SOUTH LANARKSHIRE COUNCIL

Council Offices, Almada Street
Hamilton, ML3 0AA

Dear Councillor

Housing and Technical Resources Committee

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

Date: **Wednesday, 23 January 2019**
Time: **10:00**
Venue: **Committee Room 1, Council Offices, Almada Street, Hamilton, ML3 0AA**

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

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

Yours sincerely

Lindsay Freeland
Chief Executive

Members

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

Substitutes

Alex Allison, Walter Brogan, Margaret Cooper, Mary Donnelly, Isobel Dorman, Mark Horsham, Ann Le Blond, Hugh Macdonald, Catherine McClymont, Mark McGeever, Bert Thomson, Margaret B Walker, Jared Wark, David Watson

BUSINESS

Monitoring Item(s)

Item(s) for Decision

Item(s) for Noting

Urgent Business

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

For further information, please contact:-

Clerk Name: Carol Lyon
Clerk Telephone: 01698 455652
Clerk Email: carol.lyon@southlanarkshire.gov.uk

Minutes of meeting held in Committee Room 1, Council Offices, Almada Street, Hamilton on 31 October 2018

Chair:
Councillor Josh Wilson

Councillors Present:
Councillor Alex Allison (*substitute for Councillor Richard Nelson*), Councillor Robert Brown, Councillor Archie Buchanan, Councillor Jackie Burns, Councillor Janine Calikes, Councillor Stephanie Callaghan (Depute), Councillor Maureen Chalmers, Councillor Gerry Convery, Councillor Maureen Devlin, Councillor Mary Donnelly, Councillor Allan Falconer, Councillor Alistair Fulton, Councillor Geri Gray, Councillor Martin Lennon, Councillor Catherine McClymont (*substitute for Councillor Eileen Logan*), Councillor Colin McGavigan, Councillor Mark McGeever (*substitute for Councillor Poppy Corbett*), Councillor Carol Nugent, Councillor Mo Razzaq, Councillor Collette Stevenson, Councillor Jared Wark (*substitute for Councillor Eric Holford*)

Councillors' Apologies:
Councillor Graeme Campbell, Councillor Andy Carmichael, Councillor Poppy Corbett, Councillor Eric Holford, Councillor Eileen Logan, Councillor Richard Nelson, Councillor John Ross (ex officio), Councillor David Shearer

Attending:
Finance and Corporate Resources
J Burke, Administration Assistant; M M Cairns, Legal Services Manager; H Goodwin, Finance Manager (Resources); C Lyon, Administration Officer; E McPake, Human Resources Business Partner; L O'Hagan, Finance Manager (Strategy)
Housing and Technical Resources
D Lowe, Executive Director; A Finnan, Head of Housing Services; J Forbes, Property Manager (Assets and Estates Services); F McCafferty, Head of Property Services

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1 Declaration of Interests
No interests were declared.

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2 Minutes of Previous Meeting
The minutes of the meeting of the Housing and Technical Resources Committee held on 22 August 2018 were submitted for approval as a correct record.

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

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3 Capital Budget Monitoring 2018/2019 - Housing and Technical Resources (excl HRA)
A joint report dated 26 September 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (excl HRA) for the period 1 April to 17 August 2018.

The Committee decided: that the Housing and Technical Resources' capital programme (excl HRA) of £8.630 million and expenditure to date of £1.177 million be noted.

[Reference: Minutes of 22 August 2018 (Paragraph 3)]

4	**Capital Budget Monitoring 2018/2019 - Housing and Technical Resources (HRA)**

A joint report dated 26 September 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (HRA) for the period 1 April to 17 August 2018.

The Committee decided: that the Housing and Technical Resources' capital programme (HRA) of £53.664 million and expenditure to date of £17.000 million be noted.

[Reference: Minutes of 22 August 2018 (Paragraph 4)]

5	**Revenue Budget Monitoring 2018/2019 - Housing and Technical Resources (excl HRA)**

A joint report dated 26 September 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted comparing actual expenditure at 17 August 2018 against budgeted expenditure for Housing and Technical Resources' revenue budget (excl HRA), together with a forecast for the year to 31 March 2019.

Funding had been allocated by the Scottish Government for temporary accommodation within the Homeless Service. The Resource was working to quantify the level of funding that would not be required within the current year as a result of the proposed implementation timescales. The underspend would be transferred to reserves to manage future pressures in this area.

The Committee decided:

(1)   that the breakeven position on the Housing and Technical Resources' revenue budget (excl HRA), as detailed in Appendix A to the report, be noted;

(2)   that the forecast to 31 March 2019 of a breakeven position be noted; and

(3)   that the proposed budget virements be approved.

[Reference: Minutes of 22 August 2018 (Paragraph 5)]

6	**Revenue Budget Monitoring 2018/2019 - Housing and Technical Resources (HRA)**

A joint report dated 26 September 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted comparing actual expenditure at 17 August 2018 against budgeted expenditure for Housing and Technical Resources' revenue budget (HRA), together with a forecast for the year to 31 March 2019.

The Committee decided:

(1) that the breakeven position on the Housing and Technical Resources' revenue budget (HRA), as detailed in Appendix A to the report, be noted; and

(2) that the forecast to 31 March 2019 of a breakeven position be noted.

[Reference: Minutes of 22 August 2018 (Paragraph 6)]

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7   Housing and Technical Resources - Workforce Monitoring - April to June 2018

A joint report dated 17 September 2018 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted on the following employee information for Housing and Technical Resources for the period July and August 2018:-

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

The Committee decided: that the report be noted.

[Reference: Minutes of 22 August 2018 (Paragraph 7)]

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8   Cathkin Braes Tenant Management Co-operative – Renewal of 5 Year Management Agreement

A report dated 19 September 2018 by the Executive Director (Housing and Technical Resources) was submitted on:-

♦   the performance of Cathkin Braes Tenant Management Co-operative in the period 1 April 2014 to 31 March 2018
♦   proposals to enter into a 5 year Management Agreement from April 2019 to March 2024

Cathkin Braes Tenant Management Co-operative (TMC) managed 205 properties, with a mix of tenemental flats and terraced/semi-detached houses. The area had undergone significant regeneration in the last 14 years in which the TMC had been involved.

Following an independent review of the operation of the TMC in 2013, this Committee had approved the retention of the TMC as management agent, subject to the conditions of a new Management Agreement being met. A 5 year Management Agreement had subsequently been agreed and the TMC commenced on 1 April 2014.

The Management Agreement required the TMC to fulfil particular requirements in terms of governance, scrutiny and performance management.

During the period of the current agreement, the TMC had been subjected to a robust performance management framework and reporting, which included regular meetings with officers from Housing and Technical Resources and Finance and Corporate Resources. The TMC held an Annual General Meeting of its members and accounts were externally audited.

The TMC's service performance in relation to key indicators, including repairs and maintenance, rent collection, voids and estate management, was very good and compared favourably with the Council's overall performance.

It was, therefore, proposed that:-

♦ the Management Agreement be refreshed by the Council's Legal Services
♦ the TMC be invited to seek independent legal advice
♦ subject to the TMC meeting the requirements of the refreshed Management Agreement, a new 5 year Agreement be entered into effective from 1 April 2019

The Committee decided: that Cathkin Braes Tenant Management Co-operative continue to act as management agent, subject to meeting the requirements of the new Management Agreement, for the period April 2019 to March 2024.

[Reference: Minutes of 4 September 2013 (Paragraph 10)]

9   Cambuslang Gate, Cambuslang – Renegotiation of Lease

A report dated 17 September 2018 by the Executive Director (Housing and Technical Resources) was submitted on a request to extend the existing lease agreements in relation to Cambuslang Gate, Cambuslang.

The performance of the Council's office portfolio was reviewed regularly and opportunities assessed to further improve its efficiency. An opportunity had arisen in terms of the accommodation at Cambuslang Gate, Cambuslang.

The property was owned by Magnolia Estates II Limited and the lease to the Council had 8 years remaining, with a current rental of £455,000 per annum, with the final 5 yearly rent review due in March 2021. The owners of the accommodation had approached the Council to discuss a renegotiation of terms.

Following the closure of Royal Burgh House, Rutherglen earlier this year, Cambuslang Gate was now the principal corporate office within the Rutherglen and Cambuslang area. The redesign of accommodation and use of flexible working had accommodated the transfer of staff from Rutherglen and the property was used for the delivery of front facing services.

Based on current projections for service demand, there was a long term requirement for office accommodation at this location. Public sector partners, such as the Department for Work and Pensions and NHS Lanarkshire, delivered services from adjoining facilities. The property was also important to the economic welfare of Cambuslang Town Centre, with employees based at the property, as well as visitors, supporting the surrounding retail and service industry.

In view of this, Cambuslang Gate had a medium to long-term role in local service provision and, therefore, officers had entered into provisional negotiations. Following those negotiations, it was proposed that the terms of the existing lease be replaced with updated principal terms and conditions which were detailed in Section 4 of the report.

The proposed terms and conditions represented market value and offered a rental reduction of £95,000 per annum on the current terms.

The Committee decided:

(1) that the revised terms and conditions for the lease of Cambuslang Gate, Cambuslang, as detailed in Section 4 of the report, be approved; 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 matters in respect of the grant of lease 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 3 November 2010 (Paragraph 8)]

Councillor Wark entered the meeting after this item of business

10 Former Rowans Hall, Birch Place, Blantyre – Asset Transfer to Blantyre Soccer Academy SCIO

A report dated 21 September 2018 by the Executive Director (Housing and Technical Resources) was submitted on the community asset transfer of the former Rowans Hall and surrounding land at Birch Place, Blantyre to Blantyre Soccer Academy SCIO.

The property known as Rowans Hall, Birch Place, Blantyre closed in 2016 and, although details of the property had been circulated in the Property Bulletin, no operational requirements had been identified within the Council.

Blantyre Soccer Academy had been seeking new premises in the Blantyre area and had approached the Council in August 2017 with a proposal for Rowans Hall. A formal application for asset transfer under the Community Empowerment (Scotland) Act 2015 had been submitted on 4 June 2018.

The Community Asset Transfer Panel had considered the application on 23 August and 4 September 2018.

The Council was obliged to obtain best value in respect of all its property transactions. Taking into account the condition of the building, the community benefits derived through the asset transfer, the ongoing revenue costs and long term liability to the Council arising from the vacant property, the Community Asset Transfer Panel recommended sale of the property at a nominal value.

The principal terms and conditions of the lease were detailed in the report and included confirmation that the purchase price would be £1.

Following discussion, it was proposed that consideration of this item of business be continued to a future meeting of this Committee to allow further details in relation to the asset transfer process to be provided to Committee members.

The Committee decided: that the community asset transfer of the former Rowans Hall and surrounding land at Birch Place, Blantyre to Blantyre Soccer Academy SCIO be continued to a future meeting of this Committee.

11 Residential Portfolio Purchase in East Kilbride

A report dated 21 September 2018 by the Executive Director (Housing and Technical Resources) was submitted on the proposed acquisition of a portfolio of 7 properties at various locations within East Kilbride at a cost of £579,950 to be added to the Council's housing stock.

At its meeting on 1 July 2015, this Committee approved proposals for a Council House Open Market Purchase Scheme to increase the supply of Council housing stock.

Franchville Investments Limited owned a portfolio of 38 properties for private rent within East Kilbride which they proposed to advertise on the open market. Before doing this, they had approached the Council to enquire whether the Council would be interested in purchasing their portfolio.

During discussions, 7 properties had been identified as meeting the Council's requirements and provisional negotiations had been undertaken. In line with usual practice, the Council's surveyors had sought to secure best value on the basis of a negotiated reduction on the Home Report, wherever appropriate.

The approved delegated authority maximum threshold for acquisition of the purchase of suitable property was up to £100,000. The purchase of those 7 properties was being treated as a single transaction which resulted in a saving on the Land and Building Transaction Tax (LBTT). As the purchase price was over the threshold limit, Committee approval was required.

The purchase of the 7 properties would assist in meeting the need for high demand property types in the East Kilbride area, where stock had been depleted through Right to Buy.

The principal terms and conditions of the acquisition were detailed in Section 4 of the report.

The Committee decided:

(1)   that the residential portfolio consisting of 7 properties at various locations within East Kilbride be acquired by the Council from Franchville Investments Limited at a cost of £579,950 exclusive of VAT; 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 matters relating to the acquisition of the portfolio and to enter into the necessary legal agreements on terms which were in the best interests of the Council.

[Reference: Minutes of 1 July 2015 (Paragraph 9)]

12 Update on Welfare Reform Legislative Changes

A report dated 8 October 2018 by the Executive Director (Housing and Technical Resources) was submitted on the impact of key aspects of the Welfare Reform Programme on landlord and homelessness services.

An update was provided on the following activities:-

♦   Universal Credit
♦   under occupancy provisions
♦   benefit cap

To support the ongoing implementation of the Welfare Reform Programme, an additional 3 FTE posts of Housing Officer at Grade 2, Level 1-4, SCP 33-57 (£19,307 to £27,446) had been appointed within the Benefits are Changing Team for a temporary period of 6 months in October 2017, which had been extended for a further 12 months in March 2018.

This had been successful in helping to meet the increased volume of tenants moving onto UC who required support and assistance. The Benefits are Changing Team played a vital role in supporting tenants not only to make their claim for UC, but also to signpost customers to other services and supports available. It was, therefore, proposed to increase the establishment on a permanent basis in order that this support be continued.

During 2017/2018, the management of former tenants' arrears transferred from Finance and Corporate Resources to Housing and Technical Resources. To support the management of this function and the income obtained from this to the Housing Revenue Account (HRA), an additional post of Administration Assistant at Grade 2, Level 1, SCP 33-35 (£19,307 to £19,909) had been established for a temporary period in April 2018. It was now proposed to increase the establishment on a permanent basis in order to maximise the income to the HRA.

The Committee decided:

(1) that the update on the impact of the key aspects of the Welfare Reform Programme be noted; and

(2) that the 4 FTE posts, as detailed above, be added to the Resource establishment on a permanent basis.

[Reference: Minutes of 7 March 2018 (Paragraph 14)]

13 Annual Report on the Scottish Social Housing Charter (ARC) 2017/2018

A report dated 11 October 2018 by the Executive Director (Housing and Technical Resources) was submitted on the Scottish Social Housing Charter 2017/2018.

The Charter contained 32 contextual indicators, 25 of which related to both councils and Registered Social Landlords (RSLs), with the remaining 7 only applying to RSLs. In line with the requirements set out by the Scottish Housing Regulator (SHR), Housing and Technical Resources had submitted its 2017/2018 performance information on 30 May 2018.

Nationally, the SHR had published a report at the end of August 2018 which covered 18 of the indicators, detailing the position across all 193 social housing landlords in Scotland. Appendix 1 to the report set out the 18 indicators and, where appropriate, provided a comparison with both the Scottish average and other Scottish local authority landlords.

As part of the Charter requirements, the Council was required to publish a more detailed annual report on its performance by the end of October 2018. Tenants on the Tenants' Participation Co-ordination Group (TPCG) had been involved in the development of the Council's report on performance, which would be included in the 'Housing News' and published on the Council's website.

The current framework had been introduced by the SHR in 2012, with a commitment to undertake a review after 5 years. A pre-consultation process on this review had been undertaken in March 2018, with a formal consultation to take place in October 2018. Early indications from the pre-consultation had established that the Regulator would introduce an Annual Assurance process for all landlords. This would require that Boards/Committees submit a statement confirming assurance that all Regulatory standards were being met. Work was currently ongoing to determine how this requirement could best be adopted into the Council's existing process.

The Committee decided:

(1) that the Council's performance and associated contextual information in relation to the Scottish Social Housing Charter and comparisons with other landlords, as detailed in Appendix 1 to 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 4 October 2017 (Paragraph 12)]

14 Delegated Authority Report - Update

A report dated 21 September 2018 by the Executive Director (Housing and Technical Resources) was submitted on the level of transactions processed by Property Services during 2017/2018 along with transactions for the period 1 April to 30 June 2018.

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

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

Details of the annual summary of all transactions progressed under delegated authority during the financial year 2017/2018 were as follows:-

Number of transactions	223
Total value of lease transactions	£1,009,578 per annum
Total value of capital transactions	£3,840,989

Details of the transactions undertaken in the period 1 April to 30 June 2018 were as follows:-

Number of transactions	63
Total value of lease transactions	£410,749 per annum
Total value of capital transactions	£974,437

The Committee decided: that the level of transactions processed by Property Services under delegated authority during 2017/2018, and for the period 1 April to 30 June 2018, be noted.

[Reference: Minutes of 7 March 2018 (Paragraph 16)]

15 2018 Property and Housing Asset Management Plans

A report dated 4 October 2018 by the Executive Director (Housing and Technical Resources) was submitted on the outcomes of the 2018 Property and Housing Asset Management Plans' process, including the Local Government Benchmarking Framework (LGBF) Indicator outcomes for property condition and suitability.

Key facts from each of the Asset Management Plans were provided in separate appendices to the report.

LGBF Indicators for Asset Management related to property Core Facts for condition and suitability for direct operational property, excluding housing.

Benchmarking for 2018 had given the following return for the LGBF indicators:-

♦ in relation to condition, this showed 87% in a satisfactory condition (87% in 2017)
♦ in relation to suitability, this showed 96% of properties suitable for service delivery (96% in 2017)

The Committee decided:

(1) that the content of the 2018 Property and Housing Asset Management Plans be noted; and

(2) that the updated Local Government Benchmarking Framework Indicators for property condition and suitability be noted.

[Reference: Minutes of 13 December 2017 (Paragraph 18)]

16 Urgent Business

There were no items of urgent business.

HOUSING AND TECHNICAL RESOURCES COMMITTEE

Minutes of special meeting held in Committee Room 1, Council Offices, Almada Street, Hamilton on 21 November 2018

Chair:
Councillor Josh Wilson

Councillors Present:
Councillor Alex Allison *(substitute for Councillor Richard Nelson)*, Councillor Robert Brown, Councillor Archie Buchanan, Councillor Janine Calikes, Councillor Stephanie Callaghan (Depute), Councillor Graeme Campbell, Councillor Maureen Chalmers, Councillor Mary Donnelly, Councillor Allan Falconer, Councillor Alistair Fulton, Councillor Geri Gray, Councillor Eric Holford, Councillor Eileen Logan, Councillor Catherine McClymont *(substitute for Councillor Maureen Devlin)*, Councillor Colin McGavigan, Councillor Carol Nugent, Councillor Mo Razzaq, Councillor John Ross (ex officio), Councillor David Shearer, Councillor Collette Stevenson

Councillors' Apologies:
Councillor Jackie Burns, Councillor Andy Carmichael, Councillor Gerry Convery, Councillor Poppy Corbett, Councillor Maureen Devlin, Councillor Martin Lennon, Councillor Richard Nelson

Attending:
Finance and Corporate Resources
G Bow, Administration Manager; J Burke, Administration Assistant; M M Cairns, Legal Services Manager
Housing and Technical Resources
D Lowe, Executive Director; J Forbes, Property Manager (Assets and Estates Services); F McCafferty, Head of Property Services

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1 Declaration of Interests
No interests were declared.

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2 Former Rowans Hall, Birch Place, Blantyre – Asset Transfer to Blantyre Soccer Academy SCIO
A report dated 13 November 2018 by the Executive Director (Housing and Technical Resources) was submitted on the community asset transfer of the former Rowans Hall and surrounding land at Birch Place, Blantyre to Blantyre Soccer Academy SCIO.

At its meeting on 31 October 2018, the Committee agreed that consideration of the community asset transfer of the former Rowans Hall and surrounding land at Birch Place, Blantyre to Blantyre Soccer Academy SCIO be continued to a future meeting of this Committee to allow further details in relation to the asset transfer process to be provided to Committee members.

An awareness session for all members of the Committee had taken place on 14 November 2018 on Section 5 of the Community Empowerment (Scotland) Act 2015 and the associated regulations and guidance.

The process undertaken by the Community Asset Transfer Panel was detailed in the report.

Taking account of the preference for the asset to remain in community use, while recognising Blantyre Soccer Academy as a community based charity with access to potential funding organisations, it was recommended that a title condition be included within the sale which would restrict the property to community use and this would be recorded in the title. In the medium to longer term, this condition could be challenged through the Lands Tribunal, however, it would mitigate against the risk that the property was used for purposes other than the delivery of the community benefits set out in the Asset Transfer Request.

The revised principal terms and conditions of the lease were detailed in the report.

The market value of the property was between £15,000 and £20,000, however, there was no vehicular access to the premises and there had been no market interest. It was likely, in the absence of the current asset transfer request, that the property would remain vacant for some time, at a cost of £4,000 per annum, or, alternatively, the Council would incur a demolition charge of between £10,000 and £15,000. Sale at a nominal price of £1, therefore, reflected Best Value to the Council, as over and above the community benefits, it removed future capital and revenue liabilities.

The Committee decided:

(1) that the former Rowans Hall and surrounding land at Birch Place, Blantyre be sold to Blantyre Soccer Academy SCIO at a price of £1 and subject to the revised terms and principal conditions outlined in Section 5 of the report; and

(2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all matters in relation to the sale and enter into the necessary legal agreements on terms which were in the best interests of the Council.

[Reference: Minutes of 31 October 2018 (Paragraph 10)]

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3 Urgent Business

There were no items of urgent business.

SOUTH LANARKSHIRE COUNCIL

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Finance and Corporate Resources)**
	Executive Director (Housing and Technical Resources)

Subject:	**Capital Budget Monitoring 2018/2019 - Housing and Technical Resources (excl HRA)**

1. Purpose of Report
1.1. The purpose of the report is to:-

♦ provide information on the progress of the capital programme for Housing and Technical Resources (excl HRA) for the period 1 April to 9 November 2018

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

(1) that the Housing and Technical Resources (excl HRA) capital programme of £8.373 million, and expenditure to date of £1.682 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 2018/2019. Further reports will follow throughout the year.

3.2. The budget reflects the approved programme for the year (Council, 28 February 2018), exceptions approved during 2017/2018 and monies carried forward for projects from 2017/2018. It also includes budget adjustments approved by the Executive Committee during 2018/2019 up to and including its meeting on 19 December 2018.

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

4. Employee Implications
4.1. None.

5. Financial Implications
5.1. The total capital programme for Housing and Technical Resources (excl HRA) for 2018/2019 is £8.373 million.

5.2. The initial forecast of spend to date was £1.798 million, and £1.682 million has been spent (20.09% of full budget). This represents expenditure of £0.116 behind profile. This underspend relates to project programming and the timing of the actual spend on various projects.

6.   Other Implications

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

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

7.   Equality Impact Assessment and Consultation Arrangements

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

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

Paul Manning
Executive Director (Finance and Corporate Resources)

Daniel Lowe
Executive Director (Housing and Technical Resources)

20 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦   Accountable, Effective, Efficient and Transparent

Previous References
♦   Executive Committee, 19 December 2018
♦   Housing and Technical Resources Committee, 31 October 2018

List of Background Papers
♦   Financial ledger to 9 November 2018

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
Lorraine O'Hagan, Finance Manager (Strategy)
Ext: 2601 (Tel: 01698 452601)
E-mail: lorraine.o'hagan@southlanarkshire.gov.uk

South Lanarkshire Council
Capital Expenditure 2018/19
Housing and Technical Resources Programme (excl HRA)
For Period 1 April 2018 – 9 November 2018

Housing and Technical Resources (excl HRA)	Base Budget £000	Budget Adjustments £000	Slippage £000	Total Budget £000	Budget to Date £000	Actual Expenditure £000
Office Accommodation	7,951	(227)	0	7,724	1,623	1,537
Other Housing	398	251	0	649	175	145
TOTAL	**8,349**	**24**	**0**	**8,373**	**1,798**	**1,682**

For Information Only

Budget Adjustments approved at Executive Committee 21 November 2018.

- Prioritised Urgent Investment Fund   (£0.320m)
- Central Energy Efficiency Fund   £0.063m

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Finance and Corporate Resources)**
	Executive Director (Housing and Technical Resources)

Subject:	**Capital Budget Monitoring 2018/2019 - Housing and Technical Resources (HRA)**

1. Purpose of Report
1.1. The purpose of the report is to:-

♦ provide information on the progress of the capital programme for Housing and Technical Resources (HRA) for the period 1 April to 9 November 2018

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

(1) that the Housing and Technical Resources (HRA) capital programme of £53.664 million, and expenditure to date of £29.294 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 2018/2019. Further reports will follow throughout the year.

3.2. The budget reflects the original approved programme for the year (Council, 28 February 2018), exceptions approved during 2017/2018 and monies carried forward from 2017/2018. It also includes budget adjustments approved by the Executive Committee during 2018/2019 up to and including its meeting on 19 December 2018.

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

4. Employee Implications
4.1. None.

5. Financial Implications
5.1. The Housing Capital programme for 2018/2019 totals £53.664 million and is detailed along with the funding sources at Appendix A to this report.

5.2. Anticipated spend to 9 November 2018 was £29.384 million and £29.294 million has been spent (54.59% of full budget). This represents expenditure of £0.090 million behind profile.

6. Other Implications

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

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

7. Equality Impact Assessment and Consultation Arrangements

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

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

Paul Manning
Executive Director (Finance and Corporate Resources)

Daniel Lowe
Executive Director (Housing and Technical Resources)

20 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦ Accountable, Effective, Efficient and Transparent

Previous References
♦ Executive Committee, 19 December 2018
♦ Housing and Technical Resources Committee, 31 October 2018

List of Background Papers
♦ Financial ledger to 9 November 2018

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
Lorraine O'Hagan, Finance Manager (Strategy)
Ext: 2601 (Tel: 01698 452601)
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South Lanarkshire Council
Housing Capital Programme 2018/19
As at 9 November 2018

Appendix A

	£m	£m
Anticipated Capital Expenditure 2018/19		**53.664**

Estimated Financing Position 2018/19

	£m	£m
Capital Receipts – House Sales	0.000	
Capital Receipts – Land Sales	2.000	
Capital Financed From Current Revenue	23.730	
Prudential Borrowing	21.602	
Specific Grant – Scottish Government New Council Houses	4.963	
Specific Grant – Scottish Government Buy Backs	0.900	
Specific Grant – Scottish Government Mortgage to Rent	0.120	
Specific Grant – Scottish Natural Heritage	0.349	
Other Income	0.000	
		53.664

		£m
Actual Expenditure to 9 November 2018		**29.294**

Actual Financing Position to 9 November 2018

	£m	£m
Capital Receipts – House Sales	0.088	
Capital Receipts – Land Sales	2.308	
Capital Financed From Current Revenue	22.743	
Prudential Borrowing	0.000	
Specific Grant – Scottish Government New Council Houses	2.892	
Specific Grant – Scottish Government Buy Backs	0.690	
Specific Grant – Scottish Government Mortgage to Rent	0.037	
Specific Grant – Scottish Natural Heritage	0.000	
Other Income	0.536	
		29.294

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Finance and Corporate Resources)**
	Executive Director (Housing and Technical Resources)

Subject:	**Revenue Budget Monitoring 2018/2019 - Housing and Technical Resources (excl HRA)**

1. Purpose of Report

1.1. The purpose of the report is to:-

♦ provide information on the actual expenditure measured against the revenue budget for the period 1 April to 9 November 2018 for Housing and Technical Resources (excl HRA)
♦ provide a forecast for the year to 31 March 2019

2. Recommendation(s)

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

(1) that the breakeven position on Housing and Technical Resources (excl HRA) revenue budget, as detailed in Appendix A of the report, and the financial forecast to 31 March 2019 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 2018/2019.

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

4. Employee Implications

4.1. None.

5. Financial Implications

5.1. As at 9 November 2018, there is a breakeven position against the phased budget. The financial forecast for the revenue budget to 31 March 2019 is also a breakeven position.

5.2. As reported previously, the Resource identified that £0.188 million of the funding allocated from the Scottish Government for Temporary Accommodation within the Homeless Service, will not be required in the current year as a result of implementation timescales. It has been identified that current levels of Bad Debts on

homelessness are significantly better than expected, and therefore it is anticipated that a higher underspend on the specific funding will be seen this year. It will be proposed that this is transferred to reserves to meet costs associated with Homelessness in future years.

5.3.   Virements are proposed to realign budgets. These movements have been detailed in the appendices to this report.

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

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

7.   Equality Impact Assessment and Consultation Arrangements
7.1.   This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

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

Paul Manning
Executive Director (Finance and Corporate Resources)

Daniel Lowe
Executive Director (Housing and Technical Resources)

5 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦ Accountable, Effective, Efficient and Transparent

Previous References
♦ Housing and Technical Resources Committee, 31 October 2018

List of Background Papers
♦ Financial ledger and budget monitoring results to 9 November 2018

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
Hazel Goodwin, Finance Manager
Ext: 2699 (Tel: 01698 452699)
E-mail: Hazel.Goodwin@southlanarkshire.gov.uk

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 9 November 2018 (No.9)

Housing and Technical Resources Summary (excl HRA)

	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 09/11/18 £000	Actual 09/11/18 £000	Variance 09/11/18 £000		% Variance 09/11/18	Note
Budget Category									
Employee Costs	8,049	8,049	0	4,622	4,520	102	under	2.2%	
Property Costs	16,504	16,504	0	11,377	11,508	(131)	over	(1.2%)	
Supplies & Services	279	279	0	127	112	15	under	11.8%	
Transport & Plant	280	280	0	146	130	16	under	11.0%	
Administration Costs	514	514	0	163	169	(6)	over	(3.7%)	
Payments to Other Bodies	6,080	6,080	0	3,196	3,227	(31)	over	(1.0%)	
Payments to Contractors	2,693	2,693	0	1,243	1,230	13	under	1.0%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	51	51	0	37	32	5	under	13.5%	
Total Controllable Exp.	34,450	34,450	0	20,911	20,928	(17)	over	(0.1%)	
Total Controllable Inc.	(16,141)	(16,329)	188	(7,191)	(7,373)	182	over recovered	2.5%	
Net Controllable Exp.	18,309	18,121	188	13,720	13,555	165	under	(1.2%)	

Variance Explanations

Variances are shown in Appendix B and C as appropriate.

Budget Virements

Virements are shown in Appendix B and C.

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 9 November 2018 (No.9)

Housing Services

Budget Category	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 09/11/18 £000	Actual 09/11/18 £000	Variance 09/11/18 £000		% Variance 09/11/18	Note
Employee Costs	2,166	2,166	0	1,248	1,321	(73)	over	(5.8%)	1
Property Costs	5,571	5,571	0	3,036	3,062	(26)	over	(0.9%)	
Supplies & Services	182	182	0	64	54	10	under	15.6%	
Transport & Plant	115	115	0	54	36	18	under	33.3%	
Administration Costs	73	73	0	57	57	0	-	0.0%	
Payments to Other Bodies	3,793	3,793	0	2,107	2,075	32	under	1.5%	
Payments to Contractors	2,655	2,655	0	1,220	1,214	6	under	0.5%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	12	12	0	8	7	1	under	12.5%	
Total Controllable Exp.	14,567	14,567	0	7,794	7,826	(32)	over	(0.4%)	
Total Controllable Inc.	(7,316)	(7,504)	188	(4,275)	(4,472)	197	over recovered	4.6%	2, a
Net Controllable Exp.	7,251	7,063	188	3,519	3,354	165	under	(4.7%)	

Variance Explanations

1. The overspend in Employee Costs is due to lower than anticipated staff turnover across the service to date.
2. Funding allocated from the Scottish Government for Temporary Accommodation within the Homeless Service, will not be required in the current year as a result of implementation timescales.

Budget Virements

a. Realignment of budget to reflect the transfer of Housing Benefit Management Fee funding to Finance & Corporate Resources (£0.227m): Income (£0.227m).

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 9 November 2018 (No.9)

Property Services

Budget Category	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 09/11/18 £000	Actual 09/11/18 £000	Variance 09/11/18 £000		% Variance 09/11/18	Note
Employee Costs	5,883	5,883	0	3,374	3,199	175	under	5.2%	**1**
Property Costs	10,933	10,933	0	8,341	8,446	(105)	over	(1.3%)	**2, a**
Supplies & Services	97	97	0	63	58	5	under	7.9%	
Transport & Plant	165	165	0	92	94	(2)	over	(2.2%)	
Administration Costs	441	441	0	106	112	(6)	over	(5.7%)	
Payments to Other Bodies	2,287	2,287	0	1,089	1,152	(63)	over	(5.8%)	**3**
Payments to Contractors	38	38	0	23	16	7	under	30.4%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	39	39	0	29	25	4	under	13.8%	
Total Controllable Exp.	19,883	19,883	0	13,117	13,102	15	under	0.1%	
Total Controllable Inc.	(8,825)	(8,825)	0	(2,916)	(2,901)	(15)	under recovered	(0.5%)	
Net Controllable Exp.	11,058	11,058	0	10,201	10,201	0	-	0.0%	

Variance Explanations

1. The underspend in Employee Costs is due to higher than anticipated staff turnover.
2. The overspend to date in Property Costs reflects a combination of minor overspends including demand for repairs.
3. The overspend in Payments to Other Bodies reflects the current demand on the Home Improve Service being higher than budgeted.

Budget Virements

a. Additional budget to reflect increased Rates. Net Effect £0.118m: Property Costs £0.118m.

SOUTH LANARKSHIRE COUNCIL

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Finance and Corporate Resources)**
	Executive Director (Housing and Technical Resources)

Subject:	**Revenue Budget Monitoring 2018/2019 - Housing and Technical Resources (HRA)**

1. Purpose of Report
1.1. The purpose of the report is to:-

♦ provide information on the actual expenditure measured against the revenue budget for the period 1 April to 9 November 2018 for Housing and Technical Resources (HRA)

♦ provide a forecast for the year to 31 March 2019

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 2019 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 2018/2019.

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

4. Employee Implications
4.1. None.

5. Financial Implications
5.1. As at 9 November 2018, there is a breakeven position against the phased budget. The forecast for the budget to 31 March 2019 is also a breakeven position.

5.2. Virements are proposed to realign budgets. The movements have been detailed in the appendix to this report.

6. Other Implications
6.1. The main risk associated with the Council's Revenue Budget is that there is an overspend. The risk has been assessed as low given the detailed budget management applied across the Resources. The risk is managed through four

weekly Budget Monitoring Meetings at which any variance is analysed. In addition, the probable outturn exercise ensures early warning for corrective action to be taken where appropriate.

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

7.   Equality Impact Assessment and Consultation Arrangements
7.1.   This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

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

Paul Manning
Executive Director (Finance and Corporate Resources)

Daniel Lowe
Executive Director (Housing and Technical Resources)

6 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦   Accountable, Effective, Efficient and Transparent

Previous References
♦   Housing and Technical Resources Committee, 31 October 2018

List of Background Papers
♦   Financial ledger and budget monitoring results to 9 November 2018

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
Hazel Goodwin, Finance Manager
Ext: 2699 (Tel: 01698 452699)
E-mail: Hazel.Goodwin@southlanarkshire.gov.uk

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 9 November 2018 (No.9)

Housing Revenue Account

Budget Category	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 09/11/18 £000	Actual 09/11/18 £000	Variance 09/11/18 £000		% Variance 09/11/18	Note
Employee Costs	12,718	12,718	0	7,533	7,409	124	under	1.6%	**1**
Property Costs	42,507	42,507	0	26,012	26,013	(1)	over	(0.0%)	**2, a, b**
Supplies & Services	610	610	0	428	409	19	under	4.4%	
Transport & Plant	194	194	0	135	123	12	under	8.9%	
Administration Costs	5,713	5,713	0	419	420	(1)	over	(0.2%)	
Payments to Other Bodies	3,221	3,221	0	32	30	2	under	6.3%	
Payments to Contractors	100	100	0	69	71	(2)	over	(2.9%)	**a**
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	23,730	23,730	0	50	46	4	under	8.0%	
Total Controllable Exp.	88,793	88,793	0	34,678	34,521	157	under	0.5%	
Total Controllable Income	(98,991)	(98,991)	0	(55,337)	(55,178)	(159)	under recovered	0.3%	**3, b**
Transfer to/(from) Balance Sheet	(4,603)	(4,603)	0	(2,833)	(2,835)	2	under	(0.1%)	
Net Controllable Exp.	(14,801)	(14,801)	0	(23,492)	(23,492)	0	-	0.0%	
Loan Charges	14,801	14,801	0	0	0	0	-	0.0%	
Net Controllable Exp.	0	0	0	(23,492)	(23,492)	0	-	0.0%	

Variance Explanations

1. The underspend in Employee Costs is due to higher than anticipated staff turnover.
2. There is an overspend in Property Costs due to repairs and maintenance work which is a demand led service and is currently higher than budgeted, this has been offset within year due to an underspend in the level of bad debt provision forecast.
3. The under recovery in rental income is in relation to the timing of new build completions, which is slightly behind budget forecasts.

Budget Virements

a. Realignment of Grounds Maintenance budgets to reflect service delivery requirements. Net Effect (£0.000m): Property Costs £0.334m and Payments to Other Bodies (£0.334m).
b. Expenditure and Income budget to reflect Scottish Government Funding t for Local Heat and Energy Efficiency Strategy - Net Effect £0.000m: Property Costs £0.043m and Income (£0.043m).

Report

SOUTH LANARKSHIRE COUNCIL

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Housing and Technical Resource Plan: Quarter 2 Progress Report 2018/2019**

1.   Purpose of Report

1.1.   The purpose of the report is to:-

♦   provide the Resource Plan Quarter 2 Progress Report 2018-19, for the period 1 April 2018 to 30 September 2018

2.   Recommendations

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

(1)   that the Quarter 2 Progress Report 2018/2019, attached as Appendix 2, be noted; and

(2)   that the achievements made by the Resource to date, as detailed in paragraph 5.3. of this report, be noted.

3.   Background

3.1.   The Housing and Technical Resource Plan 2018/2019 sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2018/2019.

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. It provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the objectives set out in the Council Plan Connect 2017 to 2022.

3.3.   Performance management is a keystone of Best Value, and ensures that the Council can demonstrate sound governance arrangements. The Resource Plan is one part of the Council's framework for planning and budgeting, and demonstrates how this leads to effective front line service delivery.

3.4.   As part of this framework, the Resource Plan reflects the aspirations of the Council Plan, the Community Plan and the Neighbourhood Plans, as well as being complemented by the details of individual Service, Business and other Plans. Ultimately, these details are included in the key work objectives of individual officers. This demonstrates the 'Golden Thread' of performance management which ensures a clear understanding of the council's vision, values, ambitions and objectives at all levels.

3.5. The current format for performance reporting has been established for several years and is used for Executive Directors' reports to the Chief Executive, Resource Management Teams and Resource Committees. The focus has been on reporting progress on council objectives, statutory performance indicators, other key performance measures and high level Resource priorities.

3.6. In preparing the Plan, account has also been taken of the need to ensure a robust response to Risk Management and Control. Risks associated with delivery of the actions in this Resource Plan have been identified and evaluated and are listed in the Resource Risk Register. Where necessary, controls or further actions to mitigate these risks have been agreed. Such actions are tracked through the Resource Risk Control Plan which is kept under review by the Risk Sponsor for the Resource.

4.   Resource Objectives 2018/2019
4.1. The Resource has established a number of objectives to support the delivery of the Connect objectives in 2018/2019. These are detailed at Appendix 1.

5.   Quarter 2 Progress Report 2018/2019
5.1. Progress against all 2018/2019 Resource Plan measures is contained in the Quarter 2 Progress Report 2018/2019, 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
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. These 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' or 'amber' measures at a future meeting.

The overall summary of progress to date is as follows:

Status	Measures	
	Number	**%**
Green	72	74 %
Amber	3	3 %
Red	0	0 %
Report later/Contextual	22	23 %
Totals	**97**	**100 %**

5.3.   Key achievements for 2018/2019 are noted below:

5.3.1.

Connect Objective: Improve later life	
Resource Objective	**Achievement**
Improve services for older people	• Programme of new build amenity housing ongoing increasing the provision of housing suitable for older people.
	• All demand has been met for adaptations to Council Housing. There is no waiting list for Council housing adaptations.

Connect Objective: Deliver better health and social care outcomes for all	
Resource Objective	**Achievement**
Deliver better health and social care outcomes for all	• Continue to deliver and report on Housing Contribution Statement to achieve priority outcomes for health and social care.

Connect Objective: Improve the availability, quality and access of housing	
Resource Objective	**Achievement**
Improve the quality, access and availability of housing	• Strategic Housing Investment Plan for five year period to March 2024 approved by Housing and Technical Resources Committee August 2018.
	• 99.5% of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation (target 98.5%).
	• An average of 21 days to relet vacant properties excluding new build (target 22 days).

Connect Objective: Work with communities and partners to promote high quality, thriving and sustainable communities	
Resource Objective	**Achievement**
Collaborate with partners to promote safe and thriving communities	• Continue to monitor and report on progress against Local Housing Strategy 2017 to 2022. Annual update provided to Executive Committee on 21 November 2018.

Connect Objective: Ensure schools and other places of learning are inspirational	
Resource Objective	**Achievement**
Ensure schools and other places of learning are inspirational	125 Primary Schools/Nurseries completed to date.

5.3.2. Resources have established their own Resource objectives to support the delivery of Connect objectives. In addition to working towards these objectives, 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 objectives have also been identified, under the heading Delivering the Plan and achieving Best Value.

Delivering the Plan and achieving Best Value	
Resource Objective	**Achievement**
Compliance with statutory response timescales for information in terms of FOISA/EISR and for subject access requests under the DPA	• 100% of FOISA/EISR requests processed within timescale, against a target of 96%
	• 100% of DPA requests processed within timescale, against a target of 90%
Monitor revised complaints handling system	• 90% of stage 1 complaints responded to within timescales set out by SPSO, against a target of 80%
	• 100% of stage 2 complaints responded to within timescales set out by SPSO, against a target of 80%
Ensure that high standards of governance are being exercised	• Housing and Technical Resources self assessment summary finalised and activity progressing in line with the programme set out.

5.4. There are no measures that have been classified as "red" (major slippage against timescale or shortfall against target) within this quarter.

5.5. **Report later**
Measures included in the Resource Plan 2017/2018 Quarter 4 Progress Report can be assigned the 'report later' status. In order to catch up on the reporting of these measures and ensure a consistent application of status for all Resource Plan actions and measures, this information would be included in this report. However, no measures were classified as 'report later' in the Quarter 4 progress report.

6.   Employee Implications
6.1.   The objectives noted within the Resource Plan will inform the Service Action Plans, where applicable, and in turn the Performance Appraisal process for individual employees in 2018/2019.

7   Financial Implications
7.1.   The objectives within the Resource Plan are reflected in the respective Resource Revenue and Capital budgets for 2018-19 and, longer term, within the framework of the council's approved Financial Strategy.

8. Other Implications

8.1. The Community Plan 2017 to 2027 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the actions contained within Connect.

8.2. 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.

8.3. The Resource Plan takes into account Resource responsibilities in relation to sustainable development and climate change.

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

8.5. The content of this report will contribute to the evidence to support the newly introduced Annual Assurance Statements.

9. Equality Impact Assessment and Consultation Arrangements

9.1. 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.

Daniel Lowe
Executive Director (Housing and Technical Resources)

5 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦ The Resource Plan has been structured upon the Vision, Values, Ambitions and Objectives in the Council Plan Connect 2017 to 2022

Previous References
♦ South Lanarkshire Council, 6 December 2017
♦ Executive Committee, 26 September 2018

List of Background Papers
♦ Council Plan Connect 2017 to 2022
♦ Housing and Technical Resources Plan 2018/2019

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: annette.finnan@southlanarkshire.gov.uk

Housing and Technical Resource Objectives 2018/2019

Connect Objective – Improve later life

Resource objectives:

- Help older people to live more independently.

Connect Objective - Protect vulnerable children, young people and adults

Resource objectives:

- Assist in protecting children, young people and adults from harm, abuse and neglect.

Connect Objective - Deliver better health and social care outcomes for all

Resource objectives:

- Effectively contribute to the health and social care outcomes contained within the Strategic Commissioning plan.

Connect Objective - Improve the availability, quality and access of housing

Resource objectives:

- Ensure that South Lanarkshire increase the supply of affordable housing for rent or sale and the condition and quality of homes in the private sector is improved.

Connect Objective - Work with communities and partners to promote high quality, thriving and sustainable communities

Resource objectives:

- Strengthen partnership working, community leadership and involvement.
- Reduce the environmental impact of council service provision and prepare communities for a low carbon future.
- Improve energy efficiency and reduce carbon emissions in the council's assets and housing.

Connect Objective – Support our communities by tackling disadvantage and deprivation and supporting aspiration

Resource objectives:

- To improve the quality of life in the most disadvantaged communities in South Lanarkshire.

Connect Objective - Ensure schools and other places of learning are inspirational.

Resource objectives:

- Deliver high quality places of learning.

Delivering the plan and achieving best value

Resource objectives:

- Provide sound financial stewardship for the Council.
- Deliver and communicate the Council Plan and ensure high standards of governance.
- Support local democracy, council committees, elected members and senior managers.

- Promote equality and the wellbeing of staff
- Develop and implement effective financial strategies
- Implement a Digital and ICT Strategy that meets business needs
- Develop improvement activity and promote scrutiny
- Improve the skills, flexibility and capacity of the workforce
- Other actions in support of delivering the Plan and achieving Best Value

Housing and Technical Resources

Housing and
Performance Report 2018-19
Quarter 2 : April 2018 - September 2018

(This represents the cumulative position to September 2018)

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.

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – are we on course to achieve? The "traffic light" codes are:

Green	Achieved, or due to achieve with no issues
Amber	There may be problems or minor slippage
Red	Not on course, major slippage anticipated

Measures which are to be reported later or which are "for information only" are not colour coded

Develop a sustainable Council and communities
Provide services and infrastructure which help local communities to become more sustainable

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year Target	To Date	2009/10	2010/11	2011/12
	Council target achieved for waste tonnage per household (target is lower than 1.3 tonnes)	This figure is for quarter one (quarter two figure is not yet available, so will be reported in quarter three).	Green	1.3	0.3	1.3	1.2	1.2
	Council target achieved for municipal waste collected during 2012/13 that was recycled or composted (40% or above)	This figure is for quarter one (quarter two figure not yet available, so will be reported in quarter three).	Green	40.0%	44.1%	40.1%	38.2%	40.5%
Introduce new waste management services to reduce waste and increase recycling	Project for treatment facilities progressed by March 2013	A report is to be presented to the Executive Committee in December 2012 identifying options for a long term solution.	Amber	---	---	---	---	---
Manage flooding priorities and deliver prioritised flood protection schemes	Prioritised flood protection projects delivered by March 2013 in line with available capital / revenue funding	Larch Grove, Hamilton - brief issued to consultant for ground investigation to inform design of works. Site investigation - boreholes complete, further investigation of existing culvert underway to locate buried manhole. Detailed design to be prepared when site investigations complete. Bellfield Road, Coalburn - culvert lining works completed 30 August 2012	Green	---	---	---	---	---
	Preparation of prioritised 5 year programme of flood protection / management projects by March 2013	Currently analysing previous flood events, completed improvement works and known problem areas to allow a 5 year programme to be prepared.	Green	---	---	---	---	---
	Options for aligning the management of flooding priorities reviewed across Community and Enterprise Resources by December 2012	Meeting held between Community and Enterprise Resources staff to discuss integrating response to flooding procedures and other opportunities. Follow up meeting to be scheduled for November.	Green	---	---	---	---	---

Statistics for the current year. The **Target** shows what we want to achieve by the end of the year. The **To Date** column shows how much we have achieved so far.

Statistics for last 3 years, showing how we are doing over time.

Summary - number of measures green, amber and red under each Council Plan objective/theme

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Improve later life	**5**	**1**		**4**	**10**
Protect vulnerable children, young people and adults	**2**				**2**
Deliver better health and social care outcomes for all	**1**				**1**
Improve the availability, quality and access of housing	**19**			**5**	**24**
Improve the road network, infuence improvements in public transport and encourage active travel					
Work with communities and partners to promote high quality, thriving and sustainable communities	**13**			**2**	**15**
Support the local economy by providing the right conditions for inclusive growth					
Support our communities by tackling disadvantage and deprivation and supporting aspiration	**4**			**3**	**7**
Improve achievement, raise educational attainment and support lifelong learning					
Ensure schools and other places of learning are inspirational	**2**				**2**
Encourage participation in physical and cultural activities					
Delivering the plan and achieving best value	**26**	**2**		**8**	**36**
Total	**72**	**3**	**0**	**22**	**97**

Improve later life

Improve services for older people

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------		------- Last 3 Years -------		
				Target	To Date	2015/16	2016/17	2017/18
Increase supply of housing suitable for older people	Existing amenity properties and mainstream properties upgraded and converted to amenity per agreed programme (RP)	Information not available until Quarter 3.	Report Later	---	---	---	---	---
	Number of new build affordable properties suitable for the needs of older people (RP)	On target to complete 64 new amenity housing units for older people in 2018/19 on sites at Lanark, East Kilbride and Hamilton.	Green	---	---	---	---	---
Continue to ensure the provision/ installation (or funding) of equipment, adaptations and other services	Number of adaptations completed in Council homes	This measure is demand led.	Contextual	------	469	1,058	1,126	976
	Number of approvals given for adaptations in private homes	All applications for adaptations were approved, this measure is demand led.	Green	900	269	685	576	507
	Number of adaptations completed in RSL homes	Measure to be reported at year end.	Report Later	------	------	------	------	------
	No. on waiting list for Council adaptation	Target achieved, no outstanding applicants.	Green	0	0	0	0	0
	% of approved medical applications for adaptations completed in year (SSHC)	Drop in performance due to access issues with service users – this is being progressed with Social Work.	Contextual	------	92.00%	99.19%	99.14%	100.00%
	Average time (calendar days) to complete medical adaptation applications (SSHC)	Slight increase in average days.	Green	28.00 days	29.00 days	6.00 days	26.28 days	27.00 days
	% of standard adaptations to council houses within agreed appointment times	Drop in performance due to access issues with service users – this is being progressed with Social Work.	Amber	97.0%	92.0%	99.2%	99.1%	96.4%
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Develop and implement improvement plan to take forward any actions from Care Inspectorate annual assessment (RP)	All actions being progressed as part of the sheltered housing implementation planning process.	Green	---	---	---	---	---

Protect vulnerable children, young people and adults

Contribute to the Council's objective to protect vulnerable children, young people and adults

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	---------- This Year ----------		------- Last 3 Years -------		
				Target	To Date	2015/16	2016/17	2017/18
Contribute to effective joint working in protecting children and adults at risk of harm	Annual review and report on operation of Adult and Child protection procedures to RMT (RP)	Annual update to RMT October 2018.	Green	---	---	---	---	---
Ensure effective housing service contribution to Partnership approach to GIRFEC	Continue to deliver appropriate services for homeless children (RP)	Participating in assessment of needs of homeless children, health colleagues are leading to continue to develop services. Meantime on-going monitoring of temporary accommodation to ensure most appropriate placements, provision of housing support to homeless families. Currently reviewing process of sharing information with health and education to ensure children experiencing homelessness are appropriately supported.	Green	---	---	---	---	---

Deliver better health and social care outcomes for all

Deliver better health and social care outcomes for all

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	---------- This Year ----------		------- Last 3 Years -------		
				Target	To Date	2015/16	2016/17	2017/18
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	Monitor and report on progress of Housing Contribution Statement to help achieve priority outcomes for health and social care (RP)	Priority outcomes monitored and reported to Local Housing Strategy Monitoring Group and annual review schedule to be summited to Executive Committee November 2018. Working closely with Health & Social Care Partners to update the HCS to align with new SCP 2019/22.	Green	---	---	---	---	---

Improve the availability, quality and access of housing

Improve the quality, access and availability of housing

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	---------- This Year ----------		------- Last 3 Years -------		
				Target	To Date	2015/16	2016/17	2017/18
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP/SLP (RP)	On programme to achieve annual completion target.	Green	---	---	---	---	---

Improve the availability, quality and access of housing

Improve the quality, access and availability of housing

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ----------- This Year ----------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2015/16	2016/17	2017/18
	Work with key partners to ensure the delivery of targeted number of suitable new affordable housing.	Strategic Housing Investment Plan (2019/24) approved at Housing and Technical Resources Committee 22 August 2018.	Green	---	---	---	---	---
Improve access to settled accommodation for homeless households	% of SLC lets to Urgent housing (UH) need applications	Target achieved.	Green	47.5%	50.0%	47.0%	47.7%	48.6%
	Develop Rapid - re-housing transition plans with Partners	On track to complete and submit by December 2018.	Green	---	---	---	---	---
Ensure all homeless applicants receive a fast, efficient, responsive service that meets their needs	% of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation (RP)	Target achieved.	Green	98.5%	99.5%	99.6%	99.4%	99.1%
	Average length of time in temporary accommodation (SSHC) (RP)		Green	100 days	110 days	104 days	113 days	106 days
	% of households requiring temporary accommodation to whom an offer was made (SSHC)		Green	100.0%	98.5%	116.9%	97.0%	99.3%
	% of temporary accommodation offers refused (SSHC) (RP)		Green	7.00%	8.50%	8.98%	5.53%	7.74%
Improve tenancy sustainment	% of all new tenancies sustained for more than a year by source of let (SSHC)	Target achieved.	Green	90.00%	90.40%	89.10%	89.40%	90.20%

Improve the availability, quality and access of housing

Improve the quality, access and availability of housing

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2015/16	2016/17	2017/18
Continue with the Council's Housing Options Service (Home Options)	Continue to deliver and further develop housing options with a focus on homeless prevention	Integrated Home Options model live across service from April 2018. Slight increase in housing options caseload and corresponding decrease in homeless presentations year to date. Housing options cases closed as homelessness prevented 75.57% year to date compared to 54.5% at corresponding period 2017/18 and 62.78% at year end.	Green	---	---	---	---	---
Implement changes to housing management services arising from 2014 Housing (Scotland) Act.	Prepare and implement action plans to ensure the effective introduction of the Act, including engagement and consultation with stakeholders	The social housing provisions of the 2014 (Housing) Scotland Act will commence from 1st May 2019 (allocation and some tenancy provisions) and the remainder commence 1st November 2019. The allocation policy review will include a 3 month consultation plan and extends the consultation to include waiting list applicants as required by the 2014 Act. The tenancy changes which commence 1st November 2019 require individual tenants to be notified in writing of these changes by 1st November 2018. Project plan prepared to progress required work. Tenant notification letters will be issued to tenants/joint tenants during October 2018. Guidance for staff being delivered 3rd October 2018.	Green	---	---	---	---	---
Continue to let houses efficiently, effectively and fairly	Ave. days to relet excluding new build (SSHC) (RP)	Target achieved.	Green	22 days	21 days	22 days	20 days	21 days
	% operational void rent loss (SSHC) (RP)	Marginally above target, expect to be on target by year end.	Green	0.52%	0.56%	0.74%	0.44%	0.45%
	% of total void rent loss (SSHC) (RP)	Target achieved.	Green	1.10%	1.06%	1.17%	1.07%	1.03%
	% of tenancy offers refused during the year (SSHC) (RP)		Contextual	------	38.0%	40.9%	41.7%	39.9%
	% of new tenants satisfied with the standard of their home when moving in (very / fairly satisfied) (SSHC) (RP)	Quarter 2 information due end October 2018.	Report Later	------	------	86.0%	83.0%	82.0%

Improve the availability, quality and access of housing

Improve the quality, access and availability of housing

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2015/16	2016/17	2017/18
Continue to deliver an effective housing repairs and maintenance service	% of response repairs completed on time	Target achieved	Green	90.0%	97.4%	98.5%	97.9%	98.3%
	Ave length of time to complete emergency repair - hours (SSHC) - YTD	Target achieved	Green	24.00 hours	3.44 hours	3.22 hour	4.20 hours	4.11 hours
	Ave length of time to complete non emergency repair (SSHC) (LGBF) - YTD	Non emergency repairs are generally carried out by appointments made to suit the tenant. This will continue to be monitored together with overall satisfaction and repairs complete on time.	Contextual	------	14.00 days	3.67 days	13.41 days	12.95 days
	% of reactive repairs completed first time right (SSHC)	Target achieved	Green	90.00%	99.00%	94.00%	97.00%	97.00%
	% of repairs appointments kept (SSHC)	Target achieved	Green	97.00%	97.03%	98.02%	98.74%	97.00%
	Average number of reactive repairs per occupied property (SSHC)	Measure to be reported at year end.	Report Later	------	------	4	4	4
	% of properties requiring gas safety check mady by annual anniversary date (SSHC)	Target achieved.	Green	100.00%	100.00%	100.00%	100.00%	100.00%
	% of tenant satisfaction with repairs (very / fairly satisfied) (SSHC)	Quarter 2 information due end October 2018.	Report Later	------	------	91.0%	91.0%	91.0%

Work with communities and partners to promote high quality, thriving and sustainable communities

Collaborate with partners to promote safe and thriving communities

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2015/16	2016/17	2017/18
Ensure implementation of the new Local Housing Strategy (LHS) 2017-2022	Monitor and report on progress against LHS action plan	Report to Executive Committee on 21 November 2018.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities

Collaborate with partners to promote safe and thriving communities

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ----------- This Year ----------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2015/16	2016/17	2017/18
Continue to effectively deliver and promote Anti Social Behaviour (ASB) services including diversionary activities	% of ASB cases reported and resolved within local targets (SSHC) (RP)	Marginally below target, expect to be on target by year end	Green	88.00%	86.70%	79.70%	85.40%	86.50%
Monitor and report on implementation and ongoing development of Community Safety Strategic Framework	Partnership to demonstrate progress against priorities	All actions, indicators, baseline positions and targets have been identified and agreed by partners. The Community Safety Partnership has provided a performance report for 2017/18 in relation to its 23 indicators and associated interventions (which are in the early stages of development). 12 indicators are green, 7 are yellow (to be reported on later), 1 amber (RTA - children seriously injured) and 3 are red (crimes relating to drug possession with intent to supply and crimes relating to wilful fire-raising).	Green	---	---	---	---	---
Manage and report on Core and Planned Preventative Maintenance Programme for all properties	Implement and manage Planned Preventative Maintenance Programme (PPM) as agreed with CMT	Report submitted to CMT on 13 September 2018.	Green	---	---	---	---	---
Continue to Implement the Council's security strategy	Continue to work to minimise the incidences and cost of crime to general services properties	Incidences year to date - 75 - currently 18% ahead of target (180). Cost year to date - £14k - currently 57% ahead of target (£33k)	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities

Collaborate with partners to promote safe and thriving communities

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2015/16	2016/17	2017/18
Ensure effective engagement with tenants and other customer groups	Implement the Customer Involvement Strategy	Customer Involvement Strategy approved by Housing and Technical Resource Committee May 2018. Work underway to progress year one actions within the Strategy action plan. Monitoring framework being developed to ensure effective monitoring and reporting of progress against actions. Agreement with Tenant Participation Co-ordination Group to provide 6 monthly updates.	Green	---	---	---	---	---
	Continue to implement a programme of Tenant Scrutiny	First scrutiny activity of 2018/19 on refusal of offers is currently underway. Action plan for activity developed and being progressed, supported by South Lanarkshire Tenants Development Support Project. Scrutiny activity due to be completed December 2018.	Green	---	---	---	---	---
Maximise the energy efficiency of all operational properties in support of the Carbon Management Plan.	% reduction in energy consumption across the energy portfolio	Measure to be reported at year end.	Report Later	---	---	---	---	---
Deliver at least a 10% reduction in vehicle emissions by March	Continue to reduce vehicle emissions in 2018-19 against the baseline of 2014-15 (ADM)	Ahead of target, currently 12.2% below 14/15 base level.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities

Collaborate with partners to promote safe and thriving communities

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year Target	To Date	2015/16	2016/17	2017/18
2021 in accordance with the Corporate Carbon Reduction target	Engage with Community and Enterprise Resource's Fleet Services to agree service specific vehicle emissions reduction strategies in line with service delivery requirements	The establishment of service specific strategies and targets for the Resource have commenced.	Green	---	---	---	---	---
Ensure effective contribution to meeting the Council's Sustainable Development and Climate Change objectives outlined in the Sustainable development and Climate Change Strategy 2017-2022	Ensure sustainable development principles and climate change duties are incorporated in new or revised policies, plans, strategies and projects and initiatives, where appropriate (ADM)	Strategic Environmental Assessment (SEA) screening determination completed for the LHS 2017/22. Sustainability principles embedded in LHS. New plans, policies and strategies subject to SEA determination, as required.	Green	---	---	---	---	---
Continue to maintain /improve customer satisfaction levels for key service areas	Monitor, report and publish the outcome of satisfaction surveys across all key service areas	All satisfaction surveys continue to be carried out as per the agreed programme. All results, are analysed and if required, improvement actions are identified and progressed.	Green	---	---	---	---	---
Contribute to reducing the Council reliance of avoidable single-use plastic items	Contribute to the development and implementation of the council's single-use plastic action plan by prioritising items in use across the Resource. Progress will be reported to the Sustainable Development Member Officer Working Group in June and October 2018 (ADM)	Resource-wide contribution to consultation on development of single-use plastic action plan completed. Actions to be progressed as agreed.	Green	---	---	---	---	---
Progress the council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource (ADM)	Digital transformation will be aligned to implementation schedule for new system once project starts.	Report Later	---	---	---	---	---
	Continue implementation of a replacement housing and property management system	Contract discussions with Contractor concluded and contract signed 5 December 2018. Draft project plan currently being refined and anticipated implementation June 2020.	Green	---	---	---	---	---

Support our communities by tackling disadvantage and deprivation and supporting aspiration

Tackle disadvantage and deprivation

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year Target	This Year To Date	Last 3 Years 2015/16	Last 3 Years 2016/17	Last 3 Years 2017/18
Continue to revise systems procedures and approach to reflect full implementation of Universal Credit	Implement action plan on welfare reform	The Welfare Reform Group continue to monitor the action plan taking into account emerging local issues and priorities in addition to planning for the introduction of managed migration and the Scottish Social Security System.	Green	---	---	---	---	---
Continue to improve energy efficiency of housing stock to help address fuel poverty.	Maintain % of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)	Measure to be reported at year end.	Report Later	------	------	90.9%	92.0%	92.1%
	% of council dwellings that are meeting the Energy Efficiency Standard for Social Housing (EESSH) (LGBF)	Measure to be reported at year end.	Report Later	------	------	82.38%	86.10%	96.82%
	Assist/support households to access schemes available to help address fuel poverty issues	Measure to be reported at year end.	Report Later	---	---	---	---	---
Continue with physical regeneration work in priority areas	Commence implementation of the master plan for regeneration in East Whitlawburn	Masterplan implementation progressing. Tender evaluation to select preferred developer partner underway.	Green	---	---	---	---	---
	Continue to develop and implement Sustainable Housing Plans in identified rural areas	Quarter 2 sustainable housing plans have been completed for the rural areas. Actions from the quarter 2 plans are currently under review and will be progressed during quarter 3 ensuring tenancy sustainment and investment in our rural communities.	Green	---	---	---	---	---
Support financial security and maximise income for homeless households	Implement the new European funded service (FAST) (RP)	Service fully operational since June 2017, match funding for the service is time limited and ends December 2018. Service currently under review to consider outcomes and propose next steps by mid October 2018.	Green	---	---	---	---	---

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Ensure schools and other places of learning are inspirational

Ensure schools and other places of learning are inspirational

				---------- This Year ----------			------- Last 3 Years -------		
Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	Target	To Date	2015/16	2016/17	2017/18
Project Management of Schools Projects and General Services Projects	General Services Programme - Target spend achieved	Spend to quarter 2 £19,798,489. Annual target £73,536,432, on target to achieve.	Green	---	---	---	---	---
	Primary Schools Modernisation Programme - Completion of Primary School Programme - Support for Early Years Programme - Growth and Capacities Programme	125 Primary Schools/ Nurseries complete to date. Building Services on site with 4 projects (ELU, Hallside, Underbank & Walston). On target to deliver agreed programme.	Green	---	---	---	---	---

Delivering the plan and achieving best value

Delivering the plan and achieving best value

				---------- This Year ----------			------- Last 3 Years -------		
Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	Target	To Date	2015/16	2016/17	2017/18
Develop and implement equality performance measures and publish results in accordance with Public Sector Equalities Duties	Resource annual report to Equal Opportunities Forum on uptake of service based on agreed equality outcomes (ADM)	Annual report presented to the forum 3 October 2018.	Green	---	---	---	---	---
	Number of equality impact assessments undertaken for all relevant new and reviewed policies and procedures (ADM)	6 Local Letting Initiative EQIAs completed YTD for Housing Services.	Green	---	---	---	---	---
Ensure that high standards of governance are being exercised	% of risk control actions completed by due date (ADM)	No audit actions outstanding for H&TR.	Green	100.0%	100.0%	100.0%	83.0%	100.0%
	% of audit actions delivered by due dates (ADM)	No audit actions outstanding for H&TR.	Green	100.0%	100.0%	100.0%	100.0%	100.0%
	Complete Resource Governance Self Assessment by due date and develop actions to address non-compliant areas (ADM)	Housing and Technical Resources self assessment summary finalised July 2018 and activity progressing in line with the programme set out.	Green	---	---	---	---	---
Promote high standards of information governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented (ADM)	Plan developed to progress over 2018/19.	Green	---	---	---	---	---
Monitor revised complaints handling system	No. of Stage 1 investigation complaints received	Stage 1 complaints received at quarter 2 has increased to 104 against 93 at the same period last year.	Contextual	------	104	464	270	208

Delivering the plan and achieving best value

Delivering the plan and achieving best value

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ---------- Target	To Date	------- Last 3 Years ------- 2015/16	2016/17	2017/18
	% of Stage 1 complaints responded to within timescales set out by SPSO (SSHC)	Target achieved.	Green	80.00%	90.00%	83.20%	88.89%	86.70%
	% of Stage 1 complaints upheld by the landlord (SSHC)	Improved position on same reporting period last year.	Contextual	------	52.00%	54.50%	45.50%	42.36%
	% of Stage 1 complaints responded to in full (SSHC)		Contextual	------	95.00%	100.00%	98.18%	95.75%
	No. of Stage 2 investigation complaints received	9 stage 2 complaints received.	Contextual	------	9	35	24	37
	% of Stage 2 complaints responded to within timescales set out by SPSO (SSHC)	9 stage 2 complaints closed 9 target met	Green	80.00%	100.00%	100.00%	95.80%	85.37%
	% of Stage 2 complaints upheld by the landlord (SSHC)	9 Stage 2 complaints closed with 3 of these being upheld.	Contextual	------	33.00%	34.29%	41.60%	26.83%
	% of Stage 2 complaints responded to in full (SSHC)	9 stage 2 complaints responded to in full.	Contextual	------	100.00%	100.00%	92.31%	100.00%
	Continued reduction in complaints received across Resource	There has been a slight increase in stage 1 complaints - 104 received against 93 for the same period last year. Stage 2 complaints reduced to 9 against 16 for the comparative period. Expected to recover by the end of the year.	Amber	---	---	---	---	---
Compliance with statutory response timescales for information in terms of EI(S)Rs and FOISA and for subject access requests under the DPA	96% of Freedom of Information (FOISA) request to be processed within the 20 working day period results should be considered in the context of the number of requests received (ADM)	Target achieved.	Green	96.00%	100.00%	98.90%	97.81%	100.00%
	96% of Environmental Information (Scotland) Regulations EI(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances (ADM)	Target achieved.	Green	96.00%	100.00%	100.00%	81.81%	100.00%
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days (ADM)	Target achieved.	Green	90.00%	100.00%	100.00%	94.44%	100.00%

Delivering the plan and achieving best value

Delivering the plan and achieving best value

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2015/16	2016/17	2017/18
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery.	2018/2019 Quality Assurance Programme developed and approved	The Quality Assurance programme continues on target . The results of all checks are reported on an ongoing basis.	Green	---	---	---	---	---
	Overall review of performance management framework including the development of an Executive Dashboard	Dashboard developed in principle. Third party product now being explored to improve the presentation of outputs.	Green	---	---	---	---	---
	Engage in self evaluation activity and take forward any improvement actions (ADM)	Housing and Technical Resource self assessment summary finalised July 2018 and activity progressing in line with the programme set out.	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery (ADM)	Improvement actions from 2016/17 results continue to be monitored.	Green	---	---	---	---	---
Develop management and publication of valid Corporate Land and Property information	Continue to prioritise the development and publication of data in line with Scottish Government guidance on INSPIRED	Measure to be reported at year end.	Report Later	---	---	---	---	---
Maintain current high levels of income collection and generation	Rent collected as a % of rent due in the year (SSHC) (RP)	Target achieved.	Green	99.5%	100.1%	99.9%	100.0%	99.3%
	Gross rent arrears as a % of rent due (SLGBF) (SSHC) (RP)	On course to achieve target	Green	6.81%	6.18%	5.59%	5.72%	6.30%
	Factoring collection rate	Collection rate is currently ahead of profile and is on target to achieve 80% collection rate by year end.	Green	80.00%	54.50%	79.80%	79.30%	80.10%
Ensure our commitment to employees through the development and effective implementation	Labour turnover rate (ADM)	Percentage turnover significantly below annual target.	Green	5.0%	1.2%	2.7%	1.9%	2.4%

Delivering the plan and achieving best value

Delivering the plan and achieving best value

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ----------- This Year ----------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2015/16	2016/17	2017/18
of personnel policies and employee learning and development opportunities	100% coverage of Personal Appraisals (PAs) of employees in scope (ADM)	Measure to be reported at year end.	Report Later	------	------	95.4%	------	94.3%
Utilise the council workforce strategy toolkit to review and monitor Resource Workforce plans and continue the cyclical reporting framework (ADM)	Continue to review Resource workforce plans and monitor actions to respond to workforce changes and meet future needs (ADM)	2018/19 Resource Workforce plan scheduled for completion October 2018.	Green	---	---	---	---	---
Prepare for the implementation of GDPR - General Data Protection Regulation	Implement the GDPR actions in relation to data protection laws as they relate to the Resource functions to ensure compliance	Checklist signed off May 2018 and action plan progressing to achieve compliance with GDPR.	Green	---	---	---	---	---
Ensure effective management of all Resource budgets and Business Plans	Financial reports to RMT and HTR committee on Resource financial position are produced within the agreed timescales and formats	Reports are produced according to the agreed timetable. Next report to RMT is due on 11 October 2018, next report to Committee will be presented on 31 October 2018.	Green	---	---	---	---	---
	Overall budgetary targets achieved by March 2019	Overall budgetary targets are expected to be achieved by year end.	Green	---	---	---	---	---
	Delivery of targeted agreed efficiency savings	Overall efficiency targets are expected to be achieved by year end.	Green	---	---	---	---	---
Achieve target surplus across Property Services including capital receipts and lease portfolio income	Agreed surplus to be achieved	Workload and type varies throughout the year.	Amber	£4.404m	£1.333m	£5.288m	£4.427m	£3.982m
Commence/complete Efficiency/Service reviews within the Resource	Implement agreed actions following service reviews and report on outcomes to RMT - Factoring	Review being carried out and report being prepared for RMT in October 2018.	Green	---	---	---	---	---
	Implement agreed actions following service reviews and report on outcomes to RMT - Property Services	Phase 1 of review complete and actions implemented. Phase 2 now underway.	Green	---	---	---	---	---

IMPROVe - SLC Performance Management System

Report printed on Wednesday 19 December 2018

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Finance and Corporate Resources) and Executive Director (Housing and Technical Resources)**

Subject:	**Housing and Technical Resources – Workforce Monitoring – September to November 2018**

1. Purpose of Report
1.1. The purpose of the report is to:-

♦ provide employment information for September to November 2018 relating to Housing and Technical Resources

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

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

♦ attendance statistics
♦ occupational health
♦ accident/incident statistics
♦ discipline, grievance and Dignity at Work cases
♦ analysis of leavers and exit interviews
♦ staffing watch as at 8 September 2018

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 2018.

4. Monitoring Statistics
4.1. **Attendance Statistics (Appendix 1)**
Information on absence statistics is analysed for the month of November 2018 for Housing and Technical Resources.

The Resource absence figure for November 2018 was 5.5%, an increase of 0.6% when compared to last month and is 0.4% higher than the Council-wide figure. Compared to November 2017, the Resource absence figure remains unchanged.

Based on the absence figures at November 2018 and annual trends, the projected annual average absence for the Resource for 2018/2019 is 5.3%, compared to a Council-wide average figure of 4.4%.

For the financial year 2018/2019, the projected average days lost per employee equates to 12.2 days, compared with the overall figure for the Council of 10.0 days per employee.

4.2. **Occupational Health (Appendix 2)**
In terms of referrals to occupational health, which include medical examinations and physiotherapy, overall 229 referrals were made this period. This represents an increase of 57 when compared with the same period last year.

4.3. **Accident/Incident Statistics**
There were 13 accidents/incidents recorded within the Resource this period, an increase of 1 when compared to the same period last year.

4.4. **Discipline, Grievance and Dignity at Work (Appendix 2)**
During the period, 5 disciplinary hearings were held within the Resource, this figure remains unchanged when compared to last year. During this period no appeals were heard by the Appeals Panel. One grievance hearing was held within the Resource, this figure remains unchanged when compared to the same period last year. No Dignity at Work complaints were raised within the Resource, this figure has decreased by 3 when compared to the same period last year.

4.5. **Analysis of Leavers (Appendix 2)**
There were 7 leavers in the Resource eligible for an exit interview this period, a decrease of 2 when compared with the same period last year. Two exit interviews were conducted.

5   Staffing Watch (Appendix3)
5.1.   There was an increase of 7 employees in post from 9 June 2018 to 8 September 2018.

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.   Other Implications
8.1.   There are no implications for sustainability or risk in terms of the information contained within this report.

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 impact assessment is required.

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

Paul Manning
Executive Director (Finance and Corporate Resources)

12 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦ Accountable, effective, efficient and transparent
♦ Fair, open and sustainable
♦ Ambitious, self aware and improving
♦ Excellent employer
♦ Focused on people and their needs
♦ Working with and respecting others

Previous References
♦ Housing and Technical Resources, 31 October 2018

List of Background Papers
♦ Monitoring information provided by Finance and Corporate Resources

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
Janet McLuckie, Personnel Officer
Ext: 4239   (Tel: 01698 454239)
E-mail: Janet.McLuckie@southlanarkshire.gov.uk

ABSENCE TRENDS - 2016/2017, 2017/2018 & 2018/2019
Housing & Technical Resources

APT&C	2016 / 2017	2017 / 2018	2018 / 2019	Manual Workers	2016 / 2017	2017 / 2018	2018 / 2019	Resource Total	2016 / 2017	2017 / 2018	2018 / 2019	Council Wide	2016 / 2017	2017 / 2018	2018 / 2019
April	4.6	4.3	3.9	April	6.3	4.5	6.5	April	5.1	4.4	4.9	April	4.3	3.9	4.1
May	4.3	4.2	3.6	May	5.0	3.9	6.5	May	4.5	4.1	4.8	May	4.4	4.2	4.2
June	4.3	3.9	4.0	June	5.5	4.4	6.2	June	4.7	4.1	4.9	June	4.1	3.9	4.3
July	4.1	4.3	3.7	July	4.5	4.9	6.3	July	4.2	4.5	4.8	July	3.3	3.0	3.4
August	4.9	4.7	4.1	August	5.7	4.0	5.5	August	5.1	4.4	4.6	August	3.6	3.2	3.6
September	5.1	4.3	4.5	September	4.6	4.5	6.2	September	5.0	4.4	5.2	September	4.1	4.0	4.4
October	5.5	3.8	4.3	October	5.0	4.4	5.9	October	5.3	4.0	4.9	October	4.4	4.1	4.4
November	4.9	4.9	4.8	November	6.7	6.4	6.5	November	5.5	5.5	5.5	November	4.9	4.8	5.1
December	5.0	5.0		December	6.7	9.0		December	5.6	6.6		December	4.9	5.1	
January	5.0	5.4		January	4.3	7.3		January	4.8	6.2		January	4.5	5.0	
February	4.9	5.2		February	4.7	6.1		February	4.8	5.6		February	5.0	5.0	
March	4.7	5.1		March	4.6	6.0		March	4.6	5.4		March	4.7	4.7	
Annual Average	**4.8**	**4.6**	**4.5**	**Annual Average**	**5.3**	**5.5**	**6.5**	**Annual Average**	**4.9**	**4.9**	**5.3**	**Annual Average**	**4.4**	**4.2**	**4.4**
Average Apr-Nov	**4.7**	**4.3**	**4.1**	**Average Apr-Nov**	**5.4**	**4.6**	**6.2**	**Average Apr-Nov**	**4.9**	**4.4**	**5.0**	**Average Apr-Nov**	**4.1**	**3.9**	**4.2**

No of Employees at 30 November 2018	890	No of Employees at 30 November 2018	559	No of Employees at 30 November 2018	1449	No of Employees at 30 November 2018	15195

For the financial year 2018/19, the projected average days lost per employee equates to 12.2 days.

HOUSING AND TECHNICAL RESOURCES

	Sep-Nov 2017	Sep-Nov 2018
MEDICAL EXAMINATIONS Number of Employees Attending	54	65
EMPLOYEE COUNSELLING SERVICE Total Number of Referrals	21	49
PHYSIOTHERAPY SERVICE Total Number of Referrals	64	72
REFERRALS TO EMPLOYEE SUPPORT OFFICER	25	34
REFERRALS TO COGNITIVE BEHAVIOUR THERAPY	8	9
TOTAL	**172**	**229**

CAUSE OF ACCIDENTS/INCIDENTS	Sep-Nov 2017	Sep-Nov 2018
Over 7 day absences	2	3
Over 3 day absences**	1	0
Minor	9	5
Near Miss	0	1
Violent Incident: Verbal*****	0	4
Total Accidents/Incidents	**12**	**13**

*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.

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

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

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

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

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

RECORD OF DISCIPLINARY HEARINGS	Sep-Nov 2017	Sep-Nov 2018
Total Number of Hearings	5	5

Time Taken to Convene Hearing Sep-Nov 2018

0-3 Weeks	4-6 Weeks	Over 6 Weeks
3	**2**	**0**

RECORD OF GRIEVANCE HEARINGS	Sep-Nov 2017	Sep-Nov 2018
Number of Grievances	1	1
Number Resolved at Stage 2	1	0
Still in Progress	0	1

RECORD OF DIGNITY AT WORK	Sep-Nov 2017	Sep-Nov 2018
Number of Incidents	3	0
Number Resolved at Formal Stage	3	0

ANALYSIS OF REASONS FOR LEAVING	Sep-Nov 2017	Sep-Nov 2018
Career Advancement	0	2
Other	1	0
Number of Exit Interviews conducted	**1**	**2**

Total Number of Leavers Eligible for Exit Interview	**9**	**7**

Percentage of interviews conducted	**11%**	**29%**

JOINT STAFFING WATCH RETURN
HOUSING & TECHNICAL RESOURCES

1. As at 8 September 2018

Total Number of Employees					
MALE		FEMALE		TOTAL	
F/T	P/T	F/T	P/T		
872	18	303	140	1333	

*Full - Time Equivalent No of Employees
Salary Bands

Director	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Fixed SCP	Teacher	TOTAL
1	196.73	682.02	352.35	34	12	2	0	0	1280.1

1. As at 9 June 2018

Total Number of Employees					
MALE		FEMALE		TOTAL	
F/T	P/T	F/T	P/T		
867	15	301	143	1326	

*Full - Time Equivalent No of Employees
Salary Bands

Director	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Fixed SCP	Teacher	TOTAL
1	187.72	683.95	351.75	35	11	2	0	0	1272.42

		Agenda Item
SOUTH LANARKSHIRE COUNCIL	**Report**	**10**

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Kirktonholme Playing Fields and Pavilion, East Kilbride - Asset Transfer to East Kilbride United**

1. Purpose of Report
1.1. The purpose of the report is to:-

♦ advise of the request for community asset transfer of Kirktonholme Playing Fields and Pavilion, East Kilbride
♦ request approval to the principal terms and conditions of asset transfer by lease 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 Kirktonholme Playing Fields and Pavilion, East Kilbride be leased to East Kilbride United, subject to the terms and principal 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 Kirktonholme sports facility in East Kilbride consists of 2 playing fields and a pavilion. The pavilion is currently leased to South Lanarkshire Leisure and Culture (SLLC) who also manage the bookings for the adjoining pitches on behalf of the Council.

3.2. Over the past 3 years the bookings for the pavilion and pitches have primarily been to East Kilbride United (EKU) teams.

3.3. A formal application for asset transfer, by lease, under the Community Empowerment (Scotland) Act 2015 was received from EKU and validated on 22 August 2018. The deadline for the Council to make a decision in respect of the application is 22 February 2019.

3.4. EKU are seeking to create a hub for the organisation which can be the focus of their activities including, training, matches, meetings and community engagement.

3.5.   In addition to placing the application and supporting documentation on the Council's Planning Portal, a notice was placed on the property advising that the Council was considering an asset transfer and details were delivered to the surrounding properties. The closing date for responses was 19 October 2018 and no representations were received.

3.6.   The request was then placed before the officer's Community Asset Transfer Assessment Panel on 3 December 2018 and the following matters were taken into consideration.

3.7.   Property
3.7.1. The pitches and pavilion are owned by the Council, managed by SLLC and are currently operational. There are no title issues.

3.7.2. The principal user of the facilities in recent years has been EKU and SLLC have confirmed that the loss of the facility for public bookings does not adversely impact upon other sports organisations in the area.

3.7.3. The associated car park is considered by the Roads Service to fulfil a wider parking function than simply to the pavilion and sports pitches. It has been agreed with EKU that the car park will be excluded from the asset transfer request and remain in Council control.

3.7.4. The asset transfer would not require planning consent as it proposes a continuation of the existing use, however any alterations of the building may require a building warrant.

3.7.5. Based on asset information held, it is forecast that investment in the region of £171,000 will be required in the pavilion over the next 5 years in order to keep it operational. The facility currently costs around £2,700 per annum to operate and generates £1,000 in income.

3.7.6. It was noted that there are proposals for future investment in the rail network located to the south of the pitches. Network Rail suggest that it is unlikely that there will be any need for the land within the pitch area to accommodate the proposals for a second line and platform.

3.7.7. Detailed design proposals for the rail network investment are not available at the moment and there are no firm timescales for this project. EKU are appreciative of the importance of the transport investment to the area and have agreed, as a precaution, to the inclusion in the lease of a right of resumption to the Council for a strip of land on the southern boundary of the site.

3.8.   Organisation
3.8.1. EKU has been in existence since 2013 and is an umbrella organisation for 2 long established clubs, namely East Kilbride Youth Club and East Kilbride YM FC which have been in existence since 1969 and 1921 respectively.

3.8.2. The organisation was already a registered charity (SC045247), however, in anticipation of securing an asset transfer has updated its constitution and applied to the Office of the Scottish Charity Regulator (OSCR) to be a Scottish Charitable Incorporated Organisation (SCIO). The registration as a SCIO is expected to be complete in January 2019.

3.8.3. The organisation has the support of its sport's governing body and obtained Scottish Football Association Quality Mark Status. There is capacity within the Board and the wider organisation which has over 400 members. EKU have not had direct responsibility for a property in the past but have undertaken detailed surveys of the facility and developed a business plan for the future investment and management of the facility.

3.9. Project

3.9.1. The proposal for Kirktonholme Pitches and Pavilion is to provide a hub from which to consolidate the existing activities and expand membership of EKU by 10% over 5 years, encouraging participation in physical activities and improving health across all ages and genders. There is an aspiration to develop employment opportunities for coaches.

3.9.2. EKU have carried out their own survey of the facilities and propose phased investment in the region of £103,000. They have secured £40,000 to date and are exploring additional funding routes.

3.9.3. The facility will be available for other community lets outwith the hours that it is required by EKU and the organisation have consulted with local schools and community organisations on the opportunities that the Hub could provide.

3.9.4. The creation of the Hub will develop further the links between the 2 partner clubs, creating a sustainable future for the organisation.

4. Assessment

4.1. This is an established organisation which has capacity and experience as well as the support of its governing body.

4.2. The organisation has undertaken community consultation and developed a business model based upon their existing budgets and is seeking additional funding to support the refurbishment of the property to deliver a broader range of activities.

4.3. The property is suitable for the proposed use and it is believed that the asset transfer will have minimal impact upon other sports organisations in the area or SLLC.

4.4. The community benefits derived from the proposal relate to the expansion of participation in sport/physical activity and health, with an aspiration for employment, as well as the associated investment in the facilities.

4.5. The organisation has agreed changes to the extents of the asset transfer to allow the Council to retain control of the car parking and have a pre-emptive right to part of the leased area.

5. Proposal

5.1. It is proposed to grant a lease of ground extending to 14,710 square metres or thereby, and the associated pavilion, as shown on the attached plan, on the following principal terms:

1. Tenant - East Kilbride United
2. Term - 25 years
3. Use - sports and recreation facility
4. Date of entry - to be agreed
5. Rent - £1 per annum if asked
6. Repairs - Tenants responsibility for pavilion and pitches

7. Insurance - Council insures the property and tenant repays the premium, tenant responsible for all other insurances
8. Pre-emption – the Council reserves the right to resume the area hatched on the enclosed plan should the land be required for future investment in the rail network
9. Fees -   each party to be responsible for their own legal and other fees. The tenant is responsible for any Land and Buildings Transaction Tax arising from this transaction

6.   Employee Implications
6.1.   There are no employee implications.

7.   Financial Implications
7.1.   The revenue implications of the proposed asset transfer generate a small saving of approximately £1,700 per annum, based on the average income and expenditure over the past 3 years.

7.2.   The proposal will see a capital investment in the facilities.

8.   Other Implications
8.1.   The risk of not proceeding will potentially result in the organisation appealing to Scottish Ministers Council.

8.2.   There are no risks in terms of sustainability associated with this report.

9.   Equality Impact Assessment and Consultation Arrangements
9.1.   Consultation has taken place with Community Resources, south Lanarkshire Leisure and Culture, Planning, Legal, Finance and Regeneration Services.

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.

Daniel Lowe
Executive Director (Housing and Technical Resources)

13 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦ Accountable, effective, efficient and transparent
♦ Work with communities and partners to promote high quality, thriving and sustainable communities
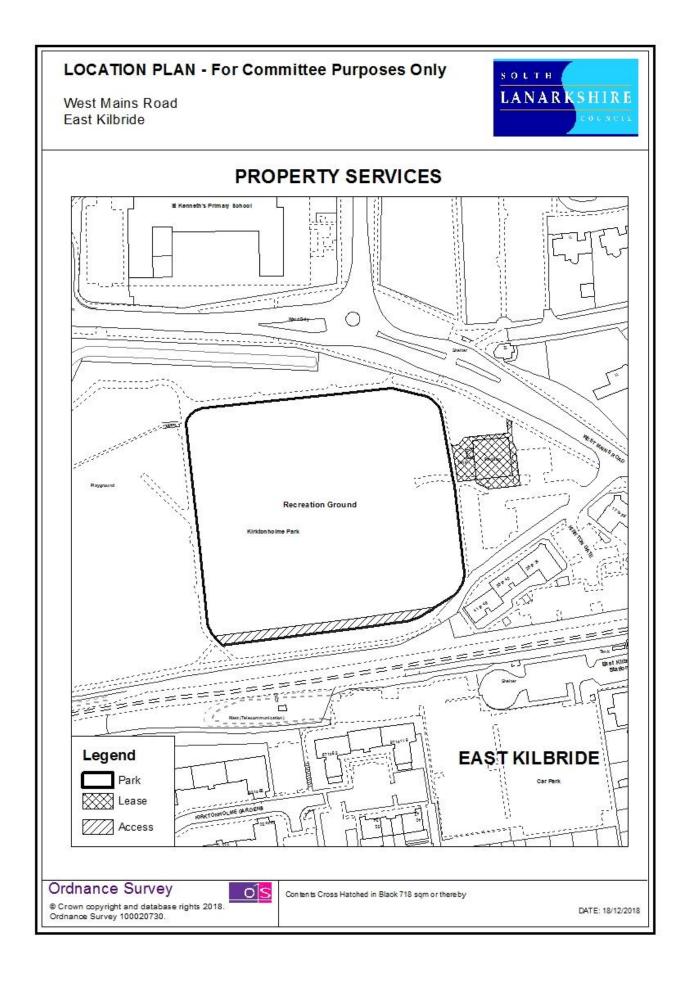♦ Encourage participation in physical and cultural activities

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, Estates Manager

Ext: 5137   (Tel: 01698 455137)

Email: joanne.forbes@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

West Mains Road
East Kilbride

PROPERTY SERVICES

St Kenneth's Primary School

West Bdy

Playground

Recreation Ground

Kirktonholme Park

WEST MAINS ROAD

KENILON GATE

EAST KILBRIDE

Car Park

KIRKTONHOLME GARDENS

Mast (Telecommunication)

East Kilbride Station

Legend

- ▢ Park
- ▨ Lease
- ▨ Access

Contents Cross Hatched in Black 718 sqm or thereby

DATE: 18/12/2018

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Policy and Strategy Review Schedule**

1. Purpose of Report

1.1. The purpose of the report is to:-

♦ request approval for the Policy and Strategy Review Schedule for Housing and Technical Resources

2. Recommendation(s)

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

(1) that the Policy and Strategy Review Schedule attached as Appendix 1, be approved; and

(2) that the outcome of policy and strategy reviews be reported to future Committees in line with the schedule.

3. Background

3.1. To support an ongoing and systematic service improvement process, a formal policy review schedule was approved by Committee in October 2011 and reviewed regularly with the last update to Committee on 13 December 2017.

3.2. The policy review schedule assists annual service planning by providing a clear timeframe for the formal review of all key housing policies. The review schedule also enables the annual work plan for tenant/customer involvement to be prepared and thereby provides a basis for the Council to ensure that its statutory obligations for engagement with service users about policy matters are delivered.

3.3. This report requests approval for an updated Policy and Strategy Review Schedule. The updated schedule also reflects changes in the local and national policy context, including legislative and regulatory changes.

4. Outline of the Policy and Strategy Review Schedule

4.1. The Policy and Strategy Review Schedule (Appendix 1) sets out:-

♦ details of the policy and strategy
♦ the review frequency
♦ when the review is scheduled to take place

4.2. As part of the policy review process, the associated procedures and protocols which give effect to the policy and support the delivery of relevant services are also considered and reviewed as appropriate. This ensures that scope for service improvements are also considered as part of the review process.

4.3. The scope of the policy areas covered by the schedule is consistent with the key service areas which are considered by the Scottish Housing Regulator's regulatory framework. In summary these are:-

- ♦ allocation of housing
- ♦ income collection and rent arrears management
- ♦ tenancy and estate management services
- ♦ repairs, maintenance and improvement
- ♦ gypsy/travellers
- ♦ tenant participation
- ♦ homelessness

4.4. In addition to the policy areas, noted in paragraph 4.3, the review also incorporates the key housing and other strategies which the Resource has lead responsibility for within the Council.

5. Next Steps

5.1. The schedule is also used to inform the development of Resource and Service Plans on an annual basis. As part of the current arrangements for working with tenants and other service users, the schedule provides a basis for updating and setting the annual plan for tenant and service user engagement activities.

5.2. The proposed frequency of review is considered appropriate to the individual policy or strategy area, with the period reflecting the nature of the policy area. In some circumstances, linked to legislative and regulatory changes, there may be a requirement for policy areas to be revised within a scheduled period. An updated schedule will be presented to Committee on an annual basis which will advise of progress and any proposed amendments to the schedule.

5.3. Committee will continue to be updated fully and separately in relation to the development of the specific policies and strategies contained within the schedule.

6. Financial Implications

6.1. There are no financial implications.

7. Employee Implications

7.1. There are no employee implications.

8. Other Implications

8.1. There are no other implications for sustainability or risk in terms of the proposals contained in the report.

9. Equality Impact Assessment and Consultation Arrangements

9.1. On an ongoing basis discussions have taken place with tenants representatives on the future programme for tenant engagement. These discussions are reflected in the proposed schedule. The schedule provides a basis for discussion with tenants and other service users to facilitate the planning of future service user engagement.

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.

Daniel Lowe
Executive Director (Housing and Technical Resources)

7 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦ Improve the availability, quality and access of housing

Previous References
♦ None

List of Background Papers
♦ Housing and Technical Resources Committee, 13 December 2017

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

Annette Finnan, Head of Housing Services
Ext: 5611 (Tel: 01698 455611)
Email: annette.finnan@southlanarkshire.gov.uk

Policy and Strategy Review Schedule
(Revised January 2019)

	Strategy/Policy	Review Frequency	Date of Next Review	Comments
1.	Rapid Rehousing Transition Plan	5 yearly	2023/2024	This will be subject to annual review in line with the SHIP and LHS.
2.	Strategic Housing Investment Plan (SHIP)	Annually	2019/2020	
3.	Local Housing Strategy	5 yearly	2021/2022	Annual review and update provided to Committee
4.	Customer Involvement Strategy	5 yearly	2021/2022	
5	Home Improve / Scheme of Assistance Grants	5 yearly	2019/2020	
6	Rent Arrears Policy	5 yearly	2019/2020	
7	Homelessness Policy	5 yearly	2019/2020	
8	Gypsy/Travellers Pitch Allocation Policy	5 yearly	2019/2020	
9.	Tenancy and Estate Management Policy	5 yearly	2020/2021	
10.	Anti-Social Behaviour Policy	5 yearly	2020/2021	
11.	Repairs Policy	5 yearly	2023/2024	
12.	Housing Allocation Policy (including Sheltered Housing Allocation Policy)	5 yearly	2024/2025	Currently subject to consultation.\n\nRevised Housing Allocation Policy to be presented to Housing and Technical Resources Committee 20 March 2019\n\nLocal Letting targets subject to Committee approval on an annual basis

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Scottish Housing Regulator - Regulation of Social Housing in Scotland**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide an update on the Scottish Housing Regulator's consultation on regulation of social housing in Scotland
- ♦ update the Committee on the response provided by South Lanarkshire Council

2. Recommendation(s)

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

(1) that the overview of the Scottish Housing Regulator's consultation on regulation of social housing in Scotland, be noted; and

(2) that the South Lanarkshire Council response, be approved.

3. Background

3.1. The Scottish Housing Regulator (SHR) was established in 2011 as an independent body directly accountable to the Scottish Government to regulate registered social landlords (RSL's) and local authority housing and homelessness services. The SHR does this by assessing and reporting on social landlords delivering housing services, RSL's financial well-being and standards of governance and where necessary, the SHR will intervene to secure improvements where required.

3.2. In January 2018, the SHR launched a discussion paper on the future of social housing regulation in Scotland to generate ideas and debate on regulation. Following on from this, the SHR developed detailed proposals on which they consulted.

3.3. It should be noted that the timescale for providing a response to the Scottish Housing Regulator did not permit a report to Committee ahead of the submission date. The submission was made by the 14 December 2018 deadline set, noting that it was subject to future Committee approval.

4. Consultation on the regulation of social housing in Scotland

4.1. The consultation includes the following key sections:-

- ♦ Chapter 2 - Seeks comments on the SHR's overall approach to regulation (1 question)
- ♦ Chapter 3 – Details the regulatory requirements for all landlords and the standards of governance for RSL's (5 questions)

- ♦ Chapter 4 – Sets out how the SHR gather and publish the information provided by landlords (1 question)
- ♦ Chapter 5 – Outlines how the SHR will assess risk, get assurance that landlords are meeting regulatory requirements and communicate their engagement with landlords (5 questions)
- ♦ Chapter 6 – Sets out what the SHR will do if they need to take action (1 question)
- ♦ Chapter 7 – Sets out how the SHR will undertake Thematic work (1 question)
- ♦ Chapter 8 – Outlines the SHR's powers to collect information and make enquiries (1 question)
- ♦ Chapter 9 – Notes that the SHR maintains the register of social landlords (1 question)

4.2. There are a further 7 questions relating to the supplementary guidance provided alongside the main consultation documents including the Assurance Statement; Notifiable Events; the proposed Indicators and; the draft group structure.

5.   South Lanarkshire Council Response

5.1. The proposed response was developed incorporating views from Housing and Technical Resources

5.2. A summary of the main parts of South Lanarkshire Council's response is outlined below for each section (full response attached in **Appendix 1**). A significant proportion of the proposed changes relate only to RSL's and in that matter there are some questions to which the Council has not provided a response. However, the response notes that the proposed framework will support effective regulation of RSLs.

Chapter 2 How We Regulate
The Council believes that the proposed approach to regulation as detailed in chapter 2 is appropriate. In terms of the future Priorities, the response welcomes the move away from specifying set priorities over a 5 yearly period as proposed in the pre consultation. The response also notes that the approach, whereby priorities will be set out within the SHR corporate plan on an annual basis, will provide a more flexible approach and will allow the SHR to address emerging and challenging priorities.

Chapter 3 Requirements for Local Authorities and RSLs
Regulatory Requirements
The Council considers the regulatory requirements to be clear and concise in setting out the requirements for all social landlords which largely build on the existing arrangements, with the additional requirement of an Annual Assurance Statement. Given the importance of protecting the interests of tenants, a continuing focus on governance and financial management for RSLs is appropriate. Furthermore, it would be helpful if the framework was broadened to include a specific focus on ensuring the sustainability and viability of RSLs. There is also a new requirement for landlords to collate data covering all characteristics under the Equality Act which is broadly welcomed. It is important however that the SHR recognises the requirement to work with Landlords to agree how this can be collated consistently and effectively prior to inclusion in any returns. This could also be used to consider how data may be used to measure and demonstrate achievements against charter outcomes.

Chapter 5 Getting Assurance
The most significant addition to the regulatory requirements is the introduction of Annual Assurance statements. The response notes that this change is broadly welcomed as is the confirmation that they should be presented in a concise manner. It is however important that the requirements in terms of assurance are consistent with, and complement, the wider governance and regulatory requirements for local authorities through Audit Scotland. The response also supports the approach to getting assurance. However it is important that as it develops, the approach is continually monitored to ensure that it does not place an unnecessary and disproportionate burden on landlords. The response references the local arrangement that South Lanarkshire Council established with the SHR in 2018 whereby the Council met with the SHR to provide updates on a number of relevant issues. This proved beneficial in clarifying progress for both the Council and the SHR. The response notes that the Council considers this approach to be good practice and it would be helpful if provision was made within the regulatory framework for this type of engagement.

Chapter 6 Taking Action Where We Need To
The response notes that the approach outlined within this section is largely unchanged for Local Authorities. The interests of tenants are vital and to protect such interests, the approach to taking action is reasonable and appropriate.

Chapter 7 Thematic Work
While the SHR thematic inspection reports routinely highlight positive practice within the sector it would be helpful to explore whether this role could be further developed through joint working with other organisations such as Scotland's Housing Network, HouseMark, Audit Scotland etc.

Supplementary Questions
The response notes that the Council are of the view that there continues to be scope for regulatory bodies to scrutinise some areas in a cross cutting fashion - particularly Homelessness and Anti-Social Behaviour (ASB). Homelessness – the prevention and alleviation of homelessness requires the involvement of a wide range of partners such as health, social work and children's services. Given the agenda currently being progressed to implement the proposals of the Housing and Rough Sleeping Action Group and the development and implementation of Rapid Re-housing Transition plans, consideration should be given to how all regulatory bodies scrutinise this area. Similarly with ASB, the success in resolving ASB issues may require input from various bodies such as Police, Fire Service etc.

6. Impact for South Lanarkshire Council

6.1. Introduction of Annual Assurance Statements

6.1.1. As stated, the introduction of Annual Assurance Statements is the most significant change to the Regulatory Requirements. This will require all social landlords to confirm that they are compliant with the relevant regulatory standards and specifically for RSLs, that they meet the standards for governance and financial management.

The Annual Assurance Statement requires to be submitted by the landlords governing body or in the case of local authorities, the relevant committee – in the case of South Lanarkshire Council, this would be the Housing and Technical Resources Committee.

6.1.2. The first Annual Assurance Statement will require to be prepared between May and October 2019.

6.1.3. Following the finalisation of the revised regulatory framework, a further update will be provided to the Housing and Technical Resources Committee which will outline how assurance will be provided and evidenced within South Lanarkshire.

6.1.4. It is, however, intended that the process of detailing and evidencing compliance will be incorporated into the existing Governance Assurance process as this already contains many of the areas which will be required. Any areas not currently included will be incorporated. This will ensure that the arrangements are not disproportionately onerous.

There are already a number of reports to Committee which address elements of regulatory compliance and it is intended that such reports now highlight to elected members that these form part of the annual assurance process.

6.2.   Changes to Indicators
6.2.1. The consultation paper also seeks views on proposed changes to the Scottish Social Housing Charter indicators.

6.2.2. Currently, the Annual Return on the Scottish Social Housing Charter contains a total of 74 indicators of which 32 are contextual. This is reducing to 44 of which 12 are contextual. The reduction in the overall number is welcomed and comments are provided in relation to specific indicators.

6.2.3. A number of Homelessness indicators have been removed as the information is already collected and reported by the Scottish Government. This will reduce duplication in the provision of this data.

7.   Employee Implications
7.1.   There are no employee implications associated with this report.

8.   Financial Implications
8.1.   There are no financial implications associated with this report.

9.   Other Implications
9.1.   There are no additional risks associated with this report.

9.2.   There are no sustainable development issues associated with this report.

10.   Equality Impact Assessment and Consultation Arrangements
10.1.   This report does not introduce a new policy, strategy or plan and is not subject to impact assessment requirements.

10.2.   The response to SHR will be shared with tenant representatives.

Daniel Lowe
Executive Director (Housing and Technical Resources)

17 December 2018

Link(s) to Council Values/Ambitions/Objectives
♦ Accountable, effective, efficient and transparent

Previous References
♦ None

List of Background Papers
♦ Our Regulation of Scottish Housing – a discussion Paper January 2018
♦ Our Regulation of Scottish Housing – a Consultation October 2018

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
Annette Finnan, Head of Housing Services
Ext: 5611 (01698 455611)
E-mail: annette.finnan@southlanarkshire.gov.uk

Our regulation of social housing in Scotland
Consultation questions

We welcome your general feedback on our proposals as well as answers to the specific questions we have raised. You can read our consultation paper on our website at www.scottishhousingregulator.gov.uk. Please do not feel you have to answer every question unless you wish to do so.

Send your completed questionnaire to us by **14 December 2018.**

By email @   consultation@scottishhousingregulator.gsi.gov.uk

Or post to: Scottish Housing Regulator
                        Buchanan House
                        58 Port Dundas Road, Glasgow, G4 0HF

Name/organisation name

South Lanarkshire Council

Address

Council Offices		
Almada Street		
Hamilton		
ML3 0AA	**Phone**	**Email**

How you would like your response to be handled
To help make this a transparent process we intend to publish on our website the responses we receive, as we receive them. Please let us know how you would like us to handle your response. If you are responding as an individual, we will not publish your contact details.

Are you happy for your response to be published on our website?

Yes ☒   **No** ☐

If you are responding as an individual …

Please tell us how you would like your response to be published.	***Pick 1***
Publish my full response, including my name	☒
Please publish my response, but not my name	☐

1. Is our overall approach, set out in Chapter 2 of the Framework, right? Do you have any other comments?

Chapter 2 - How we regulate

The Council believes that the approach detailed in chapter 2 is appropriate.

In terms of the future priorities, the Council welcomes the move away from specifying set priorities over a 5 yearly period as proposed in the pre consultation. The approach detailed in the paper whereby priorities will be set out within the SHR corporate plan on an annual basis, will allow for a more flexible approach to addressing emerging priorities.

2. Do the proposed regulatory requirements cover the right things, and are they framed in the right way?

Chapter 3 – Regulatory requirements

The Council considers the regulatory requirements to be clear and concise in setting out the requirements for all social landlords which largely build on the existing arrangements, with the additional requirement of an annual assurance statement. The Council's views on the introduction of the annual assurance statement are detailed at our response to question 8.

3. Is there anything missing? Or any other comments?

Chapter 3 – Regulatory requirements

The Council do not believe that there are any omissions.

The new requirement for landlords to collate data covering all characteristics under the Equality Act. Is broadly welcomed. It is important however that the SHR recognises the requirement to work with landlords to agree how this can be collated consistently and effectively prior to any inclusion in returns. This could also be used to consider how data may be used to measure and demonstrate achievements against charter outcomes.

4. Should we add to, amend, or remove anything from the proposed Standards?

Chapter 3 – Regulatory requirements

RSL only

5. Is the new Standard 7 useful, and is it framed in the right way?

Chapter 3 – Regulatory requirements

RSL only

6. Would you like to make any other comments about the Standards?

Chapter 3 – Regulatory requirements

A significant proportion of the proposed regulatory framework relates only to RSL's and the Council recognises that the proposed framework will support effective regulation within that part of the sector.

Given the importance of protecting the interests of tenants, the particular continuing focus on governance and financial management for RSLs is appropriate. Furthermore, it would be helpful if the framework was broadened to include a specific emphasis on ensuring the sustainability and viability of RSLs.

7. Is the approach we have set out in Chapter 4 right? Any other comments?

Chapter 4 - Gathering and publishing data in ways tenants and others can use

The interests of tenants are vital and to protect such interests, the Council considers that the proposed approach to gathering and publishing data, is appropriate and set at the right level.

We do, however, believe that there is scope to work with benchmarking groups to make the information more accessible and user friendly e.g. Graphs, pictures, info-graphics etc.

8. Are our proposals for the Annual Assurance Statement right?

Chapter 5 – Getting Assurance

The Council broadly welcomes the introduction of Annual Assurance Statements and the confirmation that they should be presented in a concise manner. It is however important that the requirements in terms of assurance are consistent with, and compliment, the wider governance and regulatory requirements for local authorities through Audit Scotland. The standard templates are welcomed along with the commitment that it is for each individual landlord to determine how they achieve assurance.

The Council also welcomes the proposal that it is for individual landlords to decide how the approval by local authority committee will be gained. Within South Lanarkshire Council, we will look to develop this via our existing governance arrangements and committee structures.

9. Is our approach to risk assessment right?

Chapter 5 – Getting Assurance

Yes. We note that the approach to risk assessment is largely unchanged.

10. Should we publish a regulatory status for each RSL as we propose?

Chapter 5 – Getting Assurance

RSL only

11. Is it right that we publish an Engagement Plan for every landlord?

Chapter 5 – Getting Assurance (Page 22 Para 5.12)

The Council supports the proposal to publish engagement plans. This proposal will provide greater clarity and transparency in the overall regulatory process.

12. Would you like to make any other comments or suggestions about our approach to getting assurance?

Chapter 5 – Getting Assurance

The Council supports the approach to getting assurance. However we feel it is important that as it develops, the approach is continually monitored to ensure that it does not place an unnecessary and disproportionate burden on landlords.

South Lanarkshire Council have established a local arrangement with the SHR in 2018 whereby the Council met with the SHR to provide updates on a number of relevant issues. This proved beneficial in clarifying progress for both the Council and the SHR and the Council consider this regular dialogue good practice. It would be helpful if provision was made within the regulatory framework for this type of engagement.

13. Is the approach set out in Chapter 6 right? Any other comments?

Chapter 6 - Taking action where we need to

Yes. The approach outlined within this section is largely unchanged for Local Authorities. The interests of tenants are vital and to protect such interests, the approach outlined is reasonable and appropriate.

14. Is the approach set out in Chapter 7 right? Any other comments?

Chapter 7 - Thematic work

While the SHR thematic inspection reports routinely highlight positive practice within the sector it would be helpful to explore whether this role could be further developed through joint working with other organisations such as Scotland's Housing Network, HouseMark, and Audit Scotland etc.

15. Is the approach set out in Chapter 8 right? Any other comments?

Chapter 8 - Enquiries and Information

The Council considers the approach to enquiries and information, to be fair and appropriate.

16. Are these registration and de-registration criteria the right ones? Any other comments?

Chapter 9 – Register of Social Landlords

RSL only

17. Do you have any feedback on the draft Assurance Statement guidance?

As noted above in Q8, we are generally supportive and welcome the introduction of the Annual Assurance Statements.

18. Do you have any feedback on the draft notifiable events guidance?

We consider the approach to notifiable events, to be fair and appropriate.

19. Should we add to, delete or amend anything in the list of proposed indicators? Any other comments?

In relation to the changes to the indicators, the Council notes the following comments:

Indicator 23 (new): Homelessness (LAs only) – the percentage of households referred to RSL's under section 5.
South Lanarkshire Council, in common with other Local Authorities, operate a common housing register and agree targets with our HomeFinder partners. The Council believes that a more appropriate indicator would be - "Percentage of lets to Homeless Households"

Indicator 15: Percentage of anti-social behaviour cases reported in the last year which were resolved.
We agree with the proposal to remove locally agreed targets from the definition, but by counting the number of cases received in the year against the number of cases resolved it still shows open cases as a 'failure', we would propose that Councils advise on the cases received and of them the % resolved and the % still open.
This indicator currently includes all ASB cases, we feel it would be beneficial to further breakdown this information for tenants and private landlords.

Indicator 9: Average length of time taken to complete non-emergency repairs.
This is of limited value as customers often request a repair by appointment at a time convenient for them therefore, the time taken is not always controlled by the landlord.

Indicator 16: Percentage of new tenancies sustained for more than a year, by source of let.
This indicator currently includes all tenancy end reasons. However, not all tenancy terminations are negative or influenced by the landlord. Consideration should be given to updating the indicator to exclude positive termination reasons and bereavements.

More generally, consideration should be given to the guidance provided on indicators to ensure consistency in reporting e.g. in terms of the ASB indicator, what would define "resolved".

Furthermore, there is a strong case for the introduction of a standard methodology and submission dates for all Customer Satisfaction Surveys to ensure a consistent approach.

20: Do you have any feedback on the draft group structures guidance?

RSL only

21: Do you have any feedback on this guidance?

RSL only

22. Would you like to give feedback on any other aspect of the proposals set out in the draft Framework and guidance?

The Council are of the view that there continues to be scope for regulatory bodies to scrutinise some areas in a cross cutting fashion - particularly Homelessness and Anti-Social Behaviour (ASB).

Homelessness – the prevention and alleviation of homelessness requires the involvement of a wide range of partners such as health, social work and children's services. Given the agenda currently being progressed to implement the proposals of the Housing and Rough Sleepers Action Group and the development and implementation of Rapid He-housing Transition plans, consideration should be given to how all regulatory bodies scrutinise.

Similarly with ASB, the success in resolving ASB issues may require input from various bodies such as Police, Fire Service etc.

23. Would you like to give feedback on any aspect of these impact assessments? Are there other potential impacts that we should consider?

The Council considers that the approach to impact assessments, is appropriate.

Thank you for taking the time to give us your feedback!

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Housing and Technical Resources)**
	Executive Director (Finance and Corporate Resources)

Subject:	**South Lanarkshire Rapid Rehousing Transition Plan**

1. Purpose of Report

1.1. The purpose of this report is to –

- ♦ inform Committee of the strategic context and the Scottish Government's requirements for 'rapid rehousing transition plans' (RRTP)
- ♦ request approval for South Lanarkshire's RRTP (attached as Appendix 1)
- ♦ request approval to temporarily increase the establishment by 1 full-time equivalent post for an 18 month period

2. Recommendations

2.1. The Committee is asked to approve the following recommendations:-

(1) that the background, strategic context and core requirements for the RRTP be noted;

(2) that the finalised South Lanarkshire RRTP, as set out in Appendix 1, be noted and approved;

(3) that the future monitoring, review and reporting arrangements be noted and approved; and

(4) that the proposal to recruit 1 FTE Co-ordinator post at Grade 3 Level 8 for a fixed period of 18 months, as set out in section 8, be approved.

3. Background

3.1. '*Affordable Homes, Sustainable Places'*, South Lanarkshire's Local Housing Strategy (LHS) 2017 to 2022, was approved by the Executive Committee on 30 August 2017. Four of the nine priority outcomes, within the Strategy, focus on addressing homelessness and are closely aligned with the emerging national policy agenda.

3.2. In October 2017, the Scottish Government set up the Homelessness and Rough Sleeping Action Group (HARSAG) to produce short and long-term solutions to end homelessness and rough sleeping. The main assumptions underpinning its formation were:-

- ♦ that rough sleeping is a significant problem across Scotland and is concentrated in its core cities (Glasgow, Edinburgh, Dundee and Aberdeen)
- ♦ that where homeless people can access it, they are spending too long in temporary accommodation waiting on a settled home

♦ that despite progressive legislation, homelessness continues to be a significant problem across Scotland

3.3. The HARSAG produced a final report (June 2018) with recommendations that included for local authorities to develop Rapid Rehousing Transition Plans (RRTP). 'Rapid rehousing' is defined as a housing-led approach for people that experience homelessness with a focus on making sure they reach a settled home as quickly as possible and limiting the amount of time that is spent in temporary accommodation.

3.4. In June 2018, the Minister for Local Government, Housing and Planning wrote to all Scottish local authorities advising of the requirements to prepare a RRTP and submit it to the Scottish Government by 31 December 2018.

3.5. To meet the prescribed timescale South Lanarkshire's RRTP was submitted to the Scottish Government on 21 December 2018, subject to it being approved by the Housing and Technical Resources Committee.

4.   Rapid Rehousing Transition Plan requirements
4.1. HARSAG produced a RRTP toolkit and draft guidance (28 June 2018) with the intention for all local authorities to use these to develop their RRTP by 31 December 2018 and to be put into action by April 2019. South Lanarkshire has a strong foundation and track record in addressing homelessness through partnership working and the national ambitions, as set out in the guidance, broadly align with our LHS priorities.

4.2. Based on the draft guidance, the RRTP is required to include the following:-

♦ local housing market analysis and homelessness context
♦ baseline position (as at 2018/2019) for temporary accommodation supply
♦ the local authority and partners' 5 year (2019 to 2024) RRTP vision and ambitions
♦ identify the nature and extent of homeless households' support needs and what services and supports are required to enable a transition towards a 'rapid rehousing' approach
♦ an Action Plan – identify what priority actions partners will take to achieve the key outputs and 5-year RRTP vision
♦ a Resource Plan – identify what individual and joint resources and contributions are required from key partners and stakeholders to deliver the Action Plan

5.   Outline of South Lanarkshire's RRTP 2019 to 2024: vision and ambitions
5.1. The RRTP is aligned to the LHS 2017 to 2022, the Health and Social Care Partnership's Strategic Commissioning Plan and South Lanarkshire's Community Plan and sets out the following five year vision:-

'Homelessness in South Lanarkshire is significantly reduced with homeless households moving to a settled home as quickly as possible'

5.2.   Underpinning this vision are 5 priority objectives that partners aim to achieve over the period, 2019 to 2024:-

- ♦ significantly reduce the overall level of homelessness
- ♦ significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes
- ♦ improve and increase housing support for households to live independently within communities
- ♦ expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs
- ♦ enhance integration and partnership working to embed RRTP through a whole systems approach

5.3.   The plan recognises that South Lanarkshire has diverse areas, with specific housing need and demand pressures. Most homeless people have no additional needs and therefore one of the central challenges is to continue to invest in new housing to ensure there is a supply of suitable, affordable and sustainable homes.

5.4.   The table below summarises the headline targets and ambitions which are set out in the plan:-

Outcome Measure	Baseline 2018	Year One (2019/2020)	Over 5 Years (2019 to 2024)
Average time spent in temporary accommodation (all homeless households)	199 days	Reduce 10%	Reduce subject to annual review
Temporary accommodation supply	737 units	Maintain levels and re-configure subject to review	Review options for rationalisation Year Three (2021/2022)
Percentage of social housing allocated to homeless households	47%	Increase 50-60%	Set targets subject to annual performance review
Overall existing homeless households	975	Reduce 10-20%	Reduce >20%

5.5.   A summary of the key actions which will be progressed through the plan is detailed below:-

- ♦ conversion of temporary tenancies to permanent tenancies for identified individuals
- ♦ improve availability of housing in pressured areas through targeted purchase of properties to meet the needs of homelessness customers
- ♦ expand the Housing First approach as way of meeting the needs of households with the most complex needs

- increase provision of support for new tenants to improve tenancy sustainment
- develop the range of services available to support individuals to access and sustain tenancies in the private rented sector
- continue to set the percentage of allocations to be directed towards homeless households through the annual Local Letting Plan process
- promote access to health services for homeless households
- raise awareness of services available for homelessness customers from the Third Sector

6.   Next steps

6.1.   The Scottish Government has committed £21 million towards RRTPs as part of the 'Ending Homelessness Together fund', (available to 2021). A particular focus is on promoting a transition towards 'Housing First' approaches. While initial funding has been released to support the development and coordination of RRTPs (see 7.1 below) the basis upon which the funding will be distributed to local authorities is currently being determined by the Scottish Government. It is anticipated however that the submitted RRTP, including the Resource plan, will provide an important evidence base for consideration.

6.2   Subject to approval, the RRTP will be implemented from 1 April 2019.

6.3   An annual review of the RRTP will take place and will as required by the guidance, be aligned with the annual review of the Strategic Housing Investment Plan (SHIP). This will be reported to Committee with the first review scheduled for 2020.

7.   Employee Implications

7.1   Additional work has been required to develop the RRTP, the cost of which has been met from the Housing Revenue Account and has been undertaken within existing staffing resources. It is recognised, that over the lifetime of the plan, significant additional work will be required to coordinate its development and implementation. In recognition of this the Scottish Government has provided the Council with initial funding of £105K.

7.2   It is proposed that this funding will be partially utilised to appoint an additional Strategy Coordinator within the Strategy and Support section of Housing and Technical Resources who will be responsible for project managing the plan. The post will be established initially for an 18 month period from April 2019 and be based within Housing Services.

7.3   The details of the post are as follows:-

Post Title	No of Posts (FTE)	Grade SCP	Hourly Rate	Annual Salary	Total costs (including on costs)
Strategy Coordinator	1.0	Grade 3, Level 8 SCP 77-80	£20.21 - £21.16	£36,881.23 - £38,614.88	£48,056 – £50,315

7.4   This post has been graded using the Council's job evaluation scheme.

8. Financial implications

8.1. The RRTP confirms the significant level of resources which the Council and partners direct towards the prevention and alleviation of homelessness. The plan notes however, that the level of resources currently being invested will not be sufficient to deliver the accelerated pace of change which is required to deliver the strategic objectives of the RRTP. A summary of the additional resources required to support the plan is noted at section 6 Section of the RRTP.

8.2. The costs associated with the new post for the 18 month fixed term is £75,472.50 and this will be funded through the Scottish Government funding noted in 7.1.

9. Other implications

9.1. There are no additional risks associated with this report.

9.2. There are no sustainable development issues associated with this report.

10. Impact Assessments and Consultation Arrangements

10.1. The RRTP is relevant to all people living or coming to live in South Lanarkshire, which includes protected characteristic groups as identified under the Equality Act 2010. An EQIA has been carried out which has confirmed that it is anticipated that the plan will make a positive contribution to the promotion of equalities.

10.2 A Strategic Environmental Assessment (SEA) Screening Determination has been provided by the SEA Consultation Authorities, which confirms there is no requirement for a separate SEA for the RRTP.

10.3 This plan was co-produced with key partners and a wide ranging programme of engagement was undertaken with stakeholders to support its development. The plan is also backed up by partner contribution statements which have been completed by a wider range of key partners including The Health and Care Partnership, other Council Resources, RSLs and VASLAN.

Daniel Lowe
Executive Director (Housing and Technical Resources)

Paul Manning
Executive Director (Finance and Corporate Resources)

21 December 2018

Links to Council Values/Ambitions/Objectives
♦ Focused on people and their needs
♦ Improve health, care and wellbeing
♦ Make communities safer, stronger and sustainable
♦ Improve the availability, quality and access of housing
♦ Deliver better health and social care outcomes for all
♦ Support our communities by tackling disadvantage and deprivation and supporting aspiration

Previous References

♦ Executive Committee, 30 August 2017

List of Background Papers

♦ None

Contact for Further Information

If you would like further information, please contact:-
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E-mail: matthew.mcnulty@southlanarkshire.gov.uk

Appendix 1:
South Lanarkshire's Rapid Rehousing Transition Plan 2019-2024

13

Foreword

Having a home, which is warm, safe and secure, is essential as a foundation for everything we aim to do in terms of improving the quality of life for everyone in South Lanarkshire. That's why I'm championing this agenda as the Chair of South Lanarkshire's Community Planning Partnership Board.

2019 is a pivotal year for homelessness in South Lanarkshire. This is our first Rapid Rehousing Transition Plan (RRTP) and sets out how we will work as a partnership to be bold and act wisely to achieve a step change in addressing homelessness.

It is an ambitious plan that seeks to transform how the particular needs of homelessness people and households are met over the next five years. All partners recognise this challenge and are fully committed to ensuring we can deliver on this opportunity to make a real difference, particularly for our most vulnerable people.

Councillor Maureen Chalmers
Deputy Council Leader
Chair of South Lanarkshire Partnership Board

South Lanarkshire has a strong record of partnership working to address homelessness. Together we have made good progress through joint-working to reduce homelessness, which includes providing homes and support for South Lanarkshire's most vulnerable people.

The challenge and opportunity we face is not only how we can continue to meet these needs, but also what can be done to ensure that people are better able to sustain their homes so we can better prevent homeless occurring.

South Lanarkshire Council is working to meet its commitment to provide 1,000 new homes as part of an overall ambition to deliver new affordable housing. Together with housing association partners, we are investing significant resources and aligned with this plan it provides us with a unique opportunity for meeting housing and homelessness needs over the next five years.

Councillor Josh Wilson
Chair Housing and Technical Resources Committee

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4. Homelessness and housing support services

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7. Monitoring and reporting

Appendix

(1) Action Plan

(2) South Lanarkshire Local Housing Strategy (LHS) 2017-22 outcomes

(3) HARSAG Recommendations

(4) National Performance Framework

(5) Key data tables and analysis

(6) Partner contribution statements (PCS) consultation and engagement

Achieving a step change in reducing homelessness

2019 is a pivotal year for homelessness in South Lanarkshire. This is our first Rapid Rehousing Transition Plan (RRTP) and sets out how we will work as a partnership to be bold and act wisely to bring about a step change in addressing homelessness. We will take a planned and measured approach, setting targets annually, and over the next five years, we will significantly reduce homelessness, significantly reduce use of temporary accommodation and transform the way in which homeless people are supported to live independently in settled homes.

National Vision: Rapid Rehousing Transition Plans (RRTP)

The Scottish Government's has set a national vision for rapid rehousing transition plans to reduce homelessness, which is structured around five broad principles:

- Where possible, homelessness is prevented;
- Where homelessness cannot be prevented, people are rapidly re-housed into a settled home as quickly as possible, with time spent in temporary accommodation reduced to a minimum;
- Where temporary accommodation is needed, the optimum type is mainstream, furnished and within a community;
- For people with multiple complex needs, a settled home is the first option considered and partners are committed to providing necessary wrap-around support; and
- Where a settled home in the community is not possible or preferable, highly specialist, shared or supported housing, providing trauma informed environments, is provided.

South Lanarkshire's RRTP Vision

The national RRTP vision and approach closely aligns with South Lanarkshire's Local Housing Strategy (LHS) 2017-2022. We fully support this approach and South Lanarkshire's RRTP seeks to build upon this strategic framework and our solid foundations of partnership-working to seize a unique opportunity to achieve a step chance in preventing and reducing homelessness in South Lanarkshire over the next five years and beyond. Our RRTP vision is:

> "Homelessness in South Lanarkshire is significantly reduced, with homeless households moving to a settled home as quickly as possible."

Co-produced with partners, we have set five high-level and ambitious RRTP priority objectives that we aim to achieve in South Lanarkshire over 2019-2024, which are:

🏠	Significantly reduce the overall level of homelessness
📅	Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes
👥	Improve and increase the provision of housing support for households to live independently within communities
1st	Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs
	Enhance integration and partnership working to embed RRTP through a whole systems approach

Meeting homelessness and housing needs in South Lanarkshire

Progress

South Lanarkshire is the fifth largest local authority in Scotland and has significant and diverse housing need and demand pressures.

Over the past 10 years, through effective and innovative partnership working we have made significant progress in addressing homelessness.

- Homeless presentations reduced 33% due to early intervention and effective prevention.

- Over 70% of all homeless households are provided with an affordable social rented home (compared to 64% nationally)

- Amongst of the highest levels of sustainment across Scotland (93.7%).

- 48% of all lets (local authority and Registered Social Landlord) made to homeless households

Challenges

However, homelessness is not ended. There are persistent challenges across South Lanarkshire and over the past five years:

- On average each year around 2,000 households present as homeless, (6.3 per 1,000 population)

- Existing (backlog) homelessness has remained at around 950-1000 households.

- Most homeless households have no additional support needs but rehousing is constrained by supply pressures, especially within East Kilbride (7.1 per 1,000 population, compared to Scotland 6.5)

- South Lanarkshire has the third highest level of children and young people that experience homelessness.

- Homeless household spend longer in temporary accommodation than in other areas

South Lanarkshire RRTP

Opportunity

Our Local Housing Strategy (LHS) 2017-2022, '*Affordable Homes, Sustainable Places*', established a strong framework for change putting homelessness at its core. The Strategic Housing Investment Plan (SHIP) 2019-24 sets out potential for £140million investment in new affordable housing.

As well as capitalising on this investment, this RRTP seeks to mobilise resources and commitments of partners in order to achieve the step change in reducing the persistent level of existing (backlog) homelessness and reducing the use of temporary accommodation. This will be required on a planned basis.

South Lanarkshire makes use of good quality, well managed, community based temporary accommodation. Any reduction in supply will be linked to the reduction in homeless households need for temporary accommodation. We will monitor our progress closely and set appropriate targets throughout the lifetime of this plan.

Innovation

South Lanarkshire has an established Common Housing Register, Homefinder, with a common needs assessment framework. For 10 years, the council has led an innovative approach to meeting identified housing needs across South Lanarkshire through locality planning.

Working with Registered Social Landlord (RSL) partners, targets for allocations to groups, including homeless households, are agreed and incorporated within area-based Local Letting Plans (LLP), which are approved annually by Committee.

We are also working closer than ever with partners to shape commissioning plans for integrated health and social care and linking together within wider community planning. This RRTP ensures that we can contribute towards improving lives for everyone in South Lanarkshire.

2

Ambitions and targets

The table below sets out headline targets for key measures, showing our baseline position and what we aim to achieve over the next five years.

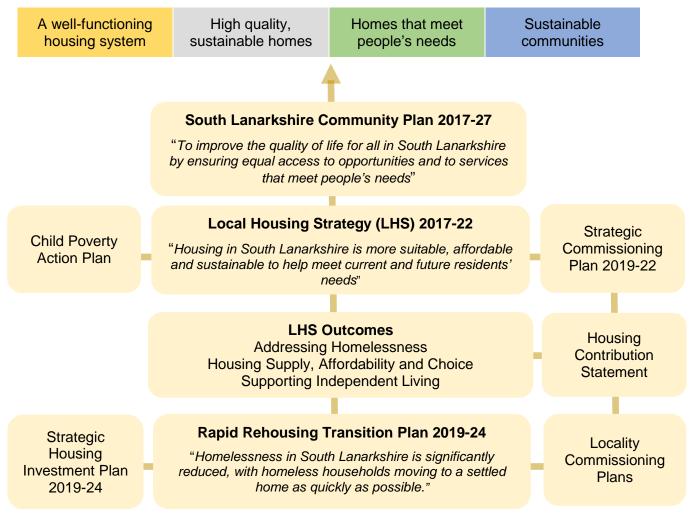| Outcome Measure	Baseline (2018)	Year One (2019/20)	Over 5 Years (2019-2024)
Average time spent in temporary accommodation (all homeless households)	199 days	Reduce 10%	Reduce subject to annual review
Temporary accommodation supply	737 units	Maintain levels and re-configure subject to review	Review options for rationalisation Year Three (2021/22)
Percentage of social housing allocated to homeless households	47%	Increase 50-60%	Set targets subject to annual performance review
Overall existing homeless households	975	Reduce 10-20%	Reduce >20%

Co-production and delivery

This RRTP was developed and co-produced through intensive engagement with key partners and stakeholder groups. All partners recognise that our vision and priority objectives are ambitious and are fully committed to achieving them. To ensure our shared commitments were embedded within the plan, all partners agreed to prepare 'partner contribution statements' (PCS) setting out the specific contributions they will make, individually and collectively, towards prevention, support, supply and rehousing, as well as focusing on priority and vulnerable groups.

Our Homelessness Strategy Group will have a key role in taking forward the RRTP action plan. We will monitor and regularly report progress both to our Housing and Technical Resources Committee and South Lanarkshire's Community Planning Partnership Board. This RRTP is a live strategic plan which will be regularly monitored and updated, and this includes further refining and enhancing our PCS. Progress reporting will link closely with the LLP, LHS and SHIP annual reviews, to ensure targets remain ambitious and appropriate to meet identified needs.

3

Strategic framework

The figure below shows how this plan links with other key plans and strategies within an overall framework for delivering the overarching visions for housing and community planning of suitable, affordable and sustainable homes that contribute towards improving the quality of life for everyone in South Lanarkshire.

National Housing and Regeneration Performance Framework

A well-functioning housing system	High quality, sustainable homes	Homes that meet people's needs	Sustainable communities

South Lanarkshire Community Plan 2017-27

"*To improve the quality of life for all in South Lanarkshire by ensuring equal access to opportunities and to services that meet people's needs*"

Child Poverty Action Plan

Local Housing Strategy (LHS) 2017-22

"*Housing in South Lanarkshire is more suitable, affordable and sustainable to help meet current and future residents' needs*"

Strategic Commissioning Plan 2019-22

LHS Outcomes
Addressing Homelessness
Housing Supply, Affordability and Choice
Supporting Independent Living

Housing Contribution Statement

Strategic Housing Investment Plan 2019-24

Rapid Rehousing Transition Plan 2019-24

"*Homelessness in South Lanarkshire is significantly reduced, with homeless households moving to a settled home as quickly as possible.*"

Locality Commissioning Plans

The Scottish Government's RRTP principles are embedded within South Lanarkshire's plan which sets out how partners will work together to address key challenges, as follows:

Prevention	Understanding contributory factors and targeting early interventions to prevent housing crisis, wherever possible
Assessment and placement	Timely assessment of homelessness and provision of temporary accommodation with appropriate support, as required
Housing options	Ensuring fair and appropriate access to social rented housing and making best use of all available affordable housing options

4

Support	Appropriate and comprehensive assessment of needs and being flexible to provide the right support, at the right time and place
Supply	Increasing suitable, affordable and sustainable housing options
Sustainment	Understanding and addressing the necessary features to enable a move to a permanent home and to ensure people are settled

As well as considering area-based factors, this plan also considers the key challenges in terms of particular needs of certain groups for which there are known vulnerabilities or risks in terms of homelessness, including:

- Families with children and young people
- Care experienced young people and young people leaving care
- People on remand in prison and people leaving prison
- People in secure hospitals that are discharged
- Women and households fleeing domestic abuse

Action Plan

The RRTP action plan sets out how partners will take forward actions to address priorities set out within the plan. There is close alignment with the LHS 2017-2022. Through regular monitoring and review of this plan and the LHS 2017-2022, including consideration of updates to national guidance, we will seek to review and align the respective action plan frameworks as appropriate.

LHS Outcomes

1. Increase housing supply and improve access to and choice of housing options that suit people's needs and which they are able to afford and sustain.

2. Private renting is a more sustainable housing option that meets all required standards and can meet needs in South Lanarkshire.

5. People with particular needs and their carers, are better supported to live independently within the community in a suitable and sustainable home, reducing requirements for institutional care and risks of homelessness.

6. Homelessness is prevented through effective partnership working.

7. More people are able to access appropriate advice about housing options and support, reducing the risks of homelessness or requirements for institutional care.

8. People who experience homelessness are provided with temporary housing as required and are supported to move to settled accommodation that meets their needs as quickly as possible.

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1. Introduction

South Lanarkshire has a long-established track record of partnership working aimed at preventing and alleviating homelessness. From the South Lanarkshire Rough Sleeping Initiative established in 1997, to development of Homelessness Strategies and the Local Housing Strategy, there has been a core commitment from key partners and stakeholders, across South Lanarkshire Community Planning Partnership, to effective joint-working and seeking innovative solutions to addressing homelessness.

Over the past 20 years, significant progress has been made in South Lanarkshire. Through effective partnership working, not only have we achieved the long-term goal for abolishing homelessness priority need but also in recent years homeless presentations have reduced to some of the lowest long-term levels.

However, homelessness is not ended. Nationally the Scottish Government has recognised the scale of the ongoing challenge and is requiring partners across Scotland to come together to achieve a step change to significantly prevent and reduce homelessness. In South Lanarkshire, each year there continues to be around 2,000 households seeking help that present as homeless, some for first time, others having previously experienced homelessness. They include some of our most vulnerable people, for whom we need to provide appropriate housing, care and support to enable them to live independently in a settled, sustainable home within the community.

South Lanarkshire Rapid Rehousing Transition Plan (RRTP) builds on a solid foundation and seizes upon this opportunity to make a significant impact in the prevention of homelessness and improving people's experience of homelessness by significantly reducing time spent in temporary accommodation. It links to a clear strategic vision articulated through our Local Housing Strategy (LHS) 2017-2022 and aligns with the wider community planning framework for tackling inequality, poverty and deprivation. This five year plan is a live document and will be regularly monitored and updated to ensure partners can continue to contribute towards meeting our shared goals.

As a local housing authority and major landlord, South Lanarkshire Council regularly reviews its core statutory services, which are revised on an on-going basis to ensure they continue to meet the needs of all customers. In recent years, as well as continuing to commission a wide range of services from the third sector, the council has re-configured its staffing structures to move towards specialist housing option teams.

South Lanarkshire's homelessness service is based fundamentally on providing good quality housing information and advice as well as providing good quality temporary accommodation to meet identified needs. Continuing demand across areas of housing pressure has contributed towards a consistent level of overall homelessness (backlog). However, through continuation of an integrated housing options approach, a focus on homeless prevention and the significant planned investment in new affordable housing supply, there is a major opportunity over the next five years to reduce homelessness in South Lanarkshire.

This plan links to the LHS and this wider strategic framework. It sets our current position and change ambitions, as follows:

- the key context and evidence of homelessness needs in South Lanarkshire, including projections and modelling of future needs;
- the current baseline position for existing services and support
- Identified partnership priorities for transforming services to meet identified needs
- Resource requirements to achieve these ambitions

6

Vision

The plan was developed and co-produced through intensive engagement with key partners and stakeholder groups. It sets out a five year vision that by 2024:

> "Homelessness in South Lanarkshire is significantly reduced, with homeless households moving to a settled home as quickly as possible."

Underpinning this vision are five high-level and ambitious RRTP priority objectives that we aim to achieve in South Lanarkshire over 2019-2024, which are:

🏠	Significantly reduce the overall level of homelessness
📅	Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes
👥	Improve and increase the provision of housing support for households to live independently within communities
1st	Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs
🤝	Enhance integration and partnership working to embed RRTP through a whole systems approach

All partners recognise that these priorities are ambitious and are fully committed to achieving them. The action plan sets out how we will build upon current joint working and prioritise efforts to further develop our integrated and dedicated approach to rapid rehousing. This includes consideration both of how to achieve optimal outcomes in terms of our housing process, policy, support and supply, within existing resources, as well as where we can enhance performance through targeting use of additional resources.

Partner and stakeholder engagement

It is widely recognised that tackling both homelessness and its contributory factors requires shared priorities and actions involving a range of agencies and partners, including key stakeholder groups and services. This RRTP was developed on the basis that overarching accountability aligns with the South Lanarkshire Partnership Board. To ensure shared commitments were able to be embedded within the plan, partners agreed to prepare 'partner contribution statements' (PCS). These set out the specific contributions partners will make, individually and collectively, towards addressing the key priorities for this plan including prevention, support, supply and rehousing, as well as focus on priority and vulnerable groups.

The commitments set out in these PCS are incorporated into this plan's priorities and actions. The PCS will be monitored and reviewed in line with the further development of the plan to ensure they continue to enable fair, appropriate and effective partnership contributions (see Appendix 6). The figure below summarises key themes and activities of how partners and stakeholders will initially contribute as the plan is implemented over the next five years.

Housing supply and allocations
- Common Housing Register partners to agree and set appropriate targets for increasing % of lets to homeless households
- Implement section 5 protocols and monitor contributions of non-CHR housing partners.
- Continue to work with developing partners to ensure effective contribution on new build development towards meeting the needs of homeless households

Provision of services
- Undertake review of health and support services currently available to identify gaps.
- Extend Housing First pathfinder approach across South Lanarkshire

Awareness and information sharing
- Improving awareness and understanding of homelessness services from both statutory and the third sector through increased information sharing and targeted training for frontline staff.
- Working with all partners to develop routine enquiry and first response that promotes a 'no wrong door' approach for addressing homelessness.

Support and advice
- Increase tenancy sustainment support across all housing providers and identify requirements for additional 'income maximisation' support.
- Improvements in advice offered for tenancy sustainment from the Council's Money Matters Advice Service, including offering a named officer for tenants to discuss concerns with.
- Improved referral time for tenants to access money advice services.
- Effective use of temporary easements to Universal Credit commitments and access to financial support for homeless households, or those at risk of becoming homeless.

Priority Groups
- Targeted approach to offer increased support to care experienced young people and young carers.
- Education support and promoting housing and homelessness awareness for young people
- Promoting a recovery orientated systems of care (ROSC) approach for vulnerable people and families affected by drug and alcohol dependency
- Specialist outreach support and accommodation to meet the particular needs of women and households affected by domestic abuse.

Within South Lanarkshire, partners have a strong track record of engaging with homeless people to inform and shape services. This has shown that for some people, homeless presentation and placement in temporary accommodation was felt as crisis, whereas for others this was felt as alleviating crisis and positive move towards a more settled housing outcome. A key focus of this plan is to ensure that partners continue to work with homeless people in order to both raise awareness and tackle stigma associated with homelessness, as well as to further refine and co-produce services that can offer individual, personalised support and assistance, including trauma-informed approaches, which can meet a household's particular needs.

Equalities

An Equalities Impact Assessment completed for the RRTP found the plan would have a positive impact for people in South Lanarkshire, including people in protected characteristics groups, as identified in the Equality Act 2010. Potential negative impacts were considered in relation to targets for rehousing through increased allocations to homeless households that might impact on meeting the particular needs of other households, including disabled people. However, this was found to be a low risk, which is effectively mitigated through the Allocations Policy and Local Letting Plan framework.

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As part of South Lanarkshire Council's approach to mainstreaming equalities, equality considerations were embedded throughout the process of developing this RRTP 2019-2024, including the research, engagement and consultation. The following key principles informed the development of the RRTP priority targets and outcomes:

- **Accessing** – providing services in ways that mean everyone can and does have the right to use them
- **Community** – providing services that bring people together and make the most of individual needs and abilities
- **Informing** – ensuring everyone has access to information in a format that suits their needs
- **Involving** – talking to groups and individuals and using their views and opinions to shape the strategy
- **Promoting** – ensuring individuals are treated fairly and given the opportunity to participate fully no matter their individual need
- **Understanding** – raising awareness of diversity and ensuring people are treated with dignity and respect

A full Equalities Impact Assessment for this RRTP 2019-2024 was completed and is available to view and download at www.southlanarkshire.gov.uk

Strategic Environmental Assessment

South Lanarkshire Council undertook a screening for the proposed RRTP with regard to the requirements of section 9 of the Environmental Assessment (Scotland) Act 2005. The Screening Report was submitted to the Scottish Government's SEA Gateway in December 2018. South Lanarkshire Council, as the responsible authority, published a formal determination outlining that the council and the SEA Consultation Authorities agreed that the RRTP 2019-2024 is unlikely to have significant environmental effects and therefore a SEA will not be undertaken. The screening determination found no additional significant environmental impacts are likely to arise as a result of the plan.

2. **South Lanarkshire – Housing Context**

South Lanarkshire covers an area of 1,772 km² and has approximately 319,000 people with around 150,000 homes.

There is a diverse range of settlements, urban and rural, strategic centres which incorporate retail and commerce, including the East Kilbride new town, smaller villages and historic burghs.

Detailed analysis of local housing systems, in the Glasgow and Clyde Valley Housing Need and Demand Assessment (2015) and South Lanarkshire's Local Housing Strategy 2017-2022, identifies four distinct housing market areas.

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There are particular diverse features for each of these areas, which are summarised in the tables and analysis below:

Housing Need and Demand	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	Total
Applicants - area preferences	1,990	5,990	3,888	4,111	13,189
Existing (backlog) homeless	68	311	412	184	975
New Homeless demand (per year)	256	388	600	335	1,579
Total homeless demand (per year)	324	699	1,012	519	2,554

- There are over 13,000 applicants on South Lanarkshire's Common Housing Register (Homefinder). They can select any area within South Lanarkshire where they are seeking housing. 45% of all applicants select East Kilbride as an area of housing preference, which is three times demand for Clydesdale though the overall supply of non-sheltered social rented homes is broadly similar at around 6,000 (see below).

- Overall homeless demand (existing plus newly arising need) exceeds the total turnover rate for all non-sheltered social rented homes (see below). This pressure varies by housing market area and is particularly acute in East Kilbride (162% of turnover) and Hamilton (126% of turnover).

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Housing Supply	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	Total
Council (non-sheltered) homes	4,545	5,134	8,990	4,702	23,371
RSL (non-sheltered) homes	1,532	1,127	1,980	1,972	6,611
All non-sheltered social homes	6,077	6,261	10,970	6,674	29,982
SHIP 2019-24	250	761	760	655	2,426

- The level of supply of non-sheltered social rented homes is broadly similar across three of the housing market areas (around 6,000-6,500). Hamilton has a significantly greater supply of social rented homes (almost 11,000).

- In terms of all housing and tenures, East Kilbride has the highest concentration of privately owned homes (84%) and the lowest turnover rate for social rented homes (see below).

- Clydesdale covers the largest geographical area with the most widely dispersed housing supply, including remote rural settlements that have particular infrastructure and connectivity challenges that affect housing sustainability.

Housing Availability	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	Total
Council average turnover rate (per year 2015-18)	437	323	693	389	1,841
	9.6%	6.3%	7.7%	8.3%	7.9%
RSL average turnover rate (per year 2015-18)	136	108	108	47	399
	8.9%	9.6%	5.4%	2.4%	6.0%

- The diverse nature of South Lanarkshire and the different profiles of housing demand and supply require that the allocation of housing is planned to address local requirements. For 10 years, the council has worked with Registered Social Landlord (RSL) partners to agree annual targets for allocations to groups, including homeless households, which are incorporated within area-based Local Letting Plans (LLP) and approved annually by Committee. The impact of this innovative locality planning is reflected in the varying proportion of lets to homeless households across housing areas, as show below.

Meeting homeless needs	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	Total
Council average lets to homeless rate (per year 2015-18): count and % of all	152	171	393	214	930
	34.7%	52.9%	56.8%	55.0%	50.5%
RSL average lets to homeless rate (per year 2015-18): count and % of all	28	35	44	34	141
	20.6%	32.0%	40.9%	72.5%	35.3%

- On average, the council allocates half (50.5%) of all its homes each year to homeless households, however this is even higher within the housing market areas of greater need and demand pressure. On average, RSL partners are allocating 35% of their available homes toward meeting the needs of homelessness households. (Total lets figure in Rutherglen and Cambuslang, including non-Homefinder RSL partners, is unavailable. Therefore actual % lets to homeless households is estimated to be lower.)

Meeting area-based needs and demand

Most homeless households needs require to be met within a specific housing area. There is marginal scope for meeting their needs elsewhere, particularly for vulnerable households with high support needs. Therefore this RRTP is based upon assessment of particular area-based factors, challenges and opportunities, to inform overall targets and ambitions.

South Lanarkshire Profile

Housing Tenure	Overall, there are around 31,700 social rented homes in South Lanarkshire. Of these, approximately 29,200 non-sheltered homes. There are approximately 15,600 registered private rented homes. Combined, non-sheltered social rented and private rented homes constitute approximately 30% of all housing in the local authority area.
Affordability	South Lanarkshire Council has the 7th most affordable social rented homes in Scotland. Average rents for the most common property size (2-bedrooms) range from £279 per month for a council home to £526 per month for average private sector rent. The Local Housing Allowance rate is £449 per month.
New housing requirements	Based on the Glasgow and Clyde Valley Housing Need and Demand Assessment, South Lanarkshire's Local Housing Strategy 2017-2022 set an all tenure Housing Supply Target for 1,058 additional homes per year, of which 300 per year are affordable homes.
Strategic Housing Investment Plan (SHIP)	Through the SHIP 2019-24, we have set out priorities for delivering new affordable housing supply across South Lanarkshire and in particular in focusing on areas of greatest housing need and demand pressures. There is potential for delivering over 2,500 additional affordable homes over this period, using over £140million Scottish Government grant funding.
Housing development and delivery	The SHIP will be a major catalyst for realising our RRTP ambitions. The annual phasing indicates a significant delivery windfall in 2020/21 and 2021/22 which will provide a window of opportunity within this five-year plan to make substantial gains in terms of reducing homelessness. In addition to the Council, there are seven Registered Social Landlord (RSL) partners that are seeking to develop and deliver affordable housing sites over the next five years. The SHIP is closely aligned to the LHS, and seeks to contribute towards meeting the identified housing needs and demand across all four housing market areas. There are particular pressures and diverse factors influencing area demand. South Lanarkshire Council has established an open market purchase framework for buying-back homes where there is an identified need and opportunity to meet supply demands.
Strategic locality planning for allocations	South Lanarkshire has an established Common Housing Register, Homefinder, with a common needs assessment framework. For 10 years, the council has lead an innovative approach to meeting identified affordable housing needs across South Lanarkshire through locality planning. Working with Registered Social Landlord (RSL) partners, targets for allocations to groups, including homeless households, are agreed and incorporated within area-based Local Letting Plans (LLP), which are approved annually by Committee.

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3. Homelessness and housing support position

This section outlines key statistics relating to the current homelessness position for South Lanarkshire. Further data and analysis are set out in Appendix 5.

Long-term homelessness needs	• From 2002, homeless duty in South Lanarkshire has risen by over 50%. Working towards the 2012 target for abolishing priority need, newly arising homeless duty per year peaked (2009/10) and has subsequently settled at a consistent level of around 1,600 households per year.
Preventing homelessness	• At peak (2009/10) there were close to 3,000 homeless presentations per year, however this has been reduced by a third over the past eight years due to effective early intervention and prevention work, including housing options approach.
Persistent need / current (backlog) homeless	• Over the past five years, the average level of existing (backlog) homelessness has remained at around 950-1000 households • The average length of time as homeless for existing (backlog) homeless households is 209 days. • 53% of current homeless households are single people. Single parents make up over a third (37%) of all current homelessness and on average have been homeless for longer (227 days) • Approximately 12% of all current homeless households have been homeless for more than one year. This longer-term unmet need is broadly distributed evenly between two groups: larger households requiring 3+ bedroom properties for which there are particular supply and access pressures; single person households with complex, multiple needs that are currently supported within specialist temporary accommodation trauma informed environments
Housing outcomes, sustainment and repeat homelessness	• The most common housing outcome is a Scottish Secure Tenancy (SST) with the Council or RSL, with 71.4% of all homeless households taking up a SST. • South Lanarkshire has amongst the best performance across Scotland for sustainment, with 94% of all homeless households rehoused in council homes sustaining their tenancy for at least 12 months. • Repeat homelessness within 12 months of presentation is low (4%), however more than a third of all homelessness presentations in the past five years were from households who have presented as homeless more than once in the past 15 years. The average duration between homeless presentations is approximately 3.5 years.
Rough sleeping	• There is a low incidence of rough sleeping with less than 2.5% of all homeless households reported that they slept rough the night before presenting.

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Homeless households and reasons	• Approximately 40% of all homeless households include children and young people, compared to 26% for Scotland. The majority of these in South Lanarkshire are single parent families and include parents with access rights as well as those which are primary guardians. • The most common reason for presenting as homeless is that the person/household was asked to leave their previous accommodation 31%, which is slightly higher than for Scotland as a whole (25%). • 13% of all homelessness is a person/household fleeing domestic abuse and violence. This is comparable to Scotland as a whole.

Support needs	• A support need assessment is completed for all homeless households.
Low/ No	• Approximately 65% of all South Lanarkshire's homeless households have no/low support needs.
Medium/High	• 30% of homeless households have medium-high needs. Within this group there is a high prevalence of mental health issues (84%). Around a quarter (23%) have a drug and/or alcohol dependency. Whilst homeless, these households are generally supported in specialist temporary accommodation
Severe Multiple Disadvantage (SMD) / complex	• National research estimates that 13% of all homeless households each year in South Lanarkshire (214 of 1,661) experience "severe and multiple disadvantage". • Local evidence indicates approximately 4-5% of all homeless households (around 40-50 households at any given point) include people with multiple complex support needs and experiences of significantly unsettled housing circumstances, including patterns of repeat homelessness, alongside past trauma.
Extreme complex	• South Lanarkshire has a very low incidence (less than 1%) of all homeless households for which independent living in their own home in the community is not possible or preferable and for whom shared or supported accommodation is the required housing option

Temporary accommodation	• South Lanarkshire seeks to provide mainstream furnished housing as the optimal type. First Stop accommodation is used as an interim option to accommodate households and ensure appropriate placements according to identified needs that minimises the number of temporary accommodation moves (transition). The table below summarises the total usage per year, including households, average duration of stay (days) and total days for all placements.

Types	Households	Average duration (days)	Total (days)
Mainstream furnished	878	199	167,212
supported	161	145	23,417
First Stop	835	24	18,915
Bed and Breakfast	88	4	365

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Assessing homelessness and support needs

South Lanarkshire has a well-established track record of partnership and joint working to address homelessness. Approximately 1.4% of households in South Lanarkshire experience homelessness each year. There is a very low incidence of rough sleeping which is markedly different from the particular challenges of roofless street sleeping identified in Scotland's core cities. This is a particular challenge for partners to consider what early intervention services and support are available, including outreach services, not only to prevent homelessness, but also where homelessness cannot be averted to prevent a person experiencing rooflessness.

Approximately two thirds (65%) of all South Lanarkshire's homeless households have no/low support needs. The core challenge in meeting this need is housing supply, affordability and choice; how to increase suitable, affordable and sustainable housing options, across all housing market areas and especially in areas of greater housing pressure.

People experiencing homelessness are a vulnerable group and homelessness is often the end product of a long period of severe health and social inequality. A joint Health and Homelessness Needs Assessment, completed by partners in 2016/17 and further updated in 2017/18, shows significantly poorer health outcomes experienced by this vulnerable population, particularly in relation to mental health and substance misuse. Through homeless support needs assessments, around 30% of presentations are found to have complex needs, such as drug or alcohol dependences, that require more intensive support.

Approximately 12% of all current homeless households are homeless for more than one year. The longer-term needs are broadly divided into two groups: larger households requiring 3+ bedroom properties for which there are particular supply and access pressures; single person households with complex, multiple needs requiring intensive support.

Five year modelling (2019-24): Projections and Gap Analysis

To inform the overarching RRTP ambitions, scenario modelling was undertaken to consider South Lanarkshire's four distinct housing market areas, looking at current and projected future homelessness needs, housing supply and availability, and rehousing outcomes.

To ensure the modelling is robust and credible, the core figures are evidence-based, considering previous averages and trends for South Lanarkshire, and include our affordable housing investment ambitions, as follows:

- Newly arising homelessness duty of approximately 1,600 per year.

- The majority of homeless households are rehoused with Scottish Secure Tenancy accommodation.

- Non-sheltered social housing turnover and availability is consistent with average for previous years (2015-18)

- New affordable housing supply, as set out in the SHIP 2019-2024, is achieved.

Set out below are tables showing the key factors and projected impacts, year on year, for homelessness and demand pressure across the four housing markets areas over the period 2019-2024.

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South Lanarkshire RRTP 2019-2024

Clydesdale	2019/20	2020/21	2021/22	2022/23	2023/24	2019/24
Year Start - homelessness	68	55	49	34	21	
Add new duty	256	512	768	1,024	1,280	
Gross demand	324	580	836	1,092	1,348	1,348
Homeless allocated SST	196	189	197	196	184	962
% Total SST lets to Homeless	30.6%	31.5%	29.9%	31.1%	31.4%	30.9%
Year end - homelessness	55	49	34	21	20	20

East Kilbride	2019/20	2020/21	2021/22	2022/23	2023/24	2019/24
Year Start - homelessness	311	329	246	279	328	
Add new duty	388	776	1,164	1,552	1,940	
Gross demand	699	1,087	1,475	1,863	2,251	2,251
Homeless allocated SST	259	361	244	228	260	1,352
% Total SST lets to Homeless	47.1%	46.2%	48.1%	45.5%	44.7%	46.3%
Year end - homelessness	329	246	279	328	345	345

Hamilton	2019/20	2020/21	2021/22	2022/23	2023/24	2019/24
Year Start - homelessness	412	342	192	130	44	
Add new duty	600	1,200	1,800	2,400	3,000	
Gross demand	1,012	1,612	2,212	2,812	3,412	3,412
Homeless allocated SST	498	579	490	515	454	2,536
% Total SST lets to Homeless	52.8%	53.1%	53.4%	53.1%	54.4%	53.3%
Year end - homelessness	342	192	130	44	18	18

Rutherglen and Cambuslang	2019/20	2020/21	2021/22	2022/23	2023/24	2019/24
Year Start - homelessness	184	147	-65	-92	-164	
Add new duty	335	670	1,005	1,340	1,675	
Gross demand	519	854	1,189	1,524	1,859	1,859
Homeless allocated SST	276	451	267	311	354	1,658
% Total SST lets to Homeless	56.7%	59.1%	56.8%	58.2%	60.0%	58.3%
Year end - homelessness	147	-65	-92	-164	-278	-278

The key findings and considerations from this modelling for housing market areas are as follows:

- **Clydesdale** is a diverse rural housing market area. It has a comparative lower level of existing homelessness, which would be practically eliminated over the next five years. However, there are particular area-based factors, identified within the LHS 2017-2022, in terms of low housing demand, particularly across more remote rural settlements. Therefore, the focus for this area must include consideration of housing sustainability.

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- **East Kilbride** is projected to experience significant challenges. A key driver is the significantly higher demand pressure and lower availability of affordable housing through average turnover compared to other housing areas. The SHIP 2019-24 projects a phased delivery of new affordable homes which contributes to initial reductions in homelessness. However, despite this increase in supply, homelessness reductions are not sustained when delivery of new supply is lower (2022-2024). Therefore, there is a requirement for partners to consider how we can increase availability of suitable, affordable and sustainable housing options as well as reducing demand through focus on prevention, where possible. It is recognised that the particular challenges within this housing market area may require to be met over a longer-period of time, extending beyond 2024.

- **Hamilton** as the largest housing area, with significant existing homelessness and a substantial commitment for new affordable housing supply, could see the most significant reduction (in terms of numbers) in overall homelessness needs and demand.

- **Rutherglen and Cambuslang** shows a potential elimination of homelessness and surplus capacity from year three (2021/22). However, a significant contributory factor is new housing supply, which includes East Whitlawburn Regeneration Masterplan. Therefore, the RRTP must consider the rehousing requirements for existing tenants in this area within its overall ambitions.

South Lanarkshire findings

Homelessness needs require to be met within the housing market area. Therefore, the area-based findings are adjusted to remove the Rutherglen and Cambuslang surplus and aggregated to give an overall South Lanarkshire projection, as follows:

South Lanarkshire	2019/20	2020/21	2021/22	2022/23	2023/24
Year Start - homelessness	975	873	490	416	312
Year End - homelessness	873	487	443	393	383

The key findings and considerations from this modelling are as follows:

- Current supply level of temporary accommodation is appropriate and required to meet overall homelessness demand. South Lanarkshire Council will continue to review temporary accommodation supply across housing market areas and to seek to provide a balance of appropriate options. A core RRTP aim is to reduce temporary accommodation and this will be achieved on a planned and phased basis, subject to also achieving projected reductions in homelessness.

- Overall, as well as meeting newly arising homeless needs, existing homeless households could be significantly reduced. A key factor is potential new supply and the modelling is ambitious in projecting the full SHIP 2019-24 potential delivery is achieved.

- A significant volume of new affordable homes are planned for delivery in 2020/21. The impact of delivering this new supply is a pivotal point and provides for a key opportunity, through effective management of allocations of new and existing housing supply, to significantly influence overall homelessness within the timeframe of this plan.

- Subject to successful delivery of new affordable housing supply, there would be an opportunity in 2021/22 to review temporary accommodation supply and consider rationalisation aligned on an area-by-area basis.

- In order to ensure that new supply will contribute towards reductions in homelessness, targeted increases in the proportion of social rented homes allocated to homeless households by the Council and RSL partners, by housing market area, are required, subject to annual monitoring and review.

There are a number of additional considerations, informed by the homelessness trends and demand profiling, which include the following:

- Current average homelessness presentations and duty are lower than compared to longer-term levels. A key consideration for the RRTP is how partners work together to further enhance homelessness prevention in order to consolidate this position and achieve further reductions in homelessness over the lifetime of this plan.

- Around 15% of homeless presentations are from the private rented sector. Approximately 4% of homeless households are rehoused in the private rented sector. The new Private Rented Tenancy regime introduced from December 2017 is intended to provide increased security for tenants and may contribute towards a reduction in homelessness as a result of landlord actions. A key consideration for the RRTP is how to ensure the private rented sector is a more sustainable housing option both to prevent and address homelessness.

4. Homelessness and housing support services

This section sets out a concise summary of current temporary accommodation, homelessness and housing support services, as well as a summary of how households are supported to move through the homelessness system to access settled accommodation. It covers the following key measures for temporary accommodation and homelessness services:

- Supply by type and support
- Capacity, flow and duration
- Affordability and costs
- Central Homeless team, commissioned services and Health resources
- South Lanarkshire's Housing First pathfinders

Key sources of data include the HL1 and HL3 national statistical returns for homelessness, which can be accessed at www.gov.scot. Additional data used is from local housing management information systems. Detailed tables are included as an appendix to the plan.

RRTP Baseline Supply

The table below sets out South Lanarkshire's current profile of temporary accommodation, which is focussed on providing community-based, dispersed furnished mainstream housing, as the optimal type of temporary accommodation. First Stop and commissioned supported accommodation are included under 'interim' type.

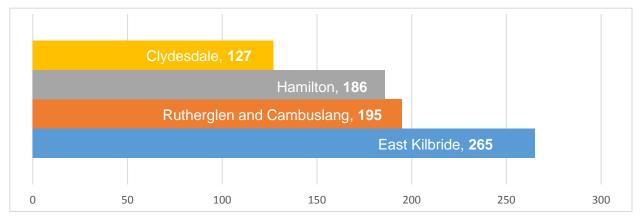| HL3 Category	Emergency	Interim	Other	Mainstream furnished	Total
LA ordinary dwelling (5.1)	2	65	42	340	449
Private sector lease (5.8)			5	152	157
Housing association / RSL dwelling (5.2)		9	8	28	45
Hostel – Private (5.5)		32			32
Hostel - local authority owned (5.3)	2	13	2		17
Hostel – RSL (5.4)		11			11
Total	4	130	57	520	711

As well as these units, Homelessness services commission 26 dispersed refuge units, provided by South Lanarkshire Women's Aid, as part of a joint contract to provide specialist services, including support and accommodation, for women fleeing domestic abuse and gender based violence.

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Optimising mainstream furnished

Most of South Lanarkshire's temporary accommodation is mainstream furnished properties within communities (520). Compared to Scotland as whole, the average time homeless households spend in temporary accommodation is significantly higher in South Lanarkshire, however longer times in East Kilbride contribute towards this higher level.

Mainstream Furnished TA	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	All Areas
Supply	44	181	214	81	520
Average stay (days)	127	265	186	195	199

Average time (days) in temporary accommodation

The average time in temporary accommodation varies by area, ranging from 127 days in Clydesdale to 265 days in East Kilbride. This is influenced by supply/demand pressures, as highlighted in the 'Homelessness Position' section above.

Support Needs Profile	Current homeless		RRTP 2019-24 projections and targets
	% of all	count	
No/low – households requiring settled accommodation and potentially low level housing management support	65%	635	Decrease linked to overall prevention / reduction
Medium/high– those households for which visiting housing support and/or multi-professional wrap around support would enable them to live independently in their own home in the community	30%	295	As above
Severe Multiple Disadvantage (SMD) / complex households that require intensive, wrap-around support, including for mental health and addictions, in order to live within their own home in the community	4-5%	40	Increase Housing First provision to meet this ongoing need
Extreme complex – those households for which independent living in their own home in the community is not possible or preferable and for whom shared or supported accommodation is the required housing option	<1%	*Up to 5	No change

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Core Services and Projects

South Lanarkshire's Central Homelessness Team and Area Housing Office Teams within Housing and Technical Resources have responsibility for coordinating temporary accommodation including homelessness, MAPPA and resettlement functions and Refugee Asylum seeker functions. There are 37 members across the team and it includes dedicated projects as follows:

- Breaking the Cycle (BTC) project for working intensively with families to address anti-social behaviour and associated issues to prevent homelessness; and

- Finance Advice and Support Team (FAST), a project set-up using European Structural Fund resources to work with homeless families to address employability, and financial hardship/inclusion and income maximisation.

Homeless business planning

South Lanarkshire Council has well established homelessness business planning. These processes have enabled effective consideration of homelessness demand and resources requirements to ensure that:

- We provide good quality temporary furnished accommodation to alleviate homelessness where required, and use of Bed and Breakfast is kept to a minimum.
- We commission specialist supported accommodation to meet wider support needs.

Homelessness business planning has also enabled the council to identify areas where additional resources may enhance services or addresses particular needs, as well as to determine steps to review core funding for temporary housing to improve affordability. Further detail identifying where additional resources are required is set out in Section 6.

South Lanarkshire received £1.4million Scottish Government funding for temporary accommodation to support work towards increasing affordability. This funding supports a stepped reduction in rent charges for temporary accommodation which commenced in 2018. The council will continue to review costs and affordability of temporary accommodation, working towards achieving alignment with Local Housing Allowance rates consistent with this national focus.

Homelessness temporary accommodation pathways

Up until 10 years ago, South Lanarkshire made significant use of Bed and Breakfast as temporary accommodation. Through long-term commitment, the council has taken a planned approach to the development of optimal temporary accommodation supply and lead on an innovative approach to meeting identified affordable housing needs across South Lanarkshire through locality planning. This has successfully minimised usage of Bed and Breakfast which is now only used by exception in limited, emergency circumstances where an optimal supply pathway is unavailable.

Mainstream furnished

Most of South Lanarkshire's temporary accommodation properties (520) are mainstream furnished housing within each of the four main housing market areas in South Lanarkshire. Homeless households may be placed in mainstream furnished accommodation following an initial placement in first stop accommodation, or directly into mainstream furnished accommodation at a later date following homeless presentation, subject to circumstances.

First Stop

First Stop accommodation is provided in clusters of flats with a mix of self-contained and shared facilities. They are classified under the RRTP as "Interim" accommodation. On average, first stop clusters include 6-8 properties, with the exception of Eva Burrows in Cambuslang, which is provided by the Salvation Army as a commissioned service and has 32 rooms.

First Stop	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	All Areas
Supply	8	8	17	32	65
Average stay (days)	29	43	22	20	24

- On average, households are placed in first stop accommodation for less than one month, however the length of stay varies by housing area, as show in the table above.

Supported Accommodation
South Lanarkshire Council commissions accommodation with support from multiple providers. These are specialist psychologically informed environments and mainly modelled as 4-8 self-contained properties with on-site support services. Where complex or multiple support needs are identified, homelessness services aim to place a household within one of these supported accommodation.

Supported housing	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	All Areas
Supply	4	28	30	0	62
Average length of stay (days)	104	148	155	0	145

Homelessness Commissioned Services

Housing First pathfinders
South Lanarkshire Council aims to provide flexible and integrated, high quality temporary accommodation and accommodation with support to enable a joined-up and seamless services which places homeless households in temporary accommodation appropriate to their assessed needs. These commissioned services cover 127 units made up of 'First Stop' and 'Supported Accommodation', and include 'Housing First' pathfinders and outreach support.

Commissioned services operate psychologically informed environments offering a range of accommodation and support services focused on person centred planning to identify and meet housing and support needs. Over many years our commissioned services have been recognised through the Council's own monitoring and Care Inspectorate inspection regime as delivering very good and excellent housing support.

South Lanarkshire Council was amongst the first local authorities in Scotland to pilot intensive family support services as part of the Breaking the Cycle initiative. This service was mainstreamed and continues to work with identified families to help sustain their home and reduce risk of homelessness.

The Council was also one of the first local authorities to take forward a homeless project with third sector partners, Shelter families, to work with some of our most challenging families and households at risk of homelessness. Over a number of years a very successful partnership has developed, based on a person centred housing and support plan approach, frequently involving provision of long term housing support well beyond securing settled accommodation. The project has also taken forward research, testing and implementing new approaches contributing to long term success and positive outcomes achieved.

These projects have continued to be developed over subsequent years as part of a strategic commissioning approach. This provided a strong foundation for developing South Lanarkshire's 'Housing First' pathfinders in 2017. These projects have achieved significant success. An example case includes a household with multiple previous homelessness experiences and complex needs, sustaining their current home for 18 months, which is the longest settled housing period of their adult life.

Domestic abuse
South Lanarkshire Council commissions services for women and households affected by domestic abuse and violence, which includes 26 dispersed, safe and secure refuge accommodation for individual women and households who have experienced domestic abuse units and outreach support work. These services provide for all of the following:

- single females

- single females with dependent children

- single females with non-dependent children (adult children)

- other female adult households, for example sisters or same sex partners

These services contribute towards both addressing particular homelessness needs identified within the LHS 2017-2022 and also South Lanarkshire's Gender Based Violence Partnership (GBV) Strategy 2016-19. As well as the commissioned services, South Lanarkshire Council supports the coordination of a monthly Multi Agency Risk Assessment Conference (MARAC), focused on domestic abuse cases for collating information and agreeing operational partnership actions. This includes Housing Services, Police, Social Work, Education and Third Sector partners (Women's Aid South Lanarkshire). MARAC awareness training is provided via the GBV Partnership is undertaken by frontline Housing staff. A Multi Agency Tasking and Coordinating Group (MATAC), involving Police, HM Prison staff, Housing, and Third Sector partners (Women's Aid South Lanarkshire), meets monthly to review cases and collate information on the perpetrator to progress potential enforcement actions, coordinating with the Procurator Fiscal office as appropriate.

Embedded within the Housing Service is a pathways approach between the Council and South Lanarkshire Women's Aid. This approach allows for the sharing of information, early notification to Housing of homeless risk factors triggering a response based on the customers preference, that may be liaison between workers or commencing a housing plan. The Housing plan process involves assessment of circumstances, discussion on all housing options to prevent homelessness wherever possible and plan for the most appropriate housing outcome.

Looked after and care experienced children and young people
South Lanarkshire's Corporate Parenting Strategy 2016-18 outlined there are on average around 650 "looked after children" each year, which includes all those children in residential, kinship or foster care as well as care leavers. The strategy set out six core commitments and housing makes an important contribution to ensuring these are delivered, in particular for supporting looked after children and young people moving into adulthood to achieve their full potential in life, through supporting independence by providing suitable and sustainable housing. Social Work and Housing Services have established a protocol for young people leaving care to undertake planned moves into living independently with the community for the first time. Embedded within this approach is the staying put principle to ensure young people are able to exercise choice in terms of their housing and support options.

Housing Services have a very positive partnership with Social Work Resources and have played a key role in developing robust throughcare plans. Examples of areas of partnership working include the development of a 'housing experience' with a number of properties identified and set aside for the use of young people preparing to move on from care. This was developed and designed with young people living in care at the time, the purpose being to experience in a phased way life after care to help preparations for move on longer term.

Other examples include dedicated Liaison Housing Officers matched to children's homes to introduce the Housing Service in an informal way allowing for discussion and responding to any queries.

Planning for housing is managed through dedicated throughcare Officers within our Integrated Home Options Teams, this involves meeting with the young person, discussing housing aspirations and support needs. The highest priority is awarded to any application for housing with the Council and common housing register partners to ensure needs are met within a reasonable timescale, enhanced tenancy start support is in place and homelessness is prevented.

Prisons - entry and exit
South Lanarkshire Council jointly fund a link worker based at Addiewell Prison to promote planned exit for people leaving prison. Stakeholders and partners are working together, including through the Community Justice Partnership, to work towards implementing the Sustainable Housing on Release for Everyone (SHORE) standards. Following a review of Lanarkshire-wide criminal justice and social work services, South Lanarkshire Council established a dedicated Through Care team which became operational in April 2018. This team provides statutory support and links to voluntary support for offenders from South Lanarkshire who are serving or have served a custodial sentence.

5. Partnership priorities

It is widely recognised that tackling both homelessness and its contributory factors requires shared priorities and actions involving a range of agencies and partners, including key stakeholder groups and services. To ensure shared commitments were embedded within the plan, partners agreed to prepare 'partner contribution statements' (PCS). These set out the specific contributions partners will make, individually and collectively, towards addressing the key priorities for this plan including prevention, support, supply and rehousing, as well as focus on priority and vulnerable groups. Further details of PCS, consultation and engagement are set out in Appendix 6.

We have set five high-level and ambitious RRTP priority objectives that we aim to achieve in South Lanarkshire over 2019-2024, as follows:

	Significantly reduce the overall level of homelessness
	Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes
	Improve and increase the provision of housing support for households to live independently within communities
	Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs
	Enhance integration and partnership working to embed RRTP through a whole systems approach

These priority objectives align with the Scottish Government's RRTP vision and South Lanarkshire's LHS 2017-22 vision and outcomes, as follows:

- LHS Outcome 1: Increase housing supply and improve access to and choice of housing options that suit people's needs and which they are able to afford and sustain.
- LHS Outcome 2: Private renting is a more sustainable housing option that meets all required standards and can meet needs in South Lanarkshire.
- LHS Outcome 5: People with particular needs and their carers, are better supported to live independently within the community in a suitable and sustainable home, reducing requirements for institutional care and risks of homelessness.
- LHS Outcome 6: Homelessness is prevented through effective partnership working.
- LHS Outcome 7: More people are able to access appropriate advice about housing options and support, reducing the risks of homelessness or requirements for institutional care.
- LHS Outcome 8: People who experience homelessness are provided with temporary housing as required and are supported to move to settled accommodation that meets their needs as quickly as possible.

This section sets out key plan priorities, based on the key evidence and analysis and incorporating the PCS, ensuring that all partners can make fair, appropriate and effective contributions towards achieving this plan's ambitions and outcomes.

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Priority objective 1: Significantly reduce the overall level of homelessness

New housing supply	South Lanarkshire's Strategic Housing Investment Plan (SHIP) 2019-2024 sets out potential for investing over £140million and delivering over 2,500 additional affordable homes over the next five years. As a minimum, a key priority for this plan will be for the Council, working with developing RSL partners, to ensure that the Housing Supply Target of 300 new affordable homes per year is delivered through the strategic local programme agreement. This includes ensuring the significant planned increase in 2020/21 makes a major contribution towards reducing homelessness.
Targeted Open Market Purchase	Aligned to the SHIP 2019-2024, South Lanarkshire Council has established an Open Market Purchase (OMP) framework for buying back homes for social rent. Linked to the Council's Award winning, innovative Part exchange Plus (PX+) scheme, this has already delivered significant numbers of additional affordable homes. This plan identifies additional resource requirements and detailed proposals for increasing capacity of the OMP framework to enable targeted purchase of additional affordable homes to meet identified homelessness needs and housing pressures within local housing market areas.
Private Rented Sector	Optimising use of all housing options is a key priority for preventing and reducing homelessness. As well as continuing to develop and promote South Lanarkshire's landlord accreditation scheme, we will further investigate PRS affordability to consider options for enhancing financial support to tenants and incentives for landlords, including re-commissioning the Rent Deposit Scheme to support implementation of the RRTP. We will also explore options for developing a social lettings company/agency with a specific remit to provide affordable access to private rented sector

Priority objective 2: Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes

Improving access to settled homes	Through the Local Letting Plan process, South Lanarkshire Council will agree fair and appropriate annual allocations targets for homeless households to access settled, social rented homes. This will include consideration of area-based factors to promote wider housing sustainability.
Rough sleeping	South Lanarkshire has a limited incidence of rough sleeping, which is different in terms of scale and key features compared to street sleeping within Scotland's core cities. However, there is scope to enhance understanding of households and the particular risks and vulnerabilities associated with rough sleeping in South Lanarkshire. Therefore, a key priority for this plan will be to undertake to review existing data and information on rough sleeping to scope potential for additional research and consider service requirements and options for future commissioning.

Monitor, review and rebalance supply	The overall level of temporary accommodation provision is assessed as appropriate for meeting current homeless needs, minimising requirements for use of Bed and Breakfast accommodation. There are area-based pressures, particularly within East Kilbride. Therefore, as part of ongoing monitoring and review, South Lanarkshire Council will consider options for rebalancing the distribution of total supply, where possible, to address these area-based demand pressures.

Longer-duration cases	The average time for all homeless households in temporary accommodation is around 200 days. Some households spend more than 12 months homeless and in temporary housing. A key initial priority for this plan will be to determine a range of actions to target these long-stay cases, including:

- Further enhance existing case management approach for all long-term (>12 months) homeless households
- Review data-sharing options for developing an integrated case management dashboard to provide at a glance key information for partner services
- Targeted open market purchase in areas of housing pressure, with a particular focus on East Kilbride.
- Reviewing cases to identify potential for converting (flipping) current temporary accommodation into permanent housing.
- Further developing South Lanarkshire's accredited landlord scheme to consider options to incentivise access for homeless households
- (As above) Continuing to increase affordable housing supply through the SHIP 2019-2024

Priority objective 3: Improve and increase the provision of housing support for households to live independently within communities

Implementing actions from the HHNA	There is a multi-agency HHNA Plan and Steering Group which aligns with LHS groups, including the Homelessness Steering Group. Most actions are currently being progressed through existing staff time and resources. Immediate priorities to be considered within this plan include:

- Introducing routine enquiry in key health and care consultations on the client/patient current housing status
- Scoping and testing preventative approaches to planning health, housing and other support needs of young people (care experienced)
- Undertake analysis to identify additional enhanced service requirements and support for pregnant women affected by homelessness, specifically younger women and those on subsequent pregnancies.

Locality planning and commissioning	There are resource pressures within health and social care system, particularly in relation to continuing support for homeless households that are rehoused into settled permanent accommodation. Partners will consider areas where we can seek to enhance existing services to deliver against the shared ambitions for this plan, which include:

- Scope options in relation to further developing locality-based, homelessness case management approach, with dedicated health and care support. This may include consideration of a 'hub' approach, including co-location, coordinated via our central homelessness services.

Children and young people	Social Work Resources are committed to providing intensive, wrap-around support to the most complex homeless families, with a joint focus between the needs of the parents and children. This will be informed by the full findings of the health needs assessment (HNA) of children experiencing homelessness, to be progressed through both the Health and Social Care Partnership and HHNA Plan and Steering Group as well as South Lanarkshire's Children's Services Partnership.

- Complete the HNA and develop recommendations for targeted support services to meet the particular health and wellbeing needs of children and young people experiencing homelessness, focusing on minimising trauma and promoting resilience.

Access to universal health services	NHS Lanarkshire provides a dedicated specialist nurse-led health and homelessness service. The aim of the service is to meet the immediate health needs of individuals and families affected by homelessness not registered with main stream services.

- set up of a virtual General Practitioner practice to operate across Lanarkshire and provide Primary Care to vulnerable groups including those experiencing homelessness

Resilience and repeat homelessness	South Lanarkshire has low levels of immediate repeat homelessness (within 12 months), however there is a significant proportion of households that re-present as homeless on multiple occasions. Through the homelessness support services, there is a strong focus on developing a personal housing plan that considers wider needs to enable a person to settle into their home, including financial inclusion, employability and moving-in support. In relation to moving on into a settled home, the following are key priorities for this plan:

- Work with DWP partners to ensure current homeless households are able to access temporary easements and discretionary support funding
- Work with VASLan and Third Sector Forum to develop community based supports and access for new tenants, particularly those with identified vulnerabilities, to promote inclusion and reduce isolation

- Provide furniture/starter packs, as required, as part of a planned sustained support package for homeless households moving into and on from temporary accommodation

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1st

Priority objective 4: Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs

Extending Housing First pathfinders

South Lanarkshire's successful Housing First pilot projects provide a foundation for extending the scope of this approach to provide options for meeting the particular needs of homeless households with multiple, complex needs.

Recovery orientated systems of care (ROSC)

People with drug and alcohol dependency are a key vulnerable group with higher risks of homelessness. As a RRTP year one priority, we will seek to enhance the Lanarkshire dedicated health and homelessness service through joint working with the South Lanarkshire Alcohol and Drugs Partnership (ADP) to support development of recovery orientated systems of care (ROSC) including recovery communities, as part of the additional investment in Services to Reduce Problem Drug and Alcohol Use under the Scottish Government's Local Improvement Fund.

SHORE standards and prisons

To reduce and prevent risks of homelessness associated with prison, Housing Services will work with Scottish Prison Service and Addiewell prison to implement SHORE standards for people entering and exiting prison, including a priority focus for short-sentence prisoners on remand and extend capacity via additional dedicated staff resources, which we will seek to mainstream over the lifetime of the plan.

Women and households affected by domestic abuse

Through the Multi Agency Tasking and Coordinating Group (MATAC), scope options for revising housing policy and procedures to focus on perpetrator moves, where possible, to reduce required moves and homelessness risks for domestic abuse victims.

Priority objective 5: Enhance integration and partnership working to embed RRTP through a whole systems approach

Lived experience and designing services

A priority action in year one for the RRTP will be to further engage with service users and stakeholders to review and co-produce actions for the future design of homelessness and support services.

- The Homelessness Strategy Group will review options for establishing a peer network approach, including consideration of dedicated peer support worker role.

Third Sector Forum

Through the Homelessness Strategy Group and associated partnership networks, we will seek to ensure effective training for staff is in place on awareness of third sector support available at a divisional level for at risk homelessness households. Partners will also work with VASLan to promote the RRTP across the third sector forum to develop capacity and resilience to enable former homeless households to settle in their communities through improved access to engagement and support networks which can help to combat isolation and loneliness, and promote resilience.

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6. Resourcing the plan

The Council and its partners direct significant resources towards the prevention and alleviation of homelessness and work on a collaborative basis to ensure the effective targeting of resources to meet identified needs.

At present, the Homelessness Service within South Lanarkshire Council is planned and delivered on the basis of a five year business plan. The business plan includes projections for future years based on a range of assumptions, particularly in relation to future demand levels, funding and the impact of welfare reform. Projections and assumptions relating to the business plan are updated on a twice yearly basis. Performance against the annual revenue budget for the service is monitored on a four-weekly basis.

The current business plan for the Homeless Service in South Lanarkshire supports expenditure in the region of £10m per annum – including £2.3m in relation to externally commissioned services, £2.2m for rental of properties, £1.3m for furniture and repairs, and £0.8m of direct staff costs.

The above spend does not include the cost of the wider range of services embedded within Housing Services which contribute to meeting the needs of those at risk of or experiencing homelessness. Particular areas of spend to note are mainstream Integrated Home Options Service and key projects and initiatives such as Financial Advice and Support Teams.

Indeed at a partnership level across South Lanarkshire, the Council, RSLs, Health and Social Care and the Third Sector, a far greater level of resources are directed towards the prevention and alleviation of homelessness. It is recognised however, that the level of resources currently being invested will not be sufficient to deliver the strategic objectives of the RRTP. While service re-design may allow for the better targeting of resources, significant additional investment is required to support the transformation Housing Services and partners seek to achieve over the lifetime of the plan. There are a number of key requirements in order to meet the partnership priorities set out in this plan. The tables below outline existing core services and resource commitments and where additional resources are required to deliver on these priorities:

	Current (£ million) per year	Additional support to RRTP (£ million) per year	Additional (£ million) requirement over 5 years	Relates to RRTP Measures/ Actions
Priority objective 1: Significantly reduce the overall level of homelessness				
Re-commission and expand Rent Deposit Scheme to support implementation of RRTP	0.145	0.084	0.420	A1.5
Financial support to private rented tenants to achieve affordability and prevent homelessness (30 households per annum)	0.000	0.060	0.300	A1.6
Provide funding to incentivise landlords to access accreditation and training from Landlord Accreditation Scotland	0.000	0.005	0.025	A1.4 M1.5

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	Current (£ million) per year	Additional support to RRTP (£ million) per year	Additional (£ million) requirement over 5 years	Relates to RRTP Measures/ Actions
In partnership, develop a social lettings company/agency with a specific remit to provide affordable access to private rented sector	0.000		0.200 (lifetime of plan)	A1.7
Acquisition of targeted additional properties to increase supply of affordable housing to meet homeless demand in pressured areas. (30)	0.900 (grant funding to be sought from Scottish Governments 'More Homes' programme)	0.900 (supplementary funding sought to support acquisition of appropriate properties)	4.500	A1.2
📅 **Priority objective 2: Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes**				
Flipping Temporary Accommodation - Funding to support acquisition of up to 100 properties to replace temporary properties allocated homeless households where appropriate	3.000 (grant funding to be sought from Scottish Governments 'More Homes' programme - over lifetime of plan)	Not annualised	Up to 3.000 (supplementary funding sought to support acquisition of appropriate properties to replace temporary accommodation as required with focus on initial 2 years)	M2.6 A2.1
Set up costs for replacing up to 100 temporary accommodation properties flipped to become permanent tenancies	0.000	Not annualised	0.180	M2.6 A2.1
👥 **Priority objective 3: Improve and increase provision of housing support for households to live independently within communities**				
Prevention of Homelessness Commission support service with focus on prevention of homelessness and tenancy sustainment across all tenures.	0.000	0.125	0.500	M3.1 M3.2 M3.3 A3.1
Supporting Homeless People Improve access to health and social care services (particularly drug, alcohol and mental health) by developing specialist housing support services.	0.000	0.124	0.496	M3.1 M3.2 M3.3 A3.1
Supporting Homeless People Target resources to improve digital inclusion for homeless people.	0.000	0.030	0.150	0

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	Current (£ million) per year	Additional support to RRTP (£ million) per year	Additional (£ million) requirement over 5 years	Relates to RRTP Measures/ Actions
Supporting New Tenants Further develop enhanced Tenancy Start Service for tenants at risk of homelessness (building financial capacity, support tailored to individual needs, setting up utilities etc.).	0.100	0.200	1.000	M3.1 M3.2 M3.3 A3.1
Standard New Home starter pack (allowing £0.0016m per household, supporting 300 households per year)	0.000	0.480	2.400	A3.2

1st **Priority objective 4: Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs**

	Current (£ million) per year	Additional support to RRTP (£ million) per year	Additional (£ million) requirement over 5 years	Relates to RRTP Measures/ Actions
Increase capacity of Housing First programme – based on initial caseload of 40	Not annualised	Not annualised	1.990	A4.1
'Housing First starter pack' (allowing £0.004m per household, supporting approximately 20 households per year)	0.000	0.080	0.400	A3.2 A4.1
Appoint additional prisons link workers to support effective implementation of the SHORE standards and prevent homelessness on release from prison	0.010	0.080	0.400	A4.4
Further develop personal housing planning approach for vulnerable groups including women experiencing domestic abuse and young people leaving care.	0.0378	0.50	0.250	A4.3

Priority objective 5: Enhance integration and partnership working to embed RRTP through a whole systems approach

	Current (£ million) per year	Additional support to RRTP (£ million) per year	Additional (£ million) requirement over 5 years	Relates to RRTP Measures/ Actions
Appoint officer to coordinate development and delivery over the life of the RRTP	0.000	0.050	0.250	N/A
Budget to support homeless partnership – research/communication/ engagement	0.000	0.010	0.050	N/A

	Current (£ million) per year	Additional support to RRTP (£ million) per year	Additional (£ million) requirement over 5 years	Relates to RRTP Measures/ Actions
Funding to support development of homelessness peer support network including dedicated Development Worker	0.000	0.040	0.200	N/A
Budget to support system development to enable partnership approach to identification and response to homelessness risk factors	0.000	Not annualised	0.100	A4.7

Over the period of the plan partners will work together to identify future service needs and consider how these could be resourced over the longer term. This will be considered as part of the annual review of the plan.

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7. Monitoring and reporting

As part of the LHS 2017-2022 governance arrangements, the multi-agency Homelessness Strategy Group has a key role in taking forward and implementing the RRTP. Progress in delivering the RRTP action plan (as set out in Appendix 1) will be regularly monitored and reviewed and reported, as appropriate, to the key management and partnership structures within South Lanarkshire, including South Lanarkshire Council's Housing and Technical Resources Committee, Executive Committee and the South Lanarkshire Community Planning Partnership Board. The figure below details the key partnership and reporting links:

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┌─────────────────────┐     ┌─────────────────────┐
│ Executive Committee │     │ South Lanarkshire   │
│                     │     │ Partnership Board   │
└─────────────────────┘     └─────────────────────┘

┌─────────────────────┐     ┌─────────────────────┐
│ Housing and         │     │ Integration Joint   │
│ Technical Resources │     │ Board               │
│ Committee           │     │                     │
└─────────────────────┘     └─────────────────────┘

┌─────────────────────┐     ┌─────────────────────┐
│ LHS Steering Group  │─────│ Health and Social   │
│                     │     │ Care Partnership    │
└─────────────────────┘     └─────────────────────┘

┌────────┐ ┌──────────┐     ┌─────────────────────┐
│ RSL    │ │Homeless- │─────│ Health & Homeless-  │
│ Forum  │─│ness      │     │ ness Steering Group │
│        │ │Strategy  │     │                     │
│        │ │Group     │     │                     │
└────────┘ └──────────┘     └─────────────────────┘
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Appendix
(1) Action Plan

Key			
	HTR SLC Housing and Technical Resources	**HSCP** Health and Social Care Partnership	**LHS** Local Housing Strategy 2017-2022
	RSL Registered Social Landlord	**PRS** Private Rented Sector	**HARSAG** Homeless/Rough Sleep Action Group
	DWP Department for Work and Pensions	**SPS** Scottish Prison Service	**NPF** National Performance Framework
	TSI Third Sector Interface (VASLan)	**SWF** Scottish Welfare Fund	**SHIP** Strategic Housing Investment Plan
	ADP Alcohol and Drug Partnership	**CER** SLC Community and Enterprise Resources	**LLP** Local Letting Plan
	ED SLC Education Resources	**WA** Women's Aid	**HSG** Homelessness Strategy Group

	Priority Objective 1: Significantly reduce the overall level of homelessness				
RRTP Measures		**Target**	**Time**	**Frequency**	**Links to** *(see Appendix 2-4)*
M1.1	Number of homeless presentations	Reduce 10 – 20%	2019/20	Annual	• LHS Outcome 8 • HARSAG Rec 4, 18 • NPF Outcome 1,2,3
M1.2	Level of homeless households	Reduce 10 – 20% Reduce > 20%	2019/20 2019/24	Annual	• LHS Outcome 8 • HARSAG Rec 4, 18 • NPF Outcome 1, 2,3
M1.3	Number of affordable homes added to the housing supply (new and OMP)	Annual target will be set and detailed in the Strategic Local Programme Agreement, developed between SLC and the Scottish Government	2019/20	Annual	• LHS Outcome 1 • HARSAG Rec 1, 4 • NPF Outcome 1, 2
M1.4	New supply affordable housing suitable to meet particular needs	170	*tbc*	*tbc*	• LHS Outcome 5 • HARSAG Rec 1, 4 • NPF Outcome 1, 2

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RRTP Measures		Target	Time	Frequency	Links to *(see Appendix 2-4)*
M1.5	Increase the number of accredited landlord properties	+9% from LHS Baseline	2024	Annual	• LHS Outcome 2 • HARSAG Rec 3 • NPF Outcome 1, 2
M1.6	Number of homeless households whose housing needs are met in private rented housing	maintain increase	2019/20 2020/21	Annual	• LHS Outcome 2 • HARSAG Rec 3, • NPF Outcome 1, 2
RRTP Actions		**Target / Milestone**	**Time**	**Lead Partners**	**Links to** *(see Appendix 2-4)*
A1.1	Set housing supply targets for new build properties and ensure contribution to meeting homelessness needs are considered in the planning process	Aligned with Strategic Housing Investment Plan	2019-24	HTR RSL CER	• LHS Outcome 1 • HARSAG Rec 1, 40 • NPF Outcome 1, 3
A1.2	Increase number of properties acquired through Open Market Purchase to support conversion of temporary accommodation to SST and rehousing in pressure areas	Annual target to be agreed	2019-24	HTR	• LHS Outcome 1 • HARSAG Rec 1, 40 • NPF Outcome 1, 3
A1.3	Continue to develop and promote the landlord accreditation scheme	Deliver two private landlord forums per annum in partnership with Landlord Accreditation Scheme	2019/20	HTR PRS	• LHS Outcome 2 • HARSAG Rec 2, 3 • NPF Outcome 1, 4
A1.4	Provide funding to incentivise landlords to access accreditation and training from Landlord Accreditation Scotland		2019/20	HTR PRS	• LHS Outcome 2 • HARSAG Rec 2, 3 • NPF Outcome 1, 4
A1.5	Re-commission and expand Rent Deposit Scheme to support implementation of RRTP	Service re-commission September 2019	2019-24	HTR FCR	• LHS Outcome 2 • HARSAG Rec 2, 3 • NPF Outcome 1, 2, 3, 4
A1.6	Explore option to provide financial support to private rented tenants to achieve affordability and prevent homelessness	Complete option appraisal Implementation of preferred option	Sep 2019 Mar 2020	HTR PRS FCR	• LHS Outcome 2 • HARSAG Rec 1, 2, 3 • NPF Outcome 1, 2, 3, 4

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Priority Objective 2: Significantly reduce time spent by households in temporary accommodation and minimise moves before moving to settled homes					
RRTP Measures		**Target**	**Time**	**Frequency**	**Links to** *(see Appendix 2-4)*
M2.1	Temporary Accommodation (TA) supply	• Maintain levels and reconfigure subject to area review • Review options for rationalisation	2019/20 2021/22	Annual	• LHS Outcome 8 • HARSAG Rec 1, 9, 25 • NPF Outcome 1, 4
M2.2	Percentage of social housing allocated to homeless households by all social housing providers in South Lanarkshire	• 50-60% • Set targets subject to annual performance review	2019/20 2019/24	Annual	• LHS Outcome 8 • HARSAG Rec 4 • NPF Outcome 1, 4
M2.3	Percentage of homeless households provided with a Scottish Secure Tenancy (SST)	Maintain/improve on LHS baseline of 61.2%	2024	Annual	• LHS Outcome 8 • HARSAG Rec 4,10 • NPF Outcome 1, 3, 4
M2.4	Percentage of former homeless households provided with a SST that maintain their home for more than 12 months	Maintain/improve on LHS baseline of 88%	2024	Annual	• LHS Outcome 8 • HARSAG Rec 4, 10, 25 • NPF Outcome 3
M2.5	Average time spent in temporary accommodation (homeless households)	Reduce from 192 days	2024	Annual	• LHS Outcome 8 • HARSAG Rec 10, 25 • NPF Outcome 1
M2.6	Number of temporary accommodation units converted to SST	Up to 100 units converted (flipped)	2019/24	Annual	• LHS Outcome 8 • HARSAG Rec 9 • NPF Outcome 1, 4
M2.7	Percentage of former homeless households sustaining tenancy for 12 months	Increase to 95%	2024	Annual	• LHS Outcome 8 • HARSAG Rec 10, 25 • NPF Outcome 1, 4
M2.8	Percentage of all homeless presentations which are repeated (within 12 months)	Reduce to <3%	2024	Annual	• LHS Outcome 8 • HARSAG Rec 10, 25 • NPF Outcome 1, 4
M 2.9	Number of households who spend more than 12 months in temporary accommodation	Reduce by 50% against 2017/18 baseline of 120	2024	Annual	• LHS Outcome 8 • HARSAG Rec 10, 25 • NPF Outcome 1

Appendix

RRTP Actions		Target / Milestone	Time	Lead Partners	Links to *(see Appendix 2-4)*
A2.1	Develop procedure for converting temporary accommodation units to SST.	• Review best practice • Identify suitable households and units	2019/20	HTR	• LHS Outcome 6 • HARSAG Rec 9 • NPF Outcome 1, 4
A2.2	Increase percentage of allocations to homeless households as required for each housing division in accordance with annual Local Letting Plans.	Aligned with Local Letting Plans. Tailor for Homefinder and non-Homefinder RSL partners	2019-24	HTR RSL	• LHS Outcome 6 • HARSAG Rec 1, 40 • NPF Outcome 1, 3
A2.3	Review number of properties currently used as Temporary Accommodation in line with demand	• Implement annual targets for reduction in TA based on analysis of demand and supply	2022/23	HTR RSL	• LHS Outcome 8 • HARSAG Rec 4 • NPF Outcome 1, 3
A2.4	Regularly review rent charges for temporary accommodation to ensure it remains a financially viable option for all homeless households.	Aligned with Homelessness Business Plan	2019-24	HTR RSL	• LHS Outcome 8 • HARSAG Rec 24, 25 • NPF Outcome 1, 3
A2.5	Review current procedures in relation to suitable offers for homeless households, with the aim of reducing time taken to move into settled accommodation.	• Review complete • Revised process implemented	June 2019 Sept 2019	HTR RSL	• LHS Outcome 8 • HARSAG Rec 2, 9 • NPF Outcome 1, 3

Appendix

| Priority Objective 3: Improve and increase provision of housing support for households to live independently within communities |

RRTP Measures		Target	Time	Frequency	Links to *(see Appendix 2-4)*
M3.1	Number of people accessing Housing Options advice services	1,000	2019-24	Annual	• LHS Outcome 7 • HARSAG Rec 29 • NPF Outcome 1
M3.2	Percentage of homeless households provided with Housing Support Officer assistance	Maintain above 45%	2019-24	Annual	• LHS Outcome 7 • HARSAG Rec 29 • NPF Outcome 1
M3.3	Percentage of looked after young people accessing and sustaining accommodation that meets their needs	Determine baseline (2019/20) Increase (annual)	2019-24	Annual	• LHS Outcome 5 • HARSAG Rec 21 • NPF Outcome 1, 3
RRTP Actions		Target / Milestone	Time	Lead Partners	Links to *(see Appendix 2-4)*
A3.1	Increase housing support service provision to improve homelessness prevention and support tenancy sustainment	• Review current service	2019-2024		• LHS Action N/A • HARSAG Rec 24 • NPF Outcome 1, 3
A3.2	Increase provision of support from all services to support new tenancies, including improvements to housing starter/furnishing packs and incentives to encourage uptake of offers.	• Review and develop • Implement and monitor effectiveness	2019/20 2020/21	HTR SWF	• LHS Action N/A • HARSAG Rec 24 • NPF Outcome 1, 3
A3.3	Monitor current Housing Options approach, and ensure adequate resourcing to meet any future increase in demand.	Annually monitor resourcing requirements and report through Annual Review	Annual	HTR RSL	• LHS Outcome 7 • HARSAG Rec 25 • NPF Outcome 2, 3, 4
A3.4	Deliver Housing Options and homelessness awareness training to young people, targeting high schools in areas identified with high homelessness rates amongst young people.	Monitor and report (annual)	2019-24	HTR ED	• LHS Outcome 6 • HARSAG Rec 24, 30 • NPF Outcome 3, 4

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RRTP Actions		Target / Milestone	Time	Lead Partners	Links to *(see Appendix 2-4)*
A3.5	Review access to Scottish Welfare Fund with a view to ensuring effective and appropriate access for homeless households	• Review • Implement any recommendations from review	2019/20 2020/21	SWF HTR RSL	• LHS Outcome N/A • HARSAG Rec 2, 13 • NPF Outcome 1, 3
A3.6	Review current provision and need for outreach housing support and agree future service arrangements	Complete review. Current services/contracts due to end: • Shelter July 2021 • Women's Aid September 2019 • Ypeople July 2021 Implement revised arrangements as a result of the review.	Dec 2019 Mar 2020	HTR TSI HSG	• LHS Outcome 5 • HARSAG Rec 25 • NPF Outcome 2, 3, 4
A3.7	Ensure 'care experience' is identified as a support need for any young people presenting as homeless and directed towards appropriate case managed pathway.	Monitor and report (annual)	2019-24	HSCP HTR HSG	• LHS Action 5.1, 5.7, 5.8 • HARSAG Rec 30 • NPF Outcome 2, 3, 4
A3.8	Complete a Wellbeing Assessment for all children and young people that are homelessness	Monitor and report (annual)	2019-24	HSCP	• LHS Action N/A • HARSAG Rec 16 • NPF Outcome 2, 3, 4
A3.9	Promote digital inclusion for households who are homeless		2019/20	HTR HSG	• LHS Action N/A • HARSAG Rec 14 • NPF Outcome 2, 3, 4

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1st	**Priority Objective 4: Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs**

RRTP Measures		Target	Time	Frequency	Links to *(see Appendix 2-4)*
M4.1	Number of current households receiving Housing First support	Phased increase to 40	2024	annual	• LHS Outcome 5 • HARSAG Rec 6 • NPF Outcome 2, 4
M4.2	Number of discharge planning cases handled through multi-professional joint working arrangements in hospitals/prisons and the community	Scope baseline and determine annual requirements	2019/20	annual	• LHS Outcome 5 • HARSAG Rec 6 • NPF Outcome 3, 4
RRTP Actions		**Target / Milestone**	**Time**	**Lead Partners**	**Links to** *(see Appendix 2-4)*
A4.1	Expand 'Housing First' across South Lanarkshire	Programme for expansion agreed Framework and necessary resources in place	June 2019	HTR HSCP	• LHS Outcome 5 • HARSAG Rec 6, 24 • NPF Outcome 2, 4
A4.2	Evaluate Housing First pathfinders and increase scale/scope of approach aligned to case conference criteria and pathways approach	Evaluation report	2019/20	HTR RSL HSCP	• LHS Outcome N/A • HARSAG Rec 24 • NPF Outcome 2, 3, 4
A4.3	Review provision of refuge accommodation for female victims of domestic abuse to ensure it is adequate across all divisions.	Review and consider extension to current contract with updated requirements	2019/20	HTR WA	• LHS Outcome 5 • HARSAG Rec 30 • NPF Outcome 2, 3, 4
A4.4	Work with Scottish Prison Service and Addiewell prison to implement SHORE standards for people entering and exiting prison, including a priority focus for short-sentence prisoners on remand. Explore additional options for dedicated staff resources	Implementation plan agreed, for implementation from 2020/21	Mar 2020	HSCP HTR SPS	• LHS Outcome 5 • HARSAG Rec 6, 24 • NPF Outcome 2, 3, 4

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RRTP Actions		Target / Milestone	Time	Lead Partners	Links to *(see Appendix 2-4)*
A4.5	Increase awareness and increase training offered to front line services to support people impacted by Adverse Childhood Experiences (ACEs) from being homelessness.	• Evaluate requirement to raise awareness of partners in relation to ACEs • Multi agency training /communication programme agreed	2020-21	HSCP HTR HSG	• LHS Action 5.1 • HARSAG Recommendation 6 • NPF Outcome 2, 3, 4
A4.6	Identify requirements for intensive, trauma informed and PIE residential supported accommodation to meet the needs of extreme vulnerable groups	Complete scoping report	2019/20	HSCP HSG	• LHS Outcome 5 • HARSAG Rec 30 • NPF Outcome 2, 3, 4
A4.7	Promote 'routine enquiry' across all health and care services, including visiting outreach, to identify housing provision and financial security	Monitor and report via HHNA Steering Group (annual)	2019-24	HSCP	• LHS Outcome N/A • HARSAG Rec 4 • NPF Outcome 1, 3
A4.8	Prioritise access to general medical and universal health screening services for homeless people, including primary care (GP), prescribing, dentists, etc.	Monitor and report via HHNA Steering Group (annual)	2019-24	HSCP	• LHS Outcome N/A • HARSAG Rec 16 • NPF Outcome 1, 3

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Priority Objective 5: Enhance integration and partnership working to embed RRTP through a whole systems approach					
RRTP Measures		**Target**	**Time**	**Frequency**	**Links to** *(see Appendix 2-4)*
M5.1	Number of training and employment pathways for homeless households.	Agree target 2019/20	2019-24	Annual	• LHS Outcome 7 • HARSAG Recommendation 24 • NPF Outcome 3, 4
RRTP Actions		**Target / Milestone**	**Time**	**Lead Partners**	**Links to** *(see Appendix 2-4)*
A5.1	Work with DWP to further develop use of discretionary support funding for homeless households to undertake appropriate training to develop skills and resilience to improve access to employment.	Agree target 2019/20	2019-24	HTR FCR DWP	• LHS Outcome 6 • HARSAG Recommendation 24 • NPF Outcome 3, 4
A5.2	Explore options for improving digital connectivity for all homeless households, increasing engagement with services and enabling improved tenancy management.	• Explore options and report	2020/21	HTR RSL	• LHS Outcome 7 • HARSAG Rec 14, 24, 25 • NPF Outcome 2, 3, 4
A5.3	Ensure effective training for staff is in place on awareness of third sector support available at a divisional level for at risk homelessness households.	• Scope current training provision • Implement improvements as required	2019/20 2020/21	HTR TSI	• LHS Outcome 7 • HARSAG Rec 24, 25 • NPF Outcome 2, 3, 4
A5.4	Contribute to ongoing development and review of homelessness business plan to ensure sufficient resources available to continue to provide high quality services to homeless households	• Implemented recommendations as required.	Annual	FCR HTR	• LHS Outcome • HARSAG Rec 4 • NPF Outcome 1, 3

Appendix

(2) South Lanarkshire Local Housing Strategy 2017-2022

The following LHS outcomes strongly interlink with the five priority objectives, measures and actions contained within the RRTP Action Plan. The link for each RRTP measure or action to the LHS measures or actions is identified within the RRTP Action Plan.

Outcome 1: Increase housing supply and improve access to and choice of housing options that suit people's needs and which they are able to afford and sustain
Outcome 2: Private renting is a more sustainable option that meets all required standards and can meet need in South Lanarkshire
Outcome 5: People with particular needs and their carers are better supported to live independently within the community in a suitable and sustainable home, reducing requirements for institutional care and risks of homelessness
Outcome 6: Homelessness is prevented through effective partnership working
Outcome 7: More people are able to access appropriate advice about housing options and support, reducing the risks of homelessness or requirements for institutional care
Outcome 8: People who experience homelessness are provided with temporary housing as required and are supported to move to settled accommodation that meets their needs as quickly as possible

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(3) HARSAG Recommendations

The list of recommendations have been compiled through the Glasgow Homelessness Network and set into six different themes. There were initially 70 recommendations from HARSAG split over 4 reports, condensed into 58 listed in the table below. The numbers correlate to the RRTP Action Plan.

Structure and Markets	1.	Continue to ensure an adequate and affordable social housing supply
	2.	Promote the widest range of move-on options
	3.	More effective move-on into the Private Rented Sector
	4.	Set targets for rehousing
	5.	Local authorities, health boards and their Community Planning Partners should recognise child poverty as a primary driver of homelessness
Systems, planning and policy	6.	Ensure plans are always agreed – or agreed as quickly as possible – to prevent homelessness for the groups who are predictably at highest risk of rough sleeping and homelessness
	7.	Recognise that, while not necessarily rough sleeping, people who are engaged in street begging are also likely to need support with housing and will be, almost without exception, extremely vulnerable
	8.	Set a clear national direction of travel to transition to a model of 'rapid rehousing' by default across Scotland
	9.	Support people to make the choice to remain in their temporary housing as a settled option
	10.	Widen the options of temporary accommodation to maximise the opportunities to move-on to settled, mainstream accommodation
	11.	Scottish Government and Local Government to ensure the consistent application of the Staying Put provision for care leavers
	12.	Housing stock transfer local authority areas should have a dedicated local structure
	13.	Social Landlords, both housing associations and local authorities, to use all opportunities to support housing sustainment
	14.	Local Housing Strategies to address how employability, equalities and digital and financial inclusion support will be provided for people who are at risk of homelessness as part of the Housing Options service.
	15.	The Fairer Scotland Duty places a legal responsibility on particular public bodies in Scotland to actively consider ('pay due regard to') how they can reduce inequalities of outcome caused by socioeconomic disadvantage when making strategic decisions.
	16.	Homelessness must be seen as a public health priority
	17.	Scottish Government should launch, commission or be a partner in a public awareness campaign designed to tackle negative attitudes / stigma about homelessness and homeless people.

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Practice and provision	18.	Ensure local authorities and public bodies work together to prevent rough sleeping at every opportunity
	19.	Support staff with high quality training and support to respond as effectively as possible to prevent rough sleeping
	20.	Ensure an effective evidence based approach to front line support which secures a successful, sustainable transition off the street as quickly as possible
	21.	Where children are homeless, a wellbeing assessment should be undertaken in relation to each child in the household
	22.	Ensure that people sleeping rough and experiencing multiple forms of exclusion are supported to secure permanent accommodation as quickly as possible, according to the best evidence available
	23.	Ensure people have a range of different options at point of crisis to support them to avoid resorting to rough sleeping
	24.	Support and enable people to maintain tenancies
	25.	Introduce regular and frequent review periods for people and households in temporary accommodation
	26.	Empower front-line workers so that decisions/resource allocation is flexible and responsive.
	27.	Enable and encourage evidence-based support interventions, focused on people sustainably moving out of homelessness as the key outcome
	28.	Scottish Government should work with partners to determine the actions needed to support frontline staff as they carry out their work, including in the design of systems, procedures and policies
	29.	Housing Options teams (including Housing staff from RSLs and Local Authority staff) and Job Centre Plus teams to work in partnership to ensure that employability, employment and housing support is provided in a joined-up way.
	30.	Specific interventions such as mentoring or coaching to be provided for young people at risk of homelessness.
	31.	Additional support, independent advice and advocacy to be factored as standard into online and choice based letting/bidding systems to eliminate the practical, language or literacy barriers.
Tools, guidance and monitoring	32.	Update the 'Code of Guidance' to specify expectations in relation to tenancy sustainment, including early intervention, to be addressed by landlords in all sectors, and how this is to be regulated.
	33.	Reinstate the homelessness questions in the SHS
	34.	Improve the approach to data collection for people rough sleeping to maximise effectiveness of support provided through multi-agency working and to understand and assess progress to reducing rough sleeping
	35.	Housing Minister to facilitate scrutiny of progress towards ending rough sleeping in Scotland
	36.	Integrate rapid re-housing requirements into the Housing Needs Demand Analysis (HNDA)
	37.	Include in HNDA analysis of time spent in temporary accommodation and 'lost contacts'

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	38.	The Scottish Housing Regulator should increase its focus on the access to Housing Standard of the Scottish Social Housing Standard.
	39.	In the current review of HNDA guidance it would be helpful to also consider Personal Housing Planning.
	40.	Rapid Rehousing Transition Plans should be seen as an integral part of the SHIP, and should be annually reviewed as part of the SHIP process.
	41.	Use the upcoming review of the Local Housing Strategy guidance and the Scottish Government Practice Guidance on Allocations and Suspensions, due to be published in the autumn, to support and reinforce the Rapid Rehousing agenda.
Legislation and Finance	42.	Provide resource and oversight to ensure a successful transition to the rapid rehousing approach
	43.	Legislate for a new prevention duty that brings the "Housing Options" approach into the heart of the statutory homelessness framework
	44.	Ensure legislation provides sufficient support for shift to significantly greater levels of prevention
	45.	Revise legislative arrangements that can result in difficulties with people being able to access their rights
	46.	Introduce a legally enforceable standards framework for temporary accommodation
	47.	Introduce the means to enforce and monitor temporary accommodation standards
	48.	We recommend a full analysis of the costs and economic benefits is included in the Scottish Government's implementation plan for the recommendations made by HARSAG.
Reserved Matter	49.	The costs of homelessness and temporary accommodation should be a citizen-funded service, supported by Local Authority General Fund finance, and by Scottish Government Grant Aided Expenditure.
	50.	That the devolved housing benefit funding for temporary accommodation should be ring-fenced to ensure that spending is not repurposed and focusses on preventing homelessness.
	51.	The Scottish Government and COSLA should present a strong case to the UK Government for temporary accommodation funding support through housing benefit to be devolved to Scotland.
	52.	In order to tackle poverty and give people an opportunity to access employment, training or further education and to move onto more settled accommodation, support for homelessness services should be given via a flexible grant system.
	53.	Rents should be set at a level similar to the Local Housing Allowance rate in order to provide a more equitable system and provide a clearer path for people to move on from TA.
	54.	Local Authorities will need financial support to bridge the funding gap created by moving to a LHA equivalent rent while at the same time ensuring that the standards of temporary accommodation and support are maintained. The Scottish Government should address this as part of the transformation of the use of temporary accommodation in Scotland.

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	55.	Ensure the social security offer supports households to avoid homelessness and to exit homelessness as quickly as possible when it does occur. As key elements of this, we recommend Scottish Government: • Change way LHA is calculated • Raise benefit cap • UC deduction rates should be reduced • UC 5 week waiting time should be removed • Provision of independent housing/homelessness specialists within DWP offices • Work Capability Assessment to include h'lessness as a 'supplementary descriptor' • DWP should not issue sanctions unless it can satisfy itself that these are not going to cause h'lessness.
	56.	Put in place measures to provide protection to those without recourse to public funds
	57.	Clarify the protection to be afforded to those without recourse to public funds
	58.	HARSAG recommends other priorities on preventing migrant homelessness, including: • Reinstating HB • Amending statutory homelessness eligibility • Funding short term emergency accommodation • Extending the move on period for newly recognised refugees.

For further information on how the HARSAG recommendations were compiled, visit http://www.ghn.org.uk/wp-content/uploads/2018/08/HRSAG-Briefing-GHN-AUG-2018-v4.pdf

Appendix

(4) National Performance Framework
The Scottish Governments overarching vision for Scotland is set out in the Purpose, Values and National Outcomes in Scotland's National Performance Framework.

The community's outcome, "*We live in communities that are inclusive, empowered, resilient and safe*", sets out a vision for Scotland's communities and is measured in part by a "*satisfaction with housing*" performance indicator. This is supported by the housing and regeneration vision and outcomes as detailed below:

Housing Vision: All people in Scotland live in high quality sustainable homes that they can afford and that meet their needs. **Regeneration Vision:** A Scotland where our most disadvantaged communities are supported and where all places are sustainable and promote well-being.			
1. **A well-functioning housing system**	2. **High quality sustainable homes**	3. **Homes that meet people's needs**	4. **Sustainable communities**
• Availability and choice • Homes people can afford • Growth of supply	• Efficient use of natural resources • Warm • Safe • Promote well-being	• Access to a home • Able to keep a home • Independent living supported	• Economically sustainable • Physically sustainable • Socially sustainable

For more information on the National Performance Framework, visit http://nationalperformance.gov.scot/

Appendix

(5) Key data tables and analysis

This section of the appendix provides details of additional information and analysis which has informed the development of the RRTP.

South Lanarkshire Housing Market Context

The table below sets out the current tenure profile for South Lanarkshire based on National Records of Scotland (NRS) small area household estimates, Landlord Registration and local housing management data.

Housing Tenure	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	Total homes
Council	4,751	5,226	9,690	4,922	24,589
RSL	1,577	1,201	2,221	2,127	7,126
All Social	6,328	6,427	11,911	7,049	31,715
% Social Homes	21.1%	15.6%	23.9%	24.3%	21.1%
Private Rent	2,721	4,596	5,076	3,242	15,635
Private Owned	20,915	30,099	32,893	18,712	102,619
All Private Homes	23,636	34,695	37,969	21,954	118,254
% Private Homes	79%	84%	76%	76%	79%
All tenures	29964	41122	49880	29003	149969

The table below outlines non-sheltered social rented housing stock and availability compared to existing homelessness and new demand, by housing market area:

Profile	Clydesdale	East Kilbride	Hamilton	Rutherglen and Cambuslang	Total homes
All non-sheltered* social rented homes	6,077	6,261	10,970	6,674	29,982
Average Turnover per year*	572	431	800	436	2,240
Average Presentations p.a.	320	485	750	419	1,974
Current homelessness	68	311	412	184	975

*Sheltered housing is targeted towards older-age households. Less than 1% of all allocations to homeless households involve sheltered homes. For the purposes of forward planning, sheltered housing stock is excluded from calculations of supply and demand.

**Common Housing Register (Homefinder)

The table below compares the average rents by property size for the Council, RSLs (from the Charter return 2018) with Local Housing Allowance (LHA) rates (2018) and average private sector rents (Scottish Government statistics, 2018) for South Lanarkshire:

Property Size	Council	RSL	LHA	Private Rent
Shared room rate	£239	£0	£275	£337
One Bedroom Rate	£252	£314	£349	£397
Two Bedrooms Rate	£279	£345	£449	£526
Three Bedrooms Rate	£313	£382	£550	£691
Four Bedrooms Rate	£329	£414	£780	£1,138

Appendix

South Lanarkshire Council non-sheltered housing

	Area	1bed	2 bed	3 bed	4+ bed	All beds
All Lets (2015-18)	Clydesdale	454	659	172	25	1,310
	East Kilbride	438	402	107	21	968
	Hamilton	682	1,109	239	48	2,078
	Rutherglen and Cambuslang	286	763	114	4	1,167
	Grand Total	1,860	2,933	632	98	5,523

	Area	1bed	2 bed	3 bed	4+ bed	All beds
Lets to Homeless (2015-18)	Clydesdale	146	251	48	10	455
	East Kilbride	230	218	52	12	512
	Hamilton	397	654	107	22	1,180
	Rutherglen and Cambuslang	165	427	50		642
	Grand Total	938	1,550	257	44	2,789

	Area	1bed	2 bed	3 bed	4+ bed	All beds
% lets to Homeless (2015-18)	Clydesdale	32.2%	38.1%	27.9%	40.0%	34.7%
	East Kilbride	52.5%	54.2%	48.6%	57.1%	52.9%
	Hamilton	58.2%	59.0%	44.8%	45.8%	56.8%
	Rutherglen and Cambuslang	57.7%	56.0%	43.9%	0.0%	55.0%
	Grand Total	50.4%	52.8%	40.7%	44.9%	50.5%

	Area	1bed	2 bed	3 bed	4+ bed	All beds
All Stock (2018)	Clydesdale	1,012	2,303	1,124	105	4,545
	East Kilbride	1,760	1,970	1,130	274	5,134
	Hamilton	1,567	4,989	2,126	308	8,990
	Rutherglen and Cambuslang	828	2,987	829	57	4,702
	Grand Total	5,167	12,249	5,209	744	23,371

	Area	1bed	2 bed	3 bed	4+ bed	All beds
% Average Annual Turnover (2015-18)	Clydesdale	15.0%	9.5%	5.1%	7.9%	9.6%
	East Kilbride	8.3%	6.8%	3.2%	2.6%	6.3%
	Hamilton	14.5%	7.4%	3.7%	5.2%	7.7%
	Rutherglen and Cambuslang	11.5%	8.5%	4.6%	2.3%	8.3%
	Grand Total	12.0%	8.0%	4.0%	4.4%	7.9%

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Appendix

Common Housing Register (Homefinder) Registered Social Landlord (RSL) non-sheltered housing

	Area	1bed	2 bed	3 bed	4+ bed	All beds
All Lets (2015-18)	Clydesdale	137	209	60	1	407
	East Kilbride	98	179	47	1	325
	Hamilton	116	163	40	4	323
	Rutherglen and Cambuslang	21	107	12	2	142
	Grand Total	372	658	159	8	1,197

	Area	1bed	2 bed	3 bed	4+ bed	All beds
Lets to Homeless (2015-18)	Clydesdale	21	55	8		84
	East Kilbride	19	76	9		104
	Hamilton	40	72	18	2	132
	Rutherglen and Cambuslang	11	84	7	1	103
	Grand Total	91	287	42	3	423

	Area	1bed	2 bed	3 bed	4+ bed	All beds
% lets to Homeless (2015-18)	Clydesdale	15.3%	26.3%	13.3%	0.0%	20.6%
	East Kilbride	19.4%	42.5%	19.1%	0.0%	32.0%
	Hamilton	34.5%	44.2%	45.0%	50.0%	40.9%
	Rutherglen and Cambuslang	52.4%	78.5%	58.3%	50.0%	72.5%
	Grand Total	24.5%	43.6%	26.4%	37.5%	35.3%

	Area	1bed	2 bed	3 bed	4+ bed	All beds
All Stock (2018)	Clydesdale	384	646	478	24	1,532
	East Kilbride	265	501	327	34	1,127
	Hamilton	476	989	430	85	1,980
	Rutherglen and Cambuslang	390	1,110	400	72	1,972
	Grand Total	1,515	3,246	1,635	215	6,611

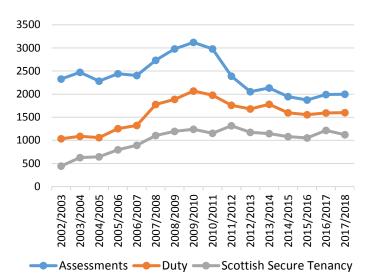|	Area	1bed	2 bed	3 bed	4+ bed	All beds
% Average Annual Turnover (2015-18)	Clydesdale	11.9%	10.8%	4.2%	1.4%	8.9%
	East Kilbride	12.3%	11.9%	4.8%	1.0%	9.6%
	Hamilton	8.1%	5.5%	3.1%	1.6%	5.4%
	Rutherglen and Cambuslang	1.8%	3.2%	1.0%	0.9%	2.4%
	Grand Total	8.2%	6.8%	3.2%	1.2%	6.0%

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Appendix

Homelessness Position

Homelessness trends 2002-2018

- Overall increase in homeless duty has increased over this period and as at 2018 is around 1,600 per year.

- An increase in the number and percentage of all homeless households that are allocated a Scottish Secure Tenancy.

- From 2009/10, there was a decrease in homeless presentations made and assessments completed each year.

The reduction in homeless presentations is linked to the introduction of Housing Options approach has contributed to this trend as households are able to access appropriate advice and assistance prior to reaching the point of a housing crisis and make informed choices that prevent the occurrence of homelessness.

Key statistics for recent years (2015-2018)

- Compared to a long-term 16-year average (2002-2018), there were around 17% less presentations and assessments for homelessness in the past three years.

- However, in terms of the duty to provide settled accommodation, the annual average for the past 3 years is consistent with the long-term 16 year average of around 1,600.

Rough Sleeping
Rough sleeping is defined as being roofless, without domestic shelter, and sleeping on the streets or in parks. This is primarily concentrated in Scottish cities and a significant proportion of people sleeping rough have complex needs, including physical and mental health and wellbeing.

In 2017/18, 48 people (2.4% of all homeless presentations) reported that they had slept rough the night before making a homeless presentation to South Lanarkshire Council. 106 people (5.3% of all homeless presentations) reporting that they had slept rough on at least one occasion within the three months prior to making a homeless presentation.
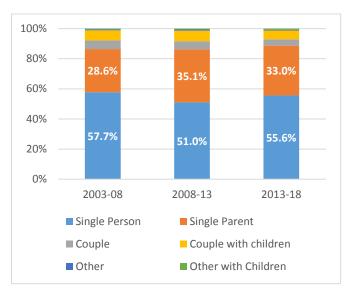
Whilst there is a low incidence of chronic or persistent rough sleeping in South Lanarkshire, it is apparent that some people experience rooflessness before making a presentation to the council.

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Appendix

Homelessness Households - trends

The figure opposite compares period trends for broad household composition in terms of homeless duty: this includes all households that were assessed as homeless or potentially homeless either unintentionally, intentionally, or non-priority (prior to 2012).

The figure shows the following:

- Single persons consistently account for over half of all duty

- In 2013-18, single parents accounted for a third (33%) of all duty

The table below compares period average trends for homelessness presentations by age of the head of household. In the past five years (2013-18), the proportion of all assessed homeless duty which is young people (aged 25 or under) has decreased to below 30%.

Age Range	2003-08	2008-13	2013-18
16 - 17	175	151	86
18 - 25	756	886	559
26 - 59	1,450	1,576	1,271
60+	84	87	71
All	2,465	2,700	1,986

Overall homeless presentations have decreased, however they have reduced at a lesser rate for those people who had their own property. In the past 5 years (2013-18), this was the largest group for homeless presentations (about 42% of all).

Previous home circumstances	2008-13		2013-18	
Did not have their own property: living with friends / family	1158	42.9%	687	34.6%
Had own property	1024	37.9%	830	41.8%
Unknown/refused	311	11.5%	165	8.3%
Other (including institutional)	206	7.6%	304	15.3%
total	2700	100.0%	1986	100.0%

Further analysis those households that came from their own property shows that private sector home owners/renters has increased as a proportion of all homeless presentations

Own property: tenure	2008-13		2013-18	
Private: Renting and Owner Occupiers	677	25.1%	570	28.7%
Social: Council and Registered Social Landlord	347	12.8%	260	13.1%
All	2700	100.0%	1986	100.0%

Appendix

The most common reason for presenting as homelessness is that the person/household was asked to leave their previous accommodation/home. Violence is a key factor in around 1 in 5 (20%) of all homeless presentations. Landlord action' is closely correlated to households presenting as homeless from the private rented sector and it has remained at a consistent number (around 240) but increased as a percentage due to the overall decrease in homelessness presentations.

Reason	2008-13		2013-18	
Asked to leave	991	36.7%	620	31.2%
Household dispute: non-violent	408	15.1%	327	16.5%
Households dispute: violent	311	11.5%	263	13.2%
Fleeing DV	231	8.6%	146	7.4%
Landlord Action	239	8.9%	242	12.2%
termination due to finance: arrears/default	189	7.0%	122	6.2%
Institutional exit/discharge	110	4.1%	82	4.1%
Overcrowding	10	0.4%	3	0.2%
Other	212	7.8%	181	9.1%
Total	2700	100.0%	1986	100.0%

Current (2018) homeless households
The table below sets out the household composition of all current homeless households in South Lanarkshire, as at 30 July 2018.

Household composition	Count	% of All	Average time Homeless (Days)
single (male)	355	36%	201
single parent (fem)	271	28%	227
single (fem)	163	17%	182
single parent (male)	87	9%	226
couple with children	61	6%	251
Other	23	2%	198
Couple (no children)	15	2%	136
All	975	100%	209

The households distribution is consistent with long-term trends in homelessness presentations, with just over half (53%) of all being single people, and approximately a third (37%) are single parents, mostly female. The reasons for homelessness are categorised in the table below:

Reasons for Homelessness	Count	% of All
Asked to Leave	274	28%
Private Landlord Action	143	15%
Household dispute: non-violent	126	13%
Fleeing domestic violence	122	13%
Households dispute: violent	93	10%
termination due to finance: arrears/default	46	5%
Institutional exit/discharge	37	4%
Overcrowding	3	0%
Other	131	13%
All homeless households	**975**	100%

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Appendix

- The most common reason is a person or household was asked to leave, indicating they were not the owner or main tenant.

- Around 23% of households were homeless due to violence within the home.

- Approximately 20% of households were homeless having been unable to sustain a home in the private sector either through landlord action, such as termination of a fixed term contract or a rent increase, or due to financial crisis such as eviction due to arrears.

Long-term homelessness

Of the existing (backlog) homeless households, a number have been homeless for over a year, which are defined as 'long-term homeless'. The table below looks at the number of homeless households waiting for less than and more than 1year by bedroom requirements:

Beds	Less than 1year		More than 1year		All open	
	Households	Average Days	Households	Average Days	Households	Average Days
1	96	144	24	585	120	232
2	622	154	67	520	689	189
3	91	161	49	504	140	281
4+	21	189	5	480	26	247
Total	830	154	145	524	975	209

- 20% of households requiring a 1 bedroom property were waiting for more than 12 months and on average this was for 585 days. In all cases, there were significant support needs identified.

A greater proportion of homeless households requiring larger properties (3+ bedrooms) were waiting more than 1 year (32%), compared to those seeking smaller properties (11%). The table below shows the homelessness reasons for larger households (requiring 3+ bedrooms):

Homeless households requiring 3+ bedrooms	Count	% of All	Average time Homeless (Days)
Private Landlord Action	60	36%	296
Fleeing domestic violence	40	24%	224
termination due to finance: arrears/default	17	10%	235
Household dispute: non-violent	11	7%	259
Households dispute: violent	11	7%	337
Asked to Leave	9	5%	305
Other	18	11%	310
Grand Total	**166**	**100%**	**275**

- A significantly higher proportion of households requiring 3+ bedrooms were homeless as a result of a private landlord action (36%) compared to all existing homeless (15%).

Repeat homelessness – vulnerability, resilience and sustainability

Previous experience of homelessness is a significant factor which can contribute to risks of future homelessness. Over the past five years (2013-2018), there were 9,979 homeless presentations to the council by 8,580 unique households. The table below shows repeat homelessness in terms of when a household has previously presented, whether in the past 5 years (2013-18) or over the past 15 years (2003-18).

Appendix

Homelessness presentations	Households	Presentations (2013-18)	Presentations (2000-18)	Average Age at Application (years)	Average gap between presentations (years)
Single	5,479	5,479	5,479	34.8	n/a
2 + (2013-18 only)	606	1,312	1,312	29.5	1.53
2 + (2000-18)	2,495	3,188	7,906	25.6	3.59
All	8,580	9,979	14,697	29.4	3.35

These households can be ordered by pattern of presentation into three broad categories that illustrate the extent and nature of homelessness needs as follows:

- 64%   'Single'   households that are not known to have presented as homeless to South Lanarkshire Council at any previous point.

- 7%   'Recent repeats'   households that presented two or more times during 2013-18, but not prior to 2013.

- 29%   'Long-term repeat'   Households with longer experience of homelessness having presented two or more times including prior to 2013.

More than a third of all homeless presentations in the past five years were from households and people that have presented as homeless more than once over the past 15 years (2003-18). Not every repeat presentation is an indication of housing failure. A household may be able to sustain a settled home for a number of years having previously been homeless, but due to a change in circumstances find themselves needing help again.   On average, the gap between repeat presentations for long-term repeat homeless households was approximately 3 years and 6 months.

There are often significant underlying issues which affect some people's resilience and ability to sustain or secure a settled home. This broad, long-term trend in homelessness presentations illustrates the extent of vulnerability and issues for housing sustainability that are a key challenge for all key partners and stakeholders to address.

Health and Homelessness Needs Assessment (HHNA)
Addressing health and wellbeing needs of homeless households was identified as a priority consideration within South Lanarkshire's Housing Contribution Statement and Strategic Commissioning Plan 2016-19. The plan set out a key action for partners to undertake a health and homelessness needs assessment (HHNA) and prepare an implementation plan. This informed the development of South Lanarkshire's Local Housing Strategy (LHS) 2017-2022, including the LHS outcomes in relation to supporting independent living and addressing homelessness, and the HHNA was also identified as a joint key action within the LHS.

The HHNA used the data available through South Lanarkshire Housing Services, NHS Lanarkshire, Third Sector providers and service user consultation. It built on the work using linked HL1 and health data (summarised below) and was informed by nationally driven health and homelessness work from NHS Health Scotland and the Scottish Public Health Network (Scot PHN) in 2015.
The HHNA was completed during 2016/17 and the analysis and findings have informed the development of this Rapid Rehousing Transition Plan (RRTP). The research and analysis used data available through South Lanarkshire Housing Services, NHS Lanarkshire, Third Sector providers and engagement with service users to consult on their lived experiences.

A significant number of homeless households had experienced trauma and struggled with unsettled lives in relation to health and wellbeing as well as housing. In particular, these households experienced difficulties and barriers in terms of their ability to engage with universal services via appointments.

Appendix

Homeless people in South Lanarkshire are a key vulnerable group and experience health inequalities with higher morbidity and mortality than the rest of the population. Tackling and preventing homelessness will therefore contribute to reducing health inequalities. Community planning partners have a key role in improving the health and wellbeing of homeless people and in preventing homelessness.

The key health and care issues experienced by people affected by homelessness in South Lanarkshire include: substance misuse, mental health, sexual health. They also report poor experience of using a range of health services which do not meet their needs and report often feeling stigmatised when engaging with many mainstream services.

There is a significantly high use of acute services, particularly attendance at Accident and Emergency, by homeless people, including:

- Homeless households five times more likely to have attended AandE three times or more in the preceding year than general population and also to have had multiple admissions.

- The reasons for attendance and admission also indicate higher rates of vulnerability and health needs: seven times more likely for alcohol; 18 times more frequently for drugs; and 23 times more likely due to self-harming;

- The rate of psychiatric admissions was tenfold higher than compared to the general adult population.

- Amongst the homeless group, there is a five-times higher rate of young teenage women giving birth when compared to this age group in the general population.

Following on from the HHNA and to provide further detailed evidence of support needs to inform for South Lanarkshire's first RRTP, the HSCP working with Information Services Division, designed a 'deeper dive' research projection to investigate reasons for attendance and admittance to health services within the homeless population. This research looked at homeless applications during the financial year 2016/17.This research confirmed the HHNA findings and in particular identified the prevalence of complex cases amongst homeless households with higher rates of attendance and admission to acute services.

Homelessness and support services

South Lanarkshire Housing First Pathfinders
Two pathfinder 'housing First' projects were commissioned to be delivered by Shelter Outreach (families) and Y-People 'Pathways' (single person). The scope and remit of the projects was established with providers and involved five key stages:

- Identify potential households – Housing and Homeless Team reviewed cases to consider multiple risk factors including: drug and alcohol dependency, mental health issues, past and repeated homelessness.

- Early engagement - critically, the pathfinder involves early engagement with a potential household to identify whether they were willing to engage with this approach.

- Case conference - Once identified, Housing Services coordinate a case conference with other agencies including health, Social Work, criminal justice services and Police, where appropriate, to consider the potential issues and requirements.

- Personal Housing Plan - following this case conference, close working with individual to develop a personal housing plan, together with an outcomes star assessment of wider needs. The key focus is on specifying exactly the right home, within the right area where a person will have the optimal chance of sustaining a settled home.

- Settled housing with intensive support - Once identified, seek to use either occupancy agreement, short Scottish Secure Tenancy with a commitment to review after six-months.

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Appendix

Commissioned Homelessness Services

Current Provider	Services	Area(s)	Units
Blue Triangle Housing Association	Family First Stop accommodation	East Kilbride	8
	Supported accommodation and First Stop	Hamilton	23
Blue Triangle Housing Association	Supported Accommodation	Hamilton	12
	Supported accommodation and First Stop	Clydesdale	12
Loretto Housing	First Stop (young people) and housing support	Hamilton	11
Salvation Army	First Stop	Rutherglen and Cambuslang	32
Y-People	'Pathways' supported accommodation with outreach (includes Housing First pathfinder – single people).	East Kilbride / All	31
Shelter	Outreach housing support (includes Housing First pathfinder – families).	All	n/a
Y-People	Rent deposit scheme	All	n/a
Women's Aid	Refuge accommodation	All	26

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Appendix

(6) Partner Contribution Statements – consultation and engagement

The draft RRTP guidance was published 28 June 2018. Since then, South Lanarkshire Council's Housing and Technical Resources have undertaken ongoing and intensive engagement with key partners and stakeholders, including via our multi-agency Homelessness Steering Group, to support the planning and development for co-producing South Lanarkshire's first RRTP 2019-24. The key milestones and groups involved are summarised below:

Leadership and Senior management	Presentations, briefing sessions and discussions held with elected members, Corporate Management Team, and the senior management team for the Health and Social Care Partnership
Tenants and residents	Briefing and workshop session undertaken with South Lanarkshire's Tenant Participation Coordination Group.
RRTP Planning Event	On 29th October 2018, South Lanarkshire Council hosted a partners and stakeholders RRTP planning event. 56 delegates attended this planning event representing 21 organisations, including services ranging from Skills Development Scotland to alcohol and drugs recovery, as well as RSL housing providers.

South Lanarkshire's RRTP 2019-24 was co-produced with key stakeholder groups, organisations and services from across South Lanarkshire. All partners recognise that our vision and priority objectives are ambitious and are fully committed to achieving them. To ensure our shared commitments were embedded within the plan, all partners agreed to prepare 'partner contribution statements' (PCS) setting out the specific contributions they will make, individually and collectively, towards prevention, support, supply and rehousing, as well as focus on priority and vulnerable groups. 17 Partner Contribution Statements (PCS's) were received from a range of organisations and services (to date), including:

- Blue Triangle Housing Association
- Cairn Housing Association
- Clydesdale Housing Association
- Clyde Valley Housing Association
- Department for Work and Pensions
- East Kilbride Housing Association
- Rutherglen and Cambuslang Housing Association
- Shelter
- SLC Community and Enterprise Resources - Planning & Building Standards Service
- SLC Social Work Resources - Money Matters Advice Service
- SLC Education Resources - Youth, Family and Community Learning Services
- South Lanarkshire Alcohol and Drugs Partnership
- South Lanarkshire Health and Social Care Partnership
- VASLan – South Lanarkshire Third Sector Interface
- West of Scotland Housing Association
- Women's Aid Lanarkshire
- Y-people

Included below are four examples of the PCS outlining how different partner organisations and services have stated they will be able to contribute to the delivery of the plan. We intend to publish all the PCS alongside the RRTP.

Appendix

1. West of Scotland Housing Association

Organisation	West of Scotland Housing Association (WSHA)
Prevention – interventions prior to someone becoming homeless	**Commitments/Actions:** We will continue to provide a range of supports for our own tenants living within 740 WSHA properties throughout the South Lanarkshire area. These supports include: • energy advice • money advice • welfare benefits advice • digital inclusion • new tenancy support We provide these services from dedicated staff working for WSHA (Housing Services and Community and Support Services) and our subsidiary organisation, Willowacre Trust. Our locality based Housing Officers and Housing Assistants provide direct access phone numbers for our tenants to use. We are introducing more effective mobile working with our utilisation of Civica CX integrated IT housing management systems, from April 2019. We take early intervention actions that prevent homelessness caused by rent arrears, anti-social behaviour etc. We will evict only as the very last resort. All new tenants are contacted (mainly through a house visit) to check on their wellbeing, ability to pay for rent, heat and food etc. We are experience at evaluating homelessness risks. We recognise that we can build closer working relations with others, especially SLC homelessness services including Housing Options, case workers, but also Police, Fire Prevention, HSCP.

	Timescale for introduction	Continuing, measures currently in place and focus on improved preventive services during 2019/20

Supporting homelessness households	**Commitments/Actions:** Our own direct contact with homeless households will in most cases be at the point of tenancy allocation. We also provide two temporary accommodation units in South Lanarkshire. We provide housing for two Syrian Refugee families. We can provide additional temporary accommodation if this is required. We have a close and productive working relationship with homeless case workers and see partnership working critical to implementation of RRTP, to ensure best possible service for those we rehouse with additional support needs. The biggest challenge will be ensuring high support needs are met in line with Housing First principles. WSHA is not resourced to provide specialist, long term person centred supports. We see the need to introduce local rehousing targets to reflect demand for housing with much lower targets set for Clydesdale where we have 123 properties compared with East Kilbride where we expect our homeless rehousing contribution to be much higher. Overall we have talked about targets of 50% but willing to discuss our rehousing contribution from 2019 in more detail. We provide fuel cards, starter packs, decorating packs and furniture in addition to the support and advice services mentioned above, to those homeless households who we rehouse.

	Timescale for introduction	Ongoing with capacity to expand

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Providing settled homes with support	**Commitments/Actions:** We are willing to in increase our target for homeless households rehoused to an overall 50% plus with adjusted local targets linking in with possible utilisation of LLPs where we have particular issues with sustainability of tenancies at Uddingston and Low Waters Road. We will continue to provide support services as mentioned above. We would like more clarity concerning the availability of support including how best to access SLC contracted support services especially for young tenants (BTHA/ Y People).

	Timescale for introduction	Discussion ongoing with SLC concerning housing supports

Meeting the particular needs of priority groups	**Commitments/Actions:** We are keen to support needs of all homeless groups and would like to keep a focus also on the needs of women and children to ensure their needs are not overshadowed in the RRTP spotlight on single person (often male) households. The only way forward is close partnership working with continued SLC coordination of activity and responses. Within this WSHA can be a positive player along with our RSL colleagues.

	Timescale for introduction	2019/20

2. East Kilbride Housing Association

Organisation	**EK Housing Association**
Prevention – interventions prior to someone becoming homeless	**Commitments/Actions:** • Employment of an Income Maximisation Officer. The IMO saw a total of 114 tenants during the year 2017/8, of which 67 were female and 47 were male. An increase in income totalling £187,765.86 was generated by the advice and assistance provided by this service, which averaged £1,647.07 for every EKHA tenant helped. The IMO is already stretched to the limit. There are budget implications for EKHA if we increase her days and it's our tenants rent paying for it. This is something of a catch 22 given the huge (and measureable) success of the service. • Tenancy Sustainment/Hardship Fund (means-tested – pays out around £6k per year to needy tenants to help prevent rent arrears etc) • An idea for a 'toolkit' for identifying and/or measuring the likelihood of future homelessness by way of a checklist of risk factors (a bit like assessing the probability of having heart disease based on known risk factors!) **General comment:** At the moment there is not enough joint work around prevention. For example, when we send SLC a Section 11 notice (starting legal action to reclaim the tenancy) we generally hear nothing back. We are very much left to try and source support or signpost tenants because we do not currently have the expertise to help them sustain the tenancy. There are also few (if any) support agencies operating locally. EKHA recently thought we had sourced one (a specialist RSL) but they decided against working in EK. This may have had something to do with the perception of EK being a more affluent area than most social housing 'estates'. However, the truth of the matter is that the pockets of depravation that occur in the town are as bad as anywhere else! Radical as it sounds, at the moment if an impending eviction is due to rent arrears SLC might be cheaper clearing the debt and putting in some sort of support than taking someone through the Homeless process?

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Appendix

<table>
<tr>
<td></td>
<td colspan="2">SLC have their own tenancy support officers, whereas EKHA has housing officers doing the best they can for tenants without the specialised training required to deal with chaotic and vulnerable homeless clients. We can prevent homelessness but we need training, staff time and finances to do this.</td>
</tr>
<tr>
<td></td>
<td>Timescale for introduction</td>
<td>ongoing</td>
</tr>
<tr>
<td>Supporting homelessness households</td>
<td colspan="2">Commitments/Actions:

• Providing 11 good quality temporary accommodation properties in an area (EK) where this is identified as a particular pressure

General comment: Homeless applicants get a support plan from SLC (if they need it) when they move into permanent accommodation. Currently, SLC does not often share this with us. We know when we allocate there are issues but we don't get information and rely on the tenant telling us. When it comes to allocations we just have to rely on what the Homeless team tell us. Some funding towards joint training for SLC and RSL staff to deal with chaotic and vulnerable homeless clients would mean earlier involvement and additional support to sustain tenancies and prevent homelessness.</td>
</tr>
<tr>
<td></td>
<td>Timescale for introduction</td>
<td>ongoing</td>
</tr>
<tr>
<td>Providing settled homes with support</td>
<td colspan="2">Commitments/Actions:

• SHIP – new build programme
• Off the shelf acquisitions
• Increase of % lets to homeless applicants
• Continued participation in Homefinder
• Concessions on some aspects of SLC allocation policy (e.g. Board agreeing to accept nominations of homeless applicants from SLC that would under occupy under the EKHA policy)

General comment: EKHA providing the bricks and mortar is the straightforward part really, it is everything else that is needed to support the homeless person once they have a tenancy that is the issue. EKHA's housing officers do everything they can at the moment but often the tenant needs specialised help which we can't currently offer. Everything needs to be joined up with SLC Homeless, Social Work and EKHA as the accommodation providers. Information needs to be shared and so does funding.

EKHA acknowledges that the Housing Options Training Toolkit has been procured and is being developed from January 2019. It would be helpful to have access to funding to enable relevant EKHA staff to access the training and complement SLC's Housing Options work on early preventative action activities, e.g. Accessing employability support, health and well-being, and keeping a tenancy. We understand that the modules are being rolled out individually as and when they are ready, with the first one (general introduction to Housing Options) expected around April next year.</td>
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<td>Timescale for introduction</td>
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Appendix

Meeting the particular needs of priority groups	**Commitments/Actions:** • EKHA is currently commissioning some mid-market rent research in an EK context • Student bursary scheme - non-means tested £150 grant for tenants and their children (ten available per year) • Starter packs (means-tested) • Free school uniforms (means-tested) • Links to EKCU – EKHA contributes £20 for every tenant that opens an EKCU account) • Links to local food banks • An increased use of the VASLAN Locator toolkit which helps us source support groups operating in South Lanarkshire that we encourage our tenants to join/contact. They plug the gap left by the more traditional cash strapped agencies like social work. We reference in our Tenants Handbook and we publicise it on Facebook etc. http://www.locator.org.uk/ **General comment:** East Kilbride is an area of significant pressure such that it may be difficult to address all needs within this area alone via the social rented sector. Consideration of best use of all available housing options is a key priority. This may include looking at particular barriers/risks in the private rented sector and what can be done to address issues, such as affordability. This is partly why EKHA is commissioning some research into the potential for more mid-market rented stock in East Kilbride. Our Board has indicated that it will also consider operating market rents. We can set up a subsidiary company to deal with this. **What all this means for EKHA** Over the next few weeks and months we will: • Make staff aware of the national shift to Rapid Rehousing and that EKHA has an important part to play in this. • Negotiate with SLC to establish what contribution can be made by EKHA to Rapid Rehousing, and how SLC and/or funding may help us to do so. • Review our allocations policy to make reference to Rapid Rehousing and Housing First. • Make arrangements to increase the number of lets to statutorily homeless households in accordance with the SLC Rapid Rehousing Transition Plan. This is the most difficult aspect for us, and thankfully, SLC does recognise the particular pressures within East Kilbride. • Challenge the idea of 'tenancy-ready' and instead consider the concept of tenancy sustainability and what support can make this happen.
	Timescale for introduction Ongoing

Appendix

3. VasLAN – South Lanarkshire Third Sector Interface

Organisation	VASLan	
Prevention – interventions prior to someone becoming homeless	**Commitments/Actions:** As the TSI for South Lanarkshire VASLan operate regular (quarterly) Third Sector Forum (TSF) events across all four localities within South Lanarkshire. As part of our commitment to prevention, through a partnership approach will provide at agreed times facilitated focussed sessions on raising awareness of 'Homelessness'. The driver will be to invite Third Sector partners and providers to consider their input to supporting a preventative agenda encompassing all 4 points of the RRTP. Using the feedback to support the appropriate development of the Third Sector Interface database and the public facing 'Locator' tool which is a service locator web based facility.	
	Timescale for introduction	By June 2019
Supporting homelessness households	**Commitments/Actions:** As the TSI for South Lanarkshire VASLan have an oversight as to the level of Third Sector activity across the area. Our commitment to the transition plan will be to ensure there are regular and appropriate housing related updates to our internal database and 'Locator' tool, available to the general public. That the search function of the 'Locator' system is sufficient to identify key areas of support to both statutory and Third Sector partners and the general public.	
	Timescale for introduction	Currently available with ongoing updates
Providing settled homes with support	**Commitments/Actions:** Through our existing systems and partnerships, the TSI will seek to identify supporting organisations that are available to support housing providers across a range of key areas, for example; • Addictions, • Learning disabilities, • Mental ill-health, • Social Integration. In partnership, align key support services to the SLRRTP, linking these through the TSI's internal database sufficient to provide a detailed analysis of available local 'wrap-around' services.	
	Timescale for introduction	Ongoing through our development officers.

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Meeting the particular needs of priority groups	**Commitments/Actions:**
	Through our partnership work, Third Sector Forum events, the 'Locator' tool and our ongoing contact with Third Sector organisations ensure that the needs of priority groups are highlighted.
	That supporting organisations are included within our 'Engage – Promote – Involve' database.
	This commitment/action will seek to ensure that the TSI and partners can direct/signpost individuals, community and Third Sector organisations and partners the most appropriate support service.
	Locality and area wide service profile data appropriate to the SLRRTP can be made available through agreement.

	Timescale for introduction	Ongoing through our development officers**.**

4. South Lanarkshire Health and Social Care Partnership

Organisation	**South Lanarkshire Health and Social Care Partnership (SLHSCP)**
Prevention – interventions prior to someone becoming homeless	**Commitments/Actions:**
	A multi-agency Health and Homelessness Action Plan and Steering Group has been developed and the group are taking forward a range of actions to both prevent homelessness and mitigate the impact of homelessness on health and wellbeing. There is a focus on prevention and early intervention and a number of areas of work are being planned and scoped. Most of the actions within the plan are being progressed through existing staff time and resources and are therefore sensitive to busy workloads and pressures on time across the system. In particular to this section on prevention, there are a number of relevant examples that are currently being scoped. These include:
	• Introduce routine enquiry in key health and care consultations on the client/patient current housing status to identify those at risk of homelessness and establish and evaluate pathways between housing and health. Consultations for Antenatal care, Blood Borne Virus screening, Community Mental Health and Integrated Addiction services would be targeted initially.(Year 1)
	• Scoping and testing preventative approaches to planning health, housing and other support needs of young people (care experienced) who may have a high risk of future homelessness.(Year 1)
	• Undertake a GAP analysis to identify and address gaps in service provision and supports for pregnant women affected by homelessness and specifically younger women and those on subsequent pregnancies. (Current year)
	• Undertake a health needs assessment (HNA) of children experiencing homelessness and make recommendations in line with findings. (Current Year)
	Further work we would seek to progress if additional resources were available would include scoping the requirement and delivery of wrap-around services to those at discharge from residential healthcare settings and custody. This would include the support and roll out and delivery of the SHORE Standards.(Year 1)
	Throughout the process of data collection and analysis of the HNA work, it has become apparent that children experiencing homelessness as part of their family are more vulnerable than previously considered. SL HSCP therefore would also seek to explore the final recommendations of the HNA with partner agencies and the third sector to test approaches around improving support on offer for children's physical and mental health and wellbeing. These would include increasing resilience and supporting children and young people to understand and recover from the lasting effects of the trauma they may

	have experienced through homelessness. Existing commitments are in place to ensure better transitions between Child and Adolescent mental health services and the adult mental health service but additional resources would be required to support some of this work in the early stages (Year 1).
	Timescale for introduction 2019/20 and ongoing
Supporting homelessness households	**Commitments/Actions:** As a Partnership we are already actively involved in early identification of individual's financial pressures and have a number of services that engage early to support financial inclusion. In addition we support a programme of link workers that are based in Health Centres in the areas of deprivation that assist with financial inclusion and benefit maximisation. NHS Lanarkshire continue to provide a health and homelessness specialist nurse led health service. The aim of the service is to meet the immediate health needs of individuals and families affected by homelessness not registered with main stream services. Following engagement, the service refers onwards to mainstream health services and offers continuity of health care across the transition period. Additional capacity for this service will be sought through ADP Additional Investment in Services to Reduce Problem Drug and Alcohol Use and other funding sources. This will allow the staff more seamless access to much needed GP and Psychiatry services for the more complex and challenging individuals. Additional resource would ensure nurse capacity within the team to allow the inclusion of Trauma and Psychologically Informed service delivery (Year 1 and 2). In addition, we will seek to develop linked mental health staff from each locality Community Mental Health Teams (CMHT) with the health and homelessness service to improve mental health access for service users of the health and homelessness team. As part of this work, there is commitment to develop the knowledge and skills of CMHTs to enable them to be more responsive to individuals with complex needs. This includes their involvement in the development of trauma sensitive approaches and Psychologically Informed Environments (PIE). There is commitment already in place through existing services to develop and deliver Psychologically Informed Environments (PIE) training to services across the partnership already supporting people experiencing or vulnerable to homelessness (Year 1). Additional actions in place for meeting the particular needs of priority groups have been alluded to throughout this document. In particular, Social work resource commitment is in place to provide extensive wrap-around support to the most complex homeless families with a joint focus between the needs of the parents and children. Some of the work will be progressed as a result of the HNA of children experiencing homelessness and through the Children's Services Partnership structures and equivalent Community Justice Partnership structures in supporting people to remain out of the justice system.
	Timescale for introduction 2019/20 and ongoing

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Providing settled homes with support	**Commitments/Actions:** As above. The Health and homelessness service would continue to offer support for those who are not accessing main stream services. The team will deliver services that support those with mild to medium support needs around physical health, mental health and addictions to assist the sustainment of tenancies. The service capacity is stretched at present and continues to see increase in demand year on year and is seeking further investment as indicated previously. The establishment of the SL HSCP in 2016 has brought about a focus at locality level for joint planning and an impetus for further integration across various services and an acceptance that co-location for various staff and community supports is an aspiration. Over this time, Housing colleagues have been key participants in local planning groups and are contributing to the locality HSCP plans. A commitment that would need to be explored further is to look at further Integration of health and housing staff with a focus around the Housing first clients.
	Timescale for introduction 2019/20 and ongoing

Appendix

Meeting the particular needs of priority groups	**Commitments/Actions:** The multi-agency Health and Homelessness Action Plan and Steering Group outlined earlier in this document coordinates strategic change and improvement across the homelessness agenda. This was the result of the HNA undertaken in North Lanarkshire in 2015 and subsequently in South Lanarkshire in 2016. These HNAs analysed evidence from the linkage of the HLI dataset from North Lanarkshire with their health Community Health Index (CHI) number (Information Sharing agreement is not in place for South Lanarkshire). Results suggested that people experiencing homelessness appear to access and use health services differently to the rest of Lanarkshire's population. For example, Emergency Department (ED) attendance rates were three times higher in the HL1 cohort and the number of HL1 applicants who attended ED three or more times in a year was five times higher than the North Lanarkshire cohort. Presentations for mental health, addictions and self-harm were all much higher in the HL1 population. The Health Needs Assessment report is available on request. As part of the preparation for the RRTP, Health and ISD colleagues designed a 'deeper dive' into the reasons for attendance and admittance to health services within the HL1 population, again using the general population in North Lanarkshire as the comparator. This 'deeper dive' looked at those who had made a homeless applications during the financial year 2016 / 17 and confirms much of what was originally reported in the HNA. In particular, the rates of alcohol and mental health related ED attendances were found to be much higher within the homeless HL1 group. Key findings include: • The rate for ED attendances for alcohol, drug and self-harm is at least 25 times greater in the HL1 homeless group compared to the general population of North Lanarkshire. • For the HL1 group, the rate of ED attendances were 8 times greater for counselling. • Emergency admissions in the HL1 group are 10 times greater for alcohol and 25 times greater for both drugs and self-harm when compared with North Lanarkshire population. • Live birth rate in the HL1 group was just under 4 times greater than the North Lanarkshire rate. The HNA and Deeper dive into the HLI CHI linked data have given the partnership evidence as to what the wrap-around services to be provided by the partnership as a result of this RRTP should look like. This is strengthened by some of the work being progressed as part of the health and homelessness action plan in North Lanarkshire namely a Care Management approach to supporting those with complex needs. The project aim is to reduce ED attendances of the identified cohort by 10% by the end of March 2019 through better care coordination and support. The learning from this test will help further develop the wrap around care management support model required for clients with higher levels of support needs who may benefit from a Housing First approach, and will be shared across the Area of NHS Lanarkshire. **Development of a Housing First Approach and wrap-around support services:** With additional funding the partnership would seek to develop this care management approach further and ensure that there resource within each locality to ensure people with complex needs are given a multi-professional triage approach for assessing health needs and a lead professional from health (where appropriate) that has the ability to develop and sustain a trusted relationship and adopt a care management model on behalf of the service user. This model would include a lead care/ nursing professional and a support worker role for each locality to develop a system and pathways and coordinate care within the locality in which people are rehoused. In the first instance and as the approach is developed, the

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	service will be managed through the Health and Homelessness service but with the team of specialist staff aligned to each locality. Over time the aim would be to transition to an integrated locality response model however it is recognised that at present the needs of this client group may be better supported through a hub model of delivery. Additional resource would be required to deliver this level of intensity and length of support in the interim period but within the life of the RRTP, services would require to be redesigned to release the capacity required to allow the integrated locality response to develop proportionate to the needs at that time. (Years 1-5) In terms of offering personalised and flexible support, choice and control a further key ambition of the partnership endeavours is to extend the provision of Self Directed Support to those at risk of or experiencing homelessness who are eligible for packages of care. (Year 1 pilot). The gap analysis of service provision and communication for pregnant women experiencing homelessness will inform future service models for this vulnerable group with an aim to break the cycle of inter-generational homeless and poverty. (Year 1) The partnership initiative with the third sector to embed a psychologically informed environment (PIE) within key health and homelessness services will see shared resources and approaches across relevant key agencies in Lanarkshire and will offer access to a Clinical Psychologist to assist services to deliver trauma sensitive approaches improving engagement, the delivery of patient centred care and thus improved outcomes for individuals. (Year 1) Work is also underway to set up of a virtual General Practitioner practice that will operate across Lanarkshire to provide Primary Care to vulnerable groups including those experiencing homelessness and to review and refresh the pathway between homelessness services and mental health services. GP registration remains a challenge for some people experiencing homelessness. The health and homelessness steering groups continue to raise these challenges at every opportunity and await senior management approval and progression of the Virtual GP Practice model which should improve access to primary care services and GP registration for a variety of vulnerable populations.(Year 1 and 2) It is important to note that actions to address the health needs of those experiencing homelessness are being taken forward within a context of significant strategic developments and investments to review and redesign Health and Social Care services need to better meet the needs of all vulnerable groups including those at risk of or experiencing homelessness. These include the development of a Mental Health Strategy for Lanarkshire, Transforming Mental Health In Lanarkshire (Action 15 of the National Strategy) and the Programme for Government: Additional Investment in Services to Reduce Problem Drug and Alcohol Use. Through Transforming Mental Health in Lanarkshire programme there has been, and will continue to be, significant investment in mental health workers over the next three years both in primary care and out of hours and also investment in improving pathways and triage arrangements with partners such as Police Scotland. As part of this programme, there is work currently being scoped to develop locality mental health networks and a care pathway model which will deliver multiple access points for mental health services. As part of this work, the aim is to eventually offer mental health and addictions joint assessment processes. Lanarkshire also hosts the National Programme team and is a pilot site for the implementation of Distress Brief Interventions for people in distress. The Transformation of Primary Care in Lanarkshire programme continues to be shaped around the establishment of General Practice multidisciplinary teams. This will enhance the locality /practice level multidisciplinary/multiagency and third sector co-location and working. This will also see access routes to services developed to ensure timely and appropriate ease of access to a range of supports and services such as counselling, money advice and care navigators or link workers.
Timescale for introduction	2019/20 and ongoing

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SOUTH LANARKSHIRE COUNCIL

Report

Report to:	**Housing and Technical Resources Committee**
Date of Meeting:	**23 January 2019**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Council House Open Market Purchases to Support Regeneration Activity in East Whitlawburn**

1. Purpose of Report
1.1. The purpose of the report is to:-

♦ advise on action taken, in terms of Standing Order No 36(c) in view of the timescales involved, by the Executive Director (Housing and Technical Resources), in consultation with the Chair and an ex officio member, to approve the purchase of two properties on the open market exceeding the authorised £100,000 for each property to support the implementation of the Master Plan proposals for East Whitlawburn

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

(1) that the action taken, in terms of Standing Order No 36(c) by the Executive Director (Housing and Technical Resources), in consultation with the Chair and an ex officio member, to progress the purchase of two properties on the open market with a value in excess of the authorised £100,000 limit for each property, to meet the urgent housing needs of applicants who require to be rehoused due to regeneration activity within East Whitlawburn; and

(2) that authority be granted to the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services to conclude all matters relating to the purchase of the properties and to enter into the necessary legal agreements on terms which are in the best interests of the Council.

3. Background
3.1. A previous report to the Housing and Technical Resources Committee (1 July 2015) approved proposals for a Council House Open Market Purchase Scheme to increase the supply of Council housing stock aligned to four key strategic outcomes identified in our Local Housing Strategy including:-

♦ the purchase of high demand property types in areas where stock has been depleted through RTB
♦ the purchase of property to support area regeneration activity or address Empty Homes blight
♦ the purchase of property to secure majority owner status in shared blocks to facilitate planned maintenance and improvement works

- the purchase of property to address an urgent and specific applicant housing need promptly and more cost effectively than adapting and/or converting an existing council house

3.2. To facilitate implementation of the Scheme, a subsequent report to Executive Committee on 26 August 2015 approved a revision to the Scheme of Delegation increasing the Executive Director's (Housing and Technical Resources) financial limit for acquisitions to £100,000.

3.3. In September 2018, Estates Services were asked to identify properties on the open market, which are required to facilitate decants and/or permanent transfers for residents who are affected by the East Whitlawburn Regeneration Master plan. It is necessary to purchase properties due to the shortage of available Council stock within Cambuslang and Rutherglen areas. Two potentially suitable properties have now been identified, however the value of each property exceeds the maximum financial limit of £100,000 in the current Delegated Authority set for acquisition of land and property.

3.4. The properties are a one 3 bedroom mid terrace in the Spittal area of Rutherglen and a one 2 bedroom end terrace in the Gallowflat area of Rutherglen. The properties purchased would be added to the Council's operational housing stock. As with every purchase, the Council's surveyors would seek to secure best value through agreement of a discount to the Home Report value.

4.   Employee Implications
4.1.   There are no employee implications.

5.   Financial Implications
5.1.   The approved delegated authority maximum threshold for acquisition of the purchase of a suitable property is up to £100,000 and it is expected that the purchase of the properties outlined in this report will be over this limit. The purchases are required quickly in order to meet timescales for the implementation of the East Whitlawburn Regeneration Master plan.

5.2.   The purchases can be made within approved HRA Capital budgets and funding.

6.   Other Implications
6.1.   There are no significant risks or sustainability issues associated with this report.

6.2.   Normal Council protocols to ensure that there are no conflicts of interest apply to this scheme.

7.   Equality Impact Assessment and Consultation Arrangements
7.1.   This report does not introduce a new policy, function or strategy and therefore no separate impact assessment is required.

7.2.   No formal consultation process was required in terms of the recommendation contained in this report.

Daniel Lowe
Executive Director (Housing and Technical Resources)

14 January 2019

Link(s) to Council Values/Ambitions/Objectives
♦ Improve the availability, quality and access of housing
♦ Work with communities and partners to promote high quality, thriving and sustainable communities
♦ Support our communities by tackling disadvantage and deprivation and supporting aspiration

Previous References
♦ Housing and Technical Resources Committee, 1 July 2015
♦ Executive Committee, 26 August 2015

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:	**23 January 2019**
Report by:	**Executive Director (Housing and Technical Resources)**

Subject:	**Update of the Housing and Technical Resources Risk Register and Risk Control Plan**

1. Purpose of Report
1.1. The purpose of the report is to:-
♦ present an update to Committee on the Risk Register and Risk Control actions for Housing and Technical Resources

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

(1) that the contents of the Resource Risk Register, be noted.

3. Background
3.1. The Council's Risk Management Strategy promotes consideration of risk in service delivery, planning and decision making processes. The strategy requires Resources to record and review risks and control actions regularly. Housing and Technical Resources follow the corporate guidance in developing, monitoring and updating the risk register on an ongoing basis.

3.2. The purpose of the register is to ensure that the Resource is fully aware of its top risks; that these risks are prioritised; and that controls are in place to eliminate or minimise the impact of the risks.

3.3. The Resource scores the risks in accordance with the Council scoring mechanism, based on likelihood and impact. This results in risks being scored between one and nine (low – high).

3.4. Risks are scored on their inherent score (risk if we do nothing) and their residual risk (risk after applying controls).

3.5. The last update of the Housing and Technical Resources Risk Register was reported to the Housing and Technical Resources Committee on 13 December 2017.

3.6. The Council's top risk register and risk control plan has been reviewed. This work was completed in November 2018.

3.7. The Central Risk Management Team, within Finance and Corporate Resources, annually review Resource compliance with the Risk Management Strategy. The outcome of the 2017/2018 review identified that Housing and Technical Resources achieved 100% compliance, scoring 42 out of a possible 42.

4. Resource Risk Management

4.1. Each Resource has a Resource Risk Management Group which has responsibility for the promotion and management of risk. The Housing and Technical Resources Risk Management Group continues to meet on a quarterly basis.

4.2. The work of the group over the last year has focused on the review and update of the Resource Risk Register, and ensuring that the register reflected the Council Plan and individual Service Plans.

5. Risk Register

5.1. Work has been completed by the Resource Risk Management Group to finalise the review of the Resource Risk Register. The update gave consideration to risks at a service level, as well as strategic council risks.

5.2. The Resource Risk Register is monitored on an ongoing basis to allow new risks to be added and for the control measures and scores of the existing risks to be reviewed in light of new information.

5.3. Risks can result from internal or external influences, with examples being the impact of projected funding cuts or legislative changes or the impact of internal service changes.

5.4. The development process for the Resource Plan required a risk assessment process to be undertaken as appropriate resulting in some actions within the Resource Plan having a corresponding risk identified within the risk register.

5.5. The main changes to the risk register are summarised below.

5.5.1. A number of risks have been amended in the Resource Risk Register which impact on Housing and Technical Resources:-

♦ poor procurement practice and management of contracts – this risk was amended within the Resource Risk Register to reflect the increased threat from cyber-attacks and serious organised crime
♦ death or injury to employees – this risk was revised within the Resource Risk Register to reflect the potential for increased industrial disease claims

5.5.2. The Resource added further risks to reflect Resource priorities:-

♦ the risk associated with the implementation of the outcomes of the Homelessness and Rough Sleeping Action Group and in particular the development and implementation of a Rapid Re-Housing Transition Plan has been added to the risk register
♦ the risk associated with the implementation of the requirements of Housing (Scotland) Act 2014 and the associated Regulations has been added to the risk register
♦ the risk associated with fire within Council Properties such as housing stock, corporate buildings, schools, and leased premises has been added to the risk register
♦ the impact of the UK leaving the European Union

5.6. Risks scored seven to nine are considered to be high risks and these are monitored closely. The top risks identified for the Resource - that is those that are residually scored as being high, are attached at Appendix 1.

5.7. A clear link has now been made to the Council's top risks and Resource specific implications which are noted in Appendix 1.

5.8. Risks evaluated residually as being medium or low risk will be monitored to ensure that they continue to be adequately managed.

6. Insurance Hotspots

6.1. A review of claims carried out for the period 1 April 2014 to 31 December 2016 identified the following insurance hotspot areas for Housing and Technical Resources:

Class of Risk	**Hotspot Identified**
Property	House fires
Public liability	Slips, trips and falls
Public liability	Damage by operatives during works
Employers' liability	Incidents involving scaffolding
Employers' liability	Slips, trips and falls (winter weather)
Employers' liability	Use of PPE (industrial deafness)
Motor	Reversing incidents
Motor	Incidents within business units

6.2. An action plan has been agreed and actions to mitigate the risk within hotspot areas are being progressed during the year.

7. Scope and appetite for risk

7.1. South Lanarkshire Council aims to be risk embracing, that is it will accept a tolerable level of risk in seeking service efficiencies and in agreeing control measures.

7.2. The level of risk facing the Council is measured both before (inherent risk) and after (residual risk) consideration of controls. The Council should never carry a high residual risk exposure as this would indicate instability but a low residual risk exposure should also be avoided as this indicates lack of innovation.

7.3. South Lanarkshire Council's ideal risk exposure should be consistent with an acceptable tolerance of:-

♦ no more than 20 per cent of residual risks at a high level
♦ around 40 per cent to 50 per cent of residual risks at a medium level
♦ around 30 per cent to 40 per cent of residual risks at a low level

7.4. Housing and Technical Resources risk exposure is detailed in Table 1 below:-

Table 1 – Housing and Technical Resources Risk Exposure

Residual risk score	**Number of risks**	**Percentage of risks**
High (7, 8 or 9)	4	15.4%
Medium (4, 5, or 6)	15	57.7%
Low (1, 2, or 3)	7	26.9%
	26	**100%**

7.5. Table 1 shows that Housing and Technical Resources risk exposure is broadly in line with the ideal profile outlined above.

7.6. Housing and Technical Resources has ensured that all inherent risks scored at a high level have cost effective control measures in place. Where further control measures are required, these are included within the Resource risk control plan.

8. Risk Control Actions

8.1. No actions were due for delivery by the Resource between April and September 2018.

8.2. Details of the completion of risk control actions during 2017/2018 and 2018/2019 to date are contained in Table 2 below.

Table 2

	2017/18	2018/19 (as at 30 September 2018)
Total number of actions due	1	0
Completed on time	1	0
Completed late	0	0
Due to be completed at a later date	0	0

8.3. Progress with completion of Resource Risk Control Actions is monitored on a monthly basis by the Central Risk Management Team. This is also reviewed by the Resource Risk Group.

8.4. There are currently no risk control actions due for completion during the remainder of 2018/2019. There is currently 1 active risk control due for completion in 2020/2021 which relates to the increasing the supply of affordable housing and the completion of 1000 additional Council houses.

9. Major projects, partnerships or change

9.1. Within Housing and Technical Resources one partnership has been identified which is considered to be high risk, the Community Safety Partnership (CSP).

9.2. Appropriate risk management arrangements are in place for this high level partnership.

10. Next steps

10.1. The Resource Risk Management Group will continue to meet on a quarterly basis. The risk register will be reviewed on an ongoing basis by the group to ensure that risks remain valid for the appropriate Service areas and to identify new areas of risk that affect the Resource. An update report will be provided to Committee on an annual basis.

11. Employee Implications

11.1. Time will be required by the Resource Risk Management Group in the management of the Resource Risk Register and Risk Control Plan.

12. Financial Implications

12.1. During the year, if any new initiatives are identified which would help mitigate any particular risk faced by the Resource, some financial assistance may be available from the Risk Management Fund. This is managed through a bid being submitted and assessed against set criteria.

12.2. During the current financial year, the Resource made successful risk management bids for the following initiatives:-

- ♦ ongoing programme of targeted installation of controlled door entry systems to prevent anti-social behaviour, fires, vandalism etc
- ♦ body cams for use by operatives on out of hours standby duties

13. Other Implications

13.1. Failure to demonstrate that risk is actively considered and managed cannot only lead to avoidable financial loss but could also affect delivery of services and could affect the Resources' reputation.

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

14. Equality Impact Assessment and Consultation Arrangements

14.1. 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.

14.2. Consultation on the content of this report has been undertaken with members of the Housing and Technical Resources Risk Management Group.

Daniel Lowe
Executive Director (Housing and Technical Resources)

5 December 2018

Link(s) to Council Values/Ambitions/Objectives
- ♦ Accountable, effective, efficient and transparent

Previous References
- ♦ Housing and Technical Resources Committee, 13 December 2017
- ♦ Housing and Technical Resources Committee, 12 October 2016

List of Background Papers
- ♦ None

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
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Housing and Technical Resources Risk Register (as at November 2018)
Extract of risks with residual score seven, eight and nine

Risk	Inherent score	Sample of controls	Residual score
Reduction in Council funding, resulting in difficulties maintaining front line services. (Council top risk) • Failure to deliver key services • Failure to achieve Resource savings targets • Failure to collect Rent • Increased level of arrears • Failure to effectively manage the processes and practices to reduce the impact of welfare reform	9	• Embedded structure and systematic approach to savings identification. • Revise working arrangements and deployment of staff resources. • Service wide welfare reform working group and action plan. • Close partnership working with DWP and other agencies. • UC Communication plan. • Rent collection and arrears management processes to reflect all circumstances. • Robust arrangements in place to monitor outturns against budgets. • Regular reporting to Housing and Technical Resources Committee and Corporate Management Team.	8
Failure to work with key partners to achieve the outcomes of the Local Outcome Improvement Plan (LOIP). (Council top risk) • The Council and our partners cannot agree Neighbourhood/Locality Plans with communities. • The Council and our partners do not effectively take steps to achieve the outcomes detailed in the Neighbourhood/Locality Plans and therefore the LOIP. • The Council's Rural Taskforce do not develop or implement improvement actions for residents in these communities.	9	• Community Safety and Anti-Social Behaviour Strategic Framework implemented and monitored. • Safer South Lanarkshire Steering Group undertake monitoring role and report progress regularly to Safer South Lanarkshire Board. • Promotion of ASB services. • Promotion of a community engagement approach and events. • Security Strategy implemented and subject to regular monitoring. • Cross Resource Security Working Group meet quarterly.	7

Risk	Inherent score	Sample of controls	Residual score
Information management not subject to adequate control. (Council top risk) • Ineffective records management practices could lead to data breaches.	9	• Raising awareness and training in place. • Information Governance Board in place. • Records Management plan approved by the Keeper. • Information Governance Checklist and Action Plan updated annually.	7
The Council is significantly affected by the impact of the UK leaving the European Union • Demand on Housing services • Costs for building materials, supplies and services • Potential skills shortages across the construction sector	9	• Resource/Service monitoring frameworks • Implementation and monitoring of Local Housing Strategy • Monitoring of Investment Programmes • Homelessness Business Plan • Development and Implementation of Rapid Rehousing Transition Plan • Resource Workforce Planning • Resource Learning and Development Plan	7