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**REPORT TO: COMMUNITIES COMMITTEE ON 12 DECEMBER 2017**

**SUBJECT: HOUSING AND PROPERTY SERVICES – SERVICE IMPROVEMENT PLAN 2017/18**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 To provide the Committee with a progress report on the Housing and Property Service Improvement Plan 2017/18 to 30 November 2017.
- 1.2 This report is submitted to Committee in terms of Section III (G) 15 of the Council's Scheme of Administration, to monitor the Council Performance Management Framework for the Communities Services.

**2. RECOMMENDATION**

- 2.1 **It is recommended that Communities Committee considers and notes the progress that has been achieved in relation to the Housing and Property Service Improvement Plan for 2017/18, as set out in APPENDIX I.**

**3. BACKGROUND**

- 3.1 The service planning process identifies the influences that will inform the strategic direction that Housing and Property will undertake in the coming year. It takes into account a range of factors used by Managers to identify the changes required to services, i.e.
- Moray 2026 A Plan for the Future and Council Priorities
  - Moray Council Corporate Plan 2015-17
  - Resource Changes
  - Legislative Changes
  - Council Policy Changes
  - Risk
  - Customer and Staff Engagement
  - Quality, Performance and Self Evaluation.
- 3.2 The Housing and Property Service Improvement Plan 2017/18 sets out the key priorities that the service will seek to achieve in 2017/18.

3.3 Key actions for the Service in 2017/18 are to:-

- Increase housing supply and the industrial portfolio;
- Tackle and prevent Homelessness where possible;
- Manage our assets effectively; and
- Improve Service Quality.

3.4 A total of 23 separate service priorities were included in the Improvement Plan in 2017/18 with 9 expected to have been completed by 30 November 2017.

3.5 **APPENDIX I** provides details of the progress achieved to 30 November 2017.

#### **4. PROGRESS TO DATE**

4.1 A total of 3 actions have been completed to date. These include:

- The submission of the Annual Return on the Charter to the Scottish Housing Regulator in May 2017;
- The completion of the Strategic Housing Investment Plan (SHIP) which was submitted to the Scottish Government in October 2017; and
- The review of temporary accommodation which is included in a separate report on this Committee agenda.

4.2 There has also been significant progress achieved on the remaining 6 priorities but they have not been fully achieved due to varying reasons:

- The Home Energy Efficiency Programme 2016/17 spent a substantial part of the funding allocation from Scottish Government. The main reason for not spending the 100% allocation was due to the Council not using the part of the budget identified for administering the scheme;
- The Bilbohall Masterplan is currently out for consultation and will be presented to the Planning and Regulatory Service Committee in February 2018 for consideration as Supplementary Guidance;
- The Housing Needs Demand Assessment (HNDA) is due to be submitted to the Centre for Housing Market Research in December 2017;
- The high level assessment of temporary accommodation is linked to the HNDA and is therefore expected to conclude in December 2017;
- Negotiations are at an advanced stage in relation to the potential purchase of land to develop industrial units at Forres Business Park;
- The Property Asset Management Plan (PAMP) will be completed early in December 2017; and

- The PAMP will inform the 3 year maintenance programmes for corporate buildings and schools which are at an advanced stage of completion.

## 5. **SUMMARY OF IMPLICATIONS**

### **(a) Moray 2026: A Plan for the Future and Moray Corporate Plan 2015 – 2017**

The Service Improvement Plan was informed by Moray 2026 - A Plan for the Future and Council Priorities. This plan provides support and infrastructure to enable the priorities of Healthier Citizens, Adults living healthier, Sustainable independent lives safeguarded from harm and a Growing and diverse economy to be delivered.

### **(b) Policy and Legal**

Statutory requirements and Council policies are considered by Managers when preparing service plans for the year ahead.

### **(c) Financial implications**

No additional financial resources are required to support the Service Plan.

### **(d) Risk Implications**

Up to date risk registers are maintained and considered by Managers as part of the service planning process.

### **(e) Staffing Implications**

Service Plans are vital to good management practice including identifying priorities and matching staff time to Council's priorities.

### **(f) Property**

There are no Property implications arising from this report.

### **(g) Equalities**

Managers consider equalities issues for staff and service users when assessing current service delivery arrangements and future arrangements.

### **(h) Consultations**

This report has been prepared in consultation with Service Managers who agree the content of the report where it relates to their area of responsibility.

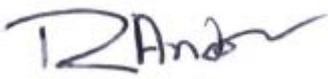
## 6. **CONCLUSION**

- 6.1 **This report presents an update on the Service Improvement Plan 2017/18 to the 30 November 2017. A total of 9 priorities were expected to be completed to date, with 3 fully completed and significant progress achieved on the remaining 6.**

Author of Report: Richard Anderson, Head of Housing and Property

Background Papers: With author

Ref:

Signature:  \_\_\_\_\_

Date: 30 November 2017

Designation: Head of Housing and Property

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