

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Officer – Peter Barry

Housing & Communities Committee: 05 May 2021

Subject: Housing and Employability Delivery Plan 2020/21 year end progress report and 2021/22 Delivery plan

1 Purpose

- 1.1** The purpose of this report is to present to members the 2021/22 Delivery Plan for Housing and Employability and the year-end progress report for the 2020/21 Delivery Plan as agreed at Committee on 04 November 2020.

2 Recommendations

- 2.1** It is recommended that Committee:
- Notes progress made on the delivery of the 2020/21 plan.
 - Notes 2021/22 Delivery Plan

3 Background

- 3.1** In line with the Strategic Planning & Performance Framework each Chief Officer has developed an annual delivery plan for 2021/22. The plan sets out actions to address key priority areas and issues identified through the service planning process as well as actions to deliver the Council's strategic objectives. It also provides an overview of services and resources, including employees and budgets, and considers relevant risks.

4 Main Issues

2020/21 Year-end Performance

- 4.1** The 2020/21 Delivery Plan was presented to Corporate Services Committee on 4 November 2020. This was later than the usual April/May committee cycle due to the COVID-19 pandemic and consequently there was no mid-year progress report.
- 4.2** The Delivery Plan for 2020/21 was supported by an action plan of activities to be delivered over the year. Appendix 1 details the progress on delivery of this action plan. Twelve of the twenty two actions have been completed in year as planned.
- 4.3** The remaining ten actions have not been completed as planned, delay in progressing all actions is as a direct result of the COVID-19 pandemic; work

will therefore continue in 2021/22 to progress these to a completed status. These are:

- Develop a detailed Delivery Plan through consultation with CPWD and the local community to ensure the aims of the CE Strategy are deliverable; 75% complete- work will continue into 2021/22.
- Work with local citizens to co-produce Phase 5 of Community Budgeting; 66% complete- work will continue into 2021/22.
- Establish Tenant Liaison service; 50% complete- work will continue into 2021/22.
- Develop a revised ASB strategy; 33% complete- work will continue in 2021/22.
- Develop a Housing Academy to provide training and development for housing employees and tenant leaders; 20% complete- work will continue into 2021/22.
- Develop and implement Housing regeneration approaches to improve our communities; 20% complete- work will continue into 2021/22.
- Continued improvement of the existing CCTV infrastructure and development of an options appraisal for future investment; 20% complete- work will continue into 2021/22.
- Implement measures to support Community Councils and ensure they operate within the established guidelines; 20% complete – work will continue into 2021/22.
- Completion of our Early Action System Change research project on Youth Homelessness; during the pandemic this work was delayed however work will continue into 2021/22.
- Carry out review of provision of wifi inclusion into new build properties and priority areas of deprivation; during the pandemic this work was not prioritized however work will continue into 2021/22.

4.4 Key achievements delivered through the plan are highlighted in the Delivery Plan for 2021/22. Updates on the full set of performance indicators will be published in line with annual public performance reporting for the organisation later in 2021/22.

4.5 Each service area also developed a suite of quality standards, which set out the level of service that users and stakeholders can expect to receive, and remind both the organisation and employees of the challenges and obligations they face in delivering best value services. Where data is available, performance against these standards is set out at Appendix 2.

Delivery Plan 2021/22

4.6 The Housing and Employability Delivery Plan for 2021/22 is attached to this report as Appendix 3 and includes a detailed action plan for delivery as well as a workforce plan.

4.7 The delivery plan 2021/22 for H&E reflects those action and priority areas which will be delivered over the remainder of the year. Key areas include:

European funding; Welfare Reform; Supporting resident and Communities post pandemic; Employability and Learning; Digital Enablement; New housing supply; Climate change; Legislative considerations including new provisions within the Homelessness etc. (Scotland) Act 2003; Domestic abuse Act 2018, Community Empowerment (Scotland) Act 2015; Community Learning & Development and the Child Poverty (Scotland) Act 2017.

- 4.8** Progress towards delivery of the plan is monitored monthly through the senior management team of the service, and also scrutinised on a quarterly basis through the strategic leadership performance monitoring and review meetings. A mid-year progress report will be presented to committee in November 2021.

Workforce Planning

- 4.9** The Delivery Plan includes an annual workforce plan, which details the key workforce issues which will or may arise over the year and the actions planned to address these in order to fully support delivery of the plan.
- 4.10** These workforce issues are anticipated to have implications in terms of organisational change, resource planning, resource profiling, skills mix, training and development and restructuring. The workforce plan sits within the appendices of the 2021/22 Delivery Plan.

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 Housing and Employability may have a direct impact on the delivery of the Council's 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** Screening and impact assessments will be carried out on specific activities as required.

9 Consultation

- 9.1** The delivery plans were developed through consultation with officers from the strategic service areas.

10 Strategic Assessment

10.1 The Delivery Plans set out actions to support the successful delivery of the strategic priorities of the Council.

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Date: April 2021

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Appendices: Appendix 1: H&E Delivery Plan 2020/21 - Year End Progress
Appendix 2: Quality Standards – 2020/21 Progress
Appendix 3: H&E Delivery Plan 2021/22

Background Papers: None

Wards Affected: All