

**REPORT TO: HOUSING COMMITTEE – 25 AUGUST 2014**  
**REPORT ON: SHQS PROGRESS REPORT ON COMPLIANCE**  
**REPORT BY: DIRECTOR OF HOUSING**  
**REPORT NO: 296-2014**

**1. PURPOSE OF REPORT**

The purpose of this report is to update members on the Scottish Housing Quality Standard (SHQS) progress to the end of March 2014 and to advise on the risk management measures in place to mitigate risks to compliance.

**2. RECOMMENDATIONS**

It is recommended that Housing Committee note progress at the end of 2013/14 towards achieving SHQS by 2015 and the actions being implemented to manage risks to delivery.

**3. FINANCIAL IMPLICATIONS**

The cost of delivering the SHQS in 2013/14 was £17.409 million which was funded through prudential borrowing and capital receipts.

**4. MAIN TEXT**

**4.1. Compliance**

Very good progress is being made towards achieving the SHQS standard with targets being met.

<b>Houses Passing SHQS to Date Including Exemptions and Abeyances</b>		
<b>Financial Year</b>	<b>% Complete</b>	<b>Number of Houses</b>
2012/13	80.7%	10,487
2013/14	92.2%	11,899

SHQS compliance in Dundee's council housing stock as of 31 March 2014 is 92.2% this compares to a figure of 80.7% compliance at 31 March 2013 and is ahead of the target in the Council Plan of 89%. Target compliance for March 2015 is 100%. These figures take account of stock that has been identified for abeyance or exemption which presently stands at 8%. Stock that is exempt cannot meet the standard for reasons of disproportionate cost or technical reasons or in the case of abeyance social reasons (non access or non agreement to works).

The majority of abeyances relate to non agreement by owner occupiers to the installation of secure entry systems so in order to maximise the installations of controlled entry systems within mixed tenure tenement property the Council has implemented the Tenement Management Scheme, this scheme enables the Council to install systems on the basis of a majority vote. The scheme is achieving positive results with 80% successful ballots to date. Further ballots are being taken during 2014/15 at locations that have previously voted negatively, this will be a continual process to take account of factors such as change of ownership.

All tenants will be informed of the status of their home relative to SHQS by March 2015 and any action proposed to action any outstanding areas of failure.

#### 4.2. **Progress on Installations**

Progress on core installations related to SHQS compliance are on target at 31 March 2014. Broken down into elements the present compliance rate is:

- Kitchens 93%
- Bathrooms 93%
- Energy Efficiency 92%
- Secure Entry 87%

The Council ensured value for money in programme delivery by re-tendering the frameworks for both the heating/kitchen and bathroom programme in 2011/12 and the secure entry programme in 2012/13. These frameworks cover the SHQS programme to 2015.

#### 4.3. **Risk Management**

The Scottish Housing Regulator (SHR) has previously highlighted that there are risks to the delivery of SHQS in Dundee.

However in the Council's Assurance and Improvement Plan for 2013/16 the SHR has stated "that the Council is continuing to work towards meeting the standard and mitigating the financial risks and other challenges it faces so no further scrutiny is required." Within the subsequent Assurance and Improvement Plan 2014/17 it is stated that no further scrutiny activity is required.

The Council's governance of the SHQS process is headed by a SHQS Project Board chaired by the Director of Housing and attended by the other heads of service involved. A risk matrix has been developed for consideration by the board which tracks all identified risks to SHQS compliance and utilises a traffic light system to identify those that require urgent action and others that should continue to be monitored.

At present there are no red or amber risks on the risk matrix.

#### 4.4. **Stock Condition Survey/Data Base**

The Council has been updating this database with project completions since 2009 and a number of elemental In house surveys have been carried out in the same time period. This means the percentage of real information on the database is much higher than 30% surveyed as part of the formal Stock condition survey carried out in 2008. Notwithstanding this a validation survey of 5% of the Housing stock has been undertaken by the JMP partnership who carried out the original 30% survey on which Stock Information Database (SID) is based.

The results of this validation survey confirm that the information in the stock information database is reliable.

### 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.

There are no major issues.

### 6. **CONSULTATIONS**

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**

None.

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