

# **South Lanarkshire Council**

## **Housing and Technical**

# **improve**

## **Resource Plan**

**Performance Report 2023-24**

**Quarter 2 : April 2023 - September 2023**

(This represents the cumulative position to September 2023)



# improve

IMPROVe - SLC Performance Management System

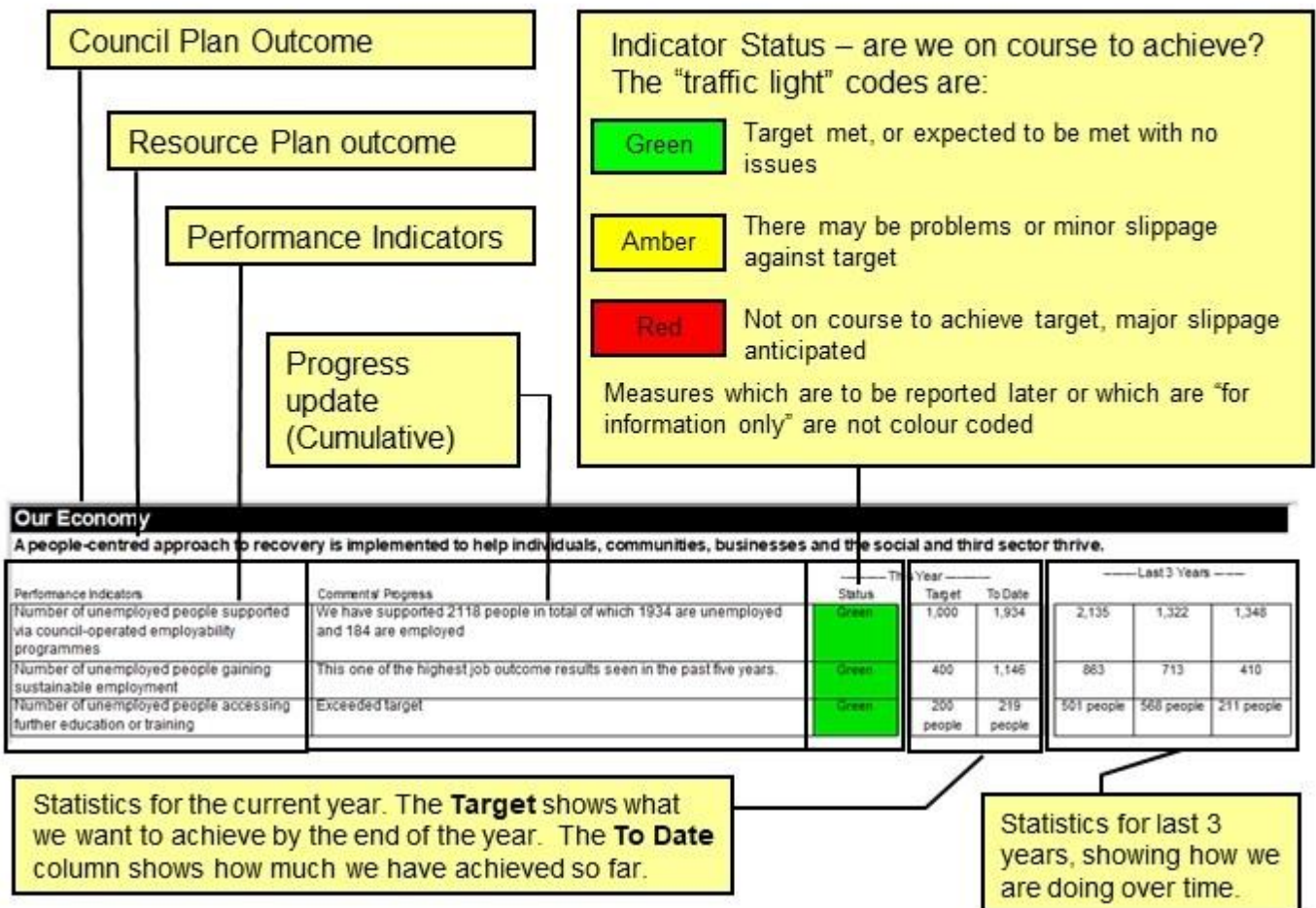
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## Summary - number of measures green, amber and red under each Council Plan Outcome / Theme

Council Outcome/ Theme	Green	Amber	Red	Report later / Contextual	Total
<b>Communities and Environment</b>		<b>1</b>			<b>1</b>
<i>Education and Learning</i>					
<b>Health and Wellbeing</b>	<b>5</b>			<b>1</b>	<b>6</b>
<i>Children and Young People</i>					
<b>Housing and Land</b>	<b>14</b>	<b>2</b>		<b>3</b>	<b>19</b>
<i>Our Economy</i>					
<b>Delivering the plan and achieving best value</b>	<b>6</b>	<b>1</b>		<b>2</b>	<b>9</b>
<b>Total</b>	<b>25</b>	<b>4</b>	<b>0</b>	<b>6</b>	<b>35</b>

## How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.



Communities and Environment

Work with communities to create safe, strong sustainable places

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of Anti-Social Behaviour cases resolved in the year (SSHC) (RP)	Performance currently slightly below target but is anticipated to improve as the year progresses.	Amber	90.00%	86.50%	95.21%	94.30%	96.80%

Health and Wellbeing

Support people to live active and independent lives

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
No. of adaptations completed in Council homes	518 adaptations completed in Council Homes.	Contextual	-----	518	476	993	1,266
No of households currently waiting for adaptations to their home	Target achieved.	Green	0	0	0	0	0
% of approved applications for adaptations completed in year (SSHC)	All adaptations were approved, this measure is demand led.	Green	100.00%	100.00%	100.00%	100.00%	100.00%
Average time (working days) to complete applications (SSHC)	Target achieved.	Green	28.00 days	24.00 days	28.00 days	23.49 days	21.72 days
% of standard adaptations to council houses within agreed appointment times	Target achieved.	Green	90.0%	90.9%	92.4%	98.3%	90.1%
% of new build that are wheelchair accessible (RP)	<p>The council's affordable housing supply programme continues to increase the supply of council homes across South Lanarkshire, with focus on ensuring that new homes provide for people's changing needs over the course of time.</p> <p>All of the 58 new homes completed to date within 2023/24, all have been built to "Housing for Varying Needs" standards and are easily adaptable to accommodate tenant's changing needs over time. 24% (14 units) of the new homes have been built suitable for those who use wheelchairs or with mobility difficulties, with fully accessible wet rooms and step free access.</p>	Green	10.0%	24.0%	-----	-----	-----

Housing and Land

Support people to access and sustain housing which meets their needs through our Integrated Housing Options service

Performance Indicators	Comments/ Progress	----- This Year -----					
		Status	Target	To Date	----- Last 3 Years -----		
% of lets to Urgent housing (UH) need households (RP)	Target achieved.	Green	55.0%	67.4%	61.1%	53.5%	58.1%
% of new tenancies sustained for more than a year for all lets (SSHC) (RP)	Tenancy sustainment has remained strong in the period of the year and above target.	Green	88.00%	93.10%	91.90%	93.40%	92.00%
% of tenancy offers refused during the year (SSHC) (RP)	Refusals are driven by the applicant and can vary significantly depending on size/availability/location of housing.	Contextual	-----	17.6%	24.7%	16.6%	23.4%
Average time taken to relet empty properties (SSHC) (RP)	At quarter 2 there has been an improvement on previous year's performance. Performance continues to be monitored and a number of improvement actions identified.	Green	30.00 days	25.83 days	21.00 days	21.50 days	27.76 days

Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of sustainable temporary and supported accommodation

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Average length of time in temporary accommodation (RP)	Target achieved.	Green	120 days	78 days	121 days	105 days	96 days
% of households provided with temporary accommodation (SG) (RP)	Target achieved.	Green	100.0%	100.0%	100.0%	100.0%	100.0%
% of temporary accommodation on offers refused (RP)	Target achieved.	Green	6.00%	6.00%	6.84%	7.42%	6.00%
Number of times we did not meet our obligation to provide suitable accommodation (SG) (RP)	Target achieved.	Green	0	0	0	0	0
% of homeless households advised of outcome of assessment within 28 days (RP)	This is a locally set target and is a key focus for the Resource and continues to be closely monitored by management.	Green	95.0%	96.2%	99.8%	99.6%	95.2%

Housing and Land

Improved outcomes for households experiencing homelessness, including access to settled accommodation

		----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Improved outcomes for households experiencing homelessness, including access to settled accommodation							
		----- This Year -----					
Performance Indicators	Comments/ Progress	Status	Target				
% of Housing Options interventions where Homelessness prevented (RP)	During 2023/24, 271 (64.5%) homeless cases have been prevented. The operating context in relation to the prevention of homelessness continues to be extremely challenging this year. The prevailing socio-economic conditions adversely impacted upon the ability to prevent homelessness during 2023/24. This trend has been mirrored nationally.	Amber	70.0%	64.5%	-----	73.5%	65.9%

Ensure our repairs service continues to meet the needs of customers

		----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Performance Indicators	Comments/ Progress	Status	Target	To Date	2020/21	2021/22	2022/23
% of tenant satisfaction with repairs or maintenance in year (SSHC)	Target achieved.	Green	90.0%	91.0%	90.0%	91.0%	89.0%
% of response repairs completed on time	Target achieved.	Green	90.0%	96.6%	97.7%	99.1%	95.3%

Housing and Land

		----- Last 3 Years -----					
			To Date	2020/21	2021/22	2022/23	
Ave length of time to complete emergency repair - hours (SSHC) - YTD	Target achieved.	Green	24.00 hours	7.30 hours	3.26 hours	4.24 hours	5.36 hours
Ave length of time to complete non emergency repair (SSHC) (LGBF) - YTD	Target achieved, non emergency repairs were suspended from 26 June to 18 September 2023 and the average days to complete exclude this duration until the re-instated date.	Green	28.00 days	14.94 days	13.07 days	11.76 days	11.63 days
% of reactive repairs completed first time right (SSHC)	Target achieved.	Green	90.00%	99.00%	99.95%	99.00%	99.60%
% of repairs appointments kept	Target achieved.	Green	90.00%	88.90%	94.18%	94.00%	94.00%
No of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date	23 services beyond target date, all now complete.	Amber	0	23	411	1	20

Deliver a first-class repairs and maintenance service

		----- This Year -----			----- Last 3 Years -----		
Performance Indicators	Comments/ Progress	Status	Target	To Date	2020/21	2021/22	2022/23

More energy efficient council homes

		----- This Year -----					
Performance Indicators	Comments/ Progress	Status	Target		2020/21	2021/22	2022/23
% of Council stock meeting the SHQS	To be reported at year end.	Report Later	-----	-----	93.5%	72.3%	80.0%
% of council dwellings that are Energy Efficiency Standard for Social Housing 2 (EESH2)	The 2025 and 2032 EESH Milestones have been suspended as the Scottish Government are reviewing the EESH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2045.	Report Later	-----	-----	93.88%	98.64%	-----

Delivering the plan and achieving best value

Delivering the plan and achieving best value

		----- This Year -----			----- Last 3 Years -----		
Performance Indicators	Comments/ Progress	Status	Target	To Date	2020/21	2021/22	2022/23



Housing and Land

		----- Last 3 Years -----					
				To Date	2020/21	2021/22	2022/23
% of Stage 1 complaints responded to in full (SSHC)	70 out of 73 stage 1 complaints responded to in full. Complaints continue to be a focus for management and are routinely monitored.	Contextual	-----	96.00%	93.00%	91.00%	95.00%
Average time in working days for a full response at Stage 1	Target achieved.	Green	5	4	5	5	5
% of Stage 2 complaints responded to in full (SSHC)	9 out of 9 stage 2 complaints responded to in full. Complaints continue to be a focus for management and are routinely monitored.	Contextual	-----	100.00%	91.00%	100.00%	88.00%
Average time in working days for a full response at Stage 2	Target achieved.	Green	20	15	14	15	15
Rent collected as a % of rent due in the year (SSHC) (RP)	Performance is very slightly below target and based on the current position, it is anticipated that the year-end target will be achieved.	Green	99.3%	98.9%	97.4%	98.3%	99.1%
Gross rent arrears (current and former tenants) as a % of rent due for the year (LGBF) (SSHC) (RP)	Target achieved.	Green	9.01%	8.27%	8.26%	8.91%	8.66%
% of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC)	Performance has reduced on previous year!s performance and continues to be routinely monitored with a number of improvement actions identified.	Green	0.62%	0.63%	0.42%	0.60%	0.62%
% of total void rent loss (SSHC)	Rent lost is currently above target. Performance continues to be routinely monitored with a number of improvement actions identified.	Amber	1.42%	1.78%	1.22%	1.53%	1.41%
Factoring collection rate	The collection target is 75% by year end. It is a progressive target and the collection rate will increase each quarter. At the end of quarter 2 its anticipated we will achieve the target by year end.	Green	75.00%	50.10%	74.06%	73.00%	72.20%



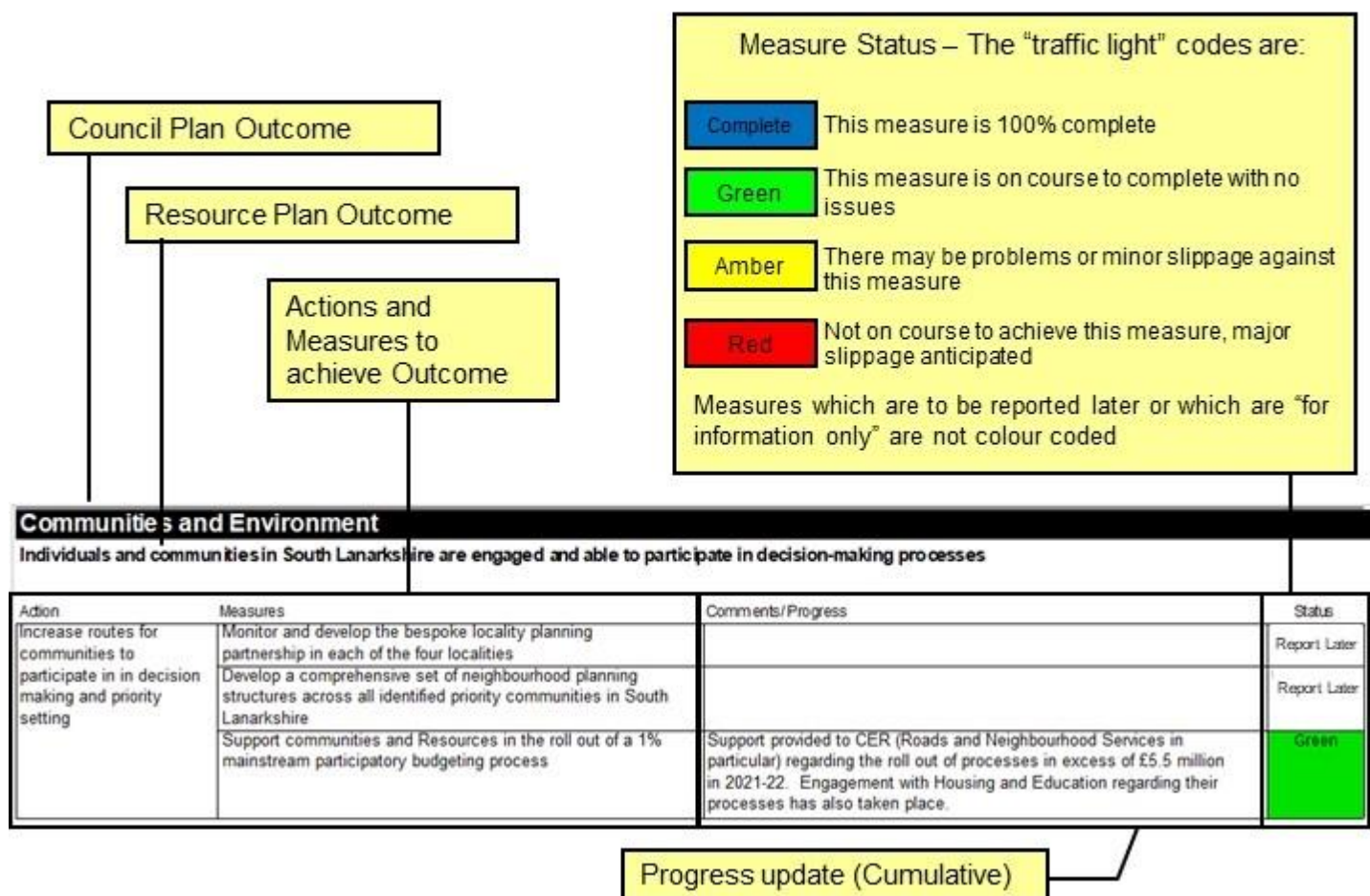


Summary - number of measures complete, green, amber and red under each Council Plan Outcome / Theme

Council Outcome/ Theme	Complete	Green	Amber	Red	Report later	Total
<b>Communities and Environment</b>		6				6
<i>Education and Learning</i>						
<b>Health and Wellbeing</b>		1				1
<b>Children and Young People</b>		7				7
<b>Housing and Land</b>	3	28	1		8	40
<b>Our Economy</b>		1				1
<b>Delivering the plan and achieving best value</b>		2				2
<b>Total</b>	<b>3</b>	<b>45</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>57</b>

## Guide to the Performance Measures report

Each of the performance measures is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented.



## Communities and Environment

### Work with communities to create safe, strong sustainable places

Action	Measures	Comments/ Progress	Status
Community Safety priorities are achieved	Implement the recommended next steps of the review of the Safer South Lanarkshire Board and associated structure, ensuring that reporting requirements around police and fire scrutiny, anti-social behaviour and community justice are appropriate	The SSLB review completed in March 2023, confirming that the Board would focus on its statutory scrutiny functions in June 2023 scrutiny training needs were scoped and approved with training delivery scheduled for later in the year.	Green
	A project to upgrade the public space cameras and install new cameras at identified hotspots not currently covered by CCTV is due to complete during 2023/24. These measures will allow the council to provide a significantly more effective support function to the police and increase public safety	Funding has been granted from the UK Shared Prosperity Fund and phase 1 of the works was completed in 2022/23. For the second stage of the works, the Design Consultant has been appointed and has provided a comprehensive report.  Preparation of tender documents commenced September 2023 with the intention of completing this phase by end of March 2024.	Green
	Contribute to the Environmental Task Force to address graffiti, vandalism and fly tipping (RP)	Action plan developed in conjunction with Litter Strategy Group - with all actions either completed or progressing in line with target timescales.  Report to the Climate Change and Sustainability Committee provided on 20 September 2023.	Green
	Review the Anti-Social Behaviour Strategy (RP)	The review of the Anti-Social Behaviour Strategy is being completed with partners across the Anti-Social Behaviour Implementation Group and the Safer South Lanarkshire Steering Group. The consultative draft is being finalised for publication and the consultation period will begin in November before the strategy is submitted to Executive Committee for approval in March 2024.	Green
Review of rural action plans to improve sustainability	Rural action plans will be reviewed with rural communities every two years	Rural action plans for towns across Clydesdale currently being reviewed with local tenant representatives and community groups consulted on the content.	Green

## Communities and Environment

### Increased ownership of

Action	Measures	Comments/ Progress	Status
Support sustainable community asset transfer	Further promote the community asset transfer process and support communities to develop sustained applications target 3	CAT Officer continues to support growing number of enquiries regarding Community Asset Transfers and is supporting over 50 groups with the process. During this period one application has been approved and a further application is currently under consideration.	Green

## Health and Wellbeing

### Help people to continue to live within their homes and communities through integrated community health and social care services

Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	In line with Homelessness related Directions within the Strategic Commissioning Plan 2022-25 pilot routine enquiry within identified front line homelessness services and develop plan to support full roll out across health and care services (RP)	Health Improvement passed a report to HSCP managements teams over the summer including proposals to refresh the Lanarkshire Health and Homelessness Action Plan and membership. Ongoing discussion with all partners via Homeless Strategy Group and continued local positive approaches, however keen to progress more formal/reportable arrangements through strategic approach.	Green
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## Children and Young People

### Improve the health and wellbeing of children, young people and families

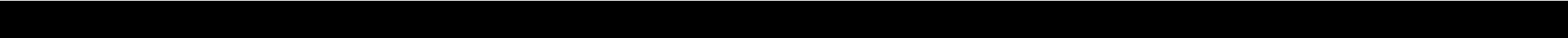
Action	Measures	Comments/ Progress	Status
Contribute to effective joint working to protect	100% of households identified as at risk are referred to appropriate statutory agencies (RP)	Process in place and staff fully briefed with process.	Green
Action	Measures	Comments/ Progress	Status

Status

**Improve the health and wellbeing of children, young people and families**

Action	Measures	Comments/ Progress	
and promote the wellbeing of children, young people and adults	Reducing the housing costs for families including energy costs during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	<p>The council published a revised ECO Statement of Intent confirming it is now participating in the Great British Insulation Scheme alongside the ECO4 Scheme on 2 September 2023. Both schemes are open and receiving applications for eligible households across South Lanarkshire, allowing national funding to be accessed to support homeowners to improve the energy efficiency of their homes.</p> <p>In addition, the council continues to deliver its Housing Investment Programme to improve the energy efficiency of its properties and reduce energy costs for tenants.</p>	Green
	Investment to increase new affordable housing supply during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	The council continues to make positive progress within its Affordable Housing Supply Programme, with 58 new build properties and 50 additional homes acquired through its Market Purchase Scheme during 2023/24 to date.	Green
	Preventing and reducing homelessness for households, including families with children and young people during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	The continuing surge in demand for homelessness services which is occurring nationally and locally is acting against achievement of the key strategic target of reducing homelessness. The Resource continues with a range of measures to address and prevent homelessness including (Promise and Pathway Plan) and Tenancy Sustainment Fund. 49 out of 128 awards from the Tenancy Sustainment Fund were made to families with children.	Green

Continue to deliver the SHORE standards (Sustainable Housing on Release for Everyone) standards, by providing appropriate support to 80% of individuals leaving prison with identified housing need (RP)	The SHORE Standards are fully implemented with the role expanded to include admissions as well as representation at the women's unit in Glasgow. Funding has been provided from ADP for an additional SHORE Officer for 3 years.	Green
100% of young people moving on from care offered housing options appointment, and of those requiring Housing Service assistance, 100% supported to move onto suitable and sustainable housing via a personal housing pathway plan (RP)	Pathway plans now well established, 100% of young care leavers offered housing options discussion progressing to housing plan. Housing providing surgeries at Promise HUB.	Green



Status

Work with property owners and landlords to make sure our private housing is suitable for the needs of our residents

Action	Measures	Comments/ Progress	
Provide support and assistance to owner occupiers and landlords helping them to meet their responsibilities of maintain and repair to their homes	Conduct review of Scheme of Assistance Policy during 2023/24 (RP)	Review has been rescheduled to 2024/25 to take account of Scottish Government guidance on all Tenure Housing condition standards and housing varying needs.	Green

Housing and Land

Support people to access and sustain housing which meets their needs through our Integrated Housing Option Service

Action	Measures	Comments/ Progress	Status
Understand the financial security of our customers	Provide a programme of support to our customers including The offer of tailored support to 100% of tenants who go on to receive Universal Credit (RP)	Continue to make personal contact with all tenants who claim Universal Credit providing person centred advice and support which includes referrals, signposting to other Council Services and partners.	Green
	Provide a programme of support to our customers including Tenancy Sustainment Fund to support tenant experiencing financial difficulties sustain their tenancy (RP)	Officer continue to take a person centred approach to managing rent arrears and supporting tenants in financial difficulties. The Tenancy Sustainment Fund is a vital tool to assist tenants in arrears to maintain their rent payments and sustain their tenancy with 128 awards been made to households within the period.	Green



## Housing and Land

		Status
	<p>As part of rent setting process complete analysis of the affordability of our rents by December 2023 (RP)</p> <p>As part of arrangements for the annual rent consultation for 2024/25, the Housemark rent affordability tool has been used to carry out a comparison of South Lanarkshire Council rent levels with other Local Authority and RSL landlords. This has shown that South Lanarkshire Council continues to benchmark as one of the most affordable landlords in Scotland.</p> <p>This information will be shared with tenants during the rent setting consultation process.</p>	Green

### Support people to access and sustain housing which meets their needs through our Integrated Housing Option Service

Action	Measures	Comments/ Progress	
	Consult with tenants regarding proposed rent levels by December 2023	Detailed proposals have been developed for the consultation on the 2024/25 rent levels. The proposed arrangements have been discussed and agreed with the Budget Scrutiny Group and will be progressed between the end of October and December 2023.	Green
Development and implement Local Housing Strategy for 2022-2027	Annual review completed and approved by Executive Committee in November 2023 (RP)	Progress has been reviewed by Local Housing Strategy monitoring group on an ongoing basis. First review to take place in Spring 2024.	Green

### Continue to deliver an affordable housing programme to meet needs

Action	Measures	Comments/ Progress	Status
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP and reported to Housing and Technical Resources Committee (RP)	108 additional new houses provided YTD 2023/24. Includes 58 new build properties and 50 properties have been acquired through the Market Purchase Scheme.	Green

### Manage the council's portfolio of properties and land

Action	Measures	Comments/ Progress	Status
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## Housing and Land

			Status
Project Management of General Services Projects	The General Services Programme spend will be achieved for the financial year	Spend to Period 6 #17.897m. Revised 2023/24 Budget #80.357m.	Green
	Clyde Terrace, Bothwell Nursey commencing with completion due in 2023	Has been delayed by utilities and now due to complete November 2023.	Green
	New Jackton Primary School is due for completion in 2023	School opened August 2023.	Green
Review of operational assets and reduction in the number of properties	Continue to engage with all Council Resources and public sector partners during 2023/24 to ensure continued progress towards establishing a core estate through property rationalisation and investment	To be reported at year end.	Report Later
	A review of operational assets in each area will identify opportunities to rationalise, reuse and redevelop to create sustainable property portfolio	To be reported at year end.	Report Later

### Manage the council's portfolio of properties and land

Action	Measures	Comments/ Progress	
Review of office accommodation in light of changing working patterns	Develop and implement a new 5 year office strategy and action plan	Pursuing imminent settlement of Montrose House and assessing office space requirements as part of both Hamilton and East Kilbride Town Centre Masterplan.	Green
	Condition is assessed as the percentage of floor space of operational buildings which are in satisfactory condition	To be reported at year end.	Report Later
	Suitability is assessed as the percentage of operational buildings which are considered to be suitable for service delivery	To be reported at year end.	Report Later
Progress towards decarbonisation on the non housing estate	The council will develop a programme for reducing emissions within its non-domestic building stock, aiming for heat to be delivered by zero carbon technology by the 2028 backstop	In progress. Feedback from Net Zero feasibility studies being used to develop priorities for an emissions reduction programme to transition fossil fuel heating systems to zero carbon technology by 2038 backstop. A review of assets is underway to establish the \$core estate% before finalising any investment strategy.	Green

## Housing and Land

		Status
Complete feasibility studies to identify and cost the energy measures and heating system replacement works that will be required to decarbonise heat by 2038 across the council's wet leisure and primary school estate	On target. Individual feasibilities received for both primary schools and Wet Leisure sites. Final report being prepared to scale up findings.	Green
Achieve energy efficiency and carbon emissions reductions through delivery of the CEEF programme	On Target. Report was submitted to CMT on 21 September and the programme of works was approved. The addition of the budget to the Capital Programme will need to be approved by Executive Committee before projects can be initiated.	Green

### More energy efficient council homes

Action	Measures	Comments/ Progress	Status
Improve energy efficiency stock to help address fuel poverty	Deliver Housing Investment Programmes to ensure as many socially rented properties as practically possible achieve the Energy Efficiency Standard for Social Housing (EESH2) by 2032	The 2025 and 2032 EESH Milestones have been suspended as the Scottish Government are reviewing the EESH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2045.	Report Later
	Maximise the energy efficiency of homes to help with household bills and build towards net zero	To be reported at year end.	Report Later

### More energy efficient council homes

Action	Measures	Comments/ Progress	
	Develop and implement South Lanarkshire Local Heat and Energy Efficiency Strategy (LHEES) and associated Delivery Plan	Development of LHEES underway with external consultant appointed to support with reporting to Committee in April 2024.	Green
	To contribute to national fuel poverty targets, the council will undertake a review to identify the proportion of households within its housing stock that are in, or are susceptible to being in, fuel poverty	Review of properties underway to determine how best Housing Investment Programme can tackle fuel poverty, targeting those most in need.	Green
	Develop feasibility studies for proposed district heating systems at the multi storey blocks in East Kilbride and Hamilton	Feasibility studies completed for both.	Complete

## Housing and Land

		Status
	Improve homes and the housing environment for residents by continuing to invest in fabric upgrade	To be reported at year end. Report Later

### Continue to engage and work with tenants and other customers to design our services

Action	Measures	Comments/ Progress	Status
Ensure effective involvement with tenants and other customer groups	Annual Scrutiny Programme 2023/24 developed August 2023 and implemented by March 2024 (RP)	The Scrutiny Programme has been signed off with customer representatives and the identified scrutiny activities will now be delivered by the end of this year.	Green
	Customer Engagement Programme agreed with tenant representatives by August 2023 (RP)	The annual programme for customer engagement was agreed with the Tenant Participation Coordination Group on August 2023 and includes:  The provision of regular information on the Strategic Housing Investment Plan, Local Housing Strategy, and Scottish Social Housing Charter.  Involvement in the revised Customer Involvement Strategy and revised Anti-Social Behaviour Strategy.	Complete

### Continue to engage and work with tenants and other customers to design our services

Action	Measures	Comments/ Progress	
Service Development is informed by understanding our customer satisfaction levels of key service areas	Customer satisfaction programme developed and approved by July 2023 (RP)	The 2023/24 customer satisfaction survey programme was approved at RMT on 13 July 2023.	Green
	Results are reviewed quarterly, and any improvement activities are identified and incorporated into services and resource planning cycles (RP)	For areas progressed in 2023/24, all survey results have been analysed and if required, improvement actions identified and progressed.	Green

## Housing and Land

			Status
Develop and implement Customer Involvement Strategy	The new Customer Involvement Strategy will be developed, consulted, and approved by Housing and Technical Resources Committee by November 2023 (RP)	The new Customer Involvement Strategy has been published for consultation between 1 September and 24 November 2023.  A consultation plan is being implemented to get feedback from a wide range of customers.	Green

### Provide high quality services to our service to our tenants, including those who live in sheltered housing and residents at our Gypsy/Travellers sites

Action	Measures	Comments/ Progress	Status
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Complete quality assurance checks to monitor and ensure compliance with care inspectorate standards. Each of the 34 sheltered housing complexes will be checked during 2023/24 with findings of completed checks reported on a quarterly basis (RP)	Ongoing quality assurance and self-assessment continues to demonstrate high levels of compliance.	Green
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Continue to deliver co-produced Site Masterplans at both sites, reflecting council and resident priorities (RP)	Masterplans on both sites continue to be delivered with latest projects under development and progressing through design and procurement phases. Resident engagement remains strong at both sites.	Green
	Work in 2023/24 will continue with key projects including new pitches, play parks and upgrade of amenity units (RP)	Key projects progressing well with consultation events and discussions held for the new play area and amenity unit extensions at Shawlands Crescent, as well as pitch extensions at Springbank Park.	Green

### Improve outcomes for households experiencing homelessness, including access to settled accommodation

Action	Measures	Comments/ Progress	
Physical regeneration work in priority areas	Work with partners to bring 15 Long Term empty homes into use by March 2024 (RP)	Work ongoing with owners of empty homes to deliver target. 13 brought back into use YTD 2023/24.	Green

## Housing and Land

			Status
Improve access to settled accommodation for homeless households	Continue to implement Rapid Rehousing Transition Plan (RP)	<p>The continuing surge in demand for homelessness services which is occurring nationally and locally is acting against achievement of the key strategic target of reducing homelessness.</p> <p>Good performance despite challenging circumstances and these significant pressures that continue to effect homelessness services.</p>	Amber
	Implement Housing First approach, provide suitable accommodation and support for up to 40 individuals with complex needs by 2023/24 (RP)	In total we have supported 37 cases through Housing First, currently support at capacity however expect to reach target by year end.	Green
	Increase settled accommodation by converting 10 to 15 temporary accommodation units to Scottish Secure Tenancies during 2023/24 (RP)	3 properties flipped during 2023/24, reduction on previous years which is a direct result of increased demand for temporary accommodation. Flipping properties has proven problematic in the period. General need to identify additional units of temporary accommodation to meet increased levels of demand.	Green
	We will continue to make progress towards our target of converting up to 100 temporary accommodation units to Scottish Secure tenancies by 2024	Target was exceeded in 2022/23 at 105 properties now sitting with 108 at the end of quarter 2 2023/24.	Complete
	Reduce and maintain repeat instances of homelessness to below 4.5% of all cases during 2023/24 (RRTP aim is <3% over life of plan) (RP)	Currently sitting just above 3% which is an improving position, all repeat homeless cases are reviewed to identify patterns and to inform future development of services.	Green
	Review of Commissioned Services exploring opportunities of partnership working for efficiencies and to lever in funding that will add value to existing homelessness services (RP)	Review complete, ongoing discussion with partners on consortium approach, tender in development.	Report Later

### Work to bring empty homes back into use to help meet needs within South Lanarkshire

Action	Measures	Comments/ Progress	Status
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## Housing and Land

### Continue to develop a range of properties to meet the council needs

Action	Measures	Comments/ Progress	Status
Increase supply of housing suitable for older people	Continue to adapt suitable homes, as identified at the void stage, will be converted to Amenity standard (RP)	At the end of quarter 2, 8 properties have been brought up to amenity standard when last void.	Green

### Continue to develop a range of properties to meet the council needs

Action	Measures	Comments/ Progress	Status
Increase supply of housing suitable for older people	Total new amenity homes delivered through Affordable Housing Supply Programme and reported to HTR Committee through the SHIP (RP)	11 additional amenity properties YTD.	Green

## Our Economy

### Help create town centres that offer a social, cultural and economic heat to a community and contain shared built environment, heritage and spaces that, with the right conditions, provides inclusive and sustainable centres

Action	Measures	Comments/ Progress	Status
Ensure effective development of opportunities	Support the developemnt of opportunities to re-envision and redevelop town centres	Community and Enterprise have obtained committee approval to continue work on EK and Hamilton masterplans. Where sites have been identified for affordable housing, site markers are identified within SHIP 2024-29.	Green

## Delivering the plan and achieving best value

### The Council Demonstrates high standards of governance and sound financial

Action	Measures	Comments/ Progress	Status
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Ensure effective management of all Resource budgets and Business Plans	Overall budgetary targets achieved by March 2024	We anticipate that overall budgetary targets will be achieved by the end of the financial year.	Green
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Digital and ICT Services meet the needs of the council and its customer

Action	Measures	Comments/ Progress	Status
Progress the council's Digital Strategy within the Resource	Progress the implementation of a new Integrated Housing and Property management system, including sourcing a new supplier and contract negotiations (RP)	Capita are now confirmed as the supplier and project plan in place and on target.	Green

## Appendix 3

### Housing and Technical Resource Plan 2022/2023 Quarter 4 Progress - 'Report later' measures – update of status/comments

Measure	Comments at Quarter 4 <i>Previous year</i>	Updated Q4 Status	Updated comments
% of Council dwellings that are Energy Efficiency Standard for Social Housing 2 (EESH2) HTR	The 2025 and 2032 EESH milestones have been suspended as the Scottish Government are reviewing the EESH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2045.	Report Later	Scottish Government opened consultation on 28 November on their proposals for Social Housing Net Zero Standard (SHNZS) in Scotland, the contents of which are being reviewed.