

Housing Services Delivery Plan Mid-Year Progress 2025-26

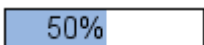
	1. Our communities
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	Objective 1. Our neighbourhoods are safe, resilient and inclusive
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Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Number of incidents directed to Police by Public Space CCTV team		132	100				122	100			Mid-year target exceeded.	Nicola Pettigrew
% of anti-social behaviour cases resolved		91%	96%				98.2 %	96%			Mid-year target narrowly missed. Overall, 569 cases have been resolved within the first half of the year with 83% of these being resolved within 30 days. Whilst the service has been going through a redesign there has been staffing vacancies which may have impacted on performance. The ASB cases resolved is a complex calculation and mid-year performance is indicative of performance to date and subject to change at year end once a data validation exercise is	Nicola Pettigrew

Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											carried out, it is anticipated the year-end target will be met.	
% of Public Space CCTV cameras that are operational	Not available at mid-year										As the CCTV infrastructure goes through the modernisation process it is not possible to have reliable figures on operational cameras as they are constantly changing. Testing of connectivity and problem-solving technical issues means that camera performance at this stage is undeterminable. It is anticipated that when the system upgrade is completed in late Autumn, we will be able to better monitor the performance of the cameras and report an average figure at year end.	Nicola Pettigrew
Number of breaches of the Unsuitable Accommodation Order		0	0				0	0			Mid-year target met.	John Kerr

Action	Status	Progress	Due Date	Note	Owner
Implement second phase of CCTV equipment and infrastructure modernisation and improvements		75%	30-Sept-2025	This action is progressing well, during the project some unforeseen technical challenges caused some delay, these have now been resolved, and work continues to the infrastructure modernisation programme. To date	Nicola Pettigrew

Action	Status	Progress	Due Date	Note	Owner
				work that has been undertaken in the final stages of the project includes, Fiber connection at Balloch has now been approved and is operational, work continues at the high-rise accommodation, and it is anticipated that within the coming weeks Dalmuir, Drumry and Kilbowie buildings will be complete (except for the lifts). We continue to work with Kone and have reached agreement for access to all lift shafts to allow new cameras in all lifts will be installed, virtually all high rise cabling is complete and now looking at adding the camera units to the completed circuits (adding the cameras is the final part of the task, with the cabling and connection the time consuming factors). Street cameras installed; Whitecrook and Craigilea Road are now fully online and images back to control room. Overall cameras installed 304 out of 411 - (74% completion) and 60% of circuits have been installed. It is anticipated to be fully completed, and all cameras live by late Autumn 2025.	
Delivery of Housing Solutions Strategy			31-Mar-2026	This action has been successfully completed. The strategy was signed off Feb 25 HACC and began rolling out April 2025 and new action plan created to take the implementation forward.	John Kerr
Develop a refreshed approach to tenant safety inclusive of Awaabs law			31-Mar-2026	This action is progressing as planned. Awaabs law is included in the Housing bill which was passed by Parliament on 20 th September. We have been rolling out damp and mould sensors which has been addressing any issues. Once guidance from the Scottish government has been given on the timescales and	John Kerr

Action	Status	Progress	Due Date	Note	Owner
				expected actions, we will refresh our approach to ensure compliance.	

Ob	Objective 2. Our residents health and wellbeing remains a priority
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Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of Youth Homelessness levels in West Dunbartonshire		21%	20%				26.6 %	20%			Mid-year target not met. We have managed to reduce the levels of youth homelessness significantly over recent years and met the ambitious target set for 2024/25. Levels of presentations have increased slightly in Q1 and Q2 of 2025/26 we will continue to monitor this closely and take any mitigating actions where appropriate.	John Kerr
Total number of children in temporary accommodation		126	n/a				134	n/a			We have been using all available tools to reduce the numbers of children in our homeless service including prioritisation of larger family homes within our buy back schemes. Our new build programmes have included high numbers of 4- and 5-bedroom properties.	John Kerr

Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											However, we have continued to see high numbers of larger family present as homeless outweighing the increased supply.	

Action	Status	Progress	Due Date	Note	Owner
Develop and introduce a new preventative focused housing access system		40%	31-Mar-2026	This action is progressing as planned. With the new proposal due to be discussed at the November Access to Housing meeting.	John Kerr

	Objective 3. Our residents are supported to increase life and learning skills
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Action	Status	Progress	Due Date	Note	Owner
Deliver on key objectives of the Housing Emergency Action Plan		75%	31-Mar-2026	This action is progressing well. 50% of the actions are completed, 27% more than 50% complete, the remainder have been progressed but several linked to the delivery of the new housing solutions strategy once vacancies have been filled.	John Kerr
Housing Solutions Strategy actions to be implemented		50%	31-Mar-2026	This action is progressing as planned and due to be completed by year end. All Q1 and Q2 actions due in year one have been completed.	John Kerr

	2. Our Environment
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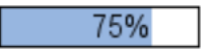
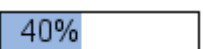
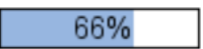


Objective 6. Our neighbourhoods are sustainable and attractive

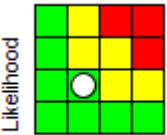
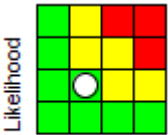
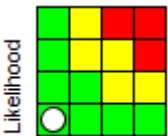
Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Tenancy Sustainment Levels within Housing First		100%	90%				100%	90%			Target exceeded at mid-year point.	John Kerr
Average length of time to re-let properties		24.44	25				22.7	25			Mid-year target exceeded.	Nicola Pettigrew
The number of incidences of youth homelessness in West Dunbartonshire is reduced		61	58				74	58			Mid-year target not met at mid-year. We have managed to reduce the levels of youth homelessness significantly over recent years and met the ambitious target set for 2024/25. Levels of presentations have increased slightly in Q1 and Q2 of 2025/26 we will continue to monitor this closely and take any mitigating actions where appropriate.	John Kerr
% of all homeless cases re-assessed within 12 months (repeat homelessness)		6%	4%			Data not yet available					Quarter one target not met, quarter two target is not yet available. We will continue to monitor this closely and take any mitigating actions where appropriate.	John Kerr
% of council dwellings that meet		73.84 %	73.23 %				75.6 %	78%			Mid-year target narrowly missed. Despite this performance has	Alan Young

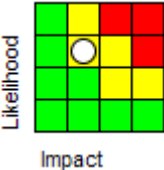
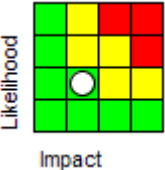
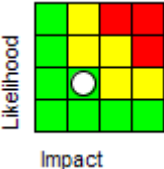
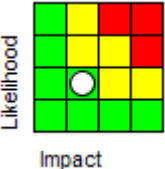
Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
the Scottish Housing Quality Standard											improved from the first quarter and in the longer term. Work continues to complete EICR and to increase compliance, the % Compliance rate reflects the good progress in EICR completions.	

Action	Status	Progress	Due Date	Note	Owner
Ensure the Council's Housing stock maintains compliance with the Scottish Housing Quality Standard and reduce the number of properties held in abeyance.		50%	31-Mar-2026	This action is progressing well and on track to be completed at year end. The Capital Investment programme for 25-26 continues to progress and contribute to SHQS compliance.	Alan Young
Ensure the Council's Housing stock progresses towards the achievement of the energy efficiency standard for social housing (ESSH).		50%	31-Mar-2026	This action is progressing well and on track to be completed at year end. The Capital Investment programme for 25-26 continues to progress external wall insulation (EWI) and contribute to ESSH compliance.	Alan Young
Develop and introduce a wider national rented home strategy				This action has been cancelled as it was a response to elements within the Housing Bill, these have now been removed from the Housing Bill through the parliamentary process, and this action is no longer required.	John Kerr
Develop approach to the new Social Housing Net Zero Standard		10%	31-Mar-2026	This action has made some progress however we await an updated position from Scottish Government on the new zero social housing standard which we will have to	John Kerr

Action	Status	Progress	Due Date	Note	Owner
				meet allowing us to draft a net zero strategy for our housing stock.	
Deliver on the More Homes Programme			31-Mar-2026	This action is progressing as planned. To date we have delivered on the following projects: Clydebank East-12 flats 1 and 2 beds, Mount Pleasant- 3 terraced bungalows, 4 cottage flats, 12 flats mix of 1 and 2 beds 19, Pappert - houses cottage flats 1 and 2 bedrooms (9) and 17 family houses 3 and 4 bed. In total we have delivered 57 new houses and a further 20 buy backs. Over the remaining year we anticipate completion of Gilmour Avenue and Willox Park delivering a further 19 properties.	John Kerr
Deliver new Housing Asset Management Strategy			31-Mar-2026	We are currently finalising comprehensive assessment of our housing stock this will then allow our strategy to be developed.	John Kerr
Implement digital improvement for housing operations (mobile app)			31-Mar-2026	This action is progressing as planned and anticipated to be completed by year end. To date we have improved the functionality of housing functions ensuring managers have access to more timely data and information. We have moved functionality of house visits on to the app and over the remaining year we will focus on progressing the technology to allow a range of other housing functions to be available. The development of the mobile app for housing officers demonstrates our commitment to continuous improvement.	Nicola Pettigrew

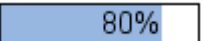
Action	Status	Progress	Due Date	Note	Owner
Implement digital improvement for housing operations (self-serve portal)		50%	31-Mar-2026	This action is progressing well and anticipated to be completed by year end. To date we have completed the automation of the housing application process, and the focus for the remaining year will be to complete the transition of other housing functions to the self-serve portal to demonstrate continuous improvement and demonstrate improved customer experience.	Nicola Pettigrew

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to meet citizen expectation and service standards	Risk of citizen dissatisfaction due to us not doing what we say we will when we say we will or not completing required works first time.			13-Oct-2025	To ensure citizens expectations and service standards are met we have identified key priority areas within the Building Services Improvement Plan, where progress is reported to the Building Service Board. We will continue to monitor customer satisfaction to assess the impact of the improvements.	Craig Wilson
Failure to achieve the outcomes of the Scottish Social Housing Charter	The Scottish Social Housing Charter sets out the standards and outcomes that tenants and customers should expect from social landlords, in terms of the quality and value for money of the services they receive. Failure to continue to meet these could place the Council at			16-Oct-2025	Assessment remains as previous, however risk concerns have been identified and included within the Councils Annual Assurance Statement which was submitted to the Housing Regulator in October 2025.	John Kerr

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
	risk of the intervention powers of the Scottish Housing Regulator					
Failure to deliver on homelessness prevention	The risk that, similar to other Local Authorities we will be unable to adequately meet housing needs due to rising costs and reduction in funding.			04-Nov-2025	Assessment upgraded and linked to the housing emergency declaration 2024. Key aspect of housing emergency action plan is to accelerate homeless prevention activities in advance of homeless prevention duties as noted in the current Housing Bill.	John Kerr
Failure to maintain Housing Stock	The risk that Council's Housing Stock are not fully fit for purpose with consequent adverse impact on our ability to deliver efficient and effective housing for Council tenants.			09-Oct-2025	No change to risk score, programme for investment and upgrades to council housing continues into 25-26 and a further five-year programme to 29-30.	Alan Young

	4. Our Council
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	Objective 10. Our workforce is resilient and skilled where digital technology supports service delivery for our residents
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Action	Status	Progress	Due Date	Note	Owner
Workforce Planning: Develop and implement wellbeing, employee engagement, equality and learning and development plans to enable			31-Mar-2026	Work is progressing in this area with the continuation of the implementation of the Building Services improvement plan.	Peter Barry

Action	Status	Progress	Due Date	Note	Owner
capabilities, improve resilience and promotion of a diverse workforce					
Workforce Planning: Develop and implement employee life cycle plans in line with the People First Strategy to attract and retain the workforce		58%	31-Mar-2026	The service has seen improvement in this area focussing on improvement for internal career progression to retain talent and have a talent pipeline for hard to fill roles.	Peter Barry
Workforce Planning: Implement service review process including role design, use of new technology and new ways of working to add resilience, address gaps, and establish opportunities for efficiencies		80%	31-Mar-2026	The service review within Building Services is now almost concluded with final roles for phase 3 being recruited to and this is leading to service improvement and improved workforce flexibility. Workforce stability in Building Services has been achieved with the review of temporary contracts now concluded. Work will continue on reviewing structures across services to improve SOM compliance and effectiveness.	Peter Barry
Workforce Planning: Develop and implement learning and development plans and development opportunities to improve capabilities and resilience within the workforce		25%	31-Mar-2026	Work continues in this area with support the improvement of managers capability and skills set around people practice and financial responsibilities.	Peter Barry

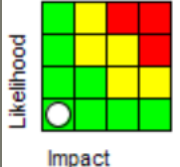
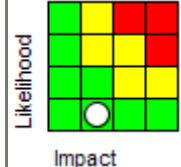
 Objective 11. Our Council is adaptable and focused on delivering best value for our residents

Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of properties returned from repairs within target		62.1 %	80%				74.6 %	80%			Mid-year target not met. Despite this significant improvement has been made in the second quarter.	Craig Wilson
Average time taken (in days) to complete medical adaptations		68	40				69	40			Mid-year target not met. Performance has been affected by completions of longer standing applications which have a big effect on the total average.	Alan Young
Average time (in days) to inspect and repair empty homes		16	12				12	12			Mid-year target narrowly missed. Despite this Performance has improved in the second quarter to meet target.	Craig Wilson
Percentage of repairs appointments kept		91.3 %	93.6 %				92%	93.6 %			Mid-year target narrowly missed. Despite this performance has improved in the second quarter.	Craig Wilson
Number of times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked		0	0				0	0			Mid-year target met. This PI replace the previous measurement of gas safety checks of <i>% of properties that require a gas safety record which had a gas check and record completed by the anniversary date.</i>	Craig Wilson

Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Percentage of reactive repairs carried out completed right first time		99.4 %	n/a				99.4 %	n/a			Performance remains strong in both quarters. The definition of this indicator was changed by the Regulator and applies from April 2025. The impact will be that performance will improve for all landlords, but we have no benchmark to understand exactly by how much and there difficult to agree a target.	Craig Wilson
% of tenants satisfied with the repairs and maintenance service		85.8 %	91.8 %				88.7 %	91.8 %			Mid-year target narrowly missed; however, improvement is showing in the second quarter and both the long and short term.	Craig Wilson
Average length of time (in hours) taken to complete emergency repairs		4.91	4				4.67	4			Mid-year target not met. Despite this performance has improved in both the long term and short term.	Craig Wilson
% of council rent that was lost due to houses remaining empty		0.56 %	0.85 %				0.9%	0.85 %			Mid-year target met.	Nicola Pettigrew
Average time taken (in days) to complete		13.55	9.7				11.46	9.7			Mid-year target not met; despite this performance improvement is showing in the second quarter and showing	Craig Wilson

Performance Indicator	Q1 2025/26					Q2 2025/26					Comments	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
non-emergency repairs											improvement over the previous two quarters.	

Action	Status	Progress	Due Date	Note	Owner
Implement improvement plan for Building Services – year 4		50%	31-Mar-2026	This action is progressing well. To date we have identified key priorities and developed an action plan for the coming year, this was approved at the Building Services Board where progress will be regularly updated. We have carried out a review of service delivery and obtained approval at Strategic Renewal and Review Group (SRRG) in October '24 and will report outcomes to Housing and Communities Committee (HACC).	Craig Wilson
Externalise reroofing programme		100%	31-Mar-2026	This action has been successfully completed. The procurement exercise for the new contractor was carried out with committee approval granted in August. Initial consultation work was carried out regarding the TUPE arrangements of staff and has now been fully implemented.	Craig Wilson
Reduce the actual days taken to Bring Back to Relet Standard (BRS) a void property.		100%	31-Mar-2026	This action has been successfully completed. Work has been done to improve productivity around management of void properties. In the first half of the year we have seen a reduction in days taken as a result of targeted action. We will continue over the rest of this year to ensure continued success.	Craig Wilson

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to implement IHMS system across building services	The effective implementation of the IHMS system will delivery efficiency, improve case tracking, capture customer satisfaction and improve service delivery.			13-Oct-2025	IHMS has been fully implemented within Building Services. Almost all of building services operatives are using the technology associated with IHMS and are continually trained as we continue to add further functionality to the system.	Craig Wilson

PI Status		Long Term Trends		Short Term Trends	
	Target significantly missed		Improving		Improving
	Target narrowly missed		No change		No change
	Target met or exceeded		Declining		Declining
	Data only PI				

Risk Status		Action Status	
	Alert		Overdue
	Warning		Not on track
	OK		In Progress and on track
			Completed
			Cancelled