

**Housing and Environment**

**Six Month Performance Summary**

**1 April 2018 to 30 September 2018**

**17/10/2018**

## CONTENTS

<b>Introduction by Barbara Renton (Executive Director)</b>	<b>2</b>
<b>Service performance summary</b>	<b>3</b>
<b>How do we compare with others?</b>	<b>7</b>
<b>What are our customers saying?</b>	<b>7</b>
<b>Progress against Performance Indicators and Improvement Plan</b>	<b>9</b>
<b>Performance Indicators exceptions</b>	
Where we are exceeding our target	10
Where we are not on target	11
<b>Improvement Plan exceptions</b>	<b>11</b>

## INTRODUCTION

### **Welcome to Housing and Environment six monthly performance summary 1 April 2018 to 30 September 2018**

Welcome to the 6 month exception report for Housing and Environment. This is an exception report to provide assurance that the actions and targets set out within our Business Management and Improvement Plan (BMIP) are being addressed. It also serves to report back on where we anticipate exceeding these targets and to help understand why we are predicting some may not be met.

Housing and Environment was formed on 1 April 2018 and we continue to work very hard in delivering in a wide range of areas with a responsive customer and community focus. This includes services which impact on residents and visitors on a daily basis – such as social housing, school transport, roads, bin collection, and street sweeping. Our work also delivers for those which people may only use on occasion, including homelessness, planning, business services, trading standards, dealing with emergencies and support to help find a job, for example.

As outlined in our BMIP, going forward there will be a continuing need to understand how best to use the resources available to us and to communicate what our services are. In the meantime, we will also seek out all opportunities to work collaboratively both within the council and with a range of different partners. Added to this, we are committed to our transformation programme, looking to further modernise the way services are delivered and producing further efficiencies, where any further opportunities arise.

Across the whole service, there are committed and dedicated staff who work hard to deliver the best services possible within the resources available. Without them, we could not take forward the outlined work within our BMIP, as we strive to improve the outcomes we set out within that document.



**Barbara Renton**  
Executive Director



**Keith McNamara**  
Depute

## Service Performance Summary

### GIVING EVERY CHILD THE BEST START IN LIFE & DEVELOPING, RESPONSIBLE AND INFORMED CITIZENS

The new build programme is having a positive impact in tackling both overcrowding and improving outcomes for families. An example of these outcomes can be demonstrated within the [Blackthorn development](#) in Blairgowrie which was developed following extensive community engagement. ***(Housing and Communities)***

We participated in the Scottish Housing Day to raise awareness of the latest developments in housing and give people the resources they need to make informed decisions about their housing options. The focus this year was on supporting young people. ***(Housing and Communities)***

### PROMOTING A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY

In partnership with SSE we were successful in bidding for funding from the Warm Homes Fund (£1.2m). This forms part of a total investment of over £2m to replace central heating systems and support people who live in more remote areas to heat their homes. Work has begun to deliver these projects by December 2019. ***(Housing and Communities)***

Perth-based company Miconex and technology partner Stampeet, were supported by the City Development Team to introduce the popular Mi Rewards Scheme in addition to the Perth Giftcard. Mi Rewards is free to use and registered customers are given a point for every pound they spend with local businesses. They can then redeem those points as gift cards which can be spent in local participating businesses. ***(Environment and Infrastructure)***

Tourism is a key driver in the economy of Perth and Kinross – with an estimated value of £500m annually to the area. A significant strength of tourism locally is the events sector with an established and diverse calendar covering sport, arts, music and culture, food and drink, and more. The BBC's "The Biggest Weekend" over 26-27 May 2018, attracted crowds of over 20,000 across the two days. It showcased the beauty of Scone Palace, Perth and the surrounding area nationwide on BBC television, radio and online channels. Feedback from the BBC on audience comments were very positive, with some people describing it as the 'best organised festival of its size' that they had been to. ***(Environment and Infrastructure)***

The Employment HUB is achieving notable success including the Skills Academies funded by the European Social Fund (ESF). These programmes have had a direct impact on moving clients into work within the hospitality sector. The IWISH programmes (Into Work in Scottish Hospitality) have

supported a total of 24 clients directly into work within the region. The industry visits and introduction of clients to employers creates direct employment opportunities.

***(Environment and Infrastructure)***

An investment pitch extolling the many advantages of doing business from Perth and Kinross was made at the recently opened Victoria and Albert museum on the Tay waterfront.

***(Environment and Infrastructure)***

## **SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES**

Progress is being made on building on our success in the delivery of our Home First Transformation project and we are currently developing our “Rapid Rehousing Transition Plan” which is to be submitted to the Scottish Government by December 2018. We have undertaken a detailed analysis of the current demand, gaps and future supply and type of temporary accommodation and have events planned for staff and our partners in October and November 2018 to help inform the plan.

***(Housing and Communities)***

As at September 2018, we have assisted 74 households through our Personal Homeless Budgeting approach. This enables staff to respond quickly to people who are faced with a homeless or crisis situation which could impact on their ability to have, or keep, a roof over their head.

***(Housing and Communities)***

We became only the second Council to sign up to the Chartered Institute of Housing’s “Make a Stand Pledge” to support people experiencing domestic abuse.

***(Housing and Communities)***

We have completed a programme of improvement in two of our sheltered housing complexes at Strathmore Street and Carpenter Court. This included updating communal areas, new gas central heating, assisted bathing facilities, improved laundry facilities and outside seating areas.

***(Housing and Communities)***

Between April and June 2018, glass recycling increased by 126 tonnes (approx. 22%) compared to the same period last year. The Waste Team were able to give a £600 donation to a local charity, Cornhill Macmillan Centre, as part of the 'Give Your Glass for Cornhill' glass recycling campaign.

***(Environment and Infrastructure)***

On the strength of our bid, the Council's Perth City Region Cycle Network project has been chosen to advance to the next stage of Sustrans Scotland’s “Community Links PLUS” competition 2018. This aims to inspire local authorities to design better places and spaces for people to live, walk and cycle in for everyday journeys.

***(Environment and Infrastructure)***

## CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS

We have completed 25 high quality social housing homes in Scone and Milnathort. These properties are of the highest quality, with triple glazing and fitted with state-of-the-art insulation as standard to help reduce household bills. The homes also meet the “housing for varying needs” standard so that they can be easily adapted to meet changing household needs (for example wheelchair accessible standards).

***(Housing and Communities)***

Through the Buyback Scheme, we have also purchased 20 ex-Council properties in areas of high housing demand.

***(Housing and Communities)***

Our multi-million pound Capital Investment Programme continues to improve the quality of our existing housing stock, including external fabric works and environmental improvement programmes.

***(Housing and Communities)***

We have introduced new Pre-Tenancy Information Packs which offer information on moving house, furnishing and decorating new homes, paying rent, being a good tenant, budgeting and health and wellbeing.

***(Housing and Communities)***

We have developed a new Tenant Welcome Pack which will give tenants a positive start in their home and support them to sustain their tenancy longer.

***(Housing and Communities)***

As part of the expansion of MyPKC, we have introduced reporting repairs on line which offers a convenient 24/7 access to report non-emergency repairs.

***(Housing and Communities)***

In partnership with tenants and elected members, we continue to develop Estate Based Initiative programmes across Perth and Kinross ranging from car parking, redesign of paths, drying areas and communal spaces.

***(Housing and Communities)***

A 60 week programme of work to transform the B-listed former St Paul's Church on Perth's Old High Street has been agreed and will get underway in October 2018. This is a major milestone which will see one of the City's most high profile empty buildings brought back into use as a public arts and events space.

***(Environment and Infrastructure)***

In September 2018, representatives of the 48 In Bloom committees from across Perth and Kinross gathered to hear the results of the annual “Take a Pride in Perth and Kinross Award Competition”.

***(Environment and Infrastructure)***

The judges commented:

*“we continue to be struck by the enthusiasm, energy, skill and commitment from all the places we visited. The immense contribution really makes a difference our towns and villages. It was a great privilege to be welcomed to the communities and they have all done exceptionally well.”*

The winner of the Large Village category was Brig' In Bloom. The winner of the Small Country Town Category was Coupar Angus, Pride of Place. Best Community Involvement was awarded to Coupar Angus, Pride of Place. Kinnesswood In Bloom was awarded Best Involvement with Schools. The Most Improved Community title went to Dunkeld and Birnam In Bloom. A special award was given to Keith Lawrence of Ardoch In Bloom for his Outstanding Contribution. Kinross In Bloom was presented with the Endeavour Award. The Best New Entrant was awarded to Luncarty and Redgorton In Bloom.

**(Environment and Infrastructure)**

The Kinross-shire and Glenfarg Zero Waste Challenge, which helps communities to reduce household waste and stimulates recycling, took place during April and May 2018 and engaged 5,080 householders. The six week challenge included 'Dads & Lads' cooking workshops; soup, smoothie and juice making workshops; a recipe competition; school talks at three local primaries; a stall at the local community market and information displays in the community and at the local Sainsbury's in Kinross.

**(Environment and Infrastructure)**

On 26 June 2018, the new link road to Bertha Park was completed as part of the first phase of the Perth Transport Futures Project. The Project aims to alleviate current and future traffic congestion, provide essential roads infrastructure to support economic growth and improve air quality in the city centre. The A9 southbound offslip also opened, giving southbound drivers an easy link to the A85.

**(Environment and Infrastructure)**

At the Blackford Community Park and Play Area, partnership working took place with the local community who were proactive and keen to improve their local play park. The Community Greenspace Team were able to allocate £50,000 of capital funding for play area upgrades. With the support of Elected Members, the Blackford Improvement Group was formed to help design the park upgrade and raise funding. The additional £78,000 of funding they raised enabled an additional zipwire and a more exciting rope climbing unit to be included in the works.

**(Environment and Infrastructure)**

## How do we compare to others?

We measure our performance against Local Authorities and Registered Social Landlords (RSLs) through the Scottish Housing Best Value Network (SHBVN) and Housemark.

The results of the 2017/18 Scottish Annual Return on the Charter were published on 31st August 2018. Some highlights are:-

- Our compliance with the Scottish Housing Quality Standard (SHQS) in 2017/18 was **96.15%** which compares favourably with the Scottish average of **94.2%**.
- **100%** of our housing stock received an annual gas certification by the anniversary date - the Scottish national average in 2017/18 was **99.8%**.
- Our reliance on the use of bed and breakfast accommodation in 2017/18 was **1.58 days**, whereas the Scottish national figure is **35.9 days**.
- Our handling of first stage complaints was **93.10%** in 2017/18, whereas nationally the average was **98.2%**. For second stage complaints our performance in 2017/18 was **96.97%** against a Scottish national average of **94.2%**.

***(Housing and Communities)***

In April 2018, we introduced a chargeable garden waste collection service. After benchmarking with other Local Authorities including Angus Council and Highland Council, we have introduced the service with a 54% participation rate. We have exceeded the income target.

***(Environment and Infrastructure)***

The Chartered Institute of Public Finance and Accountancy Benchmarking return evidenced that we were one of the leading Councils for energy performance. Currently, the overall energy consumption from Council properties for 2018/19 is showing a 3% reduction compared to the same period in 2017/18, achieving the Councils energy reduction target.

***(Environment and Infrastructure)***

## What are our customers saying?

### Customer Feedback

Our Tenant Conference, held on 27 June 2018, included four workshops which looked at the format of the conference, our performance targets, sustaining tenancies and rent setting. Tenants told us they wanted local events and road shows, drop-in surgeries, encouraging attendance at events by offering free travel and childcare and surveys/questionnaires included within "On The House".

***(Housing and Communities)***



During March and April 2018 we carried out our bi-annual Tenant Satisfaction Survey. A summary of which:

Performance Indicator (%)	PKC's Comparison with Scottish Local Authorities
Overall Service Provided – tenant satisfaction <b>(94.77%)</b>	1 <sup>st</sup>
Being Kept Informed about decisions <b>(96.8%)</b>	2 <sup>nd</sup> (South Ayrshire were 1 <sup>st</sup> with 97.4)
Opportunities for tenants to Participate <b>(98.74%)</b>	1 <sup>st</sup>
Management of Neighbourhood <b>(94.57%)</b>	1 <sup>st</sup>
Quality of Home <b>(95.83%)</b>	1 <sup>st</sup>
Value for Money <b>(88.18%)</b>	3 <sup>rd</sup> (Clackmannanshire and East Lothian 1 <sup>st</sup> / 2 <sup>nd</sup> with 93.23% and 88.63%)

Our performance has been scrutinised by the SURE Team and their overall assessment of our performance in 2017/18 was on the whole extremely positive with most of the themes being rated as “green”. Good progress made in 2017/18 and 2018/19 action plans continue to show how further improvement can be achieved.

***(Housing and Communities)***

Employment Hub client feedback:

- “I would recommend the programme. Not only have I got a job I also have two new best friends.”
- “I would recommend this course to anybody who wants to learn about the hospitality industry and wants to get back to work. This course is a must!”
- “The course and support was great. Sam and her team were very knowledgeable, approachable and friendly.”

***(Environment and Infrastructure)***

Our April 2018 to June 2018 customer satisfaction survey evidences:

- 86% of people had no problems when dealing with Housing and Environment.
- 78% of people were very satisfied or fairly satisfied with their overall experience of dealing with Housing and Environment.

In September 2018 SGS, the world's leading inspection, verification, testing and certification company found that the Council's Building Standards Team continues to meet the international Customer Service Excellence Standard.

***(Environment and Infrastructure)***

Our Food Safety Team has also received Customer Service Excellence accreditation for the last 20 years. This was recognised by the Environment and Infrastructure Committee in September 2018.

*(Environment and Infrastructure)*

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2018 to 30 September 2018, Housing and Environment has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan agreed by Housing and Communities Committee on 22 August 2018 and Environment and Infrastructure Committee on 5 September 2018.

Of the 42 key performance indicators and improvement tasks contained within the BMIP: 7% are exceeding target; 45% are on target; 7% are not on target; and 41% are not measurable at this six month point. Below is a summary of the progress against the targets within the BMIP:

Performance Indicators	Total	Exceeding Target	On Target	Not on Target	Information not Available
<b>GIVING EVERY CHILD THE BEST START IN LIFE AND DEVELOPING, RESPONSIBLE AND INFORMED CITIZENS</b>					
	2	0	1	0	1
<b>A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY</b>					
	14	0	8	0	6
<b>SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>					
	9	2	3	0	4
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>					
	17	1	7	3	6
<b>Improvement Plan</b>	<b>Total</b>	<b>Exceeding Target</b>	<b>On Target</b>	<b>Not on Target</b>	<b>Information not Available</b>
Improvement Plan	29	0	29	0	0

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified, where appropriate, to ensure the Service reaches the target by March 2018

## Performance Indicator Exceptions

Where we are exceeding our target

Indicators exceeding targets	Performance				Target
	2015/16	2016/17	2017/18	Sept 18	2018/19
<b>SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>					
Average days in temporary accommodation (all types)	131.58	131.98	81.53	<b>74.4 (Aug)</b>	<b>80</b>
<b>Comments</b> Through our Home First approach, we are continuing to reduce the number of days people are in temporary accommodation and we are significantly below the Scottish national average of 103.2 days.  <i>(Housing and Communities)</i>					
Average time taken in days to complete approved applications for medical adaptations in the reporting year	57.6	73.75	95.53	<b>52.93 (Aug)</b>	<b>80</b>
<b>Comments</b> We are currently showing a significant improvement over the 2017/18 position and this continues to be a key area of focus for the Housing Service. <i>(Scottish national average 51.3 days)</i>  <i>(Housing and Communities)</i>					
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>					
Tonnes of CO2 emissions from Council properties	18,065	16,387	15,055	<b>3,522 (Aug)</b>	<b>14,000</b>
<b>Comments</b> Less energy use to date along with using cleaner sources e.g. biomass (which affects the conversion rate*) has led to an increase in performance. This may change dependant on the severity of the winter season.  *Each kWh consumption is converted into tonnes of CO2 using conversion factors (usually kWh/kg of CO2). Gas and oil are primary fuels so direct emissions as they are burnt on site to produce heat, electricity is a secondary fuel as it is created elsewhere and delivered to site. Therefore the emissions for electricity are dependent on the mixture of fuels used to generate it, and it changes depending on the mix, more renewables reduces the conversion factor.  <i>(Environment and Infrastructure)</i>					

## Where we are not yet on target

Indicators not yet on target	Performance				Target
	2015/16	2016/17	2017/18	Sept 18	2018/19
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>					
Average length of time in days taken to complete non-emergency repairs	13.26	13.42	8.59	<b>9.37 (July)</b>	<b>8</b>
% of tenants satisfied by the repairs service	90.06	90.24	90.42	<b>91.4 (Aug)</b>	<b>95</b>
<p><b>Comments</b></p> <p>Although there has been an increase of 9% in the time taken to complete non-emergency repairs, there has been a 12% increase in demand. We continue to prioritise emergency repairs to ensure our properties are safe, wind and water tight and that, together with our focus on reletting void properties, impacts on our performance in this area.</p> <p><i>(Scottish national averages – non emergency repairs 6.4 days; satisfaction with Repairs Service 92.1%)</i></p> <p><i>(Housing and Communities)</i></p>					
% of ASB complaints resolved within locally agreed targets	94.57	96.68	81.23	<b>85 (July)</b>	<b>90</b>
<p><b>Comments</b></p> <p>We are experiencing more complex complaints which are taking longer to resolve as they require multi-agency involvement and therefore exceeding our target of 20 working days. However, our initial response rate for serious complaints (2 working days) is 91% and for more routine complaints 96% (5 working days).</p> <p>We have introduced a robust case recording system which is providing greater validation of the data.</p> <p><i>(Scottish national average 87.9%)</i></p> <p><i>(Housing and Communities)</i></p>					

## Improvement Plan Exceptions

None.