

**REPORT TO: HOUSING COMMITTEE 10 NOVEMBER 2014**  
**REPORT ON: HOUSING DEPARTMENT 2012-17 SERVICE PLAN ANNUAL REVIEW**  
**REPORT BY: DIRECTOR OF HOUSING**  
**REPORT NO: 411 - 2014**

**1. PURPOSE OF REPORT**

This report reviews the performance of Housing Department in relation to its Service Plan 2012-2017.

**2. RECOMMENDATIONS**

The Committee is recommended to:

- 2.1 Note the contents of Housing Department Service Plan Review.
- 2.2 Approve the new actions contained in paragraph 4.5.

**3. FINANCIAL IMPLICATIONS**

All actions are within the Department's approved budget.

**4. MAIN TEXT**

4.1.1 The Department has made the following improvements or sustained a target level in its priority performance indicators:

- The number of houses that are energy efficient and meeting the Scottish Housing Quality Standard (SHQS) is 92.2%.
- A decrease in the number of households assessed as homeless, this has reduced from 1,164 to 1,098.
- An increase in the number of Council and Social Landlord properties built in the last 12 months from 64 to 81.
- Increased the number of energy advice visits from 3,945 to 4,836.
- 1,118 houses were registered for the Warm Home discount.
- The proportion of new tenants whose tenancy is terminated within 12 months improved from 16.6% to 12.4%.

4.1.2 The following indicators have shown a decline in trend and improvement plans are in place:

- The percentage of rent loss due to voids increased to 2.14%.
- A decrease in the number of white goods packages delivered from 493 to 62 due to changes in SSE priorities. (Dundee Energy Efficiency Advice Project (DEEAP) had only a few weeks to register families and were successful in allocating 62 appliances to disadvantaged families.
- Current tenant's arrears as a percentage of net rent due, increased from 9.9% to 11.8%.
- The percentage of those living in fuel poverty increased to 33%.

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

### Key Performance Indicators

Definition	11/12	12/13	13/14	2017 Target	National Benchmark	Improvement Status
Number of Council and Registered Social Landlord properties built in the last 12 months	91	64	81	95	N/A	▲
Number of households assessed as homeless	1247	1164	1098	Decreasing	N/A	▲
% of rent loss due to voids	1.6	1.8	2.14	1.5	1.3	●
% of Council dwellings meeting SHQS	55.7	80.7	92.2	100	59.4	▲
% of Council dwellings that are energy efficient	76.65	92	92.24	100	77	●
Current tenants arrears as a % of net rent due	10	9.9	11.8	8	6.1	▼
Proportion of new tenants whose tenancies are terminated within 12 months	16.5	16.6	12.4	12	12	▲
% of repairs completed within target	90.6	86.4	72.46	100	93.4	▼
Number of energy advice visits	2,998	3,945	4,836	3500	2300	▲
Number of houses registered for Warm Home discount	769	1,106	1,118	500 p.a	N/A	▲
Number of white goods packages delivered	623	493	62	1000 p.a	N/A	▼
Percentage of households living in fuel poverty	26	29	33	27		▼

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

#### 4.2 Highlights and Achievements

The Department's key achievements were:

- 92.2% of the Council Housing Stock meets the Scottish Housing Quality Standard.
- Maximising resources from external funding to improve thermal insulation of our houses and complete Community Energy Savings and Energy Company Obligation projects.
- The sheltered housing review has been completed.
- Working with other Council Departments and external agencies, promotion and mitigation of the Welfare Reform changes.
- Successful implementation of the Common Housing Register.
- The Tenant Scrutiny Framework under the Scottish Housing Charter has been agreed.
- Housing Support Team obtained very good inspection grading from Care Commission.
- The Housing Option and Advice service have carried out over 700 housing option interviews. 48.1 percent of those using the service are remaining in the same property. This suggests that after receiving information on their housing options and prospects many service users are choosing to stay in their current accommodation.
- The Scottish Housing Regulator inspected the Housing Option Service and the feedback was that we are providing good housing options information, based on good local knowledge.
- Complaints about Housing resolved within timescale improved from 76.5% to 90%.
- The Council is now providing the Homefinder service directly from its base in Dundee House.
- Increase in the percentage of housing employees completing the STEP improvement e-learning modules from 27% to 73%.
- Improving void re-let times to 45 days.
- Maintaining high rate of gas safety inspections at 99%.
- An evaluation of tenant participation using the Scottish Housing Best Value Network's self assessment tool has been completed. The Tenant participation Strategy is now being reviewed after implementation of a strategy for Tenant Scrutiny.
- Co-location of the Community Safety Hub leading to service improvements.
- East and West District Offices providing corporate flexible working environments.
- Continuing staff development and induction processes to ensure high levels of performance and customer focus.

#### 4.3 Areas for improvement

On reviewing the Service Plan the Housing Department has improvement plans and actions in place for improvement over the next year on the following:

- Reduce the rent loss due to void properties. Through STEP review a series of improvements have been implemented and rent loss has now reduced to 1.5%.
- Increase the percentage of repairs completed within target. Resources have been deployed to improve performance and performance has improved to 89%.
- Reduce the current tenants' arrears as a percentage of net rent due. Discretionary Housing Payments are in place for the majority of those tenants who are impacted by the under-occupancy reform.
- Increase the number of white goods packages.
- Reduce the number of households living in fuel poverty. £12M of external resources have been obtained to improve thermal efficiency of our houses. Home Energy Efficiency Programme for Scotland (HEEPS) and Energy Company Obligation (ECO) funding will be maximised for further projects.

4.4 The Department carries out STEP (System Thinking Empowers People) reviews. These identify strengths and areas for improvement. Any issues identified for improvement will be taken forward in the next Department Service Plan. STEP reviews which are planned or are in progress include:

- Capital Programme.
- Voids Process.
- Gas Servicing.
- Mutual Exchanges.
- Pre – repair Inspections.

- Repairs – Unsatisfactory work.
- Disabled Adaptations.
- Pre Site ECM.

#### 4.5 New Actions

Based on the Single Outcome Agreement, Council Plan and Department Plan reviews and new issues arising throughout the year the department proposes adding the following new strategic actions to its service plan for future performance reports:

- Tackle antisocial behaviour in the city through developing a co ordinated response to reducing the noise problem in the City.
- Complete Phase 2 of the Mill O' Mains community regeneration Masterplan.
- Ensure that the Director of Housing implements the actions from staff survey, including Breakfast Meetings and/or Business Lunches around the key issues highlighted by the staff survey (Job Satisfaction, Communication, Feeling Valued and Involvement). The Director of Housing already holds regular Director's Forum meetings, conducts back to the floor sessions regularly with each team and a staff conference for Housing staff is held each year.

#### 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.

An equality Impact Assessment has been carried out and is attached to this report.

#### 6. **CONSULTATIONS**

The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services and all other Chief Officers have been consulted in the preparation of this report.

No concerns were raised.

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

Housing Department Service Plan 2012-2017.

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

**OCTOBER 2014**

## EQUALITY IMPACT ASSESSMENT TOOL

### Part 1: Description/Consultation

<b>Is this a Rapid Equality Impact Assessment (RIAT)?</b>		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Is this a Full Equality Impact Assessment (EQIA)?</b>		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Date of Assessment:</b>	10/10/2014	<b>Committee Report Number:</b>	
<b>Title of document being assessed:</b>		Housing Department Service Plan Annual Review 2013/14	
<b>1. This is a new policy, procedure, strategy or practice being assessed</b> (If yes please check box) <input type="checkbox"/>		<b>This is an existing policy, procedure, strategy or practice being assessed?</b> (If yes please check box) <input checked="" type="checkbox"/>	
<b>2. Please give a brief description of the policy, procedure, strategy or practice being assessed.</b>		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	
<b>3. What is the intended outcome of this policy, procedure, strategy or practice?</b>		To ensure that progress towards meeting the aims and action plans of the Service Plan are achieved	
<b>4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.</b>		The on – line performance and on – line plan monitoring database.	
<b>5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.</b>		No	
<b>6. Please give details of council officer involvement in this assessment.</b>  (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	
<b>7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy?</b>  (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?)		No	

## 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><b>1. Have any positive impacts been identified?</b></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><b>2. Have any negative impacts been identified?</b></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><b>3. What action is proposed to overcome any negative impacts?</b></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><b>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?</b></p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice).</p>	N/A
<p><b>5. Has a 'Full' Equality Impact Assessment been recommended?</b></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><b>6. How will the policy be monitored?</b></p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	The on – line Performance and Plan monitoring database are updated regularly and an Annual Review will be carried out.

**Part 4: Contact Information**

<b>Name of Department or Partnership</b>	Housing
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<b>Type of Document</b>	
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"/>

<b>Manager Responsible</b>	<b>Author Responsible</b>
<b>Name:</b> John Wolstencroft	<b>Name:</b> Robin Shields
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<b>Signature of author of the policy:</b>	Robin Shields	<b>Date:</b> 10/10/2014
<b>Signature of Director/Head of Service:</b>	Elaine Zwirlein	<b>Date:</b> 10/10/2014
<b>Name of Director/Head of Service:</b>	Elaine Zwirlein	
<b>Date of Next Policy Review:</b>	2015	