

## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by the Acting Executive Director of Housing, Environment and Economic Development (Housing and Regeneration Services)**

**Housing, Environment and Economic Development Committee:  
5 September 2007**

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**Subject: Estate Audits - Progress Report**

#### **1. Purpose of Report**

- 1.1** The purpose of this report is to update Committee on progress in the introduction of a system of Estate Audits for the management of our estates. Appendix 1 to this report outlines the Estate Audits initiative.

#### **2. Background**

- 2.1** A report on the introduction of Estate Audits was submitted to the meeting of the Social Justice Committee held on 13 September 2006. The Committee agreed to note the introduction of Estate Audits as a pro-active approach to estate management and agreed to consultation being carried out as outlined in paragraph 3.4 of the report to 13 September 2006 Committee. Estate Audits constitute a pro-active system for taking care of our estates by ensuring that appropriate estate management inspections are taking place at defined intervals which are appropriate to the individual areas.

#### **3. Main Issues**

##### **3.1 Consultation**

- 3.1.1** From week commencing 6 November 2006, a consultation exercise was carried out by staff from our Enforcement Team. The object of the consultation exercise was to seek the views of the tenants and residents of the estates and to discuss the categories most suitable to the issues in each area. Various groups were contacted by telephone where possible and given a brief outline of the reason behind the Estate Audit presentation. Where no telephone numbers were available Enforcement Officers delivered postcards asking the group members to contact the relevant officer to discuss the introduction of the Estate Audit process in their area. Briefing notes were either sent or handed out at meetings to all groups and Community Councils that were contacted.

- 3.1.2** At each of the meetings, staff explained the purpose of the Estate Audit process. Discussions took place about the issues within certain areas and what categories were therefore most suitable and also achievable. As a result of these discussions agreements were made on categories to the satisfaction of all concerned.
- 3.1.3** When each group confirmed their request for a presentation on the Estate Audit process, the local Elected Member was also invited to attend and a copy of the briefing note was sent for their information.
- 3.1.4** A letter was sent to any group that declined the offer of a meeting/presentation advising them to contact the Enforcement Section should they have any questions. Also, groups which had not responded nor provided dates for meetings were sent a letter reminding them of this service and providing contact details should they wish to discuss further.
- 3.1.5** Following the consultation process, the Estate Audits became operational in February 2007. Regular inspections are taking place at the intervals as agreed for each of the categories. Follow up action is also being taken in accordance with our procedures.

## **3.2** Systems and Reporting

- 3.2.1** The system for the management and reporting of the Estate Audit progress is through Data Image Processing (DIP) and Workflow. The process maps for the Estate Audit process have been created and are currently in the test environment.
- 3.2.2** The data transfer for the uplift of details in relation to addresses, work patches and Ward information is being taken from the Saffron Integrated Housing Management System. We have experienced some problems in relation to the data uplift and staff and our software supplier have been working to rectify this. This is also linked to the implementation of Saffron Version 6 which is due to go live on 20 August 2007. Following the live implementation of Saffron Version 6, the data uplift will take place and testing will be carried out during week commencing 3 September 2007 with an anticipated live date for DIP and Workflow being 10 September 2007.
- 3.2.3** Although the Estate Audit process has been underway since February 2007, the unexpected delay in implementing DIP and Workflow means that we are presently unable to provide any statistical information or outcomes of the process.
- 3.2.4** It is anticipated that a system live date of 10 September 2007 will enable the first reports on progress to be available for analysis by mid October

2007. This will enable us to produce a statistical progress report to the Committee on 7 November 2007. However, it should be noted that we will only be able to provide data from the date the system actually goes live.

**4. Personnel Issues**

**4.1** None

**5. Financial Implications**

**5.1** None

**6. Risk Analysis**

**6.1** There is no requirement to carry out a risk analysis.

**7. Conclusions**

**7.1** Following a consultation exercise between November 2006 and February 2007, Estate Audits have been taking place in accordance with the agreed categorisation since February 2007. Due to problems with data uplift, there has been a delay in implementing the DIP and Workflow system for the monitoring and reporting of statistical information and outcomes. The anticipated live date for the system however is 10 September 2007. The first reports should be available for analysis by the mid October 2007 with a statistical progress report being submitted to Committee on 7 November 2007.

**8. Recommendation**

**8.1** The Committee is invited to note the progress in implementing Estate Audits.

**Irving Hodgson**

**Acting Executive Director of Housing, Environment  
and Economic Development (Housing and Regeneration Services)**

**Date: 13 August 2007**

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**Appendices:** Appendix 1 - Estate Audits

**Background Papers:** Report to social Justice Committee 13 September 2006 -  
Estate Audits

**Wards Affected**

All