

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	Corporate Scrutiny Committee
Date:	12 th of March 2024
Subject:	Local Performance Indicators: Housing Services
Purpose of Report:	Update the Committee on progress with the Housing Service review of Performance Indicator 28 (calendar days taken to deliver Disabled Facilities Grants)
Scrutiny Chair:	Cllr Douglas Fowlie
Portfolio Holder(s):	Cllr Gary Pritchard, Deputy Leader and Children, Youth and Housing Services
Head of Service:	Ned Michael, Head of Housing Services
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Local Members:	Applicable to all Scrutiny Members

1 - Recommendation/s

The Committee is requested to:

Housing Services Review of Performance Indicator 28

R1 note progress to date with the Housing Services review of Performance Indicator 28 (Disabled Facilities Grants)

2 – Link to Council Plan / Other Corporate Priorities

Housing is one of the 6 main strategic aims in the Council Plan → “Ensure that everyone has the right to call somewhere home”.

Council Plan: 2023-2028 is our main strategic document.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1 Impact the matter has on individuals and communities [focus on customer/citizen]
- 3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]
- 3.3 A look at any risks [focus on risk]
- 3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]
- 3.5 Looking at plans and proposals from a perspective of:
 - Long term
 - Prevention
 - Integration

- Collaboration
- Involvement

[focus on wellbeing]

3.6 The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

[focus on equality and the Welsh language]

4 - Key Scrutiny Questions

1. What is the timeframe in completing the Housing Service's review of Performance Indicator 28 (days taken to provide Disability Facilities Grants) and what elements of the work remain?
2. To what extent do we need a corporate solution to performance against Performance Indicator 28?

5 – Background / Context

1. Background

1.1 The Corporate Scrutiny Committee at its meeting on the 21st of November 2023 gave consideration to Council performance at the end of Qtr2: 2023/24 and looked specifically at the following Performance Indicator in the Housing Service which was under performing:

- **Performance Indicator 28** – average number of calendar days taken to deliver a Disabled Facilities Grant

1.2 In light of its deliberations, the Committee decided on the following action points:

- **Performance Indicator 28 – that an officer Group complete a task and finish project to analyse under performance of this indicator and report back to the Committee with proposals for improvement in March 2024**

2. Housing Services Review of Performance Indicator 28

Below is a resume of progress to date on the review by Housing Services of Performance Indicator 28 (Disabled Facilities Grants):

2.1 The Housing Service is in the process of reviewing the Disabled Facilities Grant Policy which will be submitted for approval in March 2024.

2.2 A service level agreement is being prepared which will be agreed with relevant Agency and will outline the company's responsibility as an Agent for adaption works through the Disability Facilities Grant system along with expected performance levels

- 2.3 Additional Contractors have been identified in order to carry out adaptation work.
- 2.4 Whilst the three above points are being implemented we do not anticipate seeing the effects of these interventions on the performance indicator until the end of 2024/25.
- 2.5 Discussed with the Housing Portfolio Holder were had about having two performance indicators in this area, the current one and an additional one that does not include the complex adaptations.

3. Issues for Consideration

The Scrutiny Committee is now requested to:

- 3.1 note progress made by officers in reviewing performance against Performance Indicator 28 (Disabled Facilities Grants)

6 – Equality Impact Assessment [including impacts on the Welsh Language]

6.1 Potential impacts on protected groups under the Equality Act 2010

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

Not applicable in this case but will be considered as an integral part of the process of reviewing any policies or protocols.

7 – Financial Implications

Not applicable.

8 – Appendices:

9 - Background papers (please contact the author of the Report for any further information):