



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 Name: Richard Anderson