

To: HOUSING & TECHNICAL SERVICES COMMITTEE		Subject: Service Plan 2001/02 Quarterly Review
From: DIRECTOR OF HOUSING & PROPERTY SERVICES		
Date: 10 October 2001	Ref: TMcK/AR	

1. Introduction

- 1.1 The purpose of this report is to update Committee on progress made towards the implementation of the priorities identified in the Department's Service Plan for 2001/02.

2. Background

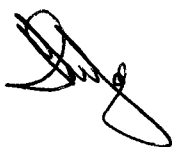
- 2.1 Appendix 1 of this report provides a brief update on the progress/current status of each priority as at the end of the quarter i.e. 30 September 2001.
- 2.2 Overall significant progress has been made in taking forward the Department's objectives for the current year. The action plan will continue to be closely monitored to ensure that all the operational objectives are achieved as planned.

3. Recommendations

- 3.1 It is recommended that the Committee notes for information the content of this report.

4. Background Information

- 4.1 Background papers are available within the Housing & Property Services Department.



Thomas McKenzie
Director of Housing & Property Services

Service Plan – Progress to 30.9.01

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
1. Integrate Design Services within Departmental structure.	On target	Directorate
2. Progress implementation of IIP action plan.	Progressing towards submission of application for re-assessment in 2001	Finance and Administration
3. Reapply for Charter Mark accreditation.	Completed, awaiting outcome of inspection.	Client Services
4. Lead the redevelopment of Cumbernauld town centre to improve the amenity of the area, attract investment, create employment and generate income for the Council.	Agreements signed with Developer and Tesco. Land assembly and Planning being pursued.	Property Services
5. To produce Local Housing Strategy incorporating all housing sectors in consultation with Scottish Homes and other partners to meet legislative requirements introduced in the Housing Bill.	Steering Group established & 3 consultation workshops completed.	Development Section
6. Maximise resources through development of potential NHP projects and other funding sources such as European Funding, Community Safety Challenge Fund.	No additional NHP resources available to date. Euro funding bid submitted with Econ Devt for ILM Project, W Crindledyke. 1 project (Forgewood upgrade) successful in CCTV Challenge Fund. Next submission date to be announced.	Development Section
7. Complete Option Appraisal for Council stock and agree future strategy to maximise investment, meet housing needs and enhances opportunities for tenants to be involved in the management of the stock.	Final report complete & further consultation to be undertaken with report to January 2002 H&TS Committee	Development Section

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
8. Develop Homelessness Strategy to tackle and prevent homelessness.	Information gathering underway. Resources secured from Social Inclusion Fund for some research and prevention work.	Development Section
9. Contribute to development and implementation of Community Care Plan and Joint Accommodation Strategy.	Draft Community Care Plan produced for consultation.	Development Section
10. Achieve minimum target spend of £24.5 million per annum through HRA capital programme including estate regeneration, energy efficiency, major repairs, safety and security and community care.	2001/02 HRA Capital Programme First review complete.	Housing Property Services and Design Services
11. Achieve £2.2 million minimum target spend to progress non HRA capital programme including grants for BTS private properties, Care and Repair, disabled adaptations, town centre improvements and grants for owners within Council improvement areas.	Current projection full spend	Housing Property Services
12. Implement Corporate Property Utilisation Strategy to make most effective and efficient use of Council property including completion of an assessment of the use of existing premises.	Corporate working group established. Asset management plan being prepared. Draft to be available end November.	Property Services

OPERATIONAL TASKS

Strategic Aim 1: To deliver high quality customer focused services that provide best value through effective training, communication, consultation and use of technology.

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
1.1 Review implementation of Employee Development Process.	Review completed and changes implemented	Finance and Administration
1.2 Progress staff training and development by closing offices half day per month to dedicate to staff training.	Office closures implemented	Finance and Administration
1.3 Implement standard rent structure based on points weighting scheme.	Proposals to be finalised following implementation of Rents IT system.	Finance and Administration
1.4 Establish central benefit processing team.	Team established	Finance and Administration
1.5 Implement new and integrate existing IT systems (rents, repairs, allocations, GIS, property management).	Property Management system has been installed and will go live shortly. Repairs system implemented and Rents development in progress	Finance and Administration and Client Services
1.6 Standardise IT desktop (PCs, software).	PCs- rolling replacement ongoing Software –100% completion	Finance and Administration
1.7 Develop and implement Tenant Participation Strategy incorporating Right to Participate provisions included in the Housing Bill.	Tenant consultation completed on main priorities for tenants. Report on development of strategy to November H&TS Committee.	Development Section in conjunction with Tenancy Services
1.8 Complete Best Value Service Reviews for Kilsyth, Coatbridge South, Airdrie South, Bellshill, Shotts and Wishaw housing offices, Repairs and Improvement Grants.	Completed and reported to Committee.	Client Services

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
1.9 Develop internal communication strategy for Department.	To be developed following analysis of consultation with staff undertaken by 4eighty consultants.	Development Section
1.10 Complete consultation on housing Option Appraisal and use to inform final Option Appraisal report and future service developments.	Consultation nearing completion: 3 surveys completed; Focus groups, Tenants Panel, roadshows and Tenants Conference.	Development Section
1.11 Promote and develop awareness and recognition of best value using the EFQM framework to ensure best value for client departments and the Council is achieved.	EFQM assessment used as part of Property Maintenance best value service review	Client Services
1.12 Replacement of redundant IT equipment and upgrading of systems to meet corporate and operational objectives for Design Services.	70% complete	Design Services
1.13 Implement recommendations arising from Benefit Fraud Inspectorate.	Action Plan produced and working towards implementation	Finance and Administration
1.14 Pilot First Stop Shop in Wishaw Housing Office and prepare for roll out of initiative.	Further 6 first stop shops opened 8/10/01. 3 remaining at Shotts;Airdrie and Cumbernauld due by 31/3/02.	Local Housing Services
1.15 Reduce void re-let times and void rent loss by improving procedures and implementing and evaluating Void Letting Initiative.	Void rent loss continues to reduce. Void Initiative Team progressing marketing strategies.	Local Housing Services
1.16 Establish Anti-Social Task Force	Established January 2001. Over 500 cases referred to service.	Local Housing Services
1.17 Continue to improve access for housing services including: <ul style="list-style-type: none"> • review of service provision in Cumbernauld and Muirhouse; • open neighbourhood office in Harthill; • improve reception areas within area offices. 	<ul style="list-style-type: none"> • Woodside St office opened July 01 • Harthill Office open 8 July 2001 • Progressing in conjunction with 1st Stop Shops 	Local Housing Services

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
1.18 Consider options to develop more integrated management strategy between different landlords, including feasibility of developing a Common Housing Register.	Nomination agreements reviewed annually. Timetable for researching CHR agreed with Housing Associations etc	Local Housing Services
1.19 Review standby arrangements and develop central out of hours service.	Completed. Service moved to new control office in Chapelhall	Housing Property Services
1.20 Develop joint training on benefits / rent arrears with Housing Services.	Service Level Agreement in place	Finance and Administration
1.21 Implement joint working with Education Department regarding school clothing and footwear grants.	To be progressed by Corporate Working Group	Finance and Administration
1.22 Further develop repairs by appointment with Public Private Partnership to cover 30% of response repairs.	Ongoing. Developing with new partners. Email address initial problems now resolved.	Housing Property Services
1.23 Establish monitoring system for allocation of housing.	System in place. Report on monitoring prepared for Member/Officer Working Group	Local Housing Services
1.24 Complete Best Value Service Review for Design Services.	Complete	Design Services
1.25 Develop and implement action plan on completion of Best Value Service Review.	30% of plan implemented to date	Design Services
1.26 Achieve performance targets for 2001/2002 as outlined in Appendix 1.	On target	All
1.27 Review the performance monitoring systems currently used within the Department to develop a more integrated approach.	List of reports compiled. Intention is to bring external consultant.	Client Services

Strategic Aim 2: To improve and regenerate communities by working in partnership with other agencies and making best use of the Council's assets and resources.

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
2.1 Implement asbestos policy and complete asbestos survey.	Asbestos policy implemented. Surveys ongoing	Housing Property Services
2.2 Achieve capital receipts target through sale of assets to sustain Council's capital programme.	Marketing completed . Current forecast sees targets being met.	Property Services
2.3 Maintain target of 85% occupancy of industrial and commercial premises to maximise revenue income for the Council.	Currently running at 90 %	Property Services
2.4 Establish and monitor the Public Private Partnerships.	Monitoring/liaison meetings established. Progress satisfactory to date with improved performance in all PPPs since inception.	Housing Property Services and Property Services
2.5 Develop and implement a corporate Energy Management Strategy.	Being developed. Draft to be available December.	Property Services
2.6 Contribute to development of strategy for Ravenscraig.	Input provided to consultation on Masterplan.	Development Section and Property Services
2.7 Review Local Housing Systems Analysis and complete mini LHSA at settlement level in conjunction with Scottish Homes.	LHSA updated as part of Interim Housing Plan. 4 mini LHSA completed at settlement level.	Development Section
2.8 Agree 3 year Joint Investment Strategy with Scottish Homes.	Reported to H&TS Committee	Development Section

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
<p>2.9 Progress and monitor regeneration strategies for:</p> <ul style="list-style-type: none"> • Forgewood; • Coltness; • Cumbernauld; • Muirhouse; • Clarkston; • Sikeside; • Old Monkland; • Holehills; • North Motherwell; • Paterson Street; • West Crindledyke, Newmains. 	All are underway	Development Section
<p>2.10 Implement Estate Regeneration Strategy, and develop and agree regeneration strategies for:</p> <ul style="list-style-type: none"> • Eastfield, Harthill; • Coltness, Wishaw; • Craigneuk, Wishaw; • Greenend, Coatbridge; • Craigneuk, Airdrie; • Rochsoles, Airdrie; • Wester Mavisbank, Airdrie. 	Development of regeneration strategies underway for Eastfield and Coltness	Development Section

Strategic Aim 3: To provide support, advice and assistance to people with specific needs to enable them to live and participate in the community.

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
3.1 Agree action plan to implement changes introduced by Modernising Community Care.	To be agreed with Social Work Dept.	Development Section
3.2 Implement administration and funding procedures in line with 'Supporting People'.	Transitional Housing Benefit scheme now in operation	Finance and Administration
3.3 Assess housing needs of older people as part of 'Homes for the Future' and develop strategy for provision.	Working Group established to develop strategy.	Development Section
3.4 Complete assisted living development at Airbles Road (30 units).	Completed September 2001	Development Section
3.5 Agree Accommodation Strategy for next phase of mental health hospital discharge programme.	In consultation with Social Work. No decision yet re next phase	Development Section
3.6 Continued development of Lanarkshire Learning Disability Strategy to facilitate provision of accommodation and maximise resources available through Lanarkshire Health Board.	Discharges ongoing.	Development Section
3.7 Increase refuge provision for women fleeing domestic violence.	New refuge in Wishaw opened with Women's Aid managing refuge	Local Housing Services
3.8 Provide 100 grants per year to older and disabled owner occupiers through Care and Repair project.	91 Grants awarded to 30.9.01	Housing Property Services
3.9 Implement and review small repairs service as part of Care and Repair project.	Small Repairs service commenced December 2000	Housing Property Services
3.10 Review provision of temporary accommodation.	Strategic underway	Local Housing Services

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
3.11 Open accommodation service for rough sleepers in Airdrie and Motherwell and establish effective service level agreements with service provider.	Airdrie Hostel open and operating. Motherwell Hostel construction underway. Search for managing agent in progress	Local Housing Services
3.12 Review impact of Flexible Tenure Scheme to prevent homelessness through repossession.	Pilot project continuing	Housing Property Services
3.13 Establish database of adapted properties linked to Allocations System.	Being progressed	Local Housing Services
3.14 Contribute to Multi-Agency Domestic Abuse Strategy and develop housing procedures and staff training.	Piloted multi agency training for frontline staff	Development Section and Local Housing Services
3.15 Contribute to the implementation of the corporate Youth Strategy and develop the provision of housing advice services for young people.	Work continuing on implementation of Youth Strategy. SIP Funding secured for ACCESS Project and housing education programme for young people.	Development Section and Local Housing Services
3.16 Implement necessary disabled access to Council property to comply with necessary legislation.	Funds allocated. Projects being identified.	Property Services

Strategic Aim 4: To continue to improve the standard of Council property and private sector housing to secure a good quality of life for North Lanarkshire residents.

KEY ACTIONS	Progress to 30.9.01	LEAD SECTION
4.1 Bring 17 empty houses back into use in partnership with others through the Empty Homes Initiative.	2 properties completed. 11 others identified under purchasing of repossessed properties.	Local Housing Services
4.2 Eradicate BTS conditions within Council acquired properties in Wishaw.	To date 2 houses remain in need of upgrade.	Housing Property Services
4.3 Prepare bids in conjunction with police, other departments and agencies to install CCTV and improve safety in areas where there is identified need.	Bids for Forgewood upgrade and Old Monkland relocation prepared October 2000. Forgewood bid was successful.	Development Section
4.4 Progress the St Catherine's Business Centre development in its own right and as a potential model for similar development within North Lanarkshire, and identify future sites for similar developments.	Developer selected. Negotiations being pursued.	Property Services
4.5 Develop and implement a corporate strategy on capital financed maintenance, including option to demolish, to increase investment in Council property.	Funding allocated. Projects being identified.	Property Services
4.6 Initiate a rolling programme of Council property upgrading to ensure the efficient and effective management of the Council's office accommodation, retail portfolio and commercial portfolio to meet the needs of prospective tenant occupiers.	Funding allocated. Projects being identified and implemented.	Property Services and Design Services
4.7 Develop Private Sector Strategy to help address problems of disrepair within the private sector, including participation of owners in improvement programmes and equity funding schemes.	Strategy to be developed.	Housing Property Services