



Council Offices, Almada Street
Hamilton, ML3 0AA

Monday, 21 May 2018

Dear Councillor

Housing and Technical Resources Committee

The Members listed below are requested to attend a meeting of the above Committee to be held as follows:-

Date: Wednesday, 23 May 2018

Time: 10:00

Venue: Committee Room 1, Council Offices, Almada Street, Hamilton, ML3 0AA

The business to be considered at the meeting is listed overleaf.

Members are reminded to bring their fully charged tablets to the meeting

Yours sincerely

Lindsay Freeland
Chief Executive

Members

Josh Wilson (Chair), Archie Buchanan (Depute Chair), John Ross (ex officio), Robert Brown, Jackie Burns, Janine Calikes, Graeme Campbell, Andy Carmichael, Maureen Chalmers, Gerry Convery, Poppy Corbett, Maureen Devlin, Mary Donnelly, Allan Falconer, Alistair Fulton, Geri Gray, Eric Holford, Graeme Horne, Martin Lennon, Eileen Logan, Colin McGavigan, Richard Nelson, Carol Nugent, Mo Razzaq, David Shearer, Collette Stevenson,

Substitutes

Alex Allison, Stephanie Callaghan, Margaret Cooper, Isobel Dorman, Fiona Dryburgh, Mark Horsham, Ann Le Blond, Hugh Macdonald, Catherine McClymont, Mark McGeever, Bert Thomson, Margaret B Walker, Jared Wark

PLEASE NOTE THAT THERE WILL BE A MEMBERS' AWARENESS SESSION ON THE HOUSING ALLOCATION POLICY AT 11.00AM, OR IMMEDIATELY FOLLOWING THIS COMMITTEE, WHICHEVER IS THE LATER, WHICH ALL MEMBERS ARE INVITED TO ATTEND

BUSINESS

1 Declaration of Interests

- 2 **Minutes of Previous Meeting** 5 - 14
Minutes of the meeting of the Housing and Technical Resources Committee held on 7 March 2018 submitted for approval as a correct record. (Copy attached)

Monitoring Item(s)

- 3 **Capital Budget Monitoring 2017/2018 - Housing and Technical Resources (excl HRA)** 15 - 18
Joint report dated 14 May 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 4 **Capital Budget Monitoring 2017/2018 - Housing and Technical Resources (HRA)** 19 - 22
Joint report dated 14 May 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 5 **Revenue Budget Monitoring 2017/2018 - Housing and Technical Resources (excl HRA)** 23 - 28
Joint report dated 2 May 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 6 **Revenue Budget Monitoring 2017/2018 - Housing and Technical Resources (HRA)** 29 - 32
Joint report dated 2 May 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 7 **Housing and Technical Resources - Workforce Monitoring - January to March 2018** 33 - 38
Joint report dated 12 April 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)

Item(s) for Decision

- 8 **Housing Repairs Policy Review** 39 - 52
Report dated 27 April 2018 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 9 **Housing Services Customer Involvement Strategy 2018 to 2022** 53 - 80
Report dated 26 April 2018 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 10 **Disposal of Former Glengowan Primary School, Academy Street, Larkhall - Deduction for Abnormal Development Costs** 81 - 84
Report dated 20 April 2018 by the Executive Director (Housing and Technical Resources). (Copy attached)

Item(s) for Noting

- 11 Proposed Lease of Ground at East Kilbride Expressway with Associated Servitude Right of Access in Favour of SP Distribution plc** 85 - 88
Report dated 20 April 2018 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 12 Update on Welfare Reform Legislative Changes** 89 - 94
Report dated 26 April 2018 by the Executive Director (Housing and Technical Resources). (Copy attached)

Urgent Business

13 Urgent Business

Any other items of business which the Chair decides are urgent.

For further information, please contact:-

Clerk Name: Carol Lyon

Clerk Telephone: 01698 455652

Clerk Email: carol.lyon@southlanarkshire.gov.uk

HOUSING AND TECHNICAL RESOURCES COMMITTEE

Minutes of meeting held in Committee Room 1, Council Offices, Almada Street, Hamilton on 7 March 2018

Chair:

Councillor Josh Wilson

Councillors Present:

Robert Brown, Archie Buchanan (Depute), Jackie Burns, Janine Calikes, Graeme Campbell, Andy Carmichael, Maureen Chalmers, Poppy Corbett, Maureen Devlin, Mary Donnelly, Allan Falconer, Alistair Fulton, Geri Gray, Eric Holford, Graeme Horne, Eileen Logan, Catherine McClymont (*substitute for Councillor Convery*), Colin McGavigan, Richard Nelson, Carol Nugent, Mo Razzaq, David Shearer, Collette Stevenson, Bert Thomson (*substitute for Councillor Lennon*)

Councillors' Apologies:

Gerry Convery, Martin Lennon, John Ross (ex officio)

Attending:

Finance and Corporate Resources

J Burke, Administration Assistant; H Goodwin, Finance Manager (Resources); C Lyon, Administration Officer; E McPake, Human Resources Business Partner; L O'Hagan, Finance Manager (Strategy)

Housing and Technical Resources

D Lowe, Executive Director; A Finnan, Head of Housing Services; J Forbes, Property Manager (Assets and Estates Services); F McCafferty, Head of Property Services

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Housing and Technical Resources Committee of 13 December 2017 were submitted for approval as a correct record.

The Committee decided: that the minutes be approved as a correct record.

3 Minutes of Special Meeting

The minutes of the special meeting of the Housing and Technical Resources Committee of 21 February 2018 were submitted for approval as a correct record.

The Committee decided: that the minutes be approved as a correct record.

4 Capital Budget Monitoring 2017/2018 - Housing and Technical Resources (excl HRA)

A joint report dated 31 January 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (excl HRA) for the period 1 April 2017 to 5 January 2018.

Work was ongoing to clarify the predicted spend position for this financial year and current estimates suggested an outturn of £3.835 million. This was an underspend of £0.776 million and reflected the anticipated timing of spend in relation to the Headquarters Fabric Upgrade project. Funding for that project would carry forward into next financial year.

The Committee decided: that Housing and Technical Resources' capital programme (excl HRA) of £4.611 million and expenditure to date of £1.202 million be noted.

[Reference: Minutes of 13 December 2017 (Paragraph 3)]

5 Capital Budget Monitoring 2017/2018 - Housing and Technical Resources (HRA)

A joint report dated 31 January 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (HRA) for the period 1 April 2017 to 5 January 2018.

Work was ongoing to clarify the predicted spend position for this financial year and current estimates suggested an outturn of £38.080 million. This was an underspend of £2.501 million and reflected the anticipated timing of spend in relation to the Urban Park Development at the former Blairbeth Golf Course site and the continued work of the Housing Investment Programme. Funding for those projects would carry forward into next financial year.

The Committee decided: that Housing and Technical Resources' capital programme (HRA) of £40.581 million and expenditure to date of £25.142 million be noted.

[Reference: Minutes of 13 December 2017 (Paragraph 4)]

6 Revenue Budget Monitoring 2017/2018 - Housing and Technical Resources (excl HRA)

A joint report dated 31 January 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted comparing actual expenditure at 5 January 2018 against budgeted expenditure for Housing and Technical Resources' revenue budget (excl HRA), together with a forecast for the year to 31 March 2018.

Following the probable outturn exercise, the financial forecast for the revenue budget to 31 March 2018, was a breakeven position. The outturn position included proposed transfers to reserves totaling £0.659 million in respect of Temporary Homelessness General Revenue Grant funding required for the 2018/2019 savings exercise (£0.300 million) and also for use in future years (£0.359 million).

The Committee decided:

- (1) that the breakeven position on the Housing and Technical Resources' revenue budget (excl HRA), as detailed in Appendix A to the report, be noted;
- (2) that the forecast to 31 March 2018 of a breakeven position be noted; and
- (3) that the proposed budget virements be approved.

[Reference: Minutes of 13 December 2017 (Paragraph 5)]

7 Revenue Budget Monitoring 2017/2018 - Housing and Technical Resources (HRA)

A joint report dated 31 January 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted comparing actual expenditure at 5 January 2018 against budgeted expenditure for Housing and Technical Resources' revenue budget (HRA), together with a forecast for the year to 31 March 2018.

Following the probable outturn exercise, the financial forecast for the revenue budget to 31 March 2018 was a breakeven position. The outturn position included proposed transfers to reserves totalling £0.029 million.

The Committee decided:

- (1) that the breakeven position on Housing and Technical Resources' revenue budget (HRA), as detailed in Appendix A to the report, be noted;
- (2) that the forecast to 31 March 2018 of a breakeven position be noted; and
- (3) that the proposed budget virements be approved.

[Reference: Minutes of 13 December 2017 (Paragraph 6)]

8 Housing and Technical Resources - Workforce Monitoring - November and December 2017

A joint report dated 23 January 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted on the following employee information for Housing and Technical Resources for the period November and December 2017:-

- ♦ attendance statistics
- ♦ occupational health statistics
- ♦ accident/incident statistics
- ♦ disciplinary hearings, grievances and Dignity at Work cases
- ♦ analysis of leavers and exit interviews
- ♦ staffing watch as at 9 December 2017

The Committee decided: that the report be noted.

[Reference: Minutes of 13 December 2017 (Paragraph 8)]

9 Annual Report on Mainstreaming Equality and Diversity within Housing and Technical Resources

A report dated 8 February 2018 by the Executive Director (Housing and Technical Resources) was submitted on progress achieved in relation to mainstreaming Equality and Diversity within Housing and Technical Resources during 2016/2017 together with key action areas identified for 2017/2018.

"South Lanarkshire Working for You" Mainstreaming Equalities Report 2013 to 2017 had been published in April 2013. This detailed a number of Equality outcomes which all Resources were involved in developing and would work towards achieving.

A number of actions from Housing and Technical Resources' Service and Resource Plans were initially aligned to the Equality outcomes. Progress made on those actions had been monitored by the Resource Equality and Diversity Co-ordinating Group, with updates provided to Finance and Corporate Resources to inform both:-

- ◆ the mid-point update report to the Scottish Government as at March 2015
- ◆ the final report to the Scottish Government as at 31 March 2017 which was now published

The key achievements and areas of progress for Housing and Technical Resources for 2016/2017 were detailed in the report.

The "South Lanarkshire Working For You – Mainstreaming Equalities Report" had now been redrafted for the period 2017 to 2021, in line with the revised Council plan, Connect. Progress on Housing and Technical Resources' Equality outcomes would be monitored by the Resource Equality and Diversity Co-ordinating Group and reported on at a future date.

The Resource Equality and Diversity Monitoring Report aligned the new Equality Outcomes and would continue to drive the progress in relation to mainstreaming equalities across Housing and Technical Resources. Key principles to be achieved in 2017/2018 included:-

- ◆ considering actions for the Resource in the context of the redrafted Equality Outcomes as detailed in the 2017 to 2021 Mainstreaming report
- ◆ continuing to implement the process of equality impact assessment across all new and revised policy areas
- ◆ continuing the commitment to employee training and development in relation to equality and related issues
- ◆ increasing the supply of housing for a variety of needs
- ◆ continuing to deliver appropriate engagement opportunities for a range of stakeholders
- ◆ ongoing development of customer profiling
- ◆ delivering Equality and Diversity annual update reports to the Housing and Technical Resources Committee, Parent Joint Consultative Committee and Equal Opportunities Forum during 2017/2018, in line with the agreed reporting schedule

The Committee decided: that the report be noted.

[Reference: Minutes of 13 July 2016 (Paragraph 9)]

10 Housing Allocation Policy - Local Letting Plans 2018/2019

A report dated 6 February 2018 by the Executive Director (Housing and Technical Resources) was submitted on the:-

- ◆ performance of the Housing Allocation Policy measured against the 2017/2018 letting targets
- ◆ mainstream targets for 2018/2019
- ◆ sheltered housing letting targets for 2018/2019
- ◆ Local Letting Initiatives for 2018/2019
- ◆ South Lanarkshire Letting Initiatives

The planning process had been brought forward to allow letting targets and letting initiatives to be fully implemented from the start of the financial year 2018/2019. Consequently, the information provided in relation to the letting targets had been projected to the end of the financial year based on actual data collected during the period 3 April to 10 December 2017.

Performance information, which was set against targets for 2017/2018 for both mainstream and sheltered properties and was detailed in appendices 1 and 2 to the report, confirmed that the housing management areas were projected to meet their targets. In terms of the individual local office targets, there were some minor variations which, in general, could be attributed to variations in demand for housing within specific areas.

In relation to sheltered properties, the projected low annual turnover would impact on the ability to achieve the targets set, although the projected variance was expected to be minimal. Most variations were due to the low number of sheltered lets or differences in supply and demand within certain areas.

The proposed letting targets for mainstream properties for 2018/2019 for each of the housing management areas were also detailed in Appendix 1 to the report.

The letting targets proposed for sheltered properties were set out in Appendix 2 to the report and details of the proposed Local Letting Initiatives (LLIs) for 2018/2019 were set out in Appendix 3 to the report.

An internal review, which had been undertaken in relation to LLIs, had confirmed the need to retain all 6 LLIs and concluded that the current criteria should continue to be applied in 2018/2019.

Details of the South Lanarkshire Letting Initiative (SLLI), introduced to mitigate the impact of Welfare Reform in South Lanarkshire on tenants affected by the under occupancy provisions of the Welfare Reform Act 2012, were provided in Appendix 4 to the report. The impact of the Initiative had been limited in terms of mitigating the impact of under occupancy provisions, however, it remained a useful tool to help affected tenants and would be retained for 2018/2019, together with the current eligibility criteria.

The Housing Allocation Policy, including the sheltered housing aspect of the Policy would be subject to review during 2018/2019, as approved by this Committee at its meeting on 13 December 2017. The review would also incorporate changes stemming from the Housing (Scotland) Act 2014, with the social rented provisions commencing during 2019. The outcome of the review would be reported to this Committee during 2019.

The Committee decided:

- (1) that the performance achieved through the Housing Allocation Policy against the 2017/2018 letting targets be noted;
- (2) that the 2018/2019 mainstream letting targets, as detailed in Appendix 1 to the report, be approved;
- (3) that the 2018/2019 sheltered letting targets, as detailed in Appendix 2 to the report, be approved;
- (4) that the Local Letting Initiatives, as detailed in Appendix 3 to the report, be approved; and
- (5) that the South Lanarkshire Letting Initiatives, as detailed in Appendix 4 to the report, be approved.

[Reference: Minutes of 13 December 2017 (Paragraph 9) and 18 January 2017 (Paragraph 3)]

11 Variations to the Ground Lease at Hamilton Park Racecourse and Partial Assignment to Permit Hotel Development - Hamilton Park Racecourse Company Limited

A report dated 1 February 2018 by the Executive Director (Housing and Technical Resources) was submitted on proposals for partial assignment and change of use to grant a lease to Hamilton Park Racecourse Hotel Limited to permit the development of a hotel.

Hamilton Park Racecourse Company Limited had approached the Council in October 2017 to investigate a proposal for a hotel development within the Racecourse site to complement and enhance the racing facilities.

Following feasibility studies supported by Visit Lanarkshire, Hamilton Park Racecourse Company had submitted an application and been granted planning consent for a 118 bedroom hotel with associated parking.

The terms and conditions of the current lease agreement did not permit the proposed development and, therefore, the Council had been asked to agree to the variation of the current arrangements.

To deliver the proposal, a new company required to be created by Hamilton Park Racecourse Limited, namely Hamilton Park Racecourse Hotel Company Limited. This required the assignment of part of the lease to the new Company on terms which reflected the increased commercial value arising from the development.

Negotiations had been undertaken and provisional agreement reached on the principal terms and conditions for the variation of the existing lease, assignment and new lease which would see increased income to the Common Good Account of £55,000 per annum.

In addition, the rental income due under the current lease agreement for the Racecourse site would continue at either £15,000 per annum or 2.5% of annual turnover, whichever was the greater amount.

The principal terms and conditions for the new lease were detailed in the report.

The Committee decided:

- (1) that the terms of the existing ground lease for Hamilton Park Racecourse be varied to facilitate the development of a hotel within the grounds of the Racecourse;
- (2) that the lease be partially assigned to Hamilton Park Racecourse Hotel Company Limited on the principal terms and conditions set out in Section 4 of the report; and
- (3) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to enter into the necessary legal agreements which were in the best interests of the Council.

12 Disposal of Land at Highstonehall Road, Hamilton

A report dated 1 February 2018 by the Executive Director (Housing and Technical Resources) was submitted providing an update on the disposal of land at Highstonehall Road, Hamilton to Miller Homes Limited and Avant Homes Limited.

At its meeting on 18 May 2016, the Committee had approved the terms of a revised option and subsequent disposal of the site at Highstonehall Road, Hamilton, to Miller Homes and Bett Homes (now trading as Avant Homes) on the basis of a purchase price to be agreed between the parties and ratified by the District Valuer Service (DVS).

The proposed purchase price of £5,662,500 had been calculated taking into account deductions for:-

- ◆ developer's contribution in conjunction with the Section 75 agreement in relation to the wider Hamilton Community Growth Area
- ◆ abnormal development costs, identified by the developers following detailed site investigations and checked by the Council
- ◆ Miller Homes Limited receiving 15% discount to the price of the portion of the site that they were acquiring to reflect their current ownership of the site access

The Section 75 agreement, covering the wider Hamilton Community Growth Area, had now been finalised and signed and required a contribution of £10,665 per residential unit, which equated to £4,262,000 for the subjects.

Detailed site investigations had now been completed and abnormal costs had been calculated at £10,396,000. Those comprised of Joint Venture costs which would be incurred by both developers and related to elements such as site preparation, provision of infrastructure, provision of services and site specific ground remediation costs, which were greater than initially anticipated. The report, together with the calculation of costs, had been reviewed and verified by the Council officers as reasonable.

Discussions had taken place with Planning and Economic Development Services regarding any assistance City Deal funding could provide to the Community Growth Area, which might have a direct impact on the viability/deliverability of the proposed development. Off-site road upgrades, with associated works and site preparation of the Council's affordable housing area, had been identified as potential areas for support and had been included in the current City Deal bid, subject to City Deal Cabinet approval.

Following extensive negotiations, a revised value of £6,000,000 had been established. This required to be discounted by £338,500 due to Miller Homes' portion for their right of access, which provided a net figure of £5,662,500. This figure was conditional on the roads and social housing site preparation being funded by City Deal and a roads contract being awarded.

It was also proposed to replace the option agreement with a direct sale and, instead of the initial 6 development phases, the whole site would be prepared for development and serviced in a single phase, bringing forward the Capital Receipt and release of the social housing site.

The Committee decided:

- (1) that the site at Highstonehall Road, Hamilton, extending to 63 acres or thereby, be disposed of to Miller Homes Limited and Avant Homes Limited in such proportions as were to be agreed prior to the conclusion of a contract for a total price of £5,662,500 and in terms of the principal conditions contained in Section 5 of the report; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all other matters pertaining to the disposal of the site and enter into the necessary legal agreements on terms which were in the best interests of the Council.

[Reference: Minutes of 18 May 2016 (Paragraph 9)]

13 Acquisition of Land at Westburn Road, Cambuslang

A report dated 1 February 2018 by the Executive Director (Housing and Technical Resources) was submitted on the acquisition of land at Westburn Road, Cambuslang, extending to 1.75 acres or thereby, for the construction of a roundabout and road improvements.

At its meeting on 26 August 2015, the Executive Committee noted that approval had been given for the Strategic Business Cases for the Glasgow and Clyde Valley City Deal, which included supporting development of the 4 Community Growth Areas at Newton, Larkhall, Hamilton and East Kilbride.

On 2 December 2015, the Executive Committee had approved the Newton Community Growth Area, Outline Business Case, which sought to deliver improvements to social and physical infrastructure to accommodate the increase in the number of residents and to prepare sites for development.

As part of those proposed infrastructure improvements for Newton, the land at the junction of Westburn Drive and Westburn Road was required for the construction of a roundabout.

Property Services had been instructed to purchase the area of land required and agreement had been provisionally reached to purchase the land extending to 1.75 acres, or thereby, for £137,500, exclusive of VAT, which was with the District Valuer Service for ratification. In addition, the Council would have rights over the hatched area detailed in the attached plan to the report, to be used for accommodation works during the course of the construction of the roundabout and associated works.

The other principal conditions of the acquisition were detailed in the report.

The Committee decided:

- (1) that the land at Westburn Road, Cambuslang, extending to 1.75 acres or thereby, as shown on the plan attached as an appendix to the report, be acquired from Patersons of Greenoakhill Limited, for £137,500, exclusive of VAT, and in terms of the principal conditions contained in Section 4 of the report, subject to verification by the District Valuer; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all other matters in respect of the acquisition of the land and enter into the necessary legal agreements in terms which were in the best interests of the Council.

[Reference: Minutes of the Executive Committee of 2 December 2015 (Paragraph 13)]

14 Update on Welfare Reform Legislative Changes

A joint report dated 7 February 2018 by the Executive Directors (Housing and Technical Resources) and (Finance and Corporate Resources) was submitted on the:-

- ◆ impact of key aspects of the Welfare Reform programme on landlord and homelessness services
- ◆ roll-out of Universal Credit “Full Service” within South Lanarkshire

An update was provided on the following activities:-

- ◆ under occupancy provisions
- ◆ benefit cap
- ◆ Universal Credit (UC)

To support the ongoing implementation of the Welfare Reform Programme, an additional 3 FTE posts of Housing Officer at Grade 2, Level 1-4, SCP 32-57 (£20,308 to £27,995) had been established within the Benefits are Changing Team for a fixed term period of 6 months in October 2017. This had been successful in helping to meet the increased volume of tenants moving onto UC and requiring support and assistance in the early stages around their housing costs claim and rent payments.

In order to support and assist South Lanarkshire Council tenants with the transition to UC and other changes to the benefits system, and establish regular payment patterns to minimise rent arrears related debt and promote tenancy sustainability, it was proposed that those 3 posts be retained within the establishment for a further temporary period of 12 months.

The Committee decided:

- (1) that the update on the impact of the key aspects of the Welfare Reform Programme be noted; and
- (2) that the 3 posts, as detailed above, be retained within the Resource establishment for a further period of 12 months.

[Reference: Minutes of 13 December 2017 (Paragraph 16)]

15 Notification of Contracts Awarded 1 September 2017 to 28 January 2018

A report dated 28 January 2018 by the Executive Director (Housing and Technical Resources) was submitted on:-

- ◆ contracts awarded by Housing and Technical Resources, valued in excess of £50,000, in the period 1 September 2017 to 28 January 2018
- ◆ contracts awarded by Procurement Services
- ◆ contracts awarded by Building Services

Details of the contracts and projects were provided in the appendices to the report.

The Committee decided: that the report be noted.

[Reference: Minutes of 4 October 2017 (Paragraph 14)]

16 Delegated Authority Report - Quarters 1 and 2 Update

A report dated 5 February 2018 by the Executive Director (Housing and Technical Resources) was submitted on the level of transactions processed by Property Services during the period 1 April to 30 September 2017.

The Executive Director (Housing and Technical Resources), under delegated powers, had authority to deal with various transactions including:-

- ◆ leases up to the value of £50,000 per annum and a maximum period of 20 years
- ◆ rent reviews up to an increase of £20,000 per annum
- ◆ disposals up to a value of £200,000
- ◆ acquisitions up to a value of £100,000

Details of the transactions undertaken during the first 2 quarters, 1 April to 30 September 2017, were as follows:-

	Quarter 1	Quarter 2
Number of transactions	61	42
Total value of lease transactions	£548,406 per annum	£67,854 per annum
Total value of capital transactions	£906,368	£966,037

The Committee decided: that the transactions processed by delegated authority during the period 1 April to 30 September 2017 be noted.

[Reference: Minutes of 9 August 2017 (Paragraph 13)]

17 Urgent Business

There were no items of urgent business.

Report

3

Report to:	Housing and Technical Resources Committee
Date of Meeting:	23 May 2018
Report by:	Executive Director (Finance and Corporate Resources) Executive Director (Housing and Technical Resources)

Subject:	Capital Budget Monitoring 2017/2018 - Housing and Technical Resources (excl HRA)
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide information on the progress of the capital programme for Housing and Technical Resources (excl HRA) for the period 1 April 2017 to 2 March 2018

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Housing and Technical Resources (excl HRA) capital programme of £4.611 million, and expenditure to date of £2.037 million be noted.

3. Background

- 3.1. This is the fifth capital monitoring report presented to the Housing and Technical Resources (excl HRA) Committee for the financial year 2017/2018.
- 3.2. The budget reflects the approved programme for the year (as approved at Council meeting, 16 February 2017), exceptions approved during 2016/2017 and monies carried forward for projects from 2016/2017. It also includes budget adjustments approved by the Executive Committee during 2017/2018 up to and including its meeting on 16 May 2018.
- 3.3. The report details the financial position for Housing and Technical Resources (excl HRA) in total in Appendix A.

4. Employee Implications

4.1. None.

5. Financial Implications

- 5.1. The total capital programme for Housing and Technical Resources (excl HRA) for 2017/2018 is £4.611 million. This budget reflects adjustments approved by the Executive Committee during 2017/2018, up to and including its meeting on 16 May 2018.
- 5.2. 2017/2018 Outturn
Work has been ongoing to clarify the predicted spend position for this financial year and current estimates from Property Services suggest an outturn of £3.262 million. This is an underspend of £1.349 million and mainly reflects the anticipated timing of

spend in relation to the Headquarters Fabric Upgrade and Central Energy Efficiency Fund (CEEF) projects. Funding for these projects will carry forward into next financial year.

- 5.3. The initial forecast of spend to date was £2.559 million and £2.037 million has been spent (44.18% of full budget). This represents expenditure of £0.522 million behind profile. This underspend relates to project programming and the timing of the actual spend on various projects.

6. Other Implications

- 6.1. The main risk associated with the Council's Capital Programme is that there is an overspend. The risk has been assessed as low given the detailed project management plans prepared and monitored for each project. The risk of overspend is managed through four weekly Investment management meetings.
- 6.2. There are no implications for sustainability in terms of the information contained in this report.

7. Equality Impact Assessment and Consultation Arrangements

- 7.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and therefore no impact assessment is required.
- 7.2. There was also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

Daniel Lowe

Executive Director (Housing and Technical Resources)

14 May 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Executive Committee, 16 May 2018
- ◆ Housing and Technical Resources Committee, 7 March 2018

List of Background Papers

- ◆ Financial ledger to 2 March 2018

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Lorraine O'Hagan, Finance Manager (Strategy)

Ext: 2601 (Tel: 01698 452601)

E-mail: lorraine.o'hagan@southlanarkshire.gov.uk

**South Lanarkshire Council
Capital Expenditure 2017/18
Housing and Technical Resources Programme (excl HRA)
For Period 1 April 2017 – 2 March 2018**

<u>Housing and Technical Resources (excl HRA)</u>	Budget £000	Base Budget Adjustments inc C/fwd £000	Total Original Budget £000	Budget Adjustments £000	Slippage £000	Total Budget £000	Budget to Date £000	Actual Expenditure £000
Office Accommodation	6,994	(2,988)	4,006	0	0	4,006	2,542	1,849
Private Housing Scheme of Assistance	1,000	(1,000)	0	0	0	0	0	0
Other Housing	0	47	47	558	0	605	17	188
TOTAL	7,994	(3,941)	4,053	558	0	4,611	2,559	2,037

Report

4

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **23 May 2018**
 Report by: **Executive Director (Finance and Corporate Resources)**
Executive Director (Housing and Technical Resources)

Subject: **Capital Budget Monitoring 2017/2018 - Housing and Technical Resources (HRA)**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide information on the progress of the capital programme for Housing and Technical Resources (HRA) for the period 1 April 2017 to 2 March 2018

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Housing and Technical Resources (HRA) capital programme of £40.581 million, and expenditure of £29.247 million be noted.

3. Background

- 3.1. This is the fifth capital monitoring report presented to the Housing and Technical Resources Committee for the financial year 2017/2018.
- 3.2. The Housing and Technical Resources (HRA) budget is managed in totality by the Resource. The report details the financial position for Housing and Technical Resources (HRA) on Appendix A.

4. Employee Implications

4.1. None.

5. Financial Implications

5.1. The Housing Capital programme for 2017/2018 totals £40.581 million and is detailed along with the funding sources at Appendix A to this report.

5.2. 2017/2018 Outturn

Work has been ongoing to clarify the predicted spend position for this financial year and current estimates from Property Services suggest an outturn of £36.860 million. This is an underspend of £3.721 million and reflects the anticipated timing of spend in relation to the Urban Park Development of the former Blairbeth Golf Course site and the continued work of the Housing Investment Programme, including external works where programmes have been impacted due to the extended period of cold weather. Funding for these projects will also carry forward into next financial year.

5.3. Anticipated spend to 2 March 2018 was £30.333 million and £29.247 million has been spent (72.07% of full budget). This represents a position of £1.086 million behind profile and reflects the timing of spend on Blairbeth Golf Course and the Housing Investment Programme.

6. Other Implications

6.1. The main risk associated with the Council's Capital Programme is that there is an overspend. The risk has been assessed as low given the detailed project management plans prepared and monitored for each project. The risk of overspend is managed through four weekly Investment management meetings.

6.2. There are no implications for sustainability in terms of the information contained in this report.

7. Equality Impact Assessment and Consultation Arrangements

7.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and therefore no impact assessment is required.

7.2. There was also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

Daniel Lowe

Executive Director (Housing and Technical Resources)

14 May 2018

Link(s) to Council Values/Ambitions/Objectives

♦ Accountable, effective, efficient and transparent

Previous References

♦ Executive Committee, 16 May 2018

♦ Housing and Technical Resources Committee, 7 March 2018

List of Background Papers

♦ Financial ledger to 2 March 2018

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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South Lanarkshire Council
Housing Capital Programme 2017/18
As at 2 March 2018

Appendix A

	£000's	£000's
Anticipated Capital Expenditure 2017/18		
		40,581
Estimated Financing Position 2017/18		
Capital Receipts – House Sales	5,872	
Capital Receipts – Land Sales	-	
Capital Financed From Current Revenue	19,520	
Prudential Borrowing	9,890	
Specific Grant – Scottish Government New Council Houses	4,830	
Specific Grant – Scottish Government Mortgage to Rent	120	
Specific Grant – Scottish Natural Heritage	349	
		<u>40,581</u>
 Actual Expenditure to 2 March 2018		 29,247
 Actual Financing Position to 2 March 2018		
Capital Receipts – House Sales	6,138	
Capital Receipts – Land Sales	63	
Capital Financed From Current Revenue	19,520	
Prudential Borrowing	2,153	
Specific Grant – Scottish Government New Council Houses	1,262	
Specific Grant – Scottish Government Mortgage to Rent	50	
Specific Grant – Scottish Natural Heritage	-	
Specific Grant – Home Energy Efficiency Programme (HEEP)	61	
		<u>29,247</u>

Report

5

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **23 May 2018**
 Report by: **Executive Director (Finance and Corporate Resources)**
Executive Director (Housing and Technical Resources)

Subject: **Revenue Budget Monitoring 2017/2018 - Housing and Technical Resources (excl HRA)**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide information on the actual expenditure measured against the revenue budget for the period 1 April 2017 to 2 March 2018 for Housing and Technical Resources (excl HRA).
- ◆ provide a forecast for the year to 31 March 2018.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the breakeven position on Housing and Technical Resources (excl HRA) revenue budget, as detailed in Appendix A of the report, and the financial forecast to 31 March 2018 of a breakeven position, be noted.

3. Background

3.1. This is the fifth revenue budget monitoring report presented to the Housing and Technical Resources Committee for the financial year 2017/2018.

3.2. The report details the financial position for Housing and Technical Resources (excl HRA) on Appendix A, and then details the individual services in Appendices B to C.

4. Employee Implications

4.1. None.

5. Financial Implications

5.1. As at 2 March 2018, there is a breakeven position against the phased budget.

5.2. Following the probable outturn exercise, the financial forecast for the revenue budget to 31 March 2018 is a breakeven position. The outturn position includes proposed transfers to reserves totalling £0.659 million in respect of Temporary Homelessness GRG funding required for the 2018/2019 savings exercise (£0.300 million) and also for use in future years (£0.359 million).

6. Other Implications

- 6.1. The main risk associated with the Council's Revenue Budget is that there is an overspend. The risk has been assessed as low given the detailed budget management applied across the Resources. The risk is managed through four weekly Budget Monitoring Meetings at which any variance is analysed. In addition, the probable outturn exercise ensures early warning for corrective action to be taken where appropriate.
- 6.2. There are no implications for sustainability in terms of the information contained in this report.

7. Equality Impact Assessment and Consultation Arrangements

- 7.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 7.2. There is also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

Daniel Lowe

Executive Director (Housing and Technical Resources)

2 May 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Housing and Technical Resources Committee, 7 March 2018

List of Background Papers

- ◆ Financial ledger and budget monitoring results to 2 March 2018

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Hazel Goodwin, Finance Manager

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E-mail: hazel.goodwin@southlanarkshire.gov.uk

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 2 March 2018 (No.13)

Housing and Technical Resources Summary (excl HRA)

Budget Category	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 02/03/18 £000	Actual 02/03/18 £000	Variance 02/03/18 £000		% Variance 02/03/18	Note
Employee Costs	7,935	7,967	(32)	7,106	7,024	82	under	1.2%	
Property Costs	22,343	22,571	(228)	18,430	18,621	(191)	over	(1.0%)	
Supplies & Services	353	279	74	319	243	76	under	23.8%	
Transport & Plant	261	253	8	189	214	(25)	over	(13.2%)	
Administration Costs	807	824	(17)	209	224	(15)	over	(7.2%)	
Payments to Other Bodies	6,530	6,296	234	5,691	5,505	186	under	3.3%	
Payments to Contractors	3,014	3,012	2	1,987	1,992	(5)	over	(0.3%)	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	57	50	7	55	47	8	under	14.5%	
Total Controllable Exp.	41,300	41,252	48	33,986	33,870	116	under	0.3%	
Total Controllable Inc.	(17,333)	(17,285)	(48)	(12,184)	(12,068)	(116)	under recovered	(1.0%)	
Net Controllable Exp.	23,967	23,967	0	21,802	21,802	0	-	0.0%	

Variance Explanations

Variance explanations are shown in Appendices B and C.

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 2 March 2018 (No.13)

Housing Services

Budget Category	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 02/03/18 £000	Actual 02/03/18 £000	Variance 02/03/18 £000		% Variance 02/03/18	Note
Employee Costs	2,141	2,273	(132)	1,922	2,024	(102)	over	(5.3%)	1
Property Costs	6,043	6,222	(179)	3,976	4,046	(70)	over	(1.8%)	2
Supplies & Services	260	175	85	229	153	76	under	33.2%	3
Transport & Plant	106	108	(2)	60	76	(16)	over	(26.7%)	
Administration Costs	351	356	(5)	49	50	(1)	over	(2.0%)	
Payments to Other Bodies	3,860	3,832	28	3,570	3,536	34	under	1.0%	
Payments to Contractors	2,972	2,983	(11)	1,945	1,972	(27)	over	(1.4%)	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	12	15	(3)	11	14	(3)	over	(27.3%)	
Total Controllable Exp.	15,745	15,964	(219)	11,762	11,871	(109)	over	(0.9%)	
Total Controllable Inc.	(8,106)	(8,521)	415	(6,771)	(6,956)	185	over recovered	2.7%	4
Net Controllable Exp.	7,639	7,443	196	4,991	4,915	76	under	1.5%	

Variance Explanations

1. The overspend in Employee Costs reflects current turnover levels within Housing Services being lower than anticipated.
2. The overspend in Property Costs reflects the current demand for repairs in relation to Temporary Accommodation managed properties.
3. The underspend in Supplies & Services reflects a managed underspend in Computer Equipment costs.
4. The over recovery of income relates to Temporary Accommodation managed properties higher than budgeted and reflects additional general revenue grant in relation to this Service.

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 2 March 2018 (No.13)

Property Services

Budget Category	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 02/03/18 £000	Actual 02/03/18 £000	Variance 02/03/18 £000		% Variance 02/03/18	Note
Employee Costs	5,794	5,694	100	5,184	5,000	184	under	3.5%	1
Property Costs	16,300	16,349	(49)	14,454	14,575	(121)	over	(0.8%)	2
Supplies & Services	93	104	(11)	90	90	0	-	0.0%	
Transport & Plant	155	145	10	129	138	(9)	over	(7.0%)	
Administration Costs	456	468	(12)	160	174	(14)	over	(8.8%)	
Payments to Other Bodies	2,670	2,464	206	2,121	1,969	152	under	7.2%	3
Payments to Contractors	42	29	13	42	20	22	under	52.4%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	45	35	10	44	33	11	under	25.0%	
Total Controllable Exp.	25,555	25,288	267	22,224	21,999	225	under	1.0%	
Total Controllable Inc.	(9,227)	(8,764)	(463)	(5,413)	(5,112)	(301)	under recovered	(5.6%)	4
Net Controllable Exp.	16,328	16,524	(196)	16,811	16,887	(76)	over	(0.5%)	

Variance Explanations

1. The underspend in Employee Costs is due to higher than anticipated staff turnover across the service to date.
2. The overspend in Property Costs reflects the current demand for repairs in relation to Estates managed properties being higher than budgeted.
3. The underspend reflects procurement efficiencies in External Support Contracts for 2018/19 being achieved early.
4. The under recovery of income relates to Estates managed properties being lower than budget and reflects the current income generation.

Report

6

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **23 May 2018**
 Report by: **Executive Director (Finance and Corporate Resources)**
Executive Director (Housing and Technical Resources)

Subject: **Revenue Budget Monitoring 2017/2018 - Housing and Technical Resources (HRA)**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide information on the actual expenditure measured against the revenue budget for the period 1 April 2017 to 2 March 2018 for Housing and Technical Resources (HRA)
- ◆ provide a forecast for the year to 31 March 2018

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the breakeven position on Housing and Technical Resources' (HRA) revenue budget, as detailed in Appendix A of the report, and the forecast to 31 March 2018 of a breakeven position, be noted.

3. Background

3.1. This is the fifth revenue budget monitoring report presented to the Housing and Technical Resources Committee for the financial year 2017/2018.

3.2. The report details the financial position for Housing and Technical Resources (HRA) on Appendix A.

4. Employee Implications

4.1. None.

5. Financial Implications

5.1. As at 2 March 2018, there is a breakeven position against the phased budget.

5.2. The forecast for the budget to 31 March 2018 is a breakeven position. The outturn position includes a proposed transfer to reserves totalling £0.029 million.

6. Other Implications

6.1. The main risk associated with the Council's Revenue Budget is that there is an overspend. The risk has been assessed as low given the detailed budget management applied across the Resources. The risk is managed through four weekly Budget Monitoring Meetings at which any variance is analysed. In addition, the probable outturn exercise ensures early warning for corrective action to be taken where appropriate.

- 6.2. There are no implications for sustainability in terms of the information contained in this report.
- 7. Equality Impact Assessment and Consultation Arrangements**
- 7.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 7.2. There is also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning
Executive Director (Finance and Corporate Resources)

Daniel Lowe
Executive Director (Housing and Technical Resources)

2 May 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Housing and Technical Resources Committee, 7 March 2018

List of Background Papers

- ◆ Financial ledger and budget monitoring results to 2 March 2018

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Hazel Goodwin, Finance Manager

Ext: 2699 (Tel: 01698 452699)

E-mail: hazel.goodwin@southlanarkshire.gov.uk

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 2 March 2018 (No.13)

Housing Revenue Account

Budget Category	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 02/03/18 £000	Actual 02/03/18 £000	Variance 02/03/18 £000		% Variance 02/03/18	Note
Employee Costs	12,639	12,197	442	11,373	10,991	382	under	3.4%	1
Property Costs	37,938	39,460	(1,522)	31,432	32,323	(891)	over	(2.8%)	2
Supplies & Services	610	619	(9)	520	516	4	under	0.8%	
Transport & Plant	216	176	40	183	145	38	under	20.8%	
Administration Costs	5,886	5,903	(17)	660	655	5	under	0.8%	
Payments to Other Bodies	3,490	3,232	258	63	76	(13)	over	(20.6%)	
Payments to Contractors	100	61	39	95	52	43	under	45.3%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	19,520	19,513	7	19,587	19,574	13	under	0.1%	
Total Controllable Exp.	80,399	81,161	(762)	63,913	64,332	(419)	over	(0.7%)	
Total Controllable Income	(95,401)	(95,664)	263	(79,732)	(79,607)	(125)	under recovered	0.2%	3
Transfer to/(from) Balance Sheet	619	29	590	571	27	544	under	95.3%	
Net Controllable Exp.	(14,383)	(14,474)	91	(15,248)	(15,248)	0	-	0.0%	
Loan Charges	14,383	14,474	(91)	0	0	0	-	0.0%	
Net Controllable Exp.	0	0	0	(15,248)	(15,248)	0	-	0.0%	

Variance Explanations1. **Employee Costs**

The underspend in Employee Costs is due to higher than anticipated staff turnover across the service to date.

2. **Property Costs**

This overspend is due to repairs and grounds maintenance works being higher than budgeted which these are demand led services this overspend is being managed within the overall budget. This includes partial offset by underspend in the forecast bad debt requirements due to a delay in the timing of the anticipated impact of welfare reform this financial year.

3. **Income**

This under recovery relates to a lower than forecast number of council houses due to the timing of the new build completions this financial year.

Report

7

Report to:	Housing and Technical Resources Committee
Date of Meeting:	23 May 2018
Report by:	Executive Director (Finance and Corporate Resources) and Executive Director (Housing and Technical Resources)

Subject:	Housing and Technical Resources – Workforce Monitoring – January to March 2018
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide employment information for January to March 2018 relating to Housing and Technical Resources

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

(1) that the following employment information for January to March 2018 relating to Housing and Technical Resources be noted:-

- ◆ attendance statistics
- ◆ occupational health
- ◆ accident/incident statistics
- ◆ discipline, grievance and Dignity at Work cases
- ◆ analysis of leavers and exit interviews

3. Background

3.1. As part of the Council's performance management arrangements, regular workforce monitoring reports are submitted to Committee. This report for Housing and Technical Resources provides information on the position for January to March 2018.

4. Monitoring Statistics

4.1. Attendance Statistics (Appendix 1)

Information on absence statistics is analysed for the month of March 2018 for Housing and Technical Resources.

The Resource absence figure for March 2018 was 5.4%, a decrease of 0.2% when compared to last month and is 0.7% higher than the Council-wide figure. Compared to March 2017, the Resource absence figure has increased by 0.8%.

Based on the absence figures at March 2018 and annual trends, the annual average absence for the Resource for 2017/2018 is 4.9%, compared to a Council-wide average figure of 4.2%.

For the financial year 2017/2018, the average days lost per employee within the Resource equates to 12.1 days, compared with the overall figure for the Council of 10.1 days per employee.

4.2. Occupational Health (Appendix 2)

In terms of referrals to occupational health, which include medical examinations and physiotherapy, overall 183 referrals were made this period, a decrease of 5 when compared with the same period last year.

4.3. Accident/Incident Statistics

There were 17 accidents/incidents recorded within the Resource this period, an increase of 7 when compared to the same period last year.

4.4. Discipline, Grievance and Dignity at Work (Appendix 2)

During the period, 2 disciplinary hearings were held within the Resource, a decrease of 7 when compared to last year. During this period 1 appeal was heard by the Appeals Panel. Two grievance hearings were held within the Resource, this figure has decreased by 2 when compared to the same period last year. No Dignity at Work complaints were raised within the Resource, which is a decrease of 1 when compared to the same period last year.

4.5. Analysis of Leavers (Appendix 2)

There were 10 leavers in the Resource eligible for an exit interview this period, an increase of 5 when compared with the same period last year. No exit interviews were conducted.

5 Employee Implications

- 5.1. There are no implications for employees arising from the information presented in this report.

6. Financial Implications

- 6.1. All financial implications are accommodated within existing budgets.

7. Other Implications

- 7.1. There are no implications for sustainability or risk in terms of the information contained within this report.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 8.2. There was no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning
Executive Director (Finance and Corporate Resources)

12 April 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent
- ◆ Fair, open and sustainable
- ◆ Ambitious, self aware and improving
- ◆ Excellent employer
- ◆ Focused on people and their needs
- ◆ Working with and respecting others

Previous References

- ◆ Housing and Technical Resources, 7 March 2018

List of Background Papers

- ◆ Monitoring information provided by Finance and Corporate Resources

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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ABSENCE TRENDS - 2015/2016, 2016/2017 & 2017/2018
Housing & Technical Resources

APT&C				Manual Workers				Resource Total				Council Wide				
	2015 / 2016	2016 / 2017	2017 / 2018		2015 / 2016	2016 / 2017	2017 / 2018		2015 / 2016	2016 / 2017	2017 / 2018		2015 / 2016	2016 / 2017	2017 / 2018	
April	4.5	4.6	4.3	April	5.0	6.3	4.5	April	4.7	5.1	4.4	April	3.8	4.3	3.9	
May	3.6	4.3	4.2	May	4.7	5.0	3.9	May	3.9	4.5	4.1	May	3.9	4.4	4.2	
June	3.8	4.3	3.9	June	4.6	5.5	4.4	June	4.0	4.7	4.1	June	3.5	4.1	3.9	
July	3.5	4.1	4.3	July	4.1	4.5	4.9	July	3.7	4.2	4.5	July	2.9	3.3	3.0	
August	3.7	4.9	4.7	August	4.3	5.7	4.0	August	3.9	5.1	4.4	August	3.3	3.6	3.2	
September	3.5	5.1	4.3	September	3.8	4.6	4.5	September	3.6	5.0	4.4	September	3.8	4.1	4.0	
October	4.2	5.5	3.8	October	4.1	5.0	4.4	October	4.2	5.3	4.0	October	4.1	4.4	4.1	
November	4.4	4.9	4.9	November	4.5	6.7	6.4	November	4.5	5.5	5.5	November	4.7	4.9	4.8	
December	4.0	5.0	5.0	December	4.9	6.7	9.0	December	4.3	5.6	6.6	December	4.7	4.9	5.1	
January	3.9	5.0	5.4	January	4.9	4.3	7.3	January	4.2	4.8	6.2	January	4.6	4.5	5.0	
February	4.2	4.9	5.2	February	6.5	4.7	6.1	February	4.9	4.8	5.6	February	5.0	5.0	5.0	
March	4.9	4.7	5.1	March	7.3	4.6	6.0	March	5.7	4.6	5.4	March	5.2	4.7	4.7	
Annual Average	4.0	4.8	4.6	Annual Average	4.9	5.3	5.5	Annual Average	4.3	4.9	4.9	Annual Average	4.1	4.4	4.2	
Average Apr-Mar	4.0	4.8	4.6	Average Apr-Mar	4.9	5.3	5.5	Average Apr-Mar	4.3	4.9	4.9	Average Apr-Mar	4.1	4.4	4.2	
No of Employees at 31 March 2018			897	No of Employees at 31 March 2018			558	No of Employees at 31 March 2018			1455	No of Employees at 31 March 2018			15012	

For the financial year 2017/18, the average days lost per employee equates to 12.1 days.

HOUSING AND TECHNICAL RESOURCES

	Jan-Mar 2017	Jan-Mar 2018
MEDICAL EXAMINATIONS		
Number of Employees Attending	49	66
EMPLOYEE COUNSELLING SERVICE		
Total Number of Referrals	18	7
PHYSIOTHERAPY SERVICE		
Total Number of Referrals	87	74
REFERRALS TO EMPLOYEE SUPPORT OFFICER	29	28
REFERRALS TO COGNITIVE BEHAVIOUR THERAPY	5	8
TOTAL	188	183

CAUSE OF ACCIDENTS/INCIDENTS	Jan-Mar 2017	Jan-Mar 2018
Specified Injuries*	0	2
Over 7 day absences	1	4
Over 3 day absences**	1	0
Minor	4	8
Violent Incident: Physical****	2	0
Violent Incident: Verbal*****	2	3
Total Accidents/Incidents	10	17

*A Specified Injury is any fracture (other than to the fingers, thumbs or toes), amputation, loss of sight, serious burns, crushing injury, scalping, loss of consciousness caused by asphyxiation/ head injury, a chemical or hot metal burn to the eye or pen

**Over 3 day / over 7day absence is an injury sustained outwith specified injury category that results in a period of absence of absence as defined by the HSE.

***Near Miss - Any unexpected, unplanned occurrence (except Dangerous Occurrences) that does not lead to injury of persons, damage to property, plant or equipment but may have done so in different circumstance.

****Physical violent incidents are included in the "Specified" figures, where applicable, to provide the "Total Specified" figures.

****Physical violent incidents and ***** Verbal Violent Incidents are included in the "Over 3-day or Over 7-day" figures, where applicable, to provide the "Total Over 3-day or Over 7-day" figures.

****Physical Violent Incidents and ***** Verbal Violent Incidents are included in the "Minor" figures, where applicable, to provide the "Total Minor" figures.

RECORD OF DISCIPLINARY HEARINGS	Jan-Mar 2017	Jan-Mar 2018
Total Number of Hearings	9	2
Total Number of Appeals	0	1

Time Taken to Convene Hearing Jan-Mar 2018

0-3 Weeks
2

4-6 Weeks
0

Over 6 Weeks
0

RECORD OF GRIEVANCE HEARINGS	Jan-Mar 2017	Jan-Mar 2018
Number of Grievances	4	2
Number Resolved at Stage 1	1	1
Number Resolved at Stage 2	3	0
Still in Progress	0	1

RECORD OF DIGNITY AT WORK	Jan-Mar 2017	Jan-Mar 2018
Number of Incidents	1	0
Number Resolved at Formal Stage	1	0

ANALYSIS OF REASONS FOR LEAVING	Jan-Mar 2017	Jan-Mar 2018
Personal Reasons	1	0
Number of Exit Interviews conducted	1	0

Total Number of Leavers Eligible for Exit Interview	5	10
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Percentage of interviews conducted	20%	0%
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Report

8

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **23 May 2018**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Housing Repairs Policy Review**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ request approval for the revised Housing Repairs Policy

2 Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the revised Housing Repairs Policy, attached as Appendix 1, be approved;
and
- (2) that the new policy be implemented from 2 July 2018.

3. Background

- 3.1. The Council has a statutory duty to provide a repairs service to maintain its housing stock and related assets to an acceptable standard.
- 3.2. The current Housing Repairs Policy was introduced by Housing and Technical Resources on 1 October 2010 to assist in the delivery of the statutory duty and requires to be regularly reviewed to ensure it remains fit for purpose.
- 3.3. Over the course of the last 12 months, a significant pre-consultation process has been undertaken by Housing and Technical Resources and tenant representatives from the Tenant Participation Co-ordination Repairs Sub Group, supported by the South Lanarkshire Tenant Development Support Project (SLTDSP).
- 3.4. Officers worked closely with tenants to review the existing Housing Repairs Policy and agree the scope and timeline for the review. This co-production process informed the development of the consultative draft document which was issued for formal consultation between 29 January and 16 April 2018.

4. Draft Housing Repairs Policy

4.1. The draft policy comprises of the following key sections:-

- ◆ policy objectives
- ◆ access to the service
- ◆ repair responsibilities
- ◆ service standards
- ◆ comments, compliments and complaints
- ◆ monitoring and review

- 4.2. The overall aim of the Housing Repairs Policy is to provide customers with a high quality, efficient and comprehensive housing repairs service. The Policy covers the responsive and planned repairs service the Council provides for its housing stock and related assets, including:-

- ◆ repairs reported directly by customers
- ◆ repairs identified through routine management of estates
- ◆ planned programmes of maintenance

5. Consultation

- 5.1. During the consultation, a particular emphasis was placed upon seeking views from the broad range of customers who currently use or who may use the repairs service in the future.
- 5.2. To assist customers in providing feedback on the Policy, a survey was developed comprising 6 questions relating to the key sections of the Policy. The survey was made available online, as a paper copy and was also used to inform group discussions. In addition to providing responses to the survey questions, customers also had the opportunity to provide any additional views or comments.
- 5.3. The draft policy and associated consultation was publicised through a variety of formats including Housing News, on the Council's website and on social media. SMS texts, emails and letters were also sent to a contact panel consisting of tenants and residents who had previously expressed an interest in being consulted on housing matters.
- 5.4. The draft policy was also distributed to a wide range of stakeholders and interested parties including elected members, Council employees, tenant representatives, tenant and resident groups and other local authorities.
- 5.5. Specific consultation events included:-
- ◆ presentation and discussion with the Tenant Participation Co-ordination Repairs Sub-group
 - ◆ presentation and discussion at 8 local Housing Forums
 - ◆ presentation and discussion at 9 Neighbourhood Management Boards
 - ◆ presentation to East Kilbride Sheltered Housing Forum and discussions held between staff and tenants at sheltered housing complexes across South Lanarkshire
 - ◆ discussion with both the Disability Housing Partnership Sub-group and the Older Peoples' Assembly
 - ◆ discussion with the Housing Services Management Team and staff through a Service Development Session
 - ◆ 2 focus groups with service users at both Gypsy/Traveller sites in South Lanarkshire
 - ◆ 2 focus groups for homelessness service users who have experience of the repairs service

6. Consultation Results

- 6.1. During the specific consultation events noted at 5.5 and also through the online survey, 230 repairs service customers and future customers were consulted on the draft policy.

6.2. Based on responses to the survey questions, the following general feedback on the policy was received:-

- ◆ 95% of respondents agreed the aim of the Policy was clear
- ◆ 77% of respondents agreed the Policy objectives were appropriate
- ◆ 94% of respondents agreed with the service standards

6.3. Views and comments collated through the consultation process have been considered and a number of actions taken to revise the document accordingly. A number of common themes were highlighted during the consultation and these have been outlined in the table below along with the response/action taken in respect of each.

Comment	Response/action
Reduce jargon and technical language	<ul style="list-style-type: none"> • The document has been reviewed to ensure it is written in plain English with changes made to simplify the language used. • A glossary of terms and abbreviations used within the document has been included at Section 9.
Divisional fencing should be included within the Council's responsibilities	<ul style="list-style-type: none"> • During pre-consultation, this issue was considered and discussed by the Tenant Participation Co-ordination Repairs Sub-group and the repairs service. The costs and resources associated with providing divisional fencing would have a negative impact on the ability of the repairs service to carry out its wider responsibilities. It was, therefore, agreed that divisional fencing should not be included within the council's responsibilities. • The Resource will monitor and review this decision to ensure all tenants continue to receive the appropriate services.
Responsibilities in relation to flooring requires to be clarified	<ul style="list-style-type: none"> • The wording relating to customer responsibilities on floor coverings has been amended in Section 4 of the Policy to highlight that the Council remains responsible for floorboards and concrete flooring within properties.
Additional support should be offered to sheltered housing tenants who are unable to complete their own repair responsibilities.	<ul style="list-style-type: none"> • The Policy has been amended in Section 4 to reflect that additional support may be available to customers who require assistance to carry out repairs they are responsible for.

7. Next Steps

7.1. Subject to Committee approval, it is proposed that the revised Policy be implemented from 2 July 2018.

7.2. As part of the implementation process, the revised Policy and service standards will be publicised in Housing News and on the Council's website.

- 7.3. The Tenant Participation Co-ordination Repairs Sub-group will continue to meet to monitor the repairs service and will develop a monitoring framework to ensure that effective progress is being made.
- 7.4. In accordance with the policy review schedule, the next review of the Housing Repairs Policy is scheduled to take place during 2023/2024.
- 8. Financial Implications**
- 8.1. None.
- 9. Employee Implications**
- 9.1. None.
- 10. Other Implications**
- 10.1. There are no implications in terms risk and sustainability contained within this report.
- 11. Equality Impact Assessment and Consultation Arrangements**
- 11.1. An equality impact assessment has been carried out on the recommendations contained in this report and, where issues were identified, remedial action has been taken. The assessment is that the proposals do not have any adverse impact on any part of the community covered by equalities legislation, or on community relations, and the results of the assessment will be published on the Council website.

Daniel Lowe
Executive Director (Housing and Technical Resources)

27 April 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve the availability, quality and access of housing
- ◆ Work with communities and partners to promote high quality, thriving and sustainable communities

Previous References

- ◆ Housing and Technical Resources Committee report on Housing and Maintenance Repairs Policy, 1 June 2010

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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6. Comments, compliments and complaints
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9. Glossary of terms

1. Introduction

- 1.1 The Council has a statutory duty to provide a repairs service to maintain our housing stock and related assets to an acceptable standard.
- 1.2 This policy document sets out our approach to dealing with repairs to council houses and details the following:
- the objectives of the housing repairs policy
 - access to the service
 - repair responsibilities
 - service standards
 - comments, compliments and complaints
 - monitoring and review
- 1.3 The policy covers the responsive and planned repairs service we provide for the council's housing stock and related assets including:
- repairs reported directly by customers
 - repairs identified through routine management of the housing stock and estates
 - planned programmes of maintenance, including communal and external areas that we are jointly responsible for with other owners
- It excludes improvement work carried out through the Capital Investment Programme and Home+.
- 1.4 The policy is supplemented by more detailed information for customers contained in a range of publications, including the Tenant's Guide to Repairs.
- 1.5 To complement the work carried out to improve our housing stock to the South Lanarkshire, Scottish Housing Quality Standard (SHQS), and the Energy Efficiency Standards for Social Housing (EESH) through the Home+ Programme, the repairs service plays a key part in ensuring that our housing stock is maintained to a high standard.
- 1.6 This policy is effective from 2 July 2018 and replaces all previous policies.

2. Policy objectives

- 2.1 The Council aims to provide customers with a high quality, efficient and comprehensive housing repairs service.
- 2.2 Our policy objectives are to:
- provide a prompt, efficient and effective housing response repairs service
 - maximise the useful life of our housing stock and related assets

- ensure homes are warm, comfortable and in a good and safe condition of repair and continue to meet the requirements of the South Lanarkshire Standard, SHQS and EESSH
- maximise planned maintenance programmes
- consult and seek feedback from customers to ensure that the services provided are appropriate and effective
- achieve high standards of customer care
- monitor and continuously improve the performance of staff and contractors, taking into account customer feedback
- comply with legal duties, review and where appropriate implement examples of best practice, and ensure value for money
- ensure ease and equality of access to the service

2.3 To help achieve these objectives, we will:

- ensure all customers are provided with clear information on repair responsibilities and what we will do when the repair is our responsibility
- advise customers when they make a request on whether there is a need for an inspection before the work is carried out and make an appointment if we do
- carry out repairs in accordance with our published service standards and complete repairs with minimum disruption and, where possible, at the first visit
- provide an emergency repair service
- carry out post inspection of a range of repairs to ensure that they are completed to the agreed standard
- reclaim costs from customers who wilfully, or through neglect, damage their homes (see section 5 of the Scottish Secure Tenancy Agreement and page 5 of the Tenants Guide to Repairs)

2.4 Section 5 of this policy sets out our service standards and the arrangements for monitoring progress with the service and achieving our objectives.

3. Access to the service

3.1 The Council are committed to making the housing repairs service open and accessible to all customers.

3.2 There are a number of ways to report repairs, which are designed to make the service as accessible as possible, including:-

- online through our website
- by telephoning,

- writing to, or e-mailing, the Repairs Contact Centre
- through Minicom*
- emergency repairs can be reported outwith office hours by telephoning the emergency out of hours service

3.3 Addresses and telephone numbers are noted in publications and are publicised on the Council's website.

3.4 We will provide a range of clear information on the housing repairs service, including:

- repairs that we are responsible for
- repairs customers are responsible for
- how to report a repair
- how we will respond to repair requests
- carrying out the work
- comments, compliments and complaints

The information provided on the housing repairs service will be updated to reflect any changes in policy or practice as necessary.

3.5 Information on the housing repairs service is issued to all new tenants as part of the tenancy sign-up process and is available on the Council's website.

4. Repair responsibilities

4.1 The Council are responsible for the majority of repairs to the structure and outside of the building and to the fixtures and fittings in the home, to keep the structure of homes in good repair and to keep them wind and watertight. Whilst we are responsible for most repairs, tenants also have a responsibility for some repairs within their home.

4.2 We have a variety of maintenance programmes in place which are carried out on a planned basis, designed to ensure safe and healthy occupancy of the home. These include annual servicing of gas and solid fuel heating systems and five yearly electrical wiring checks. These programmes are carried out without the need for customers to request the work and the main obligation on customers is to provide access to their home in order to complete the works.

*Minicom is a small electronic typewriter and screen linked to a telephone system, which enables people with hearing or speech difficulties to send and receive messages.

4.3 The main types of repairs for which the customer is responsible are detailed within the “Tenants Guide to Repairs” and include:-

- decoration, including repairs to minor cracks or holes in plasterwork
- damage/breakages caused by neglect or carelessness of the customer, their family or visitors to their home
- any floor coverings, including vinyl floor covering fitted as part of the Home+ Programme, but excluding floorboards and concrete flooring
- supplying and fitting plugs and chains to sinks, basins and baths
- fixtures and fittings e.g. curtain rails, decorative light fittings, external lights
- light bulbs, fluorescent tubes or starters, plugs or fuses connected to appliances, unless fitted by the council
- batteries for battery operated smoke alarms
- cookers, refrigerators and washing machines (including the installation of washing machines) unless we provided them as part of a tenancy
- extra door or window locks, spy-holes or security chains
- divisional fencing and outhouses
- shower curtains

The above list is not exhaustive and there may be other types of repairs the customer is responsible for.

4.4 It is recognised that there may be customers who, as a result of their individual circumstances, are unable to carry out repairs they are responsible for. In these situations, additional support and assistance may be available to the customer to complete the repair.

5. Service standards

5.1 When the Council are contacted with a repairs request we will confirm whether the repair is our responsibility and will progress with the repair if it is. We will:

- help identify the repair needed which may include visiting the property to carry out an inspection
- explain to the customer how long it will take to complete the repair or inspection
- offer a convenient appointment time for all inspections and internal repairs
- telephone/write to/text the customer to confirm details of all routine or repairs by appointment repairs

- 5.2 In line with current legislation we operate the 'Tenant's Right to Repair' scheme. This allows customers to arrange for certain repairs to be carried out by an alternative contractor if we have not responded within our publicised timescales. Customers are advised when they report a repair to the Repairs Contact Centre if it is a 'qualifying repair' under this scheme. Compensation will be paid to customers, where appropriate, in line with our statutory obligations. Customers will be required to submit their request for compensation in writing.
- 5.3 It may be necessary for us to carry out an inspection before work is carried out to identify the materials needed to complete the repair. If we do, we will arrange a weekday morning or afternoon appointment time for this visit to take place within five working days of the repair being reported. Where possible we will try to arrange appointment times that are suitable to the customer. During the inspection the Technical Officer will advise the customer of any repair works needed and the anticipated timescale for their completion.
- 5.4 Work will be prioritised and instructed based on the type of repair and the risk posed to health and safety. Repair categories, together with their associated timescales for completion, are noted below:-

- **Emergency repairs** - We aim to complete these repairs within 24 hours. These repairs will generally be attended to within six hours of the fault being reported. No appointments will be made for emergency repairs but we will discuss a suitable time to access customers' homes to make sure that the emergency work can be done. This category of work will generally involve making the fault safe and thereafter we will make an appointment, suitable to the customer, to carry out any further work which may be required.

The types of repairs carried out through this category include, but are not limited to, burst pipes, faulty electrics, no heating, security and health and safety issues.

- **Repairs by appointment** – These are provided for the majority of work where we require access to homes. Where possible we will try to arrange appointment times that are suitable to the customer. We aim to have these works carried out within 20 working days from date of request. With all internal works we aim to have these repairs completed, where possible, at the first visit.

The types of repairs carried out through this category include, but are not limited to, internal repairs to doors, floorboards, plasterwork, electrical and plumbing works.

- **Routine/geographical repairs** - These are provided where the work is not urgent and we do not need access to the home. We aim to have these works carried out within 30 working days from date of request, as part of geographical works programme.

The types of repairs carried out through this category include, but are not limited to, roughcast, boundary fencing, roofing, lock ups, gutters and downpipes.

5.5 For repairs by appointment and routine repairs we will telephone/write to/text customers to confirm the detail of the repair requested and any appointment date and time made.

5.6 **Rechargeable repairs**

Customers will be asked to pay for any repairs that have occurred as a result of:

- damage, or misuse caused by them, their family or visitors to their home
- gaining access into their home and changing locks when they have lost their keys
- the replacement of broken glass

Whilst the list above identifies the most common re-chargeable repairs, it is not exhaustive.

5.7 **Planned and cyclical maintenance**

In addition to responsive repairs, we also carry out planned and cyclical maintenance works. This includes, but is not limited to, cleaning gutters, clothes poles, slab repairs and external paint work.

Through the housing repairs service we also aim to undertake additional work such as gutter cleaning and external paintwork on a planned programme rather than on a responsive basis. This ensures that investment made to bring the housing stock up to the SHQS is protected in the long term.

5.8 **Common repairs**

All property owners have a responsibility to meet a share of the cost of the maintenance of common parts of buildings that the council maintain and these will be recharged to them in accordance with the title deeds or deeds of declaration of conditions for their home.

5.9 **Annual servicing**

The contractors appointed by the service will contact the customer directly to make initial arrangements for access regarding annual servicing of all gas and solid fuel appliances, as well as lifts and fire/intruder alarms etc.

5.10 **Gas safety legislation/solid fuel heating**

We place a high priority on gas and solid fuel safety. All reasonable efforts will be made to arrange a convenient appointment with customers to have these works carried out, but if we are unable to do so, we may need to force entry at a date and time notified to the customer. The cost of forcing entry will be recharged to the customer.

5.11 **Electrical testing**

We place a high priority on electrical testing. All reasonable efforts will be made to arrange a convenient appointment with the customer to have this work carried out.

5.12 **Carrying out the work**

When repair work is being carried out we will treat customer's homes with courtesy and respect. We will:

- always display identification badges
- explain the work we have come to do
- advise which rooms we will need to work in
- advise on whether any furniture, floor coverings (including laminate floor) require to be moved to allow access to complete the work. This is normally the customer's responsibility, however, if help and assistance is required to move carpets or furniture, we will aim to assist
- advise approximately how long the work will take

5.13 We aim to carry out all works with the minimum mess and disruption possible and when the repair is complete, we will remove any debris.

5.14 **Compensation**

Where dehumidifiers are required whilst we try to complete repair works, we will pay compensation based on an agreed daily rate for each day that they are needed.

Where we have caused damage to any fixtures and/or fittings in a customer's home, we will endeavour to repair or replace these and where this is not possible, a third party claim form will be provided. On completion by the customer the claim form will be assessed by our Risk Management Service and any compensation will be paid in accordance with the assessment made.

6. **Comments, compliments and complaints**

6.1 We are committed to providing high quality services to customers, but we know that sometimes we may get this wrong. When this happens we want customers to tell us about it in order that we can put things right. Similarly we want customers to let us know if they are happy with the service we provide.

6.2 There are a range of ways that customers can provide views on the service including:-

- online through our website
- by telephoning, writing to or emailing our Repairs Contact Centre
- by completing and returning a satisfaction questionnaire
- through providing feedback to tenants groups/Local Housing Forums etc

7. Monitoring and review

7.1 To ensure that the policy is achieving the objectives set out in section 2, it will be subject to regular monitoring and review.

7.2 Regular reports on performance will be provided to a range of audiences including:-

- Housing and Technical Resources, Resource Management Team
- Tenant Participation Co-ordination Group – Repairs Sub Group
- Local Housing Forums
- All tenants through Housing News

8. Equal opportunities

8.1 This policy is consistent with the Council's Equal Opportunities Policy and aims to ensure that we act fairly and lawfully on all occasions. We will not discriminate against anyone on the grounds of race, colour, ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief.

8.2 An Equality and Diversity Impact Assessment has been carried out to ensure that the policy is inclusive and does not unfairly disadvantage any groups within the community. We will continue to monitor the policy to ensure that it achieves all equalities objectives set.

9. Glossary of Terms

Acceptable Standard:

The acceptable standard is what the council determine as the property being fit for purpose in line with our council house letting standard. This ensures your home:

- is energy efficient
- has modern facilities and services
- is healthy, safe and secure
- is free from serious disrepair

Scottish Housing Quality Standard (SHQS):

All social landlords (including the council) must ensure the homes they rent meet a minimum standard set out by the Scottish Government.

Home+ Programme:

The council's programme for delivering new homes and improving existing homes to meet the Scottish Housing Quality Standard.

Energy Efficiency Standard for Social Housing (ESSH):

The Energy Efficiency Standard for Social Housing (ESSH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

Scottish Secure Tenancy Agreement (SSTA):

The SSTA was introduced by the Housing (Scotland) Act 2001. It is a legal agreement which sets out your rights and responsibilities as a tenant and is signed by every council tenant.

Report

9

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **23 May 2018**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Housing Services Customer Involvement Strategy 2018 to 2022**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ request approval for the Housing Services Customer Involvement Strategy 2018 to 2022

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Housing Services Customer Involvement Strategy 2018 to 2022 attached as Appendix 1, be approved; and
- (2) that an annual progress report on progress against the strategic outcomes be presented to Committee in autumn 2019.

3. Background

- 3.1. The Housing (Scotland) Act 2001 introduced a range of duties in relation to tenant participation with the key requirements being to prepare a Tenant Participation Strategy and maintain a register of tenant organisations.
- 3.2. Taking into account the principles of the Community Empowerment (Scotland) Act 2015 and to reflect the focus of the Scottish Housing Regulator on landlord, homelessness and gypsy/traveller services, it was agreed with tenant representatives that the new strategy should be broadened to include other customer groups using Housing Services.
- 3.3. To reflect the broader approach to involving wider groups, the Council's fourth strategy for tenant participation has been named the Housing Services Customer Involvement Strategy. For the purposes of this Strategy, the term 'customer' includes tenants, future tenants, homelessness customers and residents of the two Gypsy/Traveller sites.
- 3.4. During the last 18 months a significant pre-consultation process has been undertaken by Housing and Technical Resources and the Tenant Participation Co-ordination Group (TPCG), supported by the South Lanarkshire Tenant Development Support Project (SLTDSP). Officers have worked closely with tenants to review the progress made during the period of the existing Tenant Participation Strategy and agree the scope and timeline for the updated Strategy.

- 3.5. This process informed the development of a co-produced consultative draft strategy which was subsequently issued for formal consultation in January 2018.

4. Housing Services Customer Involvement Strategy 2018 to 2022

- 4.1. The Strategy sets out:-

- ◆ the strengths of our approach and achievements to date
- ◆ what we intend to do to further develop customer involvement
- ◆ how we will measure success and monitor progress

- 4.2. The overall objective of the updated Strategy is to provide housing customers with a range of effective opportunities to become involved and help shape housing services. In order to achieve this objective the following four strategic outcomes have been agreed with the TPCG:-

- ◆ customers are informed and knowledgeable
- ◆ more customers are involved
- ◆ customers help to drive continuous service improvement
- ◆ customers help to shape change and make a difference

- 4.3. The commitment to involving customers in shaping housing services is in line with the Council's values to be accountable, effective, efficient and transparent; fair, open and people focused; ambitious, self-aware and improving; and working with and respecting others.

- 4.4. The action plan in the Strategy sets out the detail of the actions and outcomes intended to ensure that progress is made in relation to each of the four strategic outcomes.

5. Consultation

- 5.1. The draft strategy was issued for formal consultation between 29 January and 16 April 2018 and a particular emphasis during the consultation was placed upon seeking views from a broad range of customers who use housing services.

- 5.2. To assist customers in providing feedback on the Strategy, a survey was developed comprising 6 questions relating to the key sections of the Strategy. The survey was made available online, and a paper copy and was also used to inform group discussions. In addition to providing responses to the survey questions, customers also had the opportunity to provide any additional views or comments.

- 5.3. The draft Strategy and associated consultation was publicised through a variety of formats including Housing News, on the Council's website and on social media. SMS texts, emails and letters were also sent to a contact panel consisting of tenants and residents who had previously expressed an interest in being consulted on housing matters.

- 5.4. The draft strategy was also distributed to a wide range of interested parties including elected members, tenant representatives, tenant and resident groups, other local authorities, the Tenants Information Service (TIS) and Tenant Participation Advisory Service (TPAS).

- 5.5. Specific consultation events included:-

- ◆ discussion with the Tenant Participation Co-ordination Group, facilitated by the SLTDSP

- ◆ presentation and discussion at 8 local Housing Forums
- ◆ presentation and discussion at 9 Neighbourhood Management Boards
- ◆ presentation to East Kilbride Sheltered Housing Forum and discussions held between staff and tenants at sheltered housing complexes across South Lanarkshire
- ◆ discussion with both the Disability Housing Partnership Sub-group and the Older Peoples assembly
- ◆ discussion with the Housing Services Management Team and employees through a Service Development Session
- ◆ 2 focus groups with service users at both Gypsy/Traveller sites in South Lanarkshire
- ◆ 2 focus groups for homelessness service users

- 5.6. During the specific consultation events noted at 5.5 and also through the online survey, 236 housing service customers provided views on the consultative draft strategy.
- 5.7. A wide range of positive views were expressed during the consultation with many respondents commenting that the strategy was well presented and easy to understand.
- 5.8. There was strong support for the strategic outcomes with particular emphasis on the need to focus upon increasing the levels of involvement and improving the range of opportunities for customers to become involved, including the use of social media.
- 5.9. Based on responses to the survey questions, the following general feedback on the strategy was received:-
- ◆ 96% of respondents agreed the aim of the strategy was clear
 - ◆ 92% of respondents agreed the strategic outcomes were appropriate
 - ◆ 100% of respondents agreed with the actions identified to ensure progress is made on the strategic outcomes
 - ◆ 61% of respondents agreed that the process identified to monitor the strategy is robust and effective
- 5.10. Views and comments collated through the consultation as well as suggestions to improve the strategy have been considered and a number of remedial actions taken to revise the document accordingly. A number of common themes were highlighted during the consultation and these have been set out in the table below along with the response/action taken in respect of each.

Comment	Response/action(s)
Increased focus on homelessness service users required	<ul style="list-style-type: none"> • The document has been amended at Section 6 to include a specific action relating to engaging with homelessness service users.
More emphasis on engaging with young people required	<ul style="list-style-type: none"> • The document has been amended at Section 6 to include specific actions relating to engaging with young people.
The strategy is too long	<ul style="list-style-type: none"> • To complement the strategy and encourage customers to get involved, a short guide on customer involvement will be developed and widely publicised.

Comment	Response/action(s)
Ensure all customer groups are kept informed	<ul style="list-style-type: none"> Customers living in temporary accommodation will receive a copy of the Housing News Processes will be monitored and reviewed to ensure that as many customer groups as possible are kept informed in ways that suit them.
The term 'scrutiny' may discourage customers from getting involved	<ul style="list-style-type: none"> The term is used nationally by the Scottish Housing Regulator and to ensure consistency across all local authorities it is proposed that the term should remain within the strategy. To provide clarity the strategy includes an explanation of the term scrutiny.
More information should be provided on customer panels	<ul style="list-style-type: none"> Action 2.3 within the strategy states that the council will establish customer panels throughout the duration of the strategy. This process will include publicising the role of the panels and how customers can get involved.

6. Next Steps

- 6.1. The TPCG will be responsible for overseeing the implementation and monitoring of the Strategy. A monitoring framework will be established with the TPCG to ensure that the strategy is making effective progress in relation to the strategic outcomes. Taking account of feedback on the efficiencies of current monitoring arrangements, the group will give specific consideration to how monitoring and reporting on the Strategy can be further developed and improved.
- 6.2. It is proposed that a progress report on the strategic outcomes will be presented to Committee on an annual basis, with the first report coming to member in Autumn 2019.

7. Financial Implications

- 7.1. There are no financial implications associated with this report.

8. Employee Implications

- 8.1. There are no employee implications associated with this report.

9. Other Implications

- 9.1. There are no issues in terms of risk and sustainability associated with this report.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. An equality impact assessment has been carried out on the recommendations contained in this report and, where issues were identified, remedial action has been taken. The assessment is that the proposals do not have any adverse impact on any part of the community covered by equalities legislation, or on community relations, and the results of the assessment will be published on the Council website.

Daniel Lowe
Executive Director (Housing and Technical Resources)

26 April 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve the availability, quality and access of housing

Previous References

- ◆ None

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Appendices

Appendix 1: Links to other plans and strategies

Appendix 2: Ways to get involved

Appendix 3: Action Plan 2018-2022

1. Introduction

- 1.1 This is the fourth strategy prepared in accordance with the requirements of the Housing (Scotland) Act 2001. This strategy aims to build upon the achievements of our previous Tenant Participation strategies and sets out our continued commitment to engaging and involving customers in shaping housing services.
- 1.2 The key aim of this strategy is to broaden the focus and ensure wider engagement with both tenants and other customers. This reflects the principles of both the Community Empowerment (Scotland) Act 2015 and the National Standards for Community Engagement.
- 1.3 This strategy sets out:
 - the strengths of our approach and achievements to date
 - what we intend to do to further develop customer involvement
 - how we will measure success and monitor progress
- 1.4 South Lanarkshire Council has a long history of meaningful customer involvement, and tenants and other customers were very much involved in co-producing this strategy. A significant pre-consultation process was undertaken which involved the Tenant Participation Co-ordination Group (TPCG) supported by the South Lanarkshire Tenant Development Support Project (SLTDSP), tenant group representatives and staff. All views, comments and suggestions received during pre-consultation were taken into account in the development of the consultative draft strategy.
- 1.5 The draft strategy was subject to a significant period of consultation between January and April 2018. During the formal consultation on the strategy, a range of customers were invited to comment on the draft strategy including; tenant and resident groups; homelessness service users; sheltered housing tenants and gypsy/travellers. Views were also sought from other stakeholders including local elected members, neighbouring local authorities and organisations that provide support to tenants across Scotland.
- 1.6 The views expressed during the consultation have helped to shape the finalised strategy and as it is implemented customers' views will continue to influence and shape the delivery of housing services.
- 1.7 Within this strategy, the term 'customer' refers to tenants, future tenants, homeless people and others who use housing services.
- 1.8 Our vision is to clearly demonstrate that customers are empowered and influence how housing services are delivered. The vision is aligned with the Community Empowerment (Scotland) Act 2015 which sets a clear direction in terms of community empowerment, ensuring strengthened participation and engagement.
- 1.9 We believe that effective customer involvement will further improve customer satisfaction, value-for-money, performance and service delivery.
- 1.10 This strategy will ensure we continue to:
 - listen to and understand our customers
 - deliver housing services our customers want and need
 - meet customers' expectations on quality and performance
 - involve our customers at a level where they feel comfortable
 - influence national agendas and impact positively on perceptions of customers
 - meet regulatory and legislative requirements

Overall, our focus is to listen to customers' views and aspirations to ensure they are able to influence future housing services delivery by scrutinising performance and identifying areas for improvement.

1.11 To deliver the strategy and to further develop our approach to customer involvement we have agreed four strategic outcomes:

- customers are informed and knowledgeable
- more customers are involved
- customers help to drive continuous service improvement
- customers help to shape change and make a difference

These outcomes have been co-produced with customer representatives based on comments and views received during the pre-consultation.

Further information on the strategic outcomes and associated actions are detailed in Section 6.

1.12 This strategy has been developed at a time when housing services are operating in a fast changing environment, with constraints on resources creating many challenges for service delivery. It is therefore important that customers are effectively involved and empowered in helping to achieve change in order that their needs and aspirations can be met.

1.13 We recognise that the best way to ensure that customers are involved in shaping our housing services is to work in partnership and build on existing relationships, taking account of the positive contribution that customers can make. This reflects the Asset Based Community Development approach as outlined in the National Guidelines for Community Engagement.

This approach is also in line with the council values outlined in Connect 2017-2022:

- focused on people and their needs
- working with and respecting others
- accountable, effective, efficient and transparent
- ambitious, self-aware and improving
- fair, open and sustainable

1.14 We are committed to equality of opportunity in all aspects of customer involvement and aim to ensure any barriers to effective involvement and participation arising from ethnicity, geographical location, particular needs, age, sexual orientation or disability are removed.

2. Legislative and regulatory framework

- 2.1 The Housing (Scotland) Act 2001 introduced a legal requirement for tenant participation and gave tenants the rights to:
- form independent registered tenant organisations
 - access information about housing policies
 - be consulted on issues that affect them
 - participate in decisions that affect the housing services they receive
 - have sufficient time to consider proposals
- 2.2 The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter. The aim of the Charter is to help improve the quality and value of services provided by social landlords.
- 2.3 We submit an Annual Return on the Charter to the Scottish Housing Regulator (SHR) and report on our landlord performance in meeting Charter outcomes to tenants. The report to tenants is produced in partnership with the Tenant Participation Co-ordination Group (TPCG) and is included within the autumn edition of Housing News and published on our website.
- 2.4 The Charter introduced a requirement for landlords to be more proactive in self regulation and to involve customers in scrutiny. Scrutiny is a way of giving tenants greater influence and ability to hold their landlord to account, examine services and standards and make recommendations for service improvements. It enables the service and customers to work in partnership to achieve better performance and improved outcomes. Further detail on our approach to scrutiny is provided in Section 5.
- 2.5 Charter measures relating to customer satisfaction are reported every three years. In our 2016/17 Charter annual return we reported the 2015/16 survey results detailed in the table below. There has been a significant improvement in the percentage of tenants who felt they had opportunities to participate in our decision-making processes. 85% of tenants who responded said they were satisfied with the range of opportunities available to enable them to become involved, compared to 54% in 2013/14. This result reflects well in relation to both the local authority landlord average and the Scottish average of 75% and 84% respectively.

South Lanarkshire Council Tenants Satisfaction Survey Results

Tenants satisfied with opportunities to participate			
Survey Year	South Lanarkshire Council	Local Authority Landlord Average	Scottish Average
2013/14	54%	72%	82%
2015/16	85%	75%	84%

- 2.6 As highlighted at 1.8 our approach to customer involvement takes account of the principles of the Community Empowerment (Scotland) Act 2015. This has specific focus on promoting effective engagement and participation to help communities achieve greater control and influence in the decisions and circumstances that affect their lives. To support organisations in putting the Act into practice, the National Standards for Community Engagement are used to shape the participation processes of public bodies as well as shape how community organisations can involve wider community interests.

2.7 Our approach to customer involvement is inherently linked to a broader framework of plans and strategies including:

- Community Plan 2017-2022
- Neighbourhood Plans
- Community Engagement Framework
- Connect 2017-2022, South Lanarkshire Council Plan
- Local Housing Strategy 2017-2022
- Housing and Technical Resources Resource Plan
- Customer Scrutiny Framework

Appendix 1 provides further details on the above plans and strategies.

3. Progress and achievements

3.1 Our previous Tenant Participation Strategy set out three strategic outcomes which provided the overarching focus for the actions to be progressed during the period of the strategy. These were:

- Increased levels of involvement
- Improved range of engagement opportunities which reflect the needs and aspirations of communities across South Lanarkshire
- Improved ability to show that tenants and service users influence and shape the housing service

3.2 Detailed below are key areas of progress and achievements made during the last strategy demonstrating the difference customer involvement has made.

Actions	Progress and Achievements
Involving tenants in the budgetary process	<ul style="list-style-type: none">• The Budget Scrutiny Group (BSG) continues to play an important role in scrutinising the budget and coordinating annual rent setting.• The BSG established a scrutiny panel to consider a range of budgetary information, with senior council officers invited to give evidence to the panel each year.• The BSG has been recognised nationally at the Tenant Participation Advisory Service (TPAS) by winning the 2017 award for Best Practice in Tenant Led Scrutiny. The group was also a finalist at the Chartered Institute of Housing Scotland Excellence Awards 2017. <p>Budget Scrutiny Group member quote:</p> <p><i>“The Budget Scrutiny Panel is a great opportunity for tenants to ask questions and get answers from senior council officers. This helped me to learn more about the financial part of the housing service”.</i></p>
Engaging customers at a central level	<ul style="list-style-type: none">• An annual programme of partnership has been co-produced with customers each year.• Improved joint monitoring of progress against agreed priorities with the establishment of the Progress Tracking Report (PTR) developed in consultation with the TPCG in 2012.

Actions	Progress and Achievements
Customer service scrutiny	<ul style="list-style-type: none"> • Customer Scrutiny Framework developed in conjunction with customers. • Completed first scrutiny exercise which focussed on the council house letting standard, resulting in the development of a joint action plan. • Completed a mystery shop exercise on the customer contact procedures within Housing Services. <p>Customer Scrutiny Group member quote:</p> <p><i>“Being involved in the letting standard scrutiny activity was a valuable experience for me and the group. As individuals and working together as a group, we learned so much and now fully appreciate the work involved in delivering the letting standard.”</i></p>
Engagement with sheltered housing tenants	<ul style="list-style-type: none"> • Established of the Conference Planning Group who have planned, shaped and delivered two conferences for sheltered housing tenants. • ‘Sheltered Housing News’ produced twice yearly highlights all the latest news from across the service and provides an opportunity for tenants to give their views. • Introduced annual meetings to keep tenants up to date with key developments and important information regarding the service as well as providing an opportunity to discuss local issues. • Established East Kilbride Sheltered Housing Forum in 2012, providing a platform for communication and partnership working between sheltered housing tenants within the East Kilbride area and the housing service. • The Conference Planning Group has also been recognised at a national level. At the TPAS National Good Practice Awards 2017 the group was runner-up in the Housing Best Practice in Involving All – Equality and Diversity category. The Care Inspectorate has also positively recognised our engagement with sheltered housing tenants. <p>Chair of the Sheltered Housing Tenants Conference Planning Group quote:</p> <p><i>“When you see all of these sheltered housing tenants sitting here voluntarily, would you do that unless you were convinced that it was actually working and worth doing?”</i></p>

Actions	Progress and Achievements
Engagement with gypsy/travellers	<ul style="list-style-type: none"> Recognised by the Scottish Housing Regulator as having good engagement opportunities with gypsy/travellers within the two South Lanarkshire Council sites.
Customer review of publications	<ul style="list-style-type: none"> Established in 2013, the Customer Publicity Group is made up of customers who review any key housing publications including; leaflets, letters and web based information to ensure they are clear and easy to read. Information that has been reviewed and approved by the Customer Publicity Group is given the 'Tenant Approved' stamp.

4. Our approach to customer involvement

- 4.1 Customer involvement and participation has continually progressed within South Lanarkshire. We recognise that not everyone wants to get involved in the same way or to the same extent and we have worked with customers to develop a wide range of ways for them to become involved as and when they wish. Appendix 2 highlights the range of ways to get involved. The flexibility of our approach enables customers to engage in ways which best suit their circumstances, either on a collective or individual basis.
- 4.2 Since 2002, the South Lanarkshire Tenant Development Support Project (SLTDSP) has played a key role in ensuring that comprehensive independent information and advice is provided to customers to allow them to consider their position and give views on important housing and related issues. The options for the provision of independent advice are appraised taking into consideration the strategic outcomes in this strategy and the views of customers.
- 4.3 The key strengths of our approach are summarised below:

Structures for engagement

- good structures developed in consultation with customers
- local engagement through the local housing forums
- good partnership working and links between the TPCG, sub groups, local housing forums and tenant and resident groups
- focused engagement with tenants with particular needs through the South Lanarkshire Disability Partnership Housing Sub Group
- clear and innovative approach to engagement with sheltered housing tenants, highly commended by the Care Inspectorate
- clear and agreed approach to engagement with gypsy/travellers, viewed as very positive by this group of customers and also by the Scottish Government and SHR

Annual programme of consultation and involvement

- customer engagement priorities agreed with TPCG
- policy/strategy review programme agreed with customers
- customer priorities in service and policy reviews reflected in the service planning process

Engagement at a local level

- support to tenant and resident groups to operate effectively and to become involved collectively at a local level
- annual training programme provided by SLTDSP, developed in consultation with customers
- register of tenant organisations available on our website
- local housing area participation plans developed and agreed annually with customers setting out the opportunities for customers to become involved at a local level

Neighbourhood Boards

- regular engagement with local residents to discuss and progress issues relating to their community and to influence and shape services including housing services

Involvement in the budgetary process

- Budget Scrutiny Group (BSG) provides a vehicle for discussion with customers on the budgetary process and the financial issues facing the housing service on an ongoing basis. This includes overseeing the annual process for consulting on the rent levels.

Customer-led scrutiny

- Development and implementation of a Customer Scrutiny Framework in partnership with customers and Tenant Information Service (TIS). This framework provides customers with a key role in evaluating how well housing services are performing as well as working with us to achieve change. More information on our approach to customer scrutiny is provided in Section four.

Information and advice

- range of information provided to customers on housing and related services
- new tenants provided with information about opportunities to become involved
- Housing News produced biannually and distributed to all council tenants
- range of briefings and reports provided by SLTDSP for customers

Individual customers

- Database of individuals who have expressed an interest in being involved. This is viewed by the SHR as a good way for customers to become involved and engage with us.

5. Customer scrutiny

- 5.1 As highlighted at 2.4, and in addition to giving customers greater influence, scrutiny provides many benefits for us and customers including, service improvements, efficiency savings and enhanced customer satisfaction.
- 5.2 During 2016/17 a Customer Scrutiny Framework was developed which further embeds customer scrutiny into the way we deliver housing services. The framework is customer led and gives customers the opportunity to examine aspects of the housing service in detail, assess performance and work with us to achieve change.
- 5.3 The Customer Scrutiny Framework:
- sets out our approach to customer-led scrutiny
 - sets out the role of customers, staff and elected members in working together to deliver self-assessment and service improvement
 - puts customers in the driving seat to evaluate how well housing services are performing and to work with us to achieve change
- 5.4 To enable an effective approach to scrutiny, we will ensure our customers:
- know where we are performing well
 - can identify areas for improvement
 - are able to compare our performance with other similar councils
- 5.5 During 2017, through the scrutiny framework and in partnership with the Customer Scrutiny Group, we undertook our first scrutiny activity on the council house letting standard. We will continue to work closely with the Customer Scrutiny Group to progress the agreed recommendations from this exercise and to develop an annual programme of scrutiny of the service areas they identify.
- 5.6 Progress on the annual programme of scrutiny will be reported in the Housing News, on the council website, social media platforms and through reports to senior officers and elected members.

6. Our Strategic Outcomes

- 6.1 The strategy aims to ensure the continued development of customer involvement whilst also focusing on getting more customers involved and ensuring there are a range of options and opportunities for this to happen. It sets out involvement which is sharply focused on listening to customer feedback and ensuring this is reflected in service delivery, improvement and increased customer satisfaction.
- 6.2 As highlighted at 1.11 there are four strategic outcomes. These are what we want to achieve, with the overall goal of further developing our approach and enabling customers to have realistic opportunities to become involved and help shape housing services. To achieve each of the strategic outcomes, there are a numbers of associated actions which will be progressed over the next four years.
- 6.3 The strategic outcomes are:

Strategic Outcome 1 - Customers are informed and knowledgeable

Key objectives

- Work with the Customer Publicity Group to assess and approve communication intended for distribution to tenants and other customers including 'Housing News', information leaflets/booklets, application forms, questionnaires, standard letters, performance and service standard information.
- Ensure 'Housing News' and 'Sheltered Housing News' articles continue to be relevant and of interest to customers, with a particular focus on performance and service improvement plans.
- Continue to report on landlord performance and provide comparisons in relation to other social landlords.
- Further develop the council website to reflect best practice in customer engagement and to raise awareness of opportunities to become involved by promoting customer feedback through 'real time' surveys and by developing more customer self serve options.
- Develop the use of social media to encourage greater knowledge and understanding of housing services and performance and to encourage more customer feedback.
- Promote customer awareness of opportunities for customer involvement.
- Co-produce an annual calendar highlighting customer involvement activities and events on the council website.

Strategic Outcome 2 - More customers are involved

Key objectives

- Develop and implement annual local area participation plans to reflect local needs and priorities.
- Encourage involvement and feedback from less engaged groups of customers.
- Establish customer panels as an alternative way for interested individuals to become involved and provide views and feedback.

- Undertake an awareness raising programme for all customer scrutiny activities and to encourage customer participation in them.
- Deliver and further develop engagement opportunities with gypsy/travellers.
- Develop and improve engagement opportunities with young people
- Develop and improve engagement opportunities with homelessness service users
- Continue to provide appropriate learning and training opportunities for customers to improve knowledge and confidence to assist them to become effectively involved.
- Develop a programme of local estate walkabouts and encourage customers to participate.

Strategic Outcome 3 - Customers help to drive continuous service improvement

Key objectives

- Deliver an annual programme of customer scrutiny through the Customer Scrutiny Group.
- Explore the option to establish a scrutiny panel for older people.
- Encourage establishment of customer panels as an important source of feedback from customers.
- Ensure reports to Housing and Technical Resources Committee highlight the contribution and influence of customers in developing recommendations.
- Service Improvement Plans to confirm the involvement and influence of customers in prioritising actions and tasks.

Strategic Outcome 4 - Customers help to shape change and make a difference

Key objectives

- Establish regular 'You Said, We Did' feedback to customers via 'Housing News', the council website, social media platforms and annual report to tenants highlighting the difference made by customer involvement.
- Communicate outcomes of local estate walkabout programmes to customers.
- Analyse and report on feedback from customer satisfaction surveys and ensure that it is used to influence service planning and delivery.
- Explore and implement a system to track and evaluate customer involvement activities and the resulting effect.
- Further develop customer involvement in identifying local priorities to be progressed through dedicated estate budgets.

7. Resourcing and supporting customer involvement

- 7.1 We recognise that adequate funding and support is essential to ensure effective and meaningful customer involvement. We are therefore committed to providing resources for this. The strategy will be supported through the Housing Revenue Account from within existing resources. Resource requirements and priorities will be continually monitored.
- 7.2 Set out below is a breakdown of direct spend in relation to tenant participation in South Lanarkshire for the financial year 2016/17. This figure does not include costs for council staff resources.

	£
Annual grants paid to tenants and residents groups and other customer groups	6,123
South Lanarkshire Tenant Development Support Project	90,502
Tenants Information Service and Tenant Participation Advisory Services national conferences	10,080
Production of Housing News and Sheltered Housing News	13,151
Tenants Information Service membership	2,000
Other expenditure incurred in relation to customer involvement*	13,941
Homelessness service user engagement	584
Contracted consultant (surveys and quantitative/qualitative research)	32,004
Total expenditure	<u>168,385</u>

Notes

*Other expenditure incurred in relation to customer involvement includes:

- meeting costs - room hire, catering, equipment etc
- printing costs

8. Monitoring, evaluation and review

- 8.1 The strategy action plan (Appendix 3) outlines how the strategic outcomes that guide our vision for success will be delivered over the next four years.
- 8.2 Effective monitoring and evaluation is essential if we are to assess the success of the strategy and ensure that we achieve the required outcome.
- 8.3 The TPCG is responsible for overseeing the implementation and ongoing monitoring of the strategy. A report on progress against the action plan will be prepared and discussed with the group twice per year. In addition, the group has responsibility for identifying issues that require to be reflected in the annual review of the strategy.
- 8.4 The TPCG will also monitor and review the financial spend in relation to the strategy.
- 8.5 The action plan will be reviewed annually and action planning for the future years developed as appropriate. The findings from the review and progress on the implementation of the strategy will be reported to:
- Housing and Technical Resources Committee
 - Housing and Technical Resources Resource Management Team
 - Housing Services Management Team
 - Tenant Participation Coordination Group
 - Local Housing Forums
 - Tenants groups
- 8.6 We will also publish annual customer involvement and participation achievements in Housing News, on the council website and through social media platforms.

Appendix 1: Links to other plans and strategies

Community Plan

The new community plan for South Lanarkshire sets out local outcomes the Community Planning Partnership will prioritise for improvement.

Neighbourhood Plans

The plans set out local priorities for improving outcomes in areas of South Lanarkshire that are experiencing the poorest outcomes.

Community Engagement Framework

Priorities set within our Customer Involvement Strategy link to the council wider approach to community engagement and the national standards.

Connect 2017-2022, South Lanarkshire Council Plan

The Council Plan sets out the council's vision, 'to improve the quality of life for everyone in South Lanarkshire'.

Local Housing Strategy 2017-2022

The strategy sets out how the council and its partners will ensure South Lanarkshire has good quality housing of the right tenure, type and size in the right places to meet the range of needs and aspirations of residents.

Housing and Technical Resources Resource Plan

The Resource Plan sets out the key strategic factors which influence the housing and property service.

Customer Scrutiny Framework

Sets out the role of the council and customers to deliver and self-assess a service improvement.

Appendix 2: Ways to get involved

The table below highlights the range of options for involvement and shows the level of customer commitment required in relation to each option:

Low	Medium	High
Surveys/questionnaires	Attending tenant group meetings	Tenant Participation Co-ordination Group and associated sub groups
Rent consultation	Continuous Improvement Groups	Customer Scrutiny Group
Annual sheltered housing meetings	Local Housing Forums	Publicity Group
Local estate walkabouts	Neighbourhood Boards	
Consultations	East Kilbride Sheltered Housing Forum	
Open meetings on “standalone” issues	Ad hoc focus groups	
Comments, compliments and complaints		

Appendix 3: Action Plan 2018-2022

Strategic Outcome 1			
Customers are informed and knowledgeable			
	Objective	Action	Timescale
1.1	Work with the Customer Publicity Group (CPG) to assess and approve communication intended for distribution to tenants and other customers	<ul style="list-style-type: none"> • Programme of documents/publications to be considered for Tenant Approved Stamp to be agreed and linked to the Areas for Customer Involvement • CPG to meet as required to assess publications 	2018-2019 onwards
1.2	Ensure 'Housing News' and 'Sheltered Housing News' articles continue to be relevant and of interest to customers with a particular focus on performance and service improvement plans	<ul style="list-style-type: none"> • Agree arrangements to ensure customer involvement in each edition of Housing News and Sheltered Housing News • Carry out survey to determine tenant satisfaction with the content, frequency and format of 'Housing News and Sheltered Housing News' • Use 'Housing News' and 'Sheltered Housing News' to feedback on customer consultation/participation and how this will be used to shape service delivery 	2018-2019 onwards
1.3	Continue to report on landlord performance and provide comparisons in relation to other social landlords	<ul style="list-style-type: none"> • Produce a landlord performance report in consultation with tenants and in line with Scottish Social Housing Charter (SSHC) guidelines • Provide comparison of performance in relation to other social landlords through 'Housing News' and council website 	Annually by October each year
1.4	Further develop the council website to reflect best practice in customer engagement and to raise awareness of opportunities to become involved	<ul style="list-style-type: none"> • CPG to review and make recommendations for improvement to content and information • Consider ways to promote customer feedback using 'real time' surveys and by developing more self serve options for customers • Undertake online consultation where appropriate 	2018-2019 onwards
1.5	Develop the use of social media to encourage greater knowledge and understanding of housing services and performance and to encourage more customer feedback	<ul style="list-style-type: none"> • Establish new ways of communicating with and involving customers through use of text, email and social media 	2018-2019 onwards
1.6	Promote customer awareness of opportunities for customer involvement	<ul style="list-style-type: none"> • Publicise and encourage attendance at events to raise awareness and promote networking opportunities 	2018-2019 onwards

Strategic Outcome 1

Customers are informed and knowledgeable

	Objective	Action	Timescale
1.7	Co-produce annual calendar highlighting customer involvement activities and events	<ul style="list-style-type: none"> Publish Annual Participation and Communication programme on Council website 	2018-2019 onwards

Strategic Outcome 2

More customers are involved

	Objective	Actions	Timescale
2.1	Develop and implement annual local area participation plans for each housing management area to improve engagement	<ul style="list-style-type: none"> Develop local area participation plans reflecting local needs and priorities Monitor and review plans annually and identify actions to be progressed 	April 2018 onwards
2.2	Encourage involvement and feedback from less engaged groups of customers	<ul style="list-style-type: none"> Use customer profile information to identify less engaged customer groups Identify opportunities to target specific engagement with these groups of customers Review, update and promote interested individual database 	2018-2019 onwards
2.3	Establish customer panels	<ul style="list-style-type: none"> Promote customer involvement, feedback and comments through a range of digital channels 	2018-2019 onwards
2.4	Undertake an awareness raising programme for customer scrutiny activities to encourage active participation in them	<ul style="list-style-type: none"> Develop a programme of scrutiny opportunities Produce final reports Recruit customers for future scrutiny activities through Customer Scrutiny Framework 	2018-2019 onwards
2.5	Deliver and further develop engagement opportunities with gypsy/travellers	<ul style="list-style-type: none"> Annual focus group meeting with gypsy/travellers at Shawlands Crescent, Larkhall Quarterly meetings with gypsy/travellers at Springbank, East Kilbride 	2018-2019 onwards
2.6	Develop and improve engagement opportunities for young people	<ul style="list-style-type: none"> Arrange workshop with Youth Council to identify how they wish to be involved Establish Young Persons Housing Forum Explore and identify where existing groups and activities exist that are engaging with young people Develop the use of social media to target views of young people 	2019-20 onwards
2.7	Develop and improve engagement opportunities for homelessness service users	<ul style="list-style-type: none"> Explore key ways to make involvement effective 	2019-2020 onwards

Strategic Outcome 2 More customers are involved			
	Objective	Actions	Timescale
2.8	Continue to provide a range of training opportunities	<ul style="list-style-type: none"> Develop and publicise annual training programme to ensure that customers have the knowledge, skills and confidence to become involved 	2018-2019 onwards
2.9	Develop a programme of estate walkabouts and encourage tenants and other customers to participate	<ul style="list-style-type: none"> Arrange and publicise a programme of local estate walkabouts Develop an action plan to address issues identified and feedback - 'You Said, We Did' 	2018-2019 onwards

Strategic Outcome 3 Customers help to drive continuous service improvement			
	Objective	Actions	Timescale
3.1	Deliver an annual programme of customer scrutiny through the Customer Scrutiny Group (CSG)	<ul style="list-style-type: none"> undertake two scrutiny activities each year encourage active participation in the scrutiny activities 	2018-2019 onwards
3.2	Explore option to establish a scrutiny panel for older people	<ul style="list-style-type: none"> Develop a proposal for an Older People Scrutiny Panel 	2020-2021 onwards

Strategic Outcome 4 Customers help to shape change and make a difference			
	Objective	Actions	Timescale
4.1	Establish regular 'You Said, We Did' feedback to customers via Housing News, the council website and annual report to tenants highlighting the difference made by customer involvement	<ul style="list-style-type: none"> Produce 'You Said, We Did' report annually 	2018-2019 onwards
4.2	Communicate outcome of estate walkabout programme to customers	<ul style="list-style-type: none"> Develop an approach to publish and report on the outcomes of estate walkabouts 	2018-2019 onwards
4.3	Analyse and report on feedback from customer satisfaction surveys and ensure that it is used to influence service planning and delivery.	<ul style="list-style-type: none"> Review and agree approach to how satisfaction results are reported 	2019-2020 onwards
4.4	Develop a system to track and evaluate customer involvement activities and the resulting effect	<ul style="list-style-type: none"> Explore options to track feedback from customers on their involvement and resulting effect Develop and implement system 	2019-2020 onwards

Strategic Outcome 4

Customers help to shape change and make a difference

	Objective	Actions	Timescale
4.5	Further develop customer involvement in identifying local priorities to be progressed through dedicated estate budgets.	<ul style="list-style-type: none">Review options to ensure effective community involvement in identifying estate priorities, including scope to move to a participatory budgeting approach	2019-2022 onwards

Report

10

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **23 May 2018**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Disposal of Former Glengowan Primary School, Academy Street, Larkhall - Deduction for Abnormal Development Costs**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ request approval for the deduction in purchase price for the disposal of the former Glengowan Primary School, Academy Street, Larkhall to Rosewood Homes and Properties Limited for abnormal development costs

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the purchase price for the former Glengowan Primary School, Larkhall extending to 0.4266 hectares (1.05 acres) or thereby, to be disposed of to Rosewood Homes and Properties Limited be reduced to the revised purchase price of £325,000 exclusive of VAT and in terms of the principal conditions contained in Section 4 of this report; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all other matters pertaining to the disposal of the property and to enter into the necessary legal agreements on terms which are in the best interests of the Council.

3. Background

- 3.1. The Housing and Technical Resources Committee, at its meeting on 12 October 2016, approved the sale of the former Glengowan Primary School, Larkhall, as shown on the attached indicative plan, to Rosewood Homes and Properties Limited (Rosewood) for the sum of £515,000 exclusive of VAT. Rosewood intend converting the main C Listed school building into 16 flats and constructing a further 18 new flats in the grounds of the school, all for social rent, in conjunction with Clyde Valley Housing Association. Planning consent for the development was approved by the Planning Committee at its meeting of 13 February 2018 and the proposal is contained within the Council's Strategic Housing Investment Plan.
- 3.2. The offer and subsequent contract with Rosewood allows for the deduction from the purchase price of justifiable abnormal development costs that were not apparent at the time of the original offer. Rosewood Homes and Properties Limited have, therefore, carried out comprehensive site investigations and surveys and submitted details of abnormal costs totalling £190,000, detailed within section 3.3.

- 3.3. The main C listed former school building dates from the early 1900's and although operational until 2015, the condition of the building reflects its age, construction and almost 3 years vacancy. Comprehensive surveys carried out by the developer's consultants have determined that the building has suffered from historical water ingress resulting in major infestation of wet and dry rot within the building which will require the affected timbers to be removed. In addition, the existing roof requires to be re-slatted, roof timbers replaced, the central atrium requires strengthening and the majority of lintels supporting window and door openings in the building require replacement.

Rosewood also commissioned a site investigation report and following testing, concludes that there is a high concentration of gases in the soil requiring gas protection measures to be installed under the new build units and the existing school building. All of which would be considered abnormal development costs.

- 3.4. The total abnormal costs of the above items has been estimated by Rosewood Homes and Properties Limited as £365,180, however, following negotiations, these costs were reduced to £190,000 leaving a net disposal price for the site of £325,000. The reports and the revised costs have been scrutinised by the Council's Geo-technical Engineer and Chartered Building Surveyors and they have confirmed them as being fair and justifiable. Rosewood have stated that, without the reduction in purchase price, the project is unviable and they would be forced to withdraw from the contract to purchase.

4. Proposal

- 4.1. It is, therefore, proposed to dispose of the former Glengowan Primary School, Academy Street, Larkhall, extending to 0.4266 hectares (1.05 acres) or thereby, as shown on the attached indicative plan, to Rosewood Homes and Properties Limited subject to the following revised principal conditions:-

1. the purchase price to be the revised sum of £325,000 exclusive of VAT
2. the offer will be subject to funding from a registered social landlord.
3. the purchaser to meet the Council's reasonably incurred legal fees.

5. Employee Implications

- 5.1. There are no employee implications.

6. Financial Implications

- 6.1. Disposal of the property will generate a receipt of £325,000 (Three hundred and Twenty Five Thousand Pounds) for the Council's non housing programme in this financial year.

7. Other Implications

- 7.1. If the proposal did not proceed, the risk to the Council would be that the property would remain vacant and the Council would remain liable for the ongoing costs including maintenance, repairs, security and partial demolition. The condition of a C Listed property will continue to deteriorate. Not proceeding with this proposal would have implications on the supply of social housing units within the Council's Strategic Housing Investment Plan. Additionally, the capital receipt would not be available for the Council's non housing programme.
- 7.2. There are no implications for sustainability in terms of the information contained within the report.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. All necessary consultations with Planning, Roads, Housing and Legal Services have taken place and they are supportive of the proposal.
- 8.2. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

Daniel Lowe

Executive Director (Housing and Technical Resources)

20 April 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve the availability, quality and access of housing
- ◆ Accountable, effective, efficient and transparent
- ◆ Achieve results through leadership, good governance and organisational effectiveness

Previous References

- ◆ Housing and Technical Resources Committee, 12 October 2016

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Frank McCafferty, Head of Property Services

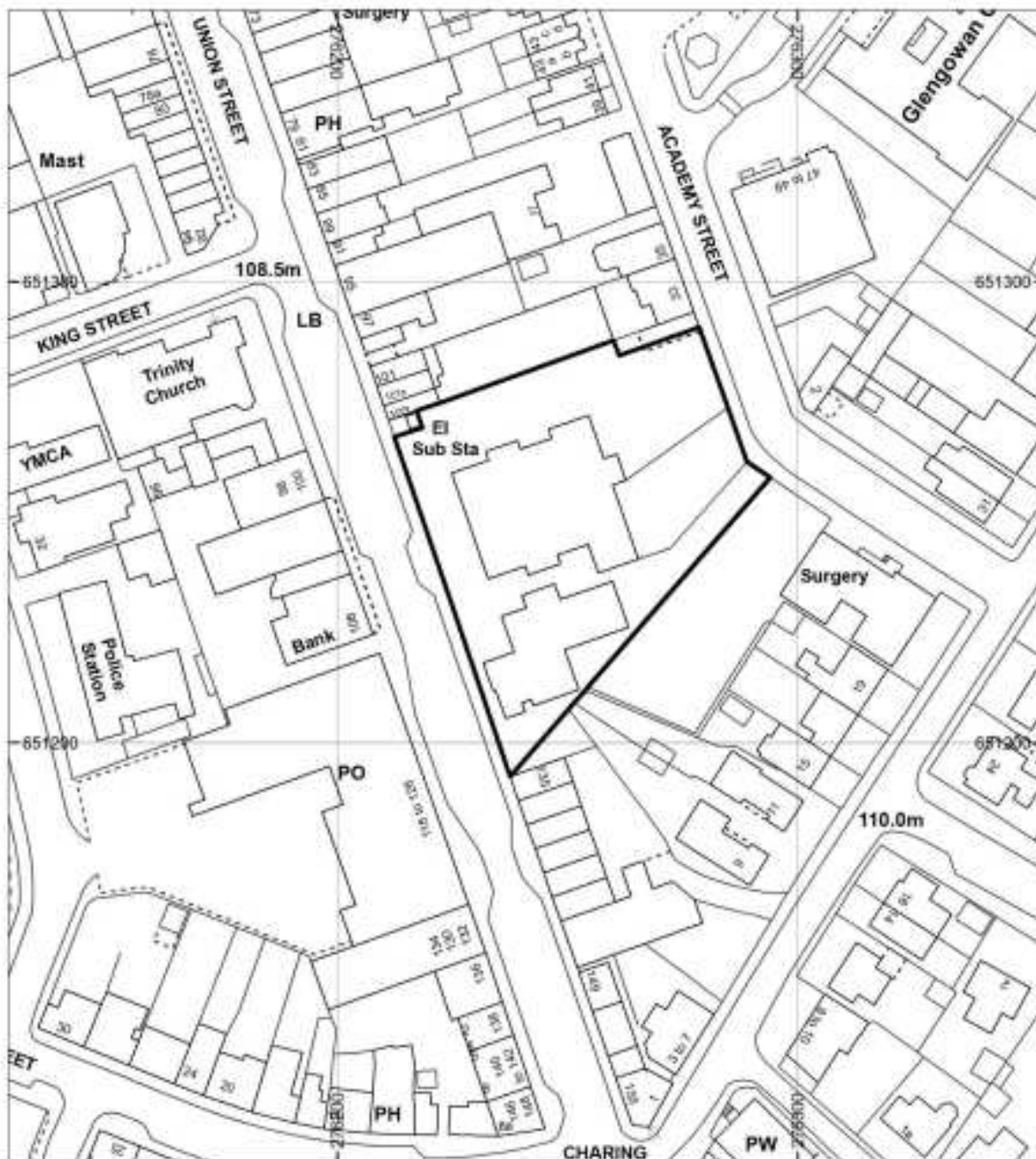
Ext: 4073 (Tel: 01698 454073)

E-mail: frank.mccafferty@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only
Former Glengowan Primary School
Academy Street, Larkhall



PROPERTY SERVICES



Contents outlined in Black 4266 square metres or thereby.

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 Ordnance Survey 100020730.

DATE: 19/04/2018

Report

11

Report to:	Housing and Technical Resources Committee
Date of Meeting:	23 May 2018
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Proposed Lease of Ground at East Kilbride Expressway with associated Servitude Right of Access in favour of SP Distribution plc
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise on action taken, in terms of Standing Order No 36(c) in view of the timescales involved, by the Executive Director (Housing and Technical Resources), in consultation with the Chair and an ex officio member, to the lease of ground at East Kilbride Expressway to SP Distribution plc, along with the associated servitude rights of access

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the following action taken, in terms of Standing Order No 36(c), by the Executive Director (Housing and Technical Resources), in consultation with the Chair and an ex officio member, be noted:-
- ◆ that a 99 year lease of ground at the East Kilbride Expressway be granted to SP Distribution plc on the main lease terms and conditions outlined in section 4 of this report
 - ◆ that consent be granted to SP Distribution plc to construct the sub-station and that a servitude right of access be granted to maintain and inspect the cables serving the sub-station, as shown on the attached plan
 - ◆ that the Executive Director (Housing and Technical Resources), in consultation with Head of Administration and Legal Services, if appropriate, be authorised to conclude all matters in respect of the grant of lease and to enter into the necessary legal agreements on terms which are in the best interests of the Council

3. Background

- 3.1. SP Distribution plc has approached the Council to lease land to construct a new sub-station. The sub-station is required to service the expansion to the Raith Interchange and M74 project.
- 3.2. The sub-station requires to be constructed on the ground, extending to 25m², shown on the attached plan, which is owned by South Lanarkshire Council and held in the Community and Enterprise Planning Account.
- 3.3. SP Distribution plc requires a 99 year lease to site their sub-station and associated cabling.

- 3.4. It is an essential requirement of SP Distribution plc that the lease for the sub-station is executed prior to energising the sub-station to allow a continued power supply to assist with the project.

4. Proposal

- 4.1. It is proposed that the lease terms and conditions are as follows:-

1. The lease will be for 99 years from the date of entry.
2. The rent is to be £1 per annum payable in arrears at Martinmas.
3. The subjects shall be used for construction and operation of the electricity sub-station. In addition, SP Distribution plc will have a right to lay, maintain, inspect, repair and renew underground cables, pipes and ducts serving the sub-station.
4. SP Distribution plc will be responsible for payment of the Council's reasonable Legal expenses.

5. Employee Implications

- 5.1. There are no employee implications.

6. Financial Implications

- 6.1. Due to the Council's involvement in the project a nominal consideration is applicable, however, the Legal fees incurred in relation to the lease will be met by SP Distribution plc.

7. Other Implications

- 7.1. By granting this lease, the Council ensures SP Distribution plc enter into a contract which formalises their agreement to construct the sub-station and allows them to provide a service. In addition, it grants them future occupation of the site and obliges them to maintain the site and their apparatus.
- 7.2. By not proceeding, there is a risk that SP Distribution plc cannot be held contractually responsible for constructing the sub-station that will have a detrimental impact on the future power supply in the area.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. Consultation was carried out with the Planning Department regarding the proposal and the requirement for this new sub-station is essential to assist with the continued power supply in the area.
- 8.2. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

Daniel Lowe

Executive Director (Housing and Technical Resources)

20 April 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve the road network, influence improvements in public transport and encourage active travel
- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ None

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Frank McCafferty, Head of Property Services

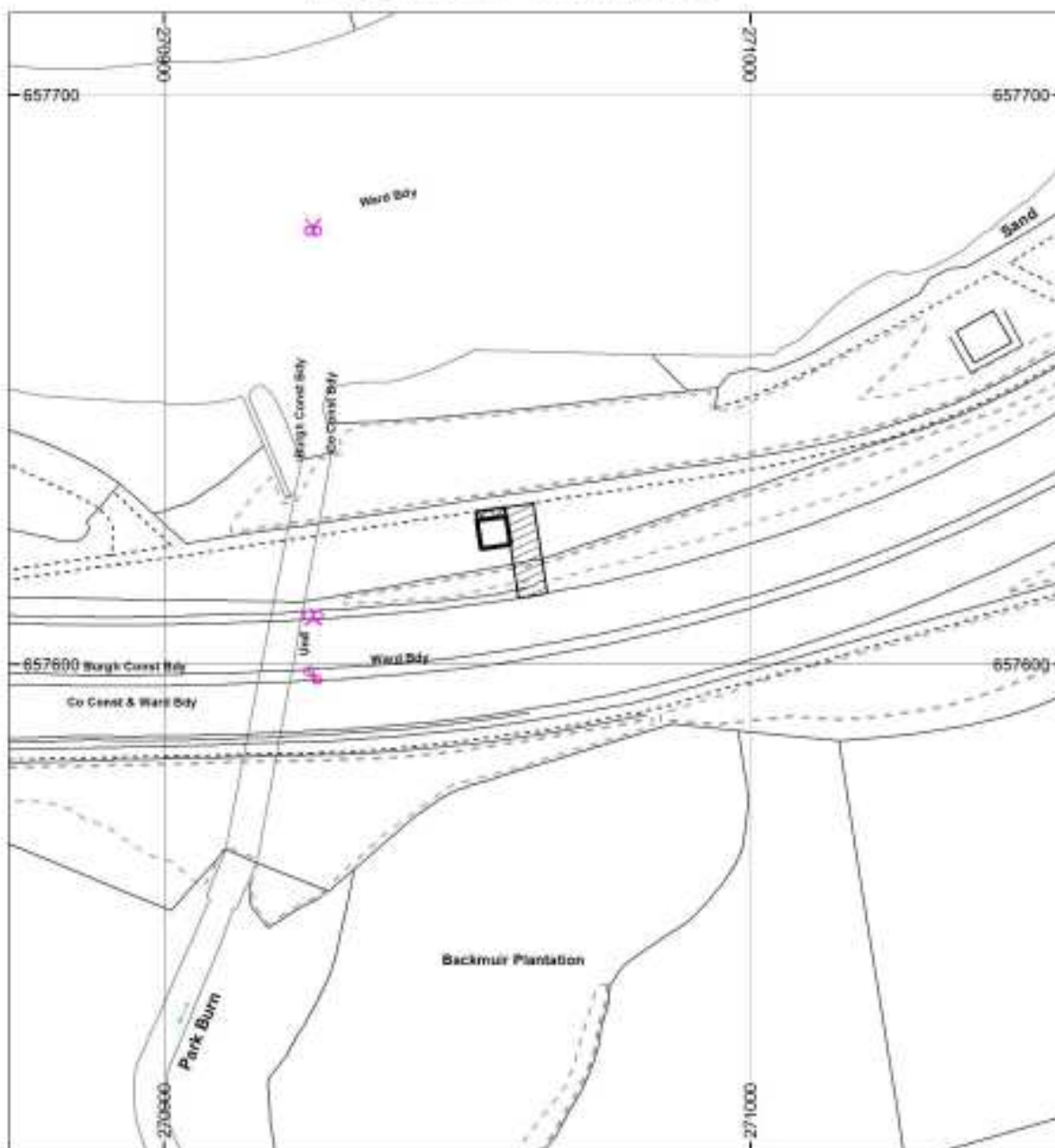
Ext: 4073 (Tel: 01698 454073)

E-mail: frank.mccafferty@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only
Land at M8/M73/M74 road network improvements site 7A
Hamilton



PROPERTY SERVICES



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 Ordnance Survey 100020730.

Contents outlined in Black 25 square metres or thereby.

- 5 Meter wide Vehicle & Personnel Access
- Combined Vehicle Access & Cable Servitude

DATE: 13/03/2018

Report

12

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **23 May 2018**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Update on Welfare Reform Legislative Changes**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide an update to Committee on the impact of key aspects of the Welfare Reform programme on landlord and homelessness services
- ◆ provide an update on the roll out of Universal Credit “Full Service” within South Lanarkshire

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the content of the report, be noted; and
- (2) that the ongoing management and services arrangements for Universal Credit Full Service, be noted.

3. Background

- 3.1. Over the past 4 years Housing and Technical Resources have provided regular reports to Committee on the background to the changes brought about by the Welfare Reform Act 2012 and the challenges presented to the Council.
- 3.2. Housing Services support Council tenants affected by the Welfare Reform programme providing support, assistance and advice to those affected by the Under Occupancy (UO) provisions, the Benefit Cap and those in receipt of Universal Credit (UC). The work to date has made a significant contribution in terms of supporting those affected to deal with the impact of the changes and minimise the impact upon the Council budget and services.
- 3.3. As previously reported, Universal Credit Live Service began on a phased basis in South Lanarkshire Council in October 2015. However, the significant expansion of Universal Credit in the area commenced 2 years later on the 4 October 2017, when it moved to the “Full Service” (FS) model. Since this date, claimants within South Lanarkshire who would previously have claimed Housing Benefit (HB), Working Tax Credit, Child Tax Credit, Income Support, Employment Support Allowance and Job Seekers Allowance have moved on to UC.
- 3.4. Sections 4, 5 and 6 of this report provide an update in relation to the key changes brought about by the ongoing Welfare Reform programme and the steps taken to mitigate the impact for tenants and support effective rent collection.

- 3.5. As noted in previous reports to this Committee, the environment in relation to UC remains extremely dynamic. Housing Services continues to take a flexible approach to meet the requirements of UC. Landlord and homelessness service arrangements continue to evolve to meet the requirements of UC FS specifically.
- 4. Under-Occupancy in Social Housing**
- 4.1. At the end of March 2018, there were 3094 Council tenants affected by the UO deduction.
- 4.2. Tenants affected by this provision qualify for a Discretionary Housing Payment (DHP) to mitigate the shortfall. When known by the Service, each tenant who becomes affected by the provisions is contacted and provided with support to progress the payment of DHP.
- 4.3. The availability of DHP within Scotland has in effect meant funding has been available to fully mitigate the impact of the provisions. The Council received an initial DHP allocation for 2017/2018 totalling £2.821 million from the Scottish Government. To date £2.290 million has been received with the balance of the actual spend for 2017/2018 claimed at the end of the financial year.
- 4.4. The Scottish Government has confirmed that during 2018/2019 under occupancy will continue to be fully mitigated by DHP.
- 5. Benefit Cap**
- 5.1. The Benefit Cap was initially introduced in July 2013 and places a maximum amount of benefit entitlement that a working age household (defined as an individual, their partner and any children they are responsible for and who live with them) are entitled to. The cap has now been reduced from £26,000 to £20,000 for a couple and from £18,200 to £13,400 for single people.
- 5.2. At the end of March 2018, 167 households across South Lanarkshire were affected by the Benefit Cap with a weekly housing benefit reduction of approximately £9,211.20.
- 5.3. The Resource continues to work with households affected to provide advice and support and signpost to partner agencies for services such as money and benefit advice.
- 6. Universal Credit**
- 6.1. The move to UC FS from 4 October 2017 was the most significant change brought about by the Welfare Reform Act in the South Lanarkshire Council area. It operates as a single payment to working age claimants and is paid monthly, in arrears. Currently, claimants can expect to wait around 5 weeks before they receive a first payment. In most circumstances claimants are responsible for paying their rent direct to their landlord.
- 6.2. Over the past 6 months a number of significant developments and changes have taken place at both a Scottish and UK level in relation to UC.
- 6.3. As previously reported to Committee on 7 March 2018, as part of the UK Budget statement in November 2017, the Chancellor set out a number of key changes to Universal Credit. The latest of these changes took place on 11 April 2018, from which point people moving into temporary accommodation are, once again, eligible to access support to meet their rent through the Housing Benefit system.

- 6.4. In April 2017, the UK Government introduced regulations which restricted people aged 18 to 21 from access to support through the benefit system to meet housing costs. On 29 March 2018, the Work and Pensions Secretary announced the intention to remove these restrictions and allow people within this age group to once again access support through the benefit system, subject to agreeing a “youth obligation” with their work coach. While this announcement is welcome, the impact of the provision locally had been limited due to support and assistance provided to individuals affected.
- 6.5. As part of the process for establishing the Scottish Social Security system, the Scottish Government introduced 2 flexibilities from 4 October 2017, namely:-
- ◆ the option of UC being paid twice a month rather than monthly
 - ◆ the option of any UC housing cost element being paid direct to landlords
- 6.6. The Scottish flexibilities “Universal Credit Choices” are only offered to claimants once the first payment has been made during the second assessment period. As at 31 March 2018, a total of 54 tenants have opted to have their UC paid twice monthly and 239 tenants have opted to have their UC housing costs paid direct to the Council.
- 6.7. Officers continue to promote both choices to eligible claimants following their first payment of UC.
- 6.8. A key focus of work during March and April 2018 was to support customers to access the increased UC housing cost element to which they are entitled due to the annual rent increase. Requirements vary significantly for tenants on UC FS, who were required to update their claim on an individual basis, compared to the simpler arrangements for tenants on UC “live service” where social landlords could directly advise the DWP of the relevant rent increase. The arrangements for FS cases involved significant additional work for the service, as the additional rent charge had to be verified electronically through the “landlord portal”. The service undertook a programme of direct contact with tenants on UC FS to remind them of the requirements and highlight the support available.
- 6.9. As anticipated, over the first 6 months, the average number of tenants claiming UC each month has been 274. At the end of March 2018, a total of 2131 Council tenants were in receipt of Universal Credit.
- 6.10. The impact on rent arrears under UC is already significant, despite extensive resources being deployed in supporting tenants and minimising the impact of UC payment errors and delays. As at 31 March 2018, 1678 (79%) tenants who were in receipt of UC were in arrears (374 on live service and 1304 on full service). This is in comparison to 28% of all tenants who are in rent arrears. Rent arrears accumulated by tenants on UC since their claim commenced totalled £312,148 at the end of March 2018, impacting upon the overall position in relation to rent collected during 2018/2019.
- 6.11. Given that South Lanarkshire is one of a limited number of Scottish authorities to move to UC “full service” it means that any comparison of year end performance on rent collection and arrears has to be qualified. The negative impact of UC full service

on rent arrears, widely noted by other authorities, has been borne out by experience over the first 6 months in South Lanarkshire. The service is currently working with national representative and benchmarking bodies to develop a suite of key UC indicators.

- 6.12. Further changes are expected, with the DWP advising that claimants, living in South Lanarkshire, who are currently “live service” will transition to “full service” from May 2018. It is anticipated that this process will be completed across all 5 Job Centre Plus (JCP) offices by the end of June 2018. The Service will continue to work closely with the DWP to ensure claimants are aware of their responsibilities in relation to their on line claim including housing costs.
- 6.13. The Resource continues to work closely with the DWP maximising opportunities to support tenants and other claimants and highlight service development areas.
- 6.14. The Resource will continue to work with partners locally and nationally, including other local authorities, Registered Social Landlords, the DWP, CoSLA and the Association of Local Authority Chief Housing Officers (ALACHO), to share experiences and consider opportunities for collaborative working. A focus continues to be placed on working with tenant and other customer groups to support effective customer engagement and communication.

7. Employee Implications

- 7.1. There are no employee implications associated with this report.

8. Financial Implications

- 8.1. A specific bad debt provision for the impact of welfare reform and the roll out of Universal Credit has been included within the HRA Business Plan. The Plan currently assumes an increasing caseload of 300 per month up to the total volume of tenancies estimated to be 9,600 by financial year 2020/2021 and a recovery rate of 75% of the annual rent for each tenant affected. For financial year 2018/2019, this provision is estimated to be £4.076 million and rises to £9.080m by 2020/2021.
- 8.2. A small additional provision of £0.267 million has also been made for the impact of welfare reform on rent collection and the associated impact on the staffing resources required to manage the increased caseload.
- 8.3. The level of provision will continue to rise as roll-out continues. The impact of the welfare reform provision will continue to be monitored and reported to Committee on an ongoing basis.

9. Other Implications

- 9.1. The potential financial impact and risks of the above changes have been built into the Resource’s risk register and actions are being taken to mitigate these risks where possible.
- 9.2. There are no implications in terms of sustainability noted within this report.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. No equalities impact assessment was undertaken in relation to the content of this report as the proposals are outwith the control of the Council.

Daniel Lowe

Executive Director (Housing and Technical Resources)

26 April 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ Support our communities by tackling disadvantage and deprivation and supporting aspiration
- ◆ Improve the availability, quality and access of housing

Previous References

- ◆ Housing and Technical Resources Committee, 7 March 2018
- ◆ Housing and Technical Resources Committee, 13 December 2017
- ◆ Housing and Technical Resources Committee, 4 October 2017
- ◆ Housing and Technical Resources Committee, 9 August 2017

List of Background Papers

- ◆ House of Commons Briefing Paper Number 6547 - Housing Costs in Universal Credit
- ◆ Scottish Government - Response to the Consultation on Universal Credit (Claims and Payments) (Scotland) Regulations 2017

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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