

# Housing and Building Services Quarterly Performance: Quarter 1 Performance Overview



Overall, Housing and Building Services is on track to achieve the objectives contributing to its service outcomes, with 52% of actions currently either completed or on track. Details are provided under each objective.

Overall our contribution to the Corporate Plan is being progressed with 50% of actions on track for completion. Of the 32 actions within the service plan, 5 actions have been completed, 11 are on track, 9 have slipped and 5 have not started but were due to have. 2 actions are due to start in the second quarter.

Housing and Building Services do not have any improvement objective actions in its service plan for 2013/14.

There are currently no Outcome Agreement actions in place for the service as we have not yet received final guidance from Welsh Government.

## Examples of exceptional performance during the quarter:

Housing services has successfully secured an additional £625k in Social Housing Grant from the Welsh Government to deliver 14 new one and two bedroom affordable housing units in partnership with Newydd Housing Association. These properties will be prioritised for existing social housing tenants in the Vale of Glamorgan who are affected by the welfare reforms through the under occupation of their existing homes (by enabling them to downsize to smaller more suitable accommodation).

WHQS works in void properties – Building Services commenced upgrading Council void properties in September last year to the WHQS standard. Results for September to December indicated that only 5% were completed on time (which affected income to the Council). Significant internal improvements have now been implemented and for the first quarter of this financial year, 63% of properties are now returned on time (for July 2013, this has risen to 89%).

WHQS Works in sheltered housing properties - Building Services' performance in upgrading sheltered housing to time was 65% during the period September to December 2012 (which reduced down to 48% for January to March this year). However, a number of improvement processes have been put in place and 100% of properties are now delivered on time. This is the highest out of all five contractors and this performance is being maintained during the second quarter of this financial year.

Whilst legislation contained within the Homelessness (Suitability of Accommodation) (Wales) Order 2006 states B&B is unsuitable, households with children can be placed in B&B by the local authority provided the accommodation meets the Higher Standard Rate for B&B accommodation as specified within the Order and for a period that does not exceed 6 weeks. However, given the Vale's current family temporary accommodation resource, we are confident that families with children will no longer be placed into B&B unless in an emergency or following an out of hours presentation. No families with children have been placed in B&B since August last year.

## How will we bring our slipped actions on track?:

The development of a Housing Solutions service [HS01/A003 (CP/H9)] has been delayed to ensure the right service structure is in place to deliver the service. A review of the Housing and Building Services structure is ongoing and a proposed structure will be finalised during 2013/14 for implementation in the next financial year.

Since quarter 1, the review of the Housing Forum and Overarching Housing Forum (OHF) [HS02/A009 (CP/H1)] has been brought back on track. Both Forums are already in place and able to contribute fully to the Local Housing Strategy when in place. The next meetings take place in September 2013 when members will discuss information collated from the way Strategy Forum's operate in other local authority areas so that best practice can be discussed and an action plan developed to take forward any required changes.

Work to develop a new local housing strategy [HS02/A010 (CP/H1)] has started. Since commencing the development of the strategy, Social Services has commenced work on an Older Person's Accommodation Strategy with Care. If completed in time, information from this will be included in the Local Housing Strategy, if appropriate.

The Social Services criteria element of the Allocations Policy and Procedure for the new Barry Extra Care Scheme [HS02/A014 (H3)] has commenced. The Extra Care Scheme will only be available to service users who have first met the Social Services criteria. The target date for its completion is September 2013. The Housing allocation process via Homes4U that will following on from this assessment has already been completed and agreed but the amalgamated process cannot be finalised until the Social Services criteria has been developed. The Scheme is not due to open until May 2014.

The feasibility study for the provision of an older people's village has not started [HS02/A016 (CP/H2)]. The development of an older people's village is very much dependent on the availability of a site and funding. Work has not commenced as consultation is currently ongoing on one site and a feasibility study on a second one. It is hoped that decisions will be available in December on these two sites, along with an understanding of the capital receipts and development costs. In addition, Social Services are leading on the development of an Older Person's Accommodation with Care Strategy which should evidence whether an older people's village is needed and wanted in the future. Officers are keeping track of these pieces of work in order to commence work on this action.

Our review of the current OHMS housing management system has been paused [HS05/A027 (CP/H13)]. The group is currently concentrating on maintenance and building services projects; the housing management system will be considered in the second half of the year.

The role of Tenant Engagement Associates (TEAs) is currently being reviewed in order to improve links with community groups, other council services and partners [HS06/A055 (CP/H12)]. We have met with the Tenants Working Group where it was agreed to write to all TEAs to see whether they are interested in progressing their role. It was felt that additional training may be required.

Rural tenants regularly attend working group meetings however no formal group has as yet been established [HS06/A049 (CP/H12)]. There are five tenants who **attend Working Group meetings when they are able to. The majority of tenants are quite elderly and not in good health. The Tenant Development Co-ordinator recently attended the Vale Show in Rhooose to promote Tenant Engagement across rural areas and spoke to a number of tenants who may be interested in getting involved. The TLO working in the rural Vale offers information on Tenant Engagement regularly to tenants receiving the WHQS improvement works. The Welfare Reform and Money Advice Officers promote Tenant Engagement when they are visiting tenants who need benefit advice etc. They have identified a number of tenants who live in isolation and who may be interested in getting involved.**

We have been trying to identify a suitable venue/room for a Resource Centre (preferably in the Civic Offices where tenants attend to pay their rent regularly) for over 18 months [HS06/A046 (CP/H12)]. This idea was suggested by the TEAs who were willing to run this service throughout the week. Unfortunately, this has not been possible to date due to location and lack of suitable of rooms. Hayley Selway and Mike Ingram have been discussing the possibility of converting an empty building into a HUB/Resource Centre in the Barry Area. An application for grant funding has been submitted and a decision is expected by the end of 2013.

A working group of regional collaborative committee members has been established to develop a service users consultation framework which will help increase service user involvement on the Regional Collaborative Committee [HS07/A063 (CP/H10)]. A working group has been set up by the RCC and consultation started with both Service Providers and Service Users. Work is on-going.

We are currently awaiting Welsh Government Guidance in order to establish an accreditation procedure for all Supporting People Services where funding transfers to the authority [HS07/A061 (CP/H10)]. The Council has no control over this action. Welsh Government launched a consultation on an Accreditation procedure at the beginning of the financial year, but because of all of the adverse comments received due to its complexity, has decided to go back to the drawing board and to devise a new process. No estimated completion date is available from Welsh Government at this time.

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12 months outcome information for relating supporting people has been collected in readiness for reporting in the Vale Standard [HS07/A065 (CP/H10)]. Outcomes data is collected by Support Providers on individual service users. It therefore takes a number of months after the end of the 12 months period (31<sup>st</sup> March 2013) for the Providers to collate and submit the data to the Council. This information has recently been submitted to the Supporting People Team. It is now in the process of being amalgamated and headline outcomes will be reported in the Vale Standard before the deadline of 31<sup>st</sup> March 2014 as long as publications takes place as they have not been published since March 2013.

<b>All Actions</b>							
	Total Number	Completed	On track	Slipped	Not started, but due to have	Not due to have started	Not Updated
No.	69	9	26	14	17	2	0
%	100%	13%	39%	20%	25%	3%	0%
<b>Corporate Plan Actions</b>							
	Total Number	Completed	On track	Slipped	Not started, but due to have	Not due to have started	Not Updated
No.	32	5	11	9	5	2	0
%	100%	16%	34%	28%	16%	6%	0%
<b>Improvement Objective Actions (None for Housing &amp; Building Services)</b>							
	Total Number	Completed	On track	Slipped	Not started, but due to have	Not due to have started	Not Updated
No.	0						
%	100%						
<b>Outcome Agreement Actions (No Outcome Agreement in place as yet)</b>							
	Total Number	Completed	On track	Slipped	Not started, but due to have	Not due to have started	Not Updated
No.							
%							

## Measures Key

### Measures Key:

**GREEN** - On or above target

**AMBER** - Within 10% of target

**RED** - Missed target by more than 10%

### Direction of Travel Arrows:



Performance has improved since last quarter, in relation to target



No significant change



Performance has worsened since last quarter, in relation to target

An explanation of the referencing used in this report:

**e.g. HS01/A001**

HS - this refers to the service plan, in this case, Housing and Building services.

01 - this refers to the service plan objective the action contributes to, in this case, objective 1.

A - this refers to the fact that this is an action. Performance Indicators will have an 'M' for 'measure' here.

001 - this is the individual number reference for the action.

Where our actions link to other strategic plans, the following references may be seen in brackets after the action name:

e.g. (CP/CL1) - the CP refers to the Corporate Plan. CL1, for example, is the reference number of the Corporate Plan objective the action links to.

e.g. (IO/06) - the IO refers to the Improvement Objectives. The 06, for example, refers to the number of the objective linked to.

SEP - this refers to actions which link to the Strategic Equality Plan.

## Outcome 1: All citizens of the Vale have access to suitable, affordable housing options.

Performance against actions and performance indicators:

We are 57% on track towards completing the actions against this outcome. Of 21 actions, 3 are completed, 9 are on track, 5 have slipped and 4 have not been started.

Of the 6 performance indicators under the outcome, 3 have exceeded target, 1 is within 10% of the target and 1 has missed target by more than 10%. There is 1 new indicator that does not have a target set. Details are available under each objective in the next section of the report.

### Objective 1: To reduce homelessness by better prevention, intervention, advice and information.

#### Actions

Completed: 0% ; On Track: 67% ; Slipped: 11% ; Not Started: 22%

#### On Track Actions

Title	% Complete	Comment
HS01/A001 Provide advice to each applicant that is tailored to meet their housing needs.	25	This work is already underway.
HS01/A002 Promote homeless prevention awareness and improve intervention measures.	25	This work is already underway.
HS01/A004 Develop and implement an Accommodation Strategy.	80	Consultation on Draft policy underway.
HS01/A006 Review existing social letting scheme, CanDO lettings ensuring it is maximising access to the private rented sector.	25	This work is already underway. Consultation visits currently being carried out.
HS01/A008 Develop appropriate advice and assistance outreach with relevant 3rd sector partners.	25	Ongoing with expansion outlined within Team Plan.
HS01/A069 (CP/CYP7) Improve the availability of appropriate accommodation for vulnerable groups of children and young people particularly those who are homeless and care leavers.	50	Currently commissioning 6 bed service for children and young people. The service is out to tender at present. This is being done in conjunction with Children Services. Supported lodging for children and young people is currently being extended to include 5 beds at Ty lolo. Also commenced a project to develop a 13 bed self contained unit for children and young people within a private development. No longer considering Bed and breakfast use for children and young people.

#### Slipped Actions

Title	% Complete	Comment
HS01/A003 (CP/H9) Develop a Housing Solutions Service to focus on delivering further service improvements by merging the current HOMES4U and Homelessness Advice Teams.	20	Review of Housing and Building structure being undertaken. Draft structure to be completed end of August.

## Not Started Actions

Title	% Complete	Comment
HS01/A005 Develop key performance indicators (KPIs) for the Housing Solutions that will drive prevention initiatives.	0	Not started. Awaiting Service review.
HS01/A007 Develop information packs for clients and landlords promoting options and services provided.	0	Not started but identified as a priority within Team Plan.

## Quarterly Performance Indicators

Title	Actual	Quarterly Target	Status	Actual 2012/13	Comment
HHA002Q The average number of working days between homeless presentation and discharge of duty for households found to be statutorily homeless	116.00	140.00		136.04	
HHA008Q The percentage of homeless presentations decided within 33 working days	94.52	100.00		96.38	
HHA016Q The average number of days all homeless families with children spent in Bed and Breakfast accommodation	6.00	0.00		19.22	This figure relates to 1 family who spent 6 days in Bed and Breakfast in August last year. The performance indicator definition states that 'Only families whose duty has been discharged in the year should be included. All periods spent in B&B accommodation (from the date of application to discharge of duty should be included in the count'. This family's duty was discharged in April this year, which is why the 6 days are included in our quarter one 2013/14 figures. The actual number of days spent by all families with children in B&B during quarter one of 2013/14 is 0.
HHA017aQ The average number of days that all homeless households spent in Bed and Breakfast accommodation	109.00	120.00		96.00	
HHA017bQ The average number of days that all homeless households spent in other forms of temporary accommodation	120.81	180.00		179.31	
HS01/M001Q The total number of households in bed and breakfast accommodation	0.00				Whilst legislation contained within the Homelessness (Suitability of Accommodation) (Wales) Order 2006 states B&B is unsuitable, households with children can be placed in B&B by the local authority provided the accommodation meets the Higher Standard Rate for B&B accommodation as specified within the Order and for a period that does not exceed 6 weeks. However, given the Vale's current family temporary accommodation resource, we are confident that families with children will no longer be placed into B&B unless in an emergency or following an out of hours presentation.

## Objective 2: To deliver the strategic and enabling housing function as the statutory housing authority by reviewing and implementing the housing strategy.

### Actions

Completed: 12% ; On Track: 33% ; Slipped: 33% ; Not Started: 22%

### Completed Actions

Title	% Complete	Comment
HS02/A012 (CP/CL12) Implement the requirements of the Corporate Action Plan on Welfare Reforms.	100	Complete. Actions incorporated into the Housing Service plan.

### On Track Actions

Title	% Complete	Comment
HS02/A013 (CP/H3) Maximise the opportunities for affordable housing through the Council's Planning process.	50	Ongoing work on S106 Agreements with Planning and Legal Colleagues. All consultation responses to date responded to in a timely manner.
HS02/A015 Provide domestic abuse training for all Housing staff.	66	2 courses for staff have taken place. One further course due 19th August for Managers to comply with the new Violence against Women Bill due to be introduced by Welsh Government.
HS02/A017 (CP/H3) Review the Homes4U Allocation process, the Accessible Homes Policy and how allocations are made to affordable home ownership schemes.	25	In progress - Policy amends to be forwarded to Cabinet in September.

### Slipped Actions

Title	% Complete	Comment
HS02/A009 (CP/H1) Review the structure of the Housing Forum and Overarching Forum, to allow them to play a key role in the Local Housing Strategy and in developing consistent policies across the social housing sector.	10	Review commenced. Information to go to next OHF to determine next steps.
HS02/A010 (CP/H1) Develop a new Local Housing Strategy which will include an Older Person's Accommodation Strategy.	10	Draft LHS commenced but will be informed by the Older Person's Accommodation Strategy being developed by Social Services.
HS02/A014 (CP/H3) Develop an Allocations Policy and Procedure for the new Barry Extra Care Scheme in partnership with Social Services.	10	Work on Social Services criteria commenced. Allocation of accommodation will be governed by clients first meeting Social Care criteria.

### Not Started Actions

Title	% Complete	Comment
HS02/A011 Deliver a new Tenants Handbook.	0	Not started.
HS02/A016 (CP/H2) Prepare a feasibility study for the provision of an older people's village.	0	Not commenced.

**Objective 3: To increase the supply of affordable housing.****Actions**

Completed: 67% ; On Track: 0% ; Slipped: 33% ; Not Started: 0%

**Completed Actions**

Title	% Comple	Comment
HS03/A019 Facilitate the development a new refuge for victims of domestic abuse and their children.	100	New Refuge due to open October 2014.
HS03/A020 Appropriately spend the Vale of Glamorgan Council's Social Housing Grant allocation and any additional funding made available by Welsh Government.	100	Full SHG spend allocated for 2013/14. Additional monies claimed and also allocated.

**Slipped Actions**

Title	% Comple	Comment
HS03/A018 Explore options for using Council owned land to build more affordable housing without the need for subsidy.	5	Checks on Titles commenced by Legal Department for larger sites.

## Outcome 2: All Council tenants in the Vale live in good quality housing and communities that meet WHQS.

Performance against actions and performance indicators:

We are 47% on track towards completing the actions against this outcome. Of 36 actions, 3 are completed, 14 are on track, 8 have slipped and 11 have not been started. There are 2 additional actions under this outcome which are due to commence in quarter 2.

Of the 3 performance indicators under the outcome, 2 are new and do have a target set. 1 indicator did not have a target set. Details are available under each objective in the next section of the report.

## Objective 4: To enhance tenants' quality of life by making relevant improvements to their homes and communities.

### Actions

Completed: 20% ; On Track: 60% ; Slipped: 20% ; Not Started: 0%

#### Completed Actions

Title	% Complete	Comment
HS04/A024 Implement and monitor a suite of Key Performance Indicators (KPIs) to monitor contractor's performance to meet WHQS (report on a quarterly basis).	100	Suite of KPIs for monitoring all WHQS contractors in place and all external contractors and Building Services are monitored on a regular basis – KPI monitoring reports sent to Housing and Public Protection Scrutiny Committee on a quarterly basis. Contractors' performance also monitored by a tenant's Quality & Design Forum in which contractor representatives attend this forum quarterly

#### On Track Actions

Title	% Complete	Comment
HS04/A021 (CP/H7) Deliver improvements through the Housing Improvement Programme.	16	The Housing Improvement Programme is continuing into 2013/14 (41/2 year programme and due to be complete by April 2017). Significant improvements to tenant homes being made during the first quarter of this financial year - WHQS programme formally commenced 3 September 2012. All four external contractors and Building Services are delivering new kitchens, bathrooms, heating systems and rewiring.
HS04/A022 (CP/H12) As part of delivering environmental improvements, the Council will consult with tenants to determine the improvements that they would like to see within their communities.	50	Environmental survey has been produced and circulated to all Council tenants. Responses have been received and initially analysed for reporting purposes. Next stage to look in detail as to what environmental improvements tenants would like to see in their own areas. Once mapped out, options will then be considered on an area by area basis.
HS04/A023 Implement Phase 1 of the Keystone Development Plan.	75	Decision taken on 16th July 2013 to change approach to completed planned works data entry and new process is being developed. Development work required on increasing functionality of tablet to undertake validation survey, produce WHQS scoping electronic document for contractors and undertake completion survey. Action plan in place; energy action plan on hold pending review later this year.

## Slipped Actions

Title	% Complete	Comment
HS04/A025 Develop a Leaseholder Handbook outlining the WHQS process and how leaseholders will be affected by Services Charges.	20	Initial Cabinet report drafted in respect of major works and how this affects leaseholders. Council to agree the financial options that will be provided to leaseholders in respect of loans for leaseholders to pay for these works. Handbook will be developed/finalised once the Council agree the financial arrangements.

## Quarterly Performance Indicators

Title	Actual	Quarterly Target	Status	Comment
HS04/M002Q The percentage of housing stock where work that meets the WHQS has been completed.	23.60			Percentage of dwellings which have had WHQS internal improvements subject to assessment of Acceptable Fails. An Acceptable Fail may be where a tenant has refused a kitchen for example.

**Objective 5: To deliver a timely, high quality, responsive housing management and maintenance service.****Actions**

Completed: 5% ; On Track: 30% ; Slipped: 15% ; Not Started: 50%

**Completed Actions**

Title	% Complete	Comment
HS05/A043 Increase training opportunities for apprentices (ongoing process).	100	Training in place to meet requirements of NVQ qualification for current apprentices.

**On Track Actions**

Title	% Complete	Comment
HS05/A026 (CP/H13) Review Housing and Building Services to deliver a more effective joined up service.	25	Established monthly Team Meetings and Service Managers Meetings. Developed a departmental vision, values and aims. Set up a Mobile Working Group. Developed cross departmental new void process with improved KPI's. Developed a governance structure from the Building Services Change Plan.
HS05/A031 Work with all partners to reduce anti-social behaviour and provide support to vulnerable tenants.	33	Working with police, environmental health and Safer Vale to co-ordinate our approach. Safer Vale employ a Victims Champion to whom we refer cases.
HS05/A032 Develop and implement revised antisocial behaviour policy and procedures.	40	New documents drafted. Consultation with tenants and Safer Vale due next before going Scrutiny Committee.
HS05/A038 Visit every new tenant within 6 weeks and explain the importance of keeping to their tenancy agreement	33	Ongoing.
HS05/A044 Review current heating and maintenance contracts and consider retendering services.	50	New contract to commence 2 December 2013. PQQ and ITT completed and OJEU advert being placed w/c 5 August 2013.
HS05/A045 Implement a legionella risk assessment programme to be made available to all schools.	10	Key action completed. Establish the number of schools within the SLA that are willing to participate. Only 2 schools have responded. Re-issue SLA extract and accompanying legislative information in the second quarter.

**Slipped Actions**

Title	% Complet	Comment
HS05/A033 Develop and implement antisocial behaviour monitoring within the OHMS system.	10	IT software in place, awaiting new policy and procedure.
HS05/A041 Publicise regular performance reports for tenants.	5	An annual report is envisaged.
HS05/A042 Review current warden support for older tenants in Sheltered Housing Accommodation	10	Initial engagement with staff has commenced.

## Not Started Actions

Title	% Complete	Comment
HS05/A027 (CP/H13) Review the effectiveness of the current OHMS housing management system to ensure smarter working practices.	0	Not started. To be considered as part of the Mobile Working group work programme.
HS05/A028 Publish a Sheltered Housing Scheme Handbook.	0	To be undertaken in line with the wider tenants handbook.
HS05/A029 Develop and implement a recharging policy for tenants.	0	Limited progress on development of recharging policy other than considering what other Councils/RSL policies include.
HS05/A030 Develop an ICT Strategy for Housing Services.	0	No progress to date in first quarter. Working Group to be established as part of the restructuring of Housing & Building Services
HS05/A034 Train frontline staff in use of new antisocial behaviour policy and procedures.	0	Awaiting new policy.
HS05/A035 (CP/H2) Review options for a gardening, decorating and window cleaning service to be provided for elderly and disabled tenants.	0	No progress to date in first quarter. Will consider later in the year
HS05/A036 (CP/H2) Introduce 'handyman' services for elderly and disabled tenants across the Vale.	0	No progress to date in first quarter. Will consider later in the year.
HS05/A037 Implement the HouseMark benchmarking system for housing services.	0	Lack of current staff capacity.To be addressed through the forthcoming Housing restructure.
HS05/A039 Develop an annual programme of property inspections.	0	Lack of current staff capacity.To be addressed through the forthcoming Housing restructure.
HS05/A040 Develop an estate inspection regime.	0	Scheduled for second half of year.

## Quarterly Performance Indicators

Title	Actual	Quarterly Target	Status	Actual 2012/13	Comment
HS05/M005Q Average number of days to let an empty property (standard condition)	73.02	45.00	-		
HS05/M008Q The percentage of current rent arrears.		1.80			No data received.

**Objective 6: To actively engage tenants in shaping decisions about their homes and communities.****Actions**

Completed: 9% ; On Track: 46% ; Slipped: 36% ; Not Started: 9%

**Completed Actions**

Title	% Complete	Comment
HS06/A051 (CP/H12) Develop and implement the new Tenant Governance arrangements.	100	New structure now in place.

**On Track Actions**

Title	% Complete	Comment
HS06/A047 Arrange an annual family and fun day event for all tenants and families.	50	Family Fun Day event arranged for 31 October 2013 in Paget Rooms, Penarth.
HS06/A048 (CP/H12) Deliver the Tenant Engagement Strategy.	50	Action plan updated and regular progress reports to scrutiny.
HS06/A050 (CP/H12) Establish a Tenant Young People's Forum.	40	Working with young people staying in temporary accommodation who are waiting for alternative permanent accommodation. Hopeful that a Young People's Forum will be formed soon after Annual Family Fun Day.
HS06/A056 (CP/H12) Advertise and promote tenant engagement activities using a variety of methods.	50	Get involved email address set up. Attending Vale Show to promote Tenant Engagement in August this year. Additional work required to Website and texting service.
HS06/A058 Deliver improvements to data gathering, analysis and reporting on service use by protected characteristic.	40	Data collection expanded by all Teams.

**Slipped Actions**

Title	% Complete	Comment
HS06/A055 (CP/H12) Review the role of Tenant Engagement Associates (TEAs) to improve links with community groups, other Council services, partners and stakeholders.	10	Working with Head of Service/OM reviewing the role of the TEAs. Need to identify how many TEAs wish to continue with this role.
HS06/A054 (CP/H12) Organise tenants' visits to other Registered Social Landlords and other tenants groups to share experience, knowledge and best practice.	10	Now that the Tenant Working Group structure is in place visits to other landlords will be arranged with this group and other forums. Some tenants will be attending either TPAS or Welsh Tenants Conference in 2013.
HS06/A049 (CP/H12) Establish a rural Vale Tenant and Resident Association.	20	Rural tenants attend regular Working Group meetings but no formal group established - work ongoing.
HS06/A046 (CP/H12) Review options for establishing a tenants resource centre in the Vale.	20	Ongoing discussions taking place with Head of Housing Services regarding suitable venue.

## Not Started Actions

Title	% Complete	Comment
HS06/A057 Publish four Vale Standard newsletters during 2013/14.	0	Due to delay in developing the new Governance Structure no Vale Standards have been produced since March 2013.

### Outcome 3: All vulnerable residents in the Vale have access to support and facilities to remain safe and independent.

Performance against actions and performance indicators:

We are 57% on track towards completing the actions against this outcome. Of 7 actions, 3 are completed, 1 is on track, 1 has slipped and 2 have not been started.

There are no performance indicators under this outcome.

### Objective 7: To identify and match support services available to the needs of individuals, tenants and their families to maintain and improve quality of life.

#### Actions

Completed: 43% ; On Track: 14% ; Slipped: 14% ; Not Started: 29%

#### Completed Actions

Title	% Complete	Comment
HS07/A059 (CP/H10) Implement the requirements of the new Supporting People Guidance issued by the Welsh Government.	100	Compliance requirements achieved.
HS07/A060 (CP/H10) Establish new monitoring and reviewing procedures for Supporting People Services in line with new requirements.	100	New procedures in place which comply with Welsh Government Guidance.
HS07/A064 (CP/H10) Interview service users receiving support in services that are reviewed, in order to establish their views on service delivery.	100	20% interviews achieved in all services that have been reviewed to date.

#### On Track Actions

Title	% Complete	Comment
HS07/A062 (CP/H10) Review and monitor supporting people services.	25	Part way through annual rolling review of services.

#### Slipped Actions

Title	% Complete	Comment
HS07/A063 (CP/H10) Develop and adopt service users' involvement on the Regional Collaborative Committee.	10	Working Group of RCC members set up to develop a Service Users Consultation Framework.

## Not Started Actions

Title	% Complete	Comment
HS07/A061 (CP/H10) Establish an accreditation procedure for all Supporting People Services where funding transfers to the authority.	0	Awaiting Welsh Government Guidance.
HS07/A065 (CP/H10) Publish the results of the Supporting People Outcomes Framework in the Vale Standard.	0	12 months outcomes information collected in readiness for reporting in Vale Standard.

**Outcome 4: All of the Council's public buildings are clean and secure.**

Performance against actions and performance indicators:

We are 100% on track towards completing the actions against this outcome. Of 3 actions, 3 are on track.

There are no performance indicators under this outcome.

**Objective 8: To deliver cost effective solutions for building and cleaning and security.****Actions**

Completed: 0% ; On Track: 100% ; Slipped: 0% ; Not Started: 0%

**On Track Actions**

Title	% Complete	Comment
HS08/A066 Complete and implement a business plan for all Building Cleaning and Security functions which reviews the current structure.	20	Initial draft was completed in 2011. Review of Housing and Building Services structure being undertaken. Discussions on service expansion ongoing and commencement of feasibility study into diversifying into other areas of work
HS08/A067 Undertake a comprehensive review of all health and safety related guidance for the services conducted by the Building Cleaning and Security section.	40	Building Cleaning safe systems of work/risk assessments review complete and amendments and improvements being drafted. Site specific operational manuals being compiled
HS08/A068 Take an active role in promoting security awareness at Council building and implement standardised methods of control for administering access and egress.	30	Data cleansing exercise completed on Alps Depot access control system. Report being drafted on key and access management at the Alps Depot. Established regular collaborative meetings with Property Services (Facilities).