

REPORT TO: HOUSING COMMITTEE – 26 JUNE 2006

REPORT ON: HOUSING DEPARTMENT SERVICE PLAN PERFORMANCE
REPORT 2005/6

REPORT BY: DIRECTOR OF HOUSING

REPORT NO.: 348 - 2006

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 Service Plan has, and will continue to be amended annually to take into account new strategies and initiatives.
- 6.3. 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.
- 6.4. The Housing Department's Objectives have been translated into clear, measurable actions and progress against these are detailed within this report.
- 6.5. **Key Achievements in 2005/06**

- i. **Repairs Contact Centre** – Repairs development team continues to meet on phase 2 development issues. Independent advisor for tenants still in place. Tenants continue to be involved in repairs partnership board. Joint repairs conference held 30 April 2006. Tenants views for relets review received and review ongoing. To be completed by summer 2006.
- ii. **Anti-Social Behaviour** – Since the establishment of the Community Intelligence Unit in May 2004, there has been a significant reduction in recorded crime by the Police regarding antisocial behaviour. There has been a reduction of 9.7% Citywide and 7.9% in CRF areas within Local Outcome Agreement of Antisocial Behaviour Strategy. Multi-agency group set up to deal with ASBOs for Young People – First ASBO for under 16. First CRASBO (ASBO on conviction). New project to identify and resource small projects of works to reduce and prevent antisocial behaviour commenced.
- iii. **Housing Applications** – As of April 2006, 4.5% of people on the waiting list were of minority ethnic origin, ahead of the target of 3.3%. From January to March 2006, 17 out of 414 lets were to people from minority ethnic groups, or 4.1% again ahead of the target of 3.3%.
- iv. **Housing Investment Working Group** – The Housing Quality Standard Delivery Plan was submitted to Communities Scotland in April 2005. It identified the resources required to achieve the Standard Plan.

£144m over 10 years
£45m planned maintenance

The Scottish Housing Quality Standard Delivery Plan as stated above is presently with Communities Scotland and are programming towards signing off late Summer 2006.
- v. **Stobswell Regeneration** – The regeneration of Stobswell is progressing well, four Housing Associations' new development projects are complete and one new development is on site. There is one private development on site and 2 about to begin. The environmental improvements are also progressing with one back court complete and 8 committed and awaiting funding. Dura Street environmental improvements have also been completed. The "Clean Close Company" has been very successful and has 141 closes under contract.
- vi. **Housing Support** – Improved joint working with the Lily Walker Centre which has led to earlier intervention with homeless people requiring support.
- vii. **Fuel Poverty** – Fuel poverty initiative launched in partnership with Scottish Hydro and Credit Union. Twenty-one households enjoy cheaper fuel prices through the social tariff. It is being extended to other pilot areas.

- viii. **Domestic Abuse Co-ordinator Post** – Funding secured from Scottish Executive £100,000 over two years 2006-2008 (plus match funding) to support post of Domestic Abuse Co-ordinator with clerical support. Key objective - the post-holder will report directly to the Domestic Abuse Steering Group and a multi agency action plan is to be developed to reduce domestic abuse within the City.

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. At a time when there are considerable amounts of new legislation in housing it can be expected that some targets become unachievable. 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 in repairs has continued to improve 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.
 - ii. Repairs Development Team continues to meet on phase 2 development issues. Independent advisor for tenants still in place. Tenants continue to be involved in repairs partnership board. Joint repairs conference was held on 30 April 2006. Tenants views for relet review were received and review ongoing. This is to be completed by summer 2006.
 - iii. **Letting Council Houses** – The target percentage of Council houses let was met but it is taking longer to re-let houses. The fact that the overall target has been met can be viewed as a success given reducing demand for Council housing.
 - iv. **Tenant Arrears** – 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 target was exceeded at 9.9%, but shows a significant reduction from 11.8% in 2004/05. 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.
 - v. **Homeless Service** – There has been a significant increase in the usage of Bed and Breakfast and length of stay due to expansion of statutory duty to accommodate and all persons presenting as homeless regardless of priority status. This additional duty imposed by enactment of Housing (Scotland) Act 2001 and provision of Homelessness etc (Scotland) Act 2003. The Homelessness Strategy on these projects aimed at reducing the use of Bed & Breakfast in the long term.
 - vi. **Housing for Particular Needs** – The target for minor adaptations was significantly exceeded. There were no whole house adaptations achieved owing to a shortage of Council housing which is suitable for adaptation. However, minor adaptations exceeded the target with 599 properties being adapted. This was achieved by additional funding being made available by The Scottish Executive.
 - vii. **Equal Opportunities** – Targets for access to housing have been exceeded.

- viii. **Council House Sales** – Performance has shown an increase on last year where 64% of sales applications were completed within 26 weeks. EDD advise that backlog is cleared, but it will take 6 months to show up in the reported figures.

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 6.5, in addition we have achieved the following:
- i. **Extending the Anti-Social Team** – Funding received from Scottish Executive to extend full service to private sector £75,000. One hundred and forty-eight private sector cases dealt with in 2005/06. Further funding has been made available for years 2006/07 - £80,250 and £80,250 – 2007/08 (for further action plans and funding please see the “Dundee Antisocial Behaviour Strategy Outcome Agreement”).
 - ii. **Achieve Home Energy Conservation Act Efficiency Targets** – A report was presented to April Housing Committee which showed energy savings and reduction in CO² emissions are on target to achieve 30% reduction by 2010.
 - iii. **Best Value Review of Sheltered Housing Warden Service** – The group continues to examine the issues related to phase one of the review. Some management and operational modifications to the Council’s service have been made in light of the group’s ongoing investigations. It is expected that a report will be submitted to the Best Value Review Group during the summer of 2006.
 - iv. **Allocations Policy** – The department has started a review of its policy for letting houses. This review is a response to legislative change and identification of good practice for inspection of other local authorities by Communities Scotland. An initial scoping paper has been produced and discussed by the Contact Centres Overview Group and it is expected that a revised policy will be agreed in the summer of 2006 and implemented at the same time as the Letting Contact Centre.
 - v. **Common Housing Register** – Partnership Agreement between the Council and 9 local Housing Associations was signed in March 2005. Work on developing a Common Application Form and harmonising allocation policies is ongoing. The CHR will be administered from the new Letting Contact Centre scheduled to open in December 2006.
 - vi. **Every Council Housing to Have Central Heating** – Replacement programme now under way..
 - vii. **Support Target Hardening** – Controlled Entry programme under way, £1.2m investment 2005/06.
 - viii. **Implement Homelessness Strategy Action Plan** - A grant of £48,000 was received to set up furnished flats with essential items, 57 flats were achieved.
 - ix. **Submit LHS and Fuel Poverty Strategy** - The Local Housing Strategy annual review will be submitted to Communities Scotland in July 2006 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.

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 and Best Value Review of Sheltered Housing Warden Service. Development of the Lettings and Rent Recovery contact centres.
- 6.11. We find out how satisfied tenants are with the housing service 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 Dundee Community Energy Partnership.
- 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.

New Projects for 2005/06

- 6.14. In our efforts to achieve continuous improvement in the Housing Service a number of new projects and services for the coming year have been identified:
- i. **Antisocial Behaviour Team** – New staff being appointed to team, Surveillance Officer, Intelligence Officer and a Development Officer.
 - New resources to provide housing support for young tenants to be implemented.
 - Parenting Orders to be introduced as a new tool to help deal with antisocial youngsters.
 - Joint work with Education through HEAT project to develop resources for working in schools and beyond.
 - Publication of the Antisocial Behaviour Service.
 - Agreement of a Protocol with the RSLs on antisocial behaviour.
 - Implementation of the Customer Satisfaction framework.
 - ii. **Customer Contact Centres** – The contact centres – Rent Recovery and House Letting Applications have now been agreed and are developing. The contact centres should be operational from December 2006 and will be located in the West and East of the city respectively.
 - iii. **Staff Training** – In response to findings from the Employee Attitude Survey the training strategy has been reviewed to focus on effective training needs analysis and develop a 2-year rolling training plan, including core job skills topics.

The Department's EFQM self assessment highlighted the importance of improving the link between performance and training and the resultant EFQM action plan includes the following:

- Achieve Investors in People by 2008.
 - Improve methods of evaluating training.
 - Improve formal structured supervision (this will be carried out in the Department over the coming months that will result in each employee discussing their training needs, and each section developing a training plan. Core job skills training will focus on frontline service provision and the requirements of staff working in contact centres.
- iv. **Sheltered Housing** – Full integration of the Sheltered Housing Warden Service into the Housing 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 2003/04.
- 8.3. Antisocial Behaviour Strategy Outcome Agreement.

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APPENDIX 1

Theme	Objectives	Performance 2005/06	Performance 2004/05	Performance 2003/2004
BUILDING STRONGER COMMUNITIES	Satisfaction with tackling neighbour problems – cases resolved (target 70%).	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%).	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%.		Projected overall total PSHG expenditure 80.66%, made up as follows: Base Line Grant Expenditure 97.09% Bid Element Grant Expenditure 11.67% Other Non Grant Expenditure 40.64%	86.4%
COMMUNITY SAFETY	Provide support for victims of harassment.	<div style="display: flex; justify-content: space-between;"> <div> <p><u>Victims</u></p> <p>24 Hour Hotline 185</p> <p>Support & Advice 260</p> </div> <div> <p><u>Callouts</u></p> <p>466</p> </div> </div> <p>Victim Support Officer appointed July 2005 with a current workload of 15 cases with a total of 23 referrals.</p>	<div style="display: flex; justify-content: space-between;"> <div> <p><u>Victims</u></p> <p>24 Hour Hotline 151</p> <p>Support & Advice 251</p> </div> <div> <p><u>Callouts</u></p> <p>322</p> </div> </div> <p>Victim Support Officer to be in post by July 2005.</p>	<p>September 2003 – Introduction of Out of Hours Service.</p> <p>October 2004 – Advice Hotline.</p>
CUSTOMER FOCUS	Response repairs carried out within target.	The Performance Sub Group of the repairs management board meets monthly to review performance against targets and agree a 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.	Repairs Management Board (Housing, DCS, I.T., Finance) regularly reviews response repairs performance and reports quarterly to the Repairs 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.	

Theme	Objectives	Performance 2005/06	Performance 2004/05	Performance 2003/2004
CUSTOMER FOCUS	Tenant satisfaction with the repairs service – target 90%.	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%.	75% satisfaction 2005/06.	Survey not completed in 2004/2005.	84.8%
CUSTOMER FOCUS	Tenant satisfaction with the rehousing service – target 80%.	81% satisfaction 2005/06.	Survey not completed in 2004/2005.	79.6%
CUSTOMER FOCUS	Tenant satisfaction with advice on rent payment difficulties.	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%.	95% Satisfaction 2005/06.	89% satisfaction in 2004/2005.	91%
CUSTOMER FOCUS	Satisfaction that enquiries are handled efficiently – target 90%	88% Satisfaction 2005/06.	84% satisfaction in 2004/2005.	87%
CUSTOMER FOCUS	Satisfaction that Housing staff are friendly – target 94%.	95% Satisfaction 2005/0694%.	91% satisfaction in 2004/2005.	93%
CUSTOMER FOCUS	Customer satisfaction with Private Sector Grant Service – target 90%.	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%.	No survey 2005/06.	79% satisfaction in 2004/2005.	-
CUSTOMER FOCUS	Satisfaction with the Care & Repair Service – target 98%.	Awaiting collation of statistics at this time.	98% satisfaction in 2004/2005.	98.4%

Theme	Objectives	Performance 2005/06	Performance 2004/05	Performance 2003/2004
CUSTOMER FOCUS	Satisfaction with the Tenant Participation Service – target 85%.	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%.	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%.	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. 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 timescales: Under 2 weeks – target 30%. 2-4 weeks – target 30%. Over 4 weeks – target 40%.	New targets set for 2005/06 in accordance with requirements of Audit Scotland. Low Demand < 2 weeks 13.39% (15%) 2-4 weeks 18.83% (15%) 5-8 weeks 34.45% (35%) 9-16 weeks 25.52% (30%) 17-32 weeks 5.72% (5%) 33-52 weeks 0.70% (0%) >52 weeks 1.39% (0%) Not Low Demand <2 weeks 10.69% (15%) 2-4 weeks 18.63% (15%) 5-8 weeks 32.37% (35%) 9-16 weeks 29.92% (30%) >16 weeks 8.40% (5%)	Under 2 weeks – 13%. 2-4 weeks – 15%. Over 4 weeks – 72%. New targets set for 2005/06 in accordance with requirements of Audit Scotland.	<u>Target</u> Under 2 weeks 30% 2-4 weeks 30% Over 4 weeks 40%

Theme	Objectives	Performance 2005/06	Performance 2004/05	Performance 2003/2004
FINANCIAL RESOURCES	<u>Target</u> <u>2004/2005</u> Council house sales completed under 26 weeks 80% Sales properties 200	64.0% Sales 260 properties.	<u>Performance 2004/2005</u> 57.7% 277	Sales to be completed under 26 weeks 80%
FINANCIAL RESOURCES	Expenditure of total Capital Budget – target 100%.	105% 2005/06	97.4% of budget spent in 2004/2005.	Spend 0/3-04 – 100%.
HEALTH & CARE	<u>Target</u> Hostel 30 Furnished Dwelling 95 Bed & Breakfast 30 Average length of stay in Temporary Homeless Accommodation.	<u>Performance 2005/06</u> 76 days 189 days 43 days	<u>Performance 2004/2005</u> 44 days 159 days 29 days New legislative duties towards homeless have resulted in increased pressure on temp accommodation.	<u>Target</u> Hostel 32 days Furnished Dwelling 130 days Bed & Breakfast 38 days
HEALTH & CARE	Number of minor house adaptations for people with particular needs – target 200 per year).	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.	<u>Target</u> 200 Performance 319
HEALTH & CARE	Number of whole house adaptations for people with particular needs – target 2 per year.	None completed in 2005/06 due to no properties being identified as being suitable for conversion..	1 whole house adaptation for 2004/2005.	4.
HEALTH & SAFETY	HMO License Monitor.	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.	HMO Licences <u>Target</u> 900

Theme	Objectives	Performance 2005/06	Performance 2004/05	Performance 2003/2004
PROPERTY	Responsive Repairs: Out Of Hours Emergency. Day time emergency. 3 day urgent. 10 day priority. 15 day normal . Within 24 hours. 10 day empty property. Inspection.	Emergency – 95% Quick Fix – 84% Routine – 89% Miscellaneous – 86% Relet – 86% Inspections – 94%	Emergency – 94%. Quick fix urgent – 78%. Routine priority – 85%. Miscellaneous priority – 84%. Relets – 71% Inspections – 94% Total – 87% New priorities introduced for new service.	Emergency – 99.6%%. 3 day urgent – 76%. 10 day priority – 67.9%. 15 day priority – 69.1%. 10 day empty – 74.9% Inspections – 89.3%
BUILDING STRONGER COMMUNITIES	Deliver an investment strategy for Council housing that aims to meet the Dundee Standard.	Resources £144m over 10 years. £45m planned maintenance. The Scottish Housing Quality Standard Plan is with Communities Scotland and are programming towards signing off late Summer 2006.	Scottish Housing Quality Standard delivery plan reported to Scottish Executive on target. Reported to Housing Committee in May 2005.	
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.	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 continue to support initiatives making regular referrals to mediation service and also Dundee Families Project. 52 referrals were made to mediation 2005/06 and 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.	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 2005/06	Performance 2004/05	Performance 2003/2004
FINANCIAL RESOURCES	Current Tenant Arrears – target 7.0%.	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> <u>Perf.</u> 8.5% 11.3%
PROPERTY	Replace Council heating in 1,517 Council properties.	1,130 Completed. Replacement Only Below target due to design delays.	Target reviewed to 1,467. Achieved 1,290 installations. Serious delays with 3 contracts effected by asbestos removal. 3 year target on schedule.	1,802 properties received replacement heating.
PROPERTY	Install solar panels in 30 Council houses.	Phase 2 under way. 2005/06 completion.	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).	Controlled Entry Programme under way. £1.2m investment 2005/06.	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 reported to Scottish Executive on target by 29 April 2005. Reported to Housing Committee in May 2005.
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.	Advice and assistance is available to Council tenants, tenants of private lets and owner occupiers. The Anti-Social Behaviour Team has evolved into providing a competent service across all tenures with additional services to RSL's, making Out of Hours Service and Surveillance Equipment available to them as and when required. 24 Hour Hotline is available to all residents. Anti-Social Behaviour Team continue to support initiatives making regular referrals to Mediation Service and also Dundee Families Project. 74 referrals were made to Mediation 2004/05 and 15 families were referred to Dundee Families Project 2004/05. The final draft of the citywide strategy for anti-social behaviour is in the final stages of consultation and is due to be implemented by the end of June 2005.
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.	A Working Group comprising all local housing associations and the Council has been set up. A Development Officer has been recruited and a workplan agreed to deliver a Common Housing Register by June 2006.
COMMUNITY SAFETY	Facilitate the provision of a refuge for women fleeing domestic abuse.	The refuge has been completed and handed over to Dundee Women's Aid.
CUSTOMER FOCUS	Establish Housing Repairs Customer Contact Centre and develop a joined-up Housing Repairs Service.	Housing Repairs Centre operational March 2004. Links between HRC, Housing Area Offices and DCS continue to be built upon. Operations monitored monthly by City Housing Manager. Phase 2 of Repairs Review underway and to be complete 2005/06.
CUSTOMER FOCUS	Develop Customer Contact Centre for Capital Contracts and Council House Sales.	Customer Contact Centre Working Groups set up for: House Letting; Capital Contracts; Rent Recovery.
HEALTH & CARE	Deliver Dundee's Homeless Strategy Action Plan.	Quarterly reports endorsed by Homelessness Co-ordinating Group. Grant of £48,000 to set up furnished flats with essential items. 57 additional flats achieved.

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.	Task almost complete – majority of IT work complete, some work still required on back-end processes.								
LEARNING & WORKING	Support the Dundee Community Energy Partnership's Employment and Training Project.	DECP now complete and project ended. Staff returned to substantive post.								
BUILDING STRONGER COMMUNITIES	Work with tenants' groups to improve the Council's property maintenance and service delivery.	Repairs Development Team (Housing, DCS and DFTA) continues to meet on Phase 2 development issues. Independent Advisor for tenants funded to end of October 2005. Tenants continue to be involved in Repairs Partnership Board.								
BUILDING STRONGER COMMUNITIES	Number of people removed from living in fuel poverty.	Dundee Community Energy Partnership (DECP) reported that by 31 March 2005, 173 people in Dundee had been removed from fuel poverty over the 3 year period as a result of the projects work. The project has now ended. Fuel poverty forum has been established and an action plan agreed. Discussion on how to measure this in future required.								
CARING FOR DUNDEE'S ENVIRONMENT	Achieve Home Energy Conservation Act efficiency targets.	Report approved by March Housing Committee to meet Scottish Executive deadline. Report shows energy savings and reduction in CO ² emissions are on target to achieve 30% reduction by 2010. Report sent to Scottish Executive.								
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.	52 social rented new build houses commissioned by Communities Scotland for people with community care needs have SMART technology infrastructure installed: <table><tr><td>Older People</td><td>22</td></tr><tr><td>Learning Disabilities</td><td>20</td></tr><tr><td>Mental Health</td><td>10</td></tr><tr><td>TOTAL</td><td>52</td></tr></table>	Older People	22	Learning Disabilities	20	Mental Health	10	TOTAL	52
Older People	22									
Learning Disabilities	20									
Mental Health	10									
TOTAL	52									
HEALTH AND CARE	Consider the re-provisioning of Council sheltered housing through decommissioning surplus properties.	The group continues to examine the issues related to phase one of the review. Some management and operational modification to the Council's service have been made in light of the group's ongoing investigations. It is expected that a report will be submitted to the VRG during the summer of 2006. The Sheltered Housing Wardens were transferred to Housing from 1/04/2006.								

Theme	Objectives	Assessment
HEALTH AND CARE	Extend the provision of housing with care.	Rockwell works now completed. Occupancy due by end May/June 2006.
EQUALITIES	Revised standard letters to include reference to translation service – review accessibility April 2006.	Circulated May 2005 for consultation ready for implementation after training.
EQUALITIES	Review complaints procedure – review accessibility.	Completed January 2006 ready to be implemented after training has been delivered.
EQUALITIES	Review customer care standards – review accessibility corporate timetable.	Will be integrated in the Customer First Initiative.
EQUALITIES	Review information leaflets – review accessibility December 2006.	Leaflets will be reviewed when the contact centres are operational..
EQUALITIES	Review tenants handbook – review accessibility March 2006.	The development is in progress, date for completion July 2006.