Housing & Community Safety 11/12 Performance Report

Midlothian

01. Summary of the major successes

Q1 11/12:

1. Private Sector Home Insulation Grant scheme success in 2010/2011 with a current bid for 2011/2012 to increase take-up of energy advice and household measures provided.

2. Joint Working Group reviewed void house management and service redesign options being assessed. Improvement initiatives evidenced in performance progress.

3. Scottish Housing Regulator inspection noted service improvement in sustainment of tenants maintained in their homes and accurate homelessness assessment decisions. Improved out-of-hours services, better standard of furnished temporary accommodation and strengths in performance management framework.

4. The Community Safety Team and Midlothian Community Action Team (MCAT) officers work closely with our Vandalism Reduction Officers to tackle antisocial behaviour, carrying out high profile and plain clothes patrols of vulnerable areas to prevent this type of crime from taking place. Although not included within the crime figures, between 09/10 and 10/11 calls regarding youth disorder have dropped from 2810 to 2568 (8.6%). We have also carried out test purchasing of alcohol to reduce the number of our young people obtaining access to it and have targeted under 18s found in public places under the influence of alcohol. Operations run in partnership with Midlothian Young Persons Advice Service (MYPAS) have highlighted the dangers associated with alcohol and drunkenness.

5. The number of vandalism incidents recorded in the last year has fallen by 17%, which is a reduction of 246 reports and continues a significant downward trend as the highest volume recorded crime in Midlothian is vandalism. There was also a reduction in the number of fireraisings recorded, dropping from 96 last year to 33. This reflects the positive partnership activity being undertaken with the Fire & Rescue service through interventions such as in the 'Cool down crew' project and the Phoenix programme

6. New complaint recording processes have been implemented to more accurately record all types of Public Health complaint; this has contributed to the apparent increase in complaints from April onwards

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7. Environmental Health continue with the "responsible dog owner campaign". Dog fouling patrol activities show that, to date, 93% of dog owners in Midlothian are routinely picking up their dog waste.

8. Environmental Health are now approving landlords who have applied for registration up to and including 1 June 2011 as the previous backlog of landlord registrations are almost cleared.

9. Camera surveillance installed at Monktonhall has been effective in significantly reducing the incidents of fly-tipping in that area, which will have a substantial cost savings for the authority if that improvement continues.

10. Trading Standards have increased income generation from charging services in metrology to other local authorities as Midlothian retains its accredited facilities

02. Summary of the major challenges and actions to address them

Q1 11/12:

1.Challenge: Service Improvement identified through self- assessment analyses, external and internal audit processes and regulator scrutiny.

Action: A comprehensive Improvement Plan developed in response to the Scottish Housing Regulator inspection in June 2011; Internal Audit recommendations and the Midlothian Excellence Framework provides a shared understanding of strengths and weaknesses to drive sustainable service transformation.

2. Challenge: Culture change in service delivery, embracing best value and customer focus.
Action: Established Performance Management Framework which contains measures with improvement targets; Service Improvement Team to co-ordinate and drive improvement planning activities;external accreditation in Homepoint services; lean service working group for homeless service re-design; lean service working group for void properties process efficiencies.

3. Challenge: Housing Allocation Policy to meet the aims for housing needs groups in Midlothian and changing legislative requirements.
Action: Draft Policy to take regard of Internal Audit and Regulator requirements and produce a revised Housing Allocation Policy to better reflect the changing needs in Midlothian.

4.Challenge: Increasing demand on resources resulting from service change and new legislation requirements, and the drive for efficiency and continuous improvement.
Action: Challenges generally to be met from within existing resources but budget pressures may have to be reported in homelessness services and the Private Sector Grant Scheme of Assistance to provide aids and adaptations as demand led statutory services.

5. Challenge: Potential effects of evidential "Cadder legal ruling" as recently applied to an Edinburgh City Council Environmental Health Food case.
Action: Comment to be sought from Anderson Strathern, solicitors via MC Legal team
as would impact on services which can result in cautioning duties by Council Officers.

6. Challenge: Vacant posts recruitment process delays impact on service delivery in Environmental Health, Trading Standards and Homelessness **Action:** Staff vacancies delayed in recruitment are being progressed.

03. Budget position and impact of efficiencies

Q1 11/12
Increasing demand on resources generally to be met from within existing resources but budget pressures may have to be reported in homelessness services and the Private Sector Grant Scheme of Assistance to provide aids and adaptations as demand led statutory services.

Suggested changes to Corporate or Service Priorities

Q1 11/12:
(i) HCS.1112.S-01.1a - % of council new build allocated to Amenity Housing
New Target - 5%
(ii) HCS.1112.S-01.1b - % of council new build allocated to extra care housing provision
New Target - 5%
(iii) HCS.1112.S-02.1a - % of people presenting at the Point going through homeless assessment.
New Target - 65%
(iv) HCS.1112.S-03.1a - % of people presenting as homeless going on to temporary accommodation.
New Target - 75%
(v) HCS.1112.S-07.1 - Average time from return of property to let (standard properties)
New Target - 35 days
(vi) SPI-20b.1 - For those requiring attendance on site and not dealt with under part v of the Antisocial behaviour etc (Scotland) Act 2004 the average time(hours) between the time of complaint and attendance on site.
New Target - 47.2 hours
(vii) SPI-20b.2 - For those dealt with under part v of the Antisocial behaviour etc (Scotland) Act 2004 the average time(hours) between the time of complaint and attendance on site.
New Target - 1.0 hours

Housing & Community Safety PI summary 11/12

Priority	Indicator	2010/11	Q1 2011/12				Annual Target 2011/12	Feeder Data	Value
		Value	Value	Status	Note	Short Trend			
01.1 Outcomes and Customer Feedback									
01. Provide an efficient complaints service	% of feedback complaints completed within 10 working days	33.33%	15.39%		**Q1 11/12:** Off Target. 2 out of 13 complaints dealt with in 10 days. Failure in communication of change in reporting mechanism led to individual complaints being missed.		100%	Cumulative number of complaints received	13
								Cumulative number completed within 10 days	2
01.2 Making the Best Use of our Resources									
02. Manage budget effectively	Performance against revenue budget	£4.484 m	£ 4.366 m		**Q1 11/12:** Off Target, projected overspend of £270,000. Report to August council will provide further detail.		£ 4.096 m		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.86	1.56		**Q1 11/12:** On Target.		8.3	Number of days lost (cumulative)	85.96
								Average number of FTE in service (year to date)	55.14
01.3 Corporate Health									
05. Complete all divisional priorities	% of service & corporate priority sub-actions on target / completed, of the total number	92.86%	100%		**Q1 11/12:** On Target.		90%	Number of service & corporate priority actions	15
								Number of service & corporate priority actions on tgt/completed	15
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93.72%	92.51%		**Q1 11/12: Off Target.** Invoice submission difficulties from one B&B provider have been resolved and accounts processing has since improved.		95%	Number received (cumulative)	1,001
								Number paid within 30 days (cumulative)	926
08. Improve PI performance	% of PIs that are on target/ have reached their target.	77.42%	48.15%		**Q1 11/12:** Off Target. See PI report for detail re off target PIs.		90%	Number on tgt/ tgt achieved	13
								Number of PI's	27
09. Control risk	% of high risks that have been reviewed in the last quarter	0%	100%		**Q1 11/12:** On Target. Five of five high risks reviewed.		100%	Number of high risks reviewed in the last quarter	5
								Number of high risks	5
01.4 Improving for the Future									
11. Fully implement PDP	% of employees who have had a PDP within the last year (excluding employees who have been employed for less than 3 months)	66.1%	N/A		**Q1 11/12:** PDP reporting suspended temporarily pending introduction of competency framework.		100%	Number who have had a PDP	39
								Number of employees (Excl employed for less than 3 months)	58

10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.	100%	93.33%		**Q1 11/12:** On Target.		90%	Number of on tgt/ completed actions	14
								Number of outstanding actions	15

Housing & Community Safety 11/12 action report

Midlothian

03. Corporate & Service Priorities
Corporate Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
MC.1112.C-3b.1	C-3b: Work with communities to reduce anti-social behaviour and offending and promote positive social development	Ensure Anti-social Behaviour enforcement and monitoring by Community Action Team is in place	31-Mar-2012		26 %	**Q1 11/12:** On Target.
MC.1112.C-3b.2	C-3b: Work with communities to reduce anti-social behaviour and offending and promote positive social development	Community Safety Partnership achieve reduction in crime and fear of crime from social and situational interventions	31-Mar-2012		10 %	**Q1 11/12:** On Target. Implementation plan for pilot work with CJA being developed.
MC.1112.C-3d.2	C-3d. Improve road safety	Review and implement Road Safety Plan	31-Mar-2012		20 %	**Q1 11/12:** On Target.

03. Corporate & Service Priorities
Service Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
HCS.1112.S-01.1	01. Provide Housing for Special Needs	Designate housing for special needs within existing and new build stock	31-Mar-2012		5 %	**Q1 11/12:** On Target.Working group for extra care housing development has agreed the specification for the development subject to approval by housing sub-group.
HCS.1112.S-02.1	02. Improve access to	Develop homeless	31-Mar-		10 %	**Q1 11/12:** On Target. Homeless prevention assessment

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
	homelessness advice & assistance	prevention measures at The POINT through advice & assistance.	2012			included in advice & assistance provided at enquiries and in client presentations case management. Housing Options opportunities to be further developed during 2011.
HCS.1112.S-03.1	03. Effectively meet the challenge of homeless presentations within resources	Continue to provide temporary accomodation where neccesary, ensuring all private sector rentals are through accredited landlords	31-Mar-2012		20 %	**Q1 11/12:** On Target.Temporary accommodation provided when necessary.Only registered landlords through Landlord Accreditation Scotland are eligible for client referrals consideration.
HCS.1112.S-04.1	04. Work to prevent homelessness through delivery of an education programme	Improve homelessness awareness via delivery of a 'leaving home' Education programme to youth agencies and schools	31-Mar-2012		20 %	**Q1 11/12:** On Target. Education project scheduled in high school curriculum and in youth agencies training opportunities.
HCS.1112.S-05.1	05. Continuation of Contaminated Land Programme	Deliver Contaminated Land Strategy objectives	31-Mar-2012		25 %	**Q1 11/12:** On Target. All contaminated land reports submitted in relation to building standards and development management requirements have, to date, been reviewed.
HCS.1112.S-06.1	06. Protect and improve the health of people living in Midlothian	Implement the Housing (Scotland) Act 2008 Section 72 Statement. Private Sector Housing Grants to assist disabled applicants to live in their own homes	31-Mar-2012		25 %	**Q1 11/12:** On Target. Implementation of the S.72 Statement is ongoing with information and advice being provided as required. 100% of all cases requiring grant assistance for adaptations to enable them to live longer in their own homes have been progressed.
HCS.1112.S-06.2	06. Protect and improve the health of people living in Midlothian	Air Quality Progress Report and detailed assessment accepted by SEPA and Scottish Government in relation to air quality in Midlothian	31-Mar-2012		50 %	**Q1 11/12:** On Target. Monitoring of air quality in Pathhead using the Partisol will continue at least until August 2011 to provide complete PM10 data for inclusion in Midlothian Council's Air Quality Progress report and Detailed Assessment. The Air Quality Action Plan in respect of Pathhead is in progress.
HCS.1112.S-07.1	07. Maximise income from property by reducing void property times	Minimise re-let timescale for mainstream housing and temporary accommodation through voids initiative	31-Mar-2012		20 %	**Q1 11/12:** On Target. Lean Service Review for void process efficiencies and service re-design outcomes progressing.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
		actions				
HCS.1112.S-08.1	08. Provide affordable housing through direct provision and partnership working	Investigate options for the next programme of Council Housing New Builds.	31-Mar-2012		4 %	**Q1 11/12:** On Target. Recommended housing mix presented to Housing Sub Group for consideration.

Housing & Community Safety 11/12 PI Report

Midlothian

03. Corporate & Service Priorities
Corporate Priorities

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			
MC.1112.C-3b.1a	C-3b: Work with communities to reduce anti-social behaviour and offending and promote positive social development	% of acceptable behaviour contracts breached	20%	28%			**Q1 11/12:** Off Target. 5 Breaches with 18 ABCs in force.	20%	No benchmarking data available.	
MC.1112.C-3b.2a	C-3b: Work with communities to reduce anti-social behaviour and offending and promote positive social development	% of antisocial behaviour orders Breached	14%	17%			**Q1 11/12:** On Target. Propose target is amended to 20%. It is expected that the no of breaches will be slightly higher than last year due to the higher number of antisocial behaviour orders issued.	20%	No benchmarking available.	

03. Corporate & Service Priorities
Service Priorities

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			
HCS.112.S-01.1a	01. Provide Housing for Special Needs	% of council new builds allocated to amenity housing.	N/A	2%			**Q1 11/12:** Off Target. 1 property from 55 new builds allocated to amenity applicant.	10%	This is a Local indicator with no benchmarking available.	
HCS.112.S-01.1b	01. Provide Housing for Special Needs	% of council new builds allocated to extra Care Housing provision	N/A	0%			**Q1 11/12:** Off Target. No new build care housing becoming available until Dec 2012 - 32 units.	10%	This is a Local indicator with no benchmarking available.	
HCS.112.S-02.1a	02. Improve access to homelessness advice & assistance	% of people presenting at the POINT going through a homeless assessment.	N/A	125%			**Q1 11/12:** On Target. All clients receive prevention advice & assistance as service relocated into Homelessness Team and progress to a case management assessment as necessary with the same officer providing a generic service now.	100%	This is a Local indicator with no benchmarking available.	
HCS.112.S-03.1a	03. Effectively meet the challenge of homeless presentations within resources	% of people presenting as homeless going on to temporary accommodation	N/A	72%			**Q1 11/12:** Off Target. Increased eligible clients.Extended Priority Need categories now implemented in Midlothian will impact in future months to aid achieving of 2012 legislative target.	30%	Benchmark Scottish Housing Regulator 2009/10 Scotland 62%	
HCS.112.S-05.1a	05. Continuation of Contaminated Land	% of land assessments required which have been completed	N/A	100%			**Q1 11/12:** On Target.	100%	Data only. No benchmarking available.	

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			
	Programme									
HCS.1112.S-06.1a	06. Protect and improve the health of people living in Midlothian	% of referrals for disabled persons adaptations grants to assist disabled applicants completed	N/A	100%			**Q1 11/12:** On Target.	100%	Legislative requirement to meet 100%	
HCS.1112.S-07.1	07. Maximise income from property by reducing void property times	Average time from return of property to re-let (standard properties)	93 days	40 days			**Q1 11/12:** Off Target. Improvement initiatives starting to show expected improvement. Further development should see target met by the end of the year. This result is the lowest ever recorded.	28 days	No benchmarking available. (Benchmarking always splits low and non-low demand properties)	
SES.G07.2	04. Work to prevent homelessness through delivery of an education programme	Increase uptake in the number of Housing and advice sessions delivered – 12 advice sessions across schools and youth advice agencies by Aug 11	1	1			**Q1 11/12:** Off Target. Joint protocol with police beat officers who have responsibility for liaising with schools and scheduling. Improvement expected later in year.	12		

05. Key Performance Indicators
LPIs

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			
HCS.LPI.03	Food hygeine	The percentage of food samples	91.5%	100%			**Q1 11/12:** On Target.	40%	July 2011: Target is to achieve the	

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			
		taken in accordance with the annual food sampling plan							annual food sampling plan. No benchmarking available.	
HCS.LPI.04	Food hygeine	The percentage of referrals responded to within 3 days	100%	100%			**Q1 11/12:** On Target.	100%	No benchmarking available	
HCS.LPI.05	Food hygeine	The % of food premises deemed "Broadly Compliant" with the food hygiene legislation	76%	76%			**Q1 11/12:** Off Target. Continued trend toward target achieved at year end.	80%	N/A	
HCS.LPI.06	Food hygeine	The percentage of food establishments subject to official food control by inspection during the year, inspected within the prescribed time period - 6 months	100%	50%			**Q1 11/12:** Off Target. Off target due to timing of reporting stage as still within 28 day target tolerance.	100%	No benchmarking available	
HCS.LPI.07	Food hygeine	The percentage of food establishments subject to official food	97.6%	87.5%			**Q1 11/12:** Off Target. Off target due to timing of reporting stage as still within 28 day target tolerance.	100%	No benchmarking available	

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			
		control by inspection during the year, inspected within the prescribed time period - 12 months								
HCS.LPI.08	Food hygeine	The percentage of food establishments subject to official food control by inspection during the year, inspected within the prescribed time period - 18 - 24 months	90.3%	64%			**Q1 11/12:** Off Target. Off target due to timing of reporting stage as still within 28 day target tolerance.	90%	No benchmarking available	
HCS.LPI.09	Noise complaints	The average number of working days to respond to non domestic noise complaints (including enquiries)	2.55	1.19			**Q1 11/12:** On Target.	2.5	No benchmarking available.	

05. Key Performance Indicators
SPIs

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			
SPI-17a	SPI-17. Managing Tenancy Changes	Not low demand stock: Average re-let time (quarterly-formula)	44.8 days	34.9 days			**Q1 11/12:** Off Target. Improvement initiatives starting to show expected improvement. Further development should see target met by the end of the year. This result is the lowest ever recorded.	40.0 days	09/10 Scottish average 42.9 days	no
SPI-17b	SPI-17. Managing Tenancy Changes	Low demand stock: Average re-let time (formula)	209 days	119 days			**Q1 11/12:** Off Target. Improvement initiatives starting to show expected improvement. Further development should see target met by the end of the year.	100 days	09/10 Scottish average 75 days	no
SPI-20b.1	SPI-20. Domestic Noise complaints	For those requiring attendance on site and not dealt with under part V of the Antisocial behaviour etc (Scotland) Act 2004 the average time (hours) between the time of the complaint and attendance on site.	55.9 hours	18.4 hours			**Q1 11/12:** On Target.	47.2 hours	2009/10 Scottish Average 47.2	
SPI-20b.2	SPI-20. Domestic Noise complaints	For those dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act	0.30 hours	0.30 hours			**Q1 11/12:** On Target.	1.50 hours	2009/10 Scottish Average 1.5	

PI Code	Priority	PI	2010/11	Q1 2011/12				Annual Target 2011/12	Benchmark	In SOA?
			Value	Value	Status	Short Trend	Note			
		2004. the average time (hours) between the time of the complaint and attendance on site								
SPI-21.1	SPI-21. Trading standards - complaints & advice	% of trading standards consumer complaints that were dealt with in 14 days	83.45%	86.77%			**Q1 11/12:** On Target.	85%	2009/10 Scottish average. 77.3%	
SPI-21.2	SPI-21. Trading standards - complaints & advice	% of trading standards business advice requests that were dealt with in 14 days	100%	100%			**Q1 11/12:** On Target.	100%	2009/10 Scottish average. 96.8%	