

COMMITTEE **Housing and Environment**      DATE **11<sup>th</sup> January 2010**

CORPORATE DIRECTOR **Pete Leonard**

TITLE OF REPORT **Performance Report for Housing and Environment**

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#### 1. PURPOSE OF REPORT

The purpose of this report is to present committee with key performance measures for the Housing and Environment Service.

#### 2. RECOMMENDATION(S)

To seek the Committee's comments and observations on the performance information contained in the report.

#### 3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report, although a number of comments are made on the use of resources.

#### 4. SERVICE & COMMUNITY IMPACT

The performance reporting framework is integrated with the Council's ambition of being a top performing Council which delivers on the Community Plan and the Administration's Policy Statement.

#### 5. OTHER IMPLICATIONS

There are no other direct implications arising out of this report regarding legal, resource, personnel, property, equipment, sustainability and environmental, health and safety; although a number of comments are made on the use of resources.

#### 6. REPORT

This report presents the key management information and performance indicators for the Housing and Environment Service. The report consists of two sections:

- (1) A progress report from the Director.
- (2) A summary in the format of a Performance Indicator Balanced Scorecard and detailed information supporting those indicators being considered this cycle.

The Performance Indicator Balanced Scorecard and supporting reports are now produced from Covalent, the corporate performance reporting system.

When reviewing the data in the Performance Indicator Balanced Scorecard the following symbols are used

### **Traffic Light Icon**



On target



Within 5% of target and being monitored



Within 20% of target and being actively pursued



Data only PI as there is no target set

### **Short Term Trend Arrow**



Improvement from last reporting period



Reduction from last reporting period



No change since last reporting period



Unable to determine trend

Members are asked to note the following in relation to actions requested at the last meeting

- (1) Details of sickness absence for Housing and Environment were requested. Unfortunately, it has not been possible to provide the sickness figures in the format of the SPI, which is average days lost per employee. However, the percentage of working days lost figure is available by service, and these were 7.56% in September 2009 and 6.71% in October 2009.

The service will continue to work with Corporate Governance with the aim of providing the information in the SPI format at the earliest opportunity.

In considering the information, it is important to recognise that the Housing and Environment management arrangements have only been in place since July 2009, and up until that point the management of the services was undertaken through three interim directorates. The new service has now begun the process of pulling together all aspects into the one directorate. This report should therefore be viewed as a work in progress which will be developed as the service develops.

## 7. AUTHORISED SIGNATURE

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## 8. REPORT AUTHOR DETAILS

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## 9. BACKGROUND PAPERS

N/A

**CORPORATE DIRECTOR'S PROGRESS REPORT  
HOUSING AND ENVIRONMENT  
18 November - 16 December 2009**

**Young Single Persons' Housing Project (YSPHP)**

The Council's Young Single Persons' Housing Project (YSPHP) which has supported and housed 16 – 17 year olds for nearly 20 years begins a new and innovative chapter in its life. Starting on 30 November 2009, the project will offer weekly drop-in information sessions, provided by young service users for other young people threatened with homelessness, experiencing homelessness or unable to remain in the family home. This project was developed by young tenants with the help of their support workers to offer practical information from those recently made homeless.

**New Build Housing Update**

Aberdeen City Council has been awarded more than £1million by the Scottish Government to help build 42 new council homes.

The bulk of the money will be used to build 35 new homes in a family-friendly "Homezone" on the site of the former Marchburn School in Northfield, comprising 19 three-bedroom houses and 16 two-bedroom flats. The Homezone concept ensures that residential streets are designed for people, not traffic, to improve the quality of life.

The £4.55million Marchburn scheme will be the fourth development to be launched under the City Council's ambitious plans to build the first new general-needs council housing in the city for a generation.

Preparatory work has already started at Byron Park in Northfield, where 28 new homes will be built, and on Hayton Road in Tillydrone and Roriehall in Cults. Part of the latest award from the Scottish Government will be used to increase the number of units on Hayton Road from 28 to 30 and at Roriehall from 22 to 27.

The schemes are part of a £26million programme to create up to 200 new council homes across the city, funded largely from the council's housing budget and with an element of grant funding from the Scottish Government.

**Funding Approved for Clinterty Site**

On 14 December 2009, the Scottish Government announced that we had been successful with our grant funding application and we were awarded £163,737. The Council will contribute 25% on top of this (£40,934) and this will be used to carry out full upgrades to the site chalets, improve external lighting and address the site drainage problems. This forms part of our commitment to improving the site facilities, bringing them up to a modern standard which not only benefits the Gypsies/Travellers but the wider community too.

**Safer Aberdeen**

Now in its fourth year within Aberdeen, the Best Bar None awards scheme goes from strength to strength with a record number of applicants this year. This national scheme open to pubs, bars, clubs and specialist entertainment venues provides licensees with the opportunity to demonstrate their care and commitment towards running and providing a safe and secure drinking environment for their staff and customers. Based on the 5 licensing objectives, applicants must evidence they meet certain national standards to win an

Accreditation, Silver or Gold award. With the inspection process now finished the awards ceremony takes place on Tuesday 1 December within the Town and County Hall.

Safer Aberdeen working with Grampian Police and fully supported by Robert Gordon University Student Association, has completed Project Argus and Project Griffin counter-terrorism training for both daytime and night-time Safer Aberdeen members. RGU Student Association once again showed their commitment not just to their student population and staff but also to the wider Aberdeen community by offering their venue. Encouraging turnouts for both training events demonstrated the positive attitude towards counter-terrorism training by the licensed and retail trade.

Safer Aberdeen have also implemented a second night-time crime reduction initiative - Bar Watch 24/7. Commitment so far has come from Belhaven brewery with their city centre pubs and bars joining the scheme. Information-sharing is the key to this scheme with members using an online secure database to submit incidents and view monthly bulletins of known serious and violent offenders.

In November, Safer Aberdeen with other key partners including Grampian Police, Grampian Fire and Rescue Service and Crimestoppers supported Conoco Phillips with their staff safety event - highlighting key community safety messages in the build up to the festive period. Safer Aberdeen was able to provide information on taxi ranks, taxi marshalls and portable toilets; as well as highlighting the many schemes under the Safer Aberdeen banner while being supported by the City Wardens who were on hand to offer advice in regards to safety and the finer details of their role.

### **City Wardens**

City Wardens have been long leeted for a COSLA Excellence Award in the One to Watch category and therefore win a Bronze Award. Our submission is now being considered by the Excellence Awards judging panel to decide on a short leet and subsequently the overall winner.

### **The Strategic Housing Investment Plan (SHIP)**

The Strategic Housing Investment Plan (SHIP) was submitted to the Scottish Government on 30 November 2009. The SHIP is an assessment by the local authority of the potential supply of affordable housing in their area and is a statutory requirement for local authorities in Scotland. The SHIP is developed by the Council through consultation with Registered Social Landlords and Planning services. It covers a five year period and it is hoped it will inform the Scottish Government's future allocation of the Affordable Housing Investment Fund.

### **Aberdeen Scientific Services Laboratory (ASSL)**

On 19 November the Housing and Environment committee unanimously passed the name change of Aberdeen City Council Laboratory of the Public Analyst to Aberdeen Scientific Services Laboratory. The ASSL name change will greatly assist in marketing the service to council services, local authority partners, existing clients and in attracting new customers.

## **Tillydrone, Oldmachar, Woodside, and Mastrick – Environmental Walkabouts**

The Environmental Services team was joined by Housing, Community Safety and Building Services staff, community representatives, the Police and Elected Members on successful walkabouts around the Tillydrone, Oldmachar, Woodside, and Mastrick Neighbourhoods. Environmental issues such as litter, graffiti, flytipping, poor street signs and pot holes etc were all reported for remedial action. Details of the walkabout and actions taken have been passed to the ward councilors, local residents and community groups who are delighted with the proactive work undertaken.

## **Trading Standards**

The Trading Standards Service organised a series of test purchases across the city in the run-up to Bonfire Night to assess compliance with the law which makes it a criminal offence to supply fireworks to people aged under 18. Using 16-year-old test purchasers, officers visited 12 premises ranging from corner shops to national retailers and attempted to buy fireworks. Of these, only one sold fireworks to a 16-year-old.

The results are encouraging as it appears that the majority of retailers who sell fireworks are carrying out the necessary checks to make sure that the person attempting to buy fireworks is legally old enough to do so. Hopefully, this means that the message on fireworks and other age-restricted products is getting through to retailers. The trading standards service will continue with under-age sales enforcement and plan to carry out projects on tobacco and fireworks before the end of the year.

Officers of Environmental Health's Commercial Team have been busy inspecting the new food businesses in the City's new retail complex, Union Square. Once completed, the Centre will be the next phase for the rollout of the Food Hygiene Information Scheme, whereby the outlets are awarded a "Pass" or "Needs Improvement" certificate for display, and their hygiene inspection reports are made available on the Council's website.

## **HSE Asbestos Awareness Campaign.**

Throughout the month of November 2009 Officers from the Environmental Health Section of the Commercial Premises and Trading Standards division have been taking part in the Asbestos Awareness Campaign being co-ordinated by the Health and Safety Executive throughout the month of November 2009.

This year the campaign is focusing on tradesmen such as plumbers, electricians and joiners and alerts them to the problems associated with exposure to asbestos.

Officers visited several building suppliers throughout the City asking them to distribute the HSE information leaflet "Caution Hidden Killer- Asbestos".

In addition to this Officers visited Aberdeen College and delivered an Asbestos Awareness briefing to ninety students who are studying to qualify as either joiners, plumbers or electricians.