



REPORT TO: COMMUNITIES COMMITTEE ON 1 DECEMBER 2009

**SUBJECT: HOUSING SERVICE IMPROVEMENT PLAN 2009/10 -
QUARTER 2 PROGRESS**

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 This report presents a progress report on the achievement of priorities identified in the Community Services Improvement Plan as it relates to the Council's Housing Service.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to the Council's housing functions.

2. RECOMMENDATION

2.1 It is recommended that the Communities Committee:-

- (i) considers this report; and
- (ii) agrees revised timescales as indicated in this report.

3. BACKGROUND

- 3.1 The Service Improvement Plan relating to the Housing Service is part of the Community Services Department's Improvement Plan. Housing matters now report to the Communities Committee.
- 3.2 At its meeting on 24 March 2009, the Communities Committee agreed the Service Improvement priorities for the Housing Service (paragraph 16 of the Minute refers).

4. PROGRESS ACHIEVED IN QUARTER 2, 2009/10

- 4.1 **APPENDIX I** details progress achieved to the end of September 2009. Significant progress has been achieved, with a number of reports elsewhere on the Committee's agenda relating to the development of the Interim Local Housing Strategy, the draft Homelessness Strategy and the Scheme of Assistance for private sector housing.

- 4.2 The additional workload resulting from the flooding in Moray in September 2009 is having an impact, particularly on progress on some aspects of the Improvement Plan responding to the Scottish Housing Regulator's inspection of the Council's housing services. A detailed progress report is elsewhere on the Committee's agenda. Within the Service Improvement Plan, the ongoing review of housing support has slipped from projected completion in January 2010, due to long term sickness absence of the staff member who was carrying out the review. Alternative arrangements to complete this review are now in place.
- 4.3 The housing management activity has now completed the Public sector Improvement Framework (PSIF) self assessment. Further activities have been programmed into the wider corporate programme for self assessment, with a view to completion of housing self assessments by March 2011. Two activities scheduled for PSIF self assessments in Quarter 3 in 2009/10 (Property Management and Building Services DLO) had to be deferred due to the additional flood related workload.
- 4.4 While the process mapping for the majority of processes to enable accreditation of the Building Services DLO has been completed, there are uncertainties around future management arrangements resulting from the Council's Designing Better Services Programme and the draft management restructuring which will have an impact on the work to be carried out to progress towards accreditation. It is therefore proposed that further work awaits clarity on structures etc which should emerge within the next three months. This also recognises that a major priority for the Building Services DLO over the same period is to complete the remedial works to flood affected properties. The effect of this would be to delay the accreditation process until 2010/11.

5. SUMMARY OF IMPLICATIONS

(a) **Single Outcome Agreement/Service Improvement Plan**

This report reflects the priorities identified in the Single Outcome Agreement, the Moray Community Plan, the Local Housing Strategy and the Service Improvement Plan.

(b) **Policy and Legal**

There are no policy or legal implications arising from this report.

(c) **Resources (Financial, Risks, Staffing and Property)**

There are currently no financial issues arising from the proposed Improvement Plan for 2009/10.

(d) **Consultations**

Consultation on this report has been carried out with the Director of Community Services and senior managers within the Housing Service.

6. CONCLUSION

- 6.1 This report presents progress in Quarter 2 on the priority actions within the Housing Service Improvement Plan.

Author of Report: Jill Stewart, Chief Housing Officer
Background Papers: Held by CHO
Ref: CC/JS/TS – SIP Q2 – 1 December 2009

Signature: Jill Stewart Date : 18 November 2009

Designation: Chief Housing Officer Name: Jill Stewart