

Housing and Community Safety
Six Month Performance Summary
1 April 2017 to 30 September 2017

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Introduction

Welcome to Housing & Community Safety's 6 monthly performance summary April 2017 to September 2017

Over the last six months we have achieved many positive results, thanks to the efforts and commitment of staff across the Service working together with tenants, service users, local people and organisations.

We continue our work in local communities with other organisations and groups working to support local people. This remains a priority for the community planning partners as we address the recommendations of our Fairness Commission and as our Locality Action Partnerships develop their local priorities.

In the last six months we have completed some of our new housing projects, including Tulloch and Craigie in Perth, to deliver much needed affordable housing. We are working hard with developers to deliver more sites in the next half of the year.

We held meetings of our Community Safety and Community Justice Partnerships where we talked about the priorities of the community justice improvement plan and the annual performance of the community safety team. We will target work at the people who face many challenges and inequalities and provide services to support them to improve their lives and opportunities.

In the meantime we progress many other challenges – tackling rent arrears, dealing with the impact of welfare reform and preparing for universal credit; preventing homelessness; progressing with our transformation of the Repairs Service and completing the extensive re-tendering of our care at home service.

We have also commenced our budget discussions, thinking about how we can continue to change and transform to meet future need and demand.

It is clear from current challenges we will need to continue developing new and innovative ways of working and over the next six months we will continue to work with local people, our community partners and the third and independent sectors to deliver excellent services.

Lorna Cameron
Interim Director Housing and Community Safety

Service Performance Summary

Giving Every Child the Best Start in Life

The provision of suitable housing fulfils a basic need essential to meet wider life outcomes. A home, its location and its immediate environment can have a major impact on a person's health and wellbeing. We recognise that good quality housing of the right size and close to family and social networks can have a positive impact on children's development and educational outcomes.

- We have successfully implemented our Home First Transformation Project and reduced the reliance on temporary accommodation by delivering immediate, settled and affordable housing. Since April 2017, 22 families have received 'Home First' offers moving straight into permanent settled accommodation.
- Work to prevent homelessness continues to be our priority and through a range of early intervention and prevention approaches we have reduced the number of families presenting as homeless. This has partly been achieved through working with colleagues in Education and Children Services (ECS) to help deliver the strengthening families programme to intervene early and prevent homelessness.
- We recognise the impact that overcrowding and unsuitable accommodation has on children's health, development and educational outcomes. We continue to focus on reducing overcrowding through a range of approaches, such as the buy back scheme, effective waiting list management and providing a range of housing options for people.

Developing Educated, Responsible and Informed Citizens

We continue to work with our partners both strategically and locally to make sure people have the best chance to have a meaningful, worthwhile and productive future. We want to promote independence and encourage people to have attainable aspirations, supported through lifelong opportunities.

- We are enhancing our **Integrated Schools Programme** raising awareness of homelessness and supporting secondary school children to focus on their own health and wellbeing and raising awareness of drug and alcohol issues.
- The Quality panel have drafted the **Good Neighbour Agreement**. The agreement will run alongside the existing Tenancy Agreement and will focus on "What makes a good Neighbour" and we will pilot this in four separate localities throughout Perth and Kinross.
- We have established an **HRA Tenant Scrutiny Working Group** to support tenants to look at the way we spend the Housing Revenue Account (HRA) and to help determine future spending priorities.
- **Fairer Futures:** Staff within the service are currently considering what the findings and recommendations mean for Housing & Community Safety and how we will implement and support these, raising awareness of the experiences of poverty and inequality within Perth and Kinross.

- **Unpaid Work Team:** We continue to improve local communities by involvement in a range of activities and at the same time developing community skills such as gardening and painting.

Promoting a Prosperous, Inclusive and Sustainable Economy

We continue to provide and commission a range of services, from the third and private sectors, ensuring good quality and value for money services and the creation of employment opportunities across Perth and Kinross.

- Our capital programme of £23.3m for new build properties as well as improvements to our council stock continues to boost the local economy through employment opportunities.
- Recognising the challenging financial times for households we have been supporting tenants to maximise their income and helping them keep their household bills and rent up to date. Our Rent 1st Campaign continues to promote the importance of paying rent with key messages and reminders throughout the year.
- **Energy Efficiency/Fuel Poverty:-** This continues to be one of our main improvement priorities ensuring we increase energy and fuel efficiency for households. From April to September 2017:-
 - 379 upgraded central heating systems have been installed.
 - 295 houses have received new triple glazed windows and insulated exterior doors.
 - 69 Council houses, and 123 privately owned or privately rented houses, have been fitted with externally applied wall insulation
 - 367 Council houses have had cavity wall insulation extractions and re-fills.
 - 52 houses have been fitted with new gas main connections and 23 houses have been fitted with renewable energy measures such as air source heat pumps or solar panels.
- We continue to support people to improve the energy efficiency of their homes:
 - We have taken opportunities to promote the HEEPs Equity Loan Scheme through our engagement with private landlords and to home owners accessing our housing options service.
 - Through our Empty Homes Initiative, we provide grants to bring properties up to the Repairing Standard to enable them to be rented out to private tenants. These improvement works often include energy efficiency measures including replacement windows, upgrades to heating systems, etc.
- **Assessing the Affordability of our Rent Levels:-** We launched our new affordability assessment model at our Annual Tenant Conference in June 2017. Using a local economic context the model compares our rent levels with other housing options in Perth and Kinross allowing us to assess the impact on affordability of any potential rent increase. Discussions about affordability form part of our annual rent setting consultation with tenants.
- **Welfare Reform/Universal Credit:-** We continue to work in partnership with a range of colleagues and partner organisations to deliver advice and assistance to tenants.

- Our **Service Centre** provides a wide range of customer focussed activities to support all the Council's services. Since April 2017 we have:
 - Been key to the development of customer access channels by maximising the use of technology such as on-line services, secure card payment systems, self-service and payment kiosks to ensure our customers receive a flexible and accessible service.
 - Reviewed and supported access to facilities at both Pullar House and the High Street buildings by working with the Centre for Inclusive Living to ensure all our customers have access to services.
 - Supported the introduction of new services for The Environment Services such as new process related to Garden Waste and permits for the Recycling Centre.

Supporting People to Lead Independent, Healthy and Active Lives

We have focussed on work that promotes early intervention and prevention, promoting healthier lifestyles and tackling health inequalities through a range of activities.

- **New Care at Home Contract:-** A new care at home contract, with 10 external careproviders, has been introduced by Perth and Kinross Health and Social Care Partnersip (HSCP) over the summer. The new care at home contract aims to provide a more flexible service which supports people to be as independent as possible at home, giving people more choice and control over their care and support.
- **Technology Enabled Care (TEC) :-** we continue to expand the use of technology to support people in the community. The first Perth and Kinross TEC conference was held in September 2017 and showcased TEC developments highlighting opportunities for technology across housing, health and social care to support people to remain in their homes, encouraging inclusion and reducing isolation.
- **Sheltered Housing Complexes:-** We are progressing with a major capital refurbishment programme within some of our sheltered housing complexes to support the roll out of housing with additional support and dementia friendly environments. Work has started in Carpenter Court and Strathmore Street in Perth and initial feedback on the improvement work by tenants is very positive.

Creating a Safe and Sustainable Place for Future Generations

We continue to work closely with all our partners to achieve positive outcomes and recognise the need to focus on reducing inequities and building resilient and sustainable communities. We are building on the Council's success in creating safe and sustainable communities and over the past year we have worked, alongside our partners, to achieve:

- **Preventing and Responding to Homelessness:-** By adopting a pro-active, prevention-focussed approach to homelessness and by promoting a range of housing options, we have:

- Reduced the reliance on temporary accommodation by changing the way we work.
- Reduced the length of time homeless people have to wait to be offered accommodation from over 400 days to around 100 days.
- Increased the proportion of housing allocated to homeless people from around 50% to almost 70%.
- **Repairs Transformation:-** We have continued to improve our Repairs Service to deliver a more responsive and customer focussed service to our tenants. Our new mobile scheduling system should be introduced in late Autumn 2017 and will support the delivery of greater efficiencies.
- **Out of Hours Emergency Services:-** Tenants can now enjoy an improved out of hours emergency repairs reporting service. The new arrangements will deliver a more effective service to tenants, including a more responsive service during periods of severe weather.
- **Estate Based Initiatives:-** We continue to work alongside tenants and local areas to improve our local housing estates and the environment for local people. 46 projects have already been agreed throughout Perth and Kinross and additional projects are currently being agreed.
- **New Homes:-** New tenants have recently moved into their new homes in our two new housing developments of 24 flats completed under the Council's new house building programme. All of the flats have been designed for future adaptation and are fully accessible to people who may require the use of a wheelchair.
- **Secure Door Entry Systems:-** Around 565 blocks of flats owned by Perth and Kinross Council have been fitted with new secure door entry systems enhancing the safety and security of our tenants.
- **Housing Digital Inclusion:-** Our Housing Digital Inclusion Project continues to support tenants to become digitally agile and develop skills and confidence to become digitally included. The project is progressing well, 34 learners engaged this year and we have also recruited 2 tenant Digital Champions to help support at group work sessions.
- **Housing Liaison Officer:-** We are committed to making sure people can be discharged home from hospital as soon as they are able. Our new Housing Liaison Officer works closely with colleagues to ensure earlier engagement with the housing service and help people discharged from hospital.
- **Fire Safety Arrangements:-** We continue to work closely with the Scottish Fire and Rescue Service and tenants.
 - We contacted all tenants and owners within multi-storey blocks and held drop-in sessions for tenants and residents to discuss fire safety and answer questions.
 - We also updated and enhanced our Fire Safety Action Plan and held a desk top emergency planning exercise with SFRS colleagues to test our response arrangements.
- **Community Justice Partnership:-** We continue to focus on key priorities including better access to services, early intervention and prevention, reducing offending and improving life chances. Progress against the actions will be reported annually to Community Justice Scotland.
- **Community Watch Scheme:-** Perth and Kinross is now part of the National Working Group led by Neighbourhood Watch Scotland (NWS). We continue to work to increase

uptake and there are now 563 direct users with around 1,000 who access the system locally through the broader NWS site.

- **Community Task Force:-** A task force dedicated to keeping communities safe has been set up at Perth Community Fire Station, the first of its kind in Scotland. Around a dozen community wardens will now assist fire-fighters across the Perth City and Aberfeldy in helping safeguard homes, tackling anti-social behaviour and protecting the environment.
- **Community Safety Hub:-** We continue to work closely with our partners to plan and manage community safety issues. Police Scotland's Offender Management Unit will join the Safer Communities Hub to further develop the partnership and collaborative working in managing sexual and violent offenders.
- **Youth Anti-Social Behaviour:-** A Youth Networking session was held in Perth to address some concerns around anti social behaviour which resulted in the following actions:-
 - Joint briefing and co-ordinated patrol by Police and Safer Communities Wardens
 - Safer Communities Wardens patrolling schools and environs at lunch times
 - Joint visits to parents regarding alcohol use
 - Street a Week activity at a variety of locations
- **Employability Project of Offenders:-** An employability project for offenders subject to Community Payback Orders was established with St Johnstone Community Trust. The project aims being to build a number of life skills such as health and wellbeing courses, first aid and fire safety. The model is also being considered for other client groups, most notably for young people who are disengaged from school.
- **Violence against Women Partnership:-** We have developed a 2 year delivery plan for a range of actions, taking into account Scottish Government Priorities and Perth and Kinross Council Objectives. Some of the key actions includes supporting the Challenge to Change programme in Perth and Kinross Schools, including helping schoolchildren to arrange their own conference around issues of equality, diversity and respect.

How do we compare to others?

Housing

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 2016/17 Annual Return on the Charter were published on 31st August 2017. Some highlights are:-

- In 2016/17 the **average weekly rent** in Perth & Kinross for a 4 apartment property was **£70.58** in comparison to the Scottish average of £79.42, a difference of 12.5%.
- The average time to complete **emergency repairs** during 2016/17 was **3.8 hours** compared to the Scottish average of 4.7 hours.
- As at 31 March 2017, **95.6%** of our housing stock met **the Scottish Housing Quality Standard** compared to the Scottish average of 93.8%.
- During 2016/17, we did not collect **0.6%** of rent because **homes were empty**, compared to the Scottish average of 0.9%.
- The amount of money we collected for current and past rent was equal to **99.6%** of the **total rent that was due** in the year, compared to the Scottish average of 99.6%
- **97.0%** of **anti-social behaviour cases were resolved** within locally set targets compared to the Scottish Average of 87.2%.

Community Safety

Statutory partners are required to report annually on progress against their Outcomes Improvement Plan using the national outcomes for community justice outlined in the Outcomes, Performance and Improvement framework (OPI). To support the outcomes a basket of common indicators has also been developed for use by statutory partners. The PKC Community Justice Partnership will report to Scottish Government on progress to March 2018.

Local Government Benchmarking Framework (LGBF) figures for 2016/17 are due to be released in late 2017.

What are our customers saying?

HOUSING SERVICE

- **Tenants' feedback:-** When we consulted our tenants; 64% of the 587 people who responded suggested we increase the number of Council houses and 41% suggested improving the quality of our repairs and getting them right first time. 81% agreed that our rent levels were affordable, with 12% giving a neutral response and 7% considering them unaffordable.
- **Staff:-** Tenants also gave some very positive feedback about staff; describing 'How helpful the wardens are at Charterhouse'. We also have received some praise from tenants in North Muirton's Lewis Place who have been a part of this year's Estate Based Initiatives.
- **Neighbourhoods:-** We also asked tenants to tell us about people in their neighbourhoods who make it a good place to live. Over 80 people were nominated as either being a Neighbourhood Angel or because they keep a great garden which helps make their neighbourhood a pleasant place to live.
- **Digital Inclusion project:-** This project continues to support tenants to become digitally agile and develop the skills and confidence to become digitally included.
- Feedback from tenants have been positive, one of the tenants said that *'the sessions had improved her life a lot and that she was grateful at being able to keep in touch with her family a lot more'*.
- 56 Housing staff attended Digital Training Awareness sessions developed as a result of consultation with them about what they needed to learn.
- **The SURE Team Activities:**
The Service User Review and Evaluation (SURE) Team have been at the heart of assessing Housing Services achievement of the Scottish Social Housing Charter. They have considered staff presentations about the work and their performance across all 16 Charter Outcomes and their feedback will be included in the Annual Performance Report to tenants later this year.
- The SURE Team have also reviewed Tenant Participation activities and consulted with tenants to help develop a new Tenant Participation Strategy which will go to the Housing and Communities Committee later this year.

Scottish Housing Regulator

We received positive feedback from the Scottish Housing Regulator following a validation exercise of our performance reporting in relation to tenancy sustainment, abandonments, evictions, Gypsy travellers and lettings. The Inspectors commented that our approach was thorough and that all staff were highly committed to submitting an accurate ARC return .

The results of the 2016/17 Annual Return on the Charter (ARC) which was submitted to the Scottish Housing Regulator (SHR) in May 2017 were published by the SHR on 31 August 2017.

- **90.2%** of tenants who have had repairs or maintenance carried out in last 12 months were satisfied with the repairs and maintenance service, compared to the Scottish Average of 90.6%. (PKC 2015/16 = 90.06%)

- 85.2% of tenants said they were satisfied with the overall service provided, compared to the Scottish Average of 89.7%. (PKC 2015/16 = 85.2%)
- 82.5% of tenants feel their landlord is good at keeping them informed about their services and decisions, compared to the Scottish Average of 91.1%. (PKC 2015/16 =82.5%)
- 74.5% of tenants were satisfied with the opportunities to participate in their landlord's decision making, compared to the Scottish Average of 83.8%. (PKC 2015/16 =74.5%)

COMMUNITY SAFETY

Unpaid Work Team:- Clients on the Unpaid Work Team were asked 'What did they like about Unpaid Work'?. Comments included:

- *Doing different things, helping the community.....*
- *Doing worthwhile work for the needy*
- *Giving back to the community*
- *Jobs that I could see value to the community*
- *Made me think about some of the things I had been doing*

The service are currently rolling out a new system of gathering feedback in relation to the unpaid work team. People who request work to be carried out by the team will be given the opportunity to provide feedback.

Evaluation Questionnaires are sent to members of the public who made complaints to the Safer Communities Team, 65.7% of respondents indicated that they were very/fairly satisfied with the service. Cases are always reviewed and people contacted to establish the reason for their dissatisfaction and steps are taken, where possible, to improve the service.

The new Community Justice agenda offers up opportunities for the service in relation to participation of clients and victims. The service are looking to explore new methods of involving people more in community justice planning.

Housing and Community Safety Employee Survey 2017 is currently underway, and the results will be distributed at the end of October 2017.

Progress against Performance Indicators and Improvement Plan

Of the 37 key performance indicators contained within the BMIP: 8% are exceeding target; 41% are on target; 16% are not on target; and 35% 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
Giving Every Child the Best Start in Life					
	2	0	2	-	-
Developing Educated, Responsible and Informed Citizens					
	2	-	1	1	-
Promoting a Prosperous, Inclusive and Sustainable Economy					
	6	1	3	2	-
Creating a Safe and Sustainable Place for Future Generations					
	27	2	9	3	13

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 2018.

Performance Indicator Exceptions

Where we are exceeding our target

Indicators exceeding targets	Performance				Targets		
	2014/15	2015/16	2016/17	Sep 17	2017/18	2018/19	2022/23
Developing a Prosperous, Inclusive and Sustainable Economy							
1. The average number of days to process change events Housing Benefit/Council Tax Reduction/Claims	15	12	7	7 (Aug17)	8	8	8
<p>We have continued to improve our processes, procedures and upskilling staff, which has led to continued improvement.</p> <p>The target for the average number of days to process change events has been revised from 13 days to 8 days.</p>							
Creating a Safe and Sustainable Place for Future Generations							
2. % of repairs appointments kept	92.9%	96%	98%	96.6% (Aug 17)	95%	95%	95%
3. Average length of time taken (in hours) to complete emergency repairs	3.29	3.74	3.78	3.69 (July 17)	4.0	4.0	4.0
<p>We continue to perform well in these areas and have exceeded our targets. Our performance compares favourably against the averages of the Scottish Social Housing Charter. The 2016/17 Scottish Averages for appointments kept was 95.7% and emergency repairs response time was 4.7 hours.</p> <p>The target for the average length of time taken (in hours) to complete emergency repairs has been revised from 4.5 hours to 4 hours.</p>							

Where we are not yet on target

Indicators not achieving target	Performance				Targets		
	2014/15	2015/16	2016/17	Sep 17	2017/18	2018/19	2022/23
Nurturing Educated, Responsible and Informed Citizens							
5. % young people aged (16-25) sustaining a council tenancy for more than a year	92%	79%	87%	80% (June 17)	85%	85%	85%
<p>Tenancy sustainability is closely monitored and 5 day health checks are now being carried out across all localities to ensure that each tenant has the best possible start in their tenancy. Tenancy sustainment can be affected by a range of reasons such as people moving along the property ladder, changes in personal circumstances and this continues to be closely monitored and checks are carried out against all localities to ensure that each tenant has the best possible start in their tenancy.</p>							
Developing a Prosperous, Inclusive and Sustainable Economy							
6. % of rent due in the year that was lost due to voids	0.5%	0.6%	0.6%	0.8% (Aug 17)	0.6%	0.6%	0.6%
7. Current and former tenant arrears as a % of gross rent due for the reporting year	9.28%	10.4%	10.04%	9.7% (Aug 17)	9.0%	8.7%	8.0%
<p>Current and former tenant arrears as a % of gross rent due for the reporting year: There has been an improvement in performance since the year end and we continue to monitor this closely.</p> <p>% of rent due in the year that was lost due to voids: The voids policy and procedures have been reviewed and updated. Void performance is improving month on month and it is expected that we will meet the BMIP target of 0.6% by March 2018.</p>							
Creating a Safe and Sustainable Place for Future Generations							
8. % of tenancy offers refused during the year	36%	35%	35%	36% (Aug 17)	35%	32%	28%
9. Average length of time (days) taken to re-let properties (includes mainstream and difficult to let)	21.16	25.2	24.1	35.5 (Aug 17)	27	27	27
10. % of cases of adult protection screened within 24 hours of notification	77%	94%	95%	86.4% (June 17)	95%	95%	95%
<p>% of tenancy offers refused during the year: A small test of change has been implemented with the North team regarding how properties are allocated to help reduce the number of properties that are currently being refused or classed as difficult to let. An evaluation exercise will be conducted following the three month test of change in November 2017.</p> <p>Average length of time (days) taken to re-let properties (includes mainstream and difficult to let): We continue to monitor voids at the monthly Voids Scrutiny meeting and cross service locality and repairs meetings are held in each locality. Performance has been improving month on month and we expect to achieve the target of 27 days by the year end.</p> <p>% of cases of adult protection screened within 24 hours of notification: We have continued to improve our processes, procedures and upskilling staff which will lead to a performance improvement. Out of the cases not screened within timescales 70% were completed within 3 days and the remaining 30% were screened within 5 days. Where desired timescales have not been met, people are in a safe care setting and therefore not at risk.</p>							

Improvement Plan Exceptions

We have no improvement plan exceptions to report.