

Perth and Kinross Council

This inspection was carried out by Communities Scotland under section 72 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing and homelessness service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The inspection of Perth and Kinross Council took place in November and December 2006. We awarded the following grades:

Housing management	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Property maintenance	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Homelessness	D	Poor	Major areas where improvement is needed or where a number of very significant weaknesses are found.

Inspection Findings

Perth and Kinross Council is the 14th largest local authority in Scotland with a population of 138,400. It covers a large geographical area measuring 5,286 square kilometres. The Council owns around 8,000 houses and 19% of the population rent from a social landlord.

The Council has undertaken a major re-organisation of its housing services. It has made significant changes to the way that key parts of its housing operations are delivered. Some functions have been centralised, for example void management, allocations and arrears. The Council has changed the area office structure and redefined area boundaries. A customer service centre for repairs has also been introduced. The Council was at the advanced stages of implementing most of the changes at the time of the inspection.

Key strengths are:

- its properties are generally in a good condition;
- good access to its repairs service;
- tenants are generally satisfied with the repairs service;
- it works well with partners to improve access to housing;
- it has achieved improvements in re letting empty houses and associated rent loss;
- its arrears performance is good;
- involving tenants in the development of services; and
- it carries out homeless interviews in a customer focused way.

Key areas for improvement are:

- meeting its statutory duties in relation to gas safety and the Right to Repair;
- improving its performance in completing routine repairs on time;
- improving performance in completing empty house repairs within its own target;
- recharging repairs more effectively;
- establishing a planned approach to estate management
- improving the extent and reporting of management information;
- improving its approach to allocations
- improving the quality and management of temporary accommodation
- reviewing its homelessness assessment process
- improving its approach to the provision of support for homeless people
- ensuring it improves the outcomes it achieves for homeless applicants

Next steps

Perth and Kinross Council should produce an improvement plan for its services to show how it intends to respond to our findings within 8 weeks of the publication of this report. The plan will be agreed with us.

How to get more information and contact details

If you would like to see Perth and Kinross Council's improvement plan for its services or to find out how it plans to respond to the findings of this inspection you should contact:

Christine Worrall
Perth and Kinross Council
35 Kinnoull Street
Perth
PH1 5GD

Telephone: 01738 476001
Email: christine.worrall@pkc.gov.uk

The full report is on our website at www.communitiesscotland.gov.uk. A Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5162 or email janette.campbell@communitiesscotland.gsi.gov.uk.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
جینٹ کیمپبل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

janette.campbell@communitiesscotland.gsi.gov.uk

如果索取這文件的翻譯版本，請致電 **Janette Campbell**
0131 479 5162，或電郵以下地址
janette.campbell@communitiesscotland.gsi.gov.uk

আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্পবেল-কে 0131 479 5162 নম্বরে
ফোন করবেন অথবা janette.campbell@communitiesscotland.gsi.gov.uk ঠিকানায় ই-মেইল
করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال ب:
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على
التالي: janette.campbell@communitiesscotland.gsi.gov.uk

Painel de Tradução

Este documento pode ser traduzido, se assim for pedido, para a sua língua comunitária. Por favor contacte Janette Campbell, Communications, Communities Scotland, número de telefone, 0131 479 5162 ou email, janette.campbell@communitiesscotland.gsi.gov.uk.

Zespół tłumaczy

Na życzenie, niniejszy dokument zostanie przetłumaczony na język mający zastosowanie w danej społeczności. Prosimy o kontakt z Janette Campbell, Komunikacja, Społeczności Szkockie, nr telefonu, 0131 479 5162 lub drogą mailową na adres: janette.campbell@communitiesscotland.gsi.gov.uk.