



Council Offices, Almada Street
Hamilton, ML3 0AA

Tuesday, 05 November 2019

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, 13 November 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.

Yours sincerely

Paul Manning
Depute 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, Grant Ferguson, Alistair Fulton, Geri Gray, George Greenshields, Eric Holford, Martin Lennon, Eileen Logan, Colin McGavigan, Mo Razzaq, David Shearer, Collette Stevenson, Jared Wark

Substitutes

Alex Allison, Walter Brogan, Margaret Cooper, Mary Donnelly, Isobel Dorman, Fiona Dryburgh, Mark Horsham, Martin Grant Hose, Ann Le Blond, Hugh Macdonald, Catherine McClymont, Richard Nelson, Bert Thomson, Margaret B Walker

BUSINESS

1 Declaration of Interests

2 Minutes of Previous Meeting

5 - 14

Minutes of the meeting of the Housing and Technical Resources Committee held on 4 September 2019 submitted for approval as a correct record. (Copy attached)

Monitoring Item(s)

3 Capital Budget Monitoring 2019/2020 - Housing and Technical Resources (excl HRA) 15 - 18

Joint report dated 23 October 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)

4 Capital Budget Monitoring 2019/2020 - Housing and Technical Resources (HRA) 19 - 22

Joint report dated 3 October 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)

5 Revenue Budget Monitoring 2019/2020 - Housing and Technical Resources (excl HRA) 23 - 28

Joint report dated 19 September 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)

6 Revenue Budget Monitoring 2019/2020 - Housing and Technical Resources (HRA) 29 - 32

Joint report dated 20 September 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)

7 Housing and Technical Resources – Workforce Monitoring – July to September 2019 33 - 38

Joint report dated 14 October 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)

8 Housing and Technical Resource Plan - Quarter 2 Progress Report 2019/2020 39 - 60

Report dated 7 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)

Item(s) for Decision

9 Acquisition of Land for Park and Ride Facility at Bridge Street, Cambuslang 61 - 64

Report dated 2 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)

10 Domestic Dwelling Houses within Carstairs Junction - Surplus to Housing Requirements 65 - 68

Report dated 7 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)

- 11 South Lanarkshire Council's Strategic Housing Investment Plan 2020 to 2025** 69 - 100
Report dated 7 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)

Item(s) for Noting

- 12 Update on Welfare Reform Legislative Changes** 101 - 104
Report dated 7 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 13 Annual Report on the Charter (ARC) 2018/2019** 105 - 110
Report dated 7 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 14 Annual Report on Mainstreaming Equality and Diversity within Housing and Technical Resources** 111 - 116
Report dated 23 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 15 Housing Services Customer Involvement Strategy 2018 to 2022 Annual Review 2018/2019** 117 - 138
Report dated 7 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 16 Update of the Housing and Technical Resources Risk Register and Risk Control Plan** 139 - 146
Report dated 30 September 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 17 Delegated Authority Report - Update** 147 - 150
Report dated 4 October 2019 by the Executive Director (Housing and Technical Resources). (Copy attached)

Urgent Business

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

For further information, please contact:-

Clerk Name: Carol Lyon

Clerk Telephone: 01698 455652

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

HOUSING AND TECHNICAL RESOURCES COMMITTEE

2

Minutes of meeting held in Committee Room 1, Council Offices, Almada Street, Hamilton on 4 September 2019

Chair:

Councillor Josh Wilson

Councillors Present:

Councillor Robert Brown, Councillor Archie Buchanan, Councillor Jackie Burns, Councillor Stephanie Callaghan (Depute), Councillor Graeme Campbell, Councillor Maureen Chalmers, Councillor Gerry Convery, Councillor Poppy Corbett, Councillor Maureen Devlin, Councillor Allan Falconer, Councillor Alistair Fulton, Councillor Geri Gray, Councillor George Greenshields, Councillor Eric Holford, Councillor Mark Horsham (*substitute for Councillor Janine Calikes*), Councillor Martin Lennon, Councillor Eileen Logan, Councillor Colin McGavigan, Councillor David Shearer, Councillor Collette Stevenson, Councillor Bert Thomson (*substitute for Councillor Mo Razzaq*), Councillor Jared Wark

Councillors' Apologies:

Councillor Janine Calikes, Councillor Andy Carmichael, Councillor Mo Razzaq, Councillor John Ross (ex officio)

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; F McCafferty, Head of Property Services; G McParland, Section Leader (Capital Transactions)

Chair's Opening Remarks

The Chair advised that, as correspondence had been received recently in relation to item 13 on this agenda and time was required for further discussions to take place, the matter would be continued to the next meeting of this Committee to take place on 13 November 2019.

Councillor Chalmers entered the meeting during this item of business

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Housing and Technical Resources Committee held on 5 June 2019 were submitted for approval as a correct record.

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

3 Capital Budget Monitoring 2019/2020 - Housing and Technical Resources (excl HRA)

A joint report dated 31 July 2019 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 19 July 2019.

The Committee decided: that Housing and Technical Resources' capital programme (excl HRA) of £7.310 million and expenditure to 19 July 2019 of £0.410 million be noted.

[Reference: Minutes of the Executive Committee of 29 May 2019 (Paragraph 3)]

4 Capital Budget Monitoring 2019/2020 - Housing and Technical Resources (HRA)

A joint report dated 14 August 2019 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 19 July 2019.

The Committee decided: that Housing and Technical Resources' capital programme (HRA) of £61.835 million and expenditure to 19 July 2019 of £11.452 million be noted.

[Reference: Minutes of the Executive Committee of 29 May 2019 (Paragraph 4)]

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

A joint report dated 14 August 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted comparing actual expenditure at 31 March 2019 against budgeted expenditure for Housing and Technical Resources' revenue budget (excl HRA).

As at 31 March 2019, there was an underspend against the budget of £1.161 million. This was the position before transfer to reserves. The Resource position as at 31 March 2019, after approved transfers to reserves had been taken into account, was an underspend of £0.021 million.

The £0.021 million underspend reflected the underspend for Housing Services of £0.154 million, offset by an overspend for Property Services of £0.133 million.

The Committee decided:

- (1) that the final underspend of £0.021 million on Housing and Technical Resources' revenue budget (excl HRA), as detailed in Appendix A to the report, be noted; and
- (2) that the proposed budget virements be approved.

[Reference: Minutes of 5 June 2019 (Paragraph 5)]

6 Revenue Budget Monitoring 2019/2020 - Housing and Technical Resources (excl HRA)

A joint report dated 14 August 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted comparing actual expenditure at 19 July 2019 against budgeted expenditure for Housing and Technical Resources' revenue budget (excl HRA), together with a forecast for the year to 31 March 2020.

Following a review of the remaining 3 Trading Operations (Fleet, Roads and Property Services) and through reviewing the technical guidance around what constituted a Trading Operation, a report had been submitted to the Executive Committee on 1 May 2019 and it was agreed that the 3 services be no longer regarded as Trading Operations and there was no requirement to report on those separately. To ensure that the full cost of all services were appropriately reported, there would still be internal transactions between services where spend was incurred in one service and recharged to another.

Following the probable outturn exercise, the financial forecast for the revenue budget to 31 March 2020 was a breakeven position.

The Committee decided:

- (1) that the breakeven position on 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 2020 of a breakeven position be noted; and
- (3) that the proposed budget virements be approved.

[Reference: Minutes of the Executive Committee of 1 May 2019 (Paragraph 5)]

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

A joint report dated 14 August 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted comparing actual expenditure at 31 March 2019 against budgeted expenditure for Housing and Technical Resources' revenue budget (HRA).

As at 31 March 2019 there was a breakeven position against the phased budget. The final transfer from the balance sheet was £2.631 million. This was £2.705 million lower than anticipated and was primarily due to underspends in bad debt provision and employee costs, partially offset by overspends in repairs and an under recovery in rental income.

The Committee decided:

- (1) that the final 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 proposed budget virements be approved.

[Reference: Minutes of 5 June 2019 (Paragraph 6)]

8 Revenue Budget Monitoring 2019/2020 - Housing and Technical Resources (HRA)

A joint report dated 14 August 2019 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted comparing actual expenditure at 19 July 2019 against budgeted expenditure for Housing and Technical Resources' revenue budget (HRA), together with a forecast for the year to 31 March 2020.

Following the probable outturn exercise, the financial forecast for the revenue budget to 31 March 2019 was a breakeven position.

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 2020 of a breakeven position be noted.

9 Housing and Technical Resources – Workforce Monitoring – May and June 2019

A joint report dated 30 July 2019 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 May and June 2019:-

- ◆ attendance statistics
- ◆ occupational health statistics
- ◆ accident/incident statistics
- ◆ discipline, grievance and Dignity at Work cases
- ◆ analysis of leavers and exit interviews
- ◆ staffing watch as at 8 June 2019

The Committee decided: that the report be noted.

[Reference: Minutes of 5 June 2019 (Paragraph 7)]

10 Housing and Technical Resource Plan – Quarter 4 Progress Report 2018/2019 and Resource Plan 2019/2020

A report dated 9 August 2019 by the Executive Director (Housing and Technical Resources) was submitted on the Housing and Technical Resource Plans 2018/2019 and 2019/2020.

Details were provided on:-

- ◆ progress made in implementing the priority projects identified in the Resource Plan 2018/2019, as detailed in the Quarter 4 Progress Report, attached as Appendix 1 to the report
- ◆ those measures which had changed in red/amber/green status, during the period from Quarter 2 to Quarter 4, as detailed in Appendix 2 to the report
- ◆ the Resource Plan for 2019/2020, attached as Appendix 3 to the report, which outlined the:-
 - ◆ objectives and actions for 2019/2020
 - ◆ capital and revenue resources for 2019/2020
 - ◆ organisational structure of the Resource

In line with the Council's performance management arrangements, a progress report on actions identified in the 2019/2020 Resource Plan would be submitted to a future meeting of the Committee.

The Committee decided:

- (1) that the Quarter 4 Progress Report for 2018/2019, attached as Appendix 1 to the report, together with the achievements made by the Resource during 2018/2019, be noted; and
- (2) that details of those measures which had changed in red/amber/green status, during the period from Quarter 2 to Quarter 4, as detailed in Appendix 2 to the report, be noted.

The Committee recommended to the Executive Committee: that the Housing and Technical Resource Plan for 2019/2020 be approved.

[Reference: Minutes of the Executive Committee of 21 November 2018 (Paragraph 19) and Minutes of Housing and Technical Resources Committee of 23 January 2019 (Paragraph 9)]

11 King Street, Stonehouse – Concessionary Lease to Stonehouse Men's Shed

A report dated 31 July 2019 by the Executive Director (Housing and Technical Resources) was submitted on a request for a concessionary let of the former public toilets at King Street, Stonehouse to Stonehouse Men's Shed.

The former toilets at King Street, Stonehouse closed to the public on 30 June 2015. The property had been circulated to Council Resources and no operational requirements had been identified. The property had not been formally declared surplus or transferred to the Corporate Land Bank for disposal and remained within Community and Enterprise Resources' Account.

In February 2019, Stonehouse Men's Shed approached the Council with a proposal for the property and submitted an application for let. Whilst this was not a formal request for community asset transfer, the same matters were taken into account in considering the request.

Men's Shed was a worldwide network of facilities, with existing Men's Sheds in Hamilton, East Kilbride and Rutherglen. However, at those locations, the facilities were not located in Council premises.

Stonehouse Men's Shed was a Scottish Charitable Incorporated Organisation (SCIO), formed in September 2018. There was considerable capacity within the group and access to wider support and volunteers to develop the former toilets as a base for the organisation. The members of the organisation had demonstrated a detailed understanding of the liabilities associated with properties.

The property was suitable for the proposed use and the grant of a 2 year lease would enable the organisation to pilot and develop the project with minimal risk to the Council.

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

There would be a review of the viability of the project towards the end of the 2 year lease and proposals for any further agreement would be reported to this Committee.

The Committee decided:

- (1) that the former public toilets at King Street, Stonehouse be leased to Stonehouse Men's Shed, at a rental of £1 per annum, and subject to the principal terms and conditions outlined in Section 4 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 respect of the lease and enter into the necessary legal agreements on terms which were in the best interests of the Council.

12 Acquisition of Houses at Strathaven and Ferniegair

A report dated 25 July 2019 by the Executive Director (Housing and Technical Resources) was submitted on the acquisition of 20 flats at Kirk Street, Strathaven and 12 terrace houses at Carlisle Road, Ferniegair from Clyde Valley Property Services Limited.

Clyde Valley Property Services Limited was the current commercial arm of Clyde Valley Housing Association. The company was progressing with the delivery of new build developments at Strathaven and Ferniegair, with a view to selling those properties not required for the Clyde Valley Housing Association's own property portfolio.

Before selling the properties, which were additional to the Housing Association's requirements, Clyde Valley Property Services Limited had afforded the Council the opportunity to acquire units from them at both of those locations.

The development at Kirk Street, Strathaven, shown on the plan attached as Appendix 1 to the report, consisted of 20 flats, comprising of 3, 1 bedroom flats and 17, 2 bedroom flats. This included a block of 6 amenity flats. The development had planning consent and construction was expected to complete before March 2021.

The development at Carlisle Road, Ferniegair was a mixed use development with a retail unit, flats and terraced houses. This development was already under construction and expected to complete this financial year. Clyde Valley Property Services Limited would retain an interest in part of the development and intended to sell on the retail/flatted block. The Council had been given the opportunity to purchase 3 blocks of 4, 2 bedroom terraced houses at the location shown in Appendix 2.

Designs for both developments had been assessed in terms of the Housing for Varying Need Standard and were considered to be in an area of housing need and of a size and type that the Council had demand for.

The acquisitions presented the Council with an opportunity to deliver additional housing within those communities more quickly than through the ongoing new build programme.

The acquisitions would be eligible for Scottish Government Affordable Housing Grant funding of £59,000 per unit and an assessment of market value of the houses confirmed that the proposed purchase price represented value for money.

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

The Committee decided:

- (1) that 20 flats at Kirk Street, Strathaven be acquired from Clyde Valley Property Services Limited for the sum of £3.040 million, exclusive of VAT, for addition to the Council's housing stock;

- (2) that 12 terraced houses at Carlisle Road, Ferniegair be acquired from Clyde Valley Property Services Limited for the sum of £1.950 million, exclusive of VAT, for addition to the Council's housing stock; and
- (3) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all other matters pertaining to the acquisition of the properties and to enter into the necessary legal agreements on terms which were in the best interests of the Council.

13 Re-design of Out of Hours Emergency Repairs Service

A report dated 31 July 2019 by the Executive Director (Housing and Technical Resources) was submitted on progress with negotiations with Trades Unions in devising a new model of service delivery for the Out of Hours Emergency Repairs Service.

The Committee decided: that consideration of this item be continued to the next meeting of this Committee.

14 Domestic Dwelling Houses Within Rural Villages, Clydesdale

A report dated 5 August 2019 by the Executive Director (Housing and Technical Resources) was submitted requesting approval to declare the following domestic dwellings surplus to the operational requirements of Housing Services:-

- ◆ 102 Muirfoot Road, Rigside
- ◆ 5 Hillview Crescent, Glespin
- ◆ 22, 24, 26 and 28 Beechgrove Street, Rigside

Previous reports to this Committee in September 2015 and January 2017 had proposed a range of recommendations to address sustainability issues within the rural villages of Clydesdale North and South. The recommendations approved were aimed at consolidating and promoting the future sustainability of the Council housing stock in those areas and included selective demolition of properties where an oversupply of housing had been identified and where those properties were a blight on the local community.

This Committee had also approved proposals to consider diversification and ownership initiatives of non-core rented stock.

Within the villages of Rigside and Glespin, there continued to be an oversupply of Council housing with very little or no demand. The local Integrated Home Options Team had continued to promote housing within rural villages to suitable applicants, however, this had not been successful in addressing the over-supply and empty properties continued to be vacant for extensive periods of time.

To support other actions to promote sustainability in Rigside and Glespin, it was proposed that the option to sell a small number of vacant Council properties be explored.

The 6 properties had been vacant for between 1 and 5 years. There was no effective demand for the properties and they were no longer considered as core stock. All of the properties were adjoined to other properties, both tenanted and owner occupied, and were, therefore, not suitable for demolition. As an alternative, and to address the blight on the local area, it was proposed to market the 6 properties for sale. Essential investment work had been carried out to the properties within the last 15 years in terms of fabric repairs. An inspection carried out by Estates Services had confirmed that the properties were in a marketable condition.

It was recommended that the properties be declared surplus to Housing Services' requirements and placed on the open market. Any sale would be conditional on receiving the required consent from the Scottish Government in line with the terms of Sections 12 and 14 of the Housing (Scotland) Act 1987.

The Committee decided:

- (1) that the 6 properties at 102 Muirfoot Road, Rigside; 5 Hillview Crescent, Glespin; and 22, 24, 26 and 28 Beechgrove Street, Rigside, be declared surplus to the operational requirements of Housing Services; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to place those properties on the open market for sale as residential properties.

[Reference: Minutes of 18 January 2017 (Paragraph 10)]

15 Compulsory Purchase Order to Facilitate East Whitlawburn Regeneration

A report dated 8 August 2019 by the Executive Director (Housing and Technical Resources) was submitted requesting approval to proceed with legal action to secure a Compulsory Purchase Order in relation to an owner occupied property in East Whitlawburn, Cambuslang.

The Masterplan for the regeneration of East Whitlawburn included full demolition of all 380 properties on the site and construction of approximately 320 new build homes for affordable rent and sale. It authorised the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, to negotiate the repurchase of 8 owner occupied properties in the area to allow the demolition to go ahead. 7 of the properties had been repurchased.

Despite continued efforts to secure agreement, 1 owner had refused to proceed with negotiations to purchase their property. The owner had obtained an independent valuation but had refused the Council's offer to purchase at that price.

Extensive housing option discussions had taken place, with a view to securing a suitable Council house for the owner and those discussions would continue, subject to Committee approval of the use of compulsory purchase powers.

Phase 1 of the demolition was underway and due to complete in October 2019. The property in question was part of Phase 2 of the demolition, which was scheduled to begin in March 2020. Failure to acquire the property, would delay the demolition process and have a significant impact on the overall programme for delivery of the project.

The Committee decided:

that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to exercise powers under the Housing (Scotland) Act 1987 to obtain a Compulsory Purchase Order in relation to an owner occupied property in East Whitlawburn, Cambuslang.

16 Scottish Housing Regulator – Regulation of Social Housing in Scotland

A report dated 14 August 2019 by the Executive Director (Housing and Technical Resources) was submitted on the:-

- ◆ new regulatory framework for social housing in Scotland
- ◆ submission of the Annual Assurance Statement for South Lanarkshire Council to the Scottish Housing Regulator (SHR)

The SHR was established in 2011 as an independent body, directly accountable to the Scottish Government to regulate Registered Social Landlords (RSLs), as well as local authority housing and homelessness services.

In January 2018, a discussion paper was circulated on the future of social housing regulation in Scotland, to generate ideas and debate around a regulatory framework. Subsequently, a formal consultation was undertaken and the Council's response was approved by this Committee in January 2019.

Using the feedback from those exercises, SHR published a revised Regulatory Framework in February 2019.

The Framework included:-

- ◆ revised regulatory requirements for all social landlords
- ◆ requirements for social landlords in terms of gathering and publishing data
- ◆ the introduction of an Annual Assurance Statement to provide assurance that landlords were meeting regulatory standards
- ◆ what action SHR would take if required
- ◆ how SHR would undertake thematic work

The report contained details on the impact of the new Framework on the Council in the following areas:-

- ◆ the introduction of Annual Assurance Statements
- ◆ changes to indicators
- ◆ engagement plans
- ◆ whistleblowing
- ◆ publishing data
- ◆ equality and human rights

The Council's first Annual Assurance Statement was attached as Appendix 1 to the report and had been prepared using SHR guidance. A summary of the key requirements for assurance and how they had been addressed was attached as Appendix 2 to the report.

Results of the Annual Return for 2018/2019 would be presented to the next meeting of this Committee.

The Committee decided:

- (1) that the overview of the revised Scottish Housing Regulator's Regulatory Framework for Social Housing in Scotland be noted; and
- (2) that the Council's Annual Assurance Statement for 2019 be approved and submitted to the Scottish Housing Regulator.

17 2019 Property and Housing Asset Management Plans

A report dated 17 July 2019 by the Executive Director (Housing and Technical Resources) was submitted on the outcomes of the 2019 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 2019 had given the following return for the LGBF indicators:-

- ♦ in relation to condition, this showed 87% in a satisfactory condition (87% in 2018)
- ♦ in relation to suitability, this showed 96% of properties suitable for service delivery (96% in 2018)

The Committee decided:

- (1) that the content of the 2019 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 31 October 2018 (Paragraph 15)]

18 Notification of Contracts Awarded – 1 February to 31 July 2019

A report dated 7 August 2019 by the Executive Director (Housing and Technical Resources) was submitted on:-

- ♦ contracts awarded by Housing and Technical Resources, Project Services, valued in excess of £50,000, in the period 1 February to 31 July 2019
- ♦ contracts awarded by Procurement Services
- ♦ sub-contacts awarded by Building Services

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

The Committee decided: that the report be noted.

19 Urgent Business

There were no items of urgent business.

Report

3

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **13 November 2019**
 Report by: **Executive Director (Finance and Corporate Resources)**
Executive Director (Housing and Technical Resources)

Subject: **Capital Budget Monitoring 2019/2020 - 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 13 September 2019

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 £7.310 million, and expenditure to date of £0.881 million be noted.

3. Background

3.1. This is the second capital monitoring report presented to the Housing and Technical Resources Committee for the financial year 2019/2020. Further reports will follow throughout the year.

3.2. The budget reflects the approved programme for the year (Executive Committee, 29 May 2019). It also includes budget adjustments approved by the Executive Committee during 2019/2020. There has been no change since the last report to this Committee.

3.3. The report details the financial position for Housing and Technical Resources 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 2019/2020 is £7.310 million. Anticipated spend to date was £1.195 million, and £0.881 million has been spent. This represents a position of £0.314 million behind profile and this mainly reflects the timing of spend across projects.

6. Other Implications (Including Environmental and Risk Issues)

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 an 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)

23 October 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Executive Committee, 29 May 2019
- ◆ Executive Committee, 6 November 2019

List of Background Papers

- ◆ Financial ledger to 13 September 2019

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)

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

South Lanarkshire Council
Capital Expenditure 2019-2020
Housing and Technical Resources Programme (excl HRA)
For Period 1 April 2019 – 13 September 2019

<u>Housing and Technical Resources (excl HRA)</u>	Base Budget £000	Budget Adjustments £000	Slippage £000	Total Budget £000	Budget to Date £000	Actual Expenditure £000
Office Accommodation	8,830	(2,921)	0	5,909	897	597
Private Housing Scheme of Assistance	1,000	(1,000)	0	0	0	0
Other Housing	550	851		1,401	298	284
TOTAL	10,380	(3,070)	0	7,310	1,195	881

Report

4

Report to:	Housing and Technical Resources Committee
Date of Meeting:	13 November 2019
Report by:	Executive Director (Finance and Corporate Resources) Executive Director (Housing and Technical Resources)

Subject:	Capital Budget Monitoring 2019/2020 - Housing and Technical Resources (HRA)
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide information on the progress of the capital programme for Housing and Technical Resources (HRA) for the period 1 April to 13 September 2019

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 £61.835 million, and expenditure of £18.936 million be noted.

3. Background

- 3.1. This is the second capital monitoring report presented to the Housing and Technical Resources Committee for the financial year 2019/2020.
- 3.2. The budget reflects the approved programme for the year, as approved at Executive Committee on 29 May 2019.
- 3.3. The report details the financial position for Housing and Technical Resources (HRA) on Appendix A.

4. Employee Implications

4.1. None.

5. Financial Implications

- 5.1. The Housing Capital programme for 2019/2020 totals £61.835 million and is detailed along with the funding sources at Appendix A to this report.
- 5.2. Anticipated spend to 13 September 2019 was £18.951 million and £18.936 million has been spent. This represents expenditure of £0.015 million behind profile.

6. Other Implications (Including Environmental and Risk Issues)

- 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)

3 October 2019

Link(s) to Council Values/Ambitions/Objectives

♦ Accountable, effective, efficient and transparent

Previous References

♦ Executive Committee, 29 May 2019

♦ Housing and Technical Committee, 4 September 2019

List of Background Papers

♦ Financial ledger to 13 September 2019

Contact for Further Information

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

Hazel Goodwin, Finance Manager (Resources)

Ext: 2699 (Tel: 01698 452699)

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

	£m	£m
Anticipated Capital Expenditure 2019/20		61.835
Estimated Financing Position 2019/20		
Capital Receipts – Land Sales	0.000	
Capital Financed From Current Revenue	20.589	
Prudential Borrowing	28.715	
Specific Grant – Scottish Government New Council Houses	10.611	
Specific Grant – Scottish Government Buy Backs	1.800	
Specific Grant – Scottish Government Mortgage to Rent	0.120	
Other Income	0.000	
		<u>61.835</u>
Actual Expenditure to 19 July 2019		18.936
Actual Financing Position to 1 March 2019		
Capital Receipts – Land Sales	0.022	
Capital Financed From Current Revenue	16.250	
Prudential Borrowing	0.000	
Specific Grant – Scottish Government New Council Houses	2.154	
Specific Grant – Scottish Government Buy Backs	0.510	
Specific Grant – Scottish Government Mortgage to Rent	0.000	
Other Income	0.000	
		<u>18.936</u>

Report

5

Report to:	Housing and Technical Resources Committee
Date of Meeting:	13 November 2019
Report by:	Executive Director (Finance and Corporate Resources) Executive Director (Housing and Technical Resources)

Subject:	Revenue Budget Monitoring 2019/2020 - Housing and Technical Resources (excl HRA)
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide information on the actual expenditure measured against the revenue budget for the period 1 April to 13 September 2019 for Housing and Technical Resources (excl HRA)
- ◆ provide a forecast for the year to 31 March 2020

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 2020 of a breakeven position, be noted; and
- (2) that the proposed budget virements be approved.

3. Background

- 3.1. This is the second revenue budget monitoring report presented to the Housing and Technical Resources Committee for the financial year 2019/2020.
- 3.2. The report details the financial position for Housing and Technical Resources (excl HRA) on Appendix A, and then details the individual services in Appendices B to C.

4. Employee Implications

4.1. None.

5. Financial Implications

- 5.1. As at 13 September 2019, there is a breakeven position against the phased budget. The forecast for the budget to 31 March 2020 is a breakeven position.
- 5.2. 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)

19 September 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ Housing and Technical Resources Committee, 4 September 2019

List of Background Papers

- ◆ Financial ledger and budget monitoring results to 13 September 2019

Contact for Further Information

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

Hazel Goodwin, Finance Manager

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SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 13 September 2019 (No.6)

Housing and Technical Resources Summary (excl HRA)

Budget Category	Annual Budget £000	Forecast for Year BEFORE Transfers £000	Annual Forecast Variance BEFORE Transfers £000	Annual Forecast Variance AFTER Transfers £000	Budget Proportion 13/09/19 £000	Actual 13/09/19 £000	Variance 13/09/19 £000		% Variance 13/09/19	Note
Employee Costs	41,757	41,757	0	0	18,154	17,979	175	under	1.0%	
Property Costs	19,748	19,748	0	0	7,407	7,429	(22)	over	(0.3%)	
Supplies & Services	13,565	13,565	0	0	4,988	4,985	3	under	0.1%	
Transport & Plant	4,600	4,600	0	0	1,642	1,624	18	under	1.1%	
Administration Costs	3,838	3,838	0	0	1,526	1,542	(16)	over	(1.0%)	
Payments to Other Bodies	8,389	8,389	0	0	3,525	3,486	39	under	1.1%	
Payments to Contractors	18,924	18,924	0	0	5,377	5,464	(87)	over	(1.6%)	
Transfer Payments	0	0	0	0	0	0	0	-	0.0%	
Financing Charges	154	154	0	0	117	118	(1)	over	(0.9%)	
Total Controllable Exp.	110,975	110,975	0	0	42,736	42,627	109	under	0.3%	
Total Controllable Inc.	(94,683)	(94,683)	0	0	(34,944)	(34,835)	(109)	under recovered	(0.3%)	
Net Controllable Exp.	16,292	16,292	0	0	7,792	7,792	0	-	0.0%	
Transfer to Reserves (as at 13/09/19)					0	0	0	-		
Position After Transfers to Reserves (as at 13/09/19)					7,792	7,792	0	-	0.0%	

Variance Explanations

Variances are shown in Appendix B and C as appropriate.

Budget Virements

Virements are shown in Appendix B and C as appropriate.

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 13 September 2019 (No.6)

Housing Services

Budget Category	Annual Budget £000	Forecast for Year BEFORE Transfers £000	Annual Forecast Variance BEFORE Transfers £000	Annual Forecast Variance AFTER Transfers £000	Budget Proportion 13/09/19 £000	Actual 13/09/19 £000	Variance 13/09/19 £000		% Variance 13/09/19	Note
Employee Costs	2,567	2,567	0	0	1,058	1,070	(12)	over	(1.1%)	a, b
Property Costs	5,376	5,376	0	0	1,299	1,284	15	under	1.2%	a
Supplies & Services	155	155	0	0	80	85	(5)	over	(6.3%)	a
Transport & Plant	122	122	0	0	42	31	11	under	26.2%	a
Administration Costs	160	160	0	0	9	16	(7)	over	(77.8%)	a
Payments to Other Bodies	3,807	3,807	0	0	1,559	1,528	31	under	2.0%	a
Payments to Contractors	2,918	2,918	0	0	904	904	0	-	0.0%	
Transfer Payments	0	0	0	0	0	0	0	-	0.0%	
Financing Charges	10	10	0	0	5	6	(1)	over	(20.0%)	a
Total Controllable Exp.	15,115	15,115	0	0	4,956	4,924	32	under	0.6%	
Total Controllable Inc.	(6,649)	(6,649)	0	0	(1,975)	(1,943)	(32)	under recovered	(1.6%)	a
Net Controllable Exp.	8,466	8,466	0	0	2,981	2,981	0	-	0.0%	
Transfer to Reserves (as at 13/09/19)							0	-		
Position After Transfers to Reserves (as at 13/09/19)					2,981	2,981	0	-	0.0%	

Budget Virements

- a. Realignments to reflect the current Homelessness forecasts. Net Effect £0.000m: Employee Costs £0.075m, Property Costs (£0.217m), Supplies & Services £0.009m, Transport & Plant (£0.006m), Administration Costs £0.008m, Payments to Other Bodies £0.010m, Payments to Contractors (£0.198m), Financing Charges (£0.001m) and Income £0.320m.
- b. Drawdown of reserves in relation to Rapid Rehousing Transitional Planning Funding carried forward. Net Effect £0.059m: Employee Costs £0.059m.

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 13 September 2019 (No.6)

Property Services

Budget Category	Annual Budget £000	Forecast for Year BEFORE Transfers £000	Annual Forecast Variance BEFORE Transfers £000	Annual Forecast Variance AFTER Transfers £000	Budget Proportion 13/09/19 £000	Actual 13/09/19 £000	Variance 13/09/19 £000		% Variance 13/09/19	Note
Employee Costs	39,190	39,190	0	0	17,096	16,909	187	under	1.1%	1
Property Costs	14,372	14,372	0	0	6,108	6,145	(37)	over	(0.6%)	
Supplies & Services	13,410	13,410	0	0	4,908	4,900	8	under	0.2%	
Transport & Plant	4,478	4,478	0	0	1,600	1,593	7	under	0.4%	
Administration Costs	3,678	3,678	0	0	1,517	1,526	(9)	over	(0.6%)	
Payments to Other Bodies	4,582	4,582	0	0	1,966	1,958	8	under	0.4%	
Payments to Contractors	16,006	16,006	0	0	4,473	4,560	(87)	over	(1.9%)	2
Transfer Payments	0	0	0	0	0	0	0	-	0.0%	
Financing Charges	144	144	0	0	112	112	0	-	0.0%	
Total Controllable Exp.	95,860	95,860	0	0	37,780	37,703	77	under	0.2%	
Total Controllable Inc.	(88,034)	(88,034)	0	0	(32,969)	(32,892)	(77)	under recovered	(0.2%)	3
Net Controllable Exp.	7,826	7,826	0	0	4,811	4,811	0	-	0.0%	
Transfer to Reserves (as at 13/09/19)							0	-		
Position After Transfers to Reserves (as at 13/09/19)					4,811	4,811	0	-	0.0%	

Variance Explanations

1. The variance in Employee Costs relates to vacancies which are actively being recruited, or being held whilst service requirements are determined.
2. This variance reflects the requirement to purchase external professional services within the Projects team, to meet current service demands.
3. The level of income recovered varies depending on the current workload and timing for the recovery of income on a wide variety of major capital projects.

Report

6

Report to:	Housing and Technical Resources Committee
Date of Meeting:	13 November 2019
Report by:	Executive Director (Finance and Corporate Resources) Executive Director (Housing and Technical Resources)

Subject:	Revenue Budget Monitoring 2019/2020 - Housing and Technical Resources (HRA)
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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 2019 to 13 September 2019 for Housing and Technical Resources (HRA)
- ♦ provide a forecast for the year to 31 March 2020

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 2020 of a breakeven position, be noted; and
- (2) that the proposed budget virements be approved.

3. Background

- 3.1. This is the second revenue budget monitoring report presented to the Housing and Technical Resources Committee for the financial year 2019/2020.
- 3.2. The report details the financial position for Housing and Technical Resources (HRA) on Appendix A.

4. Employee Implications

4.1. None.

5. Financial Implications

- 5.1. As at 13 September 2019, there is a breakeven position against the phased budget. The forecast for the budget to 31 March 2020 is also a breakeven position.
- 5.2. Virements are proposed to realign budgets. These movements have been detailed in the appendices to this report.

6. Other Implications (Including Environmental and Risk)

- 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)

20 September 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ Housing and Technical Resources Committee, 4 September 2019

List of Background Papers

- ◆ Financial ledger and budget monitoring results to 13 September 2019

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 13 September 2019 (No.6)

Housing Revenue Account

Budget Category	Annual Budget £000	Forecast for Year £000	Annual Forecast Variance £000	Budget Proportion 13/09/19 £000	Actual 13/09/19 £000	Variance 13/09/19 £000		% Variance 13/09/19	Note
Employee Costs	13,675	13,675	0	5,841	5,622	219	under	3.7%	1, a
Property Costs	44,605	44,605	0	16,345	16,380	(35)	over	(0.2%)	2, a
Supplies & Services	1,654	1,654	0	533	521	12	under	2.3%	a
Transport & Plant	195	195	0	65	66	(1)	over	(1.5%)	
Administration Costs	5,702	5,702	0	241	233	8	under	3.3%	a
Payments to Other Bodies	3,174	3,174	0	1	5	(4)	over	(400.0%)	
Payments to Contractors	100	100	0	54	56	(2)	over	(3.7%)	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	20,589	20,589	0	15,786	15,786	0	-	0.0%	a
Total Controllable Exp.	89,694	89,694	0	38,866	38,669	197	under	0.5%	
Total Controllable Income	(102,529)	(102,529)	0	(37,515)	(37,318)	(197)	under recovered	0.5%	3, a
Transfer to/(from) Balance Sheet	(2,845)	(2,845)	0	(1,351)	(1,351)	0	-	0.0%	a
Net Controllable Exp.	(15,680)	(15,680)	0	0	0	0	-	0.0%	
Loan Charges	15,680	15,680	0	0	0	0	-	0.0%	a
Net Controllable Exp.	0	0	0	0	0	0	-	0.0%	

Variance Explanations

1. The variance in Employee Costs relates to an underspend in pension contributions and vacancies, which are being actively recruited, or being currently held whilst service requirements are determined.
2. The variance in Property Costs is due to repairs and grounds maintenance work which is a demand led service and is currently higher than budget. This is partially offset by an underspend in bad debt provision due to the demands following the roll out of Universal Credit and better than expected collection rates for rental income.
3. The overall under recovery in rental income is impacted by the timing of new build completions.

Budget Virements

- a. Realignment to reflect revised Budget forecasts for the HRA, including movements between repairs and bad debt provision, requirements for the new IT system, reduced loan charges and adjustments to income projections. Net Effect £0.000m: Employee Costs £0.208m, Property Costs £0.003m, Supplies and Services £0.834m, Administration (£0.011), Financing Charges (£1.250m), Income £1.002m and Transfers to/(from) Balance Sheet (£0.786m).

Report

7

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **13 November 2019**
 Report by: **Executive Director (Finance and Corporate Resources)**
Executive Director (Housing and Technical Resources)

Subject: **Housing and Technical Resources – Workforce
Monitoring – July to September 2019**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide employment information for July to September 2019 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 July to September 2019 relating to Housing and Technical Resources be noted:-

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

3. Background

3.1. As part of the Council's performance management arrangements, regular workforce monitoring reports are submitted to Committee. This report for Housing and Technical Resources provides information on the position for July to September 2019.

4. Monitoring Statistics

4.1. Attendance Statistics (Appendix 1)

Information on absence statistics is analysed for the month of September 2019 for Housing and Technical Resources.

The Resource absence figure for September 2019 was 5.0%, this figure has increased by 0.3% when compared to last month and is 0.5% higher than the Council-wide figure. Compared to September 2018, the Resource absence figure has decreased by 0.2%.

Based on the absence figures at September 2019 and annual trends, the projected annual average absence for the Resource for 2019/2020 is 5.0%, compared to a Council-wide average figure of 4.5%.

For the financial year 2019/2020, the projected average days lost per employee equates to 11.7 days, compared with the overall figure for the Council of 9.7 days per employee.

4.2. Occupational Health (Appendix 2)

In terms of referrals to occupational health, which include medical examinations and physiotherapy, overall 210 referrals were made this period. This represents an increase of 13 when compared with the same period last year.

4.3. Accident/Incident Statistics (Appendix 2)

There were 18 accidents/incidents recorded within the Resource this period, an increase of 8 when compared to the same period last year.

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

During the period, 3 disciplinary hearings were held within the Resource, this figure has decreased by 3 when compared to last year. During this period no appeals were heard by the Appeals Panel. Two grievance hearings were held within the Resource, this figure has increased by 2 when compared to the same period last year. No Dignity at Work complaints were raised within the Resource, this figure has decreased by 1 when compared to the same period last year.

4.5. Analysis of Leavers (Appendix 2)

There were a total of 17 leavers in the Resource this period, 6 of these were eligible for an exit interview. This figure remains unchanged when compared with the same period last year. Two exit interviews were conducted.

4.6. From September 2019, when processing an employee termination, managers were asked to identify whether they intended to replace the employee who had left the Council. If they indicated that they did not intend to replace the employee, they were asked to select from three options:-

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

4.7. In September 2019, 6 employees in total left employment and managers indicated that all of these posts are being filled.

4.8. A reconciliation of existing workforce information at 10 October 2019 showed there were 37.49 FTE posts being recruited for in the Resource and no posts are being held pending savings discussions. It should be noted that some of the posts at recruitment may be currently covered on a fixed term basis pending recruitment.

5. Employee Implications

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

6. Financial Implications

6.1. All financial implications are accommodated within existing budgets.

7. Other Implications ((Including Environmental and Risk Issues)

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

8. Equality Impact Assessment and Consultation Arrangements

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

Paul Manning

Executive Director (Finance and Corporate Resources)

14 October 2019

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, 4 September 2019

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

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ABSENCE TRENDS - 2017/2018, 2018/2019 & 2019/2020
Housing & Technical Resources

APT&C				Manual Workers				Resource Total				Council Wide							
	2017 / 2018	2018 / 2019	2019 / 2020		2017 / 2018	2018 / 2019	2019 / 2020		2017 / 2018	2018 / 2019	2019 / 2020		2017 / 2018	2018 / 2019	2019 / 2020				
April	4.3	3.9	3.9	April	4.5	6.5	6.7	April	4.4	4.9	5.0	April	3.9	4.1	4.0				
May	4.2	3.6	4.2	May	3.9	6.5	5.1	May	4.1	4.8	4.5	May	4.2	4.2	4.4				
June	3.9	4.0	4.8	June	4.4	6.2	5.0	June	4.1	4.9	4.9	June	3.9	4.3	4.4				
July	4.3	3.7	4.1	July	4.9	6.3	5.4	July	4.5	4.8	4.6	July	3.0	3.4	3.4				
August	4.7	4.1	4.0	August	4.0	5.5	5.7	August	4.4	4.6	4.7	August	3.2	3.6	3.7				
September	4.3	4.5	4.4	September	4.5	6.2	5.8	September	4.4	5.2	5.0	September	4.0	4.4	4.5				
October	3.8	4.3		October	4.4	5.9		October	4.0	4.9		October	4.1	4.4					
November	4.9	4.8		November	6.4	6.5		November	5.5	5.5		November	4.8	5.1					
December	5.0	4.4		December	9.0	6.5		December	6.6	5.3		December	5.1	4.8					
January	5.4	4.2		January	7.3	7.0		January	6.2	5.3		January	5.0	4.9					
February	5.2	4.2		February	6.1	6.6		February	5.6	5.2		February	5.0	5.2					
March	5.1	4.2		March	6.0	7.3		March	5.4	5.5		March	4.7	4.9					
Annual Average	4.6	4.2	4.3	Annual Average	5.5	6.4	6.1	Annual Average	4.9	5.1	5.0	Annual Average	4.2	4.4	4.5				
Average Apr-Sep	4.3	4.0	4.2	Average Apr-Sep	4.4	6.2	5.6	Average Apr-Sep	4.3	4.9	4.8	Average Apr-Sep	3.7	4.0	4.1				
No of Employees at 30 September 2019				884	No of Employees at 30 September 2019				569	No of Employees at 30 September 2019				1453	No of Employees at 30 September 2019				15781

For the financial year 2019/20, the projected average days lost per employee equates to 11.7 days.

HOUSING AND TECHNICAL RESOURCES

	Jul-Sep 2018	Jul-Sep 2019
MEDICAL EXAMINATIONS		
Number of Employees Attending	53	86
EMPLOYEE COUNSELLING SERVICE		
Total Number of Referrals	11	16
PHYSIOTHERAPY SERVICE		
Total Number of Referrals	82	67
REFERRALS TO EMPLOYEE SUPPORT OFFICER		
	37	36
REFERRALS TO COGNITIVE BEHAVIOUR THERAPY		
	14	5
TOTAL	197	210

CAUSE OF ACCIDENTS/INCIDENTS	Jul-Sep 2018	Jul-Sep 2019
Over 7 day absences	3	2
Over 3 day absences**	1	2
Minor	4	9
Near Miss	0	1
Violent Incident: Verbal*****	2	4
Total Accidents/Incidents	10	18

*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 7 day 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	Jul-Sep 2018	Jul-Sep 2019
Total Number of Hearings	6	3

Time Taken to Convene Hearing Jul - Sep 2019

0-3 Weeks
1

4-6 Weeks
0

Over 6 Weeks
2

RECORD OF GRIEVANCE HEARINGS	Jul-Sep 2018	Jul-Sep 2019
Number of Grievances	0	2
Number Resolved at Stage 2	0	1
Still in Progress	0	1

RECORD OF DIGNITY AT WORK	Jul-Sep 2018	Jul-Sep 2019
Number of Incidents	1	0
Number Resolved at Formal Stage	1	0

ANALYSIS OF REASONS FOR LEAVING	Jul-Sep 2018	Jul-Sep 2019
Career Advancement	2	1
Childcare/caring responsibilities	0	1
Other	1	0
Number of Exit Interviews conducted	3	2

Total Number of Leavers Eligible for Exit Interview	6	6
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Percentage of interviews conducted	50%	33%
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Report

8

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **13 November 2019**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Housing and Technical Resource Plan:
Quarter 2 Progress Report 2019/2020**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Housing and Technical Resource Plan Quarter 2 Progress Report 2019/2020, for the period 1 April to 30 September 2019

2. Recommendations

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

- (1) that the Housing and Technical Resource Plan Quarter 2 Progress Report 2019/2020 as summarised in paragraph 5.2. and attached as Appendix 2 of this report, be noted;
- (2) that the key achievements made by the Resource to date, as detailed in paragraph 5.3. of this report, be noted;
- (3) that the areas for improvement and associated management actions as detailed in paragraph 5.4. of this report, be noted; and
- (4) that the additional scrutiny of reporting the updated status of those measures identified as 'report later' at Quarter 4 2018/2019, as summarised in paragraph 5.5. and detailed at Appendix 3 of this report, be noted.

3. Background

- 3.1. The Housing and Technical Resource Plan 2019/2020 was approved by this Committee on 4 September 2019 and sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2019/2020.
- 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 and the Community Plan, 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 since 2007 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 2019/2020

4.1. The Resource has established a number of objectives to support the delivery of the Connect objectives in 2019/2020. These are detailed at Appendix 1.

5. Quarter 2 Progress Report 2019/2020

5.1. Progress against all Resource Plan 2019/2020 measures is contained in the Quarter 2 Progress Report 2019/2020, 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. This will be reported when available
Contextual	Included for 'information only', to set performance information in context

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

The overall summary of progress to date is as follows:-

Status	Measures	
	Number	%
Green	61	69%
Amber	4	4%
Red	1	1%
Report later/Contextual	23	26%
Totals	89	100 %

(Data correct as at 14 October 2019)

5.3. Key achievements for 2019/2020 (as at Quarter 2) are noted below:-

5.3.1.

Connect Objective: Improve later life	
Resource Objective	Achievement
Improve services for older people	Programme of upgrades and conversions to amenity standard continues increasing the provision of housing suitable for older people.
	Over 874 adaptations have been completed in council and private homes allowing people to remain in their own home
	All demand has been met for adaptations to Council Housing. There is no waiting list for Council adaptations.

Connect Objective: Improve the availability, quality and access of housing	
Resource Objective	Achievement
Improve the quality, access and availability of housing	99.8% of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation achieved against target of 98%
	4.12 hours to complete emergency repair against target of 24 hours
	Continue to monitor and report on implementation of Rapid Rehousing Transition Plan

Connect Objective: Support our communities by tackling disadvantage and deprivation and supporting aspiration	
Resource Objective	Achievement
Work with communities and partners to promote high quality, thriving and sustainable communities	Continue to monitor and report on progress against Local Housing Strategy 2017-2022

Connect Objective: Ensure schools and other places of learning are inspirational	
Resource Objective	Achievement
Ensure schools and other places of learning are inspirational	131 new 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
Continue to effectively manage customer complaints	An average of 4 working days for a full response to be issued at Stage 1 (SSHC)
	An average of 16 working days for a full response to be issued at Stage 2 (SSHC)
Maintain current high levels of income collection and generation	6.61% of gross rent arrears against the target 8.68%

5.4. Areas for improvement

Measures that have been classified as 'red' (major slippage against timescale or shortfall against target) are noted below, together with the reason why, and the management action now being taken, where applicable.

Connect Objective: Improve later life		
Resource Objective: Improve services for older people		
Measure	Comments/Progress	Action by Manager (where applicable)
% of standard adaptations to council houses within agreed appointment times	Action plan implemented to improve current performance levels	Actions identified and implemented to improve performance

5.5. Report later

Measures included in the quarterly progress reports can be assigned the 'report later' status. In order to report on the final status of these measures an update is now included in this report. Of the 1 measure identified as 'report later' as at Quarter 4 2018/2019, zero are Local Government Benchmarking Framework indicators, for which the 2018/2019 results will not be published until January 2020. The revised status and narrative relating to the 'report later' measures is detailed at Appendix 3.

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.

6.2. Absence statistics are monitored and reported through the Council-wide Workforce Monitoring report which is presented to each Resource Committee and the Employees Issues Forum. For your information, this Resource's performance result as at Quarter 2 is attached at Appendix 4.

7 Financial Implications

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

8. Other Implications (Including Environmental and Risk)

- 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. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

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)

7 October 2019

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

- ♦ Housing and Technical Resources Quarter 4 Progress Report 2018/2019 - 4 September 2019

List of Background Papers

- ♦ Council Plan Connect 2017 to 2022 – endorsed by the Executive Committee on 8 November 2017 and approved by the full Council on 6 December 2017
- ♦ Housing and Technical Resources Plan 2019/2020 – approved by Housing and Technical Committee on 4 September 2019

Contact for Further Information

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

Jean Gallagher, Performance and Support Advisor

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E-mail: jean.gallagher@southlanarkshire.gov.uk

Housing and Technical Resource Objectives 2019/2020

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 council 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 well-being 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

improve

Resource Plan

Performance Report 2019-20

Quarter 2 : April 2019 - September 2019

(This represents the cumulative position to September 2019)

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		Last 3 Years		
				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	4	1	1	3	9
Protect vulnerable children, young people and adults	4				4
Deliver better health and social care outcomes for all	1				1
Improve the availability, quality and access of housing	12	3		7	22
<i>Improve the road network, influence improvements in public transport and encourage active travel</i>					
Work with communities and partners to promote high quality, thriving and sustainable communities	11			3	14
<i>Support the local economy by providing the right conditions for inclusive growth</i>					
Support our communities by tackling disadvantage and deprivation and supporting aspiration	4			3	7
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
Ensure schools and other places of learning are inspirational	2				2
<i>Encourage participation in physical and cultural activities</i>					
Delivering the plan and achieving best value	23			7	30
Total	61	4	1	23	89

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	2016/17	2017/18	2018/19
Increase supply of housing suitable for older people	Existing amenity properties and mainstream properties upgraded and converted to amenity per agreed programme (RP)	Programme ongoing.	Green	---	---	---	---	---
	Number of new build affordable properties suitable for the needs of older people (RP)	The programme continues as agreed with new build affordable properties suitable for the needs of older people 18 units scheduled for completion in Quarter 3.	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	-----	416	1,126	976	979
	Number of approvals given for adaptations in private homes	On target to achieve predicted outturn.	Green	900	458	576	507	552
	No of households currently waiting for adaptations to their home	Target achieved, no outstanding applicants.	Green	0	0	0	0	0
	% of approved applications for adaptations completed in year (SSHC)	All adaptations were approved, this measure is demand led.	Contextual	-----	100.00%	99.14%	100.00%	93.00%
	Average time (working days) to complete applications (SSHC)	Slight increase in average days.	Amber	28.00 days	32.00 days	26.28 days	27.00 days	29.73 days
	% of standard adaptations to council houses within agreed appointment times	Review of performance carried out and action plan implemented to address drop in performance.	Red	97.0%	83.0%	99.1%	96.4%	93.0%
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 completed, await current year inspection	Report Later	---	---	---	---	---

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

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	Annual report presented as per schedule. Resource is working to support coordination of the priorities for the forthcoming Children Services Inspection which will take place in quarter 3.	Green	---	---	---	---	---
Ensure effective housing service contribution to Partnership approach to GIRFEC	Continue to deliver appropriate services for homeless children (RP)	Actions progressing including Health Need Assessment complete, working group established to develop and implement actions to minimise impact of Homelessness on children linked to RRTP.	Green	---	---	---	---	---
Ensure our services are tailored to the needs of people who are experiencing domestic abuse and young people who have been looked after	Review services to ensure they are appropriately reflected of people experiencing Domestic abuse	Review on-going and will be completed by end December 2019. Action plan will be developed to progress recommendations.	Green	---	---	---	---	---
	Continue to work with partners to support young people moved from Care to living in their own home on a permanent basis	Throughcare protocol refreshed, Housing continue to be represented on all corporate parenting and GIRFEC groups/boards and involved in CI inspection of children's services currently underway	Green	---	---	---	---	---

Deliver better health and social care outcomes for all**Deliver better health and social care outcomes for all**

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	Implement Housing actions detailed in the Strategic Commissioning plan to help achieve priority outcomes for health and social care (RP)	Housing and Technical Resources continue to contribute to the aims and objectives of the Strategic Commissioning Plan 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	2016/17	2017/18	2018/19
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP/SLP (RP)	On programme to achieve target.	Green	---	---	---	---	---
	Work with key partners to ensure the delivery of targeted number of new affordable housing	Continue to progress on basis of Strategic Housing Investment Plan approved at Committee 22 August 2018.	Green	---	---	---	---	---
Improve access to settled accommodation for homeless households	% of lets to Urgent housing (UH) need households	Work progressing to ensure target is achieved by year end.	Green	52.6%	51.6%	47.7%	48.6%	49.2%
	Implementation of the Rapid Rehousing Transition Plan from April 2019	R RTP actions progressing and will be subject to review at end March 2020.	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	98.0%	99.8%	99.4%	99.1%	99.4%
	Average length of time in temporary accommodation (SG) (RP)		Report Later	100 days	-----	113 days	106 days	108 days
	% of households requiring temporary accommodation to whom an offer was made (SG)		Report Later	100.0%	-----	97.0%	99.3%	99.4%
	% of temporary accommodation offers refused (SG) (RP)		Report Later	-----	-----	5.53%	7.74%	8.25%
Improve tenancy sustainment	% of new tenancies sustained for more than a year by source of let (SSHC)	Target achieved	Green	90.00%	92.10%	89.40%	90.20%	89.37%
Continue with the Council's Housing Options Service (Home Options)	Continue to deliver and further develop Housing Options with a focus on homeless prevention	The Integrated Home Options Service continues to be delivered. Prevention pathways are being further developed and tests being carried out to prevent homelessness following prison discharges.	Green	---	---	---	---	---
Continue to let houses efficiently, effectively and fairly	Average time taken to relet (SSHC) (RP)	Slippage against 2018/19 target. A range of measures are now in place to improve performance.	Amber	22 days	23 days	20 days	21 days	22 days
	% of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC)	Slippage against 2018/19 target. A range of measures are now in place to improve performance.	Amber	0.45%	0.64%	0.44%	0.45%	0.46%
	% of total void rent loss (SSHC) (RP)	Slippage against 2018/19 target. A range of measures are now in place to improve performance.	Amber	1.10%	1.43%	1.07%	1.03%	1.08%
	% of tenancy offers refused during the year (SSHC) (RP)		Contextual	-----	32.4%	41.7%	39.9%	37.1%

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	2016/17	2017/18	2018/19
Continue to deliver an effective housing repairs and maintenance service	% of response repairs completed on time	Target achieved	Green	90.0%	95.0%	97.9%	98.3%	97.0%
	Ave length of time to complete emergency repair - hours (SSHC) - YTD	Target achieved	Green	24.00 hours	4.12 hours	4.20 hours	4.11 hours	3.65 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 completed on time.	Contextual	-----	15.00 days	13.41 days	12.95 days	14.32 days
	% of reactive repairs completed first time right (SSHC)	Target achieved	Green	90.00%	99.00%	97.00%	97.00%	99.87%
	% of repairs appointments kept (SSHC)	Target achieved	Green	90.00%	94.00%	98.74%	97.00%	96.15%
	Average number of reactive repairs per occupied property (SSHC)	To be reported at year end.	Report Later	-----	-----	4	4	4
	No of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date	Target achieved.	Green	0	0	100	100	100
	% of tenant satisfaction with repairs or maintenance in year (SSHC)	Quarter 2 information not available until October 2019.	Report Later	-----	-----	91.0%	91.0%	92.0%

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	2016/17	2017/18	2018/19
Ensure continued implementation of the Local Housing Strategy (LHS) 2017-2022	Complete annual review and Monitor progress against LHS action plan	Second review of LHS 2017-22 currently being progressed. Outcomes will be presented to Executive Committee 4 December 2019.	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	2016/17	2017/18	2018/19
Continue to effectively deliver and promote Anti Social Behaviour (ASB) services including diversionary activities	% of ASB cases resolved in the year (SSHC)	Work progressing to ensure target is achieved by year end.	Green	88.00%	79.20%	85.40%	86.50%	88.15%
Monitor and report progress against Community Safety priorities including relevant parts of the SLCP	Routine reporting against Community Plan Community Safety priorities to the Safer South Lanarkshire Board	A Community Safety Partnership Performance Measures report covering the period 2018/19 was presented to Safer South Lanarkshire Board on 16 September 2019. Performance information in relation to the work of the Community Safety Partnership has also been reported for inclusion in the Community Plan Annual report.	Green	---	---	---	---	---
Ensure effective involvement with tenants and other customer groups	Annual review of the Customer Involvement Strategy action plan	Annual review of Customer Involvement Strategy currently taking place and will be presented to Housing and Technical Resources Committee on 13 November 2019.	Green	---	---	---	---	---
	Continue to implement a programme of Tenant Scrutiny	Tenant scrutiny programme continues in line with tenant agreed activities. Projects completed in Quarter 2 include scrutiny of Housing Services' Refusal of offer process and analysis of the way services collect customer contact information. Programme for remaining Quarters being agreed with Customer Scrutiny Group.	Green	---	---	---	---	---
Maximise the energy efficiency of all operational properties in support of the Carbon Management Plan.	% reduction in energy consumption across the energy portfolio	To be reported at year end.	Report Later	---	---	---	---	---
	% of operational buildings that are suitable for current use	To be reported at year end.	Report Later	---	---	---	---	---
	% of internal floor area of operational buildings in satisfactory conditions	To be reported at year end.	Report Later	---	---	---	---	---

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	2016/17	2017/18	2018/19
Deliver at least a 10% reduction in vehicle emissions by March 2021 in accordance with the Corporate Carbon Reduction target	Continue to reduce vehicle emissions in 2019-2020 against the baseline of 2014-15 (ADM)	New vehicle replacement programme is well underway which should continue to reduce the vehicle emissions.	Green	---	---	---	---	---
	Engage with Community and Enterprise Resource's Fleet Services to agree service specific vehicle emissions reduction strategies in line with service delivery requirements	Ongoing regular with Fleet Services management meetings being attended	Green	---	---	---	---	---
Ensure effective contribution to meeting the Council's Sustainable Development and Climate Change strategy	Ensure sustainable development principles and climate change duties are incorporated in new or revised policies, plans, strategies and projects and initiatives, where appropriate (ADM)	Principles continue to be incorporated and screening for Strategic Environmental Assessments continue to take place for all new or revised strategy and policies.	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	The 2019/20 programme continues 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 2019 (ADM)	Continue to support as required.	Green	---	---	---	---	---
Work with Gypsy/Traveller sites to develop and implement a programme of site improvements	Site plan developed and being implemented	Consultation ongoing with residents in both sites and site plans being developed in line with residents priorities.	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 -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Continue to monitor the changes arising from the implementation of the Welfare reform Act 2012 including Universal credit	Continue to implement service action plan on welfare reform	Welfare reform changes continue to be monitored and reported to relevant groups. Report to be presented to H&TR Committee on 13 November 2019. H&TR continue to monitor the national pilot scheme 'moving onto UC' and implementation dates for roll out across the UK.	Green	---	---	---	---	---
	Support financial security and maximise income for customers	Ongoing support provided to tenants and homeless service users.	Green	---	---	---	---	---
Continue to improve energy efficiency of housing stock to help address fuel poverty.	% of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)	To be reported at year end.	Report Later	-----	-----	92.0%	92.1%	92.5%
	% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)	To be reported at year end.	Report Later	-----	-----	86.10%	89.40%	91.10%
	Assist/support households to access schemes available to help address fuel poverty issues	To be reported at year end.	Report Later	---	---	---	---	---
Continue with physical regeneration work in priority areas	Continue the implementation of the master plan for regeneration in East Whitlawburn	Masterplan finalised and implementation progressing. Developer partner appointed. Project Management team established. Planning permission granted August 2019.. Significant progress on site clearance.	Green	---	---	---	---	---
	Continue to develop and implement Sustainable Housing Plans in identified rural areas	Housing Plans continue to remain in place for each of the rural villages with regular updates to local communities.	Green	---	---	---	---	---

Ensure schools and other places of learning are inspirational**Ensure schools and other places of learning are inspirational**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Project Management of Schools Projects and General Services Projects	General Services Programme - Target spend achieved	Spend to Q2 £21,878,479.40. Annual target £80,569,630.00, on target to achieve.	Green	---	---	---	---	---
	Primary Schools Modernisation Programme - Completion of Primary School Programme - Support for Early Years Programme - Growth and Capacities Programme	131 Primary Schools/ Nurseries complete to date.	Green	---	---	---	---	---

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	2016/17	2017/18	2018/19
Develop and implement equality performance measures and publish results in accordance with Public Sector Equalities Duties (PSED)	Provide annual report to Equal Opportunities Forum on uptake of service, based on agreed equality outcomes	Annual update report scheduled for 30 October 2019.	Green	---	---	---	---	---
	Number of equality impact assessments undertaken for all relevant new and reviewed policies and procedures	9 EQIAs completed YTD for Housing Services:- 7 x Local Letting Initiatives Housing Repairs Policy Customer Involvement Strategy 2018-22	Green	---	---	---	---	---
Ensure that high standards of governance are being exercised	% of risk control actions completed by due date (ADM)	No risk control actions due in 2019/20.	Green	100.0%	100.0%	83.0%	100.0%	100.0%
	% of audit actions completed by due date (ADM)	As at the end of Quarter 2, 3 out of 3 (100%) of audit actions due were complete. The target of 90% has been achieved.	Green	90.0%	100.0%	100.0%	100.0%	90.0%
	Complete Resource Governance Self Assessment by due date and develop actions to address non-compliant areas (ADM)	Governance Statement and Q4 report presented to the Risk and Audit Scrutiny Forum June 2019. Resource actions from self-assessment exercise continue to be implemented. Next self-assessment to be undertaken in December / January 2020.	Green	---	---	---	---	---
Continue to effectively manage customer	% of Stage 1 complaints responded to in full (SSHC)		Contextual	-----	88.00%	98.18%	95.75%	98.00%

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	2016/17	2017/18	2018/19
complaints	Average time in working days for a full response at Stage 1	Target achieved	Green	5	4	4	4	4
	% of Stage 2 complaints responded to in full (SSHC)	14 stage 2 complaints responded to in full.	Contextual	-----	100.00%	92.31%	100.00%	96.00%
	Average time in working days for a full response at Stage 2	Target achieved	Green	20	16	17	16	15
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)		Report Later	-----	-----	97.81%	100.00%	99.50%
	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)		Report Later	-----	-----	81.81%	100.00%	100.00%
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days (ADM)		Report Later	-----	-----	94.44%	100.00%	92.90%
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery.	2019/2020 Quality Assurance Programme developed and approved	The 2019/20 Quality Assurance programme continues on target . The results are reported on an on-going basis to the relevant Managers/teams.	Green	---	---	---	---	---
	Engage in self evaluation activity and take forward any improvement actions	Self evaluation actions identified continue to be implemented.	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery	Improvement actions identified continue to be implemented.	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	To be reported at year end.	Report Later	---	---	---	---	---
Maintain current high levels of income	Rent collected as a % of rent due in the year (SSHC) (RP)	Minor slippage against target, ongoing monitoring to improve.	Green	98.2%	97.1%	100.0%	99.3%	99.0%

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	2016/17	2017/18	2018/19
collection and generation	Gross rent arrears (current and former tenants) as a % of rent due for the year (LGBF) (SSHC) (RP)	Target achieved.	Green	8.68%	6.61%	5.72%	6.30%	6.78%
	Factoring collection rate	Factoring collection rate as at quarter 2 is 51.9% (1.1% up on the same date last year).	Green	81.00%	51.90%	79.30%	80.10%	81.00%
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Labour turnover rate (ADM)	Target achieved.	Green	5.0%	1.2%	1.9%	2.4%	3.2%
	100% coverage of Personal Appraisals (PAs) of employees in scope (ADM)		Report Later	100.0%	-----	-----	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)	PESTLE analysis progressed with service management teams and draft content for inclusion in the 2019-22 plan provided to Personnel Services August 2019.	Green	---	---	---	---	---
Continue 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	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 have been produced in accordance with established timetable.	Green	---	---	---	---	---
	Overall budgetary targets achieved by March 2020	Overall budgetary targets are expected to be achieved by year end.	Green	---	---	---	---	---
	Delivery of targeted agreed efficiency savings	Agreed efficiency savings are expected to be achieved by year end.	Green	---	---	---	---	---

Delivering the plan and achieving best value**Delivering the plan and achieving best value**

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Commence/complete Efficiency/Service reviews within the Resource	Implement agreed actions following service reviews and report on outcomes to RMT - Factoring	Final report due to RMT with detailed action plan in November 2019.	Green	---	---	---	---	---
	Implement agreed actions following service reviews and report on outcomes to RMT - Property Services	Service reviews are ongoing and due to report in the first Quarter of 2020	Green	---	---	---	---	---
Progress the council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource (ADM)	Continuing to progress the implementation of the Integrated Housing and Property Management System which will facilitate digital transformation activity within the Resource through and post implementation.	Green	---	---	---	---	---
	Continue implementation of a replacement Housing and Property Management System	Work progressing in accordance with project plan.	Green	---	---	---	---	---

'Report later' measures

– update of Housing and Technical Resource Plan 2018-19 Quarter 4 Progress Report

8

Measure	Comments at Quarter 4 2018-19	Updated status at Quarter 2 2019-20	Updated comments
100% coverage of Personal Appraisals (PAs) of employees in scope (ADM)	Information not yet available for reporting	Report later	Information not yet available for reporting

(Data/Information correct as at 4 October 2019)

Delivering the Plan and achieving Best Value

Improve the skills, flexibility and capacity of the workforce

Action	Measures	Comments/Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Ensure our commitment to employees through the development and implementation of personnel policies and employee learning and development (L&D) opportunities	Absence rate will be contained at 3.9% or less (Resource)	Percentage absence is currently above the annual target, although is below the absence level both at the same period last year at year end. The resource continues to closely monitor absence and apply the maximising Attendance Policy, adopting Council available supports to expedite return to work.	Red	3.9%	4.8%	4.95%	4.92%	5.07%

Report

9

Report to:	Housing and Technical Resources Committee
Date of Meeting:	13 November 2019
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Acquisition of Land for Park and Ride Facility at Bridge Street, Cambuslang
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ request approval to acquire the land at Bridge Street, Cambuslang extending to 0.979 hectares for the development of a park and ride facility to serve Cambuslang station

2. Recommendation(s)

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

- (1) that the site at Bridge Street extending to 0.979 hectares or thereby be acquired from Forrest Developments Limited for the sum of £700,000 exclusive of VAT to accommodate a park and ride car park; 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 other matters pertaining to the acquisition of the land and to enter into the necessary legal agreements on terms which are in the best interests of the Council.

3. Background

- 3.1. Community and Enterprise Resources Committee approved the South Lanarkshire Park and Ride Strategy at their meeting on 30 October 2018. The strategy identified the growth in rail patronage within South Lanarkshire and the requirement for improved and additional park and ride car parking spaces adjacent to Network Rail stations.
- 3.2. Cambuslang station was identified within the strategy as a high priority location for additional park and ride spaces. Roads and Transportation Services has, therefore, determined that vacant land to the north of the Cambuslang station entrance at Bridge Street, Cambuslang would be suitable for a new facility providing an additional 260 spaces and instructed Property Services to identify the owner and enter into negotiations.
- 3.3. The land at Bridge Street which extends to 0.979 hectares (2.4 acres) is currently in the ownership of Forrest Developments Limited who have been actively marketing the site for a range of uses including residential, retail or commercial which are all compatible with planning policy for the area. A price of £700,000 has been provisionally agreed with Forrest Developments which reflects the alternative uses for the land. The site is mainly level, vacant and has direct access to the adopted road.

- 3.4. In terms of Park and Ride Strategy, a funding grant for the acquisition costs has now been secured from Strathclyde Partnership for Transport.

4. Proposal

- 4.1. It is, therefore, proposed to acquire the land at, Bridge Street, Cambuslang extending to 0.979 hectares (2.4 acres) or thereby, as shown on the attached indicative plan, from Forrest Developments Limited, subject to the following principal conditions:-

- ◆ the purchase price to be the sum of £700,000 exclusive of VAT
- ◆ the transaction will be subject to Land and Building Transaction Tax of circa £42,000
- ◆ the Council to be fully satisfied as to the ground conditions pertaining to the site
- ◆ each party will be responsible for their own legal fees, however, in the event the transaction did not settle the Council to be responsible for sellers abortive legal fees up to a maximum of £4,000

5. Employee Implications

- 5.1. There are no employee implications.

6. Financial Implications

- 6.1. Grant funding of £0.800m has been secured from Strathclyde Partnership for Transport for the purchase of land at Cambuslang to provide additional park and ride capacity next to Cambuslang Rail station.
- 6.2. Funding may include all related aspects necessary to conclude the land purchase such as conducting ground investigations and progressing design options.

7. Other Implications (Including Environmental and Risk)

- 7.1. If the proposal did not proceed there would be implications on the delivery of the South Lanarkshire Park and Ride Strategy.
- 7.2. As the proposals contained within this report will encourage greater use of public transport, there will be a positive impact on sustainability and the environment.

8. Equality Impact Assessment and Consultation Arrangements

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

Daniel Lowe

Executive Director (Housing and Technical Resources)

2 October 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve the quality of life of everyone in South Lanarkshire
- ◆ Improve the road network, influence improvements in public transport and encourage active travel
- ◆ Support the local economy by providing the right conditions for inclusive growth
- ◆ Make communities safer, stronger and sustainable

Previous References

- ◆ Community and Enterprise Resources Committee, 30 October 2018

List of Background Papers

- ◆ South Lanarkshire Park and Ride Strategy

Contact for Further Information

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

Frank McCafferty, Head of Property Services

Ext: 4073 (Tel: 01698 454073)

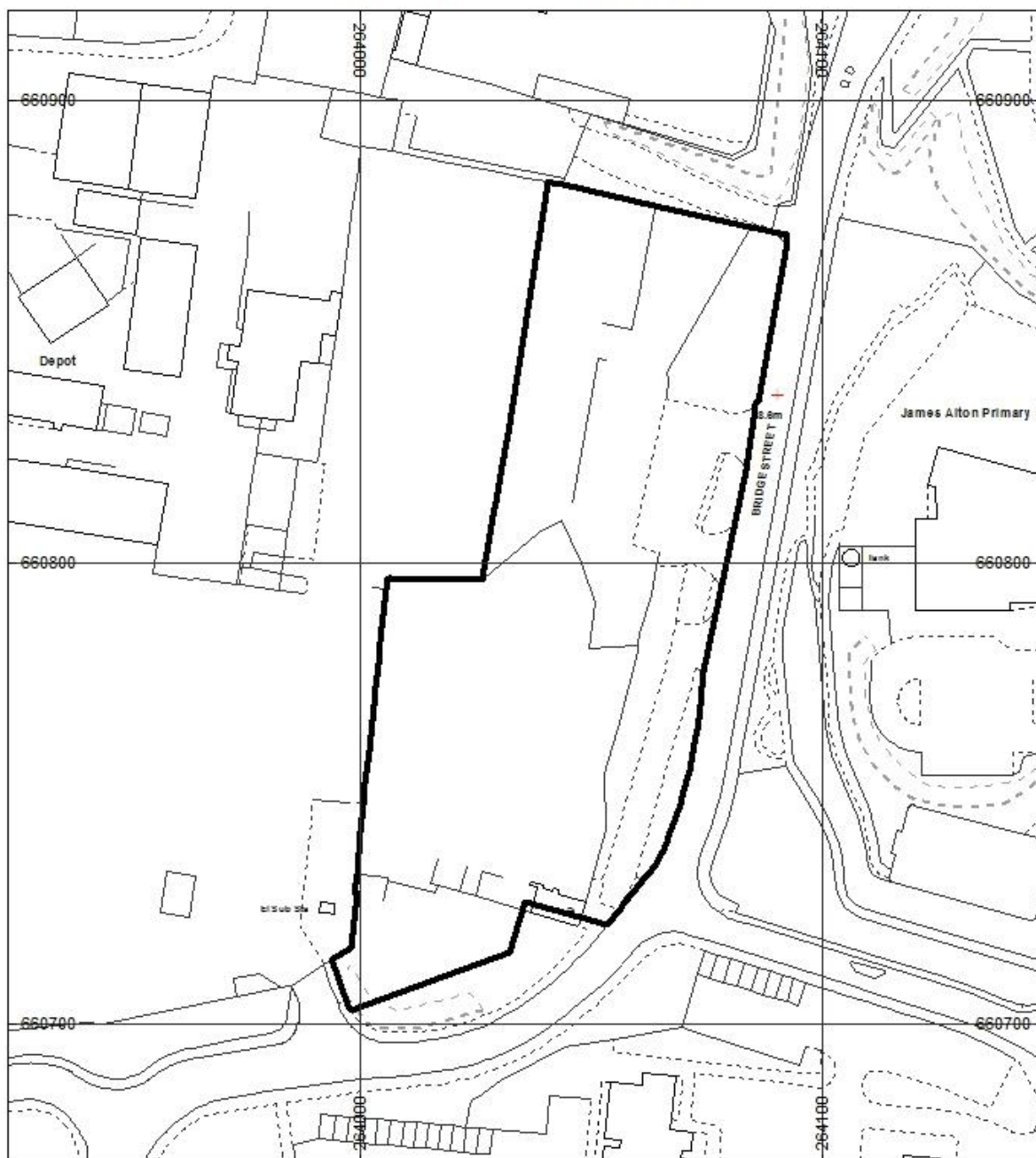
E-mail: frank.mccafferty@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

Land at Bridge Street
Cambuslang



PROPERTY SERVICES



Contents outlined in Black 9790 square metres or thereby.

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Ordnance Survey 100020730.

DATE: 02/10/2019

Report

10

Report to:	Housing and Technical Resources Committee
Date of Meeting:	13 November 2019
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Domestic Dwelling Houses within Carstairs Junction – Surplus to Housing Requirements
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ request approval to declare the domestic dwellings at 1, 3 and 5 Allison Place, Carstairs Junction, surplus to the operational requirements of the Housing Service

2. Recommendation(s)

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

- (1) that the properties at 1, 3 and 5 Allison Place be declared surplus to the operational requirements of Housing Services; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with Head of Administration and Legal Services, be authorised to put the properties on to the open market for sale for residential purposes.

3. Background

- 3.1. Previous reports presented to Housing and Technical Resources Committee in September 2015 and January 2017 proposed a range of recommendations to address sustainability issues within the rural villages of Clydesdale North and South. Committee approved recommendations that were aimed at consolidating and promoting the future sustainability of Council housing stock in this area, including selective demolition of properties where an over-supply of housing was identified and where these properties were a blight on the local community.
- 3.2. Committee also approved proposals to consider diversification and ownership initiatives of non-core rented stock.
- 3.3. An over-supply of housing was identified within the village of Carstairs Junction, and since Committee approval in 2015, selected demolitions have taken place. These demolitions were completed prior to the major investment works which are currently ongoing to the retained stock within the village at Allison Street, Pettinain Road and King Street.
- 3.4. In addition to those properties already demolished, the four-in-a-block at 1 to 7 Allison, Place, where all of the 3 Council owned flats are vacant, is surplus to operational requirements.

- 3.5. The residential owner of the property at 7 Allison Place does not wish to voluntarily sell his property to the Council.

4. Proposal

- 4.1. To support other actions to promote sustainability in Carstairs Junction, it is proposed that the option to sell the 3 vacant flats with the block 1 to 7 Allison Place be explored.
- 4.2. The 3 properties have been vacant for 5 years and are no longer considered as core stock.
- 4.3. As an alternative to demolition and to support the Council's investment in the area, and address the blight of this partially vacant block, it is proposed to market the properties for sale.
- 4.4. All of the properties require a degree of investment and modernisation, however, the Estates Service advise they are in a marketable condition. The properties would be placed on the open market for sale, in line with the home report value.
- 4.5. It is noted, however, that a lower offer in comparison to the market value would still be of benefit to the Council rather than the continued rent loss. This approach could have wider benefits to the community and sustainment of the local communities.
- 4.6. It is, therefore, recommended that the properties be declared surplus to Housing Services' requirements and that Estates Services be instructed to place the properties on the open market. A sale will be conditional to receiving the required consent from the Scottish Government within the terms of sections 12 and 14 of the Housing (Scotland) Act 1987.
- 4.7. Subject to approval, the properties will be placed on the open market at market value. The properties will remain on the open market until a suitable offer is received. In the meantime, should demand for Council housing change within these villages, there remains the option to no longer consider them as surplus and to let them accordingly.

5. Financial Implications

- 5.1. Subsequent disposal of the properties will generate an income to the Housing Revenue Account, subject to market conditions. This receipt will contribute to the Housing Account's capital investment programme.
- 5.2. Disposal of the properties will reduce the Council's liability in terms of management and maintenance of the property.

6. Employee Implications

- 6.1. There are no employee implications arising from this report.

7. Other Implications (Including Environmental and Risk)

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

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 8.2. Local Elected Members have been consulted on this proposal.

Daniel Lowe

Executive Director (Housing and Technical Resources)

7 October 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent
- ◆ Make communities safer, stronger and sustainable

Previous References

- ◆ Housing and Technical Resources Committee, 18 January 2017
- ◆ Housing and Technical Resources Committee, 30 September 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:-

Annette Finnan, Head of Housing Services

Ext: 5611 (Tel: 01698 455611)

E-mail: annette.finnan@southlanarkshire.gov.uk

Report

11

Report to:	Housing and Technical Resources Committee
Date of Meeting:	13 November 2019
Report by:	Executive Director (Housing and Technical Resources)

Subject:	South Lanarkshire Council's Strategic Housing Investment Plan 2020 to 2025
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide Committee with an update on progress made with delivering affordable housing through the Strategic Local Programme Agreement (SLPA) during 2018/2019
- ◆ request approval for the Strategic Housing Investment Plan (SHIP) for the 5 year period from 2020 to 2025

2. Recommendation(s)

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

- (1) that the progress made in increasing the supply of affordable housing through the SHIP and SLPA, be noted; and
- (2) that the content of the Strategic Housing Investment Plan 2020 to 2025, as set out in Appendix 3 to this report, be approved

3. Background

3.1. The SHIP is a 5 year rolling plan which links the strategic priorities identified in South Lanarkshire's Local Housing Strategy (LHS) to a strategic plan for the delivery of additional affordable housing. The purpose of the SHIP is to guide the allocation of available Scottish Government investment funding to meet the affordable Housing Supply Target as set out in the LHS and the associated priorities and outcomes.

3.2. The Local Housing Strategy, 'Affordable Homes; Sustainable Places', covering the period from 2017 to 2022 was approved by the Executive Committee in August 2017. It includes a Housing Supply Target for 1,500 additional affordable homes over this 5 year period which was based on the robust and credible Glasgow city-region Housing Needs and Demand Assessment (HNDA).

3.3. Aligned to Scottish Government statutory guidance, the Housing Supply Target took into consideration availability of funding as indicated by the Scottish Government's Resource Planning Assumptions (RPA). The strategic outcomes identified in the LHS which guide investment priorities within this SHIP include:-

- ◆ increasing the supply of affordable housing in pressured areas
- ◆ increasing the supply of housing suitable for older people and those with disabilities and particular needs

- ◆ prevent homelessness through effective partnership working and support people who experience homelessness and are provided with temporary accommodation to move to settled accommodation that meets their needs as quickly as possible
- ◆ improving the quality and range of housing as part of regeneration strategies, and arresting decline in rural settlements
- ◆ improving housing quality and energy efficiency with more of the energy used from low carbon and renewable sources

- 3.4. The Scottish Government have confirmed the SHIP as the key document for identifying strategic housing projects to assist the achievement of the Scottish Government's target of 50,000 affordable homes, of which 35,000 are to be for social rent, during the life of the current Parliament.
- 3.5. The Scottish Government use approved SHIPs to inform the allocation of the affordable housing grant funding through a Strategic Local Programme Agreement (SLPA) for each local authority area. Thereafter the SLPA informs the development of separate local programme agreements between the local authority and the Scottish Government and Registered Social Landlord's and the Scottish Government.
- 3.6. The Council's previous SHIP was approved by this Committee on 22 August 2018 and covered the 5 year period from 2019 to 2024. The SHIP and SLPA are reviewed and updated annually to reflect changes to the 5 year rolling SHIP taking account of progress made delivering affordable housing in 2018/2019, and planned progress in the current year 2019/2020, aligned to the RPA's issued by the Scottish Government.

4. SLPA Progress 2018/2019

- 4.1. Closely working with RSL partners and the Scottish Government, good progress was made by the council and RSL's in delivering development priorities to the financial year end in March 2019.
- 4.2. Within 2018/2019, a total of 445 additional affordable homes for social rent were delivered across South Lanarkshire. This included 252 new build homes by housing associations, 132 Council new build and 61 additional Council homes purchased through the Council's open market purchase scheme.
- 4.3. The additional affordable supply (445 units) delivered in 2018/2019 includes a mix of 225 (51%) for general needs and 220 (49%) particular needs/amenity housing. In accordance with Scottish Government grant requirements all newly constructed homes meet Housing for Varying Needs Standard. Appendix 1 provides a summary of council and RSL 2018/2019 completions.

5. Home+ Programme Update

- 5.1. Work continues on the council's programme to deliver 1,000 additional homes detailed in Appendix 2. A total of 425 additional homes have been delivered and construction work is ongoing on sites across South Lanarkshire.
- 5.2. The Council continues to use the affordable housing programme to increase the supply of specialist housing to meet particular needs. Of the 502 additional homes delivered or under construction to date, 197 homes (39%) are designed for particular

needs, including 78 (16%) barrier free lift access amenity flats designed to meet the needs of older people and wheelchair users.

- 5.3. A number of flexible house types have been designed including a convertible 1 bedroom wheelchair accessible bungalow which can be adapted to a 2-3 bed family home, and a larger wheelchair accessible 4 bedroom family home with a ground floor bedroom and wet floor bathroom to meet the needs of families with a disabled family member.
- 5.4. The Council's open market purchase scheme is closely aligned to the LHS priorities and targets the purchase of property to increase the council's supply of priority house types and sizes depleted through Right To Buy, meeting specific and urgent housing need, and wider housing quality improvement and regeneration priorities. In 2018/2019, 61 homes were purchased through the scheme and a further 60 are programmed for acquisition during 2019/2020.
- 5.5. This scheme continues to be a cost effective and efficient method of delivering much needed additional homes in priority areas particularly in cases where an urgent housing need can be met. While the new SHIP proposes to continue open market purchases at varied targets throughout the 5 year period, the actual outturn will be driven by the availability of grant subsidy.
- 5.6. Work on procurement across other sites in the programme is well underway to ensure the target of 1,000 additional council homes is achieved by March 2021. A summary of the 502 additional homes either under construction, completed or acquired to date through the council's Home+ Programme is contained in Appendix 2.
- 5.7. The updated SHIP tables include sites with an estimated capacity of up to 3,141 additional homes for potential inclusion in the Council and RSLs housing programmes. Work continues to develop the detailed programme going forward and progress will be reported to Committee through the annual SHIP review.

6. Resource Planning Assumptions (RPAs)

- 6.1. As noted in the report to Housing and Technical Resources Committee in October 2017, the Scottish Government had at that point provided Resource Planning Assumptions (RPA'S) to local authorities covering the period up to March 2021. To date, RPAs have not been provided for the period beyond this date.
- 6.2. In August 2019, the Scottish Government published further guidance advising that in the absence of future RPAs local authorities should use existing RPA levels to forecast their allocation when developing the SHIP. The RPA used in the preparation of the new SHIP for the 5 year period are summarised in Table A below:-

Table A: RPA (July 2018) Financial Year	Scottish Government RPA (£0.0 m)	SHIP Planning Assumptions RPA + 25% slippage applied Y1 (£0.0 m)
Year 1 (2020/21)	£30.488	£38.010
Year 2 (2021/22)*	£25.199	£25.199
Year 3 (2022/23)*	£25.199	£25.199
Year 4 (2023/24)*	£25.199	£25.199
Year 5 (2024/25)*	£25.199	£25.199
Total RPA		£138.806

**Subject to future years funding commitment*

- 6.4. In line with Scottish Government Guidance for the preparation of the SHIP for forward planning purposes, a slippage factor of 25% is added to the annual RPA for 2020/2021.
- 6.5. Future years RPA's will be subject to Scottish Government decisions about the overall budget for new affordable housing and its distribution. As part of the review process for the SHIP, proposals currently outlined for years 2, 3, 4 and 5 will be presented to Committee for approval when funding for these future years is confirmed.
- 6.6. The development priorities and potential grant funding requirements identified in Year 2, 3, 4 and 5 of the new SHIP (2020 to 2025) reflect the development capacity of potential sites that could be brought forward to increase the supply of affordable housing in South Lanarkshire should resources become available.

7. South Lanarkshire SHIP 2020-2025

- 7.1. A copy of the SHIP and associated table of priority sites is appended to this report (Appendix 3). The document has been updated in line with the Scottish Government guidance for the preparation of SHIPs available at the time of preparation. It provides a detailed context and rationale for the priorities which could be delivered over the 5 year period to March 2025.
- 7.2. Table 1 annexed to the SHIP sets out priorities for grant funding to be delivered over the rolling 5 year period of the SHIP (i.e. April 2020 to March 2025).
- 7.3. The 2020/2025 SHIP includes projects with a total potential capacity for delivering up to 3,141 affordable homes in South Lanarkshire over the 5 year period to March 2025, including 2931 new build and 210 to be purchased through the open market purchase scheme. The actual new build output will be subject to a detailed development assessment of the viability of each site and dependent on the level of grant funding which will be available over the period to 2025.
- 7.4. Table B below shows the proposed distribution of anticipated new build completions across the four housing market areas in South Lanarkshire over the 5 year period, and the 210 units to be purchased in priority areas across South Lanarkshire.

Table B: SHIP Priorities by Housing Market Areas

Clydesdale	Hamilton	East Kilbride	Rutherglen/ Cambuslang	OMP (Various Areas)	South Lanarkshire
176	977	957	821	210	3141
5.6%	31.1%	30.5%	26.1%	6.7%	100%

- 7.5. The SHIP tables reflect development progress and comprise a combination of projects rolled forward from the previous SHIP and new sites consistent with the LHS strategic outcomes. The information provided includes estimates of site capacity, the mix of general or special needs housing to be provided, indicative site start and completion dates along with associated grant funding requirements, based on the current Housing Subsidy Target levels.

- 7.6. The assumptions and forecasts set out in the tables are based on the best information available at the time of preparation and will be subject to refinement as part of the annual review of the SHIP and preparation of SLPA's as individual projects are developed.
- 7.7. In accordance with the Guidance, the SLP will continue to be managed, reviewed and refreshed annually in consultation and agreement with the Scottish Government and housing association partners.

8. Next Steps

- 8.1. To achieve specified timescales, the draft SHIP 2020 to 2025, as detailed in Appendix 3, was submitted to the Scottish Government on 25 October 2019 pending Committee approval. Subject to Committee approval, the Scottish Government's Housing Supply Team (More Homes Division) will collate the South Lanarkshire SHIP into a national programme for Ministerial approval and thereafter the SLPA will be prepared for sign off.
- 8.2. Once the SLPA is finalised, the Scottish Government will issue individual programme agreements for RSL and council projects covering the units, tenure mix, subsidy levels, site start and completion dates, as these come forward. Monitoring and review of the delivery programme by the council, its RSL partners and the Scottish Government will take place on an ongoing basis throughout the year.
- 8.3. The Council will continue to review its Affordable Housing Supply Programme, based on known demand for additional affordable housing and annual RPA adjustments determined via the SHIP development process, to consider wherever possible the opportunities to extend the current programme to meet this identified local housing need and demand.
- 8.4. A report monitoring delivery of the council programme will be presented to Housing and Technical Resources Committee as part of the annual SHIP report.

9. Employee Implications

- 9.1. There are no employee implications arising from the information presented in this report.

10. Financial Implications

- 10.1. The SHIP contains sites with sufficient capacity to ensure the Council's commitment to deliver 1,000 additional council homes by 2021 is achieved. The cost of delivering these new homes will be met through additional borrowing supplemented by Scottish Government grant funding over the development programme.
- 10.2. The impact of the additional borrowing and all additional costs have been reviewed in line with the long term business plan and will be submitted for approval as part of the Housing Revenue and Capital Account Budget annually.

11. Other Implications (Including Environmental and Risk)

- 11.1. Provision of new affordable housing is one of the Council's top risks and is included on the Resource Risk Register.

- 11.2. The new build specification for future projects will achieve higher energy standards reflecting enhanced building regulations and will therefore make a positive contribution to both the Council's sustainability, climate change and fuel poverty reduction targets.
- 11.3. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.
- 12. Equality Impact Assessment and Consultation Arrangements**
- 12.1. The SHIP is a delivery plan for the Council's LHS which has been subject of an equalities impact assessment.
- 12.2. Consultation on the preparation of the SHIP has taken place with RSL partners, other council Resources and the Scottish Government.

Daniel Lowe

Executive Director (Housing and Technical Resources)

7 October 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve the availability, quality, and access of housing
- ◆ Improve later life
- ◆ Support our communities by tackling disadvantage and deprivation and supporting aspiration
- ◆ Support the local economy by providing the right conditions for inclusive growth
- ◆ Work with communities and partners to promote high quality thriving and sustainable communities

Previous References

- ◆ South Lanarkshire Local Housing Strategy 2017-2022, Executive Committee, 30 August 2017
- ◆ Strategic Housing Investment Plan 2019-2024, Housing and Technical Resources Committee, 22 August 2018
- ◆ South Lanarkshire Rapid Rehousing Transition Plan 2019-24, Housing and Technical Resources Committee, 23 January 2019

List of Background Papers

- ◆ Scottish Government Guidance - Preparation of Strategic Housing Investment Plans (MHDGN 2019/04) www.gov.scot
- ◆ Scottish Government – Affordable Housing Supply Programme (AHSP) Process and Procedures Guidance (MHDGN 2019/03) www.gov.scot
- ◆ Scottish Government SHIP Guidance Note (HSGN 2013/02) www.gov.scot
- ◆ Scottish Government SHIP Guidance Note (HSGN 2012/06) www.gov.scot

Contact for Further Information

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

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Appendix 1: Summary of SLPA completions by SLC and RSLs within South Lanarkshire 2018/19

Site	Provider	General	Particular Needs/ Amenity	Total
Almada Street, Hamilton	SLC	10	0	10
East Milton, East Kilbride	SLC	0	30	30
Heatheryknowe, East Kilbride	SLC	4	12	16
Midstonehall Gardens, Hamilton	SLC	20	4	24
Morven Avenue, Blantyre	SLC	10	4	14
South Vennel, Lanark	SLC	0	18	18
St Blanes, Blantyre	SLC	12	8	20
Open Market Purchase	SLC	59	2	61
Council Programme Sub Total		115	78	193
		60%	40%	100%
Hillhouse Road, Hamilton	CVHA	53	47	100
Kenilworth, East Kilbride	CVHA	14	20	34
Market Place, Carluke	CVHA	0	1	1
Stanistone Road, Carluke	CVHA	19	30	49
Stonefield Road, Blantyre	CVHA	0	30	30
Victoria Street, Blantyre	CVHA	24	14	38
RSL Programme Sub total		110	142	252
		44%	56%	100%
Council and RSL Combined Total		225	220	445
Percentage		51%	49%	100%

Appendix 2: Council New Build and Acquisition Programme Summary

Table 1: Council new build and open market purchase to March 2019

Site	Area	General Needs	Particular Needs/ Amenity	Total Units	Year completion
Baird Hill,	East Kilbride	14	14	28	2015/16
Belmont Drive	East Kilbride	6	14	20	2016/17
Fernhill Road,	Rutherglen	36	34	70	2016/17
Old Mill Rd,	Uddingston		12	12	2017/18
Maxwellton Avenue	East Kilbride	4	12	16	2017/18
Belstane Gate	Carluke	22		22	2017/18
Almada Street	Hamilton	10		10	2018/19
South Vennel	Lanark		18	18	2018/19
Morven Avenue	Blantyre	14		14	2018/19
Highstonehall Road	Hamilton	20	4	24	2018/19
Heathery Knowe	East Kilbride	4	12	16	2018/19
St Blanes PS site	Blantyre	10	10	20	2018/19
East Milton,	East Kilbride		30	30	2018/19
New Build completions	Sub-total	140	160	300	
Open Market Purchase	All Areas	12	1	13	2015/16
		19		19	2016/17
		31	1	32	2017/18
		59	2	61	2018/19
Total additional supply		261	164	425	
%		61%	39%	100%	

Table 2: 2018/19 current sites under construction

Site	Area	General Needs	Particular Needs/ Amenity	Total Units	Est completion
Kirkton Avenue	Carluke		18	18	2019/20
St Leonards	East Kilbride	44	15	59	2019/20
Total On site		44	33	77	
		57%	43%	100%	

Table 3: Overall Additional Supply

	General Needs	Particular Needs/ Amenity	Total Units	
Overall Additional Supply	305	197	502	
Percentages	61%	39%	100%	

APPENDIX 3

Housing and Technical Resources

Strategic Housing Investment Plan for South Lanarkshire

2020 – 2025

August 2019

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SHIP TABLES

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Table 2: *Housing Infrastructure Fund (HIF) Projects*

Table 3: *Potential HIF affordable housing projects which may be delivered following HIF investment*

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Table 5.1: *Council Tax on second and empty homes*

Table 5.2: *Private developer contributions*

1. Introduction

1.1 Purpose

The Strategic Housing Investment Plan (SHIP) is a five year plan that sets out affordable housing development priorities within a local authority area to guide the way in which Scottish Government funding and other resources are allocated to achieve Local Housing Strategy (LHS) outcomes. It is refreshed and submitted to the Scottish Government every year.

1.2 Background

This SHIP covers the period 2020 to 2025 and builds on the progress that has been made to help meet the 50,000 additional supply of affordable homes across all tenures over the life of the current Scottish Government parliament to March 2021. The SHIP identifies strategic housing projects to assist in achieving the 50,000 target and is supported by the following funding mechanisms:

- An overall commitment of over £3 billion investment for the affordable housing supply programme
- Housing Infrastructure funds for unlocking development blockages for both private and public sector developers
- Glasgow City Region Deal funds for economic growth which includes transport network improvements and connectivity to South Lanarkshire Community Growth Areas (CGAs)
- Resource Planning Assumptions (RPAs) for the development of the SHIPs to March 2021

Building on its additional housing supply programme, the Scottish Government aims to create sustainable economic growth and address homelessness through existing and new initiatives, including increasing the supply of accessible affordable homes across all tenures with appropriate community infrastructure. The SHIP is a key document for directing resources to achieving the delivery of affordable housing and more recently, the 50,000 target (35,000 social rent) set out in 2016 under the More Homes Scotland initiative.

1.3 2020 -2025 SHIP preparatory framework

The SHIP has been produced by the Council's Housing and Technical Resources in collaboration with Planning colleagues from Community and Enterprise Resources, Health and Social Care Partnership (H&SCP) and in consultation with the Scottish Government's Housing Supply Team, developing Registered Social Landlords (RSLs) and Private Developers. The plan has been developed to meet relevant Scottish Government guidance and specific requirements set out in Strategic Housing Plans – More Homes Division Guidance Notes 2019/04 (MHDGN) and the 2019 Resource Planning Assumptions available to South Lanarkshire Council (SLC).

The assumptions and forecasts set out in the appendix tables are based on information available at the time of preparation and will be subject to refinement as projects are developed. Strategic Local Programmes Agreements (SLPA's) are reviewed and reissued annually to maintain a minimum three year forward programme. This process takes account of progress and allows new projects, drawn from the SHIP, to be included in the programme if additional funding becomes available or particular sites prove to be unviable.

The Scottish Government monitors delivery of affordable housing via the Affordable Housing Supply Programme (AHSP). The SHIP Tables provide the basis for the development of the three year rolling SLPAs between the Council and Scottish Government. SLPA's in turn form the basis for RSL and Local Authority Programme Agreements and become the primary mechanism for delivery of the Affordable Housing Supply Programme.

1.4 Equalities

The SHIP is a delivery plan for the Local Housing Strategy (LHS) and an Equalities Impact Assessment (EQIA) completed for the 2017-22 LHS found the Strategy would have a positive impact for the people of South Lanarkshire and no negative impacts on protected characteristics as identified in the Equality Act 2010. As part of South Lanarkshire Council's approach to mainstreaming equalities, equalities principles were considered throughout the 2017-2022 LHS development process and informed the associated outcomes and priorities. The key principles included:

- 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

1.5 Strategic Environmental Assessment

The Council undertook a pre- screening in accordance with the Environmental Assessment (Scotland) Act, 2005, setting out its view that the SHIP will have no effect in relation to the environment. The Council made this decision because the SHIP sits under the hierarchy of the Council Plan, the Local Housing Strategy and the Local Development Plan, all of which have undergone full SEA.

1.6 How to comment on the SHIP

Please provide any comments to:

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2. Context

National housing and related policies, including planning policies along with the wider UK policies and their impact on local housing markets, provide the strategic context within which the SHIP is developed.

2.1 National strategic housing investment and delivery framework

2.1.1 More Homes Scotland

Following on from the 2015-2020 Joint Housing Delivery Plan (JHDP), the Scottish Government committed over £3billion funding over 5 years, to support the delivery of the 50,000 homes target of which 35,000 are to be social rent by March 2021. This provided a significant uplift to the Resource Planning Assumptions (RPA) for local authorities to deliver against their SHIPs. A central priority for the JHDP has been to increase the pace of new housing development completions. A total of 9535 affordable homes were delivered in 2018-19 including 6,573 social rent – an increase of 12% on previous year and 30% more than 2016-17 (2019, JHPDG Annual Report).

2.1.2 Second homes

Making better use of existing housing stock in all tenures is a key element of the overall strategy for meeting growing levels of housing need. In 2005, local authorities were granted discretionary powers to vary Council Tax discounts on long term empty and unfurnished dwellings. A local authority may give a discount of between 10% and 50% for a second home and resources generated provide additional income to support the provision of new-build affordable housing for rent to meet locally determined priorities.

Table 5.1 of the SHIP sets out the resources generated through council tax and reused to support affordable housing delivery across South Lanarkshire.

2.1.3 Empty homes

In 2013, local authorities were granted additional discretionary Council Tax variation powers on long term empty properties to help bring properties back into use. A local authority may set a council tax increase of 100% on certain properties which have been empty for one year or more. South Lanarkshire Council introduced the 100% levy on empty homes on 1 April 2019 and an estimated £267,000 will be raised annually. The revenue raised and its use will be reported in the next SHIP.

2.1.4 Climate change and sustainable housing developments

A key objective in the delivery of the affordable housing supply programme is to ensure that the design principles achieve the standards required to help reduce the greenhouse gas emissions as per Scottish Government's higher Energy Efficiency Standards for Social Housing post 2020, (ESSH2).

The 2017 – 2022 South Lanarkshire Council Sustainable Development and Climate Change Strategy contains specific outcomes relating to housing ensuring homes and communities are energy efficient, environmentally sustainable and that fuel poverty is minimised. The LHS reinforces these outcomes in Chapter 3 – 'Housing quality and energy efficiency' where the aim is to increase the supply of low carbon and highly energy efficient homes.

To this effect, all SLC new-build council homes are built to the Silver Greener Standard as set out in Section 7, Silver Level, of the 2011 Building Regulations in respect of both Carbon Dioxide emissions and Energy for Space Heating. A higher grant subsidy is available from the Scottish Government to help meet the cost of achieving this Standard. In addition, modern construction methods are utilised as far as possible to help minimise adverse environmental impacts.

2.2 Local strategic housing investment and delivery framework

2.2.1 South Lanarkshire Local Development Plan

The Local Development Plan (LDP) was adopted in 2015 and sets the spatial framework for new housing development across South Lanarkshire. The proposed Local Development Plan 2 (LDP2) builds on the previous LDP aligning with the Scottish Planning Policy and Clydeplan Strategic Development Plan 2 (SDP2) in relation to ensuring a five year effective housing land supply at all times for both private and public sectors.

There are two policies that relate to housing within the LPD. Housing Land Supply is contained in policy 12 and Affordable Housing and Housing Choice in policy 13. Policy 13 sets out the Council's expectations regarding affordable housing contributions for qualifying new developments and the requirements for a mix of housing types to meet a range of needs. The LDP2 was submitted to the Scottish Government Planning and Environmental Appeals Division for examination on 25 April 2019 and should be adopted in 2020. City Deal projects and the Council's own housebuilding programme are among key priorities.

2.2.2 Community Growth Areas (CGAs) land supply

South Lanarkshire has identified five CGAs which will assist in meeting future housing need and demand arising from projected household growth. These areas are also key strategic projects for major infrastructure investment to be delivered through the City Deal. Table A below sets out the current supply and capacity position, based on completions and the draft 2019 Housing Land Audit.

Table A: Community Growth Areas

		Capacity		
Community Growth Area	No of Sites	2019-2024	Post 2024	Total
Carluke	6	41	560	631
East Kilbride	18	405	2560	2990
Ferniegair/Larkhall	10	103	1340	1794
Hamilton	9	551	1434	2112
Newton	11	315	556	1330
Total	54	1415	6450	8857

The estimated CGA private sector outputs reflect up-to-date assessment of current and future conditions and performance within the local housing market and the economy. Phases at Newton, Ferniegair, Larkhall, Hamilton and Carluke are under construction. The larger part of the CGA at East Kilbride has planning consent and a signed off Section 75 Agreement.

The SHIP has identified potential affordable housing opportunities across CGA sites over the five year period. Delivery will be determined by the rate of development linked to improvements in the housing market as well as capacity within the affordable housing budget at such times as sites become available. The Council continues to work with key partners involved in the CGAs to consider options for securing delivery of new affordable housing taking account of changes in public subsidy available.

2.2.3 2017-2022 Local Housing Strategy (LHS)

Affordable Homes: Sustainable Places is South Lanarkshire's LHS covering the five year period to 2022 and is reviewed annually. Closely linking to other Council and partner strategies and plans, the LHS shares strategic outcomes that are reflected in the Council Plan-Connect and the South Lanarkshire Community Plan.

2.2.4 Affordable housing need and investment priorities

The LHS has been informed by the Housing Need Demand Assessment 2 (HNDA2) and the detailed pressure analysis undertaken by the Council for its housing supply, examining trends in demand and turnover. The key issues and challenges identified for each of the four Housing Market Area (HMAs) within South Lanarkshire include:

- Clydesdale has a distinct rural profile which ranges from high pressured areas in terms of both demand for private and affordable housing, to stressed areas with pockets of unsustainable housing in the long term.
- Rutherglen and Cambuslang requires continued regeneration of large local authority housing areas and addressing mismatches in supply and demand of appropriate property type and size.
- East Kilbride has very high demand and comparatively low turnover of homes for social rent. Due to its new town heritage, it also has a particular concentration of people of a similar older-age profile and demand for suitable accessible accommodation.
- Hamilton has the largest housing stock and a higher overall demand. It also incorporates areas with concentrations of both wealth and deprivation, which have varying needs in terms of housing supply and regeneration requirements.

The LHS therefore contains 5 strategic outcomes relating to affordable housing: housing supply, affordability and choice (outcomes 1 and 2), housing quality and energy efficiency (outcome 4), supporting independent living (outcome 5), addressing homelessness, and sustainable places (Outcome 9) and the associated investment priorities.

The key investment priorities for all HMA areas are to:

- Address affordable housing shortages in high demand areas¹ and continue progressing the Affordable Housing Policy on all new developments > 20 and investigate intermediate tenure choice. ¹
- Continue to increase supply of low carbon and highly energy efficient homes to meet the Energy Efficiency Standard for Social Housing (EESH), tackle fuel poverty and address climate change
- Increase supply of amenity housing for older people
- Investigate ways to provide new affordable homes, including shared equity and low cost home ownership.
- Improve housing choices of older owner occupiers
- Promote the continued use of brownfield sites and use of vacant or derelict land and address shortages in particular house sizes

LHS Outcomes 1 & 2

Housing supply, choice and affordability

LHS Outcome 4

Housing quality and energy efficiency

LHS Outcome 5

Supporting Independent Living and Specialist Provision

LHS Outcome 9

Sustainable places

¹ High demand areas: Clydesdale: Carluke, Lanark and Biggar, Hamilton: Bothwell and Uddingston, Rutherglen and Cambuslang: priority neighbourhood areas, East Kilbride: throughout the area

- Continue to progress local area housing sustainability action plans in Clydesdale North and South
- Continue to progress the East Whitlawburn Regeneration Masterplan

2.2.5 Housing Need and Demand Assessment (HNDA)

The evidence in the HNDA 2015 shows South Lanarkshire has a significant level of affordable housing need across all four HMA's. The estimates of households unable to meet their needs in the market and therefore requiring some form of subsidised affordable home are high.

2.2.6 Housing supply targets

Targets set out in the 2017-2022 LHS are broadly consistent with those that were developed through the Housing Market Partnership, supported by the Glasgow and the Clyde Valley Strategic Development Planning Authority, and published in Clydeplan Strategic Development Plan (2016) and in the background Report 8 'Beyond the Housing Need and Demand Assessment'. South Lanarkshire's targets are as follows:

Table B: 2017-2022 housing supply targets

Tenure	Per Year	Total
Affordable	300	1,500
Market (private)	758	3,790
All	1,058	5,290

3. Meeting housing need and improving quality of life

Aligning to the relevant national and local housing strategies and policies, the key aspect in allocating affordable social rented housing is to respond to local needs and demands by ensuring:

• Those assessed as being in most need are prioritised ²	Reflecting requirements under the Housing (Scotland) Act 1987 as amended
• Best use of the available stock within South Lanarkshire	SLC Housing Allocation Policy ensures households are offered the right type and size of homes that best meet their needs.
• The allocation approaches within the HomeFinder ³ partnerships, help achieve balanced and sustainable communities	Contributing to LHS outcomes 1,2 and 9 – the approach improves choice in relation to house types or size and helps create sustainable communities as applicants choose where they wish to live

The majority (92%) of South Lanarkshire's social rented stock is accessible through the HomeFinder common housing register where the Council and housing associations have agreed a common assessment of housing need.

² There are four housing list categories within the allocation policy. The urgent housing need list has the highest priority and comprise homeless applicants, applicants with urgent medical needs and injured members of H.M forces or discharged on medical grounds

³ HomeFinder is the Council's common housing register with a number of housing associations with properties in South Lanarkshire, making it easier for applicants to apply for housing with the Council and participating housing associations through a single application

3.1 Delivery of 50,000 affordable homes (35,000 social rent) 2021 target

A total of 2,127 homes comprising all tenures have been delivered across South Lanarkshire from 2016 up to March 2019. A significant proportion, totalling 1,135 homes are for social rent, and equates to a 3.2% of South Lanarkshire's contribution to the national social rented target. The remaining 992 are private market homes. Tables C to E provide a breakdown of all the completions in each Housing Market Area split by developer – SLC, RSLs and Private Developers

3.1.1 South Lanarkshire Council – 1,000 additional council homes 2021 target

Steady progress has been made towards the delivery of 1,000 additional council homes set out in the LHS as part of South Lanarkshire Council's contribution to the 35,000 Scottish Government social rent target.

A total of 425 [300 new build and 125 open market purchases] homes have been added to the Council's stock and the outcomes broadly meet the diverse housing needs requirements as identified in the current 2017-2022 LHS. A significant proportion (39%) of the SLC additional social rented supply is addressing the needs of older people. This is consistent with the population and household projections of increasing number of older people in South Lanarkshire.

Table C sets out all the additional homes and provides an outline of new homes in each Housing Market Area (HMA) with the associated housing needs categories. The new supply has been built to Housing for Varying Needs (HfVN) featuring barrier free internal spaces, energy efficient, and are of high quality standards.

Table C: 2016 to March 2019 South Lanarkshire Council additional homes

Housing Market Area	Units	General Needs	Particular Needs/Amenity
East Kilbride	110	28	82
Clydesdale	40	22	18
Hamilton	80	54	26
Rutherglen and Cambuslang	70	36	34
OMP All areas	125	121	4
Totals	425	261	164
Percentages		61%	39%

The general needs category comprise semi-detached homes that achieve a degree of flexibility to suit people of different abilities. Their specification includes a wider staircase allowing for the installation of chairlift, downstairs toilet and walk in shower or space provided for future installation of a shower for ambulant disabled household members as needs arise. The bigger size semi-detached (4 bedrooms or more) feature a downstairs bedroom/s and wet floor bathroom aimed at addressing the needs of households with a disabled family member/s.

The particular needs/amenity category comprise semi-detached bungalows, cottage flats and lift access flats for older and ambulant disabled people.

3.1.2 Registered Social Landlords (RSL) completions

RSLs partners participating in the affordable housing supply programme have made a significant contribution towards meeting a wide range of housing needs and the Scottish Government 2021 affordable housing target. RSLs have delivered a total of 710 social rented homes as set out in Table D below.

Table D: 2016 to March 2019

Housing Market Area	Units
East Kilbride	230
Clydesdale	132
Hamilton	332
Rutherglen & Cambuslang	16
Total	710

3.1.3 Private Developer completions

Private housing developments have progressed at a good pace over the three year period with a total of 992 completions as set out in Table E. This equates to a 26% progress towards the 3,790 private housing supply target set in the 2017-2022 LHS.

Table E: 2016 to March 2019

Housing Market Area	Community Growth Area	Units
<i>Clydesdale</i>	Carluke	30
<i>East Kilbride</i>	EastKilbride	25
<i>Hamilton</i>	Ferniegair/Larkhall	351
	Hamilton	127
<i>Rutherglen and Cambuslang</i>	Newton	459
Total		992

3.2 2019-2024 Homeless and Rapid Rehousing Transition Plan (RRTP)

Addressing homelessness is a key priority of the LHS and the South Lanarkshire Affordable Housing Supply Programme (AHSP). The RRTP, co-produced with a wide range of partners sets out a strategic approach of addressing homelessness, outlined in five high priority objectives and articulated in the associated actions.

Three of the RRTP objectives which include expanding the scope of Housing First approach, reducing overall level of homelessness and length of time that households spend in temporary accommodation are directly linked to the affordable housing supply programme. The Open Market Purchase Scheme targets specific properties to support actions relating to RRTP including replacing housing stock where a temporary tenancy is converted or 'flipped' to a permanent home. In addition, a significant proportion of the affordable social rented homes are being allocated to homeless households to support targets set in the RRTP. A common outcome monitoring template has been developed to ensure that the level of lets being allocated to homeless households through the AHSP can be accurately monitored and reported.

3.3 Strategic Commissioning Plan 2 and wheelchair accessible housing targets

South Lanarkshire Health and Social Care Partnership was established in 2016 under the Public Bodies (Joint Working) (Scotland) Act 2014. It has the strategic responsibility for achieving the 9 national health and wellbeing outcomes and has published a 2019-2022 Strategic Commissioning Plan 2 (SCP2).

The SCP2 has an incorporated housing contribution statement that sets out priority actions to be delivered by housing providers. The key housing priority outcome that will help towards achieving national health and wellbeing outcomes include suitable and sustainable homes where people are supported to live independently.

The AHSP continues to deliver suitable and sustainable homes that are built to HfVN, adapted homes and amenity homes that will help meet the needs of the growing ageing population. As per table C, out of the 300 new homes completed from 2016 to March 2019, there are 164 particular needs/amenity units. Of the 77 units onsite at the time of writing the SHIP, 9 are being adapted for wheelchair users, equating to 12% of units under construction.

Scottish Government guidance MHDN 2019/02 recommends setting wheelchair housing targets within the LHS by 31 December 2019 to support the delivery of more wheelchair accessible housing. This is a key housing action in A Fair Scotland For Disabled People delivery plan to 2021. Work has commenced with relevant partners as part of the LHS review process to set targets for all tenures and progress will be reported in LHS annual review.

3.4 Gypsy/Travellers

South Lanarkshire Council owns and manages two gypsy/traveller sites with 21 pitches at Shawlands Crescent in Larkhall, and 6 pitches at Springbank in East Kilbride operating at full occupancy with an effective waiting list for any pitches that become available for let.

The current 2017 -2022 LHS identified a key investment priority to review funding and options for additional dwelling pitches to address the changing needs of the community such as ageing, health or mobility issues. Site expansion and mainstream affordable housing are considerations for both sites and monitoring work at a national level is being progressed to establish a better understanding of the accommodation needs of Gypsy/Travellers.

To help address barriers to accessing information, services and support, SLC secured £20,000 funding from Lintel trust to improve digital access at Springbank and the development of a community hub facility at Shawlands Crescent, Larkhall.

3.5 Child poverty

One of the main poverty drivers as identified in the Scottish Government's 2018-22 Tackling Child Poverty Delivery Plan entitled "every child every chance" is household costs. South Lanarkshire Council's plan to tackle child poverty contains four actions relating to affordable housing that are contributing to the change required to eradicate child poverty including preventing and reducing homelessness, improving digital inclusion, reducing energy costs and costs of housing for families.

In terms of the SLC's affordable housing supply programme, a key objective in the delivery process is ensuring that new build housing designs incorporate features that help in reducing the cost of living. All new build homes are energy efficient and therefore attracting reduced fuel costs and all have digital connectivity. In addition, a primary factor in the delivery process is location, ensuring housing developments are close to amenities helps in reducing transport costs as most facilities will be within walking distance.

4. 2020-2025 SHIP delivery

4.1 SHIP tables and development priorities

The tables set out 102 sites with an estimated total capacity for the delivery of a programme of up to 3,141 new affordable homes over the five year period to March 2025. These include priority projects rolled forward from the previously approved SHIP, projects with current SLPA funding commitments and new sites.

The programme has been developed in consultation with key developer partners and reflects key national and local strategic issues of material consideration including negotiations with Private Developers in relation to specific development proposals. A breakdown of the proposed distribution of the new build affordable housing units across the four housing market areas is set out in Table F.

Table F: combined five year affordable housing units by Housing Market Area

Clydesdale	Hamilton	East Kilbride	Rutherglen/ Cambuslang	OMP (Various Areas)	South Lanarkshire
176	977	957	821	210	3141
5.6%	31.1%	30.5%	26.1%	6.7%	100%

4.2 Site prioritisation criteria

New sites are prioritised for inclusion in the SHIP based on a number of key factors and associated strategic issues of material consideration. All sites are assessed based on the agreed criteria and depending on the outcome, they are categorised, as high, medium or low priority. An outline of the assessment approach agreed with relevant developer partners is set out in table G.

Table G: Site assessment approach

Key factors	Material Considerations
Site location	LDP2 housing land sites/windfall sites regeneration/neighbourhood planning /proximity to other sites under development and services
Tenure mix	LHS priority tenure: social rented/mid-market/shared equity/ localised housing pressure analysis to inform demand/house types
Needs category	General needs/older people/ wheelchair user/ homeless households/Gypsy/Travellers
Sustainable development	Brownfield/greenfield/conservation/flood zone EESSH2 specification/digital inclusion
Development constraints	Ownership/abnormals/access/ infrastructure/ deliverability in relation to timescales

Development sites have to score positively on all key factors to be included in the SHIP. Priority categories of high, medium and low are assigned depending on whether the development proposal contributes to outcomes as identified at national and local levels.

Key strategic issues considered at site prioritisation stage are highlighted in the *Material considerations* column of Table G, based on the best information available at the time of preparing the SHIP. This enables investment to be targeted to priority developments which will best meet local needs and identified LHS outcomes within the SLPA timeframe in the event that the investment is constrained to the minimum RPA.

The final output will be subject to a detailed development assessment on the viability of each site as well as the level of grant funding resources available over the plan period. Subject to funding availability and unforeseen abnormal site constraints, the programme is realistic in terms of estimated site start dates. Mid- market rent, shared equity and low cost home ownership may form part of an overall procurement package for each development to facilitate cost effective delivery of affordable housing for rent.

To achieve this, we will continue to work closely with the Scottish Government and our partners in the public and private sector to develop alternative funding sources and delivery mechanisms and maximise implementation of this SHIP particularly in the major CGAs.

In the event that core grant levels reduce, our priorities will be to progress key regeneration projects, particularly where new housing is required to facilitate approved demolition programmes and wider regeneration objectives.

4.3 Financial resources

The primary source of public subsidy is the Scottish Government's Affordable AHSP and provides funding for various types of affordable housing including: social rent comprising new build and open market purchases, mid- market rents and low-cost initiative for first time buyers (LIFT) shared equity schemes delivered by the Council or RSLs and in some cases, in partnership with Private Developers.

In June 2017, an increased budget of around £1.754 billion was allocated to councils across Scotland for the three years to March 2021. The total three year RPA issued to South Lanarkshire for 2018/19 to 2020/21 was £78.758 million. In June 2019, increased RPAs were provided to Local Authorities and the Resource Planning Assumptions (RPAs) issued to South Lanarkshire for 2020/21 is £30.408M.

The new SHIP sets out a 5 year plan with development priorities aligned to the revised level of Scottish Government funding for current programme commitments and the increased Resource Planning Assumptions (RPAs) to March 2021. In line with current Scottish Government guidance for the preparation of the SHIP for forward planning purposes, a slippage factor of 25% has been factored into the 2020/21 RPA of £30.408M equating to £38.01M.

The Scottish Government cannot commit to funding beyond 2021, therefore development priorities shown for years 2, 3, 4 and 5 will be subject to future decisions about the overall budget for new affordable housing. As such, developments beyond 2021 have been planned on the basis of a notional minimum RPA as per Scottish Government guidance. A summary of the total Resource Planning Assumptions (RPAs) used for the development of the SHIP to March 2025 is set out in Table H.

Table H: South Lanarkshire's Resource Planning Assumptions (RPA)

Financial Year	Scottish Government RPA (£0.0M)	SHIP Planning Assumptions RPA + future year capacity (£0.0M)
2020/21	£30.408	£38.010*
2021/22	£25.199	£25.199
2022/23	£25.199	£25.199
2023/24	£25.199	£25.199
2024/25	£25.199	£25.199
Total	£131.206	£138.806

* RPA + 25% slippage factor applied to Y1.

4.4 South Lanarkshire Council contributions

The Council's key funding sources are:

- Prudential borrowing of over £25 million which was approved for 2019/20 housing developments
- Council Tax levy on second homes which generated £428,000.00 in 2018/19

4.5 Private Developer contributions

To comply with the SLC Affordable Housing Policy, Private Developers are required to contribute 25% of all sites (with capacity of 20 units or more) available for affordable housing. The Council's Local Development Plan Policy 13: Affordable Housing and Housing Choice and the associated Supplementary Guidance for Affordable Housing and Community Infrastructure Assessment are used to inform local negotiations on developer contributions to meet affordable housing requirements.

SHIP Table 5.2 sets out developer contribution commuted sum payments received to date, that will be used to support the delivery of the SHIP over the five year programme.

4.6 Organisational capacity

South Lanarkshire has a good track record of innovative joint working and delivery and will continue to work collaboratively with the Scottish Government, housing associations and private sector partners, making best use of available resources to increase the supply of affordable housing and contribute to meeting priorities set out within this SHIP.

4.7 Other associated considerations

4.7.1 Welfare Reform and Universal Credit

The impacts of welfare reforms continue to pose significant challenges in a wide range of policy areas including Child Poverty, Homelessness, A Fair Scotland for Disabled People etc, even when considered alongside the positive contribution from the Affordable Housing Supply Programme (AHSP).

More critically, the reforms pose threats to local authorities AHSP business and investment planning models which rely on rental income to finance the cost of borrowing. Reflecting the national position, South Lanarkshire Council, has experienced a significant increase in rent arrears among tenants in receipt of Universal credit, despite the allocation of extensive resources to provide support and advice. The impact of these changes will continue to be of material consideration for future development plans and ambitions.

4.7.2 Housing to 2040 – A vision for our future homes and communities

In September 2018, the Scottish Government produced a discussion paper outlining the vision on how homes and communities should look and feel across Scotland in 2040. The vision features key themes which include a well-functioning housing system, high quality sustainable homes, sustainable communities and homes that meet people's needs wrapped around fifteen principles. In June 2019, the draft vision and principles were approved by the Scottish Government Cabinet after extensive consultation. The final vision and route map to 2040 will be available in spring 2020.

The SHIP continues to consider all the relevant themes as identified in the draft vision with significant progress being made in relation to aligning the SHIP into relevant national and local strategies and policies; allowing for a seamless conversion towards the 2040 housing vision. Some of the key considerations have included climate change and energy efficiency, health and social care, child poverty and housing designs/types that meet diverse needs including homeless households and those of Gypsy/Travellers.

Work has commenced in consultation with key developer partners and Planning colleagues to take forward actions for setting wheelchair accessible homes targets.

A minimum annual target of bringing 15 empty homes back into use has been proposed and will take effect from 2020/21.

The Scottish Government is progressing land markets and supply actions in relation to Compulsory Purchase Order system and Compulsory Sales Orders proposals to help tackle derelict land and property blight in our communities. This will help in accelerating progress towards the 2040 vision.

SHIP 2020 -2025 Annex 1 Table 1

Project	Housing Market Area	Developer	General Needs	Particular Needs/Amenity	Total Units	greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 (£) 20/21	SG Funding Year 2 (£) 21/22	SG Funding Year 3 (£) 22/23	SG Funding Year 4 (£) 23/24	SG Funding Year 5 (£) 24/25	SG Funding Total (£)
Stroud Road, East Kilbride	East Kilbride	CAIRN HA LTD	30	0	30	Yes	01 Apr 2022	0.000	0.000	2.160	0.000	0.000	2.160
Bridge Street, Cambuslang	Cambuslang / Rutherglen	CLYDE VALLEY HA LTD	35	15	50	Yes	1 Apr 2023	0.000	0.000	0.000	1.950	1.950	3.900
Hoover Site Cambuslang Phase 3	Cambuslang / Rutherglen	CLYDE VALLEY HA LTD	17	0	17	Yes	01 Apr 2020	1.224	0.000	0.000	0.000	0.000	1.224
Castlegate Lanark	Clydesdale	CLYDE VALLEY HA LTD	12	12	24	Yes	16 Apr 2020	0.000	0.000	0.900	0.972	0.000	1.872
Quarryknowe Road/Gallowhill, Lanark	Clydesdale	CLYDE VALLEY HA LTD	13	13	26	Yes	02 Dec 2019	1.414	0.000	0.000	0.000	0.000	1.414
Royal Oak Site Lanark	Clydesdale	CLYDE VALLEY HA LTD	9	6	15	Yes	1 Apr 2021	0.000	0.000	1.170	0.000	0.000	1.170
Shieldhill Road, Carluke	Clydesdale	CLYDE VALLEY HA LTD	4	4	8	Yes	23 Aug 2018	0.000	0.000	0.000	0.000	0.000	0.000
Vogue Cinema Lanark	Clydesdale	CLYDE VALLEY HA LTD	9	0	9	Yes	01 Oct 2020	0.000	0.702	0.000	0.000	0.000	0.702
Woodend Road Carluke	Clydesdale	CLYDE VALLEY HA LTD	12	12	24	Yes	30 Jun 2020	0.000	0.000	0.972	0.972	0.000	1.944
Cornwall Street East Kilbride	East Kilbride	CLYDE VALLEY HA LTD	35	12	47	Yes	1 Apr 2022	0.000	0.000	1.000	3.744	0.000	4.744
Mavor Avenue Phase 3 East Kilbride	East Kilbride	CLYDE VALLEY HA LTD	25	18	43	Yes	28 Aug 2018	0.000	0.000	0.000	0.000	0.000	0.000
Thornton Farm East Kilbride	East Kilbride	CLYDE VALLEY HA LTD	19	2	21	Yes	1 Apr 2021	0.000	1.638	0.000	0.000	0.000	1.638
92-94 Cadzow Street Hamilton	Hamilton	CLYDE VALLEY HA LTD	13	0	13	Yes	01 Mar 2021	0.000	0.000	1.600	0.000	0.000	1.600
Alness Street Hamilton	Hamilton	CLYDE VALLEY HA LTD	14	12	26	Yes	03 June 2019	0.000	1.000	0.872	0.000	0.000	1.872
Blantyre Vics Football Ground Blantyre	Hamilton	CLYDE VALLEY HA LTD	25	24	49	Yes	1 Apr 2022	0.000	0.000	1.000	2.822	0.000	3.822
Bothwell Road Hamilton/substitute UWofS site	Hamilton	CLYDE VALLEY HA LTD	15	15	30	Yes	31 Mar 2020	0.000	0.213	1.000	0.000	0.000	1.213
Bothwellbank Farm Bothwell	Hamilton	CLYDE VALLEY HA LTD	24	0	24	Yes	06 Jan 2021	1.920	0.000	0.000	0.000	0.000	1.920
Brackenhill Farm Hamilton	Hamilton	CLYDE VALLEY HA LTD	30	20	50	Yes	1 Apr 2021	0.000	3.900	0.000	0.000	0.000	3.900
Cadzow Gait Phase 5 Hamilton	Hamilton	CLYDE VALLEY HA LTD	8	8	16	Yes	15 Apr 2020	0.000	1.248	0.000	0.000	0.000	1.248
Campbell Street Hamilton	Hamilton	CLYDE VALLEY HA LTD	12	12	24	Yes	19 Feb 2020	0.837	0.000	0.000	0.000	0.000	0.837
Carlisle Road, Ferniegair	Hamilton	CLYDE VALLEY HA LTD	9	18	27	Yes	28 Nov 2018	0.000	0.000	0.000	0.000	0.000	0.000
Ewart Crescent, Hamilton	Hamilton	CLYDE VALLEY HA LTD	0	1	1	No	6 Aug 2019	0.000	0.000	0.000	0.000	0.000	0.000
Glengowan, Larkhall	Hamilton	CLYDE VALLEY HA LTD	4	30	34	Yes	13 Jun 2018	0.000	0.000	0.000	0.000	0.000	0.000
Keir Hardie Road Larkhall	Hamilton	CLYDE VALLEY HA LTD	10	2	12	Yes	1 Apr 2023	0.000	0.000	0.000	0.936	0.000	0.936
Low Waters Road Hamilton	Hamilton	CLYDE VALLEY HA LTD	6	6	12	Yes	20 Jun 2019	0.000	0.000	0.000	0.000	0.000	0.000
Machan Avenue Larkhall	Hamilton	CLYDE VALLEY HA LTD	3	6	9	Yes	1 Apr 2022	0.000	0.000	0.702	0.000	0.000	0.702
Purdie Street Burnbank Hamilton	Hamilton	CLYDE VALLEY HA LTD	9	9	18	Yes	22 Apr 2020	0.000	0.000	1.404	0.000	0.000	1.404
Wilson Street/Firbank Avenue Larkhall	Hamilton	CLYDE VALLEY HA LTD	6	0	6	Yes	1 Apr 2023	0.000	0.000	0.000	0.468	0.000	0.468
Ferniegair (No current postal address)	Hamilton	CUBE	43	0	43	Yes	01 Apr 2021	0.000	1.220	1.876	0.000	0.000	3.096
Bosfield Corner, East Kilbride	East Kilbride	EAST KILBRIDE H A	0	18	18	Yes	18 Aug 2022	0.000	0.000	0.000	1.296	0.000	1.296

Project	Housing Market Area	Developer	General Needs	Particular Needs/Amenity	Total Units	greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 (£) 20/21	SG Funding Year 2 (£) 21/22	SG Funding Year 3 (£) 22/23	SG Funding Year 4 (£) 23/24	SG Funding Year 5 (£) 24/25	SG Funding Total (£)
Carnegie Hill East Kilbride	East Kilbride	EAST KILBRIDE H A	0	20	20	Yes	31 Mar 2021	0.500	1.055	0.000	0.000	0.000	1.555
Dundas Place, East Kilbride	East Kilbride	EAST KILBRIDE H A	18	0	18	Yes	15 Aug 2018	0.000	0.000	0.000	0.000	0.000	0.000
Eaglesham Road, Jackton, East Kilbride	East Kilbride	EAST KILBRIDE H A	20	4	24	Yes	11 Aug 2022	0.000	0.000	0.000	0.000	1.728	1.728
Former Hunter Primary School East Kilbride	East Kilbride	EAST KILBRIDE H A	12	0	12	Yes	01 Feb 2022	0.000	0.000	0.864	0.000	0.000	0.864
Murray House, East Kilbride	East Kilbride	EAST KILBRIDE H A	40	8	48	Yes	17 Aug 2022	0.000	0.000	0.000	0.000	3.850	3.850
Redwood Crescent, East Kilbride	East Kilbride	EAST KILBRIDE H A	12	10	22	Yes	20 Dec 2018	1.613	0.000	0.000	0.000	0.000	1.613
Bridge Street, Cambuslang	Cambuslang / Rutherglen	LINK GROUP	56	32	88	Yes	26 Mar 2018	0.000	0.000	0.000	0.000	0.000	0.000
Law Place, East Kilbride	East Kilbride	LINK GROUP	64	42	106	Yes	21 May 2018	0.000	0.000	0.000	0.000	0.000	0.000
Dunkeld Place, Hillhouse, Hamilton	Hamilton	LINK GROUP	22	2	24	Yes	12 Aug 2021	0.000	1.200	0.528	0.000	0.000	1.728
St Columba's Hall Carlowrie Park, Blantyre	Hamilton	LINK GROUP	22	2	24	Yes	03 Feb 2020	0.000	0.000	0.000	0.500	1.228	1.728
Wellhall Road, Hamilton	Hamilton	LINK GROUP	52	7	59	Yes	31 Jul 2020	4.650	0.000	0.000	0.000	0.000	4.650
Fernhill Sites, Rutherglen	Cambuslang / Rutherglen	RSL	52	0	52	Yes	01 Apr 2023	0.000	0.000	0.000	1.534	1.534	3.068
8 Glen Street Cambuslang	Cambuslang / Rutherglen	RUTHERGLEN & CAMBUSLANG H A LTD	4	0	4	Yes	01 Jan 2020	0.000	0.000	0.000	0.000	0.000	0.000
84 Hamilton Road Cambuslang	Cambuslang / Rutherglen	RUTHERGLEN & CAMBUSLANG H A LTD	0	18	18	Yes	15 Mar 2019	0.000	0.000	0.000	0.000	0.000	0.000
Montford Avenue, Rutherglen	Cambuslang / Rutherglen	RUTHERGLEN & CAMBUSLANG H A LTD	10	10	20	Yes	05 Feb 2020	0.000	0.000	1.440	0.000	0.000	1.440
Bouverie Street Rutherglen	Cambuslang / Rutherglen	SLC/RSL	50	0	50	Yes	01 Apr 2024	0.000	0.000	0.000	0.000	2.950	2.950
Central Hamilton Site (2)	Hamilton	SLC/RSL	30	0	30	Yes	01 Apr 2023	0.000	0.000	0.000	1.770	0.000	1.770
Millheugh Larkhall	Hamilton	SLC/RSL	25	0	25	Yes	01 Apr 2024	0.000	0.000	0.000	0.000	1.475	1.475
Arkle Terrace Cambuslang	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	12	18	30	Yes	31 Mar 2022	0.000	0.000	0.000	0.000	1.770	1.770
Auld Kirk Road/Woodlands Crescent, Cambuslang	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	38	11	49	Yes	26 Nov 2019	1.931	0.000	0.000	0.000	0.000	1.931
Blairbeth Park Rutherglen	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	20	10	30	Yes	01 Apr 2022	0.000	0.000	0.000	0.000	1.770	1.770
East Whitlawburn Regeneration Phase 1	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	56	28	84	Yes	28 Nov 2019	1.706	0.000	0.000	0.000	0.000	1.706
East Whitlawburn Regeneration Phase 2	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	20	14	34	Yes	30 Nov 2019	2.006	0.000	0.000	0.000	0.000	2.006
East Whitlawburn Regeneration Phase 3	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	40	12	52	Yes	01 Feb 2021	0.000	3.068	0.000	0.000	0.000	3.068
Former Speyside Distillery Site, Duchess Road, Rutherglen	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	26	20	46	Yes	01 Apr 2021	0.000	0.000	0.000	0.000	2.714	2.714
Gilbertfield Road Cambuslang	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	33	24	57	Yes	17 Mar 2020	2.139	0.000	0.000	0.000	0.000	2.139
Hoover Site Cambuslang Phase 4	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	16	4	20	Yes	1 Apr 2023	0.000	0.000	0.000	0.000	1.180	1.180
Woodlands Crescent, Cairns Ph 3 Cambuslang	Cambuslang / Rutherglen	SOUTH LANARKSHIRE COUNCIL	16	4	20	YES	31-Mar-24	0.000	0.000	0.000	0.000	1.180	1.180
Delves Road, Lanark	Clydesdale	SOUTH LANARKSHIRE COUNCIL	0	12	12	Yes	01 Apr 2023	0.000	0.000	0.000	0.708	0.000	0.708
Edinburgh Road, Biggar	Clydesdale	SOUTH LANARKSHIRE COUNCIL	12	12	24	Yes	19 Nov 2019	0.061	0.000	0.000	0.000	0.000	0.061
Former Roadmeetings Hospital site Carluke	Clydesdale	SOUTH LANARKSHIRE COUNCIL	6	8	14	Yes	01 Apr 2020	0.826	0.000	0.000	0.000	0.000	0.826
Law Primary School Law	Clydesdale	SOUTH LANARKSHIRE COUNCIL	8	12	20	Yes	30 Nov 2019	0.700	0.000	0.000	0.000	0.000	0.700

Project	Housing Market Area	Developer	General Needs	Particular Needs/Amenity	Total Units	greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 (£) 20/21	SG Funding Year 2 (£) 21/22	SG Funding Year 3 (£) 22/23	SG Funding Year 4 (£) 23/24	SG Funding Year 5 (£) 24/25	SG Funding Total (£)
St Leonards East Kilbride	East Kilbride	SOUTH LANARKSHIRE COUNCIL	37	23	60	Yes	21 Feb 2019	0.000	0.000	0.000	0.000	0.000	0.000
Central East Kilbride Site	East Kilbride	SOUTH LANARKSHIRE COUNCIL	6	2	8	Yes	31-Mar-20	0.000	0.472	0.000	0.000	0.000	0.472
East Overton Farm Strathaven	East Kilbride	SOUTH LANARKSHIRE COUNCIL	25	10	35	Yes	01 Apr 2022	0.000	0.000	2.065	0.000	0.000	2.065
EK CGA Pod 1D (site A)	East Kilbride	SOUTH LANARKSHIRE COUNCIL	0	21	21	Yes	01 Apr 2020	1.239	0.000	0.000	0.000	0.000	1.239
EK CGA Pod 1G (site F)	East Kilbride	SOUTH LANARKSHIRE COUNCIL	34	12	46	Yes	01 Apr 2023	0.000	0.000	0.000	0.400	2.314	2.714
EK CGA Pod 1H (site C)	East Kilbride	SOUTH LANARKSHIRE COUNCIL	24	20	44	Yes	1 Apr 2021	0.000	1.000	1.596	0.000	0.000	2.596
EK CGA Pod 2D (Site B)	East Kilbride	SOUTH LANARKSHIRE COUNCIL	32	10	42	Yes	31 Mar 2024	0.000	0.000	0.000	0.000	2.478	2.478
EK CGA Pod 2F (Site E)	East Kilbride	SOUTH LANARKSHIRE COUNCIL	40	16	56	Yes	31 Mar 2023	0.000	0.000	0.000	1.652	1.652	3.304
EK CGA Pod 3AB (Site D)	East Kilbride	SOUTH LANARKSHIRE COUNCIL	28	8	36	Yes	31 Mar 2022	0.000	0.000	1.062	1.062	0.000	2.124
EKCGA 3 Eaglesham Road, East Kilbride	East Kilbride	SOUTH LANARKSHIRE COUNCIL	30	20	50	Yes	30 Apr 2020	0.000	2.950	0.000	0.000	0.000	2.950
Glen Esk East Kilbride	East Kilbride	SOUTH LANARKSHIRE COUNCIL	20	6	26	Yes	01 Apr 2020	1.413	0.000	0.000	0.000	0.000	1.413
Kirk Street Strathaven	East Kilbride	SOUTH LANARKSHIRE COUNCIL	14	6	20	Yes	01 Oct 2019	1.180	0.000	0.000	0.000	0.000	1.180
Shields Road East Kilbride	East Kilbride	SOUTH LANARKSHIRE COUNCIL	50	12	62	Yes	01 Apr 2020	3.658	0.000	0.000	0.000	0.000	3.658
South Park Primary School East Kilbride	East Kilbride	SOUTH LANARKSHIRE COUNCIL	8	2	10	Yes	01 Apr 2022	0.000	0.000	0.590	0.000	0.000	0.590
Springbank Park East Kilbride	East Kilbride	SOUTH LANARKSHIRE COUNCIL	2	0	2	Yes	31 Mar 2020	0.000	0.118	0.000	0.000	0.000	0.118
Westpark Farm, Strathaven	East Kilbride	SOUTH LANARKSHIRE COUNCIL	18	12	30	No	01 Apr 2024	0.000	0.000	0.000	0.000	1.770	1.770
Carlisle Road Ferniegair	Hamilton	SOUTH LANARKSHIRE COUNCIL	12	0	12	Yes	01 Sep 2019	0.000	0.000	0.000	0.000	0.000	0.000
Central Site Hamilton	Hamilton	SOUTH LANARKSHIRE COUNCIL	8	2	10	Yes	31 Mar 2021	0.000	0.000	0.590	0.000	0.000	0.590
Craigbank Primary School Site, Larkhall	Hamilton	SOUTH LANARKSHIRE COUNCIL	20	16	36	Yes	10 Dec 2019	2.124	0.000	0.000	0.000	0.000	2.124
Gas Works Site , Uddingston	Hamilton	SOUTH LANARKSHIRE COUNCIL	0	20	20	Yes	20 Nov 2019	0.288	0.000	0.000	0.000	0.000	0.288
Glengonnar Street/Robert Smillie Crescent Larkhall	Hamilton	SOUTH LANARKSHIRE COUNCIL	16	4	20	Yes	10 Dec 2019	1.180	0.000	0.000	0.000	0.000	1.180
Hamilton CGA - Phase 1 Highstonehall Road	Hamilton	SOUTH LANARKSHIRE COUNCIL	38	12	50	Yes	27 Nov 2019	2.453	0.000	0.000	0.000	0.000	2.453
Hamilton CGA Phase 2	Hamilton	SOUTH LANARKSHIRE COUNCIL	38	12	50	Yes	01 Mar 2022	0.000	0.000	1.500	1.450	0.000	2.950
Hamilton CGA Phase 3	Hamilton	SOUTH LANARKSHIRE COUNCIL	38	12	50	Yes	01 Apr 2021	0.000	0.000	1.450	1.500	0.000	2.950
Hollandbush Nursery Hamilton	Hamilton	SOUTH LANARKSHIRE COUNCIL	10	2	12	Yes	01 Apr 2022	0.000	0.000	0.000	0.000	0.708	0.708
Kirkton Care Home Site, Blantyre	Hamilton	SOUTH LANARKSHIRE COUNCIL	14	6	20	Yes	01 Apr 2023	0.000	0.000	0.000	0.000	1.180	1.180
Larkhall CGA	Hamilton	SOUTH LANARKSHIRE COUNCIL	14	6	20	Yes	31 Mar 2024	0.000	0.000	0.000	0.000	1.180	1.180
McWhirter Care Home Site Larkhall	Hamilton	SOUTH LANARKSHIRE COUNCIL	14	6	20	Yes	01 Apr 2023	0.000	0.000	0.000	0.000	1.180	1.180
Shawlands Crescent Larkhall	Hamilton	SOUTH LANARKSHIRE COUNCIL	2	0	2	Yes	31 Mar 2021	0.000	0.000	0.118	0.000	0.000	0.118
St Joseph's Primary School Site Blantyre	Hamilton	SOUTH LANARKSHIRE COUNCIL	20	25	45	Yes	16 Dec 2019	0.815	0.000	0.000	0.000	0.000	0.815
Town Centre Funding Hamilton Site	Hamilton	SOUTH LANARKSHIRE COUNCIL	12	0	9512	Yes	31 Mar 2023	0.500	0.000	0.000	0.000	0.708	1.208

Project	Housing Market Area	Developer	General Needs	Particular Needs/Amenity	Total Units	greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 (£) 20/21	SG Funding Year 2 (£) 21/22	SG Funding Year 3 (£) 22/23	SG Funding Year 4 (£) 23/24	SG Funding Year 5 (£) 24/25	SG Funding Total (£)
University WOS Bothwell Road, Hamilton	Hamilton	SOUTH LANARKSHIRE COUNCIL	20	10	30	Yes	01 Apr 2021	0.000	0.000	1.770	0.000	0.000	1.770
Open Market Purchase (2020/21)	South Lanarkshire	SOUTH LANARKSHIRE COUNCIL	60	0	60	No	01 Apr 2020	1.800	0.000	0.000	0.000	0.000	1.800
Open Market Purchase (2021/22)	South Lanarkshire	SOUTH LANARKSHIRE COUNCIL	60	0	60	No	01 Apr 2021	0.000	1.800	0.000	0.000	0.000	1.800
Open Market Purchase (2022/23)	South Lanarkshire	SOUTH LANARKSHIRE COUNCIL	30	0	30	No	02 Apr 2022	0.000	0.000	0.900	0.000	0.000	0.900
Open Market Purchase (2023/2024)	South Lanarkshire	SOUTH LANARKSHIRE COUNCIL	30	0	30	No	01 Apr 2023	0.000	0.000	0.000	0.900	0.000	0.900
Open Market Purchase (2024/25)	South Lanarkshire	SOUTH LANARKSHIRE COUNCIL	30	0	30	Yes	01 Apr 2024	0.000	0.000	0.000	0.000	0.900	0.900
Westburn Road, Newton (Newton CGA)	Cambuslang / Rutherglen	WEST OF SCOTLAND HA	40	0	40	Yes	30 Dec 2020	0.500	2.500	0.000	0.000	0.000	3.000
Site adjacent to St Andrew's Church John St/Haddow St Hamilton	Hamilton	WEST OF SCOTLAND HA	12	0	12	Yes	12 Oct 2020	0.250	0.650	0.000	0.000	0.000	0.900
East Whitlawburn Regeneration	Cambuslang / Rutherglen	WEST WHITLAWBURN HOUSING COOP	60	0	60	Yes	01 Mar 2021	0.000	0.000	2.160	2.160	0.000	4.320
		Totals	2209	932	3141			38.927	24.734	31.289	26.796	37.399	159.145
		SLC	1157	502	1659			26.019	9.408	11.641	7.672	22.684	77.424
		RSL	1052	430	1482			12.908	15.326	19.648	19.124	14.715	81.721

Note: Projects should be entered as either Grant or Loan - Any which state a mixed category e.g.

TABLE 2.2 - HOUSING INFRASTRUCTURE FUND (HIF) LOAN PROJECTS					AFFORDABLE HOUSING UNITS DIRECTLY PROVIDED BY INFRASTRUCTURE FUNDING - BY ESTIMATED COMPLETION DATE										HIF LOAN FUNDING REQUIRED				
PROJECT	APPLICANT	CURRENT SITE OWNER	BRIEF DESCRIPTION OF WORKS FOR WHICH INFRASTRUCTURE FUNDING IS SOUGHT (PROVIDE WORK HEADINGS - DO NOT INSERT "INFRASTRUCTURE WORKS")	IS PROJECT LINKED TO DIRECT PROVISION OF AFFORDABLE HOUSING?	AFFORDABLE				MARKET				TOTAL HIF LOAN FUNDING REQUIRED						
					2019/20	2020/21	2021/22	POST 2021/22	AFFORDABLE TOTAL OVER PERIOD	2019/20	2020/21	2021/22	POST 2021/22	MARKET TOTAL OVER PLAN OVER-SHIP PERIOD	2019/20	2020/21	2021/22	POST 2021/22	
97																			
NIL Return																			0.000
																			0.000
																			0.000
Total					0	0	0	0	0	0	0	0	0	0	0.000	0.000	0.000	0.000	0.000

[illegible]

TABLE 4 - AFFORDABLE HOUSING PROJECTS FUNDED OR SUPPORTED BY SOURCES OTHER THAN THE RPA/TMDF BUDGET

PROJECT ADDRESS	SUB-AREA	DEVELOPER	FUNDING SUPPORT SOURCE	APPROVAL Financial Year (Actual or Estimated)	FUNDING					TOTAL SITE STARTS	UNIT COMPLETIONS					TOTAL UNIT COMPLETIONS	NON SG FUNDING TOTAL £0.000M	OTHER NON- AHSP SG FUNDING (IF APPLICABLE) £0.000M	TOTAL FUNDING £0.000M
					2019/20	2020/21	2021/22	2022/23	2023/24		2019/20	2020/21	2021/22	2022/23	2023/24				
Royal Oak Hotel Lanark	Clydesdale	Clyde Valley Housing Association	Town Centre Capital Grant Fund	19/20	0.000	0.225	0.000	0.000	0.000	15	0	15	0	0	0	15	0.225	0.000	0.225
Vogue Cinema Lanark	Clydesdale	Clyde Valley Housing Association	Town Centre Capital Grant Fund	19/20	0.000	0.340	0.000	0.000	0.000	9	0	9	0	0	0	9	0.340	0.000	0.340
Campbell Street Hamilton	Hamilton	Clyde Valley Housing Association	Town Centre Capital Grant Fund	19/20	0.000	0.300	0.000	0.000	0.000	24	0	24	0	0	0	24	0.300	0.000	0.300
Poundstretcher Site Hamilton	Hamilton	South Lanarkshire Council	Town Centre Capital Grant Fund	19/20	0.000	0.176	0.000	0.000	0.000	12	0	12	0	0	0	12	0.176	0.000	0.176
Total					0.000	1.041	0.000	0.000	0.000	60	0	60	0	0	0	0	1.041	0.000	1.041

TABLE 5.1: COUNCIL TAX ON SECOND AND EMPTY HOMES(£0.000M)

	TAX RAISED OR IN HAND	TAX USED TO SUPPORT AFFORDABLE HOUSING	TAX CARRIED FORWARD TO SUBSEQUENT YEARS
2016/17	£0.37	£0.37	0
2017/18	£0.42	£0.42	0
2018/19	£0.46	£0.46	0

TABLE 5.2: DEVELOPER CONTRIBUTIONS (£0.000M)

	SUMS			AFFORDABLE UNITS FULLY FUNDED FROM CONTRIBUTIONS
	RAISED OR IN HAND	USED TO ASSIST HOUSING	SUM CARRIED FORWARD TO SUBSEQUENT YEARS	
2016/17	£2.26	£2.22	£0.04	tbc
2017/18	£0.71	£0.45	£0.30	tbc
2018/19	£1.19	£0.71	£0.48	tbc

Note: These tables are used to capture financial information. Details of how this has fund/assist affordable housing should be contained in the text of the SHIP as described in guidance

Report

12

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **13 November 2019**
 Report by: **Executive Director (Housing and Technical Resources)**

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

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide an update to Committee on the impact of key aspects of the Welfare Reform programme on landlord and homelessness services

2. Recommendation(s)

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

- (1) that the content of the report, be noted; and
- (2) that the ongoing management and service arrangements in relation to welfare reform, be noted.

3. Background

3.1. This report forms part of routine reporting of the impact of the Welfare Reform programme on landlord and homelessness services.

3.2. Housing Services support Council tenants and other service users affected by the Welfare Reform programme providing support, assistance and advice to those affected by the Under Occupancy (UO) provisions, the Benefit Cap and those in receipt of Universal Credit (UC). The work to date has made a significant contribution in terms of supporting those affected to deal with the impact of the changes and minimise the impact upon customers, the council budget and services.

3.3. UC is the most significant of the welfare changes, and its introduction in South Lanarkshire commenced in October 2015. However, a significant expansion of UC within the area commenced 2 years later on the 4 October 2017, when UC moved to the "Full Service" (FS) model. Since this date, new claimants within South Lanarkshire who would previously been eligible for Housing Benefit (HB), Working Tax Credit, Child Tax Credit, Income Support, Employment Support Allowance and Job Seekers Allowance have moved to UC.

4. Impact of Welfare Reform on Landlord and Homelessness Services Universal Credit (UC)

4.1. Despite extensive resources being deployed in supporting tenants to minimise UC payment errors and delays, the impact on tenants and rent collection under UC continues to be a challenge.

- 4.2. As at the end of September 2019, a total of 5,436 Council tenants were in receipt of UC of which 4,413 (81%) were in arrears. This is in comparison to 36.7% of all tenants who are in rent arrears. Rent arrears accumulated by tenants on UC since their claim commenced totalled £1,225,874.
- 4.3. As at the end of September 2019, an average of 176 additional tenants per month were receiving housing costs support through UC.

Under Occupancy (UO)

- 4.4. As at the end of September 2019, there were 2,358 Council tenants affected by the UO deduction.
- 4.5. Where a tenant is affected by the UO provision, they are provided with support and help to apply for a Discretionary Housing Payment (DHP), which will mitigate the shortfall in rent.
- 4.6. Benefit Cap
The Benefit Cap was initially introduced in July 2013, and places a maximum amount of benefit entitlement that a working age household (defined as an individual, their partner and any children they are responsible for and who live with them) are entitled to. The cap has now been reduced from £26,000 to £20,000 for a couple and from £18,200 to £13,400 for a single person.
- 4.7. As at September 2019, 76 households across South Lanarkshire were affected by the Benefit Cap, with a total weekly housing benefit reduction of approximately £3,580.38.
- 4.8. The Resource continues to work with households affected to provide advice and support and signpost to partner agencies for services such as money and benefit advice.

5. National and Local Developments

- 5.1. The wider roll out of the UC full service model was completed across the UK in December 2018.
- 5.2. The process of moving remaining legacy benefit and tax credit claimants onto UC, previously known as “Managed Migration”, is now termed as “moving to UC”. A pilot scheme which will involve up to 10,000 people commenced in July 2019 in Harrogate.
- 5.3. The pilot is based on asking claimants to opt to move to UC voluntarily during work-focused interviews at job centres. On this basis, it is likely that initially there will be small numbers of claimants moving onto UC. The UK government has confirmed that they still anticipate full rollout of UC by 2023.
- 5.4. Other changes came into effect from 15 May 2019, including for couples in receipt of Pension Credit. Where one partner is aged above Pension Credit age and the other is aged under Pension Credit age, they will no longer be able to make a new claim for Pension Credit. Instead they will have to claim UC. “Mixed aged couples” on Pension Credit can continue to remain on Pension Credit as long as they continue to satisfy the qualifying conditions.

- 5.5. From October 2019, the maximum rate at which deductions can be made from UC has been reduced from 40% to 30% of the standard allowance of UC. In addition, the period over which advances can be recovered will be extended from 12 to 16 months, from October 2021.
- 5.6. The Resource continues to work with customers and partners to further develop understanding of the nature and issues around UC housing costs and to ensure tenants are effectively supported.
- 6. Employee Implications**
 - 6.1. There are no employee implications associated with this report.
- 7. Financial Implications**
 - 7.1. In order to mitigate the potential impact on rent collection and rent arrears as a result of welfare reform, the 2019/2020 Housing Revenue Account Budget includes a revised provision of £4.404m in relation to bad debts. This includes a specific provision of £2.623m for UC. This allocation continues to reflect a prudent position to accommodate any unforeseen changes in rent collection and rent arrears as a result of welfare reform.
 - 7.2. The impact of the welfare reform provision will continue to be monitored and reported to Committee on an ongoing basis, including “moving to UC”.
- 8. Other Implications (Including Environmental and Risk Issues)**
 - 8.1. The potential financial impact and risks of the above changes have been built into the Resource’s risk register and actions are being taken to mitigate these risks where possible.
 - 8.2. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.
- 9. Equality Impact Assessment and Consultation Arrangements**
 - 9.1. No equalities impact assessment was undertaken in relation to the content of this report as the proposals are out with the control of the Council.

Daniel Lowe
Executive Director (Housing and Technical Resources)

7 October 2019

Link(s) to Council Values/Ambitions/Objectives

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

Previous References

- ◆ Housing and Technical Resources Committee, 20 March 2019
- ◆ Housing and Technical Resources Committee, 31 October 2018
- ◆ Housing and Technical Resources Committee, 23 May 2018
- ◆ Housing and Technical Resources Committee, 7 March 2018
- ◆ Housing and Technical Resources Committee, 18 January 2018
- ◆ Housing and Technical Resources Committee, 9 August 2017
- ◆ Housing and Technical Resources Committee, 4 October 2017

List of Background Papers

- ◆ Universal Credit (Managed Migration Pilot and Miscellaneous Amendments) Regulations 2019
- ◆ House of Commons Briefing Paper Number 6547- Housing Costs in Universal Credit
- ◆ Scottish Government - Response to the Consultation on Universal Credit (Claims and Payments) (Scotland) Regulations 2017

Contact for Further Information

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

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Report

13

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **13 November 2019**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Annual Report on the Charter (ARC) 2018/2019**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide Committee with an update on the Scottish Social Housing Charter and the requirement to produce an Annual Report on the Charter (ARC) covering performance during 2018/2019
- ♦ provide an update on arrangements to monitor and report on progress throughout 2019/2020

2. Recommendation(s)

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

- (1) that the Council's reported performance and contextual information for the Scottish Social Housing Charter and comparisons with other landlords at Appendix 1, 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.

3. Background

- 3.1. The Housing (Scotland) Act 2010 introduced a statutory requirement to report on a range of performance measures and indicators which form the basis of the Scottish Social Housing Charter (SSHC) and publish an annual report on performance. The Scottish Housing Regulator (SHR) is responsible for monitoring and reporting on overall national performance for all social housing landlords and will use the Charter as part of its risk based approach to landlord scrutiny.
- 3.2. The current Charter contains 37 measures of performance, which reflect a mixture of qualitative (survey based information) as well as a range of efficiency and effectiveness measures. In addition there are also 32 contextual indicators, 25 of which relate to both councils and Registered Social Landlords (RSLs) with the remaining seven applying only to RSLs.
- 3.3. In line with requirements set out by the SHR, the Resource submitted its 2018/2019 performance information to the Regulator on 30 May 2019.
- 3.4. A report was presented to the Housing and Technical Resources Committee on 4 September 2019 providing an update on the outcome of the SHR review of the regulatory framework for Housing and Homelessness services. This included details on changes to the charter indicators which will come into effect at the end of 2019/2020.

4. Annual Report on the Charter 2018/2019

- 4.1. The SHR published a national report on the Charter at the end of August 2019, covering 18 of the indicators. This report sets out the performance for 2018/2019 of all 193 social housing landlords in Scotland.
- 4.2. The SHR also publishes an electronic version of the charter information and this is made available through the SHR website. This provides data on the Charter indicators for all landlords.
- 4.3. The Charter requires that the Council publish a more detailed annual report on its performance by the end of October 2019. Tenants involved in the Tenants Participation Co-ordination Group (TPCG) have been involved in the development of the style and format of the Council's report on performance, which has been available via the Council's website from 31 October 2019 and also included within 'Housing News' which will be issued November 2019.
- 4.4. The Council's Charter report is consistent with previous annual reports on performance, covering the 18 reported indicators published by the SHR as well as a number of other contextual and performance measures relating to the service. As appropriate, and where available, the Council's published report also provides comparison with both the Scottish average and that of other local authority landlords.

5. South Lanarkshire Council Performance 2018/2019

- 5.1. Based on the SHR's report on the Charter, the summary report at Appendix 1 sets out the indicators and provides a comparison with both the Scottish average for all social landlords and that of the other 26 Scottish local authority landlords over the two previous years (where available).
- 5.1.1. The 18 reported indicators includes 4 contextual measures which set the content of the size or scale of landlords and comparisons of performance. The table below sets out the direction of travel from the previous year for 14 indicators (18 excluding the 4 contextual indicators):-

Direction of travel	Movement from 2017/2018
Improved	9
Remained same	1
Declined	4

5.2. Satisfaction

- 5.2.1. There are 4 satisfaction measures, of which 3 are updated on a 3 yearly basis and the remaining measure updated annually. The Council's most recent results for the 3 yearly surveys are based on surveys carried out during 2018/2019.
- 5.2.2. In terms of the Customer Satisfaction Indicators, the latest survey from 2018/2019 showed the following:-
 - ♦ overall satisfaction with service at 90.3% (increased from 89.1% in 2015/2016)
 - ♦ satisfaction with being kept informed about services at 92.4% (increased from 84.8% in 2015/2016)
 - ♦ satisfaction with opportunities to participate in decision making at 91.1% (increased from 84.9% in 2015/2016)

- 5.2.3. Tenant satisfaction with repairs/maintenance carried out in the last 12 months (Indicator 16) is measured annually and showed a continued trend of improvement, increasing from 91.3% in 2017/2018 to 92% in 2018/2019. This continues to be above the local authority average and reflects on other positive aspects of the performance of the repairs service.
- 5.3. Of the remaining 10 indicators, 5 have improved and one remained the same within the last year.
- 5.4. In terms of the Effective and Efficient measures, the key improvements are detailed below:-
- ◆ the percentage of stock meeting SHQS increased from 92.1% in 2017/2018 to 92.5% in 2018/2019
 - ◆ the average length of time taken to complete emergency repairs reduced from 4.19 hours in 2017/2018 to 3.6 hours in 2018/2019
 - ◆ the percentage of reactive repairs completed right first time increased from 97.6% in 2017/2018 to 99.9% in 2018/2019
 - ◆ the number of anti-social behaviour cases for every 100 homes reduced from 5.9 in 2017/2018 to 5.4 in 2018/2019
 - ◆ the percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets increased from 86.5% in 2017/2018 to 88.2% in 2018/2019
 - ◆ the percentage of rent dues lost through properties being empty remained static at 0.46% in 2018/2019
- 5.5. There are 4 indicators which declined in this group, which are:-
- ◆ the average length of time taken to complete non-emergency repairs increased from 11.9 days in 2017/2018 to 14.3 days in 2018/2019
 - ◆ the percentage of repair appointments kept reduced from 97.9% in 2017/2018 to 96.1% in 2018/2019
 - ◆ the average length of time taken to re-let properties increased slightly from 20.6 days in 2017/2018 to 22 days in 2018/2019
 - ◆ the percentage of rent collected reduced slightly from 99.5% in 2017/2018 to 99% in 2018/2019

It should be noted, that although a slight decrease in performance has been recorded across these measures, they remain above both the Scottish and Local Authority averages.

6. Next steps

- 6.1. A key objective of the Charter process is to ensure robust scrutiny and consideration of the performance of landlords. As trends emerge, the comparative aspect of performance with others will inform and reflect on areas for future tenant and service user scrutiny and potential areas for service improvement.
- 6.2. The Resource Plan (2019/2020) includes the majority of the Charter indicators and during the current year these will continue to be monitored and reported as part of the 6 monthly updates on the Resource Plan to the Housing and Technical Resources Committee.
- 6.3. The comparative aspect of performance continues to be a focus for the Council and its service users as well as the SHR in assessing and scrutinising local and national trends in performance.

7. Employee Implications

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

8. Financial Implications

- 8.1. There are no financial implications as a result of this report.

9. Other Implications (Including Environmental and Risk)

- 9.1. There are no implications for sustainability or risk in terms of the information contained within this report.
- 9.2. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore no impact assessment is required.
- 10.2. Consultation and involvement has taken place with service users through the survey process for a number of indicators and with the Tenant Participation Coordination Group on the new Charter report.

Daniel Lowe

Executive Director (Housing and Technical Resources)

7 October 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
- ◆ Achieve results through leadership, good governance and organisational effectiveness

Previous References

- ◆ Housing and Technical Resources Committee – Annual Report on the Charter 2017-18, 31 October 2018
- ◆ Housing and Technical Resources Committee – SHR Regulation of Social Housing in Scotland, 4 September 2019

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
Projected return to the Charter 2018/2019**

Appendix 1

No	Scottish Charter Indicators	SLC 16/17	SLC 17/18	SLC 18/19	Scottish Local Authority Average 18/19	Scottish Average 18/19
1	% of tenants satisfied with the overall service provided by the Council (their landlord).	89%	89%	90.3%	85.7%	90.1%
2	% of tenants who feel their landlord is good at keeping them informed about their services and decisions.	84.8%	84.8%	92.4%	85.4%	91.6%
3	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	84.9%	84.9%	91.1%	80.4%	86.5%
4	%of stock meeting the Scottish Housing Quality Standard (SHQS).	91.5%	92.1%	92.5%	94.9%	94.1%
5	Average length of time taken to complete emergency repairs.	4.2 hours	4.19 hours	3.39 hours	4.1 hours	3.7 hours
6	Average length of time taken to complete non-emergency repairs.	13.4 days	11.9 days	14.32 days	7.5 days	6.6 days
7	% of reactive repairs carried out in the last year completed right first time.	97.3%	97.6%	99.9%	92.8%	92.6%
8	%of repairs appointments kept.	98.7%	98%	96.2%	94.9%	95.6%
9	% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	91.2%	91.3%	92%	90.6%	91.7%
10	% of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	85.4%	86.5%	88.2%	81.5%	87.9%
11 (Context)	For every 100 homes, how many ASB complaints were reported	6.8	5.9	5.4	N/A	7.54
12	Rent collected as % of total rent due in the reporting year. Cash value	100.04% £81.52m	99.51% £82.32m	99% £84.97m	98.7%	99.1%
13	% of rent due lost through properties being empty during the last year.	0.44%	0.46%	0.46%	0.9%	0.9%
14	Average length of time taken to re-let properties in the last year.	20.35 days	20.63 days	22.04 days	33.8 days	31.9 days
15 Context	The landlord's wholly owned stock.	Scot Govt Return 24,940	Scot Govt Return 24,833	Scot Govt Return 24,962	N/A	N/A
16 (Context)	Average weekly rents.	£63.17 average weekly rent	£64.78 average weekly rent	£67.50 average weekly rent	N/A	£79.08
17 (Context)	Rent Increase.	2.0%	3.9%	3.9%	3.0%	3.0%
18 (Context)	Total rent due	£81,488,436	£83,111,164	£85,865,276	N/A	N/A

Report

14

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **13 November 2019**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Annual Report on Mainstreaming Equality and Diversity within Housing and Technical Resources**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide Committee with an overview of progress made in relation to mainstreaming equalities within Housing and Technical Resources during 2018/2019, and highlight key action areas for 2019/2020

2. Recommendation(s)

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

- (1) that the progress made during 2018/2019 and key action areas for 2019/2020 in relation to mainstreaming equalities, be noted.

3. Background

- 3.1. In March 2018, the Resource reported to Housing and Technical Resources Committee its commitment to progress actions to mainstream equality and diversity activity throughout 2018/2019.
- 3.2. The Housing and Technical Resources Equality and Diversity Co-ordinating Group continue to progress the Equality and Diversity work plan and supports a consistent approach to mainstreaming equality and diversity across the Resource.
- 3.3. This report outlines the progress made in meeting these commitments during 2018/2019, and sets out the key priorities being progressed during 2019/2020.

4. Key areas of progress 2018/2019

4.1. Equality Impact Assessments

During 2018/2019, the Resource completed a total of eight Equality Impact Assessments in respect of:-

- ◆ Housing Allocation Policy
- ◆ South Lanarkshire Rapid Rehousing Transition Plan
- ◆ Local Letting Initiatives (x6)

4.2. Fairer Scotland Duty

The Fairer Scotland Duty came into effect from 1 April 2018. This places a legal responsibility on public bodies to pay due regard to how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions.

The Fairer Scotland Duty is subject to a 3 year implementation phase, during which the Scottish Government will work with the Equalities and Human Rights Commission (EHRC) to share best practice. It is expected that the EHRC will also contribute to the final guidance.

Interim guidance has been produced for public bodies and during 2018/2019, the Resource completed a Fairer Scotland Duty assessment as part of the development of the South Lanarkshire Rapid Rehousing Transition Plan 2019 to 2024. The assessment identified no negative impact in terms of inequalities of outcome.

4.3. Home+ new housing supply programme

During 2018/2019, there were a total of 132 completions within the Home+ new build housing programme. This consisted of 56 general needs properties and 76 amenity properties, providing a range of accessible, adaptable new homes suitable for a variety of needs. This provision was further enhanced by 61 homes which were brought back into Council ownership through the open market purchase scheme.

4.4. Adaptations programme

The Resource completed 979 adaptations to council properties throughout 2018/2019. In addition to this, the Scheme of Assistance provided grant funding for adaptations to private homes. This supports people with health conditions or disabilities to be able to continue to live independently within their own homes, without the need for rehousing or moving into a care environment.

4.5. Wheelchair accessible housing targets

In March 2019, the Scottish Government issued guidance to local authorities on setting targets for the delivery of wheelchair accessible housing. These targets are to be set across all housing tenures, supporting Scottish Government's 'A Fairer Scotland for Disabled People Delivery Plan'.

In September 2019, the Scottish Government published revised Local Housing Strategy guidance. This reinforces the requirement for local authorities to set wheelchair accessible housing targets. This will be an important consideration in the development of future Local Housing Strategies, with progress against the targets monitored via the Strategic Housing Investment Plan.

4.6. South Lanarkshire Strategic Commissioning Plan 2019 to 2022

The Resource worked with partners from across the South Lanarkshire Health and Social Care Partnership to contribute to the development of South Lanarkshire's second Strategic Commissioning Plan, covering the period 2019 to 2022.

An integral part of the plan is the 'housing contribution statement' which outlines the ways in which the Resource and its housing and homelessness partners will contribute towards its delivery over the next 3 years. Building upon the close working relationships between the Resource and its health and social care partners, the housing contribution has been embedded throughout the plan, linking specific priorities on health and homelessness.

4.7. South Lanarkshire Rapid Rehousing Transition Plan 2019 to 2024

Following the recommendations of the national Homelessness and Rough Sleeping Action Group (HARSAG) in 2018, the Resource worked with its housing and homelessness partners from across South Lanarkshire to develop a new Rapid Rehousing Transition Plan. A draft of this was submitted to the Scottish Government in December 2018 for review and the finalised plan was approved at Housing and Technical Resources Committee in January 2019.

The plan contains 5 high level priority objectives which are centred around a partnership approach to prevent homelessness and to provide adequate support where homelessness cannot be prevented.

An annual review of the plan will be completed and reported to Housing and Technical Resources Committee, the South Lanarkshire Community Planning Partnership Board and the South Lanarkshire Integrated Joint Board in 2020.

4.8. Syrian Refugee Resettlement programme

During 2018/2019, the Resource continued to support the Syrian Refugee Resettlement Programme. Since commencement of the Programme, in December 2015, a total of 46 families (170 individuals) have been resettled in South Lanarkshire and continue to be supported by Housing and Technical Resources Syrian Refugee Resettlement Team.

4.9. Gypsy/Travellers

During 2018/2019, the Resource continued to work closely with the residents of the 2 Council operated Gypsy/Traveller sites, ensuring they were regularly consulted with on a range of issues which affect them, including rent setting and site investment. Based on engagement with residents, detailed investment master plans were developed for both sites, encompassing a range of improvements which are scheduled to be delivered over the next 3 years.

4.10. Translation and Interpretation Services

The Resource continues to provide a range of translation (written) and interpretation (verbal) services to customers with specific communication requirements, and includes sign language provision. Financial costs for providing these services within 2018/2019 was £5,382. The increase on previous years can be attributed to the increased diversity of the population within South Lanarkshire.

The Syrian Refugee Programme is fully funded by the Home Office and not part of the costs outlined above.

4.11. Consultation, engagement and customer feedback

As part of the Resource's annual consultation programme, officers continued to work closely with a range of equalities groups or stakeholders. These include:-

- ◆ Disability Partnership Housing Sub Group
- ◆ Access Panel
- ◆ Gypsy/Travellers
- ◆ Seniors Together
- ◆ Sheltered tenants
- ◆ Those with lived experience of homelessness
- ◆ Lanarkshire Ethnic Minority Action Group (LEMAG)
- ◆ South Lanarkshire Youth Council
- ◆ Women's Aid

During 2018/2019, these groups and stakeholders were instrumental in shaping development of key, strategic pieces of work, such as the review of the Housing Allocation Policy and the delivery of the third Sheltered Tenants' Festival in October 2018. This was a tenant-led event, co-ordinated by a Central Planning Group consisting of a mix of tenants and officers, attended by 180 sheltered tenants.

4.12. Employee Training and Development

Resource employees participated in a wide range of equality and diversity related training activities during 2018/19. These consisted of a mix of one-off events, classroom-based training and on-line learning activities.

- ◆ International Day Against Homophobia and Transphobia (IDAHOT)
- ◆ Building an Age-Friendly Workplace event
- ◆ Gender-Based Violence
- ◆ Training in Child and Adult Protection
- ◆ Virtual Dementia Experience attended by sheltered housing staff supporting the National Dementia Strategy
- ◆ British Sign Language Levels 1 and 2 and Refresher training

5. Priorities for 2019/2020

5.1. The Resource Equality and Diversity Monitoring Report, aligned to the national Equality Outcomes for 2017 to 2021, will continue to drive progress in relation to mainstreaming equality across Housing and Technical Resources during 2019/2020.

5.2. Key priorities include:-

- ◆ continue to implement equality impact assessments and Fairer Scotland Duty assessments across all new and revised policies and strategies
- ◆ in response to revised Local Housing Strategy guidance, plan for cross tenure wheelchair accessible housing targets to become an integral part of future Local Housing Strategies
- ◆ continue to work with the Health and Social Care Partnership to support the objectives of the Housing Contribution Statement and the wider national health and wellbeing outcomes
- ◆ develop a revised sheltered housing needs assessment with the aim of ensuring that those applicants most in need of the sheltered housing support service are prioritised and implement
- ◆ continue to engage with Gypsy/Travellers on matters which affect the Gypsy/Traveller community and raise awareness of the Gypsy/Traveller culture through continued staff development sessions
- ◆ work with the South Lanarkshire Homelessness Strategy Group and engage with those who have lived experience of homelessness to support the implementation of year 1 of the Rapid Rehousing Transition Plan

5.3. It is intended that the key priorities detailed above will improve services to customers, in particular those of minority or disadvantaged groups.

6. Next steps

6.1. In line with the agreed reporting schedule, an annual update will continue to be reported to Housing and Technical Resources Committee, Parent Joint Consultative Council and Equal Opportunities Forum during 2019/2020.

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 (Including Environmental and Risk Issues)

- 9.1. There is a risk to South Lanarkshire Council should the Resource not comply with the relevant equalities duty and legislation.
- 9.2. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

10. Equality Impact Assessment and Consultation Arrangements

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

Daniel Lowe

Executive Director (Housing and Technical Resources)

23 October 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Focused on people and their needs
- ◆ Working with and respecting others
- ◆ Accountable, effective, efficient and transparent
- ◆ Fair, open and sustainable
- ◆ Excellent employer
- ◆ Get it right for children and young people
- ◆ Improve health, care and wellbeing
- ◆ Make communities safer, stronger and sustainable
- ◆ Improve later life
- ◆ Improving the availability, quality and access of housing
- ◆ Protect vulnerable children, young people and adults
- ◆ Deliver better health and social care outcomes for all
- ◆ Support our communities by tackling disadvantage and deprivation and supporting aspiration

Previous References

- ◆ Housing and Technical Resources Committee, 7 March 2018

List of Background Papers

- ◆ The Fairer Scotland Duty – Interim Guidance for Public Bodies (Scottish Government – March 2018)
- ◆ Wheelchair Accessible Housing Target Guidance Note (Scottish Government – March 2019)
- ◆ Local Housing Strategy Guidance (Scottish Government – September 2019)
- ◆ A Fairer Scotland for Disabled People Delivery Plan to 2021 (Scottish Government – December 2016)
- ◆ South Lanarkshire Health and Social Care Partnership Strategic Commissioning Plan 2019-22
- ◆ Homelessness and Rough Sleeping Action Group: Final Recommendations Report (Scottish Government – June 2018)
- ◆ South Lanarkshire Council Rapid Rehousing Transition Plan 2019-2024

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

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Report

15

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **13 November 2019**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Housing Services Customer Involvement Strategy 2018 to 2022 Annual Review 2018/2019**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide an update to Committee on the completion of the first annual review of the Council's Housing Services Customer Involvement Strategy 2018 to 2022

2. Recommendation(s)

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

- (1) that the Housing Services Customer Involvement Strategy 2018 to 2022 Annual Review 2018/2019, as detailed within Appendix 1, be noted.

3. Background

3.1. South Lanarkshire Council's Housing Services Customer Involvement Strategy 2018 to 2022 was approved by Housing and Technical Resources Committee on 23 May 2018.

3.2. This is the fourth strategy developed in partnership with the Tenant Participation Co-ordination group. It outlines how Housing Services will continue to engage with and involve customers in shaping the services provided. The strategy is produced in accordance with the requirements of the Housing (Scotland) Act 2001 and reflects the principles of both the Community Empowerment (Scotland) Act 2015 and the National Standards for Community Engagement.

3.3. The strategy focuses upon four strategic outcomes:-

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

3.4. The strategic outcomes contain a total of 23 objectives and subsequent actions that outline how Housing Services and its partners will aim to achieve each of the 4 outcomes.

4. Annual Review 2018/2019

- 4.1. This is the first annual review of the strategy, and aims to summarise the progress that has been made between 1 June 2018 and 31 March 2019.
- 4.2. In summary, the annual review identified that progress has been made on 18 out of 23 objectives contained across the four strategic outcomes.
- 4.3. The full report on the review, and the associated Action Plan can be found in Appendix 1. The report contains the following sections:-

Summary	Outlines key areas of progress made throughout 2018/2019.
Amendments and additions	Provides an overview of any amendments and additions identified through the review process.
Resourcing customer involvement	Outlines the total financial costs to the Housing Revenue Account relating to customer involvement within the Resource.
2019/20 priority areas	Provides an overview of key customer involvement priorities to be progressed throughout 2019/2020.
Reporting	States that in line with Section 8 of the strategy, 'Monitoring, evaluation and review' the results of the annual review will be reported to relevant stakeholders.
Action Plan 2018/19	Appended action plan with detailed progress made for each strategic outcome within 2018/2019.
Customer Scrutiny Programme 2018/19	Appended information outlining the two customer scrutiny exercises completed within 2018/2019.

- 4.4. Outlined below are some of the key achievements identified in 2018/2019:-

- ◆ For the 11th year, an annual programme of involvement was agreed with customers
- ◆ 2 service areas were scrutinised by the South Lanarkshire Customer Scrutiny Group in 2018/2019. Further information on each of these is provided within Appendix 2.
- ◆ 833 tenants were involved in the annual rent setting consultation, a substantial increase on the previous year's consultation
- ◆ In consultation with Gypsy/Traveller site residents, detailed site improvement plans have been developed for the two council operated sites within South Lanarkshire
- ◆ The Customer Publicity Group revised the content of the customer involvement pages of the council's website with the aim of raising awareness of how more customers can become involved

- 4.5. During 2019/2020 some of the priority areas to be progressed will include:-

- ◆ Work with customers to further develop the council website
- ◆ Developing and improving engagement opportunities for young people
- ◆ Ensure the intensive engagement opportunities and the community-led approach continues with site residents within the council's Gypsy/Traveller sites

- ◆ Agree service areas to be included within the 2019/2020 Customer Scrutiny Programme
- ◆ Further expand engagement with people who have lived experience of homelessness
- ◆ Further develop customer involvement in identifying local priorities to be progressed through a participatory budgeting approach

5. Next Steps

- 5.1. The findings of the annual review 2018/2019 will be shared and discussed with relevant stakeholders.
- 5.2. The changes to wider context will be considered throughout 2019/2020 and any amendments required to the strategy will be reflected in the 2019/2020 annual review.

6. Employee implications

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

7. Financial implications

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

8. Other implications (Including Environmental and Risk Issues)

- 8.1. There are no additional risks associated with this report.
- 8.2. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

9. Impact Assessments and Consultation arrangements

- 9.1. An equalities impact assessment was completed for the Housing Services Customer Involvement Strategy 2018 to 2022.

Daniel Lowe

Executive Director (Housing and Technical Resources)

7 October 2019

Links to Council Values/Ambitions/Objectives

- ◆ Focused on people and their needs
- ◆ Accountable, effective, efficient and transparent
- ◆ Achieve results through leadership, good governance and organisational effectiveness
- ◆ Making communities safer, stronger and sustainable
- ◆ Improve health, care and wellbeing
- ◆ Improve the availability, quality and access of housing

Previous References

- ◆ Housing and Technical Resources Committee, 23 May 2018

List of Background Papers

- ◆ South Lanarkshire Housing Services Customer Involvement Strategy 2018 to 2022

Contact for Further Information

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

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Housing Services Customer Involvement Strategy 2018-2022

Annual Review 2018/19

If you need this information in another language or format, please contact us to discuss how we can best meet your needs. Phone: 0303 123 1015 or email equalities@southlanarkshire.gov.uk

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- 3. Amendments and additions**
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Action Plan 2018/19 Update

1. Introduction

- 1.1 South Lanarkshire Council's Housing Services Customer Involvement Strategy 2018-22 was approved by Housing and Technical Resources Committee in May 2018.
- 1.2 This is the first annual review of the strategy, and aims to summarise the progress that has been made between 1 June 2018 and 31 March 2019, whilst also outlining challenges or changes that have occurred during this period. The review was completed in conjunction with customer representatives from the Tenant Participation Co-ordination Group and supported by the South Lanarkshire Tenant Development Support Project.
- 1.3 The strategy is focused upon four strategic outcomes:
 - Customers are informed and knowledgeable
 - More customers are involved
 - Customers help to drive continuous service improvement
 - Customers help to shape change and make a difference

The four strategic outcomes contain a total of 23 objectives that outline how Housing Services and its partners will aim to achieve each of these. The full list of objectives, and the subsequent actions are listed in the Action Plan, along with the progress made towards each within the first year.

2. Summary

- 2.1 The appended action plan outlines the progress that has been made throughout 2018/19 within each of the strategic outcomes.
- 2.2 In summary, the annual review identified that progress has been made on 18 of the 23 objectives contained within the strategy. Work to progress the remaining five objectives will be taken in line with the schedule outlined within the strategy.
- 2.3 The review also highlighted that:
 - A detailed monitoring framework was developed in partnership with the South Lanarkshire Tenant Participation Co-ordination Group, providing a clear and comprehensive basis for monitoring customer involvement activity.
 - For the 11th year, an annual programme of involvement was agreed with customers.
 - Two different service areas were scrutinised by the South Lanarkshire Customer Scrutiny Group in 2018/19. Further information on each of these is provided within Appendix 2.
 - Approximately £200,000 of financial support was provided to support customer involvement across South Lanarkshire.
 - 833 tenants were involved in the annual rent setting consultation, a substantial increase on the previous year's consultation.

- In consultation with Gypsy / Traveller site residents, detailed site improvement plans have been developed for the two council operated sites within South Lanarkshire.
- The Customer Publicity Group revised the content of the customer involvement pages of the council's website with the aim of raising awareness of how more customers can become involved.

3. Amendments and additions

- 3.1 The review process identified that there were no major amendments or additions required for the strategy at this stage.
- 3.2 The review process did identify that the progress made and extensive customer commitment given to the Customer Scrutiny Programme was not adequately reflected within the strategy. As such, Appendix 2 contains an overview of the two scrutiny exercises completed within 2018/19 by the Customer Scrutiny Group and supported by the South Lanarkshire Tenant Development Support Project. Further consideration will also be given as to how the Customer Scrutiny Programme can be expanded and reported more widely.
- 3.3 There are a number of wider contextual changes that have occurred since the strategy was published that should be considered as part of future customer involvement considerations. These include:
 - In March 2019, South Lanarkshire's first five year Rapid Rehousing Transition Plan was published. The plan aims to reduce homelessness across South Lanarkshire over the next five years, and reduce the amount of time homeless households spend in temporary accommodation. Targeted consultation with a range of housing, homelessness and health stakeholders informed the development of the plan.
 - In May 2019, South Lanarkshire Council's Housing Allocation Policy was reviewed and approved at Executive Committee, incorporating the changes in legislative requirements set out within the Housing (Scotland) Act 2014. A full three month consultation on the policy and the changes contained within it was publically available.
 - Throughout 2018/19 the council worked towards its published target of dedicating 1% of its overall budget to a participatory budgeting model. Housing and Technical Resources are actively contributing to this with a range of budgeting areas already being transferred to the participatory budgeting model. This includes sections of the Housing Investment Programme and Estate Improvement Budget.
- 3.4 Following the initial consultative process which customers and other stakeholders contributed to, further consideration will be given within 2019/20 to how these new areas will be included in future customer involvement programmes.

4. Resourcing customer involvement

- 4.1 The strategy recognises that effective customer involvement requires adequate funding and support. In 2018/19 a range of financial and non-financial resources were provided.

Financial support included:

- Annual grant to tenants and resident groups
- Start-up grant for new groups
- Travel and subsistence to attend meetings/events
- Access to independent advice and support from SLTDSP
- Financial assistance to attend national conferences/seminars

Non-financial support provided to tenants and resident groups included:

- Assistance with organising events and meetings
- General administration support
- Assistance to apply for funding
- Production of leaflets and posters
- Start up support for new groups

- 4.2 In 2018/19 the financial resources spent to support customer involvement was £209,570.29.

5. 2019/20 Priority areas

- 5.1 Over the next year the priority areas which will be progressed by Housing Services, together with its customers are outlined in the table below.

Strategic Outcome	Objectives/actions
1. Customers are informed and knowledgeable	<ul style="list-style-type: none">• Further develop the council website to raise awareness of opportunities to become involved.• Promote feedback through 'real time' surveys and developing more self-serve options.• Develop and improve engagement opportunities for young people. This includes continuing to support and develop the Larkhall youth forum and evaluating its impact. From this consideration will be given to establishing opportunities for engaging young people in other areas.
2. More customers are involved	<ul style="list-style-type: none">• Develop a system to track and evaluate customer involvement activities.• Ensure the engagement opportunities and the community-led approach continues with site residents within the councils Gypsy/Traveller sites.

Strategic Outcome	Objectives/actions
3. Customers help to drive continuous service improvement	<ul style="list-style-type: none"> • Customers to agree service areas to be included within the 2019/20 Customer Scrutiny Programme. • Expand programme of local estate walkabouts and encourage customers to participate. • Ensure those with lived experience of homelessness are consulted with in relation to service provision and communication
4. Customers help to shape change and make a difference	<ul style="list-style-type: none"> • Encourage establishment of customer panels as an important source of feedback. • Further develop customer involvement in identifying local priorities to be progressed through a participatory budgeting approach.

6. Reporting

6.1 In line with the agreed monitoring and reporting schedule of the Housing Services Customer Involvement Strategy 2018-22, the contents of this review will be reported to:

- South Lanarkshire Tenant Participation Co-ordination Group
- Housing and Technical Resources Committee
- Housing and Technical Resources Resource Management Team
- Housing Services Management Team
- Local Housing Forums
- Tenant and resident groups

Appendix 1 - Action Plan 2018/19 Update

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as at 31 March 2019
1.1	Work with the Customer Publicity Group (CPG) to assess and approve communication intended for distribution to tenants and other customers	Establish new ways of communicating with and involving customers through use of text, email and social media	2018-2019 onwards	New methods of contacting customers are being implemented. This includes promotion of all consultation activities and events on South Lanarkshire Council's social media channels. In addition to this trials on text messaging customers who have 'opted in' to receiving information on becoming involved have taken place. Further work will be progressed on this in 2019/20.
		CPG to meet as required to assess publications	2018-2019 onwards	Two publications, a new Sheltered Housing leaflet 'Keeping you safe' and a revised rent information letter, were accredited with the Customer Approved Stamp in 2018/19.
1.2	Ensure 'Housing news' and 'Sheltered Housing News' articles continue to be relevant and of interest to customers with a particular focus on performance and service improvement plans	Agree arrangements to ensure customer involvement in each edition of 'Housing news' and 'Sheltered Housing News'	2018-2019 onwards	Arrangements agreed with CPG for customer involvement in Housing News. CPG have developed articles for autumn 2018 and Spring 2019 editions of Housing News.
		Carry out survey to determine tenant satisfaction with the content, frequency and format of 'Housing news' and Sheltered 'Housing news'		A survey was incorporated in the autumn 2018 of Housing News, which received positive feedback from those who responded.
		Use 'Housing news' and 'Sheltered Housing News' to feedback on customer consultation/participation and how this will be used to shape service delivery		Two editions published of Housing News in autumn 2018 and spring 2019. These publicised opportunities and events for involvement and provided information on customer involvement activity including the Housing Allocation Policy Review and scrutiny activities. There were also two editions of Sheltered Housing news providing updates on review of the Housing Allocation Policy and feedback from sheltered tenants' on the festival held in October 2018.

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as at 31 March 2019
1.3	Continue to report on landlord performance and provide comparisons in relation to other social landlords	Produce a landlord performance report in consultation with tenants and in line with Scottish Social Housing Charter (SSHC) guidelines	Annually (by 31 October)	The Scottish Housing Charter 2017/18 supplement was developed and agreed with the Customer Publicity Group and distributed as part of autumn 2018 edition of Housing News. The TPCG also reviewed the Charter information prior to this being submitted to the Scottish Housing Regulator in May 2018.
		Provide comparison of performance in relation to other social landlords through Housing News and council website	2019-2020 onwards	This is now in place within the autumn edition of Housing News, which is also published on the council's website following delivery to all tenants.
1.4	Further develop the council website to reflect best practice in customer engagement and to raise awareness of opportunities to become involved	CPG to review and make recommendations for improvement to content and information	2018-2019 onwards	CPG reviewed the customer involvement pages on the council's website to ensure it raised awareness of the opportunities to become involved. The group made recommendations and the website was updated to reflect these.
		Consider ways to promote customer feedback using 'real time' surveys and by developing more self-serve options for customers	2019-2020	To be progressed in line with the development and implementation of the new integrated Housing and Property Services IT system.
		Undertake online consultation where appropriate	2018-2019 onwards	Regular online consultation takes place with customers on a range of service areas. Within 2018/19 this included the consultation of the revised Housing Allocation Policy and rent setting process. Further development of this, including how surveys with tenants and other customers are conducted, will be progressed in line with the development of the new integrated Housing and Property Services IT system.

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as at 31 March 2019
1.5	Develop the use of social media to encourage greater knowledge and understanding of housing services and performance and to encourage more customer feedback	Establish new ways of communicating with and involving customers through use of text, email and social media	2018-2019 onwards	The promotion of all consultation activities and events on South Lanarkshire Council's social media channels now takes place. Further development of this will take place within 2019/20.
1.6	Promote customer awareness of opportunities for customer involvement	Publicise and encourage attendance at events to raise awareness and promote networking opportunities	2018-2019 onwards	<p>Publicity by SLTDSP and through Housing News, and on the council's website promoting the range of opportunities to encourage customers to become involved.</p> <p>Articles on the council's website and in 'Housing News' to highlight the opportunities for tenants to give their views on the rent proposals for 2020/21 and encouraging them to attend the events and complete the online survey.</p>
1.7	Co-produce annual calendar highlighting customer involvement activities and events	Publish Annual Participation and Communication programme on council website	2018-2019 onwards	To be progressed in 2019/20

Strategic Outcome 2: More customers are involved				
	Objective	Action	Timescale	Progress update as at 31 March 2019
2.1	Develop and implement annual local area participation plans for each housing management area to improve engagement	Develop local area participation plans reflecting local needs and priorities	2018-2019 onwards	Local area participation plans developed and implemented for each housing management area reflecting local needs and priorities. These aimed to help develop customer involvement at a local level and provide realistic opportunities for housing customers to become involved. Customer representatives and officers from the local housing office worked together to develop the plans, and continue to monitor their implementation.
		Monitor and review plans annually and identify actions to be progressed	2019-2020 onwards	
2.2	Encourage involvement and feedback from less engaged groups of customers	Use customer profile information to identify less engaged customer groups	2018-2019 onwards	To be progressed in 2019/20
		Identify opportunities to target specific engagement with these groups of customers	2019-2020 onwards	
		Review, update and promote interested individual database	2018-2019 onwards	
2.3	Establish customer panels	Promote customer involvement, feedback and comments through a range of digital channels	2018-2019 onwards	To be progressed in 2019/20
2.4	Undertake an awareness raising programme for customer scrutiny activities to encourage active participation in them	Develop a programme of scrutiny opportunities	2018-2019 onwards	Customers agreed a programme of scrutiny during 2018/19. This included two service areas/activities that related to the refusal of offers process and the collection of customer contact details. Further information on both exercises is contained within Appendix 2. Articles relating to customer scrutiny and how customers could get involved were contained within Housing News. The programme was also supported by publicity from the SLTDSP.
		Recruit customers for future scrutiny activities through Customer Scrutiny Framework	2018-2019 onwards	A recruitment drive to encourage more customers to become involved in the scrutiny programme is currently underway and being led by the SLTDSP.

Strategic Outcome 2: More customers are involved				
	Objective	Action	Timescale	Progress update as at 31 March 2019
2.5	Deliver and further develop engagement opportunities with Gypsy/Travellers	Annual focus group meeting with Gypsy/Travellers at Shawlands Crescent, Larkhall	2018-2019 onwards	<p>Throughout 2018/19:</p> <ul style="list-style-type: none"> A residents group has been established in Shawlands Crescent. This is the first Gypsy/Traveller residents group established in Scotland. The residents group, along with the wider community of both sites, have taken a leading role in the development of site investment masterplans. Feedback provided by residents highlights high satisfaction with the sites and facilities, and also with the influence and decision making opportunities provided to them.
		Six monthly meetings with Gypsy/Travellers at Springbank, East Kilbride	2018-2019 onwards	As agreed with site residents, six-monthly meetings are now held within the Springbank site with the agenda determined by residents.
2.6	Develop and improve engagement opportunities for young people	Arrange workshop with Youth Council to identify how they wish to be involved	2019-20 onwards	Through the Larkhall local area participation plan there was a short life group established with the local housing office, Youth, Family and Community Learning Service and YMSPs representing Larkhall. From this an action plan was developed to establish a Larkhall Young Persons Forum during 2019/20. Evaluation of this model will take place and will inform further opportunities for engaging young people in other areas.
		Establish Young Persons Housing Forum	2019-20 onwards	
		Explore and identify where existing groups and activities exist that are engaging with young people	2019-20 onwards	To be progressed in 2019/20
		Develop the use of social media to target views of young people		The promotion of all consultation activities and events on South Lanarkshire Council's social media channels now takes place.
2.7	Develop and improve engagement opportunities for homelessness service users	Explore key ways to make involvement effective	2019-2020 onwards	Further areas for involving those with current or lived experience of homelessness are to be progressed as part of the South Lanarkshire Rapid Rehousing Transition Plan 2019-24. This includes school awareness programme with service user and officer discussions to young people.

Strategic Outcome 2: More customers are involved				
	Objective	Action	Timescale	Progress update as at 31 March 2019
2.8	Continue to provide a range of training opportunities	Develop and publicise annual training programme to ensure that customers have the knowledge, skills and confidence to become involved	2018-2019 onwards	Annual training programme developed and publicised by SLTDSP
2.9	Develop a programme of estate walkabouts and encourage tenants and other customers to participate	Arrange and deliver a programme of local estate walkabouts	2018-2019 onwards	Programme of walkabouts established. This aims to help develop customer involvement at a local level. This will be expanded in 2019/20.
		Develop an action plan to address issues identified and feedback - 'You Said, We Did'	2019/20	To be progressed in 2019/20

Strategic Outcome 3: Customers help to drive continuous service improvement				
	Objective	Action	Timescale	Progress update as at 31 March 2019
3.1	Deliver an annual programme of customer scrutiny through the Customer Scrutiny Group (CSG)	Undertake and report on two scrutiny activities each year	2018-2019 onwards	<p>Customers agreed a programme of scrutiny during 2018/19. This included two service areas/activities that related to the refusal of offers process and the collection of customer contact details. Further information on both exercises is contained within Appendix 2.</p> <p>2019/20 Programme Customers are currently considering areas for scrutiny for the 2019/20 programme. To date this includes a review of how homeless households or those threatened with homelessness can access information provided by the council. Other areas will be determined following analysis of the 2018/19 Scottish Housing Charter report.</p>
		Encourage active participation in the scrutiny activities	2018-2019 onwards	Articles have been published in Housing News, aiming to raise awareness of the scrutiny programme. Alongside this the Customer Publicity Group revised the council's website to promote customer involvement and the SLTDSP have also ran a publicity campaign to encourage active participation.
3.2	Explore option to establish a scrutiny panel for older people	Develop a proposal for an Older People Scrutiny Panel	2020-2021 onwards	To be progressed in 2020/21

Strategic Outcome 4: Customers help to shape change and make a difference				
	Objective	Action	Timescale	Progress update as at 31 March 2019
4.1	Establish regular 'You Said, We Did' feedback to customers via 'Housing news', the council website and annual report to tenants highlighting the difference made by customer involvement	Produce 'You Said, We Did' report annually.	2018-2019 onwards	<p>Allocation A report detailing the consultation process and feedback received from the Allocation Policy Review was produced. The views received helped to inform the finalised Allocation Policy which was approved by Executive Committee in May 2019. This consultation feedback was highlighted in Housing News and on the council's website.</p> <p>Rent setting A report detailing the consultation process and feedback received through rent setting was produced by SLTDSP. Views expressed were considered at a special meeting of Housing and Technical Resources Committee in February 2019, where a rent increase of 3.95% was approved.</p>
4.2	Communicate outcome of estate walkabout programme to customers	Develop an approach to publish and report on the outcomes of estate walkabouts	2018-2019 onwards	Linked to Objective 2.9.
4.3	Analyse and report on feedback from customer satisfaction surveys and ensure that it is used to influence service planning and delivery.	Review and agree approach to how satisfaction results are reported.	2019-2020 onwards	To be progressed in 2019/20
4.4	Develop a system to track and evaluate customer involvement activities and the resulting effect	Explore options to track feedback from customers on their involvement and resulting effect.	2019-2020 onwards	To be progressed in 2019/20
		Develop and implement system		
4.5	Further develop customer involvement in identifying local priorities to be progressed through dedicated estate budgets.	Review options to ensure effective community involvement in identifying estate priorities, including scope to move to a participatory budgeting approach.	2019-2022 onwards	Housing and Technical Resources continue to contribute to the council's commitment to dedicate 1% of its total budget to a participatory budgeting model. In support of this approach, Housing Services have reviewed the Housing Investment Programme budget and identified a number of projects where our customers can be given a choice on what they wish for the

Strategic Outcome 4: Customers help to shape change and make a difference				
	Objective	Action	Timescale	Progress update as at 31 March 2019
				final outcome to be. This includes renovation of lock-up facilities and refurbished communal areas within sheltered housing. This will continue to be progressed in 2019/20.

Appendix 2

1. South Lanarkshire Customer Scrutiny Programme 2018/19

The South Lanarkshire Customer Scrutiny Group (CSG) was formed in July 2016 following the TIS “Making it Happen” Scrutiny training and development programme which took place earlier in the year. The CSG is at the core of the Customer Scrutiny Framework. A key task for the CSG is working with the council to develop a programme for scrutiny work and identify areas of council housing and homelessness services that need to be reviewed.

In 2018/19 the Customer Scrutiny Programme involved customer scrutiny exercises of two service areas/activities within Housing and Technical Resources:

- Refusal of offers process
- Mystery Shopping Exercise 2019 - Customer contact

A summary of both of these exercises has been provided in the table below:

Refusal of offers	<ul style="list-style-type: none">• In reviewing South Lanarkshire Council's Scottish Housing Charter information, the CSG identified refusal of offers as an area to scrutinise as there were a higher proportion of offers refused across South Lanarkshire in comparison with other social landlords.• A scrutiny activity was developed with the aim to review current policy and organisational practice in relation to offers of housing to gain an understanding of the reasons offers are refused, whilst also making recommendations to help minimise the future occurrence of these.• The scrutiny activity lasted for 12 weeks and consisted of evidence gathering, customer and officer interviews, data analysis, review and reporting.• The CSG presented a report to the council, outlining the key findings of the exercise. The report included 29 recommendations that aimed to improve the customer experience in relation to being offered a council property and reduce the overall percentage of offers refused by applicants.• The council responded to each of the recommendations, compiling an action plan on potential areas for improvement. The plan will be progressed through the relevant service areas within Housing and Technical Resources and monitored by the Customer Scrutiny Group on a regular basis.
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Mystery Shopping 2019 - Customer contact	<ul style="list-style-type: none"> • The CSG completed the first mystery shopping exercise in 2017. It focussed on assessing whether officers from within Local Housing Offices and the Repairs Centre were taking all available opportunities to collect customer contact data. The key outcomes of this exercise were discussed with officers and actions to aid improvements were progressed. • The CSG agreed that a second follow up exercise was to be held in March 2019 to assess progress in this area. To ensure consistency and comparability the format, scenarios and questions remained the same. • The CSG submitted a report on the exercise to the council in April 2019. It detailed the range of mystery shopping telephone call scenarios completed by members to the Local Housing Offices and Repairs Centre, and the results of these calls. • The report highlighted overall improvements made in the level of customer contact data collected, and contained five recommendations to aid further improvements. • The council responded to each of the recommendations and completed a number of actions to ensure further progress in this area is made.
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2. South Lanarkshire Customer Scrutiny Programme 2019/20

The Customer Scrutiny Group are currently considering service areas/activities for scrutiny for the 2019/20 programme.

To date this includes:

- a review of how homeless households or those threatened with homelessness can access information provided by the council.

Other areas will be determined following analysis of the 2018/19 Scottish Housing Charter report. Results of the 2019/20 programme will be reported with the Housing Services Customer Involvement Strategy 2018-22 Annual Review 2019/20.

Report

16

Report to:	Housing and Technical Resources Committee
Date of Meeting:	13 November 2019
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Update of the Housing and Technical Resources Risk Register and Risk Control Plan
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide 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; and
- (2) that risk control actions will continue to be progressed by relevant officers, 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 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 23 January 2019.
- 3.6. The Council's top risk register and risk control plan has been reviewed. This work was completed in July 2019.

- 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 2018/2019 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 reflects the Council Plan, Resource 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 Housing and Technical Resources Risk Register. The review 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 requires that a risk assessment is undertaken and where required, identifies actions within the Resource Plan that required to have 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:-
- ◆ Fire in Council Properties – this risk was amended to note the requirement to comply with findings from Public Inquiries
 - ◆ The residual risk score for the risk 'The Council is significantly affected by the impact of the UK leaving the European Union' has been increased from seven to eight due to the perceived greater likelihood of a no deal Brexit
 - ◆ The residual risk score for the risk 'Failure to achieve results and demonstrate continuous improvement, through leadership, good governance and organisational effectiveness' was reduced from four to two due to additional key control measures, including the recent positive 'Best Value Assurance Review' report which concluded that 'the Council demonstrates strong leadership, has a good approach to the way it manages its finances and has delivered improvements to many services'
 - ◆ The residual score for the risk 'Failure to deliver City Deal projects and realise anticipated economic benefits' was reduced from five to two as this is a low risk for Housing and Technical Resources
 - ◆ The residual score for the risk 'Failure to achieve the outcomes of the Community Plan' was reduced from seven to a five in line with the review of the Council's top risks

5.5.2. The Resource added one further risk to reflect Council and Resource priorities:-

- ♦ The risk associated with Failure to deliver statutory and legislative duty to deliver services that protect everybody within our communities ie Child Protection; Adult Protection and; Prevent people supporting terrorism or extremism (Counter terrorism and Security).

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 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.

5.9. Housing and Technical Resources are currently in the process of implementing a new Integrated Housing and Property Management System (IHPMS) and a separate Risk Register has been developed to cover the implementation process. The IHPMS risk register will be reviewed quarterly and include testing of control measures with risk scores increased/decreased as required.

6. Insurance Hotspots

6.1. Claims are monitored on an ongoing basis and a review of previous claims was undertaken 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 Personal Protective Equipment (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 with 10 of the 12 actions complete and 2 actions outstanding on progress:-

- ♦ Implementation of procedures and guidance developed in respect of fires in council houses, including multi-storey blocks, has been delayed to allow the outcome and recommendations following the Scottish Government's Strengthening Fire Safety for High Rise Domestic Buildings Consultation to be incorporated into the guidance
- ♦ In respect of slips, trips and falls, Housing and Technical Resources have been asked to consider the outcomes of a review carried out by the Council's claims handler, Gallagher Bassett, on the management of risk on footways.

6.3. Work to complete the outstanding actions will be progressed via the Risk Sponsors Group during 2019/2020.

- 6.4. A fresh review of up to date claims data will be undertaken during 2019/2020 to identify any new claim trends and hotspot areas.

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)	3	11.1%
Medium (4, 5, or 6)	15	55.6%
Low (1, 2, or 3)	9	33.3%
	27	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 2019 to date.
- 8.2. 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.
- 8.3. There are currently no risk control actions due for completion during the remainder of 2019/2020. There is currently one active risk control action due for completion in 2020/2021 which relates to the increasing the supply of affordable housing and the delivery of 1000 additional properties.

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 5 successful risk management bids for the following initiatives:-

- ◆ Integration CCTV systems (iWitness) across the existing firewall into the new virtual matrix at the Control Centre
- ◆ Installation of metal doors and screens with controlled door entry systems in hot spot areas which are vulnerable to anti-social behaviour and crime (2 bids)
- ◆ Provision of welding fume extract equipment for engineers to carry out site based electric arc welding within legislative requirements
- ◆ Renewal of individual entrance doors in multi-storey blocks where doors cannot be verified as compliant with Building Control or Fire Regulations

13. Other implications (Including Environmental and Risk Issues)

- 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.

- 13.3. The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

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)

30 September 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Housing and Technical Resources Committee, 23 January 2019

List of Background Papers

- ◆ None

Contact for Further Information

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

Jean Gallagher, Performance and Support Advisor

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E-mail: jean.gallagher@southlanarkshire.gov.uk

Housing and Technical Resources Risk Register (as at September 2019)
Extract of risks with residual score seven, eight and nine

Risk	Inherent score	Sample of controls	Residual score
<p>Reduction in Council funding/income, as well as increased service demands, results in difficulties achieving savings and maintaining front line services (Council top risk)</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. • Ensure robust 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
<p>The Council is significantly affected by the impact of the UK leaving the European Union (Council top risk)</p> <ul style="list-style-type: none"> • Demand on Housing services • Costs for building materials, supplies and services • Potential skills shortages across the construction sector 	9	<ul style="list-style-type: none"> • 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. 	8

Risk	Inherent score	Sample of controls	Residual score
<p>Information governance not subject to adequate control. (Council top risk)</p> <ul style="list-style-type: none"> • Ineffective records management practices could lead to data breaches. 	9	<ul style="list-style-type: none"> • 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

Report

17

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **13 November 2019**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Delegated Authority Report – Update**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise on transactions processed by delegated authority by Property Services during quarters 1 and 2 of 2019/2020

2. Recommendation(s)

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

- (1) that the transactions processed by delegated authority by Property Services during quarters 1 and 2 of 2019/2020, be noted

3. Background

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

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

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

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

4. Summary Quarter 1, 2019/2020

4.1. The summary of transactions progressed under delegated authority during quarter 1 of 2019/2020 is shown in Appendix 1, is summarised as follows:-

Total number of transactions	61
Total value of lease transactions	£84,815 per annum
Total value of capital transactions	£1,206,909

5. Summary Quarter 2, 2019/2020

- 5.1. The summary of transactions progressed under delegated authority during quarter 2 of 2019/2020 is shown in Appendix 1, and is summarised as follows:-

Total number of transactions	55
Total value of lease transactions	£115,559 per annum
Total value of capital transactions	£1,503,214

- 5.2. The overall profile of the volume and value of transactions during the first 2 quarters of 2019/20 generally compares with previous years.

6. Employee Implications

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

7. Financial Implications

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

8. Other implications (Including Environmental and Risk Issues)

- 8.1. There is a low risk that the rental and capital receipts identified within these delegated authority reports are not achieved if, for reasons out with the Council's control, the tenant/purchaser chooses not to proceed with the transactions. However, Property Services has in place procedures and consultations intended to minimise this risk.
- 8.2. 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. Consultation takes place with the owning Resource, Planning, Roads and Legal Services on a transaction by transaction basis as and when required.
- 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)

4 October 2019

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Housing and Technical Resources Committee, 5 June 2019
- ◆ Housing and Technical Resources Committee, 20 March 2019

List of Background Papers

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

Contact for Further Information

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

Frank McCafferty, Head of Property Services

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

Delegated Authority Transactions

Transaction Type	Quarter 1 2019/20		Quarter 2 2019/20	
	No	Value	No	Value
Lease Renewal	1	£836	-	-
New Lease	18	£75,278	16	£107,409
Landlords Consent	8	£1	2	-
Assignment	1	-	0	-
Rent Review	1	£8,700	2	£8,150
Total Revenue	29	£84,815	20	£115,559
Disposal	7	£25,601	10	£200,201
Compensation	-	-	3	£74,500
Waiver/Servitude	2	£808	3	£518
Acquisition	19	£1,180,500	17	£1,227,995
Title Waiver	-	-	-	-
Total Capital	28	£1,206,909	33	£1,503,214
Miscellaneous	4	£2	2	-