demolition of multi storey developments.	On Schedule	Derby St. and Alexander St. Multi Storey Developments are operating with 4 teams of 2 concierge staff. Menzieshill has 6 Night Duty Caretakers. There will be no further reduction in staff until the relevant blocks are emptied and sealed up.	Hazel Smith, Finance & Corporate Services Manager	Nov 2007	May 2011		People
Review the balance of new house building in relation to entry level affordable homes.	On Schedule	Housing Need, Demand and Affordability research Study scheduled to be completed by May 2009.	John Wolstencroft, HQPU Manager/Gregor Hamilton, Planning	2007	2011	£50k Revenue Budget, £10k Scottish Government.	Building Stronger Communities
Deliver Strategic Housing Investment Plan	On schedule	<b>Scottish Government:</b> AHIP Programme: no further update available. Accelerated programme: One project in Dundee to receive funding (purchase of 8 units at Discovery Quay by Hillcrest H.A.).	Nancy Farquharson Regeneration Team Leader	2009	2014	Scottish Government Development Funding, RSL'S	Building Stronger Communities.



<b>Objective: Deliver Affordable Housing Targets Focussed on Regeneration Masterplans</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Equality impact assessment for redevelopment process and for at risk housing stock.	On Target	Review of procedures currently being undertaken. EQIA will be carried out as part of this process. Committee approval will be sought once completed, if necessary.	Nancy Farquharson, Regeneration Team Leader	Oct 2008	March 2011	Within existing resources	Equality and Diversity
Equality impact assessment of policy for at risk housing stock.	Abandoned	Amalgamated with action plan above.	Nancy Farquharson, Regeneration Team Leader	Oct 2008	March 2011	Within existing resources	Equality and Diversity.
Lochee Regeneration Masterplan	On schedule	<p><b>Action Plan – Housing Items:</b></p> <p><b>Potential Redevelopment sites:</b></p> <p>Options under consideration.</p> <p><b>Foggyley:</b> Last tenant now rehoused. Demolition works instructed – delayed until services disconnected. Ec. Dev. preparing marketing schedule.</p> <p><b>Whorterbank:</b> Building demolished. Post Demolition Treatment works to be carried out. <b>Aimer Square/Doyle Place:</b> 3 houses vacant. Private Sector <b>Housing: Stock Condition Survey:</b> Brief being prepared.</p>	Nancy Farquharson, Regeneration Team Leader	2007	2011+		Building Stronger Communities

Objective: Deliver Affordable Housing Targets Focussed on Regeneration Masterplans							
Project Description	Current Status	Latest Assessment	Lead Officer	Start Date	End Date	Financial Allocation	Strategic Theme
Hilltown Regeneration Masterplan	Behind Schedule	<p><b>Maxwelltown:</b> Intentions were to have the low rise properties empty and one multi storey empty by 2008/09. This will not be achieved. Demolition of further 2 blocks has been instructed, delayed until services disconnected. 8 residents remain in the low rise properties, 32 residents remain in the high rise blocks. Delays in rehousing have delayed the intended demolition programme. Exploring all potential avenues to address rehousing issues.</p> <p><b>Derby Street:</b> 101 tenants remain in the high rise blocks.</p> <p><b>Consultation:</b> A group has now been formed who are considering their status. Members are all residents of the Hilltown/Coldside area who have an interest in matters associated with the Community Action Plan. <b>Environmental Improvements:</b> On site in 3 locations <b>Small sites:</b> The task group (Housing, Communities and Economic Development) are pursuing options for the potential housing development sites.</p>	Nancy Farquharson, Regeneration Team Leader	2006	2011+		Building Stronger Communities

<b>Objective: Deliver Affordable Housing Targets Focussed on Regeneration Masterplans</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Whitfield Regeneration Masterplan	On Schedule	<b>New housing:</b> Angus Housing Association have a site at Berwick Drive. Start on site date is 29 April 2009. Home Scotland is trying to resolve issues with Scottish Water re. Sustainable Urban Drainage Solution (Suds) requirements as part of the planning approval process. <b>Infrastructure Matters:</b> Options for a potential new road are being considered.	Nancy Farquharson, Regeneration Team Leader	2004	2011+		Building Stronger Communities

<b>Objective: Deliver Affordable Housing Targets Focussed on Regeneration Masterplans</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
		<p><b>Central Core Group:</b> Which is Council Officers and external partners who have facilities in the Whitfield area and who may wish to relocate and who may wish to relocate these facilities to a new location being tagged as the Central Core Area. Those involved are Housing, Planning, Education, Social Work Department, Communities, Libraries, Economic Development and Health Board. This new group has been established to consider a multi partnership approach to the provision of various facilities within a central location in Whitfield. Further meetings will establish options, programming, funding requirements, best value opportunities and procurement methodology.</p>					
Caird Suburb - Mill O' Mains Regeneration Masterplan	On Schedule	Draft Masterplan has now been submitted to Planning & Transportation for adoption. P&T now carrying out formal consultation with stakeholders.	Nancy Farquharson Regeneration Team Leader	2004	2011+		Building Stronger Communities

<b>Objective: To Enable a Well Maintained and Managed Environment Continue to Improve the Services we Provide</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Implement Housing (Scotland) Act 2006	On Schedule	Awaiting response from Scottish Government to consultation exercise including final guidance, implementation timetable and transitional arrangements. Preliminary work carried out on s.72 statement and private sector house condition survey.	Colin McCrae, Private Sector Services Manager	2007	2009	Private Sector Housing Grant for 2009/10 £2.171m. An allocation will be made towards implementing Act.	Building Stronger Communities

<b>Objective: Improve Housing Services to Achieve a Minimum C Grade at Re-inspection by Scottish Housing Regulator</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Develop an Improvement Plan, to address the recommendations by the Scottish Housing Regulator	New	<p>1. Best Value Review Group to be formed to:</p> <p>Best Value Group formed with the remit of submitting an improvement plan to Scottish Housing Regulator by 1 May 2009.</p> <p>2. Agree the remit for the Best Value Review Group.</p> <p>Best Value Review Group should comprise of: Chief Executive, Director of Housing, Director of Contract Services, Depute Chief Executive, Cross Party Representatives of the Council, Tenants Representative, Independent Tenant Advisor and Trade Unions.</p>	Elaine Zwirlein Director of Housing	April 2009	May 2011	Existing Resources	Building Stronger Communities
Implement New Letting Policy	Behind schedule	An Implementation Team has been set up and has been tasked with delivering an IT system to implement the revised letting policy by November 2009.	Eileen Christie, Housing Manager East District Housing Office	2007	2008	Within existing resources	Building Stronger Communities

<b>Objective: Improve Housing Services to Achieve a Minimum C Grade at Re-inspection by Scottish Housing Regulator</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Review Management arrangements using EFQM model	Completed	Completed. Any further actions to be included in improvement plan arising from Scottish Housing Regulator's inspection.	Moira Ritchie, Housing Quality & Performance Unit Performance Team Leader	2007	2008	Within existing resources	Building Stronger Communities
Letting Contact Centre Review	Complete	The review of the Contact Centres has been concluded. A report was made to Housing Committee on 9 February 2009.	Jim Fenton, Housing Services Manager	Aug. 2007	Nov. 2007	Within existing resources	Efficiency
Rent Recovery Contact Centre Review	Complete	As above.	Jim Fenton, Housing Services Manager	Aug. 2007	Nov. 2007	Within existing resources	Efficiency
Estate management peer review	Completed	Scottish Housing Best Value Network Estates Management Peer Review completed. Good rating achieved.	Kevin Anderson, West District Housing Manager	Oct. 2007	March 2008	Within existing resources	Efficiency

<b>Objective: Ensure All Private Landlords are Registered and Meet the Repairing Standard</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Landlord Registration - All private landlords in Dundee to be registered	On Schedule	Making good progress. Currently there are 4,896 applications and 9,594 properties in the system, with 4,260 (87%) of applications approved. The National approval rate is 86.89%.	Colin McCrae, Private Sector Services Manager	2007	2008	Funding from fees collected from Private Landlords plus £46k from Government funding.	Building Stronger Communities



<b>Objective: Deliver Antisocial Behaviour Strategy</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Deliver Antisocial Behaviour Strategy	On schedule	The Dundee Partnership continues to work to the Dundee Antisocial Behaviour Strategy 2005 - 2010. The initial funding regime to support the Antisocial Behaviour (Scotland) Act 2004 came to an end in March 2008 and the Council and its partners successfully managed to reduce budgets to secure continued external funding from the Scottish Government until 2010 - 2011.	Gary McKenzie, Housing Services Team Leader	2005	2010		Building Stronger Communities
		This antisocial behaviour funding is no longer ring-fenced to particular projects and is rolled-up with funding for other services. COSLA and the Scottish Government recently reviewed the National Antisocial Behaviour Strategy and have brought forward their plan for a new National Antisocial Behaviour Framework.				£239,111 to supplement the grant funding from the Scottish Government (dependent on governments spending review).	

<b>Objective: Deliver Antisocial Behaviour Strategy</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Review the Racial Harassment reporting process, with emphasis on staff training.	Completed	Racial Incident Process completed. Staff training was completed by 19 February 2009.	Stuart Steen, Policy Officer, Antisocial Behaviour Team	Oct. 2008	Oct. 2010	Within existing resources	Equality and Diversity

<b>Objective: Provide Rehousing to Applicants as Expediently as Possible and in Accordance to Housing Policy Continue to Improve the Services we Provide Minimise the Void Period on Vacant Properties</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Review of special needs allocations as part of New Letting Process.	Complete	This function was reviewed as part of the Equality Impact Assessment of the Lettings and Allocations Policy and it was shown to have no negative impact. It was, however, agreed that the remit of the Special Needs committee would be reviewed over the next 2 years.	Laura Christie, Housing Quality & Performance Unit	2008	2009	Within existing resources	Equality and Diversity
Review of the Special Needs Housing Committee.	On Schedule	It was agreed as an outcome of the Equality Impact Assessment that the remit of the Special Needs Committee would be reviewed over the next two years	Laura Christie, Housing Quality & Performance Unit	2009	2011	Within existing resources	Equality and Diversity

<b>Objective: To Meet Requirements of the Tenant Participation Strategy as set out in the Housing Scotland (Act) 2001 and Achieve Satisfaction Target of 85%</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Review Tenant Participation Strategy	Completed	<p>Consultation with tenant organisation and equalities groups is now completed. Their views and the views of housing staff have been built into the tenant participation strategy and action plan with the aim of seeking committee approval March 2009. The <b>action plan sets out:</b></p> <p>What actions we propose to take to implement the strategy.</p> <p>When we will do our proposed actions.</p> <p>Who is responsible for taking forward the proposed actions.</p>	Barrie Rutherford, Strategy Team Leader	2007	2008	Within existing resources	Building Stronger Communities
Review Tenant Participation Strategy	New	Review Tenant Participation Strategy by March 2012	Barrie Rutherford Strategy Team Leader Housing Quality & Performance Unit.	2011	2012	Existing Resources	Building Stronger Communities

<b>Objective: To Meet Requirements of the Tenant Participation Strategy as set out in the Housing Scotland (Act) 2001 and Achieve Satisfaction Target of 85%</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Tenant Participation Peer Strategy Review	Completed	These recommendations were considered by the tenant officer working group and they have incorporated them into their proposed changes to the council's tenant participation strategy.	Barrie Rutherford, Housing Quality & Performance Unit	Nov. 2007	April 2008	Within existing resources	Building Stronger Communities Efficiency

<b>Objective: By 2012 Have Complied with Duties Arising from the Housing (Scotland) Act 2001 and the Homelessness etc. (Scotland) Act 2003</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Develop New Homelessness Strategy.	Completed	New Homelessness Strategy 2008 - 2012 has been completed and published.	Brenda Fenton, Homelessness Strategy Officer	2007	2008	Within existing resources	Health and Care
Homelessness Peer Review	Completed	Peer Review complete. Most items from action plan complete. Progress on outstanding items to be taken forward through R & I action plan.	Ian Dobson, Homelessness Services Manager	Jan 2007	April 2008	Within existing resources	Efficiency
Abolition of the "Priority Need" test by 2012	New	Plan for/take steps to amend letting policies and to otherwise amend the supply of permanent and appropriate accommodation to homeless people so that the Local Authority will be able to fulfil its duties by 2012.	Brenda Fenton, Homelessness strategy Officer	2008	2012	Existing Resources	
Reduce the proportion of non-priority Homeless persons assessment by 50% by 2009	New	Enhance the assessment of applicants to ensure judgement of priority needs are more comprehensively informed.	Brenda Fenton, Homelessness strategy Officer	2008	2009	Existing Resources	

## Template 7a - Equalities

### Service Planning - EQIA Screening

Department:

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
The repairs partnership agreement review, with a view to developing further our measures for Value for Money and Efficiency									This action plan is currently in progress and the screening process will be part of the repairs partnership review.			<b>Duncan McDonald</b> Housing Services Team Leader	July 2009
Develop an Improvement Plan to address the recommendations by Scottish Housing Regulator									There are no major issues in relation to this report, however any issues arising from any policy changes will be reported to committee at the appropriate time. An extensive consultation strategy will be drawn up to inform and progress the improvement plan			<b>Elaine Zwirlein</b> Director of Housing	To be determined
Review Tenant Participation Strategy									This review will not begin until 2011 a full screening will be part of this review			<b>Barrie Rutherford</b> Team Leader Quality	Nov. 2011

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Abolition of the "Priority Need" test by 2012									A full EQIA of the Homelessness Strategy will be carried out should this impact assessment reveal equality issues, a further report recommending remedial action will be brought forward.			<b>Brenda Fenton Homeless Strategy Officer</b>	To be determined
Reduce the proportion of non - priority Homeless persons assessment by 50% by 2009									A full EQIA of the Homelessness Strategy will be carried out should this impact assessment reveal equality issues, a further report recommending remedial action will be brought forward.			<b>Brenda Fenton Homeless Strategy Officer</b>	To be determined

Explanation of Terms:	Possible Decisions
DEP People with dependents DIS People with disabilities GEN Gender LGBT People who are lesbian, gay, bisexual or transgender OFF People with an offending past REL People with differing religious beliefs	L = Low Impact M = Medium Impact H = High Impact  SP Place as an equality action in service plan* FIA Complete a full Impact Assessment ER Complete an equality screening at next review  * This may include formal service plans, team plans or individual job plans



### Human Resource Plan - Training Objective: Ensure Staff are Informed and Involved

Training Need	Current Status	Lead Officer	Start Date	End Date	Revenue Budget	Capital Budget	External Funding	FTE to be trained	Strategic Theme (Secondary)
Sheltered Housing Officers to meet Care Standards	On Schedule	Jim Fenton	Jan 2008	Sept 2012	Total cost £30000 at approx £8000 per year			100 (approx)	Efficiency
Lone Working	On Schedule	John Keith	April 2009	March 2010				170 Staff	Health and Safety
Equalities training for all Housing Staff	Complete	Barrie Rutherford	August 2007	January 2008				All Staff	Equalities
Homeless Awareness Training	Complete	Brenda Fenton	April 2007	March 2008			£6000 Homeless Task Force Funding (07-08)	32 Staff	Efficiency
Domestic Abuse Awareness		Kathryn Sharp	Nov 2007	Nov 2008				30 Staff	Efficiency
House Letting System training	NEW	Moira Ritchie	Oct 2009	Dec 2009				All District Housing Staff	

The Human Resource/Training Plan may be subject to review as the work of the Best Value Review Group overseeing the improvement plan progresses.