

REPORT TO: HOUSING DUNDEE CONTRACTS SERVICES AND ENVIRONMENT SERVICES COMMITTEE - 23 NOVEMBER 2009

REPORT ON: HOUSING DEPARTMENT IMPROVEMENT PLAN PROGRESS REPORT

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 566-2009

1. PURPOSE OF REPORT

To report to the Housing Committee on progress on the Improvement Plan agreed with the Scottish Housing Regulator.

2. RECOMMENDATIONS

It is recommended that Committee:

- 2.1. Note the contents of this report including the overall performance in paragraph 5, performance on the significant measures highlighted in paragraph 5 and the attached table (Appendix 1) summarising progress on all items which were due for completion up to and including October 2009.
- 2.2. Agree that, as part of the commitment to Public Performance Reporting, this report be added to the plans and performance section of the council's web-site.

3. FINANCIAL IMPLICATIONS

There are no direct financial implications of this report.

4. BACKGROUND

The Scottish Housing Regulator agreed the Council's Improvement Plan in September 2009. This report identifies progress for those items which were due for completion on or prior to October 2009 and highlights any significant progress or delays which require remedial action.

5. PERFORMANCE OVERVIEW

Appendix 1 displays all actions which are due for completion to date and a summary of progress. It can be seen that 46 of the total 149 actions were due to be completed by October 2009.

Of those which are due for completion:

74% of the actions due for completion are now completed.

Of the remaining items:

17% of actions due for completions are 75% complete or greater.

9% of actions due for completions are 50% Complete or greater.

0% of actions due for completions are less than 50%.

Details of progress of items not complete are listed below:

Item 24: A report on suggested changes to the Letting Policy including the Sex Separation issue is in draft and will be presented to the December meeting of the Housing Best Value Review Group.

Item 119: New departmental action plans have been drafted and a revised performance management system will be in place in December 2009. Training, mentoring and team building for managers and team leaders are being discussed with training agencies now with the expectation that this will start January 2010.

Item 123: The Department's training budget has been reviewed, and is subject to approval within the rent setting process.

Item 65: There is a robust quality assurance process currently in place for gas safety checks covering post-inspection both by an independent specialist contractor and in-house. Value for money is being currently investigated regarding the independent post-inspection process and an options paper on further enhancements to the gas safety quality assurance process is being taken to the Housing Repairs Management Board in November 2009.

Item 140: New departmental action plans have been drafted and a revised performance management system will be in place in December 2009. Training, mentoring and team building for managers and team leaders are being discussed with training agencies now with the expectation that this will start January 2010.

Item 43: Lean Service Review will be completed by March 2010.

Item 40: Lean Service Review will be completed March 2010.

Item 81: The performance sub-group of the repairs partnership has been set up. The target completion date for benchmarking reporting amended to November 2009.

Item 122: The Housing Department is to pilot a staff evaluation system in April 2010. Induction training will be in place thereafter.

Item 147: Project timetable altered due to Root and Branch Review submission being postponed on advice from the Scottish Government until June 2010.

Item 95: Throughcare and Aftercare protocol complete. Prison Discharge protocol has been delayed due to ongoing discussions with Shelter and other authorities. Expected date of full implementation is April 2010.

Item 106: Main decision letter redrafted and approved by Shelter. Other decision letters still to be introduced (with Shelter for approval).

It is recommended that the Housing Committee note the revised timescales for completion and the remedial actions proposed.

Subsequent to approval by the Housing Committee, as part of the commitment to Public Performance Reporting, this report will be added to the plans and performance section of the Council's Web-site.

6. **CONSULTATION**

- 6.1. The Chief Executive, Depute Chief Executive (Support Services), Director of Finance, Assistant Chief Executive and all other Chief Officers have been consulted on this report. No concerns have been expressed.

7. **BACKGROUND PAPERS**

None.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

27 OCTOBER 2009

