

## **REPORT TO COMMUNITIES COMMITTEE – 21 FEBRUARY 2019**

### **HOUSING ACTION PLAN**

#### **1 Recommendations**

**The Committee is recommended to:**

- 1.1 Discuss and approve the Housing Action Plan**
- 1.2 Agree to receive six monthly updates on the progress of the action Plan.**

#### **2 Background / Discussion**

- 2.1 The Housing Service report to the Scottish Housing Regulator annually by way of the Annual Return on Charter. The Annual Return on Charter report documents how well the Housing Service is doing against the Scottish Housing Regulator's indicators.
- 2.2 The Housing Service also provides data to two benchmarking organisations throughout the year. The two organisations are Scottish Housing Network and HouseMark.
- 2.3 Both benchmarking organisations provide presentations annually to the Housing Service. The presentations provide an in-depth analysis of what the service does well, what can be improved upon and how we relate to others within the sector.
- 2.4 The information is received by the Housing Service approximately six months into the year. The results are not a surprise to the service and the areas where improvement can be made are known in advance with work ongoing to improve those areas.
- 2.5 An Action Plan showing the areas for improvement is attached to this report at Appendix 1.
- 2.6 The Action Plan ties in with the Local Housing Strategy adopted by Aberdeenshire Council in December 2017.
- 2.7 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments are incorporated within the report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

### **3 Scheme of Governance**

- 3.1 The committee is able to consider this item in terms of Section D 7.1 of the List of Committee Powers in Part 2A of the Scheme of Governance as this relates to a decision on policy and resource matters.

### **4 Implications and Risk**

- 4.1 An equality impact assessment has not been carried out as the recommendations do not have a differential impact on any of the protected characteristics.
- 4.2 There are no specific staffing and financial implications arising from this policy as it reflects the current situation on which the Housing budget was set.
- 4.3 This report is intended to look at performance and actions and should not impact on risks at a corporate or strategic level.
- 4.4 The recommendations in this report do not have an impact on the Town Centre First Principle.

**Stephen Archer, Director Infrastructure Services**

Report prepared by Rob Simpson, Head of Housing.  
14/01/19

Appendix 1

Actions from Annual Benchmarking

No	Issue Arising from Benchmarking	Action	Responsible Service Area	Lead Officer	Deadline	Comments	Status	Outcomes Expected
1	Major Works Costs second highest in peer group.	Assess value for money and report to Housing Management Team (HMT) on value for money.	Asset Management	Housing Manager, Asset Management & Repairs	Autumn 2019	Works. Considerable work undertaken to date which has led to a new procurement route being utilised. Savings from this yet to show through benchmarking process. Reduced period to complete major works (4 year Housing Improvement Programme (HIP) contract) has also led to a spike in costs.		Reduced average actual costs
2	EESH (Energy Efficiency Standard for Social Housing) – compliance below peer group	Assess current position. Put in place plan for EESH 2 once requirements are announced. Report to Communities Committee on future requirements at appropriate time.	Asset Management	Housing Manager, Asset Management & Repairs	TBC once announcement made on EESH 2 (expected imminently)	Aberdeenshire has large numbers of non-traditional housing, stone built houses and off gas areas, all are expensive to treat and impact on speed and ability to deliver EESH. EESH 2 details to be factored into view.		Production of a plan for EESH2 compliance.
3	Responsive repairs – costs higher than peer group	Report to HMT on the issue, reasons behind this and action plan for the future.	Asset Management	Housing Manager, Asset Management & Repairs	Winter 2019	New system being introduced to enhance efficiency of workforce and new procurement method in place for supplies which will produce savings.		Lower costs
4	Void Repairs – total cost per property highest	Report to HMT on the reasons behind this and any actions that can be taken to address the issue.	Asset Management	Housing Manager, Asset Management & Repairs	Summer 2019	Repairs currently undertaking large upgrades at void. Approach to be fully reviewed.		Revised process at void.

5	Tenant Satisfaction with participation	To report to Communities Committee in March 2019 with a new approach to TPPT (Tenant Participation Promotion Team) and this will encompass the National overview.	Tenancy Services/TPPT	Housing Manager, Tenancy Services	March 2019	Ongoing engagement with TPPT and TIS (Tenants Information Service) by way of Government funded "Next Steps" programme to deliver a revised Tenant Strategy that aims to ensure a wider level of involvement. Methods will also be employed to develop tenant scrutiny of services provided to dovetail with existing Committee mechanisms	Enhanced level of meaningful tenant engagement, scrutiny and involvement
6	Emergency Repairs taking longer than they did in previous years	Recording issue identified and being addressed.	Asset Management	Housing Manager, Asset Management & Repairs	Autumn 2019	This has mainly been due to a failure to close of emergency repairs and open a new works order for follow up works.	Accurate use of system.
7	Lengthening average re-let time	Review of void process to be arranged together with a deep dive into examples with relevant team members to fully understand issues and possible solutions.	Asset Management, Tenancy services, Options & Homelessness	Housing Manager, Asset Management & Repairs	Summer 2019	Tied to 4 above. The process of engagement in the RRTP (Rapid Rehousing Transition Plans) development process has resulted in additional work to examine methods of streamlining current approach	Hope to have a reduction in re-let time. Streamlined voids process.
8	Time taken to undertake medical adaptations both in local authority and private sector.	Create a complex cases forum to review and accelerate delivery, implement housing solutions training to ensure housing issues and solutions are identified at an early stage, improve and stream line minor adaptations process, improve recording of need, timelines and outcomes.	Tenancy Services, Strategy, Asset Management	Housing Manager, Strategy	June 2019	Multi-disciplinary Group currently focusing on minor adaptations with a meeting held 9 <sup>th</sup> January 19 with further discussion due to take place 20 <sup>th</sup> February 19	Reduction in time taken to undertake medical adaptations on a tenure neutral basis.