

**Housing and Environment**

**Interim Performance Summary**

**1 April 2019 to 30 September 2019**

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# Introduction

## by Barbara Renton, Executive Director (Housing and Environment)

**Welcome to the Housing and Environment Service six-monthly performance summary from 1 April 2019 to 30 September 2019.**

This is an interim performance report to provide assurance that the actions and targets set out in our [Business Management and Improvement Plan \(BMIP\)](#) are being addressed. It also reports on where we anticipate exceeding targets and helps understand why we may not be on track to meet some others.

By setting realistic targets Housing and Environment can continue to improve on the wide range of vital services it provides for the Perth & Kinross community. The report highlights clearly the work we are doing, and what we will continue to do to support the people who rely on these services. It also highlights where we will take remedial action, if appropriate.

We will continue to face challenges, but are committed to making sure that we always make the best possible use of our resources. The Service will seek opportunities to work collaboratively both within the Council and with external partners wherever possible, getting the best value out of everything we do.

Our staff remain dedicated to delivering the best services they can with the resources available to them. I know they will continue to do their utmost to achieve the ambitious outcomes for Housing & Environment which were set out in our BMIP.

## Service Performance Summary

### Giving Every Child the Best Start in Life & Developing Educated, Responsible and Informed Citizens

Teams across Housing and Environment have a key role in giving every child the best start in life and in helping to develop responsible and informed citizens. We continue to work with all partners to achieve positive outcomes and deliver the Fairer Future ambitions. Our contribution to positive outcomes are wide ranging from tackling homelessness, providing good quality energy efficient council houses, high quality play parks and open spaces along with a range of activity programmes and educational events that encourage family activity and sport. We recognise that all aspects of place and community can have a positive impact on our children and young people's developmental milestones, educational attainment, emotional wellbeing and wider outcomes in life.

#### Our contribution to these outcomes include: -

- the Perth & Kinross Local Child Poverty Action Report (LCPAR) 2019/20 was submitted to the Scottish Government in June 2019 following approval by the Children, Young People and Families Partnership, the Community Planning Partnership Board and the Council. The Child Poverty working group, supported by a range of partners, is taking forward the recommendations and actions within the report to tackle child poverty within Perth and Kinross.  
*(Housing and Communities Committee)*
- as a result of a continued focus on homelessness prevention work and the ongoing success of Home First, the number of families presenting as homeless has reduced by 52% with only 57 presentations between April and August this year, compared to 119 for the same period in 2018/19. We have had similar success in preventing homelessness for young single people with a 24% reduction for the year to date compared to 2018/19 (68 to date compared to 90 in 18/19). The impact of this work has been to minimise the impacts, stigmas and duration of homelessness for many households.  
*(Housing and Communities Committee)*
- four play areas (Coupar Angus Hay St, Glenfarg Wallace Crescent, Scone Stormont Way, Longforgan Helen McGregor Park) are on track to be upgraded this year with an estimated investment of £200,000.  
*(Environment and Infrastructure Committee)*
- a contribution towards a community led "all abilities" play area upgrade at the North Inch will improve equipment, landscaping and access enabling young people with varying degrees of mobility to access the children's play activities.  
*(Environment and Infrastructure Committee)*
- Community Greenspace have facilitated over 1,000 events on public greenspaces throughout Perth and Kinross, a large number of which were free to, or provided for, children. Examples include Crieff & Pitlochry Highland Games, Spartans (National Endurance Course), Perth Show, Scottish Open Volleyball Tournament, community fetes and galas.  
*(Environment and Infrastructure Committee)*

- in addition, the following events were either free for children or comprised of elements that were free for children: -Scottish Rugby – Caledonia Cup Youth Rugby Finals (with Solheim Cup outreach activity); Perth Festival of the Arts; Perth Medieval Fair; International Youth Band Festival  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- [Bertha Park High School](#) build was successfully completed in July 2019 within the allocated budget of £32.5m. Bertha Park is Scotland's newest secondary school and the first one to be built in 20 years in Scotland. The project has been short listed under one category "Best Project" in the Education Buildings Scotland Awards.  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- we continue to work on the multi-site school investment programme to support the aims of the Early Years Service. (*Housing and Communities Committee*)

### Promoting a Prosperous, Inclusive and Sustainable Economy

**Through the Tay Cities Regional Economic Strategy, we will deliver inclusive growth by addressing inequality of economic opportunity, improve productivity by supporting the creation of higher value, better paid jobs, and deliver a more prosperous and fairer future for people in our area.**

**Our Local Development Plan sets out policies and proposals to ensure our area continues to be an attractive place to live and has a good supply of housing and employment land.**

**We support our tenants and residents to maximise their income through signposting and supporting them to enhance and develop their skills. By doing so, we aim to enhance their employment opportunities and contribute to the Fairer Futures aims under Fairer Working Lives.**

**Our contribution to these outcomes include: -**

- the Tay Cities Deal is working towards Full Deal status by mid-November 2019. It is progressing well, and all the projects located in the Perth & Kinross area are being supported to develop their Outline Business Cases; these include the following three projects being led by PKC.
  - the Perth Bus & Rail Interchange which has just agreed to progress with Network Rail to a master planning exercise.
  - the Low Carbon Transport Hub & Active Project is also progressing well, and it is hoped it will be one of the early projects to reach full approval.
  - the Perth Cultural Transformation including the City Hall; this project is now proceeding to Full Business Case and is hopeful to receive early funding.  
(*Environment and Infrastructure Committee*)
- the conversion and repair work at St Paul's Church in Perth is ongoing. Related work for the promotion and use of the site for events, markets, art and lighting is progressing to allow the public space to be used for a variety of purposes during the day and evening.  
(*Environment and Infrastructure Committee*)

- we are engaging with investors to support the investment and delivery of additional hotel capacity within Perth City. Specific sites have been identified, assessments carried out and promoted to investors.  
(*Environment and Infrastructure Committee*)
- the Creative Exchange was formally handed over from the contractor to the Council. The building is leased to Workshop & Artists Studio Provision Scotland (WASPS) who will operate the Creative Exchange on behalf of the Council. It is anticipated the first tenants will move into the building during October 2019. Within the facility, the Council will operate the Famous Grouse Ideas Centre, a multifunctional space for training and innovation for the culture and creative industries sectors.  
(*Environment and Infrastructure Committee*)
- we are continuing active engagement with partners to deliver community benefits such as offering work placements. For example, Haddens have actively engaged with the Council's Youth Services at Scott Street offering work placements, training and opening up career opportunities for young people within Haddens and associated supply chains.  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- the Community Benefits Working Group has further improved how we work with communities and businesses to achieve social value from the money we spend; it now considers details of the community benefits "[wish list](#)" of requests from communities and organisations. These in turn are passed on to appropriate department leads/champions to take forward any benefits that are being offered by local employers. This ensures that quality is being maintained in the benefits being offered, as well as assistance being provided to employers in integrating the offer of benefits.  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- Through the Modern Apprentices Programme, the Council has recruited 31 young people across 9 different occupational areas since April 2019. 9 of the Modern Apprentices are based within the Housing and Environment Service. We have also co-ordinated several work placements to support employability skills.  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- since the beginning of the year the Employment Connections Hub has had approximately 1,500 visitors and the Hub Vacancy Management Service is assisting on average 8 employers per month. The European Social Fund Employability Outreach is delivering employability services to clients throughout Crieff, Kinross, Blairgowrie and Rattray. This programme provides one to one support for clients with multiple barriers seeking employment.  
(*Environment and Infrastructure Committee*)
- the Employability and Skills Team has been engaging with local employers to support the creation of 35 new positions since April 2019 in small businesses throughout the area. Two active employment incentive schemes are in operation that provide support to young people seeking employment aged between 16 and 26, (the [Rural Employment Incentive](#) and the [No One Left Behind Recruitment Incentive](#)). This work has been supported by the addition of a Digital Marketing Modern Apprentice who has digitally publicised these incentives.  
(*Environment and Infrastructure Committee*)

- the Market Development Grant Scheme was launched in September 2019. The grant scheme provides financial support to businesses, such as specialist advice or attendance at events. We also help businesses to access funding and support from Scottish Development International or the UK Department for International Trade for accessing overseas market.  
(Environment and Infrastructure Committee)
- new joint promotion initiatives have been organised with the private sector to attract business and capital investment. For example, at the Waste Management and Resource Exhibition in Birmingham, PKC shared a stand with Binn Group to promote the Binn Eco-Park.  
(Environment and Infrastructure Committee)
- the Council approved a [report](#) at Strategic Planning & Resources (SP and R Committee) which allocated the Town Centre funding to 5 projects across 4 towns (Coupar Angus; Crieff; Pitlochry; and Kinross). We have been working with community groups and partners to develop these projects further.  
(Environment and Infrastructure Committee)
- the new City Centre Action Group is focused on supporting improvement and transformation of the city centre through enhanced use of property, supporting business to adapt and maintain assets, promotion of investment opportunities and working collaboratively to market the city. Members of the Group subsequently attended an event in Stirling to discuss potential collaborative working with adjoining authorities and businesses to develop a business led maintenance scheme.  
(Environment and Infrastructure Committee)
- at the Perth [Food & Drink Park](#), an initial development of five food and drink manufacturing units has been completed and occupied. The Invest in Perth Team continues to invite notes of interest in serviced plots from existing and start-up businesses in all areas of the food and drink sector, such as production, manufacturing, distilling, supply chain efficiencies, innovation and logistics.  
(Environment and Infrastructure Committee)

## Supporting People to Lead Independent, Healthy and Active Lives

**We play a central role in supporting people to live life well, wherever they stay, and whatever their stage in life. We work closely with our partners, tenants and residents to enable people to remain in their homes, preventing homelessness, and ensuring housing needs are met. We keep Perth and Kinross on the move, so that people stay mobile, connected and able to access services and activities. Our community-based activities help people access the significant social and health benefits by connecting with our outstanding green spaces.**

### **Our Contribution towards these outcomes include: -**

- we continue to deliver sector-leading outcomes for homeless people in Perth and Kinross and, due to the continued success of Home First and our homelessness prevention activity, have reduced the overall number of homeless presentations by 38% for the year to date.  
(Housing and Communities Committee)

- work is underway to implement the commitments detailed within our [Rapid Rehousing Transition Plan](#). The Scottish Government funding allocation of £203,000 will support the introduction of a property ready fund, additional homelessness prevention and private sector activity. Research into our local homelessness context is underway. This will give us a better understanding of some of the key challenge areas including health and homelessness, meeting the specific needs of young people and eradicating rough sleeping.  
(Housing and Communities Committee)
- in September, the Council celebrated the 10 year anniversary of the rent bond guarantee scheme, one of a range of sector-leading private sector access initiatives managed by the Council. Over the last decade, this scheme has supported over 1,650 households into suitable accommodation.  
(Housing and Communities Committee)
- the work of the Independent Living Group is progressing well. The Group are focused on ensuring that people with health and social needs have access to the right type of housing to enable them to live as independently as possible. Progress has been made in understanding demand, mapping out current specialist provision as well as developing simplified pathways and transitional arrangements to ensure that the right type of accommodation and support is available at the right time.  
(Housing and Communities Committee)
- the Warm Homes Initiative has progressed well this year and the initiative has reduced a number of hard to heat homes. Scope and specification for all gas installs have been agreed, with contracts now in place between Scottish and Southern Energy (SSE) and PKC. Private residents have also been engaged and will benefit from the programme.  
(Housing and Communities Committee)
- progress continues to be made on the installation of adaptations which enable people to remain independently at home and improve their quality of life, with, 57 private home major adaptations were completed to date. In addition, under the Modular Ramp Scheme, 14 ramps have been fully installed. With respect to PKC tenancy properties, 120 adaptations were completed, 33 of which were major adaptations including 7 modular ramps.  
(Housing and Communities Committee)
- at our Tenant Summer 2019 conference, tenants were provided with the outcomes of our annual Rent Setting priorities survey. This year we increased the number of tenants taking part from 182 to 849 (366% increase). The information gathered will be used to help us to develop rent level options for 2020/21 which tenants will vote on during November and December. The conference also included a presentation and workshop by the Home Energy Advice Team on fuel poverty and energy efficiency, and from the Community Safety Team who discussed concerns on Anti-Social Behaviour.  
(Housing and Communities Committee)
- as we seek to deliver investment in active travel and deliver an ambitious city-wide cycle network over the coming years, our funding application to Sustrans as part of the Places for Everyone Programme was successful, with the announcement of £6.5m funding. Significant stakeholder engagement programme will take place to turn the proposals into a finalised scheme.  
(Environment and Infrastructure Committee)



- through our joint work with Live Active Leisure, we are developing a robust business case for a redeveloped Perth Leisure Pool facility (PH<sub>2</sub>O). The Business case and outline design scheme development has been procured through HubCo East Central with the full findings reported in early 2020.

*(Environment and Infrastructure Committee/ Housing and Communities Committee)*

## Creating a Safe and Sustainable Place for Future Generations

**Our outstanding natural landscapes, and the high quality of our urban environment, play an important role in supporting economic growth, improving health and wellbeing, and providing us with a strong sense of identity. We are committed to ensuring that everyone in Perth and Kinross has the right to live in a safe and secure environment, within neighbourhoods that are well maintained and have a positive community spirit.**

### **Our contribution towards these outcomes include: -**

- work is ongoing in relation to climate change including baselining the Council's emissions, undertaking workshops with elected members and staff on existing activities, and defining future priorities.  
*(Environment and Infrastructure Committee/ Housing and Communities Committee)*
- initial community engagement has commenced with meetings taking place with the Perthshire Climate Change Cafes providing support to their recent [Big Climate Conversation Event](#) which took place in Birnam. Work continues to identify communities, groups and schools for further engagement and consultation, with a report scheduled for submission to Council in December.  
*(Environment and Infrastructure Committee/ Housing and Communities Committee)*

- As an alternative to mains gas, we continue to explore alternative renewable energy measures where feasible, such as solar water heating, air source heat pumps and photovoltaic panels to capture the sun's energy and convert it into electricity. 46 homes are to be installed with these alternative heating measures during 2019/20 and as at August 2019, 48 homes have been upgraded.  
*(Environment and Infrastructure Committee/ Housing and Communities Committee)*
- measures to reduce, reuse and recycle waste rate, which are outlined in the Council's Waste Management Plan, include:

- introducing Performance Officers to Recycling Centres in 2020 to promote for separation of waste and increase the reuse and recycling rates at Recycling Centres;
- promoting kerbside recycling services including promotion of food waste recycling through further communication campaign
- developing the Eating Well, Living Well Project with communities and third sector partners with the aim of introducing a food re-distribution network in Perth & Kinross. This will contribute to food waste prevention as well providing wider social and health benefits.

*(Environment and Infrastructure Committee)*

- in preparation for the Biodegradable Waste Ban to Landfill, the Council signed-up to the Scottish Materials Brokerage Service (SMBS) and Agency Agreement for Residual Waste, managed by Scottish Procurement (Scottish Government). This collaborative contract includes a provision for a treatment solution, commensurate with the requirements of the 2025 ban on biodegradable waste going to landfill.  
(*Environment and Infrastructure Committee*)
- the [Specimen Design and Environmental Impact Assessment](#) for the Cross Tay Link Road scheme was finalised at the end of September 2019, and the planning application will be lodged in October 2019. The current programme is for construction start in late 2021 with a 2½ year construction period.  
(*Environment and Infrastructure Committee*)
- the full business case for the Broxden-Low Carbon Transport Hub project will be ready by the end of the year and, assuming the successful development and approval of funding, it is anticipated that the project will start early in 2020. It aims to create an innovative Low Carbon Transport Hub, broadening the range of sustainable travel choices and providing opportunities to improve workforce mobility and social inclusion.  
(*Environment and Infrastructure Committee*)
- the outline design of the [Comrie Flood Protection Scheme](#) is being finalised, with comments from the community consultation process being fed into the process. It is anticipated that the Scheme will be published early 2020.  
(*Environment and Infrastructure Committee*)
- there was very positive judging in Perth for the prestigious Britain in Bloom Champion of Champions. The Beautiful Scotland Awards took place in Dumfries in September and a gold medal was awarded to Blair in Bloom, Kinnesswood and Coupar Angus. Coupar Angus was also category winner for Best Large Village. A silver gilt medal was awarded to Dunkeld and Birnam, Muthill, Glenfarg and Crichton Lang Residents Group. Bridge of Earn have qualified for the UK finals and the results of Britain in Bloom will be announced at the end of October 2019.  
(*Environment and Infrastructure Committee*)

## How do we compare to others?

The Council's Food Safety Team gained the Customer Service Excellence (CSE) Award for the 20th consecutive year, awarded by the Society of General Surveillance United Kingdom Ltd (United Kingdom Accreditation Service (UKAS) accredited). The team remains the only UK food authority to hold the Award. Several instances of good practice were identified in the annual CSE report, including: -

“You continue to assist a range of other services to develop their services in a customer focused way through helping them in their journey to achieving Customer Service Excellence. You are using your learning and customer focus to support the development of other Council Services”

For the second year running, the Building Standards Teams have been appointed with the award of Customer Service Excellence and were finalists in the “Building Standards Community and Building Safety Award” run by the Building Standards Division of the Scottish Government. An extract from the annual CSE report stated:

“The Council, including Building Standards, have been proactive in identifying buildings which are less aesthetically pleasing due to reasons such as abandonment. You are involved in determining the status of the buildings and any risks involved. This process uses insight including representation from local communities to direct resources to improve the environment of Perth and Kinross”

The Roads Infrastructure team has won multiple awards for delivery of the [Perth Transport Futures Project Phase 1 A9 / A 85 Junction and Link Road to Bertha Park](#).

We measure our performance against other Local Authorities and Registered Social Landlords (RSLs) through Scotland's Housing Network (SHN) and Housemark. The results of the 2018/19 Scottish Annual Return on the Charter include the following highlights: -

- our compliance with the Scottish Housing Quality Standard (SHQS) in 2018/19 was **96.7%** which compares favourably with the Scottish average of **94.1%**.
- the average time taken to complete emergency repairs in Perth and Kinross was reported at **3.5** hours in 2018/19, compared to a national average of **3.6** hours
- Perth and Kinross reported an average of **28.4** days to re-let homes in 2018/19 compared to a national average of **31.9** days.
- we kept **96.5%** of appointments in 2018/19 compared to a Scottish average of **95.6%**.

## What are our customers saying?

### Food and Drink Park client feedback.

*“Perth Food & Drink Park works well for us in terms of access to our northern locations, and we have great suppliers and distribution in the area. The building is a very nice place to work, with pleasant surroundings. We like that there is solar power, too, as renewable energy is important for us.”*

*“It was fantastic working with Perth & Kinross Council to set up my new business here; they're helpful and accommodating and they understand the needs of individual businesses. “*

### Employment HUB Client feedback:

A client was made job redundant from a local employer and attended for 8 weeks for employability and emotional support. The client received support in applying for a position in another High Street retailer of their choice and was successful in this appointment. After this success they visited the Hub to let their Advisor know the good news and commented: -

*“I couldn't have done this without your support and help. Living alone without family I see this as a great support as I have not been in a good place. You helped me believe in myself”*

### Tenant Led Scrutiny feedback:

Our approach to tenant led scrutiny continues to be sector leading. For the fifth consecutive year, our SURE Team assessed and graded our performance in relation to our Annual Return on the Charter (ARC) for 2018/19. The team set out their own assessment of annual performance against the 16 Charter Outcomes and present these to members of the Housing Management Team. Their grading outcomes will be included in our Annual Performance Reports to tenants at the end of October 2019.

The Tenant Committee Report Panel noted and supported the contents of the Annual Update of the Perth and Kinross Tenant and Resident Participation Strategy 2018-2021.

“This is an excellent report with many positive outcomes. Really pleased with the number of tenants participating in the rent priorities survey which has increased by 366%. This is a huge increase as a result of the variety of ways to respond which is great to see”.

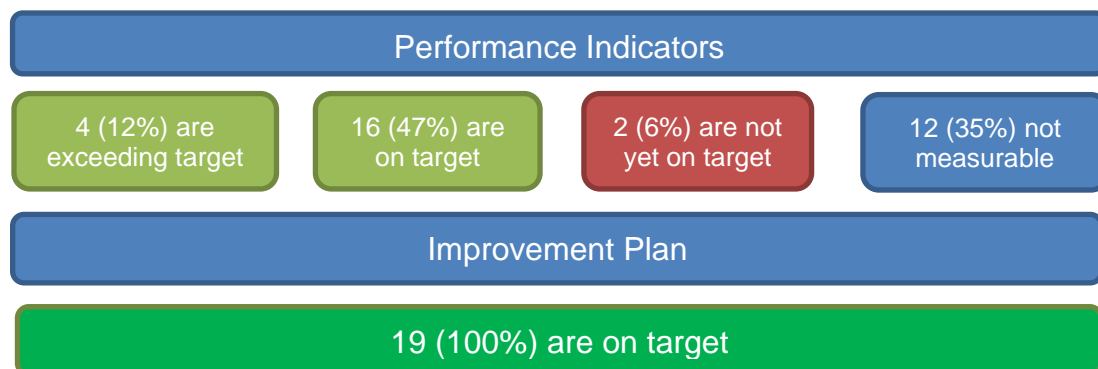
## Progress against Performance Indicators and Improvement Plan

We have made significant progress in delivering the services and actions identified in the Business Management Improvement Plan (BMIP) agreed by the Housing and Communities Committee, and Environment and Infrastructure Committee in May 2019.

Within our BMIP we have 39 indicators, 5 of which relate to homelessness where regulatory guidance advises the setting of targets is inappropriate. Of the 34 remaining indicators which have targets 12% are exceeding target; 47% are on target; 6% are not yet on target; and 35% are not measurable at this point.

Our Improvement Plan consists of 19 key high-level actions for 2019/20 which are on schedule.

The table below provides a progress summary:



**Note:**

The Service performance is determined from the current performance information available and not from projected data.

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 to ensure the Service reaches the target by March 2020.

## Performance Indicator Exceptions

### Where we are exceeding our target

Indicators exceeding targets	Performance			Target
	2017/18	2018/19	Sep 19	2019/20
<b>Creating a Safe and Sustainable Place for Future Generations</b>				
<b>Emissions from Council properties (tonnes CO2) (Environment and Infrastructure Committee)</b>	15,051	12,308	2,969 (July 2019)	13,000
<b>Comments</b> Energy management is resulting in reduced emissions. The current forecast is an annual emissions total of 12,865 tonnes coming in under the 13,000 tonnes target.				
<b>Average length of time taken (hours) to complete emergency repairs (Housing and Communities Committee)</b>	3.57	3.54	3.41 (Aug 2019)	4
<b>Comments</b> We have maintained strong performance for repairs and continue to respond to emergencies within the 4-hour target.  The national average for this indicator for 2018/19 was 3.6 days				
<b>% of tenants satisfied with the repairs service (Housing and Communities Committee)</b>	90.42	90.9	99.5 (July 19)	92
<b>Comment</b> The introduction of mobile working has enabled the trades teams to receive instant feedback following a repair from tenants. This has resulted in increased return rates and improved satisfaction levels.  The national average for this indicator for 2018/19 was 91.7%				
<b>% of Anti-Social Behaviour complaints resolved within locally agreed targets (Housing and Communities Committee)</b>	81.23	81	96 (July 19)	90
<b>Comments</b> Performance has continued to improve throughout 19/20 as a result of the improved oversight of complaints monitoring. A monitoring report allows staff to identify and prioritise complaints nearing target timescales with oversight from Locality Co-Ordinators.  The national average for this indicator for 2018/19 was 87.9%				

## Where we are not on target

Indicators exceeding targets	Performance			Target
	2017/18	2018/19	Sep 19	2019/20
<b>Promoting a Prosperous, Inclusive and Sustainable Economy / OR Service Objective</b>				
<b>Rent collected as a % of the total rent due in the reporting year (Housing and Communities Committee)</b>	98.73	98.69	96.57 (Aug 2019)	98.6
<p><b>Comments.</b> Moving to full service Universal Credit (UC) in June 2018, has had an impact on rent arrears and collection rates. In some cases, the payment received from the Department for Work and Pensions can take up to 8 weeks, resulting in a degree of technical arrears.</p> <p>Close management and monitoring of arrears levels, collection rates and the impact of UC continues. This pro-active approach ensures we are mitigating, where possible, the impacts of UC on our tenants and the Housing Revenue Account Business Plan.</p> <p>The national average for this indicator for 2018/19 was 99.1%</p>				
<b>% of working age population unemployed, based on the Job Seekers Allowance claimant count (Environment and Infrastructure Committee)</b>	1.2	1.5	1.9 (Aug 2019)	1.0
<p><b>Comments.</b> The increase in unemployment here mirrors the trend across Scotland. The unemployment rate for Scotland was reported at 4.0% (July 2019).</p>				

## Improvement Plan Exceptions

No exceptions are reported.

## Glossary

BMIP	Business Management Improvement Plan
BNI	Business Network International
CECA	Civil Engineering Contractors Association
CSE	Customer Service Excellence
DRS	Deposit Return Scheme
EPC	Energy Performance Certificate
LCPAR	Local Child Poverty Action Report
PH2O	Redevelopment of Perth Leisure Pool
PKC	Perth and Kinross Council
RSL	Registered Social Landlord
SAP	Standard Assessment Procedure
SGN	Scottish Gas Network
SMBS	Scottish Materials Brokerage Service
SP&R	Strategic Planning and Resources Committee
SSE	Scottish and Southern Energy
SHN	Scotland's Housing Network
SHQS	Scottish Housing Quality Standard
SURE	Service User Review and Evaluation
UKAS	United Kingdom Accreditation Service
WASPS	Workshop & Artists Studio Provision Scotland