

WEST DUNBARTONSHIRE COUNCIL**Report by Strategic Lead, Housing & Employability****Housing & Communities: 6 November 2019**

Subject: Housing & Employability Delivery Plan 2019/20: Mid-Year Progress Report

1 Purpose

- 1.1** The purpose of this report is to set out progress to date in delivery of the actions detailed within the Housing & Employability Delivery Plan 2019/20.

2 Recommendations

- 2.1** It is recommended that Committee notes the contents of this report and the progress achieved at mid-year.

3 Background

- 3.1** Annual Strategic Delivery Plans sets out actions to address the key service specific issues identified during routine strategic assessment exercises. These plans also provide an overview of the assets and resources available to support delivery of the plan and consider risks at both strategic and operational level.
- 3.2** The Housing & Employability Delivery Plan 2019/20 was noted by the Housing & Communities Committee on 1 May 2019 and a commitment was made to submit a mid-year progress report.

4 Main IssuesDelivery Plan progress

- 4.1** The Housing & Employability plan contains a range of actions designed to support delivery of the strategic priorities of the council. At this mid-point of the year, 39 actions within the plan are in progress, 1 action has been completed, 35 are on track for delivery by 31 March 2020; a further 3 actions are in progress however are experiencing some delays, it is still anticipated that these will be achieved by year end. Detail of delivery and progress can be found in the progress report attached as appendix 1.

- 4.2** Also included in the plan are 19 performance indicators which measure progress across key areas and link to the Strategic Plan 2017-2022. Six of the performance indicators are monitored on a quarterly basis. Three of these indicators are on target at this point in the year, one narrowly missed target and two has no data available for mid year progress.
- 4.3** Average length of time to re- let properties exceeded target in Q1 and narrowly missed it in Q2 however overall this on track to meet the annual target. Percentage of repeat homelessness has met target for both quarters and has made significant improvement from the same period last year, it is anticipated that the annual target will be met; Percentage of rent lost due to houses remaining empty did not meet its target in quarter one, although it exceeded target in quarter 2, at the mid year point this indicator is on track to meet year end target.
- 4.4** Percentage of households that are workless has narrowly missed target in both quarters however progress has been consistent over the last year and continues to be a priority within the W4U action plan of raising employment opportunities. Employment rate has exceeded target for Q1 and has continued to show progress over the last year, no data is available for quarter 2 at present.
- 4.5** Number of new supply of social housing data is not available at this time.

Strategic Improvement

- 4.6** The Council adopted the West Dunbartonshire Self Evaluation Framework in August 2016, which embeds a rolling three year improvement programme across services not subject to external evaluation and inspection. Within the Housing & Employability service all services that are not externally evaluated have undertaken a self-evaluation and have improvement action plans in place to achieve over the coming year. The wider housing service is not included in the programme as it is evaluated through the Scottish Housing Regulator.

Service User Feedback

- 4.7** Capturing learning from a variety of feedback mechanisms in order to inform continuous improvement is a key focus for the organisation. Central to this approach is ensuring the service captures and identifies service specific learning from complaints received from citizens. In addition, as a landlord for around 10,000 households in West Dunbartonshire, it is important that we capture feedback and engagement from our tenants directly.
- 4.8** In the first six months of 2019/20, the Housing & Employability service area received a total of forty seven complaints, of which forty were Stage 1 complaints

with a further seven received at stage 2. During the same period, thirty one complaints were closed at Stage 1. Twenty six of these were closed with the 5 working day target for resolving complaints. Of the thirty one complaints closed at Stage 1, twelve were upheld.

- 4.9 Tenant satisfaction remains high across all service areas. Most recent data for the first quarter of 2019/20 reflects 100% satisfaction with Housing Options with letting services at 99% satisfaction and 90.9% for Homeless & Prevention services. In addition satisfaction with the Standard of a New Home at the Point of Moving In remains high at 82.4%.

5 People Implications

- 5.1 There are no direct people implications arising from this report.

6 Financial & Procurement Implications

- 6.1 There are no direct financial or procurement implications arising from this report.

7 Risk Analysis

- 7.1 Failure to deliver on the actions assigned to the strategic area may have a direct impact on delivery of the Council Strategic Plan. It is essential that remedial action is taken to ensure strategic delivery plans achieve the commitments detailed and approved.

8 Equalities Impact Assessment

- 8.1 As this report details progress on an action plan already agreed there is no requirement for equalities screening or impact assessment.

9 Consultation

- 9.1 This report provides an update on progress being made across the strategic area, drawing from information provided by officers.

10 Strategic Assessment

- 10.1 The strategic delivery plan provides detail in delivery of actions to support success outcomes across all 5 strategic priorities of the Council.

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Date: 2019

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Appendix:	Appendix 1: Mid Year Progress Report: Strategic Delivery Plan 2019/20
Background Papers:	None
Wards Affected:	All wards