



Council Offices, Almada Street
Hamilton, ML3 0AA

Tuesday, 30 January 2024

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, 07 February 2024
Time: 10:00
Venue: Hybrid - Committee Room 1, Council Offices, Almada Street, Hamilton, ML3 0AA

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

Yours sincerely

Paul Manning
Chief Executive

Members

Davie McLachlan (Chair), Margaret Cowie (Depute Chair), Joe Fagan (ex officio), Walter Brogan, Archie Buchanan, Mathew Buchanan, Janine Calikes, Gerry Convery, Margaret Cooper, Andrea Cowan, Maureen Devlin, Colin Dewar, Allan Falconer, Grant Ferguson, Alistair Fulton, Ross Gowland, Geri Gray, Ross Lambie, Richard Lockhart, Julia Marrs, Ian McAllan, Kenny McCreary, Norman Rae, David Shearer, Kirsty Williams

Substitutes

John Bradley, Robert Brown, Poppy Corbett, Gladys Ferguson-Miller, Martin Hose, Cal Johnston-Dempsey, Susan Kerr, Eileen Logan, Monique McAdams, Richard Nelson, Helen Toner, Margaret B Walker, David Watson

BUSINESS

1 Declaration of Interests

- 2 **Minutes of Previous Meeting** 5 - 14
Minutes of the meeting of the Housing and Technical Resources held on 8 November 2023 submitted for approval as a correct record. (Copy attached)

Monitoring Item(s)

- 3 **Revenue Budget Monitoring 2023 2024 – Housing and Technical Resources (excl Housing Revenue Account (HRA))** 15 - 20
Joint report dated 10 January 2024 by the Head of Finance (Strategy) and Executive and Executive Director (Housing and Technical Resources). (Copy attached)
- 4 **Revenue Budget Monitoring 2023 2024 – Housing and Technical Resources (Housing Revenue Account (HRA))** 21 - 24
Joint report dated 10 January 2024 by the Head of Finance (Strategy) and Executive and Executive Director (Housing and Technical Resources). (Copy attached)
- 5 **Capital Budget Monitoring 2023 2024 - Housing and Technical Resources (Excl Housing Revenue Account (HRA))** 25 - 28
Joint report dated 17 January 2024 by the Head of Finance (Strategy) and Executive and Executive Director (Housing and Technical Resources). (Copy attached)
- 6 **Capital Budget Monitoring 2023 2024 – Housing and Technical Resources (Housing Revenue Account (HRA))** 29 - 32
Joint report dated 10 January 2024 by the Head of Finance (Strategy) and Executive and Executive Director (Housing and Technical Resources). (Copy attached)
- 7 **Housing and Technical Resources - Workforce Monitoring - September to November 2023** 33 - 38
Joint report dated 21 December 2023 by the Head of Finance (Strategy) and Executive and Executive Director (Housing and Technical Resources). (Copy attached)

Item(s) for Decision

- 8 **Housing Revenue and Capital Account Budget 2024/2025** 39 - 48
Joint report dated 12 January 2024 by the Chief Executive and Executive Director (Housing and Technical Resources). (Copy attached)
- 9 **Housing Allocation Policy – Local Letting Plans 2024/2025** 49 - 56
Report dated 11 January 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 10 **South Lanarkshire Council Customer Involvement Strategy 2024 to 2029** 57 - 86
Report dated 20 December 2023 by the Executive Director (Housing and Technical Resources). (Copy attached)

- 11 Homelessness Pressures - Impact and Proposals** 87 - 94
Report dated 5 January 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 12 Lease of Proposed Development - Lanark Community Workshop at Lanark Racecourse** 95 - 98
Report dated 6 December 2023 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 13 Acquisition of Houses at Jacktonhall, Jackton (Section 75 Planning Reference EK-09-0218) and Brackenhill Farm, Hamilton (Section 75 Planning Reference HM-10-0052)** 99 - 102
Report dated 14 December 2023 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 14 Former David Milne Centre, 84 Old Mill Road, Uddingston – Asset Transfer to Rivals School of Martial Arts** 103 - 108
Report dated 10 January 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 15 Former Hareleeshill Sports Barn, Donaldson Road, Larkhall – Lease to Rivals School of Martial Arts** 109 - 114
Report dated 10 January 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 16 Former Spittal Community Centre, Carrick Road, Rutherglen and Former Toll Pitch Community Hall, Hamilton Road, Cambuslang – Lease to The LEAP Project** 115 - 120
Report dated 10 January 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)

Item(s) for Noting

- 17 Housing and Technical Resource Plan Quarter 2 Progress Report 2023/2024** 121 - 150
Report dated 5 January 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 18 Delegated Authority Report - Update** 151 - 154
Report dated 10 January 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)

Urgent Business

- 19 Urgent Business**
Any other items of business which the Chair decides are urgent.

For further information, please contact:-

Clerk Name:	Helen Calley
Clerk Telephone:	07385370069
Clerk Email:	helen.calley@southlanarkshire.gov.uk

HOUSING AND TECHNICAL RESOURCES COMMITTEE

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Minutes of meeting held via Confero and in Committee Room 1, Council Offices, Almada Street, Hamilton on 8 November 2023

Chair:

Councillor Davie McLachlan

Councillors Present:

Councillor Archie Buchanan, Councillor Mathew Buchanan, Councillor Gerry Convery, Councillor Andrea Cowan, Councillor Margaret Cowie (Depute), Councillor Maureen Devlin, Councillor Colin Dewar, Councillor Grant Ferguson, Councillor Alistair Fulton, Councillor Ross Gowland, Councillor Geri Gray, Councillor Ross Lambie, Councillor Richard Lockhart, Councillor Eileen Logan (*substitute for Councillor Kirsty Williams*), Councillor Julia Marrs, Councillor Ian McAllan, Councillor Kenny McCreary, Councillor Norman Rae, Councillor David Shearer, Councillor Margaret B Walker (*substitute for Councillor Allan Falconer*)

Councillors' Apologies:

Councillor Walter Brogan, Councillor Janine Calikes, Councillor Margaret Cooper, Councillor Joe Fagan (ex officio), Councillor Allan Falconer, Councillor Kirsty Williams

Attending:

Finance and Corporate Resources

G Booth, Finance Manager (Resources); H Calley, Administration Officer; M Lunny, Legal Services Adviser; E Maxwell, HR Business Manager; D McMillan, Accountant; L O'Hagan, Finance Manager (Strategy); L Wyllie, Administration Assistant

Housing and Technical Resources

S Gibson, Executive Director; S Egan, Head of Housing Services; J Forbes, Head of Property Services; G McParland, Property Manager (Assets and Estates); C Mitchell, Strategy and Support Manager; J Read, Strategy and Policy Adviser

Chair's Opening Remarks

The Chair referred to the appointment of Councillor Cowie as Depute Chair of this Committee and thanked the outgoing Depute Chair, Councillor Lennon, for his contribution to the work of the Committee.

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 held on 30 August 2023 were submitted for approval as a correct record.

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

3 Revenue Budget Monitoring 2023/2024 - Housing and Technical Resources (Excl Housing Revenue Account (HRA))

A joint report dated 11 October 2023 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of the actual expenditure measured against the revenue budget for the period 1 April to 8 September 2023 for Housing and Technical Resources (excl HRA).

As at 8 September 2023, there was a breakeven position against the phased budget.

Virements were proposed to realign budgets and those were detailed in appendices B and C to the report.

The Committee decided:

- (1) that the breakeven position as at 8 September 2023 on Housing and Technical Resources' (excl HRA) Revenue Budget, as detailed in Appendix A of the report, be noted; and
- (2) that the proposed budget virements be approved.

[Reference: Minutes of 30 August 2023 (Paragraph 5) and Minutes of the Executive Committee of 11 October 2023 (Paragraph 3)]

4 Revenue Budget Monitoring 2023/2024 - Housing and Technical Resources (Housing Revenue Account (HRA))

A joint report dated 11 October 2023 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of the actual expenditure measured against the revenue budget for the period 1 April to 8 September 2023 for Housing and Technical Resources (HRA).

As at 8 September 2023, there was a breakeven position against the phased budget.

The Committee decided: that the breakeven position on Housing and Technical Resources' (HRA) Revenue Budget, as detailed in Appendix A of the report, be noted.

[Reference: Minutes of 30 August 2023 (Paragraph 6) and Minutes of the Executive Committee of 11 October 2023 (Paragraph 3)]

5 Capital Budget Monitoring 2023/2024 - Housing and Technical Resources (Excl Housing Revenue Account (HRA))

A joint report dated 18 October 2023 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 to 8 September 2023.

The revised budget for Housing and Technical Resources was £12.258 million. On 13 September 2023, the Executive Committee agreed changes to the Programme totalling a net increase of £0.335 million as detailed in Appendix A of the report.

Anticipated spend for the period was £1.364 million and spend to 8 September 2023 amounted to £1.297 million. This represented an underspend of £0.067 million which was due to a timing issue only.

The Committee decided: that the Housing and Technical Resources' (excl HRA) capital programme of £12.258 million and expenditure for the year of £1.297 million, be noted.

[Reference: Minutes of 30 August 2023 (Paragraph 9) and Minutes of the Executive Committee of 13 September 2023 (Paragraph 6)]

6 Capital Budget Monitoring 2023/2024 - Housing and Technical Resources (Housing Revenue Account (HRA))

A joint report dated 11 October 2023 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 to 8 September 2023.

The budget was based on the revised capital programme for the year which had been approved by the Executive Committee on 16 August 2023.

The Housing capital programme for 2023/2024 totalled £69.596 million and was detailed, along with the funding sources, in Appendix A of the report.

Actual expenditure to 8 September 2023 was £19.378 million. This was £1.920 million behind programme and was due to a number of external fabrics projects being behind programme due to projects requiring to be reprogrammed to take account of new, more effective procurement routes and delays requiring further consideration of technical options for some works.

The Committee decided: that the revised Housing and Technical Resources' (HRA) capital programme of £69.596 million and expenditure to 8 September 2023 of £19.378 million, be noted.

[Reference: Minutes of 30 August 2023 (Paragraph 10), Minutes of the Executive Committee of 16 August 2023 (Paragraph 4) and 11 October 2023 (Paragraph 4)]

7 Housing and Technical Resources – Workforce Monitoring – July and August 2023

A joint report dated 14 September 2023 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 July and August 2023:-

- ◆ attendance statistics
- ◆ occupational health statistics
- ◆ accident/incident statistics
- ◆ discipline, grievance and Dignity at Work cases
- ◆ analysis of leavers and exit interviews
- ◆ Staffing Watch as at 10 June 2023

The Committee decided: that the report be noted.

[Reference: Minutes of 30 August 2023 (Paragraph 11)]

8 South Lanarkshire Council's Strategic Housing Investment Plan 2024 to 2029

A report dated 23 October 2023 by the Executive Director (Housing and Technical Resources) was submitted:-

- ◆ requesting approval for South Lanarkshire Council's Strategic Housing Investment Plan (SHIP) 2024 to 2029
- ◆ providing an update on additional considerations given as part of the development of South Lanarkshire Council's SHIP 2024 to 2029

The SHIP identified affordable housing development priorities within the local authority area to guide the way in which Scottish Government funding and other resources were allocated to achieve current South Lanarkshire Local Housing Strategy (LHS) 2022 to 2027 outcomes.

Local authorities were required to update the SHIP on an annual basis with sites added, removed or revised as appropriate. The most recent SHIP, which covered the period from 2023 to 2028, had been approved by this Committee on 5 October 2022.

The LHS 2022 to 2027 had been approved at the Executive Committee on 30 November 2022 and highlighted a commitment by the Council and its partners to actively seek opportunities to develop housing across South Lanarkshire to meet housing need and support social and economic regeneration.

On 30 November 2022, the Executive Committee also approved a new affordable housing supply target for the Council, aimed at delivering an additional 1,300 homes by 31 March 2027. This would be delivered through a combination of new council homes and the acquisition of existing homes from the market, with the new sites set out within the SHIP.

The SHIP 2024 to 2029 had been developed by:-

- ◆ maximising opportunities to bring forward town centre and existing Council or community planning partner-owned sites to assist in achieving the Council's new 1,300 additional homes target
- ◆ maximising opportunities to bring forward private sites through utilising new procurement routes for developers to build relationships with the Council to assist with longer term development planning
- ◆ continued alignment with the South Lanarkshire Health and Social Care Partnership to ensure appropriate current and future housing provision for those with particular needs
- ◆ alignment with relevant aspects of the new National Planning Framework 4 (NPF4) to ensure new housing developments contributed to and enhanced existing neighbourhoods

Continued engagement had also taken place with developing Registered Social Landlord (RSL) partners along with consultation with internal partners, which this year had been extended to elected members with a special session held on 31 August 2023. Engagement had also taken place with the Tenant Participation Co-ordination Group (TPCG).

The Council had submitted the draft SHIP to the Scottish Government on 28 October 2023. The submission highlighted that the document was still in draft form and subject to approval by this Committee. Following approval by this Committee, the document would be published on the Council's website.

The draft SHIP and associated table of priority sites was detailed in Appendix 1 to the report. The document had been updated in line with national guidance and provided a detailed context and rationale for the priorities which would be delivered over the 5-year period to March 2029.

Table 1, annexed to the SHIP, set out priorities for grant funding to be delivered over the rolling 5-year period and included projects with a total potential capacity for delivering up to 2,442 affordable homes in South Lanarkshire over the 5-year period to March 2029.

As detailed in the report, a range of key considerations had been made as part of the development of this year's SHIP to ensure alignment with a range of Council priorities which included town centre regeneration and appropriate provision of housing for those with particular needs.

The assumptions and forecasts set out in the SHIP were based on the best information available at the time of preparation and would be subject to refinement as part of the annual review of the SHIP and preparation of the Strategic Local Programme Agreement (SLPA) as individual projects were developed. In accordance with the guidance, this annual agreement would continue to be reviewed and refreshed annually in consultation with the Scottish Government and RSL partners.

The Scottish Government's More Homes Division would collate the South Lanarkshire SHIP into a national programme for ministerial approval and thereafter, the SLPA would be prepared for sign off by each local authority.

Once the SLPA was finalised, the Scottish Government would issue individual programme agreements for RSL and Council projects covering the units, tenure mix, subsidy levels, site start and completion dates, as those came forward. Monitoring and review of the delivery programme by the Council, its RSL partners and the Scottish Government would take place on an ongoing basis throughout the year.

Officers responded to members' questions on various aspects of the report.

The Committee decided:

- (1) that the Council's Strategic Housing Investment Plan 2024 to 2029, as detailed in Appendix 1 to the report, be approved for publication and submitted to the Scottish Government; and
- (2) that the key considerations made as part of the development of the Council's Strategic Housing Investment Plan 2024 to 2029 be noted.

[Reference: Minutes of 5 October 2022 (Paragraph 11) and Minutes of the Executive Committee of 30 November 2023 (Paragraph 7)]

9 Policy and Strategy Review Schedule

A report dated 18 October 2023 by the Executive Director (Housing and Technical Resources) was submitted requesting approval for the Policy and Strategy Review Schedule for Housing and Technical Resources.

The Policy and Strategy Review Schedule was established in 2011 with regular updates provided, most recently on 14 December 2022. It assisted annual service planning by providing a timeframe for the formal review of all key housing policies and strategies. It informed the development of the annual work plan for customer involvement and provided a basis for the Council to ensure that its statutory obligations were delivered.

The proposed Schedule reflected changes in the local and national policy context and was attached as Appendix 1 to the report. It included review dates that had been revised to take account of the work underway within the Resource to introduce a new Housing and Property Management system and the associated demands placed on staff resources. It set out:-

- ◆ details of housing policies and strategies
- ◆ the frequency of reviews
- ◆ when the reviews were next scheduled to take place

As part of the policy and strategy review process, associated procedures and protocols, which supported the delivery of services, were also considered and reviewed as appropriate. This ensured that scope for service improvements was also considered as part of the review process.

The scope of the policy and strategy areas covered by the Schedule was consistent with the key service areas identified by the Scottish Housing Regulator's regulatory framework, as detailed in the report.

In addition, the review also incorporated key housing and other strategies which the Resource had lead responsibility for within the Council.

The Schedule would inform the next round of Resource and Service Plans for 2024/2025 and would be used to establish a joint programme for customer engagement.

The proposed frequency of review was considered appropriate to the individual policy or strategy area. An updated Schedule would be presented to this Committee on an annual basis which would advise of progress and any amendments to the Schedule.

The Committee would continue to be fully updated in relation to the development of the specific policies and strategies contained within the Schedule.

The Committee decided:

- (1) that the Policy and Strategy Review Schedule, attached as Appendix 1 to the report, be approved; and
- (2) that the outcome of policy and strategy reviews be reported to future Committees, in line with the Schedule.

[Reference: Minutes of 14 December 2022 (Paragraph 10)]

10 Laundry Facilities – Introduction of Charging 2024/2025

A report dated 18 October 2023 by the Executive Director (Housing and Technical Resources) was submitted on a proposal for the introduction of laundry charges across relevant high rise flats from 1 April 2024.

The Council owned a total of 21 high rise blocks in East Kilbride, Hamilton and Cambuslang. Laundry facilities for tenants and residents were available within 9 high rise blocks and 1 low rise block of flats and included washing machines, spinners and driers. In East Kilbride, 3 blocks had laundry facilities charged at a nominal fee. In Hamilton and Cambuslang, 6 high rise blocks and 1 low rise block had similar laundry facilities which, in the past, had been free to use by tenants and residents. The remaining 12 high rise blocks had no laundry facilities.

As charging arrangements were not consistent, an appraisal had been undertaken which identified the need to introduce a standardised charging arrangement. This would address the inequity of the current position in East Kilbride and service-wide as the cost of the service would be borne across all Council tenants rather than by those directly using the service.

Standardising charges for washing and drying facilities would generate income to the Council to meet the significant and increasing costs of equipment, electricity, maintenance and ad-hoc repairs. The proposed level of charge had been developed to reflect the costs associated with the use and maintenance of the equipment. The introduction of charging was only applicable to those blocks with existing laundry facilities.

A benchmarking comparison with 3 local laundrettes was detailed in Table 1, with the estimated annual income detailed in Table 2 within the report.

Following approval by this Committee, a programme of engagement with those affected tenants and residents would be undertaken prior to the introduction of charging from 1 April 2024.

The Committee decided:

- (1) that the introduction of laundry charges, as detailed in section 4 of the report, from 1 April 2024, be approved; and
- (2) that it be noted that a programme of engagement with tenants and residents would be undertaken on the introduction of charging.

11 Acquisition of 6 Houses at Tenter Place and Lampmaker Drive, Hamilton

A report dated 11 October 2023 by the Executive Director (Housing and Technical Resources) was submitted requesting approval to acquire 6 houses at Tenter Place and Lampmaker Drive, Hamilton from Lovell Homes.

On 30 November 2022, the Executive Committee approved the revised Council Housing Supply Programme target of 1,300 additional homes to increase the total number of council homes in South Lanarkshire by March 2027. It was noted within the report to that Committee, that this would be achieved through a flexible combination of new homes, built on behalf of the Council on existing Council owned land, new homes purchased 'off the shelf' from housing developers and the acquisition of suitable existing homes.

Through the ongoing redevelopment of the former Philips factory site at Wellhall Road, Hamilton, Lovell Homes was building a total of 163 houses. As part of the Section 75 Planning Agreement for the development, Lovell Homes was providing 40 houses to the Council through a Turnkey arrangement.

An opportunity had arisen for the Council to acquire an additional 6 'off the shelf' units within the current calendar year. The houses comprised four, 3-bedroom semi-detached and two, 3-bedroom townhouses. Those units would help increase supply and meet housing need in a high pressure area. The Council was already acquiring units within the development as part of the Section 75 Agreement and therefore, there would be an existing management presence within the immediate locality.

The properties had been assessed as being in an area of housing need and the properties were of a size and type that the Council had demand for. The acquisitions presented the Council with an opportunity to deliver additional housing more quickly than through its ongoing new build programme as planning consent had already been granted and development was nearing completion. It was highlighted that the proposed acquisition of the 6 units was an entirely separate transaction from the previous transaction for 40 houses which were being acquired pursuant to planning obligations in the Section 75 Agreement.

The acquisitions would be eligible for Scottish Government Affordable Housing Grant funding and an assessment of the market value of the houses confirmed that the proposed price represented good value for money.

Therefore, it was proposed to acquire the 6 properties at Tenter Place and Lampmaker Drive, Hamilton from Lovell Homes subject to the following principal conditions:-

- ♦ the purchase price to be £1,306,000, exclusive of VAT, which would be payable on the date of entry

- ◆ the date of entry to be upon completion
- ◆ each party to be responsible for their own legal fees

The Committee decided:

- (1) that 6 houses at Tenter Place and Lampmaker Drive, Hamilton, be acquired from Lovell Homes for the total sum of £1,306,000, exclusive of VAT, for addition to the Council's housing stock; 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 acquisition of the properties and to enter into the necessary legal agreements on terms which were in the best interests of the Council.

[Reference: Minutes of the Executive Committee of 30 November 2022 (Paragraph 7)]

12 Annual Report - Mainstreaming Equality and Diversity within Housing and Technical Resources

A report dated 10 October 2023 by the Executive Director (Housing and Technical Resources) was submitted providing an overview of progress made in relation to mainstreaming equalities within Housing and Technical Resources during 2022/2023 and highlighting the key actions being progressed during 2023/2024.

The Housing and Technical Resources' Equality and Diversity Co-ordinating Group continued to progress the Equality and Diversity work plan and support a consistent approach to mainstreaming equality and diversity across the Resource.

Details were provided on progress made in meeting those commitments during 2022/2023 and the key priorities for 2023/2024 were outlined.

Officers responded to members' questions on various aspects of the report.

The Committee decided: that the progress made during 2022/2023 and key actions for 2023/2024 in relation to mainstreaming equalities be noted.

[Reference: Minutes of 14 December 2022 (Paragraph 17)]

13 Annual Report on the Charter (ARC) 2022/2023

A report dated 29 September 2023 by the Executive Director (Housing and Technical Resources) was submitted providing an update on:-

- ◆ the Scottish Social Housing Charter and the requirement to produce an Annual Report on the Charter (ARC) covering performance during 2022/2023
- ◆ arrangements to monitor and report on Charter progress throughout 2023/2024

The Charter contained 32 measures of performance which reflected a mixture of qualitative, survey-based information as well as a range of efficiency and effectiveness measures. To comply with the requirements set out by the Scottish Housing Regulator (SHR), the Resource submitted its 2022/2023 performance information to the Regulator on 26 May 2023.

The Charter report was consistent with those of previous years and a summary, attached as Appendix 1 to the report, provided further details on each indicator together with a comparison against the Scottish average for all social landlords and that of the other Scottish local authority landlords. There were 7 indicators where performance had improved in the last year, details of which were included in the report along with a summary of the position and context in relation to 5 indicators where performance had reduced.

A key objective of the Charter process was to ensure robust scrutiny and consideration of the performance of landlords. As trends emerged, the comparative aspect of performance with others would inform and reflect on areas for future tenant and service user scrutiny and potential areas for service improvement.

The Resource Plan 2023/2024, which included the majority of the Charter indicators, would continue to be monitored and reported as part of the 6-monthly update to the Committee.

Officers responded to members' questions on various aspects of the report.

The Committee decided:

- (1) that the Council's reported performance and contextual information for the Scottish Social Housing Charter and comparisons with other landlords, as detailed at Appendix 1 of the report, be noted; and
- (2) that the future use of the Charter for ongoing scrutiny by the Scottish Housing Regulator (SHR), tenants and other service users, be noted.

[Reference: Minutes of 5 October 2022 (Paragraph 14)]

14 Update of the Housing and Technical Resources' Risk Register and Risk Control Plan

A report dated 10 October 2023 by the Executive Director (Housing and Technical Resources) was submitted providing an update on the Housing and Technical Resources' Risk Register and Risk Control actions.

Housing and Technical Resources had followed Council guidance in developing, monitoring and updating its Risk Control Register on an ongoing basis. The Register had been developed to ensure that the Resource:-

- ◆ was fully aware of the top risks
- ◆ was able to prioritise those risks
- ◆ had controls in place to eliminate or minimise the impact of the risk

The risks were scored in accordance with the Council's scoring mechanism based on likelihood and impact of risk. This resulted in risks being scored between 1 to 25 (low to very high). Risks were scored on their inherent risk (risk if nothing was done) and their residual risk (risk after applying controls). The Council's scoring matrix was attached as Appendix 1 to the report.

The Risk Register for the Resource had been developed and was monitored on an ongoing basis by the Resource Risk Management Group to add new risks and to review the score of existing risks. The main changes to the Risk Register, including 5 new risks, were summarised in the report.

Details of all risks which had scored very high and high were provided in Appendix 2 to the report. Risks evaluated as being medium or low risk would be monitored to ensure that they continued to be adequately managed.

Appendix 3 to the report provided a comparison of risk scores for 2022 and 2023. This appendix also detailed changes in risk descriptions.

Officers responded to members' questions on various aspects of the report.

The Committee decided:

- (1) that the contents of the Resource Risk Register be noted; and
- (2) that it be noted that risk control actions would continue to be progressed by relevant officers.

[Reference: Minutes of 14 December 2022 (Paragraph 16)]

15 Notification of Contracts Awarded - 1 April to 8 September 2023

A report dated 15 September 2023 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 April to 8 September 2023, as follows:-

- ♦ contracts awarded by Consultancy Services
- ♦ contracts awarded by the Procurement Team
- ♦ sub contracts awarded by Building Services

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

Officers responded to members' questions on various aspects of the report.

The Committee decided:

- (1) that the contracts awarded by Consultancy Services, as detailed in Appendix A to the report, be noted;
- (2) that the contracts awarded by the Procurement Team, as detailed in Appendix B to the report, be noted; and
- (3) that the sub contracts awarded by Building Services, as detailed in Appendix C to the report, be noted.

[Reference: Minutes of 31 May 2023 (Paragraph 10)]

16 Urgent Business

There were no items of urgent business.

Report

3

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **7 February 2024**
 Report by: **Head of Finance (Strategy)**
Executive Director (Housing and Technical Resources)

Subject: **Revenue Budget Monitoring 2023/2024 - Housing and Technical Resources (Excl Housing Revenue Account (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 to 1 December 2023 for Housing and Technical Resources (excl Housing Revenue Account (HRA))

2. Recommendation(s)

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

- (1) that the breakeven position as at 1 December 2023 on Housing and Technical Resources' (excl HRA) revenue budget and the forecast to 31 March 2024 of a breakeven position after approved transfers to reserves, as detailed in Appendix A of the report, be noted; and
- (2) that the proposed budget virements be approved

3. Background

3.1. This is the third revenue budget monitoring report presented to the Housing and Technical Resources Committee for the financial year 2023/2024.

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

4. Employee Implications

4.1. There are no employee implications as a result of this report.

5. Financial Implications

5.1. **Probable Outturn:** Following the Council's formal probable outturn exercise, the forecast for the budget to 31 March 2024 is a breakeven position after approved transfers to reserves of £1.510 million. This is made up of overspends in the Estates and Property Maintenance services, offset by an underspend in Office Accommodation.

5.2. As at 1 December 2023, there is a breakeven position against the phased budget.

6. Other Implications

- 6.1. The main risk associated with the Council's Revenue Budget is that there is an overspend. The risk is managed through 4-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. Inflationary and budget pressures this year increase the risk of overspend, however, we have mitigated this through providing additional funds in future years budget strategy and in this year, through some reserve funds available.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no climate change, sustainability and environmental implications 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 is also no requirement to undertake any consultation in terms of the information contained in this report.

Jackie Taylor
Head of Finance (Strategy)

Stephen Gibson
Executive Director (Housing and Technical Resources)

10 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Executive Committee, 24 January 2024

List of Background Papers

- ◆ Financial ledger and budget monitoring results to 1 December 2023

Contact for Further Information

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

Graham Booth, Finance Manager

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SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 1 December 2023 (No.9)

Housing and Technical Resources Summary (excl HRA)

Budget Category	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 01/12/23	Actual 01/12/23	Variance 01/12/23		% Variance 01/12/23	Notes
Employee Costs	50,063	48,205	1,858	32,470	31,204	1,266	under	3.9%	
Property Costs	19,319	21,038	(1,719)	14,238	15,341	(1,103)	over	(7.7%)	
Supplies & Services	13,832	14,010	(178)	8,310	8,504	(194)	over	(2.3%)	
Transport & Plant	4,723	4,408	315	2,959	2,778	181	under	6.1%	
Administration Costs	3,754	3,734	20	427	557	(130)	over	(30.4%)	
Payments to Other Bodies	8,600	8,625	(25)	4,216	4,198	18	under	0.4%	
Payments to Contractors	12,865	12,625	240	7,342	6,960	382	under	5.2%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	154	181	(27)	19	20	(1)	over	(5.3%)	
Total Controllable Exp.	113,310	112,825	485	69,981	69,562	419	under	0.6%	
Total Controllable Inc.	(95,718)	(96,743)	1,025	(49,743)	(49,324)	(419)	under recovered	(0.8%)	
Net Controllable Exp.	17,582	16,082	1,510	20,238	20,238	0	-	0.0%	
Transfer to Reserves as at (01/12/23)	0	1,510	(1,510)	0	0	0	-		
Position After Transfers to Reserves (01/12/23)	17,592	17,592	0	20,238	20,238	0	-	0.0%	

Variance Explanations

Variances are shown in Appendix B and C as appropriate.

Budget Virements

Virements are shown in Appendix B and C as appropriate.

Approved Transfers to Reserves

Detailed in Appendix B and C

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 1 December 2023 (No.9)

Housing Services

<u>Budget Category</u>	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 01/12/23	Actual 01/12/23	Variance 01/12/23		% Variance 01/12/23	Notes
Employee Costs	4,034	4,016	18	2,546	2,521	25	under	1.0%	a
Property Costs	6,638	7,305	(687)	4,665	5,147	(482)	over	(10.3%)	1, b, c
Supplies & Services	217	212	5	132	140	(8)	over	(6.1%)	
Transport & Plant	194	154	40	147	125	22	under	15.0%	
Administration Costs	156	145	11	57	61	(4)	over	(7.0%)	
Payments to Other Bodies	4,728	4,626	102	2,860	2,789	71	under	2.5%	
Payments to Contractors	2,709	2,468	241	1,466	1,299	167	Under	11.4%	2
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	11	20	(9)	2	2	0	-	0.0%	
Total Controllable Exp.	18,687	18,946	(259)	11,875	12,084	(209)	over	(1.8%)	
Total Controllable Inc.	(8,458)	(10,274)	1,816	(5,546)	(5,803)	257	over recovered	4.6%	3, c, d
Net Controllable Exp.	10,229	8,672	1,557	6,329	6,281	48	under	0.8%	
Transfer to Reserves as at (01/12/23)	0	1,485	(1,485)	0	0	0	-		
Position After Transfers to Reserves (01/12/23)	10,229	10,157	72	6,329	6,281	48	under	0.8%	

Variance Explanations

1. The overspend relates to the cost of works on temporary accommodation to meet current demand.
2. The underspend relates to commissioned services in the homelessness budget where expenditure varies according to service requirements.
3. The over recovery relates mainly to rent from temporary accommodation stock.

Budget Virements

- a. Incorporation of additional pay award. Net Effect £0.180m: Employee Costs £0.180m.
- b. Transfer of budget from centre for utilities. Net Effect £0.100m, Property Costs £0.100m.
- c. Realignment of budget within Homelessness. Net Effect £0.000m: Property Costs £0.305m and Income (£0.305m).
- d. Funding from Scottish Government for Ukraine Resettlement Funding. Net Effect £1.485: Income £1.485m.

Approved Transfers to Reserves (£1.485m):

- i. Ukraine Resettlement Funding. (£1.485m)

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 1 December 2023 (No.9)

Property Services

<u>Budget Category</u>	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 01/12/23	Actual 01/12/23	Variance 01/12/23		% Variance 01/12/23	Notes
Employee Costs	46,029	44,189	1,840	29,924	28,683	1,241	under	4.1%	1, a
Property Costs	12,681	13,733	(1,052)	9,573	10,194	(621)	over	(6.5%)	2, a, b
Supplies & Services	13,615	13,798	(183)	8,178	8,364	(186)	over	(2.3%)	3, c
Transport & Plant	4,529	4,254	275	2,812	2,653	159	under	5.7%	4
Administration Costs	3,598	3,589	9	370	496	(126)	over	(34.1%)	
Payments to Other Bodies	3,872	3,999	(127)	1,356	1,409	(53)	over	(3.9%)	d
Payments to Contractors	10,156	10,157	(1)	5,876	5,661	215	under	3.7%	5, e
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	143	161	(18)	17	18	(1)	over	(5.9%)	
Total Controllable Exp.	94,623	93,880	743	58,106	57,478	628	under	1.1%	
Total Controllable Inc.	(87,259)	(86,469)	(790)	(44,197)	(43,521)	(676)	under recovered	(1.5%)	6, a, e
Net Controllable Exp.	7,364	7,411	(47)	13,909	13,957	(48)	over	0.3%	
Transfer to Reserves as at (01/12/23)	0	25	(25)	0	0	0	-		
Position After Transfers to Reserves (01/12/23)	7,364	7,436	(72)	13,909	13,957	(48)	over	0.3%	

Variance Explanations

1. The variance relates to vacancies which are actively being recruited or are still under consideration whilst service requirements are determined.
2. The overspend relates primarily to service charges within the estates service.
3. The level of expenditure on materials varies depending on the current workload demands and timing of works on a wide variety of capital and revenue works.
4. The level of expenditure on scaffolding, plant and other transportation costs varies depending on the current workload demands and timing of works on a wide variety of capital and revenue works.
5. The use of private contractors varies depending on the current workload demands and timing of works on a wide variety of capital and revenue works.
6. The level of income recovered varies depending on the current workload and timing for the recovery of income on a wide variety of major capital and revenue works.

Budget Virements

- a. Incorporation of additional pay award. Net Effect £0.645m: Employee costs £2.864m, Property Costs £0.181m and Income (£2.400m).
- b. Transfer of budget from centre for utilities. Net Effect £0.362m, Property Costs £0.362m.
- c. Transfer to centre to reflect achievement of procurement savings. Net Effect (£0.384m): Supplies and Services (£0.384m).
- d. Transfer from CFCR in respect of Private Sector Housing Scheme of Assistance. Net Effect £1.000m: Payment to Other Bodies £1.000m.
- e. Realignment of budget within Building Services. Net Effect £0.000m: Payments to Contractors (£3.000m) and Income £3.000m.

Approved Transfers to Reserves (£0.025m):

- i) Local Heat and Energy Efficiencies Strategies (LHEES). (£0.025m)

Report

4

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **7 February 2024**
 Report by: **Head of Finance (Strategy)**
Executive Director (Housing and Technical Resources)

Subject: **Revenue Budget Monitoring 2023/2024 - Housing and Technical Resources (Housing Revenue Account (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 to 1 December 2023 for Housing and Technical Resources (Housing Revenue Account (HRA))

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 2024 of a breakeven position be noted, and
- (2) that the proposed budget virements be approved

3. Background

- 3.1. This is the third revenue budget monitoring report presented to the Housing and Technical Resources Committee for the financial year 2023/2024.
- 3.2. The report details the financial position for Housing and Technical Resources HRA on Appendix A.

4. Employee Implications

- 4.1. There are no employee implications as a result of this report.

5. Financial Implications

- 5.1. Probable Outturn: Following the Council's formal probable outturn exercise, the forecast for the budget to 31 March 2024 is a breakeven position.
- 5.2. This breakeven position includes a lower than budgeted Transfer from Reserves being required in the financial year. It is assumed that the increased level of costs experienced will be offset by an underspend in Loan Charges this financial year.
- 5.3. A reduction in spend on Loan Charges is anticipated in 2023/2024 from utilising an in-year benefit from the HRA Loans Fund Review. This work has been carried out and forms part of the 2024/2025 budget setting report for the HRA to this Committee (Housing Revenue and Capital Account Budget 2024/2025).

5.4. As at 1 December 2023, there is a breakeven position against the phased budget.

6. Other Implications

6.1. The main risk associated with the Council's Revenue Budget is that there is an overspend. The risk is managed through 4-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. Inflationary and budget pressures this year increase the risk of overspend, however, these pressures are assessed and managed within the budget planning exercise for current and future years.

7. Climate Change, Sustainability and Environmental Implications

7.1. There are no climate change, sustainability and environmental implications 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 is also no requirement to undertake any consultation in terms of the information contained in this report.

Jackie Taylor

Head of Finance (Strategy)

Stephen Gibson

Executive Director (Housing and Technical Resources)

10 January 2024

Link(s) to Council Values/Priorities/Outcomes

♦ Accountable, effective, efficient and transparent

Previous References

♦ Executive Committee, 24 January 2024

List of Background Papers

♦ Financial ledger and budget monitoring results to 1 December 2023

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

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 1 December 2023 (No.9)

Housing Revenue Account

Budget Category	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 01/12/23	Actual 01/12/23	Variance 01/12/23		% Variance 01/12/23	Notes
Employee Costs	15,310	15,401	(91)	10,015	10,054	(39)	over	(0.4%)	a
Property Costs	50,929	56,610	(5,681)	29,002	32,968	(3,966)	over	(13.7%)	1
Supplies & Services	653	691	(38)	478	488	(10)	over	(2.1%)	b
Transport & Plant	196	189	7	130	121	9	under	6.9%	
Administration Costs	5,570	5,597	(27)	363	378	(15)	over	(4.1%)	
Payments to Other Bodies	2,974	2,979	(5)	1,395	1,401	(6)	over	(0.4%)	
Payments to Contractors	100	145	(45)	62	62	0	-	0.0%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	27,162	27,162	0	24,390	24,390	0	-	0.0%	
Total Controllable Exp.	102,894	108,774	(5,880)	65,835	69,862	(4,027)	over	(6.1%)	
Total Controllable Inc.	(115,940)	(116,768)	828	(70,811)	(71,086)	275	over recovered	0.4%	2
Transfer to/(from) Balance Sheet	(4,907)	(853)	(4,054)	(2,093)	0	(2,093)	under recovered	(100.0%)	3
Net Controllable Exp.	(17,953)	(8,847)	(9,106)	(7,069)	(1,224)	(5,845)	over	(82.7%)	
Loan Charges	17,953	8,847	9,106	5,845	0	5,845	under	(100.0%)	4, a, b
Net Controllable Exp.	0	0	0	(1,224)	(1,224)	0	-	0.0%	

Variance Explanations

1. The net overspend reflects the volume and cost of repairs and maintenance, including additional costs for the internal contractor.
2. The additional income is due to the favourable timing of new build and purchased council housing units being available to rent.
3. The net combined overspend requires for a lower than budgeted level of transfer from reserves at this time.
4. The underspend is due to a reduction in spend on Loan Charges anticipated from utilising an in-year benefit from the Housing Revenue Account Loans Fund Review.

Virements

- a. Realignment of budget to fund the anticipated increase in employee costs due to pay award. Net Effect £0: Employee Costs £1.057m and Loan Charges (£1.057m).
- b. Realignment of budget to fund the anticipated costs associated with IT system development. Net Effect £0: Supplies and Services £0.220m and Loan Charges (£0.220m).

Report

5

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Head of Finance (Strategy) Executive Director (Housing and Technical Resources)

Subject:	Capital Budget Monitoring 2023/2024 - Housing and Technical Resources (Excl Housing Revenue Account (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 Housing Revenue Account (HRA)) for the period 1 April to 1 December 2023

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 £11.488 million and expenditure to date of £1.988 million, be noted; and
- (2) that the projected outturn of £8.800 million be noted.

3. Background

3.1. This is the third capital monitoring report presented to the Housing and Technical Resources Committee for the financial year 2023/2024. Further reports will follow throughout the year.

3.2. The revised budget for Housing and Technical Resources is £11.488 million. This reflects the budget of £12.258 million reported to the last meeting of this Committee in November 2023, adjusted to reflect changes totalling a net decrease of £0.770 million which were approved by the Executive Committee on 22 November 2023 (£0.230m increase) and 24 January 2024 (£1.000 million decrease). The details of these amendments are shown in Appendix A.

3.3. The report details the financial position for Housing and Technical Resources in Appendix A.

4. Employee Implications

4.1. There are no employee implications as a result of this report.

5. Financial Implications

5.1. 2023/2024 Budget

The total capital programme for Housing and Technical Resources is £11.488 million, as detailed in Section 3.2.

5.2. 2023/2024 Outturn

Work has been ongoing to monitor the predicted spend position for this financial year and current estimates from the Resource suggest an outturn of £8.800 million, an underspend of £2.688 million. This mainly reflects the anticipated timing of spend on a number of multi-year projects, resulting in budget required in 2024/2025 rather than 2023/2024.

- 5.3. The projects which will now underspend in 2023/2024 include Prioritised Urgent Investment Programme and Lifecycle Replacement – Schools. Funding for these projects will carry forward into next financial year.

5.4. Period 9 Position

The anticipated spend to date was £2.238 million and spend to 1 December 2023 amounts to £1.988 million, an underspend of £0.250 million. This reflects the timing of project spend on the demand-led Prioritised Urgent Investment Programme being less than anticipated at this time.

6. Climate Change, Sustainability and Environmental Implications

- 6.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

7. Other Implications

- 7.1. 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 4-weekly Investment Management meetings.

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 is also no requirement to undertake any consultation in terms of the information contained in the report.

Jackie Taylor

Head of Finance (Strategy)

Stephen Gibson

Executive Director (Housing and Technical Resources)

17 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Housing and Technical Resources Committee, 8 November 2023
- ◆ Executive Committee, 22 November 2023
- ◆ Executive Committee, 24 January 2024

List of Background Papers

◆ Financial ledger to 1 December 2023

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
Capital Expenditure 2023-24
Housing and Technical Resources Programme (excl HRA)
For Period 1 April 2023 – 1 December 2023**

<u>Housing and Technical Resources (excl HRA)</u>	Base Budget £000	Budget Adjustments £000	Slippage £000	Total Budget £000	Budget to Date £000	Actual Expenditure £000
Asset Management Programmes	10,636	299	0	10,935	2,068	1,829
Private Housing Scheme of Assistance	1,000	(1,000)	0	0	0	0
Other Housing	163	390	0	553	170	159
TOTAL	11,799	(311)	0	11,488	2,238	1,988

For Information Only

Budget Adjustments approved by Executive Committee, 22 November 2023:

Budget Adjustments

Central Energy Efficiency Fund £0.230m

Total Budget Adjustments £0.230m

Budget Adjustments approved by Executive Committee, 24 January 2024:

Budget Adjustments

Private Housing Scheme of Assistance (£1.000m)

Total Budget Adjustments (£1.000m)

Report

6

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Head of Finance (Strategy) Executive Director (Housing and Technical Resources)

Subject:	Capital Budget Monitoring 2023/2024 - Housing and Technical Resources (Housing Revenue Account (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 (Housing Revenue Account (HRA)) for the period 1 April to 1 December 2023

2. Recommendation(s)

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

- (1) that the revised Housing and Technical Resources' (HRA) capital programme of £67.443 million and expenditure to 1 December 2023 of £33.973 million, be noted

3. Background

- 3.1. This is the third capital monitoring report presented to the Housing and Technical Resources Committee for the financial year 2023/2024.
- 3.2. The budget is based on the revised capital programme for the year, which was approved by the Executive Committee on 24 January 2024.
- 3.3. The report details the financial position for Housing and Technical Resources (HRA) on Appendix A.

4. Employee Implications

4.1. There are no employee implications contained within this report.

5. Financial Implications

- 5.1. The Housing Capital Programme for 2023/2024 totals £67.443 million and is detailed along with the funding sources at Appendix A to this report.
- 5.2. Actual expenditure to 1 December 2023 is £33.973 million. This is £0.658 million ahead of programme and is due to the number of buy backs through the open market purchase scheme being ahead of programme to date.
- 5.3. Current estimates suggest an outturn of £67.443 million. The Resource is expecting to spend to this level and work will continue in the coming months to deliver spend.

6. Climate Change, Sustainability and Environmental Implications

- 6.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

7. Other Implications

- 7.1. The main risk associated with the Council's Capital Programme is an overspend. The risk is mitigated through the detailed project management plans prepared and monitored for each project. The risk of overspend is managed through 4-weekly Investment Management meetings.
- 7.2. The Council continues to experience material shortages, longer lead times and extraordinary inflationary price increases and it is anticipated that this will continue to impact on the supply chain for the foreseeable future. The impact will continue to be monitored through the 4-weekly Investment Management meetings. Further updates will be reported in the coming months with any significant increases in contract values being brought to members' attention.

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 existing policy, function or strategy and therefore, no impact assessment is required.
- 8.2. There was also no requirement to undertake any consultation in terms of the information contained in this report.

Jackie Taylor
Head of Finance (Strategy)

Stephen Gibson
Executive Director (Housing and Technical Resources)

10 January 2024

Link(s) to Council Values/Priorities/Outcomes

- Accountable, effective, efficient and transparent

Previous References

- Executive Committee, 24 January 2024

List of Background Papers

- Financial ledger to 1 December 2023

Contact for Further Information

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

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	£m	£m
Anticipated Capital Expenditure 2023/24		67.443
Estimated Financing Position 2023/24		
Capital Receipts	1.683	
Capital Financed From Current Revenue	27.162	
Prudential Borrowing	23.166	
Specific Grant – Scottish Government New Council Houses	10.048	
Specific Grant – Scottish Government Buy Backs	5.264	
Specific Grant – Scottish Government Mortgage to Rent	0.120	
Other Income	0.000	
		<u>67.443</u>
Actual Expenditure to 1 December 2023		33.973
Actual Financing Position to 1 December 2023		
Capital Receipts	1.919	
Capital Financed From Current Revenue	24.385	
Prudential Borrowing	0.000	
Specific Grant – Scottish Government New Council Houses	7.538	
Specific Grant – Scottish Government Buy Backs	0.000	
Specific Grant – Scottish Government Mortgage to Rent	0.131	
Other Income	0.000	
		<u>33.973</u>

Report

7

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Head of Finance (Strategy) Executive Director (Housing and Technical Resources)

Subject:	Housing and Technical Resources – Workforce Monitoring – September to November 2023
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide employment information for September to November 2023 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 September to November 2023 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
- ◆ Staffing Watch as at 9 September 2023

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 September to November 2023.

4. Monitoring Statistics

4.1. Attendance Statistics (Appendix 1)

Information on absence statistics is analysed for the month of November 2023 for Housing and Technical Resources.

The Resource absence figure for November 2023 was 5.6%, this figure has increased by 0.6% when compared to last month and is 0.6% lower than the Council-wide figure. Compared to November 2022, the Resource absence figure has decreased by 0.3%.

Based on the absence figures at November 2023 and annual trends, the projected annual average absence for the Resource for 2023/2024 is 5.7% compared to a Council-wide average figure of 5.4%.

Managers follow the procedures outlined in the Maximising Attendance Policy to support employees to remain at work or to return to work after a sickness absence. There are comprehensive employee supports in place and additionally, Personnel Services works in close partnership with line managers and Resource Management Teams on a case management basis to ensure that appropriate actions are taken.

4.2. Occupational Health (Appendix 2)

In terms of referrals to occupational health, which include medical examinations and physiotherapy, overall 190 referrals were made this period. This represents an increase of 27 when compared with the same period last year.

4.3. Accident/Incident Statistics (Appendix 2)

There were 10 accidents/incidents recorded within the Resource this period, this figure remains unchanged when compared to the same period last year.

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

During the period, 1 disciplinary hearing was held within the Resource, this figure remains unchanged when compared to the same period last year. During this period no appeals were heard by the Appeals Panel. Three Appeals Panels were pending, an increase of 3 when compared to the same period last year. One grievance was raised within the Resource, this figure has increased by 1 when compared to the same period last year. One Dignity at Work complaint was raised within the Resource, this figure remains unchanged when compared to the same period last year.

4.5. Analysis of Leavers (Appendix 2)

There was a total of 19 leavers in the Resource this period eligible for an exit interview. This figure has increased by 7 when compared with the same period last year. Four exit interviews were conducted in this period, a decrease of 2 when compared with the same period last year.

4.6. When processing an employee termination, managers were asked to identify whether they intended to replace the employee who had left the Council. If they indicated that they did not intend to replace the employee, they were asked to select from the following options:-

- ◆ plan to hold for savings
- ◆ fill on a fixed term basis pending savings
- ◆ transfer budget to another post
- ◆ end of fixed term contract

4.7. Appendix 2a provides a breakdown of vacant posts and whether these are being replaced or held for savings. In the period September to November 2023, 37 employees (31.62 FTE) in total left employment, managers indicated that 33 posts (27.91 FTE) were being replaced, 2 posts (1.71 FTE) were due to end of fixed term contracts and 2 posts (2.00 FTE) are being held pending service reviews.

5. Staffing Watch

5.1. There has been a decrease of 2 in the number of employees in post from 10 June 2023 to 9 September 2023.

6. Employee Implications

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

7. Financial Implications

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

8. Climate Change, Sustainability and Environmental Implications

- 8.1. There are no climate change, sustainability and environmental implications in terms of the information contained within this report.

9. Other Implications

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

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. 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.
- 10.2. There was no requirement to undertake any consultation in terms of the information contained in this report.

Jackie Taylor

Head of Finance (Strategy)

Stephen Gibson

Executive Director (Housing and Technical Resources)

21 December 2023

Link(s) to Council Values/Priorities/Outcomes

- ◆ 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 – 8 November 2023

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:-

Elaine Maxwell, HR Business Manager

Ext: (Tel: 01698 454647)

E-mail: Elaine.Maxwell@southlanarkshire.gov.uk

Absence Trends - 2021/2022, 2022/2023 & 2023/2024

Housing & Technical Resources

APT&C				Manual Workers				Resource Total				Council Wide							
	2021 / 2022	2022 / 2023	2023 / 2024		2021 / 2022	2022 / 2023	2023 / 2024		2021 / 2022	2022 / 2023	2023 / 2024		2021 / 2022	2022 / 2023	2023 / 2024				
	%	%	%		%	%	%		%	%	%		%	%	%				
April	3.2	5.5	5.7	April	3.6	10.6	6.9	April	3.3	7.6	6.2	April	4.3	5.6	5.1				
May	2.9	4.5	4.9	May	4.2	8.1	6.1	May	3.4	6.0	5.4	May	4.9	5.4	5.1				
June	3.5	4.9	5.4	June	6.2	8.5	6.8	June	4.6	6.4	6.0	June	4.7	5.3	4.7				
July	4.0	5.5	5.0	July	5.7	8.9	8.1	July	4.7	6.9	6.2	July	4.0	4.6	3.8				
August	4.9	4.7	5.1	August	7.9	7.1	8.5	August	6.2	5.7	6.4	August	4.7	4.4	4.1				
September	5.8	4.5	4.7	September	8.1	6.3	7.8	September	6.8	5.2	6.0	September	6.4	5.4	5.3				
October	5.2	4.3	4.9	October	9.0	7.8	5.2	October	6.8	5.8	5.0	October	6.3	5.8	5.1				
November	5.7	4.6	4.8	November	9.2	7.8	6.7	November	7.2	5.9	5.6	November	6.9	6.5	6.2				
December	4.6	4.4		December	9.5	7.2		December	6.7	5.6		December	6.9	7.0					
January	5.2	4.5		January	8.8	5.5		January	6.7	4.9		January	7.0	5.8					
February	6.4	4.4		February	8.5	6.2		February	7.3	5.1		February	6.6	5.9					
March	7.8	5.3		March	10.7	6.8		March	9.0	5.9		March	7.9	6.4					
Annual Average	4.9	4.8	4.9	Annual Average	7.6	7.6	6.8	Annual Average	6.1	5.9	5.7	Annual Average	5.9	5.7	5.4				
Average Apr-Nov	4.4	4.8	5.1	Average Apr-Nov	6.7	8.1	7.0	Average Apr-Nov	5.4	6.2	5.9	Average Apr-Nov	5.3	5.4	4.9				
No of Employees at 30 November 2023				889	No of Employees at 30 November 2023				561	No of Employees at 30 November 2023				1450	No of Employees at 30 November 2023				16242

APPENDIX 2		
HOUSING AND TECHNICAL RESOURCES		
	Sep - Nov 2022	Sep - Nov 2023
MEDICAL EXAMINATIONS		
Number of Employees Attending	53	70
EMPLOYEE COUNSELLING SERVICE		
Total Number of Referrals	23	18
PHYSIOTHERAPY SERVICE		
Total Number of Referrals	55	66
REFERRALS TO EMPLOYEE SUPPORT OFFICER	32	36
REFERRALS TO COGNITIVE BEHAVIOUR THERAPY	0	0
TOTAL	163	190
CAUSE OF ACCIDENTS/INCIDENTS	Sep - Nov 2022	Sep - Nov 2023
Over 7 day absences	0	2
Over 3 day absences**	1	0
Minor	5	6
Near Miss	2	0
Violent Incident: Verbal*****	2	2
Total Accidents/Incidents	10	10
<p>*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 penetrating injury as defined by the HSE.</p> <p>**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.</p> <p>***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.</p> <p>****Physical violent incidents are included in the "Specified" figures, where applicable, to provide the "Total Specified" figures.</p> <p>*****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.</p> <p>*****Physical Violent Incidents and ***** Verbal Violent Incidents are included in the "Minor" figures, where applicable, to provide the "Total Minor" figures.</p>		
RECORD OF DISCIPLINARY HEARINGS	Sep - Nov 2022	Sep - Nov 2023
Total Number of Hearings	1	1
Appeals Pending	0	3
Time Taken to Convene Hearing September - November 2023		
0-3 Weeks	4-6 Weeks	Over 6 Weeks
0	1	0
RECORD OF GRIEVANCE HEARINGS	Sep - Nov 2022	Sep - Nov 2023
Number of Grievances	0	1
Number Resolved at Stage 2	0	1
RECORD OF DIGNITY AT WORK	Sep - Nov 2022	Sep - Nov 2023
Number of Incidents	1	1
Number Resolved at Formal Stage	1	0
Still in Process	0	1
ANALYSIS OF REASONS FOR LEAVING	Sep - Nov 2022	Sep - Nov 2023
Career Advancement	4	3
Poor Relationship with Manager/Colleagues	0	1
Moving Outwith Area	1	0
Personal Reasons	1	0
Number of Exit Interviews conducted	6	4
Total Number of Leavers Eligible for Exit Interview	12	19
Percentage of interviews conducted	50%	21%

Appendix 2a				
Reason	Sep - Nov 2023		Cumulative total	
	FTE	H/C	FTE	H/C
Terminations/Leavers	31.62	37	67.84	84
Being replaced	27.91	33	63.73	79
Filling on a temporary basis	0.00	0	0.00	0
Plan to transfer this budget to another post	0.00	0	0.00	0
End of fixed term contract	1.71	2	2.11	3
Held pending service Review	2.00	2	2.00	2
Plan to remove for savings	0.00	0	0.00	0

Appendix 3									
JOINT STAFFING WATCH RETURN									
HOUSING & TECHNICAL RESOURCES									
As at 9 September 2023									
Total Number of Employees									
MALE		FEMALE		TOTAL					
F/T	P/T	F/T	P/T						
802	25	332	127	1286					
*Full - Time Equivalent No of Employees									
Salary Bands									
Chief Officer	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Fixed SCP	Teacher	TOTAL
3.00	205.10	623.16	357.38	29.60	10.00	0.00	0.00	0.00	1228.24
As at 10 June 2023									
Total Number of Employees									
MALE		FEMALE		TOTAL					
F/T	P/T	F/T	P/T						
805	27	329	127	1288					
*Full - Time Equivalent No of Employees									
Salary Bands									
Chief Officer	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Fixed SCP	Teacher	TOTAL
3.00	204.26	628.88	352.43	30.60	10.00	0.00	0.00	0.00	1229.17

Report

8

Report to: **Housing & Technical Resources Committee**
 Date of Meeting: **7 February 2024**
 Report by: **Chief Executive and Executive Director (Housing and Technical Resources)**

Subject: **Housing Revenue and Capital Account Budget 2024/2025**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ outline the revenue estimate proposals for the Housing Revenue Account (HRA) for 2024/2025
- ♦ request approval for the 2024/2025 Housing Capital Programme totalling £77.303 million

2. Recommendation(s)

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

- (1) that the proposed rent increase of 6.50% to be applied in 2024/2025 with a further 6.50% increase in 2025/2026 and again in 2026/2027 (reviewed annually), to all Council houses, Gypsy/Traveller sites, lock-ups and garage sites and the revenue estimate proposals for the HRA, as detailed in Appendix 1, be endorsed
- (2) that the findings of the HRA Loans Fund Review be implemented (Section 4), be endorsed
- (3) that based on the rent increase of 6.50%, the 2024/2025 Housing Capital Programme of £77.303 million, as detailed in Appendix 2, be endorsed; and
- (4) that the recommendations be referred to Executive Committee, for endorsement, then to Council for approval

3. Proposals for Housing Revenue and Capital Account Budget 2024/2025

3.1. The HRA revenue budget for 2024/2025 has been prepared in line with the 30-year HRA Business Plan. This has been developed to reflect the investment priority to maintain and improve the housing stock to meet national housing quality and energy efficiency standards. The programme also includes projects to increase the supply of council housing as well as environmental works and legislative compliance programmes to ensure that all safety requirement standards are met.

3.2. The movement from the original 2023/2024 revenue budget is outlined in Appendix 1. The main expenditure movements are:-

- ♦ Supervision and Management Costs increased for pay award and other inflationary pressures and efficiency saving targets (as detailed further in Paragraph 3.7)

- ◆ Housing Repairs and Maintenance reflecting a prudent allocation for expected costs and demands for these services
- ◆ Financing Costs Loan Charges reflects the costs associated with the planned investment requirements and the HRA Loans Fund Review (as detailed further in Section 4)
- ◆ House Rents are inclusive of additional new stock and the proposed rent increase
- ◆ A planned transfer from reserves reflects requirement within the 2024/2025 budget for the long term investments included in the 30-year HRA Business Plan

- 3.3. The 2024/2025 budget proposal also includes a provision of £3.743 million for bad debt which is required to continue to provide for the potential impact on rent collection and arrears. This includes contingency for the ongoing uncertainty on rental collections in the coming year due to cost-of-living pressures and an allocation of £0.300 million for tenancy sustainment mitigation.
- 3.4. In previous rounds of budget engagement, tenants have favoured multi-year agreements on the basis that they provided some clarity regarding rent levels over the medium term. A rent increase of 6.50% is proposed from 2024/2025 with a further 6.50% increase in 2025/2026 and again in 2026/2027. In accordance with statutory requirements, this 3-year commitment will be subject to annual review and customer engagement. This approach will allow the Council and tenants to plan and budget on a longer-term basis. To achieve this level of rent increase, a re-profiling of the long-term investment priorities has been undertaken. Short-term investment priorities and current service levels will be maintained.
- 3.5. One of the headlines from the recently published Scottish Government draft budget for 2024/2025 is a reduction in funding available for the Affordable Housing Supply Programme. The 2024/2025 budget represents a decrease of 22% on the previous published figure for 2024/2025. At this time, it is still unclear how the Scottish Government will reduce individual Council's funding. Further discussions are planned with the More Homes Team at the Scottish Government for further clarity on the situation. Any reduction in Scottish Government grant available for the Council may impact the planned investment to increase the overall supply of Council housing. We will report back to committee when we have information on the impact for the Council which may affect the 2024/2025 and future years capital programmes.
- 3.6. It should be noted that, based on the latest Scottish Social Housing Charter returns, the average rent charges for South Lanarkshire Council tenants remain affordable and are currently the seventh lowest of local authority landlords in Scotland. In addition, South Lanarkshire Council tenants' rent charges are the lowest of all the social landlords operating in South Lanarkshire.
- 3.7. In line with the HRA Business Plan, a reduction of £0.300 million for efficiencies has been included within the Resources Supervision and Management and Other Income budgets. £0.100 million of the efficiencies do not affect the delivery of services to our tenants and relate to the removal of vacant posts from the current establishment. The remaining £0.200 million is anticipated to come from standardising charges for washing and drying facilities across all Council areas (as approved at the Housing and Technical Resources Committee on 8 November 2023).

4. Housing Revenue Account – Loans Fund Review

- 4.1. **Background:** The Council approved the implementation of the findings from the Loans Fund Review in 2020 (Executive Committee on 24 June 2020). As part of this exercise, Link Asset Services completed work to analyse the impact on the HRA loans fund principal repayments if we were to implement a Loans Fund Review for the HRA. This work has been refreshed to bring it up to date as at end March 2023.
- 4.2. In summary, the review relates to how HRA debt is written off in our accounts. Members will be aware that the HRA capital programme is partly funded by planned borrowing. This borrowing is taken from the Council's Loans Fund (which is a fund identified to manage the external borrowing for the Council and the subsequent onward 'lending' to fund the HRA capital programme). The funding for capital spend is known as Loans Fund Advances. Repayment of these advances is made each year and these repayments form part of the HRA revenue expenditure. Therefore, borrowing to fund the HRA capital programme creates a liability to repay those advances from future years' budgets.
- 4.3. Implementing the Loans Fund Review means looking at the repayment term of loans and the lifespan of the related assets. The main focus is on the assets that transferred from the former district councils. The balance of Loans Fund Advances outstanding as at 31 March 2004 are recalculated to reflect a 40 year life using a standard rate of interest of 5%. The anticipated remaining life previously was 13 years. This means that we are assuming as at 31 March 2004, our housing stock, including that inherited from the former district councils, could be expected to last another 40 years and this has been endorsed by Property Services as realistic. All subsequent advances are repaid over a 40 year life using a standard rate of interest of 5%.
- 4.4. **Proposed Approach:** As at 31 March 2023, outstanding Loans Fund Advances for the HRA totalled £292.694 million. However, by applying the Loans Fund Review, the Loans Fund Advances as at 31 March 2023 should have been £407.126 million, meaning that the accounting for repaying debt resulted in an overpayment of £114.432 million. This is referred to as a recalculation adjustment. Table 1 below details how the overpayment is calculated.

Table 1: Loans Fund Advances Calculations

	Actual Loans Fund Repayments			Revised Loans Fund Repayments			Difference
	Opening Advances £m	Repayments £m	Closing Advances £m	Opening Advances £m	Repayments £m	Closing Advances £m	£m
2004/2005 (Opening Balance)	246.822	190.120	56.702	246.822	62.399	184.423	127.721
2004/2005 – 2022/2023	240.260	4.268	235.992	240.260	17.557	222.703	-13.289
Total	487.082	194.388	292.694	487.082	79.956	407.126	114.432

- 4.5. It is proposed that the recalculation adjustment is applied over the financial years 2023/2024 to 2025/2026 to reduce the HRA repayments in these years by £22.000 million, compared to current repayment profiles.

- 4.6. **Utilising the Benefits of the Loans Fund Review:** This will realise an in-year benefit in 2023/2024 and a reduction in the level of budget required for Loan Charges in the next 2 years. This can then support other spend within the HRA to the value of £22.000 million including the increasing cost of housing repairs and maintenance and the annual contribution to the capital programme for housing investment works.
- 4.7. The remainder of the recalculation adjustment can be applied over the financial years 2026/2027 to 2043/2044. This reduces the principal repayments in these years but they are still higher than current repayment profiles. This begins at £0.002 million in 2026/2027 and increases incrementally to £0.969 million in 2043/2044.
- 4.8. Over the whole time period, the principal repayments that the HRA make remain the same. We are reprofiling these to give the HRA benefit of £22.000 million over the period 2023/2024 to 2025/2026. This benefit will then be repaid through increased charges over the period 2026/2027 to 2066/2067. Further details are shown in Appendix 2.
- 4.9. **Additional Debt Repayments:** While the HRA will repay the same level of debt, it will be over a longer period of time. Repaying over a longer timeframe means incurring additional interest payments. These equate to approximately £1 million per annum on average. The total cost of the reprofiling of the Loans Fund Advances is circa £41 million over the debt repayment period and has been factored into the 30-year HRA Business Plan.

5. Housing Revenue Account – Capital Programme Estimates

- 5.1. The 2024/2025 capital programme is compiled in line with the 30-year HRA Business Plan. As well as continuing to plan and undertake the works needed to maintain and improve the housing stock to meet national housing quality and energy efficiency standards, a significant workstream in this year's Housing Investment Programme will be to continue our investment to increase the overall supply of Council housing in line with the target to deliver an additional 1,300 council homes by 2027. The full HRA capital programme for 2024/2025, including expected costs and funding for the new housing supply target, is detailed in Appendix 3.
- 5.2. Further key investment activities in relation to these priorities include heating replacements and insulation, external fabric upgrading, windows and doors replacement, legislative compliance works and other external environmental improvements.
- 5.3. The funding for this programme is detailed in Table 2 below:-

Table 2: Capital Programme Funding

	£m
Revenue Contribution to 2024/2025 Capital Programme	33.506
Borrowing	20.259
Scottish Government Grant – Additional Council Houses	23.418
Scottish Government Grant – Mortgage to Rent	0.120
Total Capital Programme Funding	77.303

- 5.4. As per Section 3.5., the Scottish Government grant anticipated in Table 1 above will be impacted by the funding available to the Council for Affordable Housing Supply Programme. The grant and borrowing assumptions above are based on the anticipated 143 units and 120 acquisitions expected to be completed during 2024/2025. Delivery of the Council target of 1,300 properties will involve significant higher levels of completion in the following 2 years (2025/2026 and 2026/2027).
- 5.5. Borrowing for the £20.259 million noted in Table 1 includes previously approved borrowing of £3.085 million carried forward from previous years. An additional £17.174 million of new borrowing for additional housing supply is included within the borrowing total which will result in an increase to the annual Loan Charges of circa £0.770 million per annum starting in 2025/2026. These costs are included within the HRA Business Plan, with the overall rental income from the additional stock numbers and the annual rent increase meeting the additional costs.

6. Consultation Arrangements

- 6.1. The Budget Scrutiny Group (BSG) provides the main vehicle for discussion between the Council and tenant representatives on the housing budgetary process and the financial challenges and opportunities facing Housing Services. Each year, the Council and the BSG work together to develop and co-ordinate the consultation programme on setting Council rent levels for the year ahead.
- 6.2. This year's consultation programme followed a similar approach to previous years with the main focus on an on-line survey, open to all Council tenants which was widely promoted via the South Lanarkshire View and through the Council's social media channels. In addition, other engagement opportunities and events were held including local area focus group meetings, specific focus group meetings with Gypsy/Traveller residents and homelessness service users and direct contact with tenants via email and text, seeking views and encouraging completion of the survey.
- 6.3. During the consultation, the BSG and Tenant Participation Co-ordination Group (TPCG) participated in open discussions with senior Council officers on key issues and challenges facing the Council, including the ongoing economic uncertainty and impact of the cost-of-living-crisis, increased costs associated with delivering frontline services and the Council's commitment to ensuring rents remain affordable.
- 6.4. A summary of the feedback received from the TPCG/BSG is provided below:-
- ◆ the various challenges facing the Council were recognised and it was understood that the Council cannot continue to absorb the high cost of delivering services
 - ◆ the need to increase rent levels in line with inflation to reduce borrowing and increase reserves was understood
 - ◆ the group was supportive of the Council's commitment to rents remaining affordable
 - ◆ support was expressed for the proposal to set rents for a 3-year period with an annual review
 - ◆ it was recognised that the continuing economic uncertainty presents additional risks to the Council in relation to the investment and new build programmes
- 6.5. Feedback received from the various engagement events and the on-line survey is set out below:-
- ◆ there was strong agreement from respondents that the proposed investment priorities are the right ones

- ◆ the BSG and focus group attendees were broadly supportive of the 6.50% rent increase and the proposal to set rent levels for 3 years
- ◆ over 1,200 surveys were completed during the consultation
- ◆ 37% of respondents supported the rent level to be increased by 6.50%
- ◆ a significant majority (77%) of respondents supported setting rent levels for the next 3 years with an annual review

7. Employee Implications

- 7.1. There are no employee implications as a result of this report.

8. Financial Implications

- 8.1. The financial implications are as detailed in the report.

9. Climate Change, Sustainability and Environmental Implications

- 9.1. The impact which capital investment will have upon climate change and sustainability is appropriately considered through the Resource's approach to project design, procurement, project management and delivery. Works will be progressed in such a way to support a positive impact on the environment. Appropriate mitigation actions will be put in place where any potential negative impact is identified.

10. Other Implications

- 10.1. The risks associated with this report are in relation to the Council's ability to collect rents and charges following the increases. These risks have been assessed and added to the Resource Risk Register.

- 10.2. Social landlords, such as the Council, are required to submit an Annual Assurance Statement to the Scottish Housing Regulator. This provides assurance that the organisation is compliant with the relevant requirements of Chapter 3 of the Regulatory Framework, all relevant standards and outcomes in the Scottish Social Housing Charter and all relevant legislative duties. The content of this report will contribute to the evidence to support this Statement.

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. Equality Impact Assessments are not required for the management and operational efficiencies included in the proposed budget. In addition, an assessment has been carried out in line with the Fairer Scotland Duty. For details, please contact the Strategy and Support Manager, Housing and Technical Resources.

- 11.2. Details of the consultation arrangements are set out in section 6 above.

Paul Manning
Chief Executive

Stephen Gibson
Executive Director (Housing and Technical Resources)

12 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ◆ Good quality, suitable and sustainable places to live
- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Executive Committee, 24 June 2020, 2021/2022 Revenue Budget Strategy and Savings Requirement
- ◆ Housing and Technical Resources Committee, 23 January 2023, Housing Revenue and Capital Account Budget 2023/2024
- ◆ Housing and Technical Resources Committee, 8 November 2023, Laundry Facilities – Introduction of Charging 2024/2025

List of Background Papers

- ◆ Revenue Budget Working Papers 2024/2025

Contact for Further Information

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

Jackie Taylor, Head of Finance (Strategy)

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Email: jackie.taylor@southlanarkshire.gov.uk

**SOUTH LANARKSHIRE COUNCIL
HOUSING REVENUE ACCOUNT
REVENUE ESTIMATES YEAR 2024/2025**

2023/2024 Estimate			2024/2025 Estimate		Movement £m
£m			£m		£m
		<u>Expenditure</u>			
31.093		Supervision and Management	33.677		2.584
41.380		Housing Repairs and Maintenance	47.600		6.220
2.445		Void Rents	2.588		0.143
19.230		Financing Costs Loan Charges	10.729		(8.501)
27.162		Contribution to Capital Programme	33.506		6.344
0.000		Reserves to C/F	0.000		0.000
121.310		Total Expenditure	128.100		6.790
		<u>Income</u>			
104.668		House Rents	111.801		7.133
2.679		Other Rents	2.802		0.123
0.067		Interest	0.067		0.000
8.989		Other Income	9.201		0.212
4.907		Use of B/F Reserves	4.229		(0.678)
121.310		Total Income	128.100		6.790

Appendix 2

	(1)	(2)	(3)	(4)	(5)	(6)	(7) [(1) + (4)]	(8) [(2) + (5)]	(9) [(3) + (6)]	(10)	(11)	(12)	(13)	(14)
	Existing Borrowing as at 31 March 2023			Future Borrowing			Total Borrowing			Principal Repayments				
	Reprofiled Loans Fund Advances	Existing Repayments	Difference	Future Repfiled Loans Fund Advances	Future Repayments	Difference	Reprofiled Loans Fund Advances	Repayments	Difference	Reprofiled Loans Fund Advances	Apply Recalculation Adjustment	Actual Repayments	Benefit (Difference to Existing Repayments)	Cumulative Benefit
2023/2024	8.030	8.348	-0.318	0.000	0.000	0.000	8.030	8.348	-0.318	8.030	-8.030	0.000	8.348	8.348
2024/2025	8.431	8.508	-0.077	0.193	0.287	-0.094	8.624	8.795	-0.171	8.624	-8.624	0.000	8.795	17.143
2025/2026	8.853	8.798	0.055	0.458	0.660	-0.202	9.311	9.458	-0.147	9.311	-4.710	4.601	4.857	22.000
2026/2027	9.295	8.970	0.325	0.704	0.997	-0.293	9.999	9.967	0.032	9.999	-0.030	9.969	-0.002	21.998
2027/2028	9.760	9.308	0.452	0.961	1.330	-0.369	10.721	10.638	0.083	10.721	-0.078	10.643	-0.005	21.993
2028/2029	10.248	9.626	0.622	1.010	1.377	-0.367	11.258	11.003	0.255	11.258	-0.236	11.022	-0.019	21.974
2029/2030	10.761	9.973	0.788	1.060	1.426	-0.366	11.821	11.399	0.422	11.821	-0.391	11.430	-0.031	21.943
2030/2031	11.299	9.524	1.775	1.113	1.476	-0.363	12.412	11.000	1.412	12.412	-1.310	11.102	-0.102	21.841
2031/2032	11.864	9.153	2.711	1.169	1.529	-0.360	13.033	10.682	2.351	13.033	-2.181	10.852	-0.170	21.671
2032/2033	12.457	9.511	2.946	1.227	1.583	-0.356	13.684	11.094	2.590	13.684	-2.404	11.280	-0.186	21.485
2033/2034	13.080	9.787	3.293	1.288	1.639	-0.351	14.368	11.426	2.942	14.368	-2.731	11.637	-0.211	21.274
2034/2035	13.734	10.173	3.561	1.353	1.697	-0.344	15.087	11.870	3.217	15.087	-2.986	12.101	-0.231	21.043
2035/2036	14.420	10.574	3.846	1.421	1.757	-0.336	15.841	12.331	3.510	15.841	-3.258	12.583	-0.252	20.791
2036/2037	15.141	10.991	4.150	1.492	1.819	-0.327	16.633	12.810	3.823	16.633	-3.548	13.085	-0.275	20.516
2037/2038	15.898	6.102	9.796	1.566	1.883	-0.317	17.464	7.985	9.479	17.464	-8.798	8.666	-0.681	19.835
2038/2039	16.693	6.338	10.355	1.644	1.950	-0.306	18.337	8.288	10.049	18.337	-9.327	9.010	-0.722	19.113
2039/2040	17.528	6.581	10.947	1.727	2.019	-0.292	19.255	8.600	10.655	19.255	-9.888	9.367	-0.767	18.346
2040/2041	18.404	6.843	11.561	1.813	2.090	-0.277	20.217	8.933	11.284	20.217	-10.473	9.744	-0.811	17.535
2041/2042	19.325	7.102	12.223	1.904	2.165	-0.261	21.229	9.267	11.962	21.229	-11.101	10.128	-0.861	16.674
2042/2043	20.291	7.320	12.971	1.999	2.241	-0.242	22.290	9.561	12.729	22.290	-11.813	10.477	-0.916	15.758
2043/2044	21.305	7.601	13.704	2.099	2.321	-0.222	23.404	9.922	13.482	23.404	-12.515	10.889	-0.967	14.791
2044/2045 - 2066/2067	120.309	111.563	8.746	81.764	75.719	6.045	202.073	187.282	14.791	202.073	0.000	202.073	-14.791	0.000
Totals	407.126	292.694	114.432	107.965	107.965	0.000	515.091	400.659	114.432	515.091	-114.432	400.659	0.000	

Columns 1-3 show the reprofiled loans fund advances outstanding as at 31 March 2023 along with existing repayments and the recalculation adjustment as shown in Table 1.

Columns 4-6 show the repayment of estimated future borrowing while columns 7-9 show total borrowing.

Columns 10-12 show the reprofiled advances and the application of the recalculation adjustment over the years 2023/2024 to 2043/2024 to leave the actual repayments that will be made from the HRA.

Column 12 is the same as Column 8 showing that the HRA will repay the same level of debt that is actually outstanding.

Column 13 shows the annual benefit while the cumulative benefit is shown in Column 14 with this reaching £22.000m by 2025/2026.

**SOUTH LANARKSHIRE COUNCIL
HOUSING REVENUE ACCOUNT
CAPITAL ESTIMATES YEAR 2024/2025**

Area	Project Title	Budget	
Provision of Council Housing			
SLC Wide	Provision of Council Housing		£43,397,000
SLC Wide	Mortgage To Rent		£400,000
Provision of Council Housing Sub Total			£43,797,000
Refurbishment works			
Kitchen & Bathrooms			
SLC Wide	Kitchens & Bathrooms	£10,000,000	
Kitchen & Bathrooms Sub Total		£10,000,000	
Heating Replacements			
SLC Wide	Central Heating Upgrades/Installations	£5,000,000	
Heating Replacements Sub Total		£5,000,000	
External Fabric Upgrading Works			
SLC Wide	External Fabric Upgrading - Various Blocks	£6,000,000	
External Fabric Upgrading Works Sub Total		£6,000,000	
Environmental Works			
SLC Wide	Environmental Improvements	£1,200,000	
Environmental Works Sub Total		£1,200,000	
Energy Efficiency Works			
SLC Wide	External Wall Insulation	£1,250,000	
Energy Efficiency Works Sub Total		£1,250,000	
Miscellaneous Projects			
SLC Wide	Legislative Compliance Works	£2,700,000	
SLC Wide	Window and Door Replacement Programme	£5,520,000	
SLC Wide	Sheltered Housing Schemes Refurbishment Works	£876,000	
SLC Wide	Services Upgrades	£660,000	
SLC Wide	Area Regeneration	£100,000	
SLC Wide	Council House Adaptations	£150,000	
SLC Wide	Alterations including DDA	£50,000	
Miscellaneous Projects Sub Total		£10,056,000	
Refurbishment Works Sub Total			£33,506,000
Total Capital Programme 2024/2025			£77,303,000

Report

9

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **7 February 2024**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Housing Allocation Policy – Local Letting Plans
2024/2025**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise on progress against the 2023/2024 letting targets
- ◆ request approval for the 2024/2025 letting targets
- ◆ request approval for the 2024/2025 local letting initiatives

2. Recommendation(s)

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

- (1) that progress against the 2023/2024 letting targets, be noted
- (2) that the 2024/2025 mainstream housing letting targets, attached as Appendix 1, be approved
- (3) that the 2024/2025 sheltered housing letting targets, attached as Appendix 2, be approved; and
- (4) that the Local Letting Initiatives attached as Appendix 3, be approved

3. Background

3.1. Local Letting Plans (LLPs) have been a key feature of the Housing Allocation Policy since 2009. During the review of the Housing Allocation Policy in 2018/2019, it was recognised that LLPs continue to provide an effective means for ensuring that a strategic and flexible approach is taken in the allocation of council housing in South Lanarkshire. Consequently, LLPs were retained within the revised Housing Allocation Policy, which came into effect in May 2019.

3.2. On an annual basis, LLPs are prepared for each of the housing management areas of South Lanarkshire. LLPs provide an overview of local supply and demand and set out:-

- ◆ annual letting targets for each of the 4 housing lists (in relation to mainstream and sheltered properties); and
- ◆ details of Local Letting Initiatives (LLIs) in operation within a local area

3.3. The targets and initiatives detailed within LLPs are subject to Housing and Technical Resources Committee approval. This is the fourth annual report on LLPs since the revised Housing Allocation Policy was introduced.

4. Rapid Rehousing Transition Plan

- 4.1. The South Lanarkshire Rapid Rehousing Transition Plan (RRTP) 2019 to 2024 sets out a number of objectives to address homelessness and limit the amount of time people experiencing homelessness spend in temporary accommodation. Identifying and reviewing letting targets contributes towards achieving the priority objectives set out within the RRTP.

5. Achievement of the 2023/2024 Letting Targets

- 5.1. The information provided in relation to the achievement of letting targets has been projected to the end of the financial year, based on data collated between 3 April and 10 December 2023. This approach allows letting targets and letting initiatives to be fully implemented from the start of the financial year.
- 5.2. Across each housing management area, letting targets are set within bands for each housing list to allow for a degree of flexibility when allocating properties. Full details of the projected outcomes in relation to the targets set for both mainstream and sheltered properties in 2023/2024 are set out in Appendices 1 and 2.
- 5.3. In relation to mainstream council properties, it is projected that across South Lanarkshire, performance in relation to the Urgent Housing Need List will be above the banded target. This can be attributed to the significant increase in homelessness experienced both locally and nationally. Consequently, lets directed to the Transfer and Waiting lists are projected to be below the target while lets to the Other Categories list within the target. A key focus for local housing teams is to increase lets to transfer applicants to help achieve the year-end target which will in turn increase turnover.
- 5.4. In relation to the targets set for sheltered properties across South Lanarkshire, it is projected that lets to all housing lists will be within target.

6. Letting Targets for Mainstream Properties during 2024/2025

- 6.1. The letting targets proposed for mainstream properties across South Lanarkshire and for each of the 4 housing management divisions are set out in Appendix 1.
- 6.2. The factors which have been taken into account when setting the mainstream letting targets for 2024/2025 are detailed below:-
- ◆ demand for social rented housing remains high – 13,431 applicants were on the HomeFinder housing register as at 10 December 2023
 - ◆ a continuing high demand from homeless households – between 3 April and 10 December 2023, 1,952 homelessness applications have been received. Assuming this trend continues, it is projected that 2,820 homelessness applications will have been received by the end of the financial year. This represents an increase of 13% on the 2022/2023 year end position and reflects a general increase in homelessness presentations being experienced nationally
 - ◆ the Council's statutory duty to homeless households – the number of applicants assessed as homeless and to whom the Council has a duty to provide settled accommodation remains high. As at 10 December 2023, there were 1,581 homeless applicants on the HomeFinder housing register, an increase of 20% (1,312) on the 2022/2023 year end position

- ♦ the number of properties becoming available for let – it is projected that by the end of the financial year, 1,825 mainstream properties will have been let. Whilst this represents an increase of 7% on the previous year, this figure is comparable with average turnover levels pre-Covid
- ♦ additional supply of housing – the number of Council new build properties and acquisitions planned for completion during 2024/2025
- ♦ joint working with partners – the contribution that HomeFinder partners and other Registered Social Landlords (RSLs) make to meeting housing need, including the needs of homeless applicants and other priority groups, through agreed targets

7. Sheltered Housing Letting Targets for 2024/2025

- 7.1. Between 3 April and 10 December 2023, 112 sheltered properties became available for let. It is projected that by the end of the financial year, 162 sheltered properties will have been let, broadly comparable to the number let in 2022/2023.
- 7.2. There continues to be a high level of demand for sheltered housing with 1,159 applicants on the HomeFinder housing register as at 10 December 2023.
- 7.3. It is recognised that demand for sheltered housing varies across areas and individual sheltered housing developments and this has been taken into account in the letting targets proposed for 2024/2025.
- 7.4. The letting targets proposed for sheltered properties across South Lanarkshire and for each of the 4 housing management areas are set out in Appendix 2.

8. Letting Initiatives

- 8.1. The Housing Allocation Policy allows for the establishment of LLIs in areas where there are particular needs, issues or circumstances which require to be addressed.
- 8.2. During 2023/2024, there were 6 LLIs in operation across South Lanarkshire. To inform the development of the LLPs for 2024/2025, each of the letting initiatives have been subject to review to assess their impact and identify whether there is a need for the initiative to continue.
- 8.3. It is proposed that the existing 6 LLIs, set out in Appendix 3, be retained during 2024/2025.
- 8.4. In the previous Local Letting Plan report presented to Committee in March 2023, it was recognised that there are benefits to supporting tenants living in larger homes to downsize to a smaller property. Consequently, it was agreed that during 2023/2024, a proactive approach would be taken to support council tenants under occupying larger sized properties, to downsize to a smaller property, where they wished to do so.
- 8.5. During 2023, a review of council tenants living in 4-bedroom properties was carried out. The key aim being to consider the tenant's needs and application preferences, provide housing options advice and where appropriate, ensure their application was placed appropriately on the housing register to maximise their chance of being re-housed to a smaller property.

- 8.6. At the same time, a change in operational practice was also introduced to ensure that when a council tenant (living in either a 3 or 4-bedroom property) submits a new application for housing, specific consideration is given to application preferences and housing options advice provided to enhance the tenant's chance of being re-housed.
- 8.7. As a result of the review exercise and through the mainstream allocation process, 19 tenants have been rehoused in a smaller, more suitable property and 3 tenants have been made an offer of housing. In addition, through the right to mutual exchange, a further 20 tenants have also been rehoused from a larger property to a smaller home.
- 8.8. It is proposed that this approach will continue in the year ahead and expanded to include a focus on tenants living in 3-bedroom properties.

9. Next Steps

- 9.1. Implement 2024/2025 letting targets effective from Monday 1 April 2024.
- 9.2. Publish the 2024/2025 Local Letting Plans on the South Lanarkshire Council website.
- 9.3. Continue to monitor the impact of the Local Letting Initiatives throughout the year.

10. Employee Implications

- 10.1. There are no employee implications contained within this report.

11. Financial Implications

- 11.1. There are no financial implications contained within this report.

12. Climate Change, Sustainability and Environmental Implications

- 12.1. This report does not introduce a new policy, function or strategy which impacts on the natural environment, climate change or sustainability.

13. Other Implications

- 13.1. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.
- 13.2. The risks associated with welfare reform have been included within the Resource's risk register and actions taken to mitigate these risks where possible.

14. Equality Impact Assessment and Consultation Arrangements

- 14.1. An equality impact assessment has been carried out on each LLI proposed for 2024/2025. The assessment is that the proposals do not have any adverse impact on any of the protected characteristics groups.
- 14.2. Consultation on the proposed letting targets and the LLIs has taken place with tenants and other customers at a meeting of the Tenant Participation Co-ordination Group.

Stephen Gibson
Executive Director (Housing and Technical Resources)

11 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ◆ Good quality, suitable and sustainable places to live
- ◆ We will work to put people first and reduce inequality
- ◆ Focused on people and their needs
- ◆ Caring, connected, sustainable communities
- ◆ Accountable, effective, efficient and transparent

Previous Reference

- ◆ Housing and Technical Resources Committee – Local Letting Plans, 15 March 2023

List of Background Papers

- ◆ Local Letting Plans 2023/2024

Contact for Further Information

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

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E-mail: sharon.egan@southlanarkshire.gov.uk

SLC Proposed Letting Targets for Mainstream Properties 2024/2025

South Lanarkshire

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	55-65%	1382	75%	55-65%
Transfer	15-25%	202	11%	15-25%
Waiting	15-20%	166	9%	15-20%
Other Categories	0-5%	88	5%	0-5%
		1838	100%	

Cambuslang/Rutherglen Division

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	55-65%	290	80%	55-65%
Transfer	15-25%	14	4%	15-25%
Waiting	15-20%	18	5%	15-20%
Other Categories	0-5%	39	11%	0-5%
		361	100%	

Clydesdale Division

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	45-55%	222	60%	45-55%
Transfer	20-25%	48	13%	20-25%
Waiting	20-30%	85	23%	20-30%
Other Categories	0-5%	16	4%	0-5%
		371	100%	

East Kilbride Division

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	60-65%	334	85%	60-65%
Transfer	20-30%	29	8%	20-30%
Waiting	5-15%	17	4%	5-15%
Other Categories	0-5%	13	3%	0-5%
		393	100%	

Hamilton Division

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	60-65%	536	75%	60-65%
Transfer	15-25%	111	16%	15-25%
Waiting	10-20%	46	6%	10-20%
Other Categories	0-5%	20	3%	0-5%
		713	100%	

SLC Proposed Letting Targets for Sheltered Properties 2024/2025**South Lanarkshire**

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	15-30%	35	22%	15-30%
Transfer	40-50%	71	44%	40-50%
Waiting	25-35%	54	33%	25-35%
Other Categories	0-5%	1	1%	0-5%
		161	100%	

Cambuslang Division

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	15-20%	9	69%	15-20%
Transfer	35-45%	3	22%	35-45%
Waiting	35-45%	1	9%	35-45%
Other Categories	0-5%	0	0%	0-5%
		13	100%	

Clydesdale Division

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	15-20%	7	26%	15-20%
Transfer	35-45%	6	22%	35-45%
Waiting	35-45%	13	48%	35-45%
Other Categories	0-5%	1	4%	0-5%
		27	100%	

East Kilbride Division

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	20-30%	10	17%	20-30%
Transfer	30-45%	27	45%	30-45%
Waiting	30-40%	23	38%	30-40%
Other Categories	0-5%	0	0%	0-5%
		60	100%	

Hamilton Division

Housing Need List	2023/2024	2023/2024 Projected Lets		2024/2025
	Target	Number	%	Target
Urgent Housing Need	25-35%	9	15%	15-25%
Transfer	45-50%	35	57%	50-55%
Waiting	15-25%	17	28%	20-30%
Other Categories	0-5%	0	0%	0-5%
		61	100%	

Proposed Local Letting Initiatives for 2024/2025

Management Area	Details of LLI	Area covered by LLI	Property types/sizes	Duration of LLI
Clydesdale	Priority for housing will be given to applicants who have a social or economic connection with the area. To encourage tenancy sustainment, discussions will take place with prospective tenants to ensure that they fully understand the context to living in a rural location.	Forth East Douglas Douglas Water Glespin Rigside	All property types/sizes	1 year
Hamilton	Reasonable priority for housing to be given to applicants with an assessed mobility need.	Almada Tower Wyler Tower	1 and 2 bedroom multi storey flats	1 year
Cambuslang	Reasonable priority for housing to be given to applicants with an assessed mobility need.	Rosebank Tower Sherry Heights Standford Hall Logan Tower Springhall Court	2 bedroom multi storey flats	1 year
Cambuslang	Priority for housing to be given to Transfer list and Waiting list applicants who have a local connection.	Cathkin Braes Tenant Management Co-operative area	All property sizes and types	1 year
Cambuslang	Priority for housing to be given to Transfer list and Waiting list applicants who have a local connection.	Whitlawburn	All property types and sizes	1 year
Rutherglen	Restrict lets to the Urgent Housing Need list up to 45%.	Greenhill Court	All 1 and 2 bedroom properties	1 year

Report

10

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Executive Director (Housing and Technical Resources)

Subject:	South Lanarkshire Council Customer Involvement Strategy 2024 to 2029
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ seek approval from Housing and Technical Resources Committee for the introduction of the revised Customer Involvement Strategy with effect from 1 April 2024.

2. Recommendations

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

- (1) that the revised South Lanarkshire Council Customer Involvement Strategy, attached as Appendix 1, be approved; and
- (2) that the revised strategy be implemented with effect from 1 April 2024

3. Background

3.1. This is the fifth strategy prepared in accordance with the requirements of the Housing (Scotland) Act 2001 and was developed in accordance with relevant legislation and regulatory requirements. The current strategy relating to the approach the Council takes in relation to customer involvement was approved by the Housing and Technical Resources Committee on 23 May 2018.

3.2. On 14 December 2022, Housing and Technical Resources Committee approved the updated Policy and Strategy Review Schedule which confirmed that a review of the Council's Customer Involvement Strategy would take place during 2023.

3.3. The key aim of this strategy is to ensure extensive engagement with tenants and other customers to inform the important decisions taken across housing and related services. The strategy has also been developed to reflect the principles of both the Community Empowerment (Scotland) Act 2015 and the National Standards for Community Engagement.

4. Pre-Consultation Stage

4.1. During the pre-consultation stage, to support the development of a consultative draft, the following actions were taken:-

- an evaluation of the current strategy against a range of criteria derived from the priorities and objectives specified within the strategy and legal and regulatory requirements

- a review of other Scottish Local Authority Customer Involvement Strategies
- discussions with the Tenant Participation Co-ordination Group (TPCG), customers and other services in relation to content of the draft strategy; and
- a review of the feedback received from those with experience of customer involvement who have used Council services

4.2. The comments received and views expressed during the pre-consultation stage informed the consultative draft strategy.

5. Summary of Key Changes from Current Strategy

5.1. It is proposed that the revised strategy will continue to take forward the learning from the pandemic and focus on the Council's approach to customer involvement, with the following key changes:-

- ◆ undertaking a review of local engagement arrangements with the aim of offering a variety of opportunities that fit with the needs and aspirations of tenants and other customers
- ◆ enhancing our approach to working alongside communities of interest across South Lanarkshire to ensure they have the opportunity to influence important decisions
- ◆ considering how we continue to develop new ways of working and new engagement structures to meet the changing needs and expectations of customers
- ◆ further developing participatory budgeting to ensure that customers can help to shape the use of key aspects of budget
- ◆ developing the "Customer Portal" as part of the new Integrated Housing and Property Management System which will enhance the ability and scope for direct engagement with customers; and
- ◆ consolidating links with Community Planning to reach more local groups across South Lanarkshire

6. Key Features of the Revised Strategy

6.1. To ensure extensive engagement with customers to inform the important decisions taken across housing services, the revised strategy sets out the approach the Council will take in customer involvement.

6.2. This approach is also in line with the Council's values outlined in Connect 2022-2027:-

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

6.3. The strategy aims to reverse the trend of a decrease in local groups and registered tenant organisations that began pre-Covid-19, by prioritising 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.

6.4. The strategy is focused on 4 strategic outcomes which are set out below, with the overall goal of further developing the approach and enabling customers to have realistic opportunities to become involved and help shape housing services. To

achieve each of the strategic outcomes, the strategy details a number of associated priority actions which will be progressed over the next 5 years:-

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

6.5. The key learning from customer engagement during the pandemic has been reflected within the new strategy and the Council will continue to offer a range of online, in-person and hybrid options to give flexibility and further develop levels of involvement.

6.6. The full revised strategy is contained within Appendix 1.

7. Formal Consultation Process

7.1. A consultative draft Customer Involvement Strategy was developed in conjunction with the TPCG and issued for formal consultation from 1 September to 8 December 2023. The consultative draft strategy was published on the Council's website, together with an online survey, which was developed to guide responses in relation to the following key aspects of the strategy:-

- ◆ the aims and objectives of the strategy
- ◆ the Council's approach to customer involvement; and
- ◆ that priorities and actions to ensure progress of the strategy are appropriate

7.2. In addition to the launch of the online questionnaire, a range of consultation events and presentations or discussions with existing interested groups, were taken forward by officers including:-

- ◆ South Lanarkshire Tenant Participation Co-ordination Group
- ◆ South Lanarkshire Disability Partnership Housing Sub-Group
- ◆ East Kilbride Sheltered Housing Forum
- ◆ Community Planning Progress Group
- ◆ Autism Strategy Group
- ◆ Corporate Equality and Diversity Coordinating Group; and
- ◆ Clydesdale Local Housing Forum

7.3. Views were also sought from a number of specialist organisations who offer support and advice to care experienced young people, veterans and members of the armed forces community, carers and young people.

7.4. Through the consultation approximately 200 people shared their views on the draft strategy with key responses including:-

- ◆ high levels of support with the priorities and actions detailed in the strategy
- ◆ the importance of ensuring a range of flexible, local options for people to get involved that recognises people's different experiences and interests
- ◆ the benefit of ongoing promotion of the definition of 'customer' to make it easier for people to understand their ability to participate
- ◆ building ongoing relationships with other local groups to make it easier for them to share their views

7.5. Views and comments received throughout the consultation were considered and incorporated as appropriate to inform the preparation of the finalised strategy.

8. Next Steps

- 8.1. Following approval from Housing and Technical Resources Committee, the revised strategy will be implemented from 1 April 2024.
- 8.2. Implementation of the strategy will be progressed in conjunction with the TPCG with an annual report on progress provided to the Housing and Technical Resources Committee.

9. Employee Implications

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

10. Financial Implications

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

11. Climate Change, Sustainability and Environmental Implications

- 11.1. This report does not introduce a new policy, function or strategy which impacts on the natural environment, climate change or sustainability.
- 11.2. A Strategic Environmental Assessment (SEA) pre-screening determination was completed as part of the review of the South Lanarkshire Council Customer Involvement Strategy. The assessment confirmed that there is no requirement to complete a SEA.

12. Other Implications

- 12.1. There are no other implications as a result of this report.
- 12.2. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

13. Equality Impact Assessment and Consultation Arrangements

- 13.1. Consultation on the draft Customer Involvement Strategy took place between 1 September and 24 November 2023. During this time a range of key stakeholders, including tenants and other customers, partner agencies and external organisations were given the opportunity to comment on the proposed strategy. The views and comments received have significantly contributed to the shape the finalised strategy document.
- 13.2. An equality impact assessment has been carried out on the recommendations contained within this report and where 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. The results of the assessment will be published on the Council's website.

Stephen Gibson

Executive Director (Housing and Technical Resources)

20 December 2023

Link(s) to Council Values/Priorities/Objectives

- ◆ focused on people and their needs
- ◆ working with and respecting others
- ◆ accountable, effective, efficient and transparent

Previous References

- ◆ Customer Involvement Strategy - Housing and Technical Resources Committee, 23 May 2018
- ◆ Housing and Technical Resources Policy and Strategy Review Schedule 2022/2023 - Housing and Technical Resources Committee, 14 December 2022

List of Background Papers

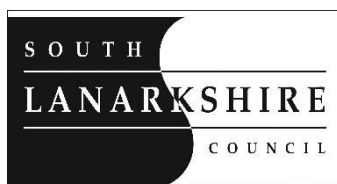
- ◆ South Lanarkshire Customer Involvement Strategy 2018-2022

Contact for Further Information

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

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10

South Lanarkshire Customer Involvement Strategy 2024-29

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1. Introduction

1.1 The Customer Involvement Strategy is organised into three main parts:

- Introduction - Providing an overview of the main context and factors shaping the Customer Involvement Strategy, including legislative requirements and lessons from previous strategies.
- Customer Involvement – Detailing our approach to customer involvement in South Lanarkshire and our Strategic Outcomes.
- Delivery – Setting out the action plan and how key partners will work together to progress the Customer Involvement Strategy 2024-29.

1.2 This is the fifth strategy prepared in accordance with the requirements of the Housing (Scotland) Act 2001. This strategy aims to build upon the achievements of our previous Customer Involvement Strategy and sets out our continued commitment to engaging and involving customers in shaping housing services.

1.3 The key aim of this strategy is to ensure extensive engagement with tenants and other customers to inform the important decisions taken across housing services. This reflects the principles of both the Community Empowerment (Scotland) Act 2015 and the National Standards for Community Engagement.

1.4 For the purposes of this strategy, the term ‘customer’ refers to tenants, future tenants including those on the housing register, Gypsy /Traveller residents, people experiencing homelessness, and others who use housing services. The strategy will also consider the protected characteristics of customers, as well as wide ranging communities of interest such as veterans and members of the armed forces community, carers, and care experienced young people.

1.5 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. This approach is also in line with the council values outlined in Connect 2022-2027:

- 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

1.6 This strategy sets out:

- the strengths of our approach and achievements over the period of the previous strategy
- proposals to further develop customer involvement
- how we will measure success and monitor progress

1.7 South Lanarkshire Council has a long history of meaningful customer involvement, and tenants and other customers have been involved in co-producing this strategy. As with preceding versions, this strategy has been co-produced with the Tenant Participation Co-ordination Group (TPCG) supported by the South Lanarkshire Tenant Development Support Project (SLTDSP).

2. Legislative and regulatory framework

- 2.1 The Strategy is prepared in line with the legal framework for tenant participation set out in the Housing (Scotland) Acts 2001 and 2010.
- 2.2 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.
- 2.3 The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter, with the aim of improving the quality and value of services provided by social landlords and improving transparency for tenants and customers.
- 2.4 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. Members of the TPCG review the return prior to submission to the SHR. The return includes key performance information in relation to overall tenant satisfaction, satisfaction with the opportunities to participate, and the percentage of tenants who feel they are kept informed. Tenant representatives are involved in developing the report to tenants which is included within the autumn edition of 'Housing news' and published on our website.
- 2.5 Our approach to customer involvement also takes account of the principles of the Community Empowerment (Scotland) Act 2015, which has a specific focus on promoting effective engagement and participation to help communities achieve greater control and influence the decisions and circumstances that affect their lives, including through Community Asset Transfer. To support organisations in putting the Act into practice, the Local Housing Strategy 2022-27 is committed to ensuring tenant involvement with Community Asset Transfer applications involving land currently owned by the Housing Revenue Account. The National Standards for Community Engagement are also used to shape the participation processes of public bodies as well as shape how community organisations can involve wider community interests.
- 2.6 To ensure customers are involved in important decisions, this strategy also reflects:
- Housing to 2040, the long-term strategy for housing in Scotland. This strategy sets out a vision and a route-map to deliver 110,000 affordable homes by 2031/32, with at least 70% for social rent, improve tenants' rights, deliver affordable warmth and zero emissions homes, and prevent and end homelessness for good.
 - The forthcoming Housing Bill, due to be introduced in 2024, which will create powers for the introduction of long-term rent controls, creating new tenant rights, and introduce new duties aimed at the prevention of homelessness.

- 2.7 Our approach to customer involvement is inherently linked to a broader framework of plans and strategies across the council including alignment with community engagement work being progressed through Community Planning neighbourhood plans.

These strategies and plans include the:

- **Community Plan 2022-2032** which aims to make South Lanarkshire a better place to live, learn, play and work and sets priorities in consultation with customers.
- **Community Engagement Framework** which defines the approach to consulting and working in partnership with communities throughout South Lanarkshire.
- **Council Plan - Connect 2022-2027** which was developed in consultation with local people and groups and aims to improve the lives and prospects of everyone in South Lanarkshire.
- **HSCP Strategic Commissioning Plan 2022-25** which sets out the overall plan for health and social care services across South Lanarkshire.
- **Local Housing Strategy 2022-2027** which sets out how the council and its partners will meet the range of housing needs of residents within South Lanarkshire, including a commitment to developing a process to ensure tenant involvement in Community Asset Transfer applications for land currently owned by the Housing Revenue Account.
- **Housing and Technical Resources Annual Resource Plan** which sets out the key strategic factors which influence housing and property services who provide a housing service to customers.
- **Annual Customer Scrutiny Framework** which outlines the council's approach to customer-led scrutiny in assessing housing delivery and identifying areas for improvement.

- 2.8 The Customer Involvement Strategy 2024-29 complements and aligns with wider partnership community engagement work which is being progressed to ensure efficient and effective delivery of community and neighbourhood planning in South Lanarkshire.

2.9 Equal Opportunities

We are committed to encouraging equal opportunities in everything we do. We will work to actively remove any barriers that stop customers getting involved and ensure that all customers have equal access and an opportunity to take part.

To ensure that customers are treated fairly and are not disadvantaged in any way an Equality Impact Assessment (EQIA) will be carried out on this strategy to identify and mitigate any negative impacts and seek opportunities to promote equality.

In relation to the Fairer Scotland Duty (FSD) we will actively consider how we can reduce inequalities of outcome caused by socio-economic disadvantage. A FSD and EQIA are being completed alongside the development of the Customer Involvement Strategy and these documents will be available for review in advance of the approval of the final strategy. www.southlanarkshire.gov.uk.

2.10 Consultation and Engagement

The Customer Involvement Strategy is developed and implemented with tenants, customers, and wider stakeholders, and the council worked closely with the Tenant Participation Coordination Group and staff to review the previous strategy and build a shared understanding of areas to continue to take forward, areas to improve, and new ideas to be implemented over the next five years.

The consultative draft of the strategy was published on the South Lanarkshire Council website alongside an online survey and promoted across social media channels between September and December 2023.

As part of the consultation process, the council has engaged directly with a wide range of partners who provided constructive and positive feedback, including:

- Discussions with tenants through the Tenant Participation Coordination Group, Local Housing Forums/Neighbourhood Boards, and a series of local engagement events, including Gypsy/Traveller sites and Sheltered Housing.
- Individual interviews with people with lived experience of homelessness.
- Stakeholders including the membership of the Autism Strategy Group, Disability Partnership Housing sub-group, Seniors Together Executive Group, and the Housing and Technical Resources Equality and Diversity Coordinating Group.
- Engagement with Community Planning partners and local people attending online discussion events.
- Engagement with representatives of a range of communities including veterans and the armed forces, young people, carers, and care experienced young people.

Feedback on the draft Customer Involvement Strategy was positive, with strong support for the proposed strategic objectives and actions to deliver them. Key feedback on the strategy included:

- The need to ensure a range of flexible, local options for people to get involved that recognises people's different experiences and interests.
- The need to further develop engagement arrangements at a locality level to meet customer's needs and aspirations.
- Continuing to improve engagement with equalities groups across South Lanarkshire, including young people, veterans and members of the armed forces community, and carers.
- Ongoing promotion of the definition of 'customer' to make it easier for people to understand their ability to participate.
- Building ongoing relationships with other local groups to make it easier for them to share their views.
- Striking the right balance between virtual and face-to-face engagement.
- Further developing and embedding scrutiny in the service improvement framework.

3. Our approach to customer involvement

- 3.1 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.
- 3.2 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.

Appendix 3 sets out in detail our approach to customer involvement.

- 3.3 The strategy aims to build on the existing range of local engagement opportunities, including:
- Tenant and Resident Associations.
 - Local housing meetings across South Lanarkshire.
 - Sheltered Housing Forums in East Kilbride and Clydesdale.
 - Homelessness lived experience group.
 - Gypsy/ Traveller groups working to shape service development and site improvement programmes at both council sites.
 - Drop-in sessions for young people in Blantyre.
 - Housing involvement in Advice Surgeries in Blantyre, Burnbank and Larkhall
 - Engagement with locality community groups in Burnhill, Glespin, Law, Rigside, Carnwath and Lanark.
 - Regular walkabouts with tenants, housing officers, elected members, Police Scotland and other partners in local communities across South Lanarkshire.

4. Customer Involvement Strategy 2018-22: Progress and achievements

- 4.1 The lockdown restrictions put in place in response to the Covid-19 pandemic presented a set of unprecedented challenges that required a reconsideration of how customer involvement activity would be delivered. The inability of people to meet in person impacted on the number of local groups remaining active across South Lanarkshire, meaning we emerged from the pandemic with fewer groups in operation to consult with.
- 4.2 The middle period of the previous strategy was largely devoted to considering new options for customer engagement, combatting the loneliness and isolation being experienced by customers during the pandemic, and ensuring more people had access to digital devices to aid communication and engagement. A significant success was achieved in relation to this, with a switch in focus to:
- Publishing a special edition of Housing news to all council tenants detailing the temporary changes to key housing services and signposting to available help and support.
 - Publishing specific newsletters for sheltered housing tenants and residents of the council's Gypsy/Traveller sites advising of temporary changes to their services and signposting to available help and support.

- Working with the SLTDSP to successfully apply to the Connecting Scotland initiative to secure digital devices to allow tenant representatives on the TPCG to engage with the council online.

4.3 The challenges presented by the pandemic resulted in a significant expansion of the use of online engagement platforms for customer involvement. This transition has had a number of positive outcomes, including:

- Efficiencies in seeking customer approval for council documents or publications.
- Reduced travel time for customer representatives to attend meetings or events.
- Improved ability of customers to participate in a way which takes account of their own circumstances.

4.4 The key learning from customer engagement during the pandemic has been reflected within the new strategy, with key actions identified around reviewing local engagement structures and working with partners to increase the range and number of locality engagement opportunities including Registered Tenant Organisations. The strategy also aims to progress this object through the right balance between online, in-person and hybrid opportunities for involvement that meet the needs and aspirations of customers. Table 1 below sets out the progress and achievements delivered during the last strategy.

Table 1: Progress and Achievements 2018-22

Strategic Outcome	Progress and Achievements 2018- 2022
<p>Customers are informed and knowledgeable</p>	<p>Keeping customers informed on performance Information on how well the council is performing on issues that matter to customers is published each year and promoted through social media together with publications such as Housing news and specific newsletters for Sheltered Housing tenants and Gypsy/Traveller residents.</p> <p>The TPCG are provided with scheduled budget reports in agreed accessible format and frequency.</p> <p>The housing sub-group of the South Lanarkshire Disability Partnership helped shape the Local Housing Strategy 2022-27 and the revised Repairs Policy and Rent Management Policy.</p> <p>Delivery of independent advice and its outputs has been provided to customers over the period of the strategy. This enables customers to be informed on areas of strong performance and areas where improvements are needed. The council is committed to providing independent advice which supports meaningful engagement with customers.</p> <p>Build customer understanding TPCG members visited the BE-ST factory in Blantyre to learn more about the range of modern technologies available to</p>

Strategic Outcome	Progress and Achievements 2018- 2022
	<p>support the transition to Net Zero, including high performance insulation materials, zero emissions heating systems, and new construction methods.</p> <p>Providing access The council secured funding to provide access to digital training and almost 200 tablets or other devices to customers to ensure they can access information, submit benefit applications, and attend online meetings and appointments.</p>
<p>More customers are involved</p>	<p>Ensuring access to information More than 10,000 tenants opted into receiving information via text or email, providing quick and easy access to consultations, surveys, and other information, including:</p> <ul style="list-style-type: none"> • rent setting • key service messages • online issue of Housing news <p>Over 1,600 tenants participated in the council's Tenant Satisfaction Survey in 2022/23, sharing their views on a range of topics including satisfaction with the quality of their home, satisfaction with opportunities to participate in the decision-making process, and satisfaction with the management of their neighbourhood.</p> <p>During the strategy, 3,589 tenants participated in the annual rent setting consultation.</p>
<p>Customers help to drive continued service improvement</p>	<p>Facilitating effective engagement The strength and resilience of the budget scrutiny approach secured effective engagement in budget setting throughout the pandemic, particularly when restrictions were at their highest.</p> <p>The Homelessness Services Users Group were involved in the review to determine the future approach to the delivery of homelessness commissioned services.</p> <p>Service improvement Tenant-led scrutiny programmes were re-established as restrictions were lifted and new projects were delivered with tenants being supported to review, report and make recommendations for the further development and improvement in the following service areas:</p> <ul style="list-style-type: none"> • Virtual call handling. • Homelessness information and advice. • Gas servicing.

Strategic Outcome	Progress and Achievements 2018- 2022
	<p>The council will continue to deliver annual programmes of scrutiny-based activities to support service improvement.</p>
<p>Customers can help to shape change and make a difference</p>	<p>Gypsy/Travellers Gypsy/Traveller residents continue to shape the development and delivery of detailed site improvement plans which include a new community facility at Shawlands Crescent, Larkhall, cladding replacement on amenity units at both sites, new decarbonised heating systems, extended pitch sizes, and upgraded waste management at Shawlands Crescent, Larkhall. The council's joint work with Gypsy/Traveller residents has been recognised with the receipt of two national awards:</p> <ul style="list-style-type: none"> • COSLA Excellence Award for 'Excellent People, Excellent Outcomes. • Municipal Journal (MJ) award for 'Innovation in Building Diversity and Inclusion'. <p>Participatory Budgeting During the strategy customers were involved in directing over £1.7 million of funding through Participatory Budgeting across housing services. In 2022-23 this included:</p> <ul style="list-style-type: none"> • Projects to improve fencing, drying areas, bin areas, communal paths and stairs, and communal gardens across the 4 housing divisions. • Internal and external upgrades to sheltered housing including tenants voting for their preferred finishes such as flooring, tiles, and wall coverings. • Whitlawburn tenants and residents were involved in determining the allocation of the Community Endowment Fund, prioritising responding to the increased cost of living through the provision of £100 food vouchers for local tenants, donating to the local food pantry, and making donations to two local primary schools. • Gypsy/Traveller residents were involved in determining priorities for the site Masterplans, contributing to the designs for the new extended units, and selecting preferred fixtures and fittings.

Delivering on the commitments made in the Customer Involvement Strategy 2018-22 under lockdown restrictions during the pandemic was challenging for the council and customers. However, it led to a number of key learning points to take forward into this strategy to ensure continued customer involvement, including:

- Increasing the involvement of customers by offering a wide range of opportunities to participate, offering flexible options that take account of people's individual circumstances.
- Expanding our reach by strengthening links with other customer groups across South Lanarkshire, ensuring alignment and avoiding duplication of effort.
- Respecting the benefits of face-to-face meetings while offering a range of local options for engagement that make more use of technology.

5 Our strategic outcomes and priorities

- 5.1 The Customer Involvement Strategy 2024-29 aims to build from the strong outcomes achieved through the delivery of the previous strategy and taking account of the learning from the pandemic period to consider how we continue to develop new ways of working and new engagement structures to understand and meet the changing needs and expectations of customers. This will be supported by the development of the new Integrated Housing and Property Management System, which will enhance the ability and scope for direct engagement with customers.
- 5.2 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.
- 5.3 The 4 strategic outcomes below set out 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 number of associated priorities which will be progressed over the next five years.

The strategic priorities for each outcome are:

Strategic Outcome 1 - Customers are informed and knowledgeable

Key priorities

- Work with the Customer Publicity Group to assess and approve communication intended for distribution to customers by awarding the 'Customer Approved Stamp' to highlight that they are clear, accessible and easy to understand.
- Ensure 'Housing news' and 'Sheltered Housing news' articles continue to be relevant and of interest to customers, including regular publication of performance information and service improvement plans.
- Ensure that our new tenant pack issued at the new tenant sign up is relevant, captures frequently asked questions, and offers key contact details.
- Continue to work alongside local Gypsy/Traveller residents to deliver and further develop site masterplans.

- Continue to publicly report service performance in an accessible way and provide comparisons with 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.
- Continue to expand the use of social media to encourage greater knowledge and understanding of housing services and performance and to encourage more customer feedback.
- Promote awareness of the wide range of opportunities for customer involvement.
- Work with customers to ensure that the new IT system is developed to further improve customer engagement.
- Review resources for customer involvement to ensure they reflect the needs and aspirations of customer groups.

Strategic Outcome 2 - More customers are involved

Key Priorities

- Encourage involvement and feedback from less engaged groups of customers.
- Work with customers to review structures for engagement at a local divisional level, including local forums, estate walkabouts, housing surgeries and drop-ins to strengthen engagement at a local level.
- Continue to develop participation with other local groups such as neighbourhood boards, community councils and other tenant organisations.
- Further develop and promote a programme of local estate walkabouts.
- 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 to encourage customer participation in them.
- Develop and improve engagement opportunities with young people.
- Develop and improve engagement opportunities with homelessness service users.
- Develop and improve engagement opportunities with veterans and members of the armed forces community.
- Continue to provide appropriate learning and training opportunities for customers to improve knowledge and confidence to assist them to become effectively

involved, appraising options for new briefings, seminars, and annual customer conference.

Strategic Outcome 3 – Customers drive continuous service improvement

Key Priorities

- Revise the Tenant Scrutiny Framework to widen the range of customer groups involved, including older people, homelessness service users and Gypsy/Travellers.
- Consider options to further develop scrutiny recommendations by the council.
- Deliver an annual programme of customer scrutiny through the Customer Scrutiny Group.
- Consider links with the South Lanarkshire Council People's Panel as an additional route to drive service improvement.
- Ensure reports to Housing and Technical Resources Committee highlight the contribution and influence of customers in developing recommendations.
- Resource and Service Plans to confirm the involvement and influence of customers in prioritising actions and measures.
- Gypsy/Traveller residents continue to be involved in the implementation of site masterplans.

Strategic Outcome 4 - Customers shape change and make a difference

Key Priorities

- Include 'You Said, We Did' feedback to customers via 'Housing news', the council website, social media platforms and annual reports to customers highlighting the difference made by customer involvement.
- Analyse and report on feedback from customer satisfaction surveys including marginalised service users, for example, Gypsy/Travellers, homelessness service users and ensure that it is used to influence service planning and delivery.
- Explore and implement a system to track and evaluate involvement activities from all customer groups and the resulting effect.

- Review independent advice and support for customers to ensure it provides for needs of all customer groups. Use customer surveys, comments and complaints to inform how the council can improve the service.

6 Resourcing and supporting customer involvement

- 6.1 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.
- 6.2 Detailed below is a breakdown of direct spend in relation to tenant participation in South Lanarkshire for the financial year 2022/23. This figure does not include costs for council staff resources.

Details	£
South Lanarkshire Tenant Development Support Project	90,409
Contracted consultant (surveys and quantitative/qualitative Research)	47,947
Production of Housing News publications	24,742
Tenants Information Service membership	2,000
Meeting costs – room hire, catering, equipment	1,278
Annual grants paid to tenant and residents group	500
Total expenditure	<u>167,189</u>

7 Monitoring, evaluation and review

- 7.1 The strategy action plan (Appendix 2) outlines how the strategic outcomes that guide our vision for success will be delivered over the next five years.
- 7.2 Effective monitoring and evaluation is essential if we are to assess the success of the strategy and ensure that we achieve the required outcomes.
- 7.3 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.

- 7.4 The TPCG will also monitor and review the financial spend in relation to the strategy.
- 7.5 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.
 - Tenant and resident groups.
- 7.6 We will also publish annual customer involvement and participation achievements in 'Housing news', on the council website and through social media platforms.

Appendix 1: 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	Tenant and Resident Groups	Tenant Participation Co-ordination Group and associated sub groups
Annual Budget and Rent Setting consultation	Continuous Improvement Groups	Customer Scrutiny Group
Annual sheltered housing meetings	Sheltered Housing Forum	Customer Publicity Group
Consultations	Focus Groups	Budget Scrutiny Group
Open meetings on ‘standalone’ issues		
Comments, compliments and complaints		
Interested Individual Register		
Walkabouts		
Housing surgeries and drop-ins		

Appendix 2: Action Plan 2024-2029

Strategic Outcome 1

Customers are informed and knowledgeable

Number	Objective	Action	Timescale
1.1	Work with the Customer Publicity Group (CPG) to assess and approve communication intended for distribution to customers	<ul style="list-style-type: none"> Annual programme of documents/publications to be considered for 'Customer Approved' Stamp to be agreed and linked to the Areas for Customer Involvement CPG to meet as required to assess publications 	2024-25 onwards
1.2	Continue to publish articles of interest to tenants, performance information, and service improvement plans in 'Housing news' and 'Sheltered Housing news'	<ul style="list-style-type: none"> Agree arrangements to ensure customer involvement in each edition 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 	2024-25 onwards
1.3	Report on landlord performance and provide comparisons in relation to other social landlords	<ul style="list-style-type: none"> Publish 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 November 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 Undertake online consultation where appropriate 	2025/26
1.5	Further 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"> Review existing approach and identify opportunities to further develop communication with and involving customers through use of text, email and social media 	2024-25 onwards

Number	Objective	Action	Timescale
1.6	Promote awareness of the range of opportunities for customer involvement	<ul style="list-style-type: none"> Publicise and encourage attendance at events to raise awareness and promote networking opportunities Continue to involve customer groups such as those identified at 4.1, to ensure effective customer engagement 	2024-25 onwards
1.7	Co-produce annual calendar highlighting customer involvement activities and events	<ul style="list-style-type: none"> Publish programme of participation opportunities throughout the year on the council website, including meeting dates, surveys, and consultations 	2024-25 onwards
1.8	Independent advice	<ul style="list-style-type: none"> Review independent advice and support for customers to ensure it meets the needs and aspirations of all customer groups Review approach to supporting customers to ensuring effective customer involvement 	2024-25

Strategic Outcome 2

More customers are involved

Number	Objective	Actions	Timescale
2.1	Encourage involvement and feedback from less engaged groups of customers, e.g. young people, minority ethnic communities, carers and veterans and members of the armed forces community	<ul style="list-style-type: none"> Use customer profile information to identify less engaged customer groups Review good practice elsewhere and Identify opportunities to target specific engagement with specific groups of customers Review, update and promote interested individual database 	2024-25
2.2	Undertake an awareness raising programme for service improvement and 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 	2024-25 onwards
2.3	Continue to engage 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 	2024-25 onwards

Number	Objective	Actions	Timescale
2.8	Local engagement arrangements	<ul style="list-style-type: none"> • Review of divisional engagement arrangements • Work with customers to review arrangements for engagement at a divisional level, including local forums and estate walkabouts to strengthen engagement at a local level. • As part of review ensure appropriate linkage with wider community engagement structures including: <ul style="list-style-type: none"> ➤ Hareleeshill Community Growers ➤ Whitehill Neighbourhood Board ➤ Burnhill Action Group 	2024-25 onwards

Strategic Outcome 3

Customers drive continuous service improvement

Number	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 and report on two scrutiny activities each year • encourage active participation in the scrutiny activities • extend the scope of the scrutiny programme to other customer groups, including people using homelessness services, Gypsy/Travellers 	2024-25 onwards 2025-26
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 • Advertise on social media looking to establish a scrutiny panel for older people • Consult with tenants via local sheltered housing forum 	2026-27 onwards

Strategic Outcome 4

Customers shape change and make a difference.

Number	Objective	Actions	Timescale
4.1	Ensure regular 'You Said, We Did' feedback to customers via 'Housing news', the council website and annual report to customers highlighting the difference made by customer involvement	<ul style="list-style-type: none"> Produce 'You Said, We Did' report annually 	2024-25 onwards
4.2	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 	2024-25 onwards
4.3	Further develop 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 Work with customers to ensure that system enhances engagement with customers Develop and implement system 	2025/26
4.4	Ensure customer involvement in identifying local priorities to be progressed through Participatory Budgeting	<ul style="list-style-type: none"> Ensure effective customer involvement in identifying estate in directing spending in relation to the Estate Improvement Budget and the Environmental aspect of the Housing Improvement Budget. Report Participatory Budgeting activity to Area Committees annually 	2024-25 onwards
4.5	Independent Advice and Support	<ul style="list-style-type: none"> Review independent advice and support Review funding arrangement for customer groups and individuals 	2024-2025 onwards

Appendix 3: Our approach to customer involvement

Service Improvement and Customer Scrutiny

- Tenants are involved in delivering service improvement through our tenant-led customer scrutiny programme which provides an active role in reviewing how housing services are being delivered and how they can be improved. Our customer scrutiny framework sets out the role of customers, staff and elected members in working together to deliver self-assessment and service improvement and puts customers in the driving seat to evaluate how well housing services are performing and to work together to achieve change.
- Over the life of the Customer Involvement Strategy, we will extend our approach to scrutiny, involving other customer groups such as people using homelessness services and residents of Gypsy/Traveller sites.

Participatory Budgeting

- Tenants are involved in directing spending by housing services through the council's approach to Participatory Budgeting (PB), a method of giving local people the opportunity to decide where public money is spent in their communities. PB is an effective community engagement tool, rather than merely a different means of allocating resources.
- Housing and Technical Resources continues to make a positive contribution to the council's PB programme through the environmental aspect of the Housing Investment Programme, the Estate Improvement Budget, the commissioning element of the Community Safety Budget, the Independent Advice contract, and the Whitlawburn Regeneration Endowment Fund.
- Tenant involvement in PB has led to improvements to sheltered housing and Gypsy/Traveller sites, tackling the cost of living for local customers, local projects including improvements to bin and drying areas, and communal paths and gardens.

Collaborative approach to engagement on the housing budget

- The Budget Scrutiny Group (BSG) provides a vehicle for developing, delivering and reviewing engagement with customers on the financial issues facing the housing service on an ongoing basis. This includes overseeing the annual process for consulting on the housing budget.

Annual programme of consultation and involvement

- Customer engagement priorities agreed with the TPCG.
- Policy/strategy review programme agreed with customers.
- Customer priorities in service and policy reviews reflected in the service level 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.

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.
- Regular publication of newsletters for Sheltered Housing and Gypsy/Traveller sites.
- 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 the council.
- The increased use of text and email with customers has provided additional options for customers to engage with the council.

Glossary

Customers	tenants, future tenants, homeless people and others who use housing services
Customer Involvement	customers taking part in decision making processes and influencing decisions about housing and related services
Customer Scrutiny	giving customers the ability to hold their landlord to account by working in partnership to achieve better performance and improve outcomes
Expenditure	money the council spends on running costs e.g., office costs, staff wages, repairs
Housing Revenue Account	a separate account held by the council for money collected from council house rents and spent on repairing, maintaining and improving council housing
Housing (Scotland) Act 2001	legislation written by the Scottish Government which housing providers must apply
Mystery Shopper	customers using council services to collect information about how good the service is
Outcomes	the change or difference made in the result of an action
Registered Tenants Organisations (RTOs)	groups set up by tenants of an area, that have a written constitution and committee, and have registered their details with their social landlord
Resources	money, people or property which the council or another body can use to do its business
Scottish Housing Regulator	an independent body which looks after the interests of people who are or may become homeless, tenants of social landlords, or users of the services that social landlords provide
Scottish Social Housing Charter	the standards and outcomes that all social landlords, should aim to achieve
Social Landlord	a landlord who manages non-commercial housing, usually a local authority or housing association
South Lanarkshire Tenant Development Support Project (SLTDSP)	provides independent, impartial advice, guidance and support to customers in South Lanarkshire on housing and related matters
Tenant Information Service (TIS)	provides independent advice, support, and training for tenants and landlords across Scotland
Tenant Participation Advisory Service (TPAS)	promotes good practice in tenant participation, engagement and empowerment

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Report

11

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **7 February 2024**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Homelessness Pressures - Impact and Proposals**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ update the Housing and Technical Resources Committee on the challenges resulting from unprecedented demand for statutory homeless services including temporary accommodation and
- ◆ highlight actions being progressed and proposed in mitigation

2. Recommendation(s)

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

- (1) that the scale and nature of the increase in demand for homelessness assistance both nationally and locally, be noted
- (2) that the pressure and impact within South Lanarkshire, stemming from the increase, which is above those being experienced nationally, be noted
- (3) that the mitigation measures in place, be noted; and
- (4) that the proposed further actions detailed at section 5 of this report, be noted

3. Background

- 3.1. Local authorities have a range of legal duties in responding to homelessness which includes securing settled housing.
- 3.2. Locally, the Council and its partners have a strong track record of effective delivery of homeless services. The commitment to preventing and alleviating homelessness has been a continuing strategic focus for over 20 years, clearly set out within the Local Housing Strategy and Community Plan along with other key Council and partner strategies.
- 3.3. In October 2017, the Scottish Government established the Homelessness and Rough Sleeping Action Group (HARSAG) to develop solutions to end homelessness. Final recommendations included a requirement for local authorities to develop a 5-year Rapid Re-housing Transition Plan (RRTP), setting out the local context and detailing actions which partners would take to achieve a step change in reducing homelessness.
- 3.4. The amount of funding provided (£2.66 million) by the Scottish Government to support delivery of the South Lanarkshire RRTP was significantly less than the amount (circa £14 million) which the plan had estimated was required.

- 3.5. Notwithstanding the significant shortfall in funding, tangible success was achieved in the early years of the plan (years 1 to 3) through a combination of:-
- ◆ effective use of additional funding directed towards increased prevention activity
 - ◆ additional support to meet complex needs
 - ◆ flipping temporary accommodation to permanent housing to meet individual need
 - ◆ a renewed focus on a partnership approach; and
 - ◆ success of wider existing plans delivering additional housing stock
- 3.6. The fourth year of RRTP 2022/2023, however, proved extremely challenging both locally and nationally, with national statistics reflecting homelessness at the highest level since current statistics began in 2002. Moreover, the increase was significantly more pronounced within South Lanarkshire (19% v 9%) than Scotland as a whole. This increase has resulted in a wholesale reversal on the previously reducing trend in relation to the level of homelessness and has also placed extreme strain on local services and budgets. Indeed, the scale of the demand experienced in 2022/2023 resulted in an overspend in the homelessness budget.
- 3.7. The overall caseload for duty to offer secure accommodation increased by 46% from a record low point below 860 during 2021, to 966 by the end of March 2022 to 1,407 by March 2023.
- 3.8. The timescale to resolve homelessness, reduced through the first 3 years of the RRTP to 210 days in March 2022, increased to 238 days by November 2023. In essence, the positive progress made in reducing homelessness over the first 3 years of the RRTP was completely undone in 2022/2023.
- 3.9. The annual RRTP review, approved by Housing and Technical Resources Committee on 30 August 2023, noted the scale and impact of the reversal experienced in the year and reconsidered ambitious 5-year targets to significantly reduce homelessness and caseload backlog to a new target to reduce or maintain current levels within 2023/2024.
- 3.10. The end of the fourth year of RRTP coincided with significant debate at a national level regarding the extreme pressures on the housing and homelessness system, this included the following:-
- ◆ publication of a thematic review of homeless services by the Scottish Housing Regulator (SHR) in February 2023. This emphasised the efforts being made by local authorities in incredibly challenging circumstances, highlighting that some local authorities were at point of systemic failure. The report noted 3 major strategic challenges:-
 - ◆ dealing with the significant numbers of people in temporary accommodation
 - ◆ maintaining a sufficient supply of appropriate temporary accommodation
 - ◆ ensuring access to the required number of permanent homes
 - ◆ in July 2023 Solace, in collaboration with the Association of Local Authority Chief Housing Officers (ALACHO), produced a report 'Housing in Scotland: current context and preparing for the future' which set out a wide range of concerns including a chronic shortage in supply of affordable housing, increasing demand trend projected to continue and risk to delivery of new build at scale required culminating in a housing emergency in Scotland

- ◆ Argyle and Bute, City of Edinburgh and Glasgow City Councils declared housing emergencies within their respective authorities in 2023
- ◆ in November 2023, the SHR published a further update highlighting the risk that a systematic failure has now been realised with wider significant failure to meet statutory duty and ongoing risk nationally
- ◆ the increase in demand noted above has continued into 2023/2024. This has further exacerbated the acute pressure on resources and increased the likelihood that the Council will be unable to meet statutory duties. Moreover, it is clear in the current operating context that a significant downturn in performance and increase in service costs is now anticipated

3.11. As local authorities and partners increasingly raised concerns over pressure in the homeless system, the Scottish Government established a short life Housing Review Group in June 2023. The focus being to consider the recommendations of Solace, explore opportunities to increase affordable housing supply and maximise existing supply to meet demand.

3.12. Despite widespread consensus on the key drivers behind increased demand pressure and the scale of the concern reflected in national statistics, there is ongoing uncertainty regarding the national response including resources to ensure local authorities meet statutory duties.

3.13. Core funding of homeless services reduced during 2022/2023 despite the increased demand and associated costs to manage services.

4. Local Issues and Actions

4.1. The continuing scale of increased demand is illustrated through the following statistics which compare the position at the end of November 2023 with the corresponding period in the previous year:-

- ◆ homeless presentations have increased by a further 15% (1,786 v 1,547)
- ◆ there has been a further 14% increase in duty to accommodate (1,461 v 1,287)
- ◆ the number of households homeless has increased by 47% (1,542 v 1,047)

4.2. This has created a significant pressure on resources, increasing the likelihood the Council will struggle to meet statutory duties and maintain performance and costs in relation to key aspects of the homeless service.

4.3. There is no standout reason for increased homeless presentations, the most common reason for homelessness continues to relate to people who have been 'asked to leave parental home' accounting for 18% of all homeless presentations, closely followed by relationship breakdown at 17% of all presentations.

4.4. Whilst proportionate increases can be seen across reasons for homelessness in the current year, over the last 3 years there are notable differences within the private sector with an increase in the levels of private rented loss of accommodation across subcategories, eg, landlord leaving the sector, a 150% increase over 3 years from 1 in 25 households to 1 in 10 since 2020/2021.

- 4.5. In the year to date (2023/2024), 196 homeless presentations resulted due to the loss of a private sector tenancy, this accounts for 11% of all homeless presentations. At the same time, challenges accessing the private rented sector is contributing to additional demand, with limited supply against high demand for available properties further limiting housing options.
- 4.6. Among the other factors contributing to the increase in homelessness are:-
- ◆ the removal of consideration of local connection within Scotland in November 2019 leading to out of area presentations (c100 in current year to date); and
 - ◆ significant housing need arising from humanitarian programmes which has been considerably above the expected local commitment
- 4.7. Whilst the Council and other local authorities have an ongoing commitment to assist humanitarian need and recognised success in its strong partnership approach to resettlement, the increasing and various streams of demand through refugee and asylum programmes is concerning and projected to continue and grow.
- 4.8. This includes housing need related to the mandated National Transfer Scheme for young unaccompanied asylum seekers and adult asylum dispersal, for which the authority has 1 hotel accommodating c100 asylum seekers. This is in addition to community placements and the ongoing expectation of a 6% contribution to meeting the needs of Scotland's refugee resettlement need. In 2021, estimated refugee resettlement was approximately 30 households annually although this significantly increased in the last 18 months with 83 Ukrainian refugee households resettled in social housing.
- 4.9. Pressure in the system was further impacted by severe winter weather and unusually high decant requirements resulted in significant pressure in the void property management system increasing demand for temporary accommodation.
- 4.10. During 2022/2023, the greatest increase in temporary accommodation was B&B placements which increased by 89.8% (not including decant placements) compared to the previous year, albeit starting from a very low level of only 30 placements during 2022/2023.
- 4.11. Alongside increased demand for temporary accommodation, demographics are expanding. Notably, more households approaching the Council for homeless assistance are in work and in receipt of no or only partial housing cost assistance impacting on their ability to cover temporary accommodation costs, again risking homeless business plan outturn against projections.
- 4.12. Pressure can be seen in performance outcomes including waiting times for homeless appointments, albeit same day appointments are maintained for urgent need cases. The authority has also breached the unsuitable accommodation order on 8 occasions year-to-date in 2023/2024, from a long-standing position of full compliance.
- 4.13. It is worth noting that South Lanarkshire remains a top performing local authority. Whilst areas of performance have certainly deteriorated, this is from a strong starting position and the Council continues to compare well against peers, albeit this is nationally a deteriorating position.

- 4.14. The continuing increasing demand trend and pressure on resources including staff managing significantly higher caseloads with no additional resource and budgetary pressure, are a significant concern for future service delivery and ability to meet statutory duties.
- 4.15. Based on 2022/2023 trends, temporary accommodation modelling suggests a requirement to let 92% of available lets to Urgent Homeless Households to significantly reduce the homelessness backlog over the next 5 years. This is not an appropriate approach long term, taking account of the increasing level of lets directed to resolve homelessness over recent years, currently approximately 70% of all lets due to the level of demand. Meanwhile, the backlog is increasing and wider need is not met. Another consequence is limited turnover of housing stock lets to the transfer list would generate and risk of encouraging homelessness as the only route to access secure housing.
- 4.16. Consistent with SHR's thematic review, the key issues fall into 3 main categories:-

Dealing with the significant numbers of people currently in temporary accommodation

- ◆ prevention is proving increasingly difficult as the private sector market is proving to be less accessible or sustainable for customers
- ◆ reasons underpinning increased demand are linked to the ongoing cost of living crisis, decline of the private rented sector and out of area demand
- ◆ the service continues to assist through direct financial and practical support to sustain tenancies, early housing options advice, prevention for vulnerable groups via housing pathway planning and working in partnership with neighbouring authorities to minimise and effectively plan for out of area presentations
- ◆ reduced stock turnover from 7.59% of properties becoming available for let in 2021/2022 to 7.12% in 2022/2023 further limits the availability of properties to meet the growing urgent homeless waiting list (a reduction of 108 lets)
- ◆ permanent lets to meet demand from humanitarian programmes is further exacerbating overall housing demand, the shortfall in lets to meet domestic homelessness now resulting in increasing amounts of time spent in temporary accommodation

Maintaining a sufficient supply of appropriate temporary accommodation

- ◆ demand has grown significantly beyond previous trends or projections in short space of time, therefore, supply has increased as far as possible at speed
- ◆ this limits opportunities to flip or meet wider need and ambitions, eg, prevention via pathway plans or Housing First, as demand for temporary drives planning
- ◆ incurring breaches of unsuitable accommodation order, albeit low level year-to-date is a change from the Council's long standing position of full compliance
- ◆ significant increase in costs associated with provision of temporary accommodation and concern for homeless business plan, related to volume but also increased costs overall
- ◆ recently introduced emergency furnished properties to reset culture and end unintended consequences of reliance on hotel accommodation, early indications are this approach is proving successful in meeting emergency need as well as cultural shift

Ensuring access to the number of permanent homes

- ◆ lets to the urgent homeless list have been maximised at almost 70% of all lets excluding amenity and sheltered amounts to almost all available lets

- ◆ increased Registered Social Landlords (RSL) contribution at 44% of all lets, the highest individual organisation at 55.90%
- ◆ continuing new build will be key to meeting overall housing need in the medium to long term
- ◆ affordable Housing Supply Buy Back target was doubled during 2023/2024 delivering short term increase in stock, targeting East Kilbride as the most pressured housing area. This approach will continue in the early years of the Strategic Housing Investment Plan (SHIP) 2023 to 2027
- ◆ continuing the Council's approach to balancing consideration of housing need against community cohesion through Local Letting Plan approach
- ◆ in the coming year, considering the ongoing high and increasing demand for homelessness, increasing backlog and inability to reduce or clear backlog with current rate of lets, exploring opportunity to generate turnover and meet wider housing need through increase of transfer lets directing secondary let to homeless list

5. Next Steps

5.1. Having considered all available statistical information, actions across wider authorities and the detail of national discussions, the following actions to address the emergency homeless situation in South Lanarkshire have been identified:-

- ◆ review and revise the Council's approach in response to homelessness ensuring clarity of offer (advice and suitable accommodation to resolve homelessness) to manage expectations from first contact
- ◆ end repeat offers of temporary accommodation related to challenging behaviour in favour of revised enhanced Promoting Positive Behaviour approach
- ◆ work with customers to ensure that they are queuing for a range of areas which will enable them to be housed within a reasonable period. This would involve individuals being asked to select whole housing locality areas and not selective letting areas (by exception ability to negate streets)
- ◆ remove opportunity to select house/heating types (by exception ability to negate based on criteria)
- ◆ applicants with minority access to children are queued for multistorey properties
- ◆ continue pilot of use of furnished properties as emergency accommodation
- ◆ continue work to increase core temporary accommodation options (first stop for East Kilbride and supported project)
- ◆ consider reduced lets to urgent homeless applicants in favour of transfer list lets to generate turnover and improve ability to meet wider housing need
- ◆ convene meeting of Head of Housing and Chief Executive of RSLs to further discuss national and local issues and requirements
- ◆ continue active participation in national discussion and working groups
- ◆ continue engagement with the Scottish Government

5.2. A consideration of opportunities to minimise the impact of homelessness on the most vulnerable has taken account of the trauma homelessness can have on a child. In this context, the service will ensure that a particular focus is now placed on the needs of a child in the allocation of housing as work continues to tackle the backlog of homelessness.

5.3. As noted earlier, the increased demand trend has continued through the first half of 2023/2024 with no reduction in sight, taking account of the key drivers being the ongoing cost of living crisis and private sector housing market conditions, which is impacting on the cost-of-service delivery.

- 5.4. The emerging gap between core homelessness funding and actual delivery costs to meet significant increased demand is a concern for the homeless business planning process and future service delivery. This includes delivering on plans to ensure long term adequate supply of compliant temporary accommodation and minimising wasteful spend, such as unsuitable hotel accommodation.
- 5.5. It is proposed that a communications strategy will be developed to accompany a review of personal housing plans for existing homelessness households in a planned programme and all new households at initial contact stage. Progress will be monitored via the range of partnership groups including Local Housing and Homeless Strategy groups. Engagement in national discussion will also continue via Solace, ALACHO and the range of homelessness and humanitarian groups.
- 6. Employee Implications**
- 6.1. There are no employee implications arising from the content of this report.
- 7. Financial Implications**
- 7.1. The current out-turn in the homelessness budget projects that the service will deliver on budget, therefore, maintaining current reserves level at £1.5 million (ring fenced for development of accommodation) following management actions to reduce costs. However, this is a fragile position, any surge in demand will increase costs and the service is operating at increased cost with reduced funding and uncertainty over longer term funding, a risk to business planning and the quality of service moving forward.
- 8. Climate Change, Sustainability and Environmental Implications**
- 8.1. There are no direct climate change, sustainability and natural environment implications arising from this report.
- 9. Other Implications**
- 9.1. There are no other implications arising from the content of this report.
- 10. Equality Impact Assessment and Consultation Arrangements**
- 10.1. There is no requirement to equality impact assess the content of this briefing paper or perform consultation.

Stephen Gibson
Executive Director (Housing and Technical Resources)

5 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ◆ Focused on people and their needs
- ◆ Good quality, suitable and sustainable places to live

Previous References

- ◆ None

List of Background Papers

- ◆ 2022/2023 Annual Rapid Rehousing Transition Plan
- ◆ 2022 to 2027 Local Housing Strategy

Contact for Further Information

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

Jacqueline Fernie, Homelessness and Housing Support Manager

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Report

12

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Lease of Proposed Development - Lanark Community Workshop at Lanark Racecourse
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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 37(c) because of the timescales involved, by the Executive Director (Housing and Technical Resources), in consultation with the Chair and an ex officio member to approve the granting of a lease of the proposed Lanark Community Workshop at Lanark Racecourse to Lanark Lanimer Committee

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 37(c), by the Executive Director (Housing and Technical Resources), in consultation with the Chair and an ex officio member, be noted; and
- (2) that the authority granted to the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services, to conclude matters and to enter into the necessary legal agreements in terms of the principal conditions contained in Section 4.6 of this report and terms which are in the best interests of the Council, be noted.

3. Background

- 3.1. In October 2015, South Lanarkshire Council applied to the Scottish Government's Regional Capital Grant Fund (RCGF) to support the development of a Clydesdale Rural Development Centre in Lanark. The Council received the formal offer of grant on 19 May 2016 for £1 million against a project cost of £2 million, the remaining funds coming from other grants.
- 3.2. The project that was submitted followed a community consultation, market appraisal and preparation of a detailed feasibility plan working with organisations including Lanark Lanimer Committee, a potential tenant for the community facilities portion of the project.
- 3.3. During 2016, negotiations to purchase the original identified site, the former Alston's Yard, reached an impasse and the project could not be delivered at this location. Other locations were also considered, however, again these could not be delivered. Consequently, there was a need to explore other options and identify an alternative site to fulfil the intention of the grant and deliver a workable project for the town.

- 3.4. An opportunity at the Racecourse, on the site of a demolished building has been identified as the best solution. This opportunity has been discussed with the Scottish Government who has confirmed it is content for the project to be progressed. Discussions have also taken place with community representatives and potential occupiers who have all indicated their support, in principle, for the revised project.

4. Proposals

- 4.1. The Scottish Government has recently confirmed its agreement to the Council, in a revised offer, to deliver the Community Workshop. The site, part of the Common Good, comprising the footprint of a former stable block, currently a concrete pad, soft landscaping and car parking area, is of sufficient size to accommodate the building to be constructed. Planning consent has been obtained, reference P-23-0015.

- 4.2. The change of site and the scale of investment has changed and therefore, the revised project outputs are now:-

- ◆ 500m² of storage space for Lanark Lanimer Committee
- ◆ 500m² of brown field land redeveloped

Community and Enterprise Resources (Enterprise and Sustainable Development Services) advise that progressing the project on the above terms will deliver these objectives.

- 4.3. The community benefit from the Lanark Lanimer Project was assessed as if under the Community Asset Transfer process and qualifies for a 77% discount to the market value (rental). Prior to committing to the construction of the new building, negotiations have been ongoing to agree the terms of occupation with Lanark Lanimer Committee. Although this is not a Community Asset Transfer, the Lanark Lanimer Committee asked that the Council takes into account the role it plays within the local community and the community benefits when setting the rent.

- 4.4. The market value of the building, when complete, would be £16,000 per annum. At a 77% discount, the rental would be £3,680 per annum.

- 4.5. In addition, in return for the fit out of the building being completed at the Lanark Lanimer Committee's expense, a 5 year rent-free period has been requested.

- 4.6. The proposed principle lease terms for the lease to the Lanark Lanimer Committee are:-

1. Premises - the completed building to be constructed at Lanark Racecourse in accordance with planning reference P-23-0015
2. Repairs - the tenants to be responsible for repairs
3. Insurance - the Council will insure premises with premium recoverable from the tenants
4. Rent – £3,680 per annum (exclusive of VAT)
5. the rent to be fixed at £1 per annum for the first 5 years
6. Rent reviews – rent to be reviewed to 23% of market rental after first 5 years and by RPI 5 yearly thereafter
6. the tenants to be responsible for all rates and utility charges
7. Use – industrial/storage
8. Term - 20 years
9. break options to be agreed
10. date of entry to be agreed

11. Costs - each party responsible for their own legal costs
12. alienation/assignation is permitted only to a similar organisation with similar objectives subject to landlord consent

5. Employee Implications

- 5.1. There are no employee implications.

6 Financial Implications

- 6.1. The site is held in the Lanark Common Good account. The premises, once constructed and let, will be added of the assets of the Common Good account.
- 6.2. If the workshop is vacated, it would be relet on commercial terms, however, the Lanark Common Good Fund would be liable for any costs associated with any vacant property until the new lease was in place. As these buildings are being built with the intention of these being leased out, a financial liability to the Common Good would only arise should these tenants leave. Therefore, at this point, there should be no financial implications for the Common Good.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

8. Other Implications

- 8.1. Planning consent has been granted for the proposed development. Statutory consultation on the change of use for Common Good has also been undertaken.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. 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 Equality Impact Assessment is required.
- 9.2. Consultation under the Community Empowerment (Scotland) Act 2015 has been undertaken regarding use of Common Good assets.

Stephen Gibson

Executive Director (Housing and Technical Resources)

6 December 2023

Link(s) to Council Values/Priorities/Outcomes

- ◆ Good quality, suitable and sustainable places to live
- ◆ Caring, connected, sustainable communities
- ◆ People live the healthiest lives possible

Previous References

- ◆ Community and Enterprise Resources Committee - 9 August 2022 Scottish Government Regeneration Capital Grant Fund Proposal to Create a Rural Development Centre at Lanark Racecourse.

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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Report

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Acquisition of Houses at Jacktonhall, Jackton (Section 75 Planning Reference EK/09/0218) and Brackenhill Farm, Hamilton (Section 75 Planning Reference HM/10/0052)
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ seek approval from Housing and Technical Resources Committee to acquire 89 homes across 2 developments, at Jacktonhall, Jackton and Brackenhill Farm, Hamilton from Barratt Homes, for inclusion in the Council's housing stock in fulfilment of the Planning obligations associated with the development of the residential sites

2. Recommendation(s)

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

- (1) that the acquisition of 89 completed affordable homes from Barratt Homes for a total price, of £17.8m (which includes the cost of land and includes circa £500k in recoverable VAT payments), to fulfil the Planning obligations associated with the residential development of the sites, be approved; and
- (2) that the Executive Director (Housing and Technical Resources) be given Delegated Authority to authorise the transactions and instruct Legal Services to conclude transactions, in the appropriate manner and in the best interests of the Council, with each individual transaction being in excess of the current £100k acquisition limit under the existing delegated powers arrangements.

3. Background

3.1. The Local Housing Strategy 2022 to 2027 was approved at Executive Committee on 30 November 2022 and highlights a commitment by the Council and its partners to actively seek opportunities to develop housing across South Lanarkshire to both meet housing need and support social and economic regeneration.

3.2. Also on 30 November 2022, Executive Committee approved a new affordable housing supply target for the Council, aiming to deliver an additional 1,300 homes by 31 March 2027. This will be delivered through a combination of new council homes and the acquisition of existing homes from the market, with the new sites set out within the Strategic Housing Investment Plan which is updated on an annual basis.

- 3.3. On 8 November 2023, the Strategic Housing Investment Programme 2024 to 2029 was approved by Housing and Technical Resources Committee. This includes projects with a total potential capacity for delivering up to 2,442 affordable homes in South Lanarkshire over the 5-year period to March 2029 and included both Jacktonhall, Jackton (40 units) and Brackenhill Farm, Hamilton (49 units).

4. Proposal

- 4.1. In November 2023, the Council entered into discussions with Barratt Homes to fulfil their planning obligation for new affordable homes through a turnkey arrangement with the Council paying staged payments for each key stage completed for each house. The mix of houses across the sites consists of 2, 3 and 4-bedroom homes including cottage flats, terraced, semi-detached and detached houses. It is anticipated that these houses will be complete in 2026.
- 4.2. The proposal provided by Barratt Homes has been assessed by the Council's relevant technical and commercial services as presenting value for money for the Council.
- 4.3. Therefore, it is proposed to acquire 89 completed houses from Barratt Homes, subject to the following principal conditions:-
- ◆ the Council will pay a land payment (20% of unit value)
 - ◆ the balance for each unit will then be paid in the following stages – Floor Slab (25%), Wind and Watertight (35%) and Completion (20%)
 - ◆ the Council will obtain a standard security over the site until such times as all houses have been completed
 - ◆ the Council will receive a third party warranty covering defects and structure for a period of no less than 10 years.
 - ◆ each party will be responsible for their own legal fees

5. Employee Implications

- 5.1. There are no employee implications.

6. Financial Implications

- 6.1. Acquisition of the properties will be funded from the Housing Revenue Account, Capital Programme and will be eligible for Scottish Government Affordable Housing grant funding which will reduce the overall cost to the Council.
- 6.2. The proposed purchase price for each unit type compares favourably with the asking prices of the same house types within the development and prices of similar new properties on the open market.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no implications for climate change, sustainability or the environment in terms of the information contained within the report. All homes will be built to Housing for Varying Needs standards and Silver aspect 2 level for energy standards.

8. Other Implications

- 8.1. Should the acquisition of the 89 homes from Barratt Homes not progress, there may be implications to the Council's ability to meet increasing housing need in Hamilton and East Kilbride areas, along with its ability to achieve the 1,300 additional council home target set by Executive Committee on 30 November 2022.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. All necessary consultations with Housing, Planning, Roads and Legal Services have taken place and they are supportive of the proposal.
- 9.2. 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.

Stephen Gibson

Executive Director (Housing and Technical Resources)

14 December 2023

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, effective, efficient and transparent
- ◆ Good quality, suitable and sustainable places to live

Previous References

- ◆ None

List of Background Papers

- ◆ Local Housing Strategy 2022 to 2027 – Executive Committee, 30 November 2022
- ◆ Housing Supply Target – Executive Committee, 30 November 2022
- ◆ Strategic Housing Investment Programme 2024 to 2029 – Housing and Technical Resources Committee, 8 November 2023

Contact for Further Information

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

Derek Craig, Property Manager (Consultancy Services)

Ext: 3517 (Tel: 01698 453517)

E-mail: Derek.Craig@southlanarkshire.gov.uk

Report

14

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Former David Milne Centre, 84 Old Mill Road, Uddingston – Asset Transfer to Rivals School of Martial Arts
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1. Purpose of Report

The purpose of the report is to:-

- ♦ advise the Committee of the request for asset transfer, by lease, of the former David Milne Centre, 84 Old Mill Road, Uddingston to Rivals School of Martial Arts; and
- ♦ request approval to the principal terms and conditions of asset transfer as set out in Section 5 of the report

2. Recommendation(s)

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

- (1) that the former David Milne Centre, 84 Old Mill Road, Uddingston be leased to Rivals School of Martial Arts, subject to the terms and conditions outlined in Section 5 of the report; and
- (2) that the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the lease and enter into the necessary legal agreements on terms which are in the best interests of the Council

3. Background

- 3.1. The Council owns the former David Milne Centre, 84 Mill Road, Uddingston. The property closed in March 2023 and is currently vacant.
- 3.2. Rivals School of Martial Arts has been in existence for 16 years and a charity since April 2016.
- 3.3. Rivals School of Martial Arts submitted a request for Community Asset Transfer of the former hall, by lease, the validation date for which was 18 September 2023.
- 3.4. In addition to placing the application and supporting documentation on the Council's Planning Portal, notices were placed on the property advising that the Council was considering an asset transfer. The closing date for responses was 19 October 2023 at which time 57 representations were received, 34 in favour of the project and 23 raised objections, primarily with concerns around parking provision and potential competition with other local organisations/facilities.

- 3.5. The request was placed before the Community Asset Transfer Assessment Panel on 12 December 2023 when the following matters were taken into consideration.
- 3.6. Property
- 3.6.1. The property is a single storey building with a main hall, 2 small meetings rooms, kitchen and toilets. Car parking is provided via public car parking which does experience pressure during the day, however, has capacity in the evenings.
- 3.6.2. The facility has been closed since South Lanarkshire Leisure and Culture (SLLC) withdrew services in March 2023 and there are no other operational requirements for the building.
- 3.6.3. The Planning Service has indicated that planning consent will not be required as there is no change of use.
- 3.6.4. The in-house Valuer has placed a rental value of £8,200 per annum on the property.
- 3.7. Organisation
- 3.7.1. The organisation has been in existence for 16 years and was established as a Scottish Charitable Incorporated Organisation (SCIO), Scottish Charity No. SC046518 in April 2016.
- 3.7.2. Legal Services has confirmed the constitution is appropriate for community asset transfer by lease and the constitution does contain an asset lock.
- 3.7.3. The purposes of the organisation are “the promotion of community participation in healthy sport (and recreation) for the health, benefit and community development by the provision of premises and facilities for playing and participating in Martial Arts and associated health promoting activities.”
- 3.7.4. The organisation has 8 trustees, 8 members of staff and 30 volunteers. The organisation currently operates from 3 other facilities across South and North Lanarkshire.
- 3.8. Project
- 3.8.1. The proposal is to transfer the former hall via a 20-year lease, with a break option at year 5, at nominal rent.
- 3.8.2. There is no major capital investment programme or redevelopment proposed, rather conversion into a state-of-the-art martial arts training and community centre, involving interior renovations to create well-equipped training areas, fitness facilities, classrooms for workshops and social spaces for gathering and relaxation.
- 3.8.3. The organisation has assessed the costs of operating the facility based upon its experience in other locations and the latest accounts and bank statements show that the organisation is sustainable and has the funds to deliver the works to the property.
- 4. Assessment**
- 4.1. Rivals School of Martial Arts has experienced trustees and is successfully operating similar facilities across Lanarkshire. The organisation works closely with other third sector organisations particularly providing support for employability programmes and working with young people with complex needs.

- 4.2. There are no significant capital works required to the property and therefore, no grant funding applications are being made at the present time.
- 4.3. There is a small risk in terms of viability of the project given the rapid expansion of the organisation's activities, however, the inclusion of a break option within the lease goes towards mitigating this risk.
- 4.4. The community benefits derived from the proposal relate to health and wellbeing, education and development of sport.
- 4.5. Within its asset transfer request, Rivals School of Martial Arts requested transfer by lease at a nominal rental of £1 per annum. The Community Asset Transfer Working Group assessed the potential community benefits and recommended that a discount of 100% be applied. This equates to £8,200 per annum.
- 4.6. On balance, given that the facility is no longer required by SLLC, the organisation is stable and the project viable, it is recommended that the 20-year lease be granted with a mutual break option at year 5.

5. Proposal

- 5.1. It is proposed to grant a lease of the former David Milne Centre, Uddingston to Rivals School of Martial Arts, on the following principal terms and conditions:-

1. the lease will be to Rivals School of Martial Arts
2. the lease will be for 20 years
3. there will be a mutual break option in year 5 of the lease
4. date of entry to be agreed
5. the rental is £1 per annum, if asked
6. the tenants would be responsible for all repairs and maintenance
7. the tenants will be required to obtain and exhibit as required, public liability insurance to the value of £5m for any one claim
8. the Council will insure the property and recover the costs from the tenants
9. the use will be for a sports facility and community centre
10. the tenants to be responsible for any rates or property charges resulting from their occupation and use of the subjects
11. assignation and subletting (excluding hourly lets) will not be allowed without the Council's express consent
12. each party to be responsible for their own legal costs, however, the tenants will require to pay any registration fees and Land and Buildings Transaction Tax (LBTT) if required

6. Employee Implications

- 6.1. There are no employee implications as the facility is currently closed.

7. Financial Implications

- 7.1. The proposed asset transfer removes revenue costs associated with the vacant property, in excess of £8,500 per annum.
- 7.2. The property could generate a capital receipt in the region of £80k if planning consent could be secured for commercial use.

8. Climate Change, Sustainability and Environmental Implications

- 8.1. There are no issues in relation to climate change, sustainability and the environment contained within this report.

9. Other Implications

- 9.1. In terms of the Community Empowerment (Scotland) Act 2015, the Council has until 18 March 2024 to provide a notice of its decision whether to agree to or refuse the asset transfer request.
- 9.2. The organisation has a right to appeal to Scottish Ministers should a decision not be made in that timescale or the asset transfer request be refused.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. Consultation has taken place with Community and Enterprise, Planning, Legal and Finance Services as well as having been published for public consultation.
- 10.2. 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.

Stephen Gibson

Executive Director (Housing and Technical Resources)

10 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, effective, efficient and transparent
- ◆ Caring, connected, sustainable communities.

Previous References

- ◆ None

List of Background Papers

- ◆ Asset Transfer Application Ref CAT/23/0008

Contact for Further Information

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

Joanne Forbes, Head of Property Services

Ext: 4073 (Tel: 01698 454073)

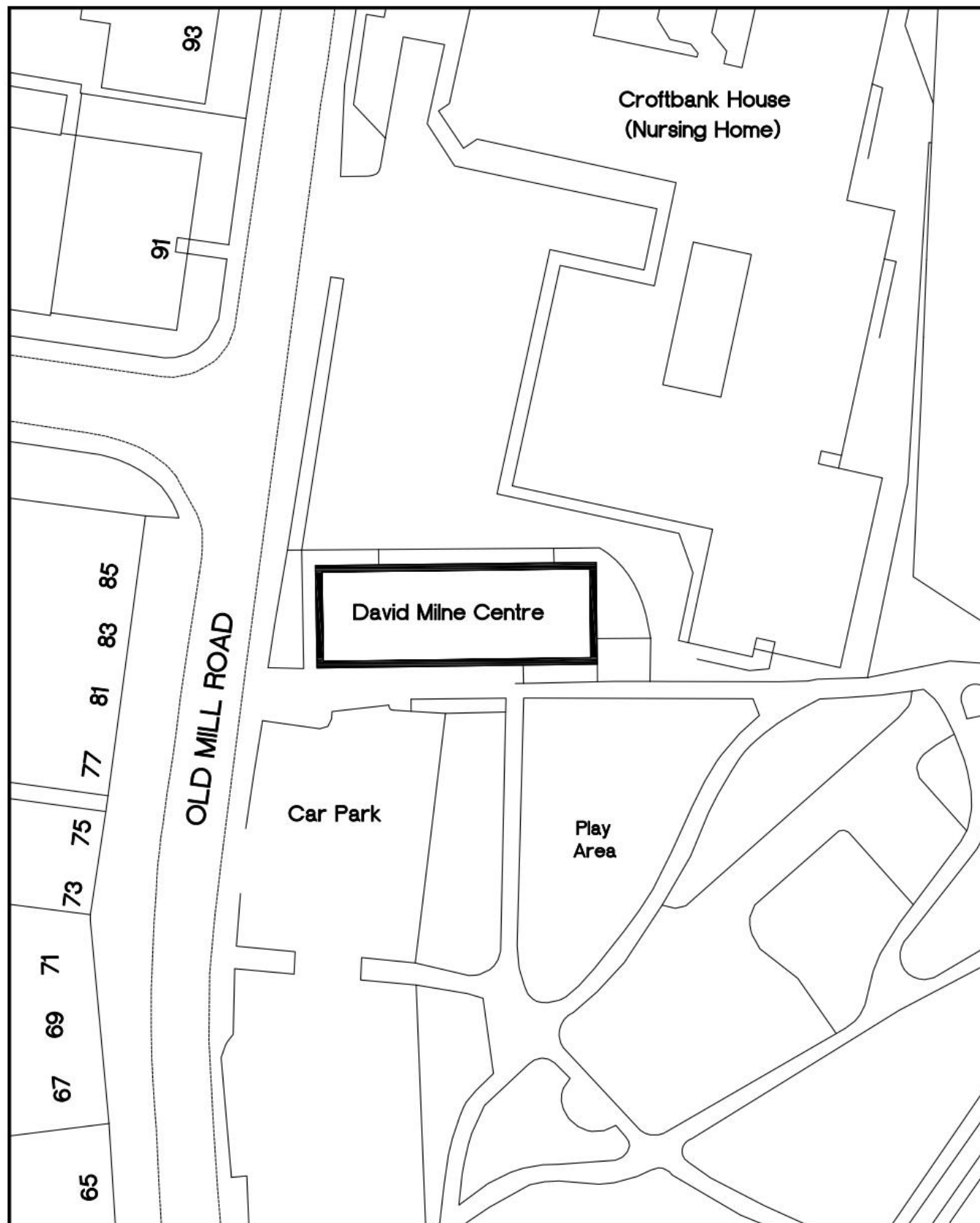
E-mail: joanne.forbes@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

David Milne Centre
Old Mill Road
UDDINGSTON



HOUSING AND TECHNICAL



Area outlined in Black : 234 sq.m. or thereby

Report

15

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Former Hareleeshill Sports Barn, Donaldson Road, Larkhall – Lease to Rivals School of Martial Arts
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Housing and Technical Resources Committee of the request for a concessionary lease of Hareleeshill Sports Barn, Donaldson Road, Larkhall to Rivals School of Martial Arts; and
- ◆ seek approval to the principal terms and conditions as set out in Section 5 of the report

2. Recommendation(s)

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

- (1) that the subjects at Hareleeshill Sports Barn, Donaldson Road, Larkhall, be leased to Rivals School of Martial Arts, subject to the terms and conditions outlined in Section 5 of the report; and
- (2) that the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the lease and enter into the necessary legal agreements on terms which are in the best interests of the Council

3. Background

- 3.1. The subjects at Hareleeshill Sports Barn Donaldson Road, Larkhall were, until recently, managed by South Lanarkshire Leisure and Culture (SLLC).
- 3.2. Following a review of its business plan, the SLLC Board announced that it could not sustain service delivery from this facility and control was returned to the Council.
- 3.3. Rivals School of Martial Arts approached the Council with a request for an annual lease of the subjects to enable the facility to re-open for community participation in sports and participating in martial arts and associated health promotion activities. The lease will enable them to operate the facility whilst testing the viability of a future Community Asset Transfer (CAT).
- 3.4. At this point, this is not a formal CAT request in terms of the Community Empowerment (Scotland) Act 2015, however, the application to lease has been assessed following the established CAT procedure. The Community Asset Transfer Working Group has recommended that that the applicants be granted a 100% rent reduction for the annual lease.

3.5. Property

- 3.5.1. The extent of the property is shown on the attached plan and as there is no change of use or development proposed, planning consent will not be required.
- 3.5.2. The facility has been closed since SLLC withdrew services in March 2023 and there are no other operational requirements for the building.
- 3.5.3. The in-house valuer has placed a rental value of £17,100 per annum.

3.6. Organisation

- 3.6.1. Rivals School of Martial Arts has been in existence for 16 years and was established as a Registered Charity Registration No SCO46518 in April 2016.
- 3.6.2. The purposes of the organisation are “the promotion of community participation in healthy sport (and recreation) for the health, benefit and community development by the provision of premises and facilities for playing and participating in Martial Arts and associated health promoting activities.”
- 3.6.3. Rivals School of Martial Arts works with Active Schools, school partnerships, Routes to Work, Children with Autism and families from disadvantaged backgrounds. In addition, it works with Police Scotland, Scottish Fire and Rescue and other charities and third sector organisations.
- 3.6.4. The organisation has 8 trustees, 8 members of staff and 30 volunteers. The organisation currently operates from 3 other facilities across South and North Lanarkshire.

3.7. Project

- 3.7.1. The proposal is to re-open the facility as a sports facility, community hall and offices then, through its management, develop additional activities which will evidence a sustainable operating model and support a future CAT application. The grant of an annual lease will allow the organisation to assess the viability of the proposal.
- 3.7.2. The organisation has several ideas for the use of the facility and is keen to limit the impact of the hall's closure on local community groups.

4. **Assessment**

- 4.1. Rivals School of Martial Arts has experienced trustees and is successfully operating similar facilities across Lanarkshire. The organisation works closely with other third sector organisations particularly providing support for employability programmes and working with young people with complex needs.
- 4.2. The property is suitable for the proposed use and the organisation has the capacity and funds to manage the facility.
- 4.3. The grant of the annual lease will enable the facility to re-open and relieve the Council of the costs of empty property rates, utility charges, insurance costs and repairs.
- 4.4. The risks associated with the proposed lease are considered low, given both the status of the organisation and that the request is for a year-to-year lease.
- 4.5. The Council has no alternative operational requirement for the subjects. Should the lease prove unsustainable, the Council will have the ability to resume full ownership and consider the future of the property, however, a significant capital receipt could only be generated through a change of designation in the Local Development Plan.

5. Proposal

5.1. It is proposed to lease the subjects at Hareleeshill Sports Barn Donaldson Road, Larkhall to Rivals School of Martial Arts on the following principal terms and conditions:-

1. the lease will be to Rivals School of Martial Arts
2. the lease will be for a period of 1 year
3. the date of entry to be agreed
4. the rental shall be £1 per annum, if asked
5. the lease to be fully repairing and insuring. Neither the tenant nor the landlord will be responsible for any major repair works that may be required to the premises
6. the tenants will be required to obtain and exhibit as required, public liability insurance to the value of £5 million for any one claim
7. the Council will insure the property and recover the costs from the tenants
8. the property will be used as a sports facility, community hall and offices
9. the tenants to be responsible for any rates or property charges resulting from their occupation and use of the subjects
10. assignation and subletting (excluding hourly lets) will not be allowed without the Council's express consent
11. each party to be responsible for their own legal costs, however, the tenants will require to pay any registration fees and Land and Buildings Transaction Tax (LBTT) if required

5.2. At the expiry of the lease, the Council will consider renewal of the lease subject to being satisfied as to the operation of the subjects by the Trust and evidence of community benefits.

6. Employee Implications

6.1. There are no employee implications associated with this report.

7. Financial Implications

7.1. The lease will result in a saving in void property costs including empty rates, insurance and utility standing charges and repairs and maintenance, estimated to be £35,000 per annum.

8 Climate Change, Sustainability and Environmental Implications

8.1. There are no issues in relation to climate change, sustainability or the environment contained within this report.

9. Other Implications

9.1. None.

10. Equality Impact Assessment and Consultation Arrangements

10.1. Consultation has taken place with the Community Participation Team, Legal Services and Community and Enterprise Resources.

10.2. 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.

Stephen Gibson

Executive Director (Housing and Technical Resources)

10 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, effective, efficient and transparent
- ◆ Caring, connected, sustainable communities.

Previous References

- ◆ Asset Transfer Application Ref CAT/23/0008

List of Background Papers

- ◆ None

Contact for Further Information

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

Joanne Forbes, Head of Property Services

Ext: 4073 (Tel: 01698 454073)

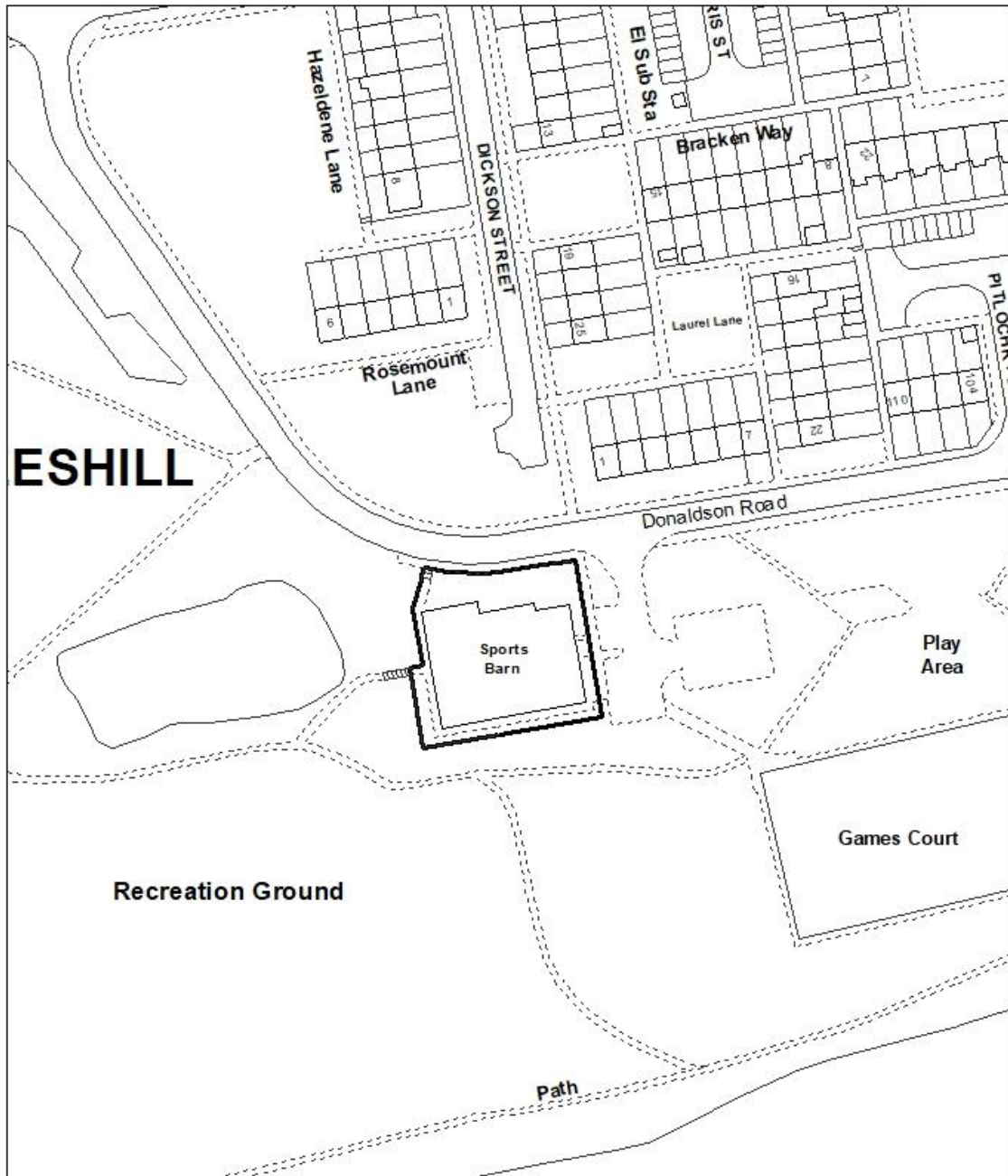
email: joanne.forbes@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

Hareleeshill Sports Barn
Donaldson Road
Larkhall



HOUSING AND TECHNICAL



Ordnance Survey



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Ordnance Survey 100020730.

Area outlined in Black 1427 sqm or thereby

DATE: 06/11/2023

Report

16

Report to:	Housing and Technical Resources Committee
Date of Meeting:	7 February 2024
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Former Spittal Community Centre, Carrick Road, Rutherglen and Former Toll Pitch Community Hall, Hamilton Road, Cambuslang – Lease to The LEAP Project
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Housing and Technical Resources Committee of the request for a concessionary lease of the former Spittal Community Centre, Carrick Road, Rutherglen and former Toll Pitch Community Hall, Hamilton Road, Cambuslang to The LEAP Project; and
- ◆ seek approval to the principal terms and conditions as set out in Section 5 of the report

2. Recommendation(s)

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

- (1) that the former Spittal Community Centre, Carrick Road, Rutherglen, be leased subject to the terms and conditions outlined in Section 5.1 of the report
- (2) that the former Toll Pitch Community Hall, Hamilton Road, Cambuslang be leased subject to the terms and conditions outlined in Section 5.2 of the report; and
- (3) that the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the leases and enter into the necessary legal agreements on terms which are in the best interests of the Council

3. Background

- 3.1. The subjects at Spittal Community Centre, Carrick Road, Rutherglen and Toll Pitch Community Hall, Hamilton Road, Cambuslang were, until March 2023, managed by South Lanarkshire Leisure and Culture (SLLC).
- 3.2. Following a review of its business plan, the SLLC Board announced that it could not sustain service delivery from this facility and control was returned to the Council.
- 3.3. The LEAP Project approached the Council with a request for an annual lease of these subjects to enable the facilities to re-open for community use as quickly as possible. The leases will enable them to operate the facilities whilst testing the viability of a future Community Asset Transfer (CAT).

3.4. At this point, this is not a formal CAT request in terms of the Community Empowerment (Scotland) Act 2015, however, the application to lease has been assessed following the established CAT procedure. The Community Asset Transfer Working Group has recommended that the applicants be granted a 100% rent reduction for the annual leases and it is anticipated that a formal CAT application will be developed.

3.5. Property

3.5.1. The extent of the properties is shown on the attached plans and as there is no change of use or development proposed, planning consent will not be required in either case.

3.5.2. The in-house valuer has estimated that the rental values associated with the properties are circa £9,900 per annum and £4,500 per annum respectively.

3.6. Organisation

3.6.1. The LEAP Project is a Scottish Charitable Incorporated Organisation (SCIO) Company Registration No SCIO 024196. LEAP, as an organisation, has been operating since 1992 and manages several properties in the area. The organisation is stable and has considerable funds and income streams.

3.6.2. The purpose of the organisation is to provide facilities for educational, health and recreational activities and resources to the residents of Cambuslang.

3.7. Project

3.7.1. The proposal is for The LEAP Project to re-open the facilities as community halls and offices then, through their management, develop additional activity which will evidence a sustainable operating model and support a future CAT application. The grant of an annual lease will allow the organisation to assess the viability of the proposals and develop proposals for future, longer term lease agreements or purchase.

3.7.2. The organisation has several ideas for the use of the facility and is keen to limit the impact of the hall's closure on local community groups.

4. Assessment

4.1. The properties are suitable for the proposed use and the organisation has the capacity and funds to manage them.

4.2. The grant of the annual leases will enable the facilities to re-open and relieve the Council of the costs of empty property rates, utility charges, insurance costs and repairs.

4.3. The risks associated with the proposed leases are considered low given both the status of the organisation and that the request is for year-to-year lease arrangements.

4.4. The Council has no alternative operational requirement for either of the subjects. Should the lease prove unsustainable for The LEAP Project, the Council will have the ability to resume full ownership and consider the future of the properties, however, it is anticipated that a formal application for CAT will be forthcoming.

5. Proposal

5.1. It is proposed to lease the subjects at Spittal Community Centre, Carrick Road, Rutherglen to The LEAP Project on the following principal terms and conditions:-

1. the lease will be to The LEAP Project
2. the lease will be for a period of 1 year
3. the date of entry to be agreed
4. the rental shall be £1 per annum, if asked

5. the lease to be fully repairing and insuring. Neither tenant nor the landlord will be responsible for any major repair works that may be required to the premises
6. the tenants will be required to obtain and exhibit as required, public liability insurance to the value of £5 million for any one claim
7. the Council will insure the property and recover the costs from the tenants
8. the property will be used as a community hall and offices
9. the tenants to be responsible for any rates or property charges resulting from their occupation and use of the subjects
10. assignation and subletting (excluding hourly lets) will not be allowed without the Council's express consent
11. each party to be responsible for their own legal costs, however, the tenants will require to pay any registration fees and Land and Buildings Transaction Tax (LBTT) if required

5.2. It is proposed to lease the subjects at Toll Pitch Community Hall, Hamilton Road, Cambuslang to The LEAP Project on the following principal terms and conditions:-

1. the lease will be to The LEAP Project
2. the lease will be for a period of 1 year
3. the date of entry to be agreed
4. the rental shall be £1 per annum, if asked
5. the lease to be fully repairing and insuring. Neither tenant nor the landlord will be responsible for any major repair works that may be required to the premises
6. the tenants will be required to obtain and exhibit as required, public liability insurance to the value of £5 million for any one claim
7. the Council will insure the property and recover the costs from the tenants
8. the property will be used as a community hall and offices
9. the tenants to be responsible for any rates or property charges resulting from their occupation and use of the subjects
10. assignation and subletting (excluding hourly lets) will not be allowed without the Council's express consent
11. each party to be responsible for their own legal costs, however, the tenants will require to pay any registration fees and Land and Buildings Transaction Tax (LBTT) if required

5.3. At the expiry of the leases, the Council will consider renewal of the leases subject to being satisfied as to the operation of the subjects by the tenants and the demonstration of community benefits.

6. Employee Implications

6.1. There are no employee implications associated with this report.

7. Financial Implications

- 7.1. The lease will result in a saving in void property costs including empty rates, insurance and utility standing charges and repairs and maintenance.
- 7.2. The properties remain in Council ownership and therefore, a future capital receipt remains an option.

8 Climate Change, Sustainability and Environmental Implications

8.1. There are no issues in relation to climate change, sustainability and the environment contained within this report.

9. Other Implications

9.1. None.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. Consultation has taken place with the Community Participation Team, Legal Services and Community and Enterprise Resources.
- 10.2. 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.

Stephen Gibson

Executive Director (Housing and Technical Resources)

10 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, effective, efficient and transparent
- ◆ Caring, connected, sustainable communities

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: -

Joanne Forbes, Head of Property Services

Ext: 4073 (Tel: 01698 454073)

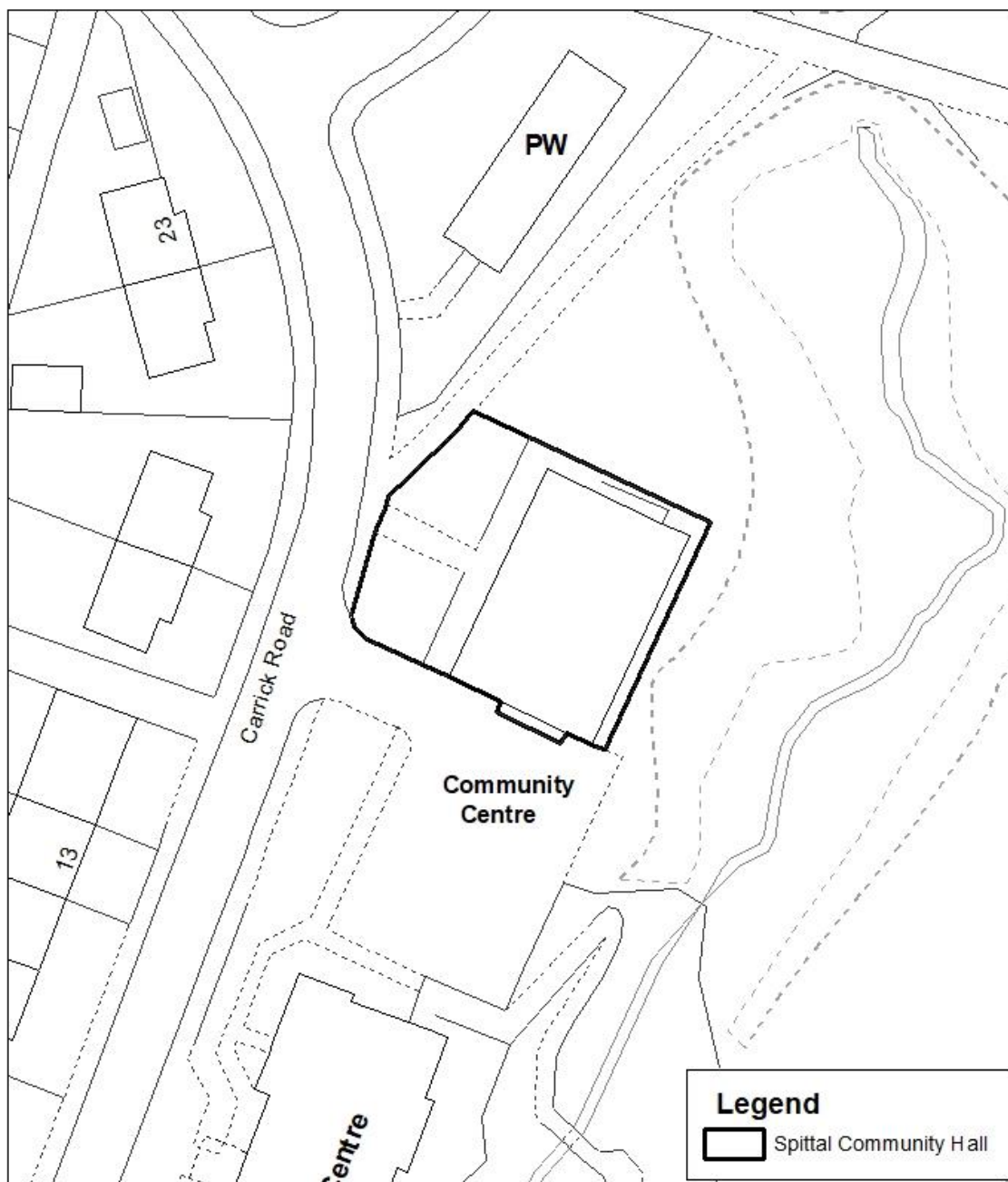
email: joanne.forbes@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

Spittal Community Hall
Carrick Road
Rutherglen



HOUSING AND TECHNICAL



Legend

 Spittal Community Hall

Ordnance Survey



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Ordnance Survey 100020730.

Area outlined in Black 581 sqm or thereby

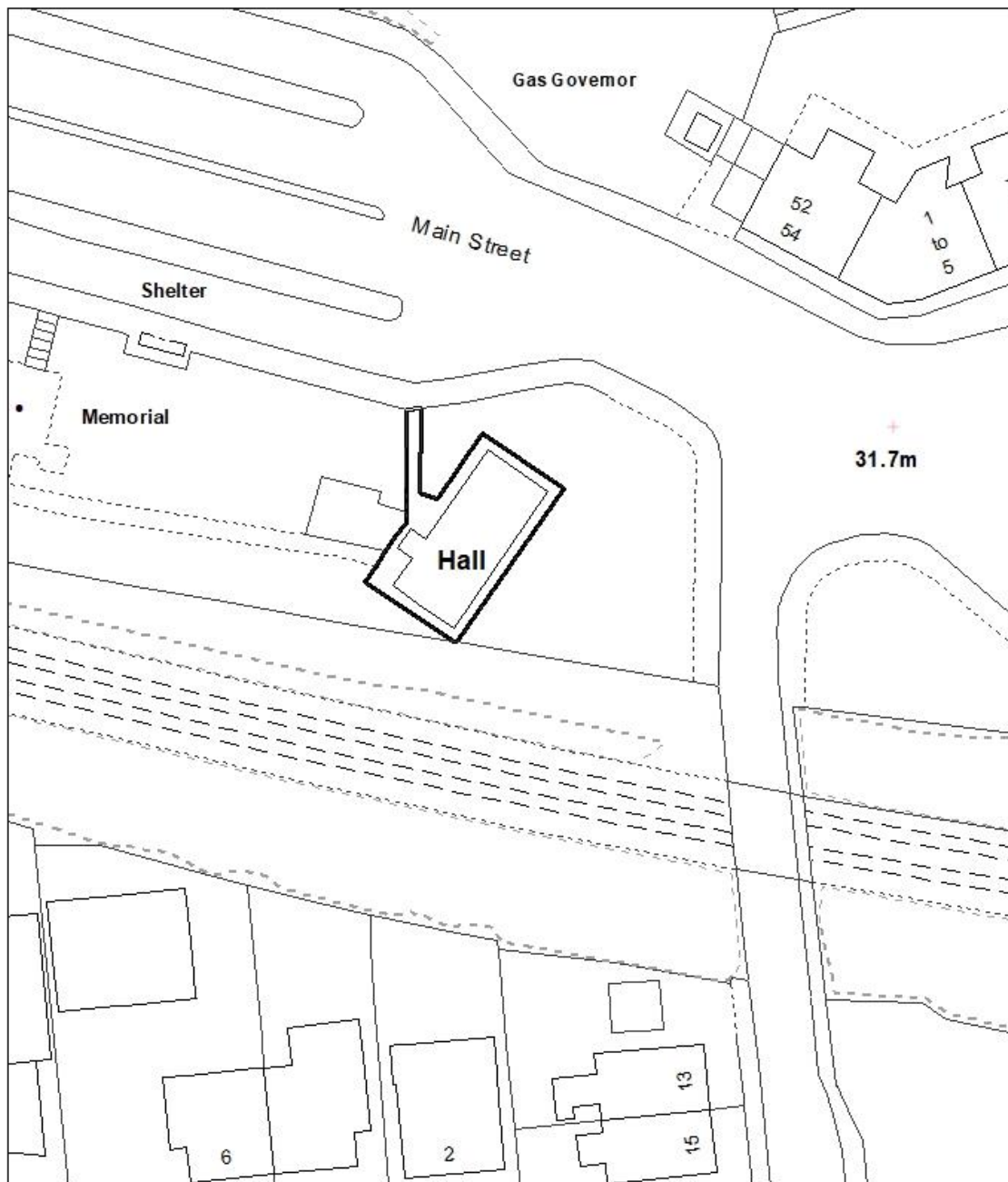
DATE: 01/11/2023

LOCATION PLAN - For Committee Purposes Only

Toll Pitch Hall
Main Street
Cambuslang



HOUSING AND TECHNICAL



Ordnance Survey



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Ordnance Survey 100020730.

Area outlined in Black 242 sqm or thereby

DATE: 01/11/2023

Report

17

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **7 February 2024**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Housing and Technical Resource Plan: Quarter 2 Progress Report 2023/2024**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Housing and Technical Resource Plan Quarter 2 Progress Report 2023/2024, for the period 2 April to 30 September 2023

2. Recommendations

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

- (1) that the Housing and Technical Resource Plan Quarter 2 Progress Report 2023/2024, as summarised in paragraph 5.2 and attached as Appendix 2 of this report, be noted
- (2) that the key achievements made by the Resource to date, as detailed in paragraph 5.3 of this report, be noted; and
- (3) that the areas for improvement and associated management actions, as detailed in paragraph 5.4 of this report, be noted

3. Background

3.1. The Housing and Technical Resource Plan 2023/2024 was approved by Committee on 31 May 2023 and sets out the outcomes, measures and actions to be managed and delivered by the Resource for the financial year 2023/2024.

3.2. The Resource Plan follows the agreed corporate structure and style. The Plan is a key element of the Council's performance management arrangements and provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the outcomes set out in the Council Plan Connect 2022 to 2027.

4. Resource Outcomes 2023/2024

4.1. The Resource has established a number of outcomes to support the delivery of the Connect Outcomes in 2023/2024. These are detailed at Appendix 1.

5. Quarter 2 Progress Report 2023/2024

5.1. Progress against all Resource Plan measures is contained in the Quarter 2 Progress Report 2023/2024, attached as Appendix 2. This report has been produced from the Council's performance management reporting system IMPROVe and uses a traffic light format with the following definitions to give a status report on each measure:

Status	Definition
Blue	Project complete
Green	The timescale or target has been met as per expectations
Amber	There has been minor slippage against timescale or minor shortfall against target
Red	There has been major slippage against timescale or major shortfall against target
Report later	The information is not yet available to allow us to say whether the target has been reached or not. This will be reported when available
Contextual	Included for 'information only', to set performance information in context

- 5.2. Measures which are classified as 'red' are considered in detail at section 5.4 of this report. To ensure adequate scrutiny of performance across all Resources, the Council's Performance and Review Scrutiny Forum may consider 'red' and/or 'amber' measures at a future meeting.

The overall summary of progress to date is set out in the table below. There remains a legacy impact of Covid-19 and the response to it in some areas and performance should be considered in that context.

Status	Measures			
	Statistical	Project	Total	%
Blue	0	3	3	3%
Green	25	45	70	77%
Amber	4	1	5	5%
Red	0	0	0	0%
Report later/Contextual	6	8	14	15%
Totals	35	57	92	100%

(Data correct as at 14 December 2023)

- 5.3. Key achievements for 2023/2024, to date, are noted below.

5.3.1.

Connect Outcome:	Health and Wellbeing
Resource Outcome	Achievement
Support people to live active and independent lives	<p>All of the 58 new homes completed to date within 2023/2024 have been built to 'Housing for Varying Needs' standards and are easily adaptable to accommodate tenant's changing needs over time. 24% (14) of the new homes have been built suitable for those who use wheelchairs or with mobility difficulties, with fully accessible wet rooms and step free access.</p> <p>The Council's affordable housing supply programme continues to increase the supply of council homes across South Lanarkshire, with a focus on ensuring that the new homes provide for changes in peoples need over the course of time.</p> <p>Approval of applications for adaptations were, on average, completed in 24 days against a target of 28 days.</p>

Connect Outcome:	Children and Young People
Resource Outcome	Achievement
Improve the health and wellbeing of children, young people and families	100% of care leavers were offered a housing options discussion. All care experienced young people on the housing register were provided with housing options advice which resulted in the creation of personal housing pathway. By the end of Quarter 2, 24 care experienced young people had been permanently housed in the year.

Connect Outcome:	Housing and Land
Resource Outcome	Achievement
Continue to deliver an affordable housing programme to meet needs	Continued to increase the supply of affordable housing with the delivery of 108 additional new houses provided 2023/2024 YTD. This includes 58 new build properties and 50 properties have been acquired through the market purchase scheme.
Support people to access and sustain housing which meets their needs through our Integrated Housing Option Service	Ensuring those with the highest housing need are prioritised with 67.40% of lets to Urgent Housing (UH) need households. 93.10% of tenancies sustained for more than a year.
Ensure our repairs service continues to meet the needs of customers	99% of reactive repairs were completed right first time. Emergency repairs were, on average, completed in 7 hours 30 minutes against a target of 24 hours.
Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable and temporary and supported accommodation	The continuing surge in demand for homelessness services and reduced access to other options , particularly within the private rented sector (which is occurring nationally and locally) is acting against achievement of the key strategic target of reducing homelessness. However, temporary accommodation was provided to all homelessness households where it was required.

- 5.3.2. In addition to working towards these Outcomes, we recognise that the Council will continually aim to improve and ensure effective and efficient use of resources and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource outcomes have also been identified under the heading Delivering the Plan and achieving Best Value.

Delivering the Plan and Achieving Best Value	
Resource Outcome	Achievement
The Council demonstrates high standards of governance and sound financial stewardship	Stage 1 complaints were fully responded to within an average of 4 working days, against a target timescale of 5 working days (SSHC).
	Stage 2 complaints were fully responded to within an average of 15 working days, against a target timescale of 20 working days (SSHC).

Delivering the Plan and Achieving Best Value	
Resource Outcome	Achievement
	<p>Against an extremely challenging set of socio-economic circumstances, positive performance, against previous year, was achieved in relation to:-</p> <ul style="list-style-type: none"> the percentage of rent collected increased from 96.9% in quarter 1 to 98.9% quarter 2 the percentage of gross rent arrears (current and former) reduced over the same period from 8.84% in quarter 1 to 8.27% in quarter 2

5.4. Areas for Improvement

There were no measures that have been classified as 'red' (major slippage against timescale or shortfall against target).

5.5. Report Later

Measures in the quarterly progress reports which are not red, amber or green can be assigned a status of 'report later' or 'contextual'. The updated status and explanatory narrative relating to the remaining one 'report later' measure from the previous Resource Plan 2022/2023 Quarter 4 update to Committee is detailed in Appendix 3.

6. **Employee Implications**

- 6.1. The outcomes noted within the Resource Plan will inform the Service Action Plans, where applicable and in turn the Performance Appraisal process for individual employees.

7. **Financial Implications**

- 7.1. The outcomes within the Resource Plan are reflected in the respective annual Resource Revenue and Capital budgets and longer term, within the framework of the council's approved Financial Strategy.

8. **Climate Change, Sustainability and Environmental Implications**

- 8.1. There are no climate change, sustainability or environmental implications as a result of this report.
- 8.2. The Council acknowledges the serious and immediate threat of climate change and is committed to accelerating the pace of action in response to the climate emergency and in Scotland's transition to a net-zero and climate resilient society and economy. All Resource Plans have recognised sustainable development and climate change as a key area of focus for 2023/2024.

9. **Other Implications**

- 9.1. A significant element of the delivery of the outcomes in the Community Plan 2022 to 2032 will come through the achievement of the actions contained within Connect.
- 9.2. Resource Plan actions are assessed as part of the Resource's risk management arrangements and relevant issues have been added to the Resource Risk Register.

10. **Equality Impact Assessment and Consultation Arrangements**

- 10.1. Many of the actions detailed within the Resource Plan reflect ongoing strategies and policies which will be or have been the subject of consultation and equality impact assessment.

Stephen Gibson
Executive Director (Housing and Technical Resources)

5 January 2024

Link(s) to Council Values/Priorities

- ◆ The Resource Plan has been structured upon the Vision, Values and Outcomes in the Council Plan Connect 2022 to 2027

Values

- ◆ 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
- ◆ Excellent employer

Priorities

- ◆ We will work to put people first and reduce inequality
- ◆ We will work towards a sustainable future in sustainable places
- ◆ We will work to recover, progress and improve

Outcomes

- ◆ Our children and young people thrive
- ◆ Good quality, suitable and sustainable places to live
- ◆ Thriving business, fair jobs and vibrant town centres
- ◆ Caring, connected, sustainable communities
- ◆ People live the healthiest lives possible
- ◆ Inspiring learners, transforming learning, strengthening partnerships

Previous References

- ◆ Housing and Technical Resources Quarter 1 Progress Report 2021/2022: No Quarter 1 report produced in 2022/2023 due to approval of the new Council Plan 2022-27

List of Background Papers

- ◆ Council Plan Connect 2022 to 2027 – Council, 15 June 2022
- ◆ Housing and Technical Resource Plan 2023/2024 – Housing and Technical Resources Committee, 31 May 2023

Contact for Further Information

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

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Ext: 4823 (Tel: 01698 454823)

E-mail: lynn.hayes@southlanarkshire.gov.uk

Housing and Technical Resource Outcomes 2023/2024

Connect Outcomes	Resource Outcomes
Communities and Environment	<ul style="list-style-type: none"> • Work with communities to create safe, strong sustainable places • Increased ownership of local assets
Education and Learning	<ul style="list-style-type: none"> • No Resource outcomes for this Connect outcome.
Health and Wellbeing	<ul style="list-style-type: none"> • Support people to live active and independent lives • Help people to continue to live within their homes and communities through integrated community health and social care services
Children and Young People	<ul style="list-style-type: none"> • Improve the health and wellbeing of children, young people and families
Housing and Land	<ul style="list-style-type: none"> • Support people to access and sustain housing which meets their needs through our Integrated Housing Options service • Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable temporary and supported accommodation • Continue to deliver an affordable housing programme to meet needs • Manage the council's portfolio of properties and land • Ensure our repairs service continues to meet the needs of customers • More energy efficient council homes • Continue to engage and work with tenants and other customers to design our services • Provide high quality services to our service to our tenants, including those who live in sheltered housing and residents at our Gypsy / Travellers sites • Improved outcomes for households experiencing homelessness, including access to settled accommodation • Work to bring empty homes back into use to help meet needs within South Lanarkshire • Continue to develop a range of properties to meet the council needs • Deliver a first-class repairs and maintenance service • Work with property owners and landlords to make sure our private housing is suitable for the needs of our residents
Our Economy	<ul style="list-style-type: none"> • Help create town centres that offer a social, cultural and economic heart to a community and contain shared built environment, heritage and spaces that, with the right conditions, provides inclusive and sustainable centres

Delivering the Plan and achieving Best Value	Resource Outcomes <ul style="list-style-type: none"> • Digital and ICT services meet the needs of its customer • Customers experience high quality and improving council services • The council demonstrates high standards of governance and sound financial stewardship • The workforce has the skills, flexibility and capacity to deliver the council's outcomes
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South Lanarkshire Council

Housing and Technical

improve

Resource Plan

Performance Report 2023-24

Quarter 2 : April 2023 - September 2023

(This represents the cumulative position to September 2023)

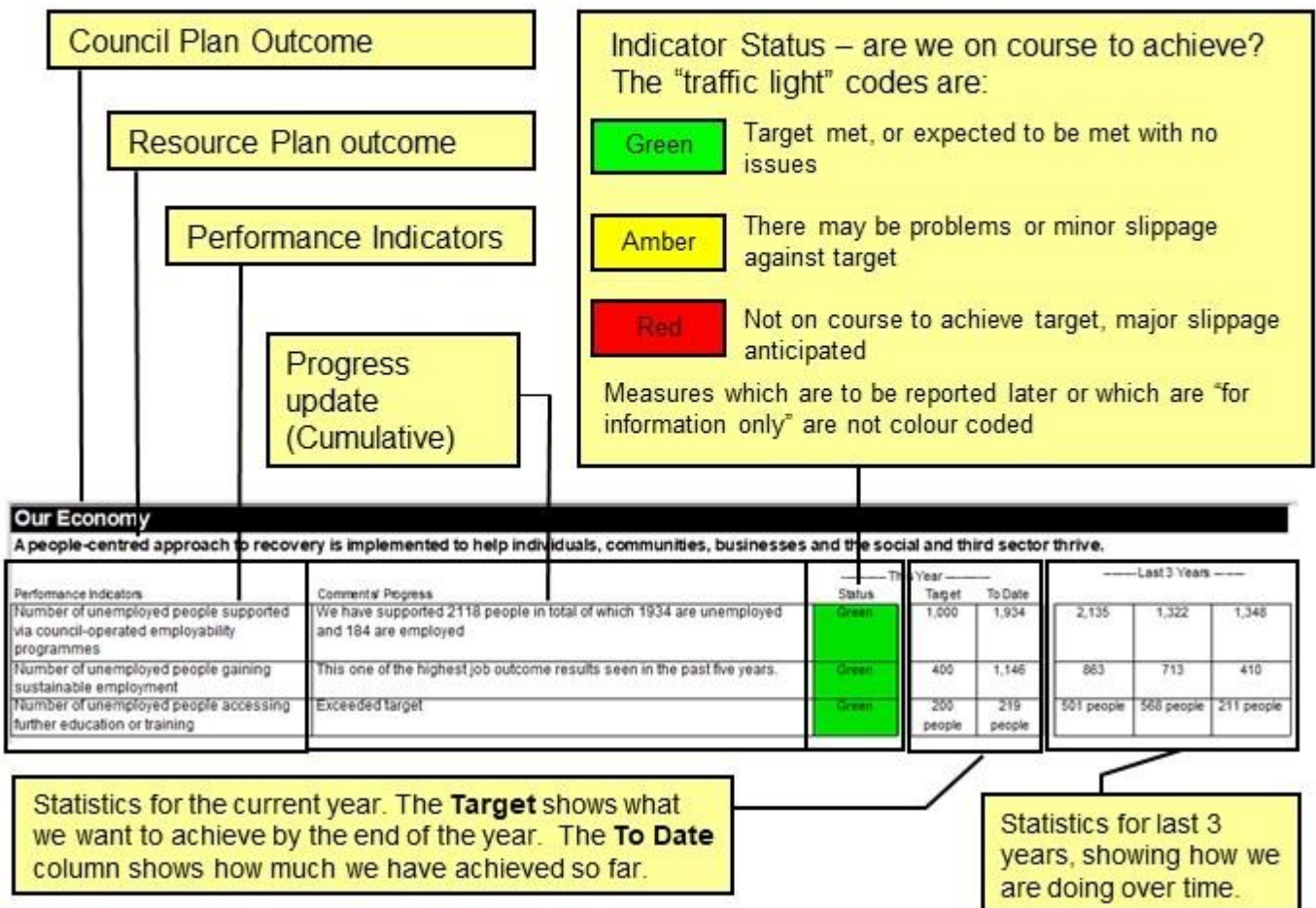


Summary - number of measures green, amber and red under each Council Plan Outcome / Theme

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

How to use this performance report

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



Communities and Environment

Work with communities to create safe, strong sustainable places

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

Health and Wellbeing

Support people to live active and independent lives

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

Housing and Land

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

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

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

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

Housing and Land

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

Performance Indicators		Comments/ Progress		----- This Year -----			----- Last 3 Years -----		
				Status	Target	To Date	2020/21	2021/22	2022/23
Improved outcomes for households experiencing homelessness, including access to settled accommodation									

Housing and Land

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

Deliver a first-class repairs and maintenance service

		----- This Year -----			----- Last 3 Years -----		
Performance Indicators	Comments/ Progress	Status	Target	To Date	2020/21	2021/22	2022/23
More energy efficient council homes							
		----- This Year -----					
Performance Indicators	Comments/ Progress	Status	Target				
% of Council stock meeting the SHQS	To be reported at year end.	Report Later	-----	-----	93.5%	72.3%	80.0%
% of council dwellings that are Energy Efficiency Standard for Social Housing 2 (EESH2)	The 2025 and 2032 EESH Milestones have been suspended as the Scottish Government are reviewing the EESH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2045.	Report Later	-----	-----	93.88%	98.64%	-----

Delivering the plan and achieving best value

Delivering the plan and achieving best value

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

Housing and Land

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

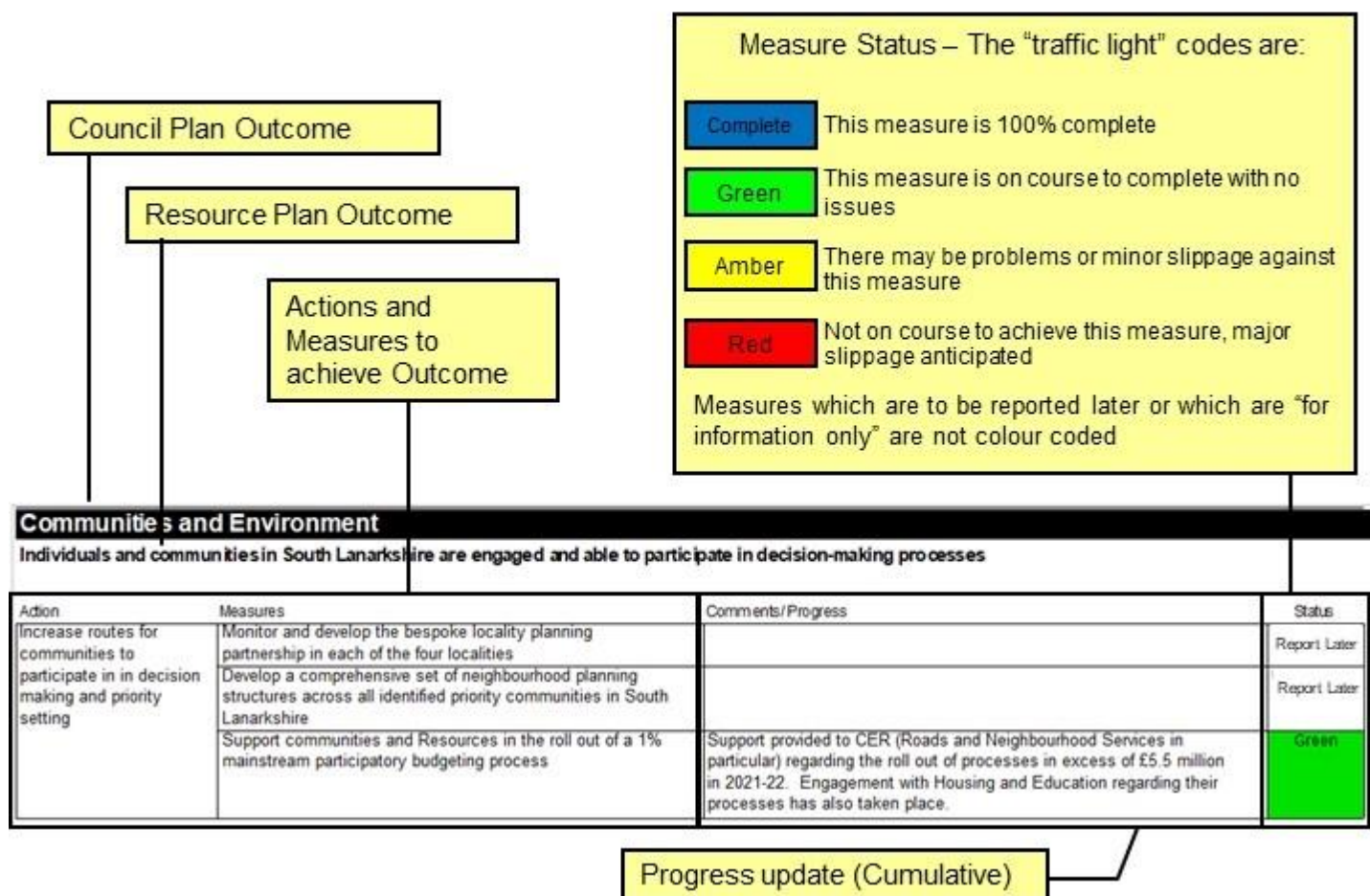


Summary - number of measures complete, green, amber and red under each Council Plan Outcome / Theme

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

Guide to the Performance Measures report

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



Communities and Environment

Work with communities to create safe, strong sustainable places

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

Communities and Environment

Increased ownership of

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

Health and Wellbeing

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

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

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

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

Status

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

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

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

Status

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

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

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

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

Housing and Land

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

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

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

Continue to deliver an affordable housing programme to meet needs

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

Manage the council's portfolio of properties and land

Action	Measures	Comments/ Progress	Status
--------	----------	--------------------	--------

Housing and Land

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

Manage the council's portfolio of properties and land

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

Housing and Land

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

More energy efficient council homes

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

More energy efficient council homes

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

Housing and Land

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

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

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

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

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

Housing and Land

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

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

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

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

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

Housing and Land

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

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

Action	Measures	Comments/ Progress	Status
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Housing and Land

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

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

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

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

Our Economy

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

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

Delivering the plan and achieving best value

The Council Demonstrates high standards of governance and sound financial

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

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

Appendix 3

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

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

Report

18

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **7 February 2024**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Delegated Authority Report – Update**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise on transactions processed by delegated authority by Property Services during Quarters 2 and 3 of 2023/2024.

2. Recommendation(s)

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

- (1) that the transactions processed by delegated authority by Property Services during Quarters 2 and 3 of 2023/2024, be noted

3. Background

3.1. The Executive Director (Housing and Technical Resources) has delegated authority to deal with various transactions including:-

- ◆ leases of a value up to £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 £200,000

3.2. Delegated authority reports are prepared by case officers and submitted to the Head of Property Services for approval once provisional agreement has been reached with the third party. A weekly list of approved reports is published on the Council's intranet under "Estates Property Transactions".

3.3. The delegated reports provide authority for officers to progress transactions and where appropriate, to instruct Legal Services. The receipt of any monies arising from the transactions occurs at a date in the future once missives have been concluded and any suspensive conditions met. It should be noted that some transactions may never settle.

4. Summary Quarter 2, 2023/2024

4.1. The summary of transactions progressed under delegated authority during Quarter 2 of 2023/24 is shown in Appendix 1, column 2, however, can be summarised as follows:-

Total number of transactions	107
Total value of lease transactions	£91,405.30 per annum
Total value of capital transactions	£7,176,652

Total number of miscellaneous transactions	21
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5. Summary Quarter 3, 2023/2024

- 5.1. The summary of transactions progressed under delegated authority during Quarter 3 of 2023/2024 is shown in Appendix 1, column 3, however, can be summarised as follows:-

Total number of transactions	103
Total value of lease transactions	£83,302.29 per annum
Total value of capital transactions	£6,949,200

Total number of miscellaneous transactions 0

- 5.2. The overall profile of the volume and value of transactions during 2023/2024 generally compares with previous years, however, there is an increase in the number of acquisitions reflecting the outcomes of the Council House Open Market Purchase Scheme.

6. Employee Implications

- 6.1. There are no employee implications.

7. Financial Implications

- 7.1. The rental income to the Council is increased as a result of the new lettings and lease renewals.
- 7.2. Disposals generate additional capital monies for the Council's Capital Programme.
- 7.3. Acquisitions are carried out in accordance with project plans and approved capital budgets to enable investment programmes to proceed.

8. Climate Change, Sustainability and Environmental Implications

- 8.1. There are no issues in relation to climate change, sustainability and environment contained within this report.

9. Other Implications

- 9.1. There is a low risk that the rental and capital receipts identified within these delegated authority reports are not achieved if, for reasons outwith the Council's control, the tenant/purchaser chooses not to proceed with the transactions. However, Property Services has in place procedures and consultations intended to minimise this risk.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. Consultation takes place with the occupying Resource, Planning, Roads and Legal Services on a transaction by transaction basis as and when required.
- 10.2. 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.

Stephen Gibson

Executive Director (Housing and Technical Resources)

10 January 2024

Link(s) to Council Values/Priorities/Outcomes

- ♦ Accountable, effective, efficient and transparent

Previous References

- ◆ Housing and Technical Resources Committee, 30 August 2023
- ◆ Housing and Technical Resources Committee, 30 May 2023

List of Background Papers

- ◆ Plans and drawings of the property involved in these transactions can be obtained from the Assets and Estates Team, Property Services
- ◆ Weekly List of Delegated Authority Transactions can be obtained on the Council's intranet

Contact for Further Information

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

Joanne Forbes, Head of Property Services

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E-mail: joanne.forbes@southlanarkshire.gov.uk

Appendix 1

Delegated Authority Transactions

Transaction Type	Quarter 2 2023/24		Quarter 3 2023/24	
	No	Value	No	Value
Lease Renewal	0	£0	2	£26,000
New Lease/ Licence	10	£64,905.30	7	£40,802.29
Landlords Consent	4	£0	0	£0
Assignment	2	£0	2	£0
Rent Review	1	£26,500	1	£16,500
Total Revenue	17	£91,405.30	12	£83,302.29
Disposal	4	£103,100	5	£13,400
Compensation	0	£0	18	£142,800
Wayleave/Servitude	4	£10,450	1	£0
Acquisition	61	£7,063,101	67	£6,793,000
Title Waiver	0	£0	0	£0
Total Capital	69	£7,176,651	91	£6,949,200
Miscellaneous	21	£1	0	£0