

Service Priority Plan 2011/12 and Future Years: Housing Service

Service Statement:

The Local Housing Strategy vision for Housing is outlined below;

Work in partnership with others to enable everyone in Shetland to have access to:

A **choice** of **affordable** housing options, across **all tenures** that are **warm** and **safe, energy efficient** and in keeping with the Shetland **environment**, of good **quality and in good repair**, able to meet **demand** and the **particular needs** of households in **inclusive** and vibrant **communities**

Summary of Priorities for 2011/12:

- Submission of new Local Housing Strategy to Scottish Government
 - Consultation May/June
 - Submission August
 - Implementation – ongoing
 - Strategic Housing Investment Plan (November)
- Scottish Housing Regulator Follow up Scrutiny
 - Self Assessment completion May
 - On site inspection June
 - Report ??? (anticipate September)
- Homelessness 2012 National Target
 - Prevention Policy – November
 - Temporary Accommodation Policy – August
 - Homeless Policy – August
 - Temporary Accommodation Strategy - August
- Housing Revenue Account Future Sustainability
- Scottish Housing Quality Standard
- Housing Act 2010 Implementation
- New Build Programme

In 2011/12 this Service is provided by:

- Staff Summary

Service	Staff
Housing & Property	1 Service Manager, 2 Senior Officers, 1 Assistant, 34 Support Workers, 1 Support Manager, 5 Outreach Workers, 8 Outreach Assistants, 2 Estate Managers, 6 Housing Officers
Business Support	1 Senior Housing Officer, 3 Admin, 28 Operatives, 4 Apprentices, 2 Architectural Technicians, 2 Quantity Surveying Technicians, 4 Inspection Team 1 Senior Admin & Systems Officer, 1 Senior Housing Assistant, 4 Housing Assistants, 1 Senior Policy Officer, 2 Research & Information Officers

- Assets Summary

Housing stock (1800 houses + approx. 160 units on General Fund)

Staff

Vehicles, tools and equipment

- Finance Summary

TOTAL BUDGET 2011/12: **£10,073,321**

1. Service Standard:

- Range of national performance indicators and some local performance indicators
- Scottish Housing Regulators Inspection – last full inspection in 2007. Follow up inspection June 2011 focussing on identified risk areas of homelessness and asset management
- All policies are documented in Quality Manual
- Service accredited to ISO9001:2008
- Tenants forum – client feedback
- Feedback surveys on repairs
- Survey on application process
- Good practice models
- Estate inspections carried out twice a year: tenants, Councillors, and interested parties
- Benchmarking: particularly Orkney, Western Isles, but also e.g. Highland and West Lothian



2. Strategic Service Risk Assessment

- The 2010 Housing Act, due to be implemented during 2011, will have an impact
- The Right to Buy will be reformed – staff at Housing and Legal Services need to be aware and provide consistent advice
- National target on homelessness (which is a statutory service) is likely to cause more pressure on the Housing Service

- Housing support will increasingly become an integral part of the assessment, and will require staff to continue to work across agencies (e.g. With You For You, GIRFEC)
- The future sustainability of the Housing Revenue Account – a financial modelling exercise is being commissioned to provide a robust base financial position.
- The potential financial impact on existing tenants.

2.2 Strategic Priorities

SOA/ Corporate Plan Outcomes and Progress (October 2010 to March 2011):

SOA Indicators				
F.1 Reduced Levels and Impact of Poverty, Deprivation and Social Exclusion in Shetland				
Indicator	Source	Baseline	Target	Progress at October 2010
F.1.5 Number of Households in Fuel Poverty	Scottish House Condition Survey	Shetland 2004-07: 32%. Increase in fuel cost not met by increase income since. 65% not in fuel poverty. Unst 2009: 49%	Decrease number of households in fuel poverty: national target of so far as is reasonably practicable, people are not living in fuel poverty in Scotland, by November 2016.	↗ 33% (11% of these are in extreme fuel poverty). 63% not in fuel poverty. 4% unobtainable.
St.2 We will ensure the right house is available in the right place at the right price				
Indicator	Source	Baseline	Target	Progress at October 2010
St.2.21 The supply of housing across all tenures	SIC Housing	Total social rented housing stock: 2007: 2211 / 2008: 2180	Housing Supply Targets to be set and defined in new LHS to be developed in 2010.	↗ Housing Need and Demand Assessment robust and credible. Housing Strategies Steering Group (HHSO) re-established to

		<p>Total private sector housing stock:</p> <p>2007: 8068 / 2008: 8179</p> <p>Number of new house completions:</p> <p>2007: 170 / 2008: 106</p>		<p>develop the new Local Housing Strategy (LHS).</p> <p>Housing Supply Targets will be informed by the evidence in the HNDA and will be set in agreement with the HSSG.</p>
<p>St.2.2 The quality of housing:</p> <p>SHQS and private sector housing grants</p>	<p>SIC Housing</p> <p>SIC Environmental Health</p>	<p>Percentage of social rented stock meeting the Scottish Housing Quality Standard:</p> <p>2008/09: 81%</p> <p>Currently 30 referrals at EAP.</p>	<p>100% of SIC Stock meeting the SHQS by 2015.</p> <p>Ensure as far as reasonably practicable that by 2016 persons do not live in fuel poverty¹.</p>	<p>↗</p> <p>84.5% of SIC stock meeting SHQS at April 2010.</p> <p>Hjaltland Housing Association Stock = 92% compliance at April 2010.</p>
<p>St.2.3 Ensure all unintentionally homeless households are entitled to settled accommodation by 2012</p>	<p>SIC Housing Service</p>	<p>Number of homeless presentations in year:</p> <p>2007/08: 239</p> <p>2008/09: 260</p> <p>Percentage of</p>	<p>Legislative target - by 2012 every unintentionally household will be entitled to settled accommodation.</p>	<p>➔</p> <p>Homeless presentations 2009/10 = 268.</p> <p>Percentage of homeless presentations accepted and entitled to a permanent home 2009/10 = 64.4%</p>

¹ See www.scotland.gov.uk/Topics/Built-Environment/Housing/access/FP/Progtowtarg and Housing (Scotland) Act 2001, Section 89.(5) 9b).

St2.1	Completion of Housing Strategy Target: Produce a new Local Housing Strategy in line with Government guidance for 2010-2015 To include: <ul style="list-style-type: none"> - Investigate future options for increasing housing supply across all tenures - Investigate and develop a better understanding of the private sector housing in Shetland - Investigate, and if feasible, develop local mortgages or grants to assist private individuals in the provision of housing - Continue to work in partnership with agencies on the housing and housing support needs for a projected ageing population 	Head of Housing	December 2011	Draft 2011-2016 Local Housing Strategy has been produced and is out for an 8 week public consultation from 25 th April to 17 th June 2011.
St2.2	Achieve Scottish Housing Quality Standard national target by 2015 Target: 100% of stock	Head of Housing	March 2015	At end of March 2011, 85.9% of the social rented stock meets the Scottish Housing Quality Standard.
St2.3	Achieve national target of eliminating homelessness target by 2012 deadline Target: Meet the national targets on homelessness by 2012	Head of Housing	March 2012	At end of March 2011, 83.6% of unintentionally homeless households were entitled to settled accommodation. A second round of local policy changes were introduced from April 2011 and these are designed to increase our progress towards meeting the December 2012 Scottish Government target.

2.3 Financial:

All savings approved as part of the Budget Reduction Proposals for 2011/12 are on target:

Proposal Detail	Approved Savings	Actual Savings
Remove grass cutting as already agreed by the Council (implemented)	53,000	53,000
Remove supporting people funding.	20,000	20,000
Operational Efficiencies	10,000	10,000
Deletion of outreach post	20,000	20,000
Reduce the level of funding associated with furnishings for homeless accommodation.	12,000	12,000
Increase charges on general fund services by more than inflation. <i>Cannot be achieved this year, due to statutory requirement of minimum 4 weeks notice to tenants.</i>	5,000	Red
Review of provision of housing support workers.	To be quantified	7,374
Introduce charges for the provision of housing support workers. <i>Supporting People legislation abolished charges for Housing Support Workers. Therefore introducing charges for the provision of this service would require a major piece of research and legal advice, and also a justification of how some care services are free whilst others are not.</i>	26,000	Red
TOTAL	146,000	122,374

2.4 Capital Assets:

- Meeting housing quality standard by 2015 will be a challenge, and investing to maintain the standard into the future
- Particular projects e.g Pitt and Park Lane flats need resources to be identified.
- New re-build programme will be embarked upon for first time in years (Hoofields and Brae)
- Expectation on Housing Service to continue new build programme.
- Expectation of tenants that high standard of repairs and maintenance will continue.

2.5 Stakeholders

- Active community engagement
- Active tenant (customer) involvement
- The refresh of the Local Housing Strategy has capitalised on developing relationships across the public sector and voluntary sector and recognising the important role that the Housing Service has to play; strategically and operationally.

2.6 Staff

- Career grading has provided opportunities, and an incentive for staff to develop their knowledge and skills. This has been very beneficial to the staff and the Housing Service.

2.7 IT Systems

- Currently procuring new integrated Housing Management System; now at stage of identifying preferred supplier
- Housing Service and DLO have separate systems with an interface; it is anticipated that the new system will resolve difficulties and streamline the process.

2.8 Summary of Main risks

- Constant and ongoing demand and expectation on the Housing Service.
- Perception of homelessness is that it is the only way to get a Council house. Need to develop new approaches to provision of preventative services, culture change required.
- Necessity to maintain the service provision in the next financial year within the budget constraints.