

The background of the slide features a large, faint, light blue watermark of the City of Vancouver coat of arms. The crest includes a crown at the top with four maple leaves, a shield divided into four quadrants (top-left: saltire, top-right: cross fleury, bottom-left: sailing ship, bottom-right: eagle), and a banner at the bottom with the motto 'ANNE FOR A'.

Agenda Item

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Corporate & Housing Services Performance Update

Falkirk Council

Subject: Corporate & Housing Services Performance Update

Meeting: Performance Panel

Date: 15 December 2016

Submitted By: Director of Corporate & Housing Services

1. Purpose of Report

1.1 This report sets out an executive summary of Corporate & Housing Services performance for the period April to October 2016 and includes our:

- key priorities;
- key areas for improvement;
- significant challenges, risks and changes in Service pressures since last Performance Panel update;
- important indicators; and
- engagement with our customers.

1.2 The attached Performance Panel Statement seeks to update Members on progress towards achieving the important actions and indicators drawn from our Service Plan.

2. Recommendation

2.1 The Performance Panel is asked to note the performance of Corporate & Housing Services over the period 1 April to 31 October 2016.

3. Key Priorities

3.1 We have set the following key priorities for our Service since the development of the Service in August 2015. These are:

Priority One: Delivering improvement and transformation of services across the Council

Priority Two: Reviewing our services to ensure they meet the changing needs of our customers and communities

3.2 As Officers we continually monitor progress on all of the actions within our Service Plan. We have identified nine key actions which ensure the above priorities are met. Progress on each of these is provided in the attached Performance Panel Statement.

- 3.3 The Performance Panel Statement also includes our Service Plan actions that are currently significantly behind target.

4. Key Areas for Improvement

- 4.1 We have established four Improvement Groups within the Service. An update on the progress of each Group is provided below.

Future Frontline Service Delivery to Customers

- 4.2 In March 2016 the Executive approved the implementation of a pilot project to deliver the hub and spoke model of advice and support in the East of the Council. This will create a main Advice Hub with outreach spokes across the area based in existing facilities, such as libraries, increasing the number of facilities where these services will be available.

- **Staffing** – The Advice Hub staff officially took up their secondment roles on 14th November although training and development was carried out in advance of this date. The staff are now delivering the Advice Hub model within Bo'ness One Stop Shop and preparing customers there for the changes in services, whilst also continuing to undertake a significant programme of training.
- **Property** – refurbishment of the old Grangemouth One Stop Shop to create the Advice and Support Hub (East) is due for completion on 5th December, with the Hub due to open on 12th December 2016.
- **Outreach Spokes** – Extensive engagement has been undertaken with the Bo'ness Community following our locality planning process. This has included a series of workshops with key stakeholders, user surveys and focus groups under the guidance of a Community Action Plan group. The purpose of this engagement was to understand the communities priorities around the provision of outreach services within the area. Building on this work Advisors will provide a drop in service as follows:

- **WESLO Housing Office** – Mondays and Wednesdays – 9.00 a.m.-12.30 p.m.
- **Bo'ness Library** – Tuesdays, Thursdays and Fridays – 10.30 a.m. – 2.00 p.m.

Additionally a free telephone will be available in Bo'ness library to allow customers to contact the Hub and advisors will be available outwith the above times for pre-booked appointments. Payments can be made at Post Offices and local shops with PayPoint (13 locations within Bo'ness).

These arrangements are being put in place on a trial basis and will be reviewed and adjusted as necessary based on actual demand.

Services to Tenants

- 4.3 In December 2015 the Improvement Group agreed the following key issues for review:

- performance management;
- participation;
- staff and organisational development;
- image; and
- customer access points.

4.4 The Group further agreed that the following complimentary areas of work should be included in the review:

- collection of rents and payments;
- grounds maintenance;
- waste management;
- void properties;
- tenant and resident involvement;
- housing policy and strategy; and
- investment.

4.5 The main focus has been to consult with staff and tenants on the proposed changes to frontline service delivery, referencing the work of the Chartered Institution of Housing (CIH) in their Frontline Futures document. In August the group developed a comprehensive tenant survey that was issued to all 16K plus tenants of Falkirk Council. The Service was encouraged by a nearly 10% return rate (1423 responses).

4.6 The survey results and free text responses supported the joint principles agreed by tenants and staff during the initial development workshops. The survey told us that key areas of improvement were:

- introduce a named contact officer (88%);
- improve access to services from local places (61%);
- increase the number of home appointments (68%);
- provide additional advice and support on a range of services (37%);
- provide help to access on line services (40%); and
- introduce a programme of annual (targeted) visits (63%).

4.7 The consultation recognised the increased potential for personal contact across all core areas of housing management functionality, e.g. rents allocations and ASB. The project group has worked hard to ensure that the new housing management structure has 'customer focus' at its core and that staff will be responsive to the needs of tenants and equipped to respond appropriately. Staff and tenants have been kept up-to-date on progress of through newsletters and an article will be covered in the next issue of Tenant Talk.

4.8 The next steps for the Improvement Group are:

- to introduce a revised staffing structure within the East Area, designed around housing staff having responsibility for defined areas and an increased emphasis on appointed home visits;

- develop the scope and remit of housing staff to provide a broader range of support and assistance to tenants including rent payment and benefit advice;
- to utilise mobile working equipment within the East Area (c12 devices) to support tenants and officers transact more easily with Council systems; and
- to monitor the impact of new waste management arrangements for communal buildings, following their introduction in a variety of new locations across the Council area.

4.9 It is expected that with the requisite approvals the pilot will go live in January 2017.

Rent Collection & Rent Arrears

4.10 A review of all Scottish local authorities was undertaken in January 2016 and a number of site visits carried out to establish best practice. This allowed an action plan to be prepared with the ambition to have all actions in place for 1st April 2017. This will afford us the best opportunity to significantly improve our recovery during 2017/18 financial year.

4.11 We have developed an approximation to allow monthly tracking of rent arrears. The approximation is currently 6.95% as at end October 2016. The 2015/16 year end position was 8.02% and a target for 2016/17 has now been set as 6.0%. While it is unrealistic to achieve this in 2016/17 this is broadly the performance we need to achieve by the end of 2017/18 to meet our objective of being in top two quartiles of Scottish local authorities. The Scottish Housing Regulator average for all social landlords for 2015/16 was 5.26%.

4.12 On a significant number of issues there is a clear intersection with the 'Services to Tenants' review and both groups share common goals. More importantly the main actions to improve, and maintain, rent collection require a greater level of contact with, and greater depth of knowledge of, our tenants. This is at the heart of the 'Services to Tenants' proposals.

4.13 As a result of this the two projects will merge and significant work has been already been undertaken between both project managers to ensure the pilot proposed in 4.9 achieves the ambitions of both reviews.

4.14 We have updated our written correspondence to ensure they are in Plain English and clearly show the tenant what is expected of them. They also more clearly signpost the support and assistance that is readily available if a tenant has any difficulty making payment. In tandem with that we now visually present, on these letters, where the tenant is in the recovery process and what the next stage of recovery will be should they fail to make payment or seek support. We plan to refresh our written correspondence at least once per annum to ensure the impact of these letters is the best it can be.

4.15 Some of the next steps, beyond the merging of the two reviews and associated pilot, are:

- a Rent Collection Policy, as part of the Corporate Debt Policy, has been drafted and we plan to consult with tenants on this before Christmas with the March Executive targeted to seek approval for this; and
- training of all frontline Housing staff on rent related engagements to ensure support needs are identified and addressed as well as appropriate arrangements being made for repayment. This will take place in early 2017.

4.16 Improving rent collection and thereby reducing rent arrears is not an isolated activity and the prospect of Universal Credit (full roll-out in March 2018 in Falkirk) means that a coherent focus on this area is even more crucial. While the Corporate Debt team will continue to ensure that all debt streams are progressed effectively for rent debt Housing Officers will play the crucial role in helping our most vulnerable tenant's access the support and advice they need to sustain their tenancies.

Building Maintenance Division

4.17 The Performance Panel were advised in August 2016 of a number of key actions that would be progressed. An update on actions since then is provided below:

- **Work Scheduling Team (WST)** – covering the entire of East of Falkirk's reactive repairs. The WST is carrying out all work and appointments within the pilot area for:
 - non-emergency works;
 - scheduling and allocating the work for 50 tradesmen;
 - allocating work to over 30 Total Mobile Pilot Team Operatives;
 - dealing with all repairs complaints; and
 - providing additional work instructions and technical advice.

Progress has been delayed due to the hold up with the Workflow Allocation Module roll out. Capita, our service provider, is currently working to resolve this issue. This module has been partially introduced with expected completion early January 2017.

Performance in the pilot area to the end of September 2016 was:

- 93.1% of work instructions were appointed. This is a decrease of 0.8% on the 93.9% reported at the end of 2015/16 (our performance for other council areas was reported as 33.8%);
- 100% of appointments were kept. This represents an increase of 2.2% on performance reported at the at the end of 2015/16 (performance for other council areas was also reported as 100%);
- 26.6% of emergency work instructions were passed to outwith hours standby, which is a decrease of 9.7% on the end of year 2015/16 (performance for other council areas was reported at 23.9%);

- 85.7% of all work instructions raised were raised with accurate information. This is an increase of 1.5% on performance at the end of 2015/16 (performance remains above the 67.2% reported for other council areas);
- 4.8% of instructions were required to be extended, an improvement of 1.1% when compared to our performance reported at the end of 2015/16 (performance reported for other council areas was 6.4%);
- on average it took 9.1 days to complete a non-emergency repair. This marks an improvement of 2.2 days on the 11.3 days reported at the end of 2015/16 (averages taken from all council areas);
- on average it took 5.18 hours to complete an emergency repair, this is a slight increase on the 5.04 hours reported at the end of 2015/16 (averages taken from all council areas).

These headline indicators help to show the positive improvements in efficiency being made.

- **Mobile Working** – as previously highlighted we are fully mobile with reactive maintenance in the East. This has assisted in better co-ordination of work and increased productivity. We still only have around 50 mobile working devices in operation at various stages of implementation. The roll out to the West and other areas for mobile working has been delayed due to issues with our external service provider, providing the required updated computer modules.
- **Home to Work** – Protocols have been agreed with trade unions for home to work working. Discussions are currently taking place with trade unions regarding the usage of the vehicle tracking systems. It is anticipated an agreement could be reached at the start of the New Year.
- **Temporary to Permanent Changes** – all of the 78 employees who were employed on a temporary contract status have now accepted permanent contracts. There has been an increase in the level of job security and allowed employees to plan for their future by providing additional support to obtain mortgages and other financial loans.
- **Cyclical Maintenance** – a four year painter procurement framework tender is currently being undertaken. Once the evaluation of the tender exercise is completed the new service provider will start no later than the first week of February. Further assurance is provided from the previous update that there is no detrimental impact to BMD employees, with the majority of painters currently working within empty houses.
- **Schedule of Rates (SOR)** – reduced from c4,000 SOR codes to 750. The reduction from three sets to one of SOR codes, now provides more accurate work details, this has helped support the reduction of our day to day maintenance average. Average time to complete a non-emergency repair is now 7.82 days for the month of September 2016. Proposals are in place remove inspected & repair SOR to reduce the last area of non-descriptive.

- **Depot Provision** – reduction from three operating depots to one has started with a phased approach. Employees are now relocated to our two remaining depots. Winchester Depot leaseholder Menzies has issued the Terminal Schedule of Dilapidations for the depot. The lease ends 29 November 2016. Work has also started on re-configuring Inchyra depot. This will support our direction to move to a single depot by the end of 2018. All of these costs will be borne within the building maintenance financial accounts.

5. Update from last Performance Panel

5.1 There have been a number of significant challenges, risks and changes in Service pressures since our last report to Performance Panel. This section notes some of these:

- The follow-up audit of best value was incorporated into the Annual Audit of Council prepared by Audit Scotland and reported to Council in September. Since then a best value extract was presented to the Accounts Commission by Audit Scotland. The Commission's findings are awaited.
- The Community Planning Partnership has approved the Strategic Outcomes and Local Delivery Plan 2016–2020. The Plan has also been approved by a number of Community Planning partners. Delivery plans are in the final stages of development by the agreed delivery groups.
- The Service is currently co-ordinating work both within the Council and across the Community Planning Partnership with regards to refugees, with four families supported to relocate over the last five months.
- The Service has also been co-ordinating the work involved in the preparation of the 2017/18 revenue budget and medium and long term financial planning.
- The Service has been co-ordinating the work involved in the development of Service based, and a Council wide, Workforce Plans which will help to inform the budget strategy.

6. Important Indicators

6.1 Our Service has a suite of indicators that are required for statutory and business related purposes. As agreed by members, a proportionate approach would be taken on the reporting of these indicators. We have identified 16 important indicators. We have provided information on all our important indicators in the attached Performance Panel Statement. Indicators that are on target have comparative data for your information. Indicators that are significantly below target or slightly below target have additional background information on the progress and improvement actions for each.

7. Engagement with Customers

7.1 The Citizens' Panel so far this financial year has covered: community participation, a review of the Citizen Panel, customer satisfaction in relation to experience of contacting the Council and receiving information from the Council; and making a complaint, allotments, and the scheme of assistance for adaptations and repairs. The forthcoming panel will cover equality outcomes and community justice.

7.2 Our Service is currently in the process of engaging with our service users on the following:

- **Budget Engagement** – equality and poverty impact assessments (EPIAs) will be updated for previously considered savings not used and prepared for all new budget savings and appropriate engagement with service users is being undertaken. The savings proposals submitted to Council in October have been published on the Council website to allow the public to view and comment on them. These have also been communicated via Falkirk Council News and social media and briefings have been delivered to Community Councils;
- **Locality Planning** – a framework for locality planning has been co-developed with Children's Services. This is underpinned by a process for participatory budgeting. The framework is currently being piloted in Bo'ness and Blackness in support of the new service delivery model for Advice Services. A Community Planning Action Group has been established to support the process. A Stakeholder Group comprising local Elected Members, community representatives and service providers has also been established to oversee the development and implementation of solutions supporting the implementation of the new service delivery model;
- **Housing Rent** – Housing Services has a statutory obligation to consult with tenants on a proposed 3.6% rent 2017/18. This has been carried out using various methods including tenant and residents' forums and newsletters;
- **Tenant Satisfaction Survey** – the survey of over 1,000 tenants is currently on going with findings expected early January 2017; and
- **Local Housing Strategy** – consultation is now concluded. The findings will be reported early next year.

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Director of Corporate & Housing Services

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Date: 5 December 2016

Corporate & Housing Services - Performance Panel Statement – April to October 2016

Key Actions Progress



Action is significantly behind target.



Action is slightly behind target or in danger of not achieving deadline.



Action is on target.








Action is completed.

Key Priorities CHS

CHS Priority One: Delivering improvement and transformation of services across the Council

Action		Progress	Status
BT15-004	Review business support functions across all Services to streamline processes, eliminate duplication and deliver efficiencies.	On target. Revised structure approved and appointment to 1st and 2nd tiers of structure to be complete by December 2016. Currently seeking accommodation for larger HR and Finance teams. Presentation to Children's Services re. schools proposals targeted for December 2016.	
BT16-003	Continue to implement and roll out the technology that delivers mobile and flexible working across the Council.	Implementation of the Citrix solution is continuing. By the end of the calendar year in excess of 440 users will have transitioned to Citrix, with the programme scheduled to escalate during 2017.	
CSP15-5.2.03	Continue to develop the Medium and Long Term Financial Strategy.	This process will continue to be reviewed and refined. It is the intention to report the Strategy to Council in December.	
CSP16-5.2.01	Review and support progress on business transformation across the Council.	Change Manager now appointed. The governance structure for the Council to manage, implement and monitor change across all Services is now being reviewed, including target dates and outcomes. An update was presented to the Board in November and a report will be submitted to Council in December with recommendations for approval. Meetings taking place with all Services to develop a framework to support the Board and new reporting tools being considered to assist with this process.	

CHS Priority Two: Reviewing our services to ensure they meet the changing needs of our customers and communities

Action	Progress	Status
BT16-002 Implement a digital services solution for the Council that supports self-service, mobile working and service transformation.	The Council website is already device responsive & based on top tasks. The focus now is on providing transactional services via the website, directly linked to back office systems. Services now provided entirely online include reporting a missed bin and booking and paying for bulky uplifts and the public can now download their bin calendar directly to their phones. Work is also ongoing to implement online forms linked directly to back office systems, starting with Revenues and Benefits. The My Falkirk citizens account will go live in December. This allows citizens to create a secure, bespoke account which will allow them to access personalised information. Presentations on My Falkirk have been delivered to managers in all Services and promotional activity will launch in early 2017.	
CSP15-1.2.01 Review and refresh the Council's Poverty Strategy.	Poverty and inequalities are key priorities for our Community Planning Partnership and a delivery plan to achieve our outcome of making Falkirk a fairer and more equal place to live is being drafted. This delivery plan included a number of specific actions to mitigate the impact of poverty and inequalities and will be presented to the Community Planning Strategic Board at its meeting in December.	
CSP15-3.2.01 Implement the 2015-18 Housing Investment Programme to ensure housing stock continues to meet Scottish Housing Quality Standards beyond 2015; improves energy efficiency; provides additional affordable homes to meet needs and improve our housing estates.	Housing Investment Programme 2016/17 to 2018/19: 1. The current 3 year programme includes a total investment of £81.88m was approved in February 2016. 2. Over the life of the programme c£48.75m will be spent on maintaining our existing council housing stock to the SHQS and improving the energy efficiency of our stock to the new Energy Efficiency Standard for Social Housing (EESH). 3. c£33.13m will be spent on delivering a range of initiatives to deliver new and additional affordable homes and to expand the scope of housing options to help meet tenants housing needs. 4. A target of c90 additional homes will be provided during 2016/17 as part of the Council's Buy-Back programme. A total of 35 Buy-Back sales have been concluded since 1 April 2016, with a further 11 acceptances, pending legal conclusion. 5. 18 new Council homes will be completed in 2016/17.	
CSP16-5.3.01 Support the Council to deliver our requirements under the Community Empowerment Act.	Processes supporting the different provisions with the Community Empowerment Act are being drafted. A further report is being submitted to Executive for approval in January 2017 including progress on Locality Planning, participatory budgeting, asset transfer requests etc.	
CSP16-5.3.03 Finalise and then oversee the delivery of our new Strategic Outcomes and Local Delivery Plan	The Community Planning Partnership has approved the Strategic Outcomes and Local Delivery Plan 2016 – 2020. The Plan has also been approved by a number of Community Planning partners. Delivery plans are in the final stages of development by the agreed delivery groups for completion by 28 November 2016. These will then be submitted to the Community Planning Strategic Board for approval on 15 December 2016.	

Actions significantly behind target CHS

Action		Progress
CSP15-3.4.01	Continue to defend and manage equal pay claims. Progress with negotiations with a view to 2nd wave settlements.	Discussions are continuing with Trade Unions and an update report will be presented to Council in December.
CSP15-5.2.03	Continue to develop the Medium and Long Term Financial Strategy.	This process will continue to be reviewed and refined. It is the intention to report the Strategy to Council in December.
CSP15-5.2.07	Review the protocols and guidance available as part of the scrutiny process to ensure that they provide meaningful assistance, support constructive challenge and add value.	The Improvement Service has commissioned Audit Scotland to develop scrutiny guidance and it is anticipated this will be available by the new year. Officers will review the content with a view to developing a mock committee in January 2017 to test the guidance.

Important Indicators on target CHS

	2014/15	2015/16	2016/17	Target	Benchmark
	Value	Value	Value		
AHS 1 Percentage of New Tenancies sustained for more than a year	91.5%	88.9%	88.6%	90.0%	88.4% Scottish Housing Regulator (SHR) All Social Landlords Average 2015-16
AHS 12 Percentage of settled accommodation secured by unintentionally homeless applicants	89.9%	90.2%	93.9%	85.0%	80% (Scottish Government report on Operation of Homeless Persons Legislation June 2014) Average
FIN_IMP_001 Number of days to process new Housing Benefit claims	25	20	28	25	23 days DWP Scottish average for 2015/16
FIN_IMP_002 Number of days to process Housing Benefit change events	8	6	10	10	7 days DWP Scottish average for 2015/16
CHS033 Sickness Absence: Craft Staff	7.10%	6.41%	5.87%	5.50%	4.74% APSE Performance Network (BMD Family Group) Average 2014/15

	2014/15	2015/16	2016/17	Target	Benchmark
	Value	Value	Value		
CHS060 Percentage of FOI enquiries dealt with in 20 working days	n/a	93%	91%	100%	No Benchmark applicable, however expectations would be 100% as per FOI timescales.
CHS061 Sickness Absence: Corporate & Housing Services	n/a	4.86%	4.03%	4%	No benchmark - target locally determined
CNS056 Procurement Capability Assessment	70	70.4	n/a	n/a	60. Scotland Excel Local Authority Average 2014. New benchmark figure due December 2016.
GGV 6 Percentage of Rent Lost through properties being empty during the last year	1.72%	0.98%	1.08%	1.0%	0.99% SHR All Social Landlords Average 2015-16
HQM 1 Percentage of Stock meeting the Scottish Housing Quality Standard	82.79%	91.10%	available May 2017	89.15%	92.76% SHR All Social Landlords Average 2015-16
HQM 3a Average length of time taken to complete emergency repairs (in hours)	5.35	5.04	5.18	6	5.14 hours SHR All Social Landlords Average 2015-16
HQM 4a Average length of time taken to complete non-emergency repairs (in working days)	12	11	9	9	7.52 days SHR All Social Landlords Average 2015-16
HQM 11 Percentage of Tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	89.3%	93.4%	91.9%	90.0%	89.87% SHR All Social Landlords Average 2015-16

Important Indicators slightly below target CHS

	2014/15	2015/16	2016/17	Target	Benchmark
GGV 5a Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	7.66%	8.02%	6.95%	6.00%	5.26% SHR All Social Landlords Average 2015-16

Progress

We have developed an approximation to allow monthly tracking of rent arrears. The approximation is currently 6.95% as at end October 2016.

The 2015/16 year end position was 8.02% and a target for 2016/17 has now been set as 6.0% (as 2015/16 Housing Charter information has been published), this replaces the interim target of 6.1%. While it is unrealistic to achieve this in 2016/17 this is broadly the performance we need to achieve by the end of 2017/18 to meet our objective of being in top two quartiles of Scottish local authorities.

Updated November 2016.

Improvement Action

A Rent Collection and Rent Arrears Improvement Group is in place to ensure that we are in the top half of Scottish authorities by the end of 2017/18 financial year, against this performance indicator. A number of improvement actions are being taken forward by the group. These include:

1. Improving written communication.
2. Finalising Corporate Debt Policy.
3. Embedding recovery of rent within roles of Housing staff.

	2014/15	2015/16	2016/17	Target	Benchmark
HQM 9 Percentage of Tenants satisfied with the standard of their home when moving in	84.1%	90.8%	88.0%	90.0%	87.68% SHR All Social Landlords Average 2015-16

Progress

Total responses year to date are 659. Total no. satisfied year to date are 580. = 88.0%.

October satisfaction performance is 92.0%.

The main reasons given by the majority of respondents, who reported a level of dissatisfaction, related to the condition of walls or the level of decoration required, with respondents reporting that the decor was in a poor condition or that there was an issue with the condition of the walls. These issues have been identified as being either out with our void standard or a result of the new tenant's personal preferences.

Updated November 2016.

Improvement Action

Following full consultation with our Tenant Scrutiny Panel we introduced a new standard for re-letting void properties on the 1st April 2015, this has assisted improving performance.

We now complete all repairs during the void stage of the re-let process, ensuring that during the transitional stage of entering a new home our tenants are settled with a minimum amount of disruption.

We are currently piloting a scheme in Falkirk, Dawson and Camelon where the tenant will have the one point of contact, who will meet with the tenant, taking them through the void standard to the point of sign off. This inclusive approach will ensure that our tenants are happy with the standard of their home when moving in and will have a positive impact on this performance indicator.

Early indications are that this approach is having some success with October performance data showing that 95.5% of tenants in the three piloted areas reporting being satisfied or very satisfied with the quality of their home when moving in. This compares with the overall October performance which was reported at 92.0%.

Important Indicators significantly below target CHS

	2014/15	2015/16	2016/17	Target	Benchmark
CHS047 Percentage of 1st stage complaints responded to within timescales	n/a	82%	85%	100%	100% SPSO Target

Progress

Performance levels will continue to be closely monitored on a monthly basis. 1st stage complaints received year to date was 595. Those closed within 5 working days were 503.

August 85%, September 70%, October 91%.

Year to date performance is 85%.






Updated November 2016.

Improvement Action



Increased focus on checks by Customer Service Team and Service Unit Managers on a weekly basis on overdue cases and increased focus on performance.

We are continuing to develop our processes to ensure that timescales are adhered to.

Audits

Title		Update	Status
AU15-004	BSI Accredited Services - Internal and External Audits	The BSI audit is carried out twice yearly. The next surveillance visit from BSI is expected to be May 2017. The November 2016 surveillance visit by BSI noted substantial progress towards achieving full migration to ISO 2015.	
AU15-005	Members Services: Civic Receptions, Training, Allowances and Expenses	All recommendations have now been completed with the exception of one, namely: 'The points relating to procedural guidance should be addressed.' The various elements of this recommendation are being actioned as part of the planning for the 2017 local government elections when new and returning Members will be elected to Council. The Business and Members' Services work plan contains a schedule of tasks for development by 31 December 2016 which includes procedures and induction materials. The information will be included in induction packs and will be made available via the Members' Development Portal, where useful information on becoming a Councillor is available and will continue to expand.	
AU16-001	Procurement of Services from External Providers of Social Work Services (Joint with Adult Services)	Audit outcome awaited.	
AU16-002	Housing Rents	Audit outcome awaited.	
AU16-003	Integrated Housing Management System - Security & Management	Terms of Reference received. Audit will take place at the start of 2017.	

Inspections

Title		Update	Status
INSP15-001	Benefit Risk Inspection	Stage 8 of 8 completed re Chief Executive response issued to Audit Scotland in February 2016 which included our Action Plan to target the identified 4 new risks by 31st March 2017.	
INSP15-003	Annual Inspection of Registered Events	The examination of the 2015 events has been concluded and the overall accuracy rate for Falkirk is 99% which is consistent with the previous year which was also 99%.	
INSP16-001	Procurement & Commercial Improvement Programme Assessment (PCIP) - Scotland Excel	Assessment completed 11th July 2016 with a Falkirk Council score of 70.4 placing the council amongst the top performing local authorities.	