

WEST DUNBARTONSHIRE COUNCIL**Report by Chief Officer – Supply, Distribution & Property****Committee: Infrastructure, Regeneration and Economic Development
Committee 17 November 2021**

Subject: Supply, Distribution & Property Delivery Plan 2021/22: Mid-Year Progress

1 Purpose

- 1.1** The purpose of this report is to set out progress to date in delivery of the actions detailed within the Supply, Distribution & Property Delivery Plan 2021/22 which are delegated to IRED committee. These are: Corporate Asset Management, Building Services and Housing Asset & Investment.

2 Recommendations

- 2.1** It is recommended that the Committee notes the contents of this report and the progress achieved at mid-year.
- 2.2** The progress of the Delivery Plan for Corporate Procurement will also be submitted to the Corporate Services Committee to enable scrutiny of the Corporate Procurement Unit.

3 Background

- 3.1** Annual Strategic Delivery Plans set out actions to address the key service specific issues identified during the annual strategic assessment exercise. 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 Supply, Distribution & Property Delivery Plan 2021/22 was noted by this committee on 12 May 2021, and a commitment was made to submit a mid-year progress report.
- 3.3** Council continues to be central to the national Covid-19 pandemic response supporting communities. We responded quickly to the pandemic, with initial focus on maintaining essential services and protecting communities. Levels of service disruption and adjustments have varied since spring 2020 and there continue to be significant challenges facing services as we move from the response to recovery from the pandemic.

4 Main Issues

Delivery Plan

- 4.1 Full details of mid-year progress are set out in the performance progress report attached as Appendix 1.
- 4.2 The Supply, Distribution & Property plan contains a range of actions designed to support delivery of the strategic priorities of the council. At this mid-point of the year, of the 11 actions in the plan, one action is complete; **Develop and implement a new disposal strategy**. Eight actions are making progress and on track for delivery by 31 March 2022. The remaining two actions; **Corporate Asset management plan** and **Property Asset action plan**, whilst initial planning has been undertaken the development of the new 5 year plans have been deferred to 2022/23 to ensure they align with the new Strategic Plan.
- 4.3 Also included in the plan are 11 performance indicators of which seven are monitored on a quarterly basis. Of these, three indicators achieved their mid-year target, two narrowly missed the target and two failed to meet target. The following paragraphs detail progress against the two quarterly performance indicators that failed to meet target and show red status.
- 4.4 **Average length of time taken to complete emergency repairs.** Failed to meet the target in both quarters. Improvement has been made in Q2 compared to Q1. COVID continues to impose constraints which impact the average time taken to complete emergency repairs. These include additional COVID safety control measures. It is also noted that the service has had resource issues with a high level of absence resulting in an increase in the time to attend emergency repairs with many reported in normal hours having to be carried out, out of hours. The service is reviewing process, procedures and resources to ensure performance improves in the remainder of 2021/22.
- 4.5 **Average time taken to complete non-emergency repairs.** Achieved target in Q1 but failed to meet the target in Q2. The increase in the time taken to complete non-emergency repairs was anticipated and is a direct result of the work to clear the backlog of repairs which accelerated in Q2.
- 4.6 The plan contains ten risks, all have been reassessed with no change to the risk assessments.

Service User Feedback – Complaints

- 4.7 A key focus in the development of the strategic delivery plans was ensuring that we capture learning from the range of mechanisms that provide feedback from those who use our services. Central to this approach is ensuring we capture learning and make improvements to service delivery based on complaints.
- 4.8 Between 1 April and 30 September this year, the Supply, Distribution & Property Service received a total of 199 complaints, comprising 188 Stage 1

and 11 Stage 2 complaints. During the same period, 155 complaints were closed, 108 at Stage 1, three closed at Stage 2 and 44 categorised as resolved. This new category of resolved complaints was introduced by the Scottish Public Services Ombudsman from April 2021. It relates to complaints where both parties agree that the complaint can be resolved effectively without a full investigation such as rescheduling an appointment, processing a refund, or explaining a decision to a complainant. Neither the outcome (upheld/not upheld) nor the time taken to close complaints of this type are recorded.

- 4.9** Of the 108 of the complaints closed at Stage 1, 47 met the 5 working day target for resolving Stage 1 complaints, with an average of 5 working days to resolve all complaints at Stage 1. Of the three complaints closed at Stage 2 all missed the 20 working days target with an average of 40 working days to resolve all complaints closed at Stage 2.
- 4.10** 80 of the 108 complaints closed at Stage 1 were upheld representing 74%. Of the three complaints closed at Stage 2, two were upheld representing 67 %.
- 4.11** The 199 complaints received between April and September were categorised as follows:
- Citizen expectation not met (quality of service) - 114 complaints, 40 of which were upheld.
 - Citizen expectation not met (timescales) – 71 complaints, 38 of which were upheld
 - Employee behaviour - six complaints, two upheld.
 - Error in service delivery - two complaints, one upheld.
 - Failure to deliver service – six complaints, one 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 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** 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 the progress achieved across the strategic area, drawing from information provided by officers.

10 Strategic Assessment

- 10.1** The strategic delivery plan sets out actions to support the successful delivery of all 5 strategic priorities of the Council.

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Date: 20 October 2021

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Appendix:	Appendix 1: Supply, distribution & Property Delivery Plan 2021/22 - Mid-Year Progress
Background Papers:	SD&P 2021/22 Delivery Plan to IRED Committee 12 May 2021
Wards Affected:	All wards