

COMMITTEE **Housing and Environment** DATE **25th May 2010**

DIRECTOR **Pete Leonard**

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

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)

It is recommended that the Committee:

- 1) Provide comments and observations on the performance information contained in the report.
- 2) Instruct the Director of Housing and Environment to report on performance to the August, October, March and May cycles of the Housing and Environment.

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.

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.

It is the intention of the Directorate to provide performance information to the August, October, March and May cycles of the Housing and Environment Committee. This complies with the resolution of the Corporate Policy and Performance Committee of the 29th April 2010.

7. AUTHORISED SIGNATURE

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8. REPORT AUTHOR DETAILS

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9. BACKGROUND PAPERS

N/A

**DIRECTOR'S PROGRESS REPORT
HOUSING AND ENVIRONMENT
25 March – 19 May**

Accreditation

The Aberdeen Sheltered Housing Network has been awarded a TPAS (Tenant Participation Advisory Service) Accreditation award for best practice in tenant participation. This is the first group in Scotland to be given such an award and it is all down to the hard work of the Tenant Participation Team engaging with the tenants in Sheltered Housing to improve communication and consultation in the sheltered housing complexes.

Procurement of homelessness services currently provided by Aberdeen Cyrenians

The preferred bidders following the procurement exercise recently undertaken to re-tender the services currently delivered by Aberdeen Cyrenians are as follows:

- **Margaret House – Aberdeen Cyrenians**

Margaret House is a 24 hour residential service for 12 people. It is currently registered with the Care Commission as a Care Home for Adults.

- **Palmerston Road – SAMH (Scottish Association for Mental Health)**

Palmerston Road is a 24 hour supported accommodation service for up to 8 people. Each tenant is offered a tailored package of housing support to assist them to manage their tenancy and assist them achieve independence. The service will be registered with the Care Commission as a Housing Support Service.

- **Outreach Service – Penumbra**

The service offers housing support to individuals who are homeless or at risk of becoming homeless to enable them to gain or maintain their accommodation. The service capacity is offering up to 300 hours of direct housing support. The service will be registered with the Care Commission as a Housing Support Service.

We are now in the process of awarding contracts, which will include agreeing a start date of service provision, confirming service specification and contract terms and conditions. The existing contracts with Aberdeen Cyrenians expire on 30 June 2010.

Core Standards for a Voluntary Accreditation Scheme for Residential Property Managers and Land Maintenance Companies

The Scottish Government's consultation will be launched on 30 April 2010 seeking views on the introduction of a voluntary accreditation scheme for property management services. This consultation is in direct response to numerous reports over recent years of poor quality services from this unregulated sector. Aberdeen City council will support this proposal.

Waste Aware

On 17 May 2010, Aberdeen City Council introduced fortnightly bin collections. Evidence from other local authorities, and from Dyce (where there have been fortnightly collections since 2005), indicates that such a change results in an improved recycling rate and reduced overall household waste arisings.

The change does not affect households that use communal bins, the collection from which will continue in exactly the same way, and/or that are not offered a kerbside recycling service.

Environment Walkabouts

The Environment Services team was joined by Housing, Community Safety and Building Services staff, community representatives, the Police and Elected Members on successful walkabouts around the Culter, George Street and Danestone 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.

Tree for every resident.

Planting work has continued at a number of sites following the delays caused by the lengthy period of snow cover and freezing ground conditions in February and March.

Since April all the trees at Seaton have been planted. St Fitticks Park, Westfield Park, Inverdee and Abbotswells are also completed. The contractors are currently working at Balgownie Drive, Danestone and Greenfern which are scheduled for completion by the end of May 2010.

An important part of the project is community involvement, not only in developing the site plans but also with the planting and ongoing management. A public tree planting session at Abbotswells Openspace on Saturday 27th March 2010 was successful and was a part of the ACC contribution to the national UK launch of Britain in Bloom 2010. Kirkhill and Abbotswell Schools have helped plant trees at Abbotswells Open Space. Tullos School, Walker Road School and Torry Academy pupils have planted trees at St Fitticks Park along with staff from Wood Group, Kelda Water and Grampian Fire and Rescue. Scotstown School and Bridge of Don Academy helped at Westfield Park.

Hazlehead Crematorium Replacement Cremators

Works are currently on schedule for completing section 1 on 23 May 2010. The commissioning of the cremators is due to commence on 12 April with the first cremations taking place during w/c 3 May.

Aberdeen Britain In Bloom Launch

Aberdeen launched its Britain in Bloom campaign with a number of community led In Bloom projects.

Projects included the planting of 5000 blue bells with Hazlehead Primary School, Clean up and Litter Pick of the Pot Heugh wildlife site with Transition Extreme, Litter clearing and planting work to create a new miniature woodland at Ruthrieston with help from Aberdeen Greenspace and the The Royal Horticultural Society of Aberdeen spring flower show at the David Welch Winter Gardens in the Duthie Park.