

COMMITTEE **Housing and Environment**      DATE **16<sup>th</sup> February 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 that in relation to details of sickness absence for Housing and Environment, the service continues to work with Corporate Governance with the aim of providing the information in the SPI format at the earliest opportunity.

In considering the information, and given the expectations laid down at the last Committee that members wish to review the most up-to-date information, it may be helpful to outline the process by which performance information is presented to Committee.

Within the service, performance information is collated on an agreed monthly frequency, and input into Covalent. The raw data is then reviewed by managers and actions identified as appropriate to ensure improvements in performance where necessary. This analysis and action is also input into Covalent.

On a monthly basis the performance information is reviewed by the Senior Management Team (SMT), who consider the data along with the analysis and the action proposed by the managers. If, on reviewing the information, the SMT consider that a different course of action is required from that proposed by the manager then this is communicated to the relevant manager through normal line management arrangements.

The performance information that is presented to Committee has therefore been reviewed within the service, by the Director and SMT who are accountable for performance. Members can then consider whether adequate management of performance is in place for each indicator.

## 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**  
**16 December 2009 - 10 February 2010**

**City Wardens** – 14 January 2010 saw the first anniversary of the City Warden Service. The first year was very successful with the service contributing to reductions in crime and antisocial behaviour and improved environmental ratings. During their first year, City Wardens have increased litter enforcement by 10% compared with 2008 and 164 offenders were dealt with. Thirty dog fouling fixed penalty notices were issued compared with 6 in 2008. Parking enforcement increased by 8% with 47,461 penalty charge notices issued. The City Warden service also received the Bronze Award in the COSLA Service Excellence awards.

**Safer Aberdeen** - Working closely with the police and our community safety partners, increased activity took place to enhance community safety in the City Centre during the festive period. Additional transport marshals were deployed to help get people home safely. 'Safer Streets' funding granted by the Scottish Government enabled a positive publicity campaign, including an eye catching graphic on a vacant shop unit on Union Street and street stencils. Additional police patrols were also undertaken. This year during the festive period violent offences have shown a significant reduction compared with 2008, with the number of assault and robberies being halved, serious assaults being down by 30% and minor assaults also being cut by 19.5% on the same period last year. The Antisocial offences have also followed a similar trend with urinating, vandalism and breach of the peace all showing reductions of 44.3%, 25.9% and 20.8% respectively. Theft by shoplifting offending is down by 22.7% on the same period last year and 25.5% from the year before that.

**Homelessness** - On 4 January 2010, the Bethany Christian Trust in conjunction with and funded by Aberdeen City Council, set up a Winter Care Shelter to provide food, companionship, shelter and advice to those rough sleeping or facing rooflessness. The shelter will be open for three months and will operate out of ten separate churches, representing many of the city's denominations, and with logistical back-up provided by many more. This initiative shares and strives to address the concerns expressed by the Scottish Government in its recent communication, Severe Weather Provision for Rough Sleepers.

**New Build** - The second submission to Scottish Government for funding to contribute towards "Incentivising New Council Housing Building" was made in September 2009 and has been approved by the Scottish Government. A formal offer of grant is expected in the next few weeks. The procurement of the new build council housing took the form of a design and build tender which allowed contractors interested in tendering for the detailed design and build contract to submit details of their capabilities to undertake the requirements of the brief. The selected contractor(s) was reported to a special Housing and Environment Committee on 20 January 2010 and the awarded contractor will start on site in March 2010.

**Building Services** - During the recent cold weather, Building Services encountered a high demand for emergency assistance from Council tenants and Grampian Police. This was predominantly for burst/frozen pipes and

consequential damage. Increased demand is quite normal for the service during any period of exceptional inclement weather therefore normal contingency plans were put in place and extra trades resources were brought in and overtime worked to cope with the demand. Emergency response times were affected by weather conditions, due to poor road conditions and demand peaking during low temperatures. However, on most occasions Building Services were able to respond within the target timescales.

From 5 January onwards Building Services took the unprecedented step of deploying 23 trades staff on pavement gritting duties around multi-storey buildings and paths surrounding old folks cottages in order to assist Roads and Grounds colleagues during the exceptional weather conditions.

**Responsible Dog Ownership** - The Dog Wardens and Environmental Health Staff have commenced their annual program of responsible dog ownership talks to primary 5 school children. Aberdeen City's 50 primary schools have been invited to participate and this year presentations are being carried out over the period 12 January to 2 April 2010. Associated with the presentation is a competition for pupils to design a poster promoting responsible dog ownership. The winners will receive a certificate from the Lord Provost at an official prize giving in the Town House. Since the commencement of this educational initiative in 1995, a total of 17,918 pupils have attended the presentations.

**ASSL** - Aberdeen Scientific Services Laboratory (ASSL) has agreed a networking arrangement with Kings College, Aberdeen University as part of its Business Continuity Plan. The access to the Universities excellent facilities is seen as an excellent opportunity to further scientific expertise and build an exciting new working relationship between the two services.

**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 Summerhill 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. A full programme of Walkabouts has been scheduled for 2010 beginning with Ashgrove on the 28 January.

**Britain In Bloom** - Following Aberdeen's success in this years Beautiful Scotland awards, Aberdeen has been chosen to represent Scotland in Britain in Bloom UK finals 2010. Run by the Royal Horticultural Society, Britain in Bloom is one of the largest horticultural campaigns in Europe working year-round to create a cleaner and greener Britain through community action. Participants can earn top marks in horticultural achievement, environmental responsibility and community participation.

**Loo of the Year Awards** - Footdee, Beach Central, Upperkirkgate and Chapel Street all achieved 4 star awards from grading and judging undertaken by the British Toilet Association. Toilet staff at each of these facilities were also awarded Toilet attendant awards and Beach Central was given a Toilet Heritage award.