

**WEST DUNBARTONSHIRE COUNCIL****Report by Chief Officer, Housing & Employability****Housing & Communities: 3 November 2021**

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**Subject: Housing & Employability Delivery Plan 2021/22: 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 2021/22.

**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 2021/22 was noted by the Housing & Communities Committee on 5 May 2021 and a commitment was made to submit a mid-year progress report.

**4 Main Issues**Delivery Plan

**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, all nineteen actions are making good progress and on track for delivery by 31 March 2022. Detail of delivery and progress can be found in the progress report attached as Appendix 1.

**4.2** Also included in the plan are sixteen performance indicators which measure progress across key areas and link to the Strategic Plan 2017-2022. Eight of the performance indicators are monitored on a quarterly basis. During the first quarter two of these indicators met target, two narrowly missed target and four missed

target. In quarter two, two narrowly missed target and three missed target, data is not available for three of the indicators at this time. The following paragraphs detail latest progress against the eight quarterly performance indicators.

- 4.3** Number of new supply of social housing exceeded target in quarter one and is on track to meet the year end targets. Data for quarter two will be available late-October.
- 4.4** Tenancy Sustainment Levels within Housing First exceeded target in the first quarter and is on track to meet the year end targets. Data for quarter two will be available late-October.
- 4.5** 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.
- 4.6** Percentage of residents who feel safe in their local community narrowly missed target for the first half of 2021/22 although has shown improvement in quarter two. Despite narrowly missing target it has managed to retain a relatively high score and work continues through the ASB team and wider partnership working.
- 4.7** Percentage of repeat homelessness missed target for quarter one representing a decrease in performance in both the long and short term. Work continues through the monthly review group to analyse causal reasons for improvements. Data for quarter two will be available late-October.
- 4.8** Percentage of rent lost due to houses remaining empty did not meet its target in the first half of 2021-22 although has shown some improvement in the second quarter. Performance has been impacted by the pandemic and work continues to prioritise improvement in this area including dedicating resources to the allocation process.
- 4.9** Average days to re-let properties did not meet target for the first half of 2020/21 although has shown some improvement in quarter two. Performance in this area has been negatively impacted over the entire period of the pandemic and improvement plans have been implemented to bring this back to pre-pandemic levels.
- 4.10** Incidences of youth homelessness missed target in both quarters, work continues to apply additional preventative activities to improve performance.

#### Service User Feedback

- 4.11** 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.

- 4.12** In the first six months of 2020/21, the Housing & Employability service area received a total of forty five complaints, of which forty were Stage one complaints with a further five received at stage two. During the same period, twenty one complaints were closed at Stage one. Ten of these were closed with the five working day target for resolving complaints. Of the twenty one complaints closed at Stage one, six were upheld.

## **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 five strategic priorities of the Council.

**Peter Barry**  
**Chief Officer, Housing & Employability**  
**Date: 7 October 2021**

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**Appendix:** Appendix 1: Mid Year Progress Report: Strategic Delivery Plan 2021/22

**Background Papers:** **2021/22 H&E Delivery plan**

**Wards Affected:** All wards