

H&E Delivery Plan Mid-Year Progress

P 1. Our communities

Ob Objective 1. Our neighbourhoods are safe, resilient and inclusive

Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Number of incidents directed to Police by Public Space CCTV team		261	100				231	100			Mid-year target exceeded.	Nicola Pettigrew
% of anti-social behaviour cases resolved		85.9 %	85%				104.7 %	96%			Mid-year target exceeded.	Nicola Pettigrew
% of Public Space CCTV cameras that are operational		76.6 %	85%				88.3 %	85%			Target narrowly missed for mid-year position. Despite this, quarter two saw a marked improved improvement over the last few quarters. We have appointed a contractor to carry out the upgrade works to full CCTV network. This will see new and improved state of art technology and increased camera provision throughout WDC	Nicola Pettigrew

Action	Status	Progress	Due Date	Note	Owner
Implement second phase of CCTV equipment and infrastructure modernisation and improvements		<div style="width: 70%;"><div style="background-color: #4F81BD; height: 10px; width: 70%;"></div></div> 70%	31-Mar-2025	This action is progressing well and anticipated to be completed by year end. To date we have finalised costings with BT and gained approval at Housing and Communities Committee in August and contract with BT has been signed. We have confirmed with WDTRO every 2 nd landing to have CCTV. Our focus for the remaining year is to commence the approved upgrades.	Nicola Pettigrew


Ob Objective 2. Our residents health and wellbeing remains a priority

Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of Youth Homelessness levels in West Dunbartonshire		18.6 %	20%				20.1 %	20%			Mid-year target met. Despite narrowly missing target in Q2, we have seen both a reduction in youth homelessness presentations and a reduction in level of youth homelessness from 23% in 2023/24.	John Kerr

Action	Status	Progress	Due Date	Note	Owner
Develop and introduce a new preventative focused housing access system		<div style="width: 33%;"><div style="background-color: #4F81BD; height: 10px; width: 33%;"></div></div> 33%	31-Mar-2025	This action is progressing well. To date we have developed the initial proposal as part of the Housing Options service redesign and are working on the proposal for the new housing access system in response to the housing emergency declaration and preparation	John Kerr

Action	Status	Progress	Due Date	Note	Owner
				for homeless prevention duty. The Housing (Scotland) Bill was introduced in the Scottish Parliament on 26 March 2024 however we require clarity in terms of implementation date to allow us to proceed with this action.	

Ob Objective 3. Our residents are supported to increase life and learning skills


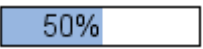

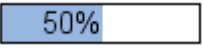

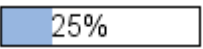

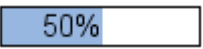

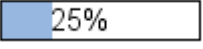
Action	Status	Progress	Due Date	Note	Owner
Deliver new tenant participation strategy		<div style="width: 66%;"><div style="width: 66%; background-color: #4F81BD; color: white; text-align: center;">66%</div></div>	31-Mar-2025	This action is progressing well and anticipated to be completed by year end. To support the development of the tenant participation strategy, tenant consultations were carried out from May to September, responses have been used to shape priority areas in the draft strategy action plan.	John Kerr


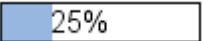





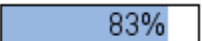
P 2. Our Environment


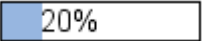
Ob Objective 6. Our neighbourhoods are sustainable and attractive

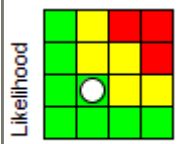
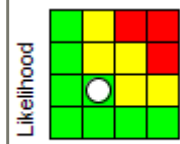
Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Tenancy Sustainment Levels within Housing First		100%	90%			N/A					Target exceeded in quarter 1, no further Housing First tenancies were created in Q2 of 2024/25.	John Kerr; Stefan Kristmanns
Average length of time to re-let properties		28.9	30				27.6	30			Mid-year target exceeded.	Nicola Pettigrew
The number of incidences of youth homelessness in West Dunbartonshire is reduced		49	70				48	70			Mid-year target exceeded. We will continue to monitor trend information and deliver the key objectives within our Rapid Rehousing Transition Plan to ensure we tackle youth homelessness in West Dunbartonshire effectively.	John Kerr
% of council dwellings that meet the Scottish Housing Quality Standard		61.2%	56.7%				70.7%	62.2%			Mid-year target exceeded.	Alan Young

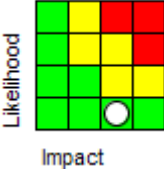
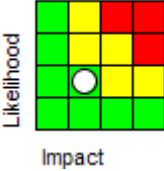
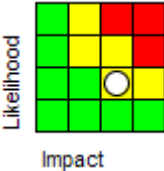
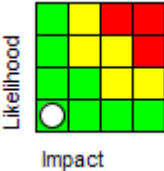
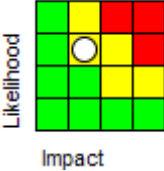
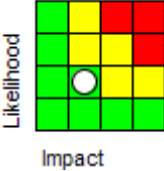
Action	Status	Progress	Due Date	Note	Owner
Ensure compliance with tenant safety standards (e.g. EICR, Gas safety, Mould & Dampness)		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	31-Mar-2025	This action is progressing well and anticipated to be completed by year end. To date we have carried out a self-assessment to assess compliance with Housing regulator standards. Over the remaining year we will develop a funding and delivery model in conjunction with the rent setting exercise and implement necessary	Martin Feeney; John Kerr

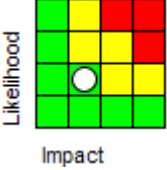
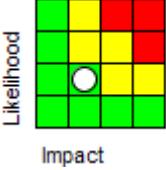
Action	Status	Progress	Due Date	Note	Owner
				measures to ensure compliance around tenant safety standards.	
Ensure the Council's Housing stock maintains compliance with the Scottish Housing Quality Standard and reduce the number of properties held in abeyance.			31-Mar-2025	This action is progressing well and on track to be completed at year end. The Capital Investment programme for 24-25 continues to progress and contribute to SHQS compliance.	Alan Young
Ensure the Council's Housing stock progresses towards the achievement of the energy efficiency standard for social housing (ESSH).			31-Mar-2025	This action is progressing well and on track to be completed at year end. The Capital Investment programme for 24-25 continues to progress EWI and contribute to ESSH compliance.	Alan Young
Develop and introduce a wider national rented home strategy			31-Mar-2025	This action is progressing well. To date we have responded to the publication of The Housing (Scotland) Bill and reported back to the Housing Bill steering group. Over the remaining year we will focus on carrying out a needs analysis and consultation to prepare our strategy ahead of presenting to committee for agreement.	John Kerr
Develop approach to the new Social Housing Net Zero Standard			31-Mar-2025	This action has progressed well. The Social Housing Net Zero Standard will set out the regulations for how social landlords heat residential properties, as well as how energy efficient the buildings need to be. To date we have provided a response, agreed through the Better Homes Board, to the Scottish Government consultation. Publication of the standard is currently unknown which may impact on this agreed action.	John Kerr
Deliver on the More Homes Programme			31-Mar-2025	This action is progressing as planned. To date we have agreed a new revised programme with the Scottish Government. In the second half of the year, we will focus	John Kerr

Action	Status	Progress	Due Date	Note	Owner
				on developing and agreeing the new Strategic Housing Investment Plan and completing the Clydebank East housing development.	
Deliver new Housing Asset Management Strategy			31-Mar-2025	This action is progressing as planned. To date we have carried out a review of the current strategic requirements and have updated the Better Homes Board. In the second half of the year, we will focus on completing a housing stock modelling exercise, strengthen the resource requirements to deliver on our ambitions and deliver the new Housing Asset Strategy, with Committee approval.	John Kerr
Assess requirement for declaration of housing emergency within West Dunbartonshire.			31-Mar-2025	This action is progressing as planned and anticipated to be completed by year end. The Housing and Communities Committee declared a Housing Emergency on 1st May 2024, in response we have developed the Housing Emergency Declaration Action Plan, identifying key priority areas to be addressed over the coming year; this was approved by the Housing and Communities Committee in August 2024. Ongoing monitoring of the action plan will be overseen by the Housing Emergency Project Board and will be reported on a quarterly basis to Committee.	John Kerr
Refresh our Strategic Housing Investment Programme (SHIP)			31-Mar-2025	This action is progressing well and is anticipated to be completed by year end. To date we have reviewed our resources; this was updated to members in August '24. Over the remaining year we will focus on developing the new SHIP and delivering the refreshed programme.	John Kerr
Implement digital improvement for housing operations (mobile app)			31-Mar-2025	This action is progressing well and anticipated to be completed by year end. To date we have reviewed	Nicola Pettigrew

Action	Status	Progress	Due Date	Note	Owner
				usage of the mobile app to ensure compliance with the mobile app. We completed demonstrations to all housing operations team on rent insights; with further roll out of the rent insights commencing in September. We have identified key tasks for the remaining year and over the remaining year we will implement key tasks by identified priority area.	
Implement digital improvement for housing operations (self serve portal)			31-Mar-2025	This action is progressing well. To date we have focused on exploring the potential for automating a range of housing processes, including housing applications, medical applications. We anticipate a number of these automations going live in late November 2024 and that the action will be completed by year end.	Nicola Pettigrew

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to meet citizen expectation and service standards	Risk of citizen dissatisfaction due to us not doing what we say we will when we say we will or not completing required works first time.	 Likelihood Impact	 Likelihood Impact	03-Oct-2024	To ensure citizens expectations and service standards are met we have identified key priority areas within the Building Services Improvement Plan, where progress is reported to the Building Service Board. We will continue to monitor customer satisfaction to assess the impact of the improvements.	Martin Feeney

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to deliver medical adaptations in agreed target timescales	This is monitored to ensure target timescale of 79 days average for housing medical adaptations is adhered to ensure satisfaction with the service and support those in need of this service.			21-Oct-2024	Q1, Q2 Continues with good in-year progress and continuing to clear legacy jobs helping to improve the overall position. Average days performance continues to improve and slightly over target for Q1 (47 days) & on target for Q2 (44 days) On track overall for improvement and reducing risk.	Alan Young
Failure to achieve the outcomes of the Scottish Social Housing Charter	The Scottish Social Housing Charter sets out the standards and outcomes that tenants and customers should expect from social landlords, in terms of the quality and value for money of the services they receive. Failure to continue to meet these could place the Council at risk of the intervention powers of the Scottish Housing Regulator			21-Oct-2024	Assessment remains as previous, however risk concerns have been identified and included within the Councils Annual Assurance Statement which was submitted to the Housing Regulator in August 2024.	John Kerr
Failure to deliver on homelessness prevention	The risk that, similar to other Local Authorities we will be unable to adequately meet housing needs due to rising costs and reduction in funding.			21-Oct-2024	Assessment upgraded and linked to the housing emergency declaration 2024. Key aspect of housing emergency action plan is to accelerate homeless prevention activities in advance of homeless prevention duties as noted in the current Housing Bill.	John Kerr

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to maintain Housing Stock	The risk that Council's Housing Stock are not fully fit for purpose with consequent adverse impact on our ability to deliver efficient and effective housing for Council tenants.			21-Oct-2024	No change to risk score, programme for investment and upgrades to council housing continues into 24-25 and a further five year programme to 28-29.	Alan Young


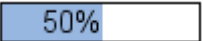
P 3. Our Economy

Ob Objective 8. We will support our residents to access employment and training opportunities

Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Value (£) of debt managed		£358,210	£300,000				£282,259	£300,000			Mid-year target exceeded. Despite performance at quarter 2 narrowly missing target, performance is on track at the mid-year point.	Stephen Brooks
Number of local people entering employment through Working 4U		131	104				102	104			Mid-year target exceeded. Despite performance at quarter 2 narrowly missing target, performance is on track at the mid-year point.	Stephen Brooks
Number of local people entering education or training		243	162				476	259			Mid-year target exceeded.	Stephen Brooks

Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Number of local people gaining a full qualification		303	228				274	128			Mid-year target exceeded.	Stephen Brooks

Action	Status	Progress	Due Date	Note	Owner
Review the current CLD Plan and compile a new plan for the 2025 – 2028 planning period.			31-Mar-2025	This action has been successfully completed. The CLD plan 24-27 has been produced by the CLD Strategic Group and will be published online by the end of October 24. Action plans for Youth Alliance, Adult Learning Partnership and Community Development Alliance have been developed and agreed with key stakeholders for the duration of the new 3 Year CLD Plan.	Stephen Brooks
Continue to develop access to welfare rights and debt management services			31-Mar-2025	This action is progressing well and in track to be completed by year end. The new triage process introduced is working effectively with residents and agencies referring to the welfare rights and debt teams being contacted within 2/3 working days. Number of referrals remains high with the servicer continuing to highlight the support on offer within West Dunbartonshire.	Stephen Brooks
Continue to provide access to employability services			31-Mar-2025	This action is progressing well and in track to be completed by year end. Working4U continues to develop and deliver employability services which meet the needs of residents with barriers to accessing work as well as offering in-work support. Through the Strategic Employability Group funding for delivery of employability	Stephen Brooks




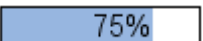
Action	Status	Progress	Due Date	Note	Owner
				services from partners has been commissioned for 24/25 and provision focuses on parents, vulnerable young people, economically inactive people, people with disabilities including mental health, community justice service users, ethnic minorities and those who are long term unemployed.	
Continue to provide access to community-based learning opportunities			31-Mar-2025	This action is progressing well and in track to be completed by year end. The Adult Learning team are working with West College Scotland to deliver a range of SQA courses in the local community. English for Speakers of Other Languages remains in high demand as new Scots settle in West Dunbartonshire. Literacy and digital learning continues to meet the needs of residents. Multiply funding is being used with partners to develop and enhance the numeracy skills of service users as well as enabling access to core skills qualifications in numeracy and maths. Youth focussed learning is offered through the Thrive and Ready to Thrive programme for vulnerable young people who require support with their personal development.	Stephen Brooks



Objective 9. We will work with partners to support economic development to deliver increased prosperity for our area




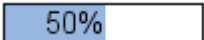


Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Total Value (£) of Income Generated		£2,785,087	£1,300,000				£2,253,291	£1,300,000			Mid-year target exceeded.	Stephen Brooks
Number of local people receiving support through Working 4U		2,046	1,534				2,349	1,700			Mid-year target exceeded.	Stephen Brooks


Action	Status	Progress	Due Date	Note	Owner
Develop a new employability partnership action plan			31-Mar-2025	This action is progressing well and in track to be completed by year end. The Strategic Employability group chaired by W4U Manager continues to meet to shape employability services for West Dunbartonshire which are responsive to the needs of service users and within the funders eligibility criteria. Strategic Partners are commencing discussions on a new 3 Year Employability Plan – based on key performance indicators and self-evaluation. Annual Action Plans for No one left behind (NOLB) have been submitted to Scottish Government for 24/25. For UK Shared Prosperity Fund (UKSPF) the delivery plan is monitored and reported to the Glasgow City Region. Skills Development Scotland Quality Action Plan has been submitted and approved for the Modern Apprenticeship and Foundation Apprentice programmes.	Stephen Brooks

Action	Status	Progress	Due Date	Note	Owner
Explore the potential for securing training and opportunities in the carbon/green energy sectors			31-Mar-2025	This action is progressing well and in track to be completed by year end. Our Employer Engagement team continues to work with green employers to identify their needs addressing various issues such as recruitment; grants; work placements; upskilling; and advice. A Business Breakfast took place on 27 th June. This was a joint event with Business Gateway to provide additional advice and guidance on business funding and to build partnerships with new employers, with a strong focus on the green sector. In 2023/24 Working4U supported green sector employers to fill 25 vacancies, roles included a Net Zero Coordinator, Loft insulation Installer and Recycling Operative.	Stephen Brooks
Compile and publish the local child poverty report to demonstrate our actions to address poverty and disadvantage			31-Mar-2025	This action is progressing well and in track to be completed by year end. A Child Poverty event was hosted to share information about the range of services working to tackle poverty and its impacts in West Dunbartonshire. Working4U worked in partnership with the Improvement Service to undertake a self-evaluation on partners knowledge of the impact of Child Poverty and the accessibility of services to support families locally. The Family Prosperity network (FPN) has been established. The self-evaluation findings and recommendations and seven improvement statements identified through the analysis of the survey responses are to be discussed and agreed at the new FPN. Child Poverty report is near completion with final review imminent.	Stephen Brooks







Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to respond to child poverty legislation will have a significant impact on the Council's reputation, more importantly an opportunity to raise issues and respond more effectively to child poverty issues will be lost	The Local Child Poverty Plan sets out what we will do to respond to child poverty, failure to respond will have a significant impact on the Council's reputation, more importantly an opportunity to raise issues and respond more effectively to child poverty issues will be lost			21-Oct-2024	We have established a process for developing the local child poverty report and will undertake a self-evaluation to assess the effectiveness of our approach. The self-evaluation will inform future developments	Stephen Brooks
The cost of living crisis will lead to a substantial demand for access to welfare/debt support services.	We will monitor the changing levels of demand and target our resources to individuals and areas that are most in need. We will seek to work with partners to ensure we receive appropriate referrals who can benefit from our support.			21-Oct-2024	We have reviewed our processes for dealing with referrals and carrying out assessments. This emphasises the need to respond quickly to those most in need while directing those with lower levels of need to appropriate partner and alternative sources of support.	Stephen Brooks



















Ob Objective 10. Our workforce is resilient and skilled where digital technology supports service delivery for our residents

























Action	Status	Progress	Due Date	Note	Owner
Workforce Planning: Develop and implement wellbeing, employee engagement, equality and learning and development plans to enable capabilities, improve resilience and promotion of a diverse workforce			31-Mar-2025	This action is progressing well. The management teams within Housing and Employability have been encouraging teams to update HR profiles to ensure accurate recording of the diversity profile of the team. Wellbeing continues to be a focus of the service ensuring employees are aware of the range of supports available to them through regular promotion of wellbeing supports and workforce updates. In addition, absence management is a key focus area and use of the Council console tool has been promoted to support managers to ensure absences are being managed well in areas such as timely return to work meeting where appropriate.	Peter Barry
Workforce Planning: Develop and implement employee life cycle plans in line with the People First Strategy to attract and retain the workforce			31-Mar-2025	This action is progressing well. The management teams within Housing and Employability have focused attention on areas such as Building Services and Housing Operations. Reviewing recruitment and retention of key roles to ensure efficiencies and key projects are supported such as housing team leader, void management and income generation posts will continue to be the focus over the remaining year.	Peter Barry
Workforce Planning: Implement service review process including role design, use of new technology and new ways of working to add resilience, address gaps, and			31-Mar-2025	This action is progressing well. The management teams within Housing and Employability have been exploring opportunities for efficiencies across a range of functions. The focus in the first half of the year has been to review spending on HRA and identify efficiencies and to review	Peter Barry













Action	Status	Progress	Due Date	Note	Owner
establish opportunities for efficiencies				staffing structures to ensure they are efficient and compliant with the WDC standard operating model taking into consideration future service needs. In addition, technology efficiencies such as automation of functions has been reviewed and implemented and a training program to support use of environmental sensors has been introduced. Work will continue over the remaining year to implement any identified efficiencies.	
Workforce Planning: Develop and implement learning and development plans and development opportunities to improve capabilities and resilience within the workforce		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">44%</div>	31-Mar-2025	This action is progressing well. The management teams within Housing and Employability have thus far focused attention on reviewing succession planning within services and ensuring skill transfer and upskilling of key roles. Scoping exercises for future skill needs have been undertaken and over the coming year work will continue to review needs and implement any changes.	Peter Barry


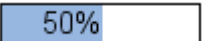

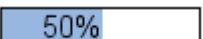
Ob Objective 11. Our Council is adaptable and focused on delivering best value for our residents

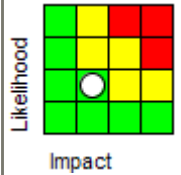
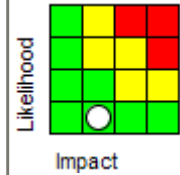
Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of properties returned from repairs within target		58%	80%				70%	80%			Mid-year target not achieved, despite this significant progress has been made in quarter 2 to reduce the total number of void properties towards target level. This whilst restricting overtime	Martin Feeney

Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											worked and work completed by sub-contractors. Whilst financial controls put in place are delivering the required outcome.	
Average time taken (in days) to complete medical adaptations		47.5	44				44	44			Mid-year target narrowly missed with an average of 45.75 days per quarter. Despite this significant progress has been made in quarter 2 to bring performance back into line with target levels and is on track to meet year end performance.	Alan Young
Average time (in days) to inspect and repair empty homes		19.7	12				15	12			Mid-year target not achieved. This challenging target is measured in calendar days. Despite not achieving the target in quarter 2, good progress continues to be made to reduce the total number of void properties to target level. This whilst restricting overtime worked and work completed by sub-contractors. Whilst financial controls put in place are delivering the required outcome.	Martin Feeney
Percentage of repairs appointments kept		91.5 %	93%				92.5 %	93%			Mid-year target narrowly missed. Work is ongoing to improve the quality of repair descriptions and	Martin Feeney





Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											allocated schedule of rates (SORs) which will result in more repairs being completed as appointed. It is anticipated full year performance will improve on 2023/2024 outcome.	
% of properties that require a gas safety record which had a gas check and record completed by the anniversary date		100%	100%				100%	100%			Mid-year target met.	Martin Feeney
Percentage of reactive repairs carried out completed right first time		85%	91%				87.7%	91%			Mid-year target narrowly missed. Work is ongoing to reduce the number of out of target repairs; this is impacting significantly on reported performance as out of target repairs are recorded fails. It is anticipated performance will improve in future quarters and full year outcome will improve upon 2023/2024.	Martin Feeney
% of tenants satisfied with the repairs and maintenance service		88.9%	87.5%				88.3%	87.5%			Mid-year target exceeded.	Martin Feeney
Average length of time (in hours) taken		4.82	4				4.89	4			Mid-year target not achieved. Despite this, performance in the	Martin Feeney










Performance Indicator	Q1 2024/25					Q2 2024/25					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
to complete emergency repairs											first half of 24/25 has improved upon the 2023/2024 outturn. It is anticipated performance will continue to improve as work continues to ensure only legitimate repairs are categorised as emergencies which will reduce the numbers to manageable and appropriate levels going forward.	
% of council rent that was lost due to houses remaining empty		0.84 %	1%				0.71 %	1%			Mid-year target exceeded.	Nicola Pettigrew
Average time taken (in days) to complete non-emergency repairs		12.75	10				13.41	10			Mid-year target not achieved. Work is ongoing to reduce the number of out of target repairs, and to improve the categorisation of repairs. This will allow improved work planning freeing up slots to schedule non-emergency reactive repairs ensuring these are completed quicker. It is anticipated performance will improve in future quarters.	Martin Feeney




Action	Status	Progress	Due Date	Note	Owner
Implement improvement plan for Building Services – year 4			31-Mar-2025	This action is progressing well. To date we have identified key priorities and developed an action plan for the coming year, this was approved at the Building Services Board where progress will be regularly updated. We have carried out a review of service delivery and will seek approval at Strategic Renewal and Review Group (SRRG) in October '24 and report outcomes to Housing and Communities Committee (HACC). Over the remaining year we will undertake a job evaluation exercise appropriate to service needs.	Martin Feeney
Implement improved void management process to ensure sustained reduction in number of void properties			31-Mar-2025	This action is progressing well and anticipated to be completed by year end. To date we have achieved a significant reduction in the average cost to bring a void property back to the Councils' relet standard to end of Q2 2024/2025 compared to outturn for 2023/2024. Over the remaining year we will continue to progress key actions in the void improvement action plan and implement any identified improvements to ensure efficiency around void management.	Martin Feeney

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to implement IHMS system across building services	The effective implementation of the IHMS system will delivery efficiency, improve case tracking, capture customer satisfaction and improve service delivery.			03-Oct-2024	IHMS has been fully implemented within Building Services. There are still however incidents of erroneous data in system although are reducing. We will continue to monitor and respond	Martin Feeney

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
					to development opportunities within the IHMS system.	

Action Status	
	Overdue
	Not on track
	In Progress and on track
	Completed

PI Status		Long Term Trends		Short Term Trends	
	Target significantly missed		Improving		Improving
	Target narrowly missed		No change		No change
	Target met or exceeded		Declining		Declining

Risk Status	
	Alert
	High risk
	Warning



OK