



Council Offices, Almada Street  
Hamilton, ML3 0AA

Tuesday, 11 June 2024

Dear Councillor

## **Housing and Technical Resources Committee**

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

**Date:** Wednesday, 19 June 2024

**Time:** 10:00

**Venue:** Hybrid - Council Chamber, Council Offices, Almada Street, Hamilton, ML3 0AA

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

Yours sincerely

**Paul Manning**  
**Chief Executive**

### **Members**

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

### **Substitutes**

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

## BUSINESS

### 1 Declaration of Interests

- 2 Minutes of Previous Meeting** 5 - 16  
Minutes of the meeting of the Housing and Technical Resources Committee held on 24 April 2024 submitted for approval as a correct record. (Copy attached)

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### Monitoring Item(s)

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- 3 Housing and Technical Resources – Workforce Monitoring – March and April 2024** 17 - 24  
Joint report dated 10 May 2024 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 4 Housing and Technical Resource Plan - Quarter 4 Progress Report 2023/2024** 25 - 54  
Report dated 28 May 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)

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### Item(s) for Decision

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- 5 Housing and Technical Resource Plan 2024/2025** 55 - 80  
Report dated 28 May 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 6 Disposal of Land at Eaglesham Road, Jackton** 81 - 86  
Report dated 15 May 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 7 99 Year Ground Lease at Hairmyres Station, East Kilbride to South Lanarkshire Council** 87 - 92  
Report dated 2 May 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 8 Proposed Lease of Ground at Our Lady of Lourdes Primary School, East Kilbride in Favour of Scottish Power Energy Networks (SPEN)** 93 - 96  
Report dated 8 May 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)

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### Item(s) for Noting

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- 9 Delegated Authority Report - Update** 97 - 100  
Report dated 22 April 2024 by the Executive Director (Housing and Technical Resources). (Copy attached)

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### Urgent Business

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

***For further information, please contact:-***

Clerk Name:	Lynne Hamilton
Clerk Telephone:	07385 370044
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# HOUSING AND TECHNICAL RESOURCES COMMITTEE

# 2

Minutes of meeting held via Confero and in Committee Room 1, Council Offices, Almada Street, Hamilton on 24 April 2024

## Chair:

Councillor Davie McLachlan

## Councillors Present:

Councillor Archie Buchanan, Councillor Mathew Buchanan, Councillor Janine Calikes, Councillor Gerry Convery, Councillor Andrea Cowan, Councillor Margaret Cowie (Depute), Councillor Maureen Devlin, Councillor Colin Dewar, Councillor Geri Gray, Councillor Cal Johnston-Dempsey (*substitute for Councillor Alistair Fulton*), Councillor Martin Lennon, Councillor Julia Marrs, Councillor Ian McAllan, Councillor Kenny McCreary, Councillor Norman Rae, Councillor David Shearer, Councillor Helen Toner (*substitute for Councillor Grant Ferguson*), Councillor Margaret B Walker (*substitute for Councillor Allan Falconer*), Councillor Kirsty Williams

## Councillors' Apologies:

Councillor Walter Brogan, Councillor Margaret Cooper, Councillor Joe Fagan (ex officio), Councillor Allan Falconer, Councillor Grant Ferguson, Councillor Alistair Fulton, Councillor Ross Gowland, Councillor Ross Lambie, Councillor Richard Lockhart

## Attending:

### Finance and Corporate Resources

G Booth, Finance Manager (Resources); C Cumming, Personnel Adviser; J Davitt, Public Relations Officer; P MacRae, Administration Adviser; L O'Hagan, Finance Manager (Strategy); M M Wilson, Legal Services Manager; L Wyllie, Administration Assistant

### Housing and Technical Resources

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

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## 1 Declaration of Interests

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The following interests were declared:-

<b>Councillor(s)</b>	<b>Item(s)</b>	<b>Nature of Interest(s)</b>
Devlin, Johnston-Dempsey and McCreary	Bothwell Community Hall, 15 Fallside Road, Bothwell – Lease to Bothwell Futures	Members of Bothwell Futures
Marrs	Community Asset Transfer of 33 Smyllum Road, Lanark – 5 Year Lease to Healthy Valleys	Current and ongoing connection to Healthy Valleys and their activities with associated groups within 33 Smyllum Road
Toner	Low Waters Hall, Hamilton – Community Asset Transfer to Low Waters Community Group	Member of Scout Executive Committee

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## **2 Minutes of Previous Meeting**

The minutes of the meeting of the Housing and Technical Resources Committee held on 7 February 2024 were submitted for approval as a correct record.

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

*Councillor Lennon left the meeting following this item of business*

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

A joint report dated 27 March 2024 by the Executive Directors (Housing and Technical Resources) and (Finance and Corporate Resources) was submitted advising of the actual expenditure measured against the revenue budget for the period 1 April 2023 to 26 January 2024 for Housing and Technical Resources (excl HRA) together with a forecast for the year to 31 March 2024.

As at 26 January 2024, there was a breakeven position against the phased budget, as detailed in Appendix A to the report. Following the probable outturn exercise, the forecast to 31 March 2024 was a breakeven position, after approved transfers to reserves.

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

**The Committee decided:**

- (1) that the breakeven position as at 26 January 2024 on Housing and Technical Resources' (excl HRA) revenue budget, and the forecast to 31 March 2024 of a breakeven position, after approved transfers to reserves, as detailed in Appendix A of the report, be noted; and
- (2) that the proposed budget virements be approved.

*[Reference: Minutes of 7 February 2023 (Paragraph 3) and Minutes of the Executive Committee of 20 March 2024 (Paragraph 3)]*

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

A joint report dated 27 March 2024 by the Executive Directors (Housing and Technical Resources) and (Finance and Corporate Resources) was submitted advising of the actual expenditure measured against the revenue budget for the period 1 April 2023 to 26 January 2024 for Housing and Technical Resources (HRA), together with a forecast for the year to 31 March 2024.

As at 26 January 2024, there was a breakeven position against the phased budget, as detailed in Appendix A to the report. Following the probable outturn exercise, the forecast to 31 March 2024 was a breakeven position. This breakeven position included a lower than anticipated transfer from reserves being required in the financial year.

**The Committee decided:** that the breakeven position on Housing and Technical Resources' (HRA) revenue budget, as detailed in Appendix A to the report, and the forecast to 31 March 2024 of a breakeven position, be noted.

*[Reference: Minutes of 7 February 2024 (Paragraph 4) and Minutes of the Executive Committee of 20 March 2024 (Paragraph 3)]*

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

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A joint report dated 3 April 2024 by the Executive Directors (Housing and Technical Resources) and (Finance and Corporate Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (excluding HRA) for the period 1 April 2023 to 26 January 2024.

There had been no change to the budget of £11.488 million for Housing and Technical Resources for the financial year 2023/2024, reported to this Committee on 7 February 2024, as detailed in Appendix A of the report.

As reported previously, the predicted spend position for this financial year for Housing and Technical Resources suggested an outturn of £8.800 million, an underspend of £2.688 million. This mainly reflected the anticipated timing of spend on a number of multi-year projects, resulting in budget required in 2024/2025 rather than 2023/2024.

Funding for projects which would be underspent in 2023/2024 would be carried forward into next financial year.

The year-end position was currently being finalised and this would be reported to the Executive Committee on 26 June 2024. The final position for the Housing and Technical Resources programme would be reported to the Housing and Technical Resources Committee on 18 September 2024.

The anticipated spend to date was £2.402 million and spend to 26 January 2024 amounted to £2.332 million, an underspend of £0.070 million. This mainly reflected the timing of project spend on the demand led Prioritised Urgent Investment Programme.

**The Committee decided:**

- (1) that the Housing and Technical Resources' (excluding HRA) capital programme of £11.488 million and expenditure to date of £2.332 million be noted; and
- (2) that the projected outturn of £8.800 million be noted.

*[Reference: Minutes of 7 February 2024 (Paragraph 5)]*

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

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A joint report dated 27 March 2024 by the Executive Directors (Housing and Technical Resources) and (Finance and Corporate Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (HRA) for the period 1 April 2023 to 26 January 2024.

The budget was based on the revised capital programme for the year which had been approved by the Executive Committee on 20 March 2024.

The Housing capital programme for 2023/2024 totalled £67.443 million and was detailed, along with the funding sources, in Appendix A to the report.

Actual expenditure to 26 January 2024 was £45.478 million. This was £2.253 million ahead of programme and was due to the number of buy backs through the open market purchase scheme being ahead of programme to date.

Current estimates suggested an outturn of £67.443 million. The Resource was expected to spend to this level and work would continue in the coming months to deliver spend.

The Council had been advised that the Resource Planning Assumption for South Lanarkshire was £22.149 million for 2024/2025, although had yet to receive formal confirmation. This reflected a significant reduction in grant due to the overall funding being made available for affordable housing being reduced. The Council would consider how this impacted progress and would engage with its partner Registered Social Landlords in order to prioritise sites that were already committed to, were cost effective and would resolve housing need in pressurised areas with a view to continue to deliver on the Strategic Housing Investment Plan.

**The Committee decided:** that the revised Housing and Technical Resources' (HRA) capital programme of £67.443 million and expenditure to 26 January 2024 of £45.478 million be noted.

*[Reference: Minutes of 7 February 2024 (Paragraph 6) and Minutes of the Executive Committee of 20 March 2024 (Paragraph 4)]*

*Councillor Cooper joined the meeting during this item of business*

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## **7 Housing and Technical Resources – Workforce Monitoring – December 2023 to February 2024**

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A joint report dated 13 March 2024 by the Executive Directors (Housing and Technical Resources) and (Finance and Corporate Resources) was submitted on the following employee information for Housing and Technical Resources for December 2023 to February 2024:-

- ◆ 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 9 December 2023

**The Committee decided:** that the report be noted.

*[Reference: Minutes of 7 February 2024 (Paragraph 7)]*



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## **8 Proposed Partnership with Social Bite**

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A report dated 8 March 2024 by the Executive Director (Housing and Technical Resources) was submitted:-

- ◆ providing an update on discussions with Social Bite to develop an innovative approach to meeting the accommodation and support needs of single homeless households
- ◆ requesting approval to lease a site at Harriet Street, Rutherglen to Social Bite to establish 15 units of supported accommodation at a nominal rent of £1

Discussions had taken place with Social Bite, a charity organisation which was able to front fund the proposal of a homeless village, to explore the option of a partnership approach to meeting the accommodation and support needs of homeless households. The proposal was based on a model which had operated successfully in Edinburgh since 2017.

Those discussions had coincided with the Council's development of a Temporary Accommodation Strategic Plan. This involved consideration of the optimum portfolio of temporary accommodation in the context of national developments, such as the revised Unsuitable Accommodation Order and updated Code of Guidance for Homelessness, which included new temporary accommodation standards to be achieved.

Housing and Technical Resources had anticipated that Lindsay House would have operated until a replacement Supported Accommodation service had been identified to relocate the service, however, due to repeated flooding and disproportionate costs to continue to operate, the service, it closed earlier than anticipated in December 2023 which left a shortfall in supported accommodation.

Housing Services' Temporary Accommodation Strategic Plan demand analysis, based on the 2022/2023 level of need for supported accommodation, reflected a supply requirement of 64 units of supported accommodation. The current provision was 36 units.

The need for temporary accommodation had significantly increased in line with the spike in homelessness demand, resulting in unprecedented use of unsuitable B&B accommodation, at a projected cost of around £100,000 for 2023/2024, more than double the allocated annual budget. This also contributed to wider issues, including regulatory risk by utilising accommodation considered unsuitable as a response to homelessness, the ongoing risk of breaching the unsuitable accommodation order as well as the ability to accommodate and meet the basic statutory duty.

Following detailed discussions with Social Bite, it was proposed that 15 units of accommodation be developed at Harriet Street, Rutherglen. The site, which was owned by the Council, would be leased to Social Bite based on a 5-year lease agreement, with the option to extend for a further 5 years, at a nominal rent of £1 per annum. It was considered that the project would make a significant contribution to addressing the shortfall of supported accommodation. This approach would also complement other solutions, such as a growing Housing First outreach support model.

Social Bite would provide 15 high quality, carbon neutral cabin homes, which would come with a 60-year lifespan. The Council would have exclusive access for the purpose of using the units to provide temporary accommodation to homeless individuals for a weekly rental fee in line with temporary accommodation rents which would come to the Council. Social Bite would also provide annual grant funding to support the project.

The Council would cover the operational costs related to maintaining, letting, and managing the site, thus minimising the lease costs for the accommodation.

If approved, the Council would appoint a 3<sup>rd</sup> sector partner to manage the Council's involvement in the project, including the collection of rental income. This income would cover rental costs payable by the Council to Social Bite for use of the accommodation and a percentage would be re-invested in the project to cover running costs, as set out in detail at Appendix 2. As part of the legal agreement between Social Bite and the Council, the arrangements would include opportunities whereby Social Bite would promote employment and educational opportunities, supporting community wealth and connecting the project to local services within the community.

Social Bite would retain ownership of the modular housing units for removal from site at the end of the lease period, in line with the lease agreement.

**The Committee decided:**

- (1) that the principle of the Council granting a 5 year lease, with option to extend for a further 5 years, of the site at Harriet Street, Rutherglen to Social Bite to allow Social Bite to establish 15 units of supported accommodation at a nominal annual rent of £1, as detailed in the report, be approved; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude legal agreements relating to the proposed arrangements with Social Bite.

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## **9 Low Waters Hall, Hamilton – Community Asset Transfer to Low Waters Community Group**

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A report dated 5 March 2024 by the Executive Director (Housing and Technical Resources) was submitted advising of a request for asset transfer, by lease, of Low Waters Hall, Elliot Crescent, Hamilton by Low Waters Community Group and requesting approval of the principal terms and conditions of asset transfer, as detailed in the report.

On 8 December 2021, this Committee had approved the asset transfer, by lease, of Low Waters Hall to the Trustees of Clyde Scouts, however, due to organisational issues, the lease had not concluded. The Trustees of Clyde Scouts had now requested that their interest be transferred to Low Waters Community Group.

It was proposed that Low Waters Hall be leased to Low Waters Community Group, subject to the principal terms and conditions detailed in paragraph 5 of the report.

**The Committee decided:**

- (1) that the subjects at Low Waters Hall, Eliot Crescent, Hamilton be leased to Low Waters Community Group, subject to the terms and conditions detailed in paragraph 5 of the report; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the lease and enter into the necessary legal agreements on terms which were in the best interests of the Council.

*[Reference: Minutes of 8 December 2021 (Paragraph 12)]*

*Councillor Toner, having declared an interest in the above of item business, withdrew from the meeting during its consideration*

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## **10 Former Walston Primary School, Elsrickle – Asset Transfer to Biggar and District Men’s Shed**

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A report dated 11 March 2024 by the Executive Director (Housing and Technical Resources) was submitted advising of a request for asset transfer, by sale, of the former Walston Primary School at Elsrickle to Biggar and District Men’s Shed and requesting approval of the principal terms and conditions of asset transfer, as detailed in the report.

On 29 September 2021, this Committee had approved a 10-year lease of the former Walston Primary School to Biggar and District Men’s Shed. Although, the lease still had over 7 years to run, Biggar and District Men’s Shed was now seeking to purchase the property.

It was proposed that the former Walston Primary School be sold to Biggar and District Men’s Shed, subject to the principal terms and conditions detailed in paragraph 5 of the report.

In response to a member’s comment on the process involved and time taken, the Head of Property Services advised that circumstances had changed considerably since this proposal had first been introduced, with the CAT lite process now established.

### **The Committee decided:**

- (1) that the former Walston Primary School be sold to Biggar and District Men’s Shed, subject to the terms and conditions detailed in paragraph 5 of the report; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the sale and enter into the necessary legal agreements on terms which were in the best interests of the Council.

*[Reference: Minutes of 29 September 2021 (Paragraph 10)]*

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## **11 Community Asset Transfer of 33 Smyllum Road, Lanark – 5 year Lease to Healthy Valleys**

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A report dated 5 January 2024 by the Executive Director (Housing and Technical Resources) was submitted advising of a request for asset transfer, by a 5 year lease, of 33 Smyllum Road, Lanark by Healthy Valleys and requesting approval of the principal terms and conditions of asset transfer, as detailed in the report.

The subjects at 33 Smyllum Road, Lanark form part of a range of retail units in Council and private ownership. In 2022, Healthy Valleys were granted an annual tenancy of the unit on commercial terms to develop their operations and from which to provide local services.

Healthy Valleys had now requested a 5 year lease of the subjects to enable the facility to further develop.

It was proposed that the subjects at 33 Smyllum Road, Lanark be leased to Healthy Valleys, subject to the principal terms and conditions detailed in paragraph 5 of the report.

### **The Committee decided:**

- (1) that the subjects at 33 Smyllum Road, Lanark be leased to Healthy Valleys, subject to the terms and conditions detailed in paragraph 5 of the report; and

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

*Councillor Marrs, having declared an interest in the above of item business, withdrew from the meeting during its consideration*

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## **12 Community Asset Transfer of Former St Leonard’s Hall, East Kilbride to East Kilbride Men’s Shed - 15 Year Lease**

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A report dated 13 March 2024 by the Executive Director (Housing and Technical Resources) was submitted advising of a request for asset transfer, for a 15 year lease, of the former St Leonard’s Hall by East Kilbride Men’s Shed and requesting approval of the principal terms and conditions of asset transfer, as detailed in the report.

In February 2022, a short-term lease was granted to East Kilbride Men’s Shed to enable the organisation to build capacity and develop a sustainable business model.

East Kilbride Men’s Shed had now requested a 15 year lease of the subjects to enable the facility and the organisation to further develop.

It was proposed that St Leonard’s Hall be leased to East Kilbride Men’s Shed, subject to the principal terms and conditions detailed in paragraph 5 of the report.

### **The Committee decided:**

- (1) that the former St Leonard’s Hall be leased to East Kilbride Men’s Shed, subject to the terms and conditions detailed in paragraph 5 of the report; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the lease and enter into the necessary legal agreements on terms which were in the best interests of the Council.

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## **13 Tom Craig Centre, 3 Lawhill Road, Law – Lease to Law Boxing Club Limited**

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A report dated 13 March 2024 by the Executive Director (Housing and Technical Resources) was submitted advising of a request for lease of the Tom Craig Centre, 3 Lawhill Road, Law by Law Bowling Club Limited and requesting approval of the principal terms and conditions of asset transfer, as detailed in the report.

Law Bowling Club Limited had requested an annual lease of the Tom Craig Centre to enable the facility to remain open for community use as quickly as possible. The lease would enable them to operate the facility while testing the viability of a future Community Asset Transfer (CAT).

It was proposed that the Tom Craig Centre be leased to Law Bowling Club Limited, subject to the principal terms and conditions detailed in paragraph 5 of the report.

### **The Committee decided:**

- (1) that the subjects at the Tom Craig Centre, 3 Lawhill Road, Law be leased to Law Bowling Club Limited, subject to the terms and conditions detailed in paragraph 5 of the report; and

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

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#### **14 Bothwell Community Hall, Fallside Road, Bothwell - Lease to Bothwell Futures**

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Prior to consideration of this report, the Property Manager (Assets and Estates) advised that there was a typographical error in the address of Bothwell Community Hall and it should have read as No 15 Fallside Road and not No 8.

A report dated 13 March 2024 by the Executive Director (Housing and Technical Resources) was submitted advising of a request for asset transfer, by lease, of the former Bothwell Community Hall, 15 Fallside Road, Bothwell to Bothwell Futures and requesting approval of the principal terms and conditions of asset transfer, as detailed in the report.

Bothwell Futures had requested an annual lease of Bothwell Community Hall to enable the facility to remain open for community use as quickly as possible. The lease would enable them to operate the facility while testing the viability of a future Community Asset Transfer (CAT).

It was proposed that Bothwell Community Hall be leased to Bothwell Futures, subject to the principal terms and conditions detailed in paragraph 5 of the report.

##### **The Committee decided:**

- (1) that Bothwell Community Hall, 15 Fallside Road, Bothwell be leased to Bothwell Futures, subject to the terms and conditions detailed in paragraph 5 of the report; and
- (2) that the Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the lease and enter into the necessary legal agreements on terms which were in the best interests of the Council.

*Councillors Devlin, Johnston-Dempsey and McCreary, having declared an interest in the above of item business, withdrew from the meeting during its consideration*

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#### **15 Refugee Resettlement Programme Review**

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A report dated 21 March 2024 by the Executive Director (Housing and Technical Resources) was submitted:-

- ◆ providing an update on the refugee resettlement programme within South Lanarkshire
- ◆ advising of a name change for the Service

In 2015, the Refugee Resettlement Service was established within Housing and Technical Resources to lead on resettlement in South Lanarkshire, including liaison with all relevant services such as health and education.

On 29 January 2020, the Executive Committee approved a consolidated approach, committing to support up to 10% of the Scottish equivalent of the proposed 5,000 UK wide arrivals per year, which equated to approximately 30 households.

To date, nationals from Afghanistan and Ukraine had been supported by South Lanarkshire partners, details of which were provided in the report.

Home Office funding covered the costs associated with all planned refugee programmes. Currently, there was one hotel in the South Lanarkshire area which was supported by the Home Office as an accommodation hub for asylum seekers who were awaiting a determination of their immigration status. The Refugee Resettlement Team attended on a regular basis to provide information and advice to residents on relevant services available and to provide support when refugee status was awarded, with a view to preventing homelessness as far as possible.

As the Service now encompassed assistance to asylum seekers, it had been renamed as the Asylum and Refugee Resettlement Service, with the team now known as the Asylum and Refugee Support Team.

In response to a member's question in terms of the ongoing support for refugees, the Head of Housing Services advised that once refugees had been through the programme, there was still the opportunity to work with the Resettlement Team.

**The Committee decided:**

- (1) that it be noted that, on the basis approved by Committee on 29 January 2020, the Refugee Resettlement Programme continued to provide support to up to 30 families per year; and
- (2) that the change in the name of the service from Refugee Resettlement Service to Asylum and Refugee Resettlement Service be noted.

*[Reference: Minutes of the Executive Committee of 29 January 2020 (Paragraph 6)]*

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## **16 Scottish Government Consultations on the Social Housing Net Zero Standard in Scotland and Heat in Buildings Bill**

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A report dated 18 March 2024 by the Executive Director (Housing and Technical Resources) was submitted:-

- ◆ providing an overview of 2 recent Scottish Government consultations on the proposed new net zero standard for social housing and the new Heat in Buildings Bill
- ◆ providing a summary of the Council's response to the consultations, submitted to the Scottish Government on 8 March 2024

In 2021, the Scottish Government published a Heat in Buildings Strategy which committed to:-

- ◆ review the existing standards for improving energy efficiency within social housing across Scotland to better align with Scotland's latest net zero targets, as set out in the Climate Change (Scotland) Act 2009, as amended in 2020
- ◆ introduce new legislation to phase out the need to install new or replacement fossil fuel boilers across all domestic and non-domestic buildings in Scotland, while also requiring building owners to improve the energy efficiency of buildings to help achieve net zero targets

Consultations on each of those commitments had been launched by the Scottish Government in early 2024 and an overview of the Council's response to both was provided in Sections 4 and 5 of the report.

**The Committee decided:**

- (1) that the overview of the consultations on the proposed new net zero standard for social housing and Heat in Buildings Bill be noted; and

- (2) that the summary of the Council's response to each consultation be noted

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## **17 Notification of Contracts Awarded 9 September 2023 – 29 February 2024**

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A report dated 8 March 2024 by the Executive Director (Housing and Technical Resources) was submitted on contracts awarded by Housing and Technical Resources, valued in excess of £50,000, in the period 8 September 2023 to 29 February 2024, as follows:-

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

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

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

### **The Committee decided:**

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

*[Reference: Minutes of 8 November 2023 (Paragraph 15)]*

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## **18 Urgent Business**

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There were no items of urgent business.





# Report

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>19 June 2024</b>
Report by:	<b>Executive Director (Finance and Corporate Resources) and Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Housing and Technical Resources – Workforce Monitoring – March and April 2024</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide employment information for March and April 2024 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 March and April 2024 relating to Housing and Technical Resources be noted:-

- ◆ attendance statistics
- ◆ occupational health
- ◆ accident/incident statistics
- ◆ discipline, grievance and Dignity at Work cases
- ◆ analysis of leavers and exit interviews
- ◆ Staffing Watch as at 9 March 2024

## 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 March and April 2024.

## 4. Monitoring Statistics

### 4.1. Attendance Statistics (Appendix 1)

Information on absence statistics is analysed for the month of April 2024 for Housing and Technical Resources.

The Resource absence figure for April 2024 was 6.1%, this figure remains unchanged when compared to last month and is 0.9% higher than the Council-wide figure. Compared to April 2023, the Resource absence figure has decreased by 0.1%.

Based on the absence figures at April 2024 and annual trends, the projected annual average absence for the Resource for 2024/2025 is 6.1% compared to a Council-wide average figure of 5.2%.

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

**4.2. Occupational Health (Appendix 2)**

In terms of referrals to occupational health, which include medical examinations and physiotherapy, overall 117 referrals were made this period. This represents an increase of 7 when compared with the same period last year.

**4.3. Accident/Incident Statistics (Appendix 2)**

There were 2 accidents/incidents recorded within the Resource this period, a decrease of 5 when compared to the same period last year.

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

During the period, 1 disciplinary hearing was held within the Resource, this figure remains unchanged when compared to the same period last year. During this period no appeals were heard by the Appeals Panel. This figure has decreased by 1 when compared to the same period last year. No Appeals Panels were pending and this figure remains unchanged when compared to the same period last year. No grievances were raised within the Resource and this figure remains unchanged when compared to the same period last year. No Dignity at Work complaints were raised within the Resource and this figure has decreased by 2 when compared to the same period last year.

**4.5. Analysis of Leavers (Appendix 2)**

There was a total of 11 leavers in the Resource this period eligible for an exit interview. This figure has increased by 1 when compared with the same period last year. Four exit interviews were conducted in this period, a decrease of 1 when compared with the same period last year.

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

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

4.7. Appendix 2a provides a breakdown of vacant posts and whether these are being replaced or held for savings. In the period March to April 2024, 23 employees (20.32 FTE) in total left employment, managers indicated that 21 posts (18.72 FTE) were being replaced, 1 post (1.00 FTE) is being filled on a temporary basis and 1 post (0.60 FTE) is planning on being removed for savings.

**5. Staffing Watch**

5.1. There has been a decrease of 5 in the number of employees in post from 9 December 2023 to 9 March 2024.

## **6. Employee Implications**

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

## **7. Financial Implications**

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

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

- 8.1. There are no Climate Change, Sustainability and Environmental Implications in terms of the information contained within this report.

## **9. Other Implications**

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

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

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

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

**Jackie Taylor**

**Executive Director (Finance and Corporate Resources)**

**Stephen Gibson**

**Executive Director (Housing and Technical Resources)**

10 May 2024

### **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 – 24 April 2024

### **List of Background Papers**

- ◆ Monitoring information provided by Finance and Corporate Resources

### **Contact for Further Information**

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

Elaine Maxwell, HR Business Manager

Ext: (Tel: 01698 454647)

E-mail: [elaine.maxwell@southlanarkshire.gov.uk](mailto:elaine.maxwell@southlanarkshire.gov.uk)

**Absence Trends - 2022/2023, 2023/2024 & 2024/2025  
Housing & Technical Resources**

APT&C				Manual Workers				Resource Total				Council Wide			
	2022 / 2023	2023 / 2024	2024 / 2025		2022 / 2023	2023 / 2024	2024 / 2025		2022 / 2023	2023 / 2024	2024 / 2025		2022 / 2023	2023 / 2024	2024 / 2025
	%	%	%		%	%	%		%	%	%		%	%	%
April	5.5	5.7	5.3	April	10.6	6.9	7.2	April	7.6	6.2	6.1	April	5.6	5.1	5.2
May	4.5	4.9		May	8.1	6.1		May	6.0	5.4		May	5.4	5.1	
June	4.9	5.4		June	8.5	6.8		June	6.4	6.0		June	5.3	4.7	
July	5.5	5.0		July	8.9	8.1		July	6.9	6.2		July	4.6	3.8	
August	4.7	5.1		August	7.1	8.5		August	5.7	6.4		August	4.4	4.1	
September	4.5	4.7		September	6.3	7.8		September	5.2	6.0		September	5.4	5.3	
October	4.3	4.9		October	7.8	5.2		October	5.8	5.0		October	5.8	5.1	
November	4.6	4.8		November	7.8	6.7		November	5.9	5.6		November	6.5	6.2	
December	4.4	5.1		December	7.2	7.4		December	5.6	6.0		December	7.0	6.6	
January	4.5	4.4		January	5.5	6.0		January	4.9	5.0		January	5.8	6.1	
February	4.4	5.2		February	6.2	6.3		February	5.1	5.6		February	5.9	6.4	
March	5.3	5.3		March	6.8	7.2		March	5.9	6.1		March	6.4	6.3	
Annual Average	4.8	5.0	5.3	Annual Average	7.6	6.9	7.2	Annual Average	5.9	5.8	6.1	Annual Average	5.7	5.4	5.2
Average Apr-Mar	4.8	5.0	5.3	Average Apr-Mar	7.6	6.9	7.2	Average Apr-Mar	5.9	5.8	6.1	Average Apr-Mar	5.7	5.4	5.2
No of Employees at 30 April 2024			885	No of Employees at 30 April 2024			562	No of Employees at 30 April 2024			1447	No of Employees at 30 April 2024			16192

<b>HOUSING AND TECHNICAL RESOURCES</b>		
	<b>Mar - Apr 2023</b>	<b>Mar - Apr 2024</b>
<b>MEDICAL EXAMINATIONS</b>		
Number of Employees Attending	39	41
<b>EMPLOYEE COUNSELLING SERVICE</b>		
Total Number of Referrals	12	0
<b>PHYSIOTHERAPY SERVICE</b>		
Total Number of Referrals	34	51
<b>REFERRALS TO EMPLOYEE SUPPORT OFFICER</b>	25	25
<b>REFERRALS TO COGNITIVE BEHAVIOUR THERAPY</b>	0	0
<b>TOTAL</b>	<b>110</b>	<b>117</b>
	<b>Mar - Apr 2023</b>	<b>Mar - Apr 2024</b>
<b>CAUSE OF ACCIDENTS/INCIDENTS</b>		
Minor	4	2
Violent Incident: Verbal*****	3	0
<b>Total Accidents/Incidents</b>	<b>7</b>	<b>2</b>
*A Specified Injury is any fracture (other than to the fingers, thumbs or toes), amputation, loss of sight, serious burns, crushing injury, scalping, loss of consciousness caused by asphyxiation/ head injury, a chemical or hot metal burn to the eye or penetrating injury as defined by the HSE.		
**Over 3 day / over 7day absence is an injury sustained outwith specified injury category that results in a period of absence of absence as defined by the HSE.		
***Near Miss - Any unexpected, unplanned occurrence (except Dangerous Occurrences) that does not lead to injury of persons, damage to property, plant or equipment but may have done so in different circumstance.		
****Physical violent incidents are included in the "Specified" figures, where applicable, to provide the "Total Specified" figures.		
*****Physical violent incidents and ***** Verbal Violent Incidents are included in the "Over 3-day or Over 7-day" figures, where applicable, to provide the "Total Over 3-day or Over 7-day" figures.		
*****Physical Violent Incidents and ***** Verbal Violent Incidents are included in the "Minor" figures, where applicable, to provide the "Total Minor" figures.		
	<b>Mar - Apr 2023</b>	<b>Mar - Apr 2024</b>
<b>RECORD OF DISCIPLINARY HEARINGS</b>		
Total Number of Hearings	1	1
Total Number of Appeals	1	0
<b>Time Taken to Convene Hearing March to April 2024</b>		
<b>0-3 Weeks</b>	<b>4-6 Weeks</b>	<b>Over 6 Weeks</b>
1	0	0
	<b>Mar - Apr 2023</b>	<b>Mar - Apr 2024</b>
<b>RECORD OF GRIEVANCE HEARINGS</b>		
Number of Grievances	0	0
	<b>Mar - Apr 2023</b>	<b>Mar - Apr 2024</b>
<b>RECORD OF DIGNITY AT WORK</b>		
Number of Incidents	2	0
Number Resolved at Formal Stage	2	0
	<b>Mar - Apr 2023</b>	<b>Mar - Apr 2024</b>
<b>ANALYSIS OF REASONS FOR LEAVING</b>		
Career Advancement	1	3
Poor Relationship with Manager/Colleagues	0	1
Personal Reasons	1	0
Travelling Difficulties	2	0
Dissatisfaction With Terms and Conditions	1	0
<b>Number of Exit Interviews conducted</b>	<b>5</b>	<b>4</b>
<b>Total Number of Leavers Eligible for Exit Interview</b>	<b>10</b>	<b>11</b>
<b>Percentage of interviews conducted</b>	<b>50%</b>	<b>36%</b>

	Mar-24		Reconciliation figure Apr 2023 - Feb 2024		Cumulative total	
	FTE*	H/C**	FTE	H/C	FTE	H/C
<b>Terminations/Leavers</b>	9.70	11	90.94	114	100.64	125
<b>Being replaced</b>	9.10	10	86.63	109	95.73	119
<b>Filled on fixed term basis</b>	0.00	0	0.00	0	0.00	0
<b>Plan to transfer this budget to another post</b>	0.00	0	0.00	0	0.00	0
<b>End of fixed term contract</b>	0.00	0	2.11	3	2.11	3
<b>Held pending service Review</b>	0.00	0	2.00	2	2.00	2
<b>Plan to remove for savings</b>	0.60	1	0.00	0	0.60	1
* Full time equivalent						
** Head count/number of employees						
	Apr-24		Cumulative total			
	FTE*	H/C**	FTE	H/C		
<b>Terminations/Leavers</b>	10.62	12	10.62	12		
<b>Being replaced</b>	9.62	11	9.62	11		
<b>Filled on fixed term basis</b>	1.00	1	1.00	1		
<b>Plan to transfer this budget to another</b>	0.00	0	0.00	0		
<b>End of fixed term contract</b>	0.00	0	0.00	0		
<b>Held pending service Review</b>	0.00	0	0.00	0		
<b>Plan to remove for savings</b>	0.00	0	0.00	0		
* Full time equivalent						
** Head count/number of employees						

**JOINT STAFFING WATCH RETURN  
HOUSING & TECHNICAL RESOURCES**

As at 9 March 2024

Total Number of Employees				
MALE		FEMALE		TOTAL
F/T	P/T	F/T	P/T	
787	24	330	132	1273

\*Full - Time Equivalent No of Employees

Salary Bands

Chief Officer	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Fixed SCP	Teacher	TOTAL
3.00	188.11	630.82	352.56	29.60	9.00	0.00	0.00	0.00	1213.09

As at 9 December 2023

Total Number of Employees				
MALE		FEMALE		TOTAL
F/T	P/T	F/T	P/T	
791	24	330	133	1278

\*Full - Time Equivalent No of Employees

Salary Bands

Chief Officer	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Fixed SCP	Teacher	TOTAL
3.00	200.18	619.36	355.58	29.60	10.00	0.00	0.00	0.00	1217.72





# Report

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>19 June 2024</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Housing and Technical Resource Plan: Quarter 4 Progress Report 2023/2024</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Housing and Technical Resource Plan Quarter 4 Progress Report 2023/24, for the period 1 April 2023 to 31 March 2024

## 2. Recommendations

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

- (1) that the Housing and Technical Resource Plan Quarter 4 Progress Report 2023-24 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 changes in measure status between Quarter 2 and Quarter 4 as summarised at paragraph 5.5 and detailed at Appendix 3 of this report, be noted.

## 3. Background

- 3.1. The Housing and Technical Resource Plan 2023/2024 was approved by Committee on 31 May 2023 and sets out the outcomes, measures and actions to be managed and delivered by the Resource for the financial year 2023/2024.
- 3.2. The Resource Plan follows the agreed corporate structure and style. The Plan is a key element of the Council's performance management arrangements and provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the Outcomes set out in the Council Plan Connect 2022/2027.

## 4. Resource Outcomes 2023/2024

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

## 5. Quarter 4 Progress Report 2023/2024

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 4 Progress Report 2023/2024, attached at Appendix 2. This report has been produced from the

Council's performance management reporting system IMPROVe, and uses a traffic light format with the following definitions to give a status report on each measure:

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

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

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

Status	Measures			
	Statistical	Project	Total	%
Blue	0	8	8	9%
Green	21	44	65	71%
Amber	2	0	2	2%
Red	2	2	4	4%
Report later/Contextual	10	3	13	14%
<b>Totals</b>	<b>35</b>	<b>57</b>	<b>92</b>	<b>100%</b>

(Data correct as at 9 May 2024)

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

- 5.3.1.

Connect Outcome	Health and Wellbeing
Resource Outcome	Achievement
Support people to live active and independent lives	<p>All of the 104 new homes completed within 2023/2024, have been built to 'Housing for Varying Needs' standards and are easily adaptable to accommodate tenant's changing needs over time. 20 (19.2%) of the new homes have been built to be suitable for those who use wheelchairs or with mobility difficulties, with fully accessible wet rooms and step free access.</p> <p>The council's affordable housing supply programme continues to increase the supply of council homes across South Lanarkshire, with a focus on ensuring that the new homes provide for changes in peoples need over the course of time.</p> <p>Approval of applications for adaptations were, on average, completed in 21.94 days against a target of 28 days.</p>

	92% of standard adaptations to council houses were complete within agreed appointment times against a target of 90%.
	All demand has been met for adaptations to council housing. There is no waiting list for adaptations to council housing.

<b>Connect Outcome:</b>	<b>Children and Young People</b>
<b>Resource Outcome</b>	<b>Achievement</b>
Improve the health and wellbeing of children, young people and families	100% of care leavers were offered a housing options discussion. All care experienced young people on the housing register were provided with housing options advice which resulted in the creation of a personal housing pathway.

<b>Connect Outcome</b>	<b>Housing and Land</b>
<b>Resource Outcome</b>	<b>Achievement</b>
Continue to deliver an affordable housing programme to meet needs	Continued to increase the supply of affordable housing with the delivery of 269 additional new houses provided 2023/24 YTD. This includes 104 new build properties and 165 properties have been acquired through the market purchase scheme.
Support people to access and sustain housing which meets their needs through our Integrated Housing Options service	92.2% of new tenancies sustained for more than a year against a target of 88%. Ensuring those with the highest housing need are prioritised with 62.9% of lets to urgent homeless (UH) households. A further 3.41% of lets were allocated to other urgent need categories.
Ensure our repairs service continues to meet the needs of customers	Emergency repairs were, on average, completed in 6 hours 55 minutes against a target of 24 hours. Non-emergency repairs were, on average, completed in 14.53 days against a target of 28 days. 99% of reactive repairs were completed right first time.
Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable and temporary and supported accommodation	The continuing surge in demand for homelessness services and reduced access to other options, particularly within the private rented sector (which is occurring nationally and locally) is acting against achievement of the key strategic target of preventing homelessness.

5.3.2. In addition to working towards these Outcomes, we recognise that the Council will continually aim to improve and ensure effective and efficient use of resources, and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values,

Resource outcomes have also been identified under the heading Delivering the Plan and achieving Best Value.

<b>Delivering the Plan and achieving Best Value</b>	
<b>Resource Outcome</b>	<b>Achievement</b>
Delivering the plan and achieving best value	Stage 1 complaints were fully responded to on an average of 5 working days, against a target timescale of 5 working days (SSHC).
	Stage 2 complaints were fully responded to on an average of 17 working days, against a target timescale of 20 working days (SSHC).
	Against an extremely challenging set of socio-economic circumstances, positive performance, against previous year, was achieved in relation to:- <ul style="list-style-type: none"> <li>• the percentage of rent collected increased from 98.8% Quarter 2 to 99.51% in Quarter 4.</li> <li>• the percentage of gross rent arrears (current and former) reduced over the same period from 8.27% Quarter 2 to 8.00% in Quarter 4.</li> </ul>

#### 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.

<b>Connect Outcome: Housing and Land</b>		
<b>Resource Outcome:</b> Improved outcomes for households experiencing homelessness, including access to settled accommodation		
<b>Measure</b>	<b>Comments/Progress</b>	<b>Action by Manager (where applicable)</b>
% of Housing Options interventions where homelessness prevented	As at the end of the reporting year, 633 (60.8%) homeless cases prevented against a target of 70%.	The operating context in relation to the prevention of homelessness continues to be extremely challenging this year. The prevailing socio-economic conditions adversely impacted upon the ability to prevent homelessness during 2023/24. This trend has been mirrored nationally.
Continue to implement Rapid Rehousing Transition Plan	Despite high levels of achievement against several key measures, the level of homelessness in South Lanarkshire continues to increase to unprecedented levels . This was noted in the Rapid Re-Housing Transition Plan (RRTP)annual review and mirrors trends across Scotland.	A range of work is being progressed locally to help mitigate the situation and the Resource continues to engage with representative groups, such as COSLA and Association of Local Authority of Chief Housing Officers (ALACHO) , to highlight the key issues which require to be addressed at a national level.
<b>Resource Outcome: More energy efficient homes</b>		
% of Council stock meeting the Scottish Housing Quality Standards (SHQS)	83.6% of Council stock meeting the SHQS (% of dwellings meeting SHQS) against a target of 90%.	The changes to the Fire Tolerable standard and requirements in relation to Fixed Electrical Testing have continued to impact on the SHQS. A robust programme of work is in place to ensure these issues are being monitored within the Resource at the highest level.

<b>Resource Outcome: Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable and temporary and supported accommodation</b>		
Preventing and reducing homelessness for households, including families with children and young people during 2023/2024- a key action as detailed in the Local Child Poverty Action Report	<p>The Council continues to experience increasing levels of demand for homelessness services, which continues to challenge the delivery of the key strategic target of preventing and reducing homelessness.</p> <p>Despite this, the Resource continues to work with partners to deliver a range of measures to prevent all households and in particular households with children and young people. This includes through the Tenancy Sustainment Fund which was continued in 2023/24 , with £101,706 of the fund provided to 149 households with children.</p>	This is a key focus for the Resource and continues to be closely monitored by management.

#### 5.5. Scrutiny of change in measure status

A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed status from Quarter 2 to Quarter 4. On analysis of these, four measures recorded a decline in performance. Details of these four measures are included at Appendix 3. The remaining measures under scrutiny changed from Green/Report later to Blue (complete) and need no further action. It should be noted that the measures with a 'report later' status at Quarter 4 will be followed up and reported on, either in the final Q4 progress report presented to Housing and Technical Resources (HTR) Committee, or in the next year's Quarter 2 HTR progress report.

### 6. Employee Implications

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

### 7. Financial Implications

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

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

- 8.1. There are no climate change or environmental implications as a result of this report.

- 8.2. The Council acknowledges the serious and immediate threat of climate change and is committed to accelerating the pace of action in response to the climate emergency and in Scotland's transition to a net-zero and climate resilient society and economy. All Resource Plans have recognised sustainable development and climate change as a key area of focus for 2023/2024

## **9. Other Implications**

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

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

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

**Stephen Gibson**

**Executive Director (Housing and Technical Resources)**

28 May 2024

### **Link(s) to Council Values/Priorities**

- The Resource Plan has been structured upon the Vision, Values and Outcomes in the Council Plan Connect 2022-27

### **Previous References**

- Housing and Technical Resource Plan Quarter 4 Progress Report 2022-23 - noted by Housing and Technical Resources Committee on 05 October 2022
- Housing and Technical Resource Plan Quarter 2 Progress Report 2023-24 - noted by Housing and Technical Resources Committee on 07 February 2024

### **List of Background Papers**

- Council Plan Connect 2022-27 – approved by the full Council on 15 June 2022
- Housing and Technical Resource Plan 2023-24 – approved by Housing and Technical Resources Committee on 31 May 2023

### **Contact for Further Information**

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

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E-mail: [lynn.hayes@southlanarkshire.gov.uk](mailto:lynn.hayes@southlanarkshire.gov.uk)

## Housing and Technical Resource Outcomes 2023-24

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



	<ul style="list-style-type: none"><li>• Customers experience high quality and improving council services</li><li>• The council demonstrates high standards of governance and sound financial stewardship</li><li>• The workforce has the skills, flexibility and capacity to deliver the council's outcomes</li></ul>
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# **South Lanarkshire Council**

## **Housing and Technical**

# **improve**

## **Resource Plan**

**Performance Report 2023-24**  
**Quarter 4 : April 2023 - March 2024**

(This represents the cumulative position to March 2024)

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

Council Outcome/ Theme	Green	Amber	Red	Report later / Contextual	Total
<b>Communities and Environment</b>	1				1
<i>Education and Learning</i>					
<b>Health and Wellbeing</b>	5			1	6
<i>Children and Young People</i>					
<b>Housing and Land</b>	10	1	2	6	19
<i>Our Economy</i>					
<b>Delivering the plan and achieving best value</b>	5	1		3	9
<b>Total</b>	<b>21</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>35</b>

## How to use this performance report

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

**Council Plan Outcome**

**Resource Plan outcome**

**Performance Indicators**

**Progress update (Cumulative)**

**Indicator Status – are we on course to achieve?**  
The “traffic light” codes are:

- Green** Target met, or expected to be met with no issues
- Amber** There may be problems or minor slippage against target
- Red** Not on course to achieve target, major slippage anticipated

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

**Our Economy**  
A people-centred approach to recovery is implemented to help individuals, communities, businesses and the social and third sector thrive.

Performance Indicators	Comment/ Progress	Status	This Year		Last 3 Years		
			Target	To Date			
Number of unemployed people supported via council-operated employability programmes	We have supported 2118 people in total of which 1934 are unemployed and 184 are employed	Green	1,000	1,934	2,135	1,322	1,348
Number of unemployed people gaining sustainable employment	This one of the highest job outcome results seen in the past five years.	Green	400	1,146	863	713	410
Number of unemployed people accessing further education or training	Exceeded target	Green	200 people	219 people	501 people	568 people	211 people

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.

## Communities and Environment

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

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of Anti-Social Behaviour cases resolved in the year (SSHC) (RP)	Target achieved.	Green	90.00%	94.71%	95.21%	94.30%	96.80%

## Health and Wellbeing

### Support people to live active and independent lives

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
No. of adaptations completed in Council homes	944 adaptations completed in Council Homes.	Contextual	-----	944	476	993	1,266
No of households currently waiting for adaptations to their home	Target achieved.	Green	0	0	0	0	0
% of approved applications for adaptations completed in year (SSHC)	All adaptations were approved, this measure is demand led.	Green	100.00%	100.00%	100.00%	100.00%	100.00%
Average time (working days) to complete applications (SSHC)	Target achieved.	Green	28.00 days	21.94 days	28.00 days	23.49 days	21.72 days
% of standard adaptations to council houses within agreed appointment times	Target achieved.	Green	90.0%	92.0%	92.4%	98.3%	90.1%
% of new build that are wheelchair accessible (RP)	20 of the 104 new council homes completed in 2023/24 were accessible for wheelchairs, exceeding the target of 10% established in the Local Housing Strategy 2022-27.	Green	10.0%	19.2%	-----	-----	-----

## Housing and Land

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

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of lets to Urgent housing (UH) need households (RP)	Target achieved.	Green	55.0%	62.9%	61.1%	53.5%	58.1%
% of new tenancies sustained for more than a year for all lets (SSHC) (RP)	Tenancy sustainment has remained strong this year and target achieved.	Green	88.00%	92.20%	91.90%	93.40%	92.00%
% of tenancy offers refused during the year (SSHC) (RP)	Refusals are driven by the applicant and can vary significantly depending on size/availability/location of housing.	Contextual	-----	18.3%	24.7%	16.6%	23.4%

**Housing and Land**

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

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Average time taken to relet empty properties (SSHC) (RP)	Target achieved, performance has improved this year. Performance continues to be monitored and a number of improvement actions identified.	Green	30.00 days	22.15 days	21.00 days	21.50 days	27.76 days

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

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Average length of time in temporary accommodation (RP)	Quarter 4 information not yet available, await Scottish Government publication of figures.	Report Later	-----	-----	121 days	105 days	96 days
% of households provided with temporary accommodation (SG) (RP)	Quarter 4 information not yet available, await Scottish Government publication of figures.	Report Later	-----	-----	100.0%	100.0%	100.0%
% of temporary accommodation on offers refused (RP)	Quarter 4 information not yet available, await Scottish Government publication of figures.	Report Later	-----	-----	6.84%	7.42%	6.00%
Number of times we did not meet our obligation to provide suitable accommodation (SG) (RP)	Quarter 4 information not yet available, await Scottish Government publication of figures.	Report Later	-----	-----	0	0	0

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

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of homeless households advised of outcome of assessment within 28 days (RP)	This is a locally set target and is a key focus for the Resource and continues to be closely monitored by management.	Green	95.0%	96.5%	99.8%	99.6%	95.2%
% of Housing Options interventions where Homelessness prevented (RP)	During 2023/24, 633 (60.8%) homeless cases prevented. The operating context in relation to the prevention of homelessness continues to be extremely challenging this year. The prevailing socio-economic conditions adversely impacted upon the ability to prevent homelessness during 2023/24. This trend has been mirrored nationally.  A range of actions are being progressed to help mitigate the situation and updates on homelessness are now being presented to committee on a 6 monthly basis.	Red	70.0%	60.8%	-----	73.5%	65.9%

**Housing and Land**

**Ensure our repairs service continues to meet the needs of customers**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of response repairs completed on time	Target achieved.	Green	90.0%	97.0%	97.7%	99.1%	95.3%
Ave length of time to complete emergency repair - hours (SSHC) - YTD	Target achieved.	Green	24.00 hours	6.55 hours	3.26 hours	4.24 hours	5.36 hours
Ave length of time to complete non emergency repair (SSHC) (LGBF) - YTD	Target achieved.	Green	28.00 days	14.53 days	13.07 days	11.76 days	11.63 days
% of reactive repairs completed first time right (SSHC)	Target achieved.	Green	90.00%	99.00%	99.95%	99.00%	99.60%
% of repairs appointments kept	Target achieved.	Green	90.00%	94.77%	94.18%	94.00%	94.00%
No of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date	82 services beyond target date, all now complete.	Amber	0	82	411	1	20

**Deliver a first-class repairs and maintenance service**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of tenant satisfaction with repairs or maintenance in year (SSHC)	Although slightly below target, management arrangements in place to monitor indicator.	Green	90.0%	89.0%	90.0%	91.0%	89.0%

**More energy efficient council homes**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of Council stock meeting the SHQS	The changes to the Fire Tolerable standard and requirements in relation to Fixed electrical Testing have continued to impact on the SHQS. A robust programme of work is in place to address these issues are being monitored within the Resource at the highest level.	Red	90.0%	83.6%	93.5%	72.3%	80.0%
% of council dwellings that are Energy Efficiency Standard for Social Housing 2 (ESSH2)	The 2025 and 2032 ESSH Milestones have been suspended as the Scottish Government are reviewing the ESSH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2045.	Report Later	-----	-----	93.88%	98.64%	-----

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

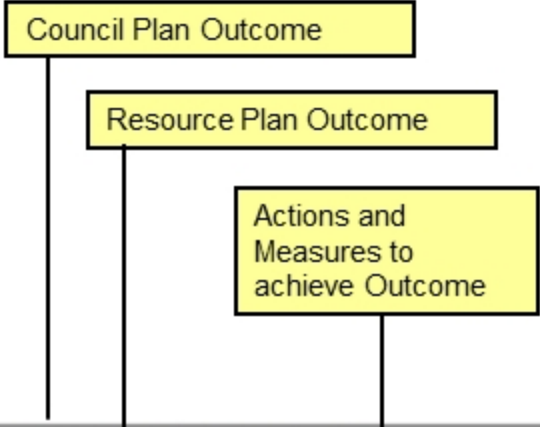
Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
% of Stage 1 complaints responded to in full (SSHC)	143 out of 148 stage 1 complaints responded to in full. Complaints continue to be a focus for management and are routinely monitored.	Contextual	-----	97.00%	93.00%	91.00%	95.00%
Average time in working days for a full response at Stage 1	Target achieved.	Green	-----	5	5	5	5
% of Stage 2 complaints responded to in full (SSHC)	25 out of 26 stage 2 complaints responded to in full. Complaints continue to be a focus for management and are routinely monitored.	Contextual	-----	96.00%	91.00%	100.00%	88.00%
Average time in working days for a full response at Stage 2	Target achieved.	Green	20	17	14	15	15
Rent collected as a % of rent due in the year (SSHC) (RP)	Target achieved.	Green	99.3%	99.5%	97.4%	98.3%	99.1%
Gross rent arrears (current and former tenants) as a % of rent due for the year (LGBF) (SSHC) (RP)	Target achieved.	Green	9.01%	8.00%	8.26%	8.91%	8.66%
% of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC)	Performance has improved on previous year's performance and continues to be routinely monitored with a number of improvement actions identified.	Green	0.62%	0.51%	0.42%	0.60%	0.62%
% of total void rent loss (SSHC)	Rent lost is currently above target. Performance continues to be routinely monitored with a number of improvement actions identified.	Amber	1.42%	1.70%	1.22%	1.53%	1.41%
Factoring collection rate	Quarter 4 information will not be available until May 2024.	Report Later	-----	-----	74.06%	73.00%	72.20%

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

Council Outcome/ Theme	Complete	Green	Amber	Red	Report later	Total
<b>Communities and Environment</b>	1	5				6
<i>Education and Learning</i>						
<b>Health and Wellbeing</b>		1				1
<b>Children and Young People</b>		6		1		7
<b>Housing and Land</b>	7	29		1	3	40
<b>Our Economy</b>		1				1
<b>Delivering the plan and achieving best value</b>		2				2
<b>Total</b>	8	44	0	2	3	57

## Guide to the Performance Measures report

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



Measure Status – The “traffic light” codes are:

- Complete** This measure is 100% complete
- Green** This measure is on course to complete with no issues
- Amber** There may be problems or minor slippage against this measure
- Red** Not on course to achieve this measure, major slippage anticipated

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

Communities and Environment			
Individuals and communities in South Lanarkshire are engaged and able to participate in decision-making processes			
Action	Measures	Comments/Progress	Status
Increase routes for communities to participate in in decision making and priority setting	Monitor and develop the bespoke locality planning partnership in each of the four localities		Report Later
	Develop a comprehensive set of neighbourhood planning structures across all identified priority communities in South Lanarkshire		Report Later
	Support communities and Resources in the roll out of a 1% mainstream participatory budgeting process	Support provided to CER (Roads and Neighbourhood Services in particular) regarding the roll out of processes in excess of £5.5 million in 2021-22. Engagement with Housing and Education regarding their processes has also taken place.	Green

Progress update (Cumulative)



## Communities and Environment

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

Action	Measures	Comments/ Progress	Status
Community Safety priorities are achieved	Implement the recommended next steps of the review of the Safer South Lanarkshire Board and associated structure, ensuring that reporting requirements around police and fire scrutiny, anti-social behaviour and community justice are appropriate	Actions from review being implemented with key initial focus on scrutiny training scheduled to take place over three sessions between April and June 2024.	Green
	A project to upgrade the public space cameras and install new cameras at identified hotspots not currently covered by CCTV is due to complete during 2023/24. These measures will allow the council to provide a significantly more effective support function to the police and increase public safety	Phase 1 of the public space upgrade comprising replacement of 31 cameras has commenced and is programmed to complete early in financial year 2024/25. Phase 2 of the upgrade is also scheduled to be delivered later in 2024/25	Green
	Contribute to the Environmental Task Force to address graffiti, vandalism and fly tipping (RP)	Action plan developed in conjunction with Litter Strategy Group - with all actions either complete or progressing in line with target timescales.	Green
	Review the Anti-Social Behaviour Strategy (RP)	The Anti-Social Behaviour Strategy was published for consultation in November 2023.  Following the completion of the consultation period in January 2024, the strategy was approved by Executive Committee on 20th March 2024.	Complete
Review of rural action plans to improve sustainability	Rural action plans will be reviewed with rural communities every two years	Rural plans are currently being revised, with focus on appropriate tenant and customer engagement. Initial focus on support tenants and other customers in Glespin, Douglas and Rigside with progress reported through the revised Customer Involvement Strategy and Local Housing Strategy.	Green

## Communities and Environment

### Increased ownership of local assets

Action	Measures	Comments/ Progress	Status
Support sustainable community asset transfer	Further promote the community asset transfer process and support communities to develop sustained applications target 3	8 transfers have been approved within 2023/24. Ongoing engagement in supporting the premises at risk of closure due to budget cuts to identify and assist with community interest. Support continues to be presented to approximately 50 groups who are interested in Community Asset Transfer.	Green

## Health and Wellbeing

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

Action	Measures	Comments/ Progress	Status
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	In line with Homelessness related Directions within the Strategic Commissioning Plan 2022-25 pilot routine enquiry within identified front line homelessness services and develop plan to support full roll out across health and care services (RP)	Continued area of focus across partnership alongside monitoring proposal in new Housing Bill and development of new homeless prevention legislation for public bodies.	Green

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

Action	Measures	Comments/ Progress	Status
Contribute to effective joint working to protect and promote the wellbeing of children, young people and adults	100% of households identified as at risk are referred to appropriate statutory agencies (RP)	100% of households identified as at risk referred to appropriate statutory agencies. Referral procedure in place and annual briefing for staff carried out in September 2023.	Green
	Reducing the housing costs for families including energy costs during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	<p>The council continue to be one of the most affordable landlords in Scotland and the lowest of the 20 social housing providers in South Lanarkshire.</p> <p>During the councils latest rent setting consultation, tenants expressed support for rent levels being set over a longer period of time to help them better manage their household bills. In line with this, the council has established its rent level for three years with a commitment to review this on annual basis.</p> <p>To reduce fuel costs for households, the council continues to deliver its own Housing Investment Programme to improve energy efficiency of its homes, alongside administering national grant schemes to support private households in making improvements.</p> <p>In 2023/24, 161 private homes benefitted from the installation of energy efficiency measures with grant administered through the Energy Company Obligation Scheme and Energy Efficient Scotland: Area Based Schemes.. These improvements will aim to improve the thermal efficiency for households and reduce the energy required to heat them.</p>	Green

## Children and Young People

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

Action	Measures	Comments/ Progress	Status
	Investment to increase new affordable housing supply during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	The council continues to make good progress with the Affordable Housing Supply Programme, with 269 additional council homes provided. This comprised of 104 new homes and 165 purchased through the council's Market Purchase Scheme. The Affordable Housing Supply Programme continues to have positive impact on the lives of families, improving the health and wellbeing of young people through the provision of good quality, affordable homes in places people wish to live.	Green
	Preventing and reducing homelessness for households, including families with children and young people during 2023/24 - a key action as detailed in the Local Child Poverty Action Report (RP)	The council continues to experience increasing levels of demand for homelessness services, which continues to challenge the delivery of the key strategic target of preventing and reducing homelessness. Despite this, the Resource continues to work with partners to deliver a range measures to prevent all households and in particular households with children and young people. This includes through the Tenancy Sustainment Fund which was continued in 2023/24 , with £101,706 of the fund provided to 149 households with children.	Red
	Continue to deliver the SHORE standards (Sustainable Housing on Release for Everyone) standards, by providing appropriate support to 80% of individuals leaving prison with identified housing need (RP)	Support provided in accordance with the standards by providing appropriate support to individuals leaving prison with identified housing need.	Green
	100% of young people moving on from care offered housing options appointment, and of those requiring Housing Service assistance, 100% supported to move onto suitable and sustainable housing via a personal housing pathway plan (RP)	100% of young people preparing to move on from care setting were offered housing pathway plan in 2023/24.  There was a high uptake of this offer with all care leavers completing a pathway plan.	Green

## Children and Young People

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

Action	Measures	Comments/ Progress	Status
Provide support and assistance to owner occupiers and landlords helping them to meet their responsibilities of maintain and repair to their homes	Conduct review of Scheme of Assistance Policy during 2023/24 (RP)	As agreed at Housing and Technical Resources Committee in December 2023 the Scheme of Assistance Policy review will be carried out 2024/25.	Green

## Housing and Land

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

Action	Measures	Comments/ Progress	Status
Understand the financial security of our customers	Provide a programme of support to our customers including - The offer of tailored support to 100% of tenants who go on to receive Universal Credit (RP)	Continue to make personal contact with all Council tenants who claim UC housing costs, offering them person centred advice and support. This includes referrals/signposting to other council services or external agencies.	Green
	Provide a programme of support to our customers including - Tenancy Sustainment Fund to support tenant experiencing financial difficulties sustain their tenancy (RP)	Housing Officers signpost tenants experiencing financial difficulties to a wide range of sources of advice and support, and make full use of the Tenancy Sustainment Fund to sustain tenancies and prevent homelessness. The fund has been fully committed for 2023/24.	Green

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

Action	Measures	Comments/ Progress	Status
	As part of rent setting process complete analysis of the affordability of our rents by December 2023 (RP)	As part of the annual rent consultation for 2024/25, the Housemark rent affordability tool was used and demonstrated that South Lanarkshire Council continues to benchmark as one of the most affordable landlords in Scotland.  This information was shared with tenants during the rent setting consultation process, which concluded on 12 January 2024.	Green
	Consult with tenants regarding proposed rent levels by December 2023	The consultation programme for 2024/25 rent levels was jointly developed with the Budget Scrutiny Group. Consultation on the rent proposals and investment priorities commenced in October 2023 and concluded on 12 January 2024. The consultation provided a range of engagement opportunities for tenants, including; an online survey, local area focus group meetings, meetings with specific tenant groups including the Gypsy/Traveller community and sheltered housing tenants and a tenant led closing event. Over 1270 tenants responded to the on-line survey.	Green
Development and implement Local Housing Strategy for 2022-2027	Annual review completed and approved by Executive Committee in November 2023 (RP)	The first annual review of the LHS 2022-27 to be presented to Executive Committee in June 2024.	Green

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

Action	Measures	Comments/ Progress	Status
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP and reported to Housing and Technical Resources Committee (RP)	269 new/additional homes added YTD. 104 new build and 165 market purchase.	Green

## Housing and Land

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

Action	Measures	Comments/ Progress	Status
Project Management of General Services Projects	The General Services Programme spend will be achieved for the financial year	Quarter 4 information not available until end May 2024.	Report Later
	Clyde Terrace, Bothwell Nursey commencing with completion due in 2023	Project was delayed due to water utility works. Now complete and handed over in April 2024.	Green
	New Jackton Primary School is due for completion in 2023	School opened August 2023.	Complete
Review of operational assets and reduction in the number of properties	Continue to engage with all Council Resources and public sector partners during 2023/24 to ensure continued progress towards establishing a core estate through property rationalisation and investment	5 assets have been identified as surplus to existing service requirements with 2 being repurposed for social housing development. Termination of 2 operational lease agreements are being negotiated and arrangements to transfer to communities 28 leisure properties are ongoing.	Green
	A review of operational assets in each area will identify opportunities to rationalise, reuse and redevelop to create sustainable property portfolio	Area based review of assets ongoing	Green
Review of office accommodation in light of changing working patterns	Develop and implement a new 5 year office strategy and action plan	Recently developed Town Centre Masterplan for Hamilton was approved at Executive Committee on 21 February 2024. East Kilbride Masterplan and proposed marketing of the Civic Centre will inform the future office strategy for East Kilbride.	Green
	Condition is assessed as the percentage of floor space of operational buildings which are in satisfactory condition	Condition information will be available in Quarter 1	Report Later
	Suitability is assessed as the percentage of operational buildings which are considered to be suitable for service delivery	Suitability information will be available in Quarter 1	Report Later
Progress towards decarbonisation on the non housing estate	The council will develop a programme for reducing emissions within its non-domestic building stock, aiming for heat to be delivered by zero carbon technology by the 2038 backstop	Feedback from Net Zero feasibility studies being used to develop priorities for an emissions reduction programme to transition fossil fuel heating systems to zero carbon technology by 2038 backstop. Continue to monitor latest guidance and proposed legislation and regulation such as Heat in Buildings Bill to inform investment decisions.	Green

## Housing and Land

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

Action	Measures	Comments/ Progress	Status
	Complete feasibility studies to identify and cost the energy measures and heating system replacement works that will be required to decarbonise heat by 2038 across the council's wet leisure and primary school estate	Complete	Complete
	Achieve energy efficiency and carbon emission reductions through delivery of the Central Energy Efficiency Fund (CEEF) programme	All 10 No. LED lighting projects included in the 2023/24 programme are complete. Photovoltaics(PV) project completed April 2024 as programmed. Total spend on 2023/24 programme was approximately £193k.	Green

### More energy efficient council homes

Action	Measures	Comments/ Progress	Status
Improve energy efficiency stock to help address fuel poverty	Deliver Housing Investment Programmes to ensure as many socially rented properties as practically possible achieve the Energy Efficiency Standard for Social Housing (ESSH2) by 2032	ESSH2 has been suspended and will be replaced by the Social Housing Net Zero Standard.	Green
	Maximise the energy efficiency of homes to help with household bills and build towards net zero	45 properties had external wall insulation completed which included 34 owners and 11 council properties which were delivered through Energy Efficient Scotland funding. These improvements aim to improve the thermal efficiency for households and reduce the energy required to heat them.	Green
	Develop and implement South Lanarkshire Local Heat and Energy Efficiency Strategy (LHEES) and associated Delivery Plan	The draft South Lanarkshire LHEES and Delivery Plan were launched for public consultation in March 2024, with the final documents scheduled for Executive Committee in June 2024.	Green
	To contribute to national fuel poverty targets, the council will undertake a review to identify the proportion of households within its housing stock that are in, or are susceptible to being in, fuel poverty	Through analysis delivered as part of LHEES, a review of domestic council properties is underway to determine how best the Housing Investment Programme can tackle fuel poverty, targeting those most in need.	Green
	Develop feasibility studies for proposed district heating systems at the multi storey blocks in East Kilbride and Hamilton	Feasibility studies completed for both. Scottish Government Heat Network Support Unit have approved application for £75,000 to match fund the Business Case for the Hamilton District Heat Network.	Complete



## Housing and Land

### More energy efficient council homes

Action	Measures	Comments/ Progress	Status
	Improve homes and the housing environment for residents by continuing to invest in fabric upgrade	Capital investment in the existing housing stock is £23.43m of which £2.67m relates to fabric.	Green

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

Action	Measures	Comments/ Progress	Status
Ensure effective involvement with tenants and other customer groups	Annual Scrutiny Programme 2023/24 developed August 2023 and implemented by March 2024 (RP)	The Scrutiny Programme for 2023/24 was agreed with customer representatives, with three areas identified for scrutiny during the year; voids, homelessness application process and reporting a repair (mystery shopping exercise). The voids exercise concluded in February 2024 and a report detailing findings has been submitted to the council for consideration. The remaining two exercises will conclude in April 2024.	Green
	Customer Engagement Programme agreed with tenant representatives by August 2023 (RP)	The annual programme for customer engagement programme was agreed in August 2023 and implemented during 2023/24.	Complete
Service Development is informed by understanding our customer satisfaction levels of key service areas	Customer satisfaction programme developed and approved by July 2023 (RP)	The 2023/24 customer satisfaction survey programme was approved on 13 July.	Green
	Results are reviewed quarterly, and any improvement activities are identified and incorporated into services and resource planning cycles (RP)	For areas progressed in 2023/24, all survey results have been analysed and if required, improvement actions identified and progressed.	Green
Develop and implement Customer Involvement Strategy	The new Customer Involvement Strategy will be developed, consulted, and approved by Housing and Technical Resources Committee by November 2023 (RP)	The Customer Involvement Strategy was reviewed with members of the Tenant Participation Coordination Group and was open for consultation between September and December 2023.  The strategy was approved by Housing and Technical Resources Committee on 7th February 2024.	Complete

## Housing and Land

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

Action	Measures	Comments/ Progress	Status
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Complete quality assurance checks to monitor and ensure compliance with care inspectorate standards. Each of the 34 sheltered housing complexes will be checked during 2023/24 with findings of completed checks reported on a quarterly basis (RP)	Self assessment against new Care Inspectorate framework complete and shared with Care Inspectorate.	Green
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Continue to deliver co-produced Site Masterplans at both sites, reflecting council and resident priorities (RP)	Range of projects continue to be delivered at both sites, in line with residents priorities and agreed through the regularly updated Site Masterplans.	Green
	Work in 2023/24 will continue with key projects including new pitches, play parks and upgrade of amenity units (RP)	Positive progress has been made at Shawlands Crescent and Springbank Park, with key projects prioritised and agreed by residents completed or commenced in 2023/24. This includes:  - completion of a new play park at Shawlands Crescent, designed by the children and young people on the site. - completion of new fencing at Shawlands Crescent - commencement of pitch extension works at Springbank Park - commencement of amenity unit extensions at Shawlands Crescent, with designs and layout agreed with residents.	Green

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

Action	Measures	Comments/ Progress	Status
Improve access to settled accommodation for homeless households	Continue to implement Rapid Rehousing Transition Plan (RP)	Despite high levels of achievement against several key measures, the level of homelessness in South Lanarkshire continues to increase to unprecedented levels . This was noted in the RRTP annual review and mirrors trends across Scotland. A range of work is being progressed locally to help mitigate the situation and the Resource continues to engage with representative groups, such as COSLA and ALACHO , to highlight the key issues which require to be addressed at a national level.	Red

## Housing and Land

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

Action	Measures	Comments/ Progress	Status
	Implement Housing First approach, provide suitable accommodation and support for up to 40 individuals with complex needs by 2023/24 (RP)	Monitoring reflects target caseload achieved and continued success in outcomes achieved.	Green
	Increase settled accommodation by converting 10 to 15 temporary accommodation units to Scottish Secure Tenancies during 2023/24 (RP)	Over target across 5 year lifespan on RRTP.	Complete
	We will continue to make progress towards our target of converting up to 100 temporary accommodation units to Scottish Secure tenancies by 2024	Over 100 properties converted across lifespan of RRTP.	Complete
	Reduce and maintain repeat instances of homelessness to below 4.5% of all cases during 2023/24 (RP)	Target achieved as just over 3% repeat cases.	Green
	Review of Commissioned Services exploring opportunities of partnership working for efficiencies and to lever in funding that will add value to existing homelessness services (RP)	PIN out to market to establish interest in consortium approach to meeting accommodation and support needs of homeless households. Tender being prepared for market with anticipated go live date of September 2024	Green

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

Action	Measures	Comments/ Progress	Status
Physical regeneration work in priority areas	Work with partners to bring 15 Long Term empty homes into use by March 2024 (RP)	28 long term properties brought back into use.	Green

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

Action	Measures	Comments/ Progress	Status
Increase supply of housing suitable for older people	Continue to adapt suitable homes, as identified at the void stage, will be converted to Amenity standard (RP)	Since the programme commenced, 415 properties have been brought up to amenity standard, with 10 properties during 2023/24.	Green

## Housing and Land

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

Action	Measures	Comments/ Progress	Status
Increase supply of housing suitable for older people	Total new amenity homes delivered through Affordable Housing Supply Programme and reported to HTR Committee through the SHIP (RP)	104 new build council homes were completed during 2023/24, with 20 of these built to amenity standard.  All new build homes are built to the relevant energy efficiency and quality standards, with the programme funded jointly by the Scottish Government and the council.	Green

## Our Economy

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

Action	Measures	Comments/ Progress	Status
Ensure effective development of opportunities	Support the developemnt of opportunities to re-envision and redevelop town centres	Community and Enterprise have gone out to public consultation on EK masterplan and are in process of appointing contractors for Hamilton masterplans. Where sites have been identified for affordable housing, site markers are noted within SHIP 2024-29.	Green

## Delivering the plan and achieving best value

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

Action	Measures	Comments/ Progress	Status
Ensure effective management of all Resource budgets and Business Plans	Overall budgetary targets achieved by March 2024	It is expected that overall budgetary targets will be achieved by the end of the financial year. Final details will be known once the annual accounts exercise has been completed.	Green

### Digital and ICT Services meet the needs of the council and its customer

Action	Measures	Comments/ Progress	Status
Progress the council's Digital Strategy within the Resource	Progress the implementation of a new Integrated Housing and Property management system, including sourcing a new supplier and contract negotiations (RP)	Project plan has been re-aligned to reflect ongoing additions to Phase 1 Implementation.	Green

## HTR: Quarter 2 to Quarter 4 2023/24 - scrutiny of change in measure status

Measure	Q2 Status	Q4 Status	Q4 Comments
<b>Performance has declined from Q2 to Q4</b>			
% of Housing Options interventions where Homelessness prevented	Amber	Red	During 2023/24, 633 (60.8%) homeless cases prevented. The operating context in relation to the prevention of homelessness continues to be extremely challenging this year. The prevailing socio-economic conditions adversely impacted upon the ability to prevent homelessness during 2023/24. This trend has been mirrored nationally.
% of Council stock meeting the SHQS	Report Later	Red	The changes to the Fire Tolerable standard and requirements in relation to Fixed electrical Testing have continued to impact on the SHQS. A robust programme of work is in place to address these issues are being monitored within the Resource at the highest level.
Preventing and reducing homelessness for households, including families with children and young people during 2023/24 - a key action as detailed in the Local Child Poverty Action Report	Green	Red	The council continues to experience increasing levels of demand for homelessness services, which continues to challenge the delivery of the key strategic target of preventing and reducing homelessness. Despite this, the Resource continues to work with partners to deliver a range measures to prevent all households and in particular households with children and young people. This includes through the Tenancy Sustainment Fund which was continued in 2023/24 , with £101,706 of the fund provided to 149 households with children.
Continue to implement Rapid Rehousing Transition Plan	Amber	Red	Despite high levels of achievement against several key measures, the level of homelessness in South Lanarkshire continues to increase to unprecedented levels . This was noted in the RRTP annual review and mirrors trends across Scotland. A range of work is being progressed locally to help mitigate the situation and the Resource continues to engage with representative groups, such as COSLA and ALACHO , to highlight the key issues which require to be addressed at a national level.



# Report

5

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>19 June 2024</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Housing and Technical Resource Plan 2024/2025</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ present the Housing and Technical Resource Plan 2024-25 for approval and note the monitoring arrangements

## 2. Recommendations

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

- (1) that the Resource Plan 2024/2025, attached as Appendix 1, be approved;
- (2) that the Resource Plan 2024-25 be uploaded onto the Council's website following consideration by this Committee;
- (3) that following Committee approval, all Resource Plans will be presented to Executive Committee on 26 June 2024, for noting; and
- (4) that Progress Reports on the Resource Plan 2024/2025 be provided at Quarter 2 and Quarter 4 to future meetings of this Committee.

## 3. Background

- 3.1. The Resource Plans for 2024/2025 were prepared in line with the Corporate Resource Planning guidance.
- 3.2. The Resource 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 priorities and outcomes set out in the Council Plan Connect 2022-2027.
- 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, priorities and outcomes 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, Resource Committees and the Performance and Review Scrutiny Forum. The focus has been on reporting progress on Council outcomes, statutory

performance indicators, other key performance measures and high level Resource outcomes. Progress reports are provided at Quarter 2 and Quarter 4 to this Committee.

- 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.
- 3.7. Following approval at individual Resource Committees, all Resource Plans will be presented, as a pack, to Executive Committee on 26 June 2024, for noting.

#### **4. Resource Plan 2024/2025**

4.1. The Resource Plan 2024/2025 is attached as Appendix 1 and is structured around the following headings:-

1. Introduction
2. Key areas for the year ahead
3. Resource outcomes
4. Measures and actions
5. Resourcing the Plan

4.2. Resource Outcomes 2024/2025

The Resource has established a number of outcomes to support the delivery of the Connect Outcomes in 2024/2025. To support these outcomes, the Resource has developed performance measures in an action plan which is set out in section 4 of the Resource Plan. Key or strategic measures will be included in the Council Pan Connect Progress Reports 2024/2025, with the rest being monitored and reported at Resource level.

4.3. Monitoring and reporting

As part of the performance management arrangements, the Committee will receive a mid-year update of progress on the measures in the Resource Plan covering the period 1 April 2024 to 30 September 2024 (Quarter 2) as well as an end of year progress report covering the full year 1 April 2024 to 31 March 2025 (Quarter 4).

#### **5. Employee Implications**

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

#### **6. Financial Implications**

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



## **7. Climate Change, Sustainability and Environmental Implications**

- 7.1. There are no climate change or environmental implications as a result of this report.
- 7.2. The Council acknowledges the serious and immediate threat of climate change and is committed to accelerating the pace of action in response to the climate emergency and in Scotland's transition to a net-zero and climate resilient society and economy. All Resource Plans have recognised sustainable development and climate change as a key area of focus for 2024/2025.

## **8. Other Implications**

- 8.1. 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.

## **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.

**Stephen Gibson**

**Executive Director (Housing and Technical Resources)**

28 May 2024

### **Link(s) to Council Values/Priorities/Outcomes**

- ◆ The Resource Plan has been structured upon the Vision, Values, Priorities and Outcomes in the Council Plan Connect 2022-27

### **Previous References**

- ◆ None

### **List of Background Papers**

- ◆ [Council Plan 2022-2027](#)

### **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**

# **Housing and Technical Resource Plan 2024-2025**

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## Section One – Introduction

I am pleased to introduce our Resource Plan for 2024-25 which sets out our intended outcomes and priorities for the coming year. This is the main annual business planning document for the Resource. It reflects the council's key priorities as set out in the Council Plan 'Connect' and provides an overview of the Resource's main areas of activity.

This plan demonstrates our clear commitment to deliver on the priorities set out in 'Connect' and the vision, "To Improve the Lives and Prospects of Everyone in South Lanarkshire".

There are two Services within Housing and Technical Resources which help to ensure that the council operates successfully in an increasingly complex and challenging environment, and although diverse, each service is essential to the running of the council and the delivery of its vision, values and priorities.

**Housing Services** is the fourth largest social landlord in Scotland and is responsible for providing a comprehensive housing management service, managing 25,742 homes, including 34 Sheltered Housing developments and two sites for the Gypsy / Traveller community. Housing Services is divided into the three distinct, yet interrelated service areas of Homelessness and housing support; Housing Management Services and Housing Strategy and Support. We provide a homelessness and housing support services, working to prevent and alleviate homelessness; support independent living; improve levels of tenancy sustainment and support vulnerable households in our communities, including refugees. At a strategic level, we have responsibility for the development and implementation of the Strategic Housing Investment Plan (SHIP) and the Local Housing Strategy. The Service also provides both strategic and support functions across the Resource, contributing to the Council and national agenda, including anti-social behaviour, tackling poverty, affordable warmth and the development and delivery of additional affordable homes.

**Property Services** is responsible for ensuring that the council's property portfolios, including housing and land, contribute effectively to service delivery by being fit for purpose, suitable, sustainable and efficient. The Service is split between three service areas, Building Services, Assets and Estates and Consultancy Services. These services have a wide range of responsibilities including working with all other Resources to develop, design, procure and, in many cases deliver property construction/improvement projects. The Service undertakes maintenance works across the property portfolio, including the out of hours repairs service and carries out legislative compliance works including electrical testing and gas safety checks. The Service also manages properties for sale and lease and undertakes acquisitions and valuations.

**Stephen Gibson**  
**Executive Director**  
**(Housing and Technical Resources)**

## Section Two – Key areas of focus for the year ahead

### 2.0. Overview

The Resource has identified the main challenges, risks and new developments which will have significant impact on the delivery of services in the coming year. These are outlined briefly below.

### 2.1. Cost of living Crisis

The UK is experiencing the worst cost-of-living crisis in 40 years. While all sectors of society are seeing prices rise the impacts are greatest for those on the lowest incomes. The council recognises the immense pressures being faced by households across South Lanarkshire, and acknowledges the additional demands on council services as a result. The council has in place a range of support which can help households manage scarce resources and services will continue to explore all avenues to support the most vulnerable in the year ahead.

While doing all we can to support our communities in these difficult times, the council recognises that inflationary pressures will also present significant challenges for council services as budgets are increasingly squeezed by rising costs.

### 2.2. Housing to 2040

Published in early 2021, the Scottish Government's Housing to 2040 publication identified significant policy changes planned for the housing sector over the next 20 years. This includes a target of delivering 110,000 additional affordable homes across Scotland, the introduction of a Rented Sector Strategy, including proposals to introduce new legislation aimed at aligning standards within both the private and social rented sectors, new housing quality standards, an emphasis on place-based strategy and accelerated energy efficiency targets. The Resource will continue to monitor progress in relation to all aspects of this document, working with housing, health and homelessness partners across South Lanarkshire to meet any new requirements.

In the year ahead, major aspects of the Housing to 2040 programme will be progressed including reform of the private rented sector tenants, the introduction of new homelessness prevention requirements for partner agencies and the establishment of the new accessible homes standard.

### 2.3. Financial Considerations

In order to continue to maintain, invest and meet legislative requirements for council housing and services, maximising rental income and minimising arrears will continue to be a priority for the Resource. However, we recognise that the ongoing situation will be having a significant impact to the financial capacity or security of many. It is therefore our intention to continue to set affordable rents and provide a person centred approach to supporting our tenants and customers who face financial difficulties, while contributing to the wider tackling poverty agenda. During 2024, the number of tenants moving onto Universal Credit will increase significantly through the 'managed migration' process. This process will be a particular focus for the Resource and its impact will be closely monitored. The scale and nature of investment in the council's property assets is changing as a result of restricted budgets and new technology. The Resource will review operational models to ensure that property services continue to be delivered effectively and staff are upskilled.

### 2.4. Severe pressure on homelessness services

A key priority for the Resource is addressing homelessness as identified in the Local Housing Strategy and the South Lanarkshire affordable housing supply programme. The Resource

continues to work closely with our partners to address emerging issues and the priorities identified in the South Lanarkshire Rapid Re-housing Transition Plan, including preventing homelessness occurring and reducing the time spent by households in temporary accommodation and minimise moves before moving to a settled home.

The introduction of new Housing Bill in relation to homelessness prevention duty will require landlords to take specific actions to reduce the risk of homelessness.

Homelessness has increased at an unprecedented level over the last two years resulting in the considerable pressure to meet the needs of households most in need. The resource has introduced a range of actions to help mitigate the impact of the increase and will continue to explore options to alleviate the pressure.

## **2.5. Continuing to improve the supply and availability of housing**

The Resource will continue to deliver on its Home+ programme to increase the supply of council homes through the building of new homes and purchasing existing ones from the market. In November 2022, the Executive Committee set a new target to deliver 1,300 additional council homes by March 2027 and making further progress towards securing this target will be a key focus for 2024/25 and beyond.

The twenty six per cent reduction in funding available to support the affordable housing supply programme announced by the Scottish Government In December 2023, presents a significant risk to the achievement of the council's target. The Resource will continue to monitor developments at a national level and progress opportunities to optimise the resources available to support the delivery of additional homes.

The increased capacity for affordable housing provision across South Lanarkshire's town centres has been incorporated within the latest Strategic Housing Investment Plan, covering the 2024 to 2029 period. This includes new sites identified across East Kilbride, Hamilton and Rutherglen that will aim to contribute to wider town centre regeneration proposals and align with the policy direction on town centre living in National Planning Framework 4. Review of smaller scale town centre development will be considered for other areas such as Strathaven, Larkhall and Lanark as development progresses.

In addition, by working with RSL partners, the Resource will also continue to meet housing needs by letting houses efficiently, effectively and fairly.

## **2.6. Provision of Services to Gypsy/Travellers**

The Resource currently operates two Gypsy/Traveller sites comprising a total of 24 pitches. The Resource will continue to work closely with residents to deliver an accommodation need and demand assessment and continue to implement a co-produced investment masterplan for both sites which includes a range of investment activities including; pitch expansions, upgrades to amenity buildings and continuing to implement measures to support fire safety on sites.

In addition, the Resource will continue to work with the Scottish Government and COSLA to deliver appropriate outcomes from the national 'Improving the Lives for Gypsy/Travellers Action Plan.'

## **2.7. Health and Social Care**

With the approval of the third Strategic Commissioning Plan, the Resource will continue to contribute to the planning and delivery of services provided through the Health and Social Care partnership and ensure effective alignment in relation to strategic planning for housing and homelessness, through two specific Directions to prioritise access to health service and ensure appropriate referrals by health practitioners for households who are homeless.

The plan also aligns with the priorities of the Local Housing Strategy and associated Strategic Housing Investment Plan, with a range of joint action areas being progressed to develop a

shared understanding of housing care and support needs for people with specific needs including older people and those moving on from the Council's direct care moving to independent living.

As such the council's 'Progressive Housing' approach will be implemented with appropriate consideration given to identified sites within the council's Home+ Programme to incorporate an required number and mix of specialist homes. Early engagement with local housing, health and planning teams from across each of South Lanarkshire's four localities will enable new council housing provision to be designed to meet the known needs of those who may be allocated one of the new homes.

## **2.8. Development of Integrated Housing and Property Management System**

The development and implementation of the new integrated housing and property management system will remain a key priority for the Resource during 2024/25. This will progress in tandem with ensuring effective operation of existing systems to meet statutory and regulatory requirements and further digitisation of services that will enhance our interactions with customers and promote digital inclusion.

## **2.9. Health and Safety**

Health and Safety legislation and regulations will remain a key area for the Resource to maximise efforts to reduce accidents and comply with all current and emerging health and safety legislation for council buildings and housing, developing and promoting a safe environment for employees, tenants and customers.

## **2.10. Sustainable Development and Climate Change**

The council acknowledges the serious and immediate threat of climate change and is committed to accelerating the pace of action in response to the climate emergency and in Scotland's transition to a net-zero and climate resilient society and economy.

To the full extent that resources permit, the Resource will continue to manage the property and land assets as well as the commercial portfolio of the council, ensuring it continues to meet requirements in terms of scale, location, condition, suitability and corporate image.

The 2024/25 Housing Capital Programme reflects the level of investment required to continue to maintain the Scottish Housing Quality Standard and to increase the proportion of homes that meet required standards. Whilst the Scottish Government are currently reviewing the measures used, the council will however continue to invest in energy efficiency measures to help reduce running costs for tenants and install zero direct emissions heating systems where appropriate. The Scottish Government's New Build Heat Standard will also be implemented from early 2024 and will require all new domestic buildings to be installed with a decarbonised heating source. Significant planning is underway to meet this new requirement alongside improving the councils existing housing stock, with a focus for both of these on ensuring a just transition for tenants is achieved, maximising opportunities to attract external investment to reduce the burden on the Housing Revenue Account in delivering these additional measures.

The council also continues to support privately owned or rented homes in meeting new energy efficiency or decarbonisation targets through the delivery of a new Energy Company Obligation Scheme (ECO) that aims to direct grant funding to allow improvements to be made to privately owned or rented homes across South Lanarkshire.

In light of the changing budgets, the nature of investment programmes and future skill requirements a review of the structure and establishment of the whole Service is underway.

## **2.11. Refugee Re-settlement Programme and Asylum Dispersal**

The Resource will continue to manage and support the refugee resettlement programmes for families who arrive in South Lanarkshire through the following visa schemes: the UK



Resettlement Scheme, the Afghanistan Relocation and Assistance Policy, the Afghan Resettlement Programme and the Homes for Ukraine scheme. The council will monitor closely the impact of the fast track assessment route which has been established by the Home Office and other developments in national asylum and refugee policy which could significantly impact upon the demand for accommodation and support services within South Lanarkshire. We will work in partnership with relevant agencies to support new arrivals and ensure that families move to settled accommodation as quickly as possible.

The Resource will also coordinate the council and partners involvement in the asylum seeker dispersal programme.

## Section Three – Resource outcomes

### 3.1. Resource Outcomes

The Resource has established the following Resource outcomes to support the delivery of Connect Outcomes in 2024-25.

Connect Outcomes	Resource Outcomes
<b>Communities and Environment</b>	<ul style="list-style-type: none"> <li>• Work with communities to create safe, strong sustainable places</li> <li>• Increased ownership of local assets</li> </ul>
<b>Education and Learning</b>	<ul style="list-style-type: none"> <li>• No Resource outcomes for this Connect outcome.</li> </ul>
<b>Health and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Support people to live active and independent lives</li> <li>• Help people to continue to live within their homes and communities through integrated community health and social care services</li> </ul>
<b>Children and Young People</b>	<ul style="list-style-type: none"> <li>• Improve the health and wellbeing of children, young people and families</li> </ul>
<b>Housing and Land</b>	<ul style="list-style-type: none"> <li>• Support people to access and sustain housing which meets their needs through our Integrated Housing Options service</li> <li>• Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable temporary and supported accommodation</li> <li>• Increased levels of affordable rented homes</li> <li>• Manage the council's portfolio of properties and land</li> <li>• Ensure our repairs service continues to meet the needs of customers</li> <li>• More energy efficient council homes</li> <li>• Continue to engage and work with tenants and other customers to design our services</li> <li>• Provide high quality services to our tenants, including those who live in sheltered housing and residents at our Gypsy / Travellers sites</li> <li>• Improved outcomes for households experiencing homelessness, including access to settled accommodation</li> <li>• Work to bring empty homes back into use to help meet needs within South Lanarkshire</li> </ul>

	<ul style="list-style-type: none"> <li>• Continue to develop a range of properties to meet the council needs</li> <li>• Deliver a first-class repairs and maintenance service</li> <li>• Work with property owners and landlords to make sure our private housing is suitable for the needs of our residents</li> </ul>
<b>Our Economy</b>	<ul style="list-style-type: none"> <li>• Help create town centres that offer a social, cultural and economic heart to a community and contain shared built environment, heritage and spaces that, with the right conditions, provides inclusive and sustainable centres</li> </ul>

### 3.2. Delivering the Plan and achieving Best Value

In working towards the six Outcomes, the council aims to continually improve and ensure effective and efficient use of resources, and our business will be conducted with integrity, transparency and will operate to the highest standards.

Housing and Technical Resources has established the following Resource Outcomes to support Delivering the Plan and achieving Best Value.

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

### 4.0. Performance measures and action plan

This section of the Resource Plan is divided into two parts: 4a – how we will measure our performance (statistical or quantitative measures) and 4b – what actions we will take to meet identified challenges and improve services (non-statistical or qualitative measures)

#### 4.a. How we will measure our performance

The impact of Covid19 continues to have an effect on performance for some services. The table below shows our performance measures, with the actual data last reported to Committee and the target for the last financial year and 2024-25. Additional context for the results/targets is provided within the notes column, where applicable.

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

Measure	2022-23 Actual	2023-24 Target	2024-25 Target	Links	Service	Notes
1. % of lets to Urgent homeless (UH) households (locally set target)	58.14%	55% to 65%	55% to 65%	C05.01	Housing	The target is set between 55% - 65% to ensure progress is made towards the priorities and targets set within RRTP. Target approved by HTR Committee on 07/02/24 as part of Local Letting Plan Report.
2. % of new tenancies sustained for more than a year for all lets (locally set target)	92%	88%	88%	SSHC C05.01	Housing	This indicator is required for the Scottish Housing Regulator charter return and is used to benchmark against all other Scottish LA's.
3. % of tenancy offers refused during the year (N/A)	22.56%	N/A	N/A	SSHC 05.01	Housing	This is a contextual indicator as refusals are driven by the applicant and can vary significantly depending on size/availability/location of housing. This indicator is required for the Scottish Housing Regulator charter return and is used to benchmark against all other Scottish LA's.
4. Average time taken to re-let empty properties (locally set target)	27.76 days	30 days	28 days	05.16 SSHC	Housing	This continues to be a key focus for the Resource with a Void Service Improvement Group established to closely monitor and identify improvement actions.

**Resource Outcome: Provide a comprehensive range of services to help prevent and alleviate homelessness including the provision of suitable and temporary and supported accommodation**

Measure	2022-23 Actual	2023-24 Target	2024-25 Target	Links	Service	Notes
5. Average length of time in temporary accommodation (locally set target)	All cases 95.7 days  Furnished N/A	All cases 120 days  Furnished N/A	All cases 120 days  Furnished 190 days	SG  05.02	Housing	The target has been set, taking account of the continued uncertainty in relation to turnover/ availability of permanent housing and the continuing increase in demand for homelessness services.
6. % of households provided with temporary accommodation (nationally set target)	100%	100%	100%	SG  05.02	Housing	This measure is a statutory requirement.
7. % of temporary accommodation offers refused (locally set target)	6%	6%	6%	SG  05.02	Housing	Performance will continue to be monitored closely.
8. Number of times we did not meet our obligation to provide suitable accommodation (nationally set target)	0	0	0	SG  05.02	Housing	This measure is a statutory requirement.

**Resource Outcome: Improved outcomes for households experiencing homelessness, including access to settled accommodation**

Measure	2022-23 Actual	2023-24 Target	2024-25 Target	Links	Service	Notes
9. % of homeless households advised of outcome of assessment within 28 days (locally set target)	95.2%	95%	95%	SG  05.15	Housing	This is a locally set target and is a key focus for the Resource and continues to be closely monitored by management.
10. % of Housing Options interventions where Homelessness prevented (locally set target)	65.92%	70%	70%	C05.15	Housing	This is a locally set target and is a key focus for the Resource.  The operating context in relation to the prevention of homelessness has proven to be extremely challenging in the year. The prevailing socio-

						economic conditions adversely impacted upon the ability to prevent homelessness during 2023/24. This trend has been mirrored nationally.
<b>Resource Outcome: Ensure our repairs service continues to meet the needs of customers</b>						
<b>Measure</b>	<b>2022-23 Actual</b>	<b>2023-24 Target</b>	<b>2024-25 Target</b>	<b>Links</b>	<b>Service</b>	<b>Notes</b>
11. % of response repairs completed on time (nationally set target)	95.3%	90%	90%	C05.16	Property	This measure is a statutory requirement and is also used for benchmarking returns.
12. Average length of time to complete emergency repair	5 hours 36 mins	24 hours	24 hours	SSHC 05.16	Property	This target is a requirement of the Scottish Social Housing Charter.
13. Average length of time to complete non-emergency repair	11.63 days	28 days	28 days	SSHC LGBF 05.16	Property	This target is a requirement of the Scottish Social Housing Charter.
14. % of reactive repairs completed first time right (nationally set target)	99.6%	90%	90%	SSHC 05.16	Property	This target is a requirement of the Scottish Social Housing Charter.
15. % of repairs appointment kept (nationally set target)	94%	90%	90%	SHN 05.16	Property	This indicator is a statutory requirement and is also used for benchmarking returns.
16. Number of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date (nationally set target)	20	0	0	SSHC 05.16	Property	This continues to be monitored at the highest level within the Resource. A review of processes has been undertaken and improvements identified.

<b>Resource Outcome: Deliver a first-class repairs and maintenance service</b>						
<b>Measure</b>	<b>2022-23 Actual</b>	<b>2023-24 Target</b>	<b>2024-25 Target</b>	<b>Links</b>	<b>Service</b>	<b>Notes</b>
17. % of tenant satisfaction with repairs or maintenance in year (locally set target)	89%	90%	90%	SSHC 05.08	Property	This target is to maintain performance at 90% and a requirement of the Scottish Social Housing Charter.
<b>Resource Outcome: More energy efficient council homes</b>						
<b>Measure</b>	<b>2022-23 Actual</b>	<b>2023-24 Target</b>	<b>2024-25 Target</b>	<b>Links</b>	<b>Service</b>	<b>Notes</b>
18. % of council stock meeting the SHQS (locally set target)	80.00%	90%	90%	SSHC 05.17	Property	Ongoing monitoring continues at the highest level. A review of processes has been undertaken and improvements identified.
19. % of council dwellings that are Energy Efficiency Standard for Social Housing 2 (ESSH2)	7.39%	No target as currently subject to review	No target as currently subject to review	05.17	Property	The 2025 and 2032 ESSH Milestones have been suspended as the Scottish Government are reviewing the ESSH2 standards to strengthen and realign the standard with the target for net zero carbon houses from 2045.
<b>Resource Outcome: Work with communities to create safe, strong and sustainable places</b>						
<b>Measure</b>	<b>2022-23 Actual</b>	<b>2023-24 Target</b>	<b>2024-25 Target</b>	<b>Links</b>	<b>Service</b>	<b>Notes</b>
20. % of Anti-Social Behaviour cases resolved in the year (locally set target)	96.8%	90%	90%	SSHC 01.01	Housing	This measure is a Scottish Social Housing Charter requirement and is also used for benchmarking returns.
<b>Resource Outcome: Support people to live active and independent lives</b>						
<b>Measure</b>	<b>2022-23 Actual</b>	<b>2023-24 Target</b>	<b>2024-25 Target</b>	<b>Links</b>	<b>Service</b>	<b>Notes</b>
21. Number of households currently waiting	0	0	0	C03.01	Property	This is a locally set target and has been consistently achieved over a number of years.

for adaptations to their home (locally set target)						
22. Average time (working days) to complete applications for council houses (nationally set target)	21.62 days	28 days	28 days	SSHC 03.01	Property	This target is a requirement of the Scottish Social Housing Charter.
23. % of new build that are wheelchair accessible (locally set target)	N/A	10%	10%	C03.01	Housing/ Property	Target is determined through demand analysis achieved through the regional Housing Need and Demand Assessment and local discussions with social housing providers

**Resource Outcome: Customers experience high quality and improving council services**

Measure	2022-23 Actual	2023-24 Target	2024-25 Target	Links	Service	Notes
24. % of Stage 1 complaints responded to in full (nationally set target)	95%	100%	100%	SSHC 07.01	Housing/ Property	This target is a requirement of the Scottish Social Housing Charter.
25. Average time in working days for a full response at Stage 1 (nationally set target)	5.2 days	5 days	5 days	SSHC 07.01	Housing/ Property	This target is a requirement of the Scottish Social Housing Charter.
26. % of Stage 2 complaints responded to in full nationally set target)	88%	100%	100%	SSHC 07.01	Housing/ Property	This target is a requirement of the Scottish Social Housing Charter.  Complaints continue to be a focus for management and are routinely monitored. As a result, the numbers remain consistently low, which in turn can have a detrimental impact on the overall percentage.
27. Average time in working days for a full response at Stage 2 (nationally set target)	15 days	20 days	20 days	SSHC 07.01	Housing/ Property	This target is a requirement of the Scottish Social Housing Charter.

**Resource Outcome: The council demonstrates high standards of governance and sound financial stewardship**

Measure	2022-23 Actual	2023-24 Target	2024-25 Target	Links	Service	Notes
28. Rent collected as a % of rent due in the year (locally set target)	99.10%	99.31%	99.41%	SSHC 07.02	Housing	Performance in this area has been strong in the year against extremely challenging socio-economic environment. It will continue to be an area of focus in the 2024-25 and monitored and reported at a senior management level.
29. Gross rent arrears (current and former tenants) as a % of rent due for the year (locally set target)	8.66%	9.01%	8.69%	LGBF SSHC 07.02	Housing	Performance against this indicator has improved despite the challenging socio-economic environment. It will continue to be an area of focus in the forthcoming year and monitored and reported at a senior management level.
30. % of rent due in the year that was lost due to voids (Operational void rent loss) (locally set target)	0.62%	0.62%	0.50%	SSHC 07.02	Housing	Performance against this indicator has improved despite the impact void repair performance and associated challenges. It will continue to be an area of focus in the forthcoming year and monitored and reported at a senior management level as well as a statutory requirement for the Scottish Housing Regulator.
31. % of total void rent loss (locally set target)	1.41%	1.42%	1.50%	SSHC 07.02	Housing	Performance will continue to be an area of focus in the forthcoming year and monitored and reported at a senior management level.
32. Factoring collection rate (locally set target)	72.2%	75%	75%	07.02	Property	Target set by Finance and Corporate Resources.



#### 4.b. What actions we will take in 2024-25

<b>Resource Outcome: Increased levels of affordable rented homes</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
1. Increase the number of new affordable homes (NH)	Total new/additional affordable homes delivered per SHIP and reported to HTR Committee.	C05.14	Housing/Property
<b>Resource Outcome: Work to bring empty homes back into use to help meet needs within South Lanarkshire</b>			
2. Physical regeneration work in priority areas	Work with partners to bring 15 Long Term empty homes into use by March 2025.	C05.07	Housing/Property
<b>Resource Outcome: Continue to develop a range of properties to meet the council needs</b>			
3. Increase supply of housing suitable for older people (NH)	Continue to adapt suitable homes, as identified at the void stage, to Amenity standard.  Total new amenity homes delivered through AHSP and reported to HTR Committee through the SHIP.	05.09	Housing/Property
4. Complete the review of void processes and implement recommendations	Decrease the length of time properties are void.	05.09	Property
5. Review of Repairs Policy	Review of Repairs Policy completed and reported to HTR Committee by March 2025.	05.09	Property
<b>Resource Outcome: Support people to access and sustain housing which meets their needs through our Integrated Housing Option Service</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
6. Understand the financial security of our customers	Provide a programme of support to our customers including: – <ul style="list-style-type: none"> <li>The offer of tailored support to 100% of tenants who go on to receive Universal Credit</li> <li>Tenancy Sustainment Fund to support tenant experiencing financial difficulties sustain their tenancy</li> </ul> As part of budget / rent setting process: - <ul style="list-style-type: none"> <li>Complete analysis of the affordability of our rents by December 2024.</li> <li>Consult with tenants regarding proposed rent levels by December 2024.</li> </ul>	05.01	Housing
7. Development and implement Local Housing Strategy for 2022-27	First annual review scheduled for submission to Executive Committee in June 2024.	05.01	Housing

<b>Resource Outcome: Improved outcomes for households experiencing homelessness, including access to settled accommodation</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
8. Improve access to settled accommodation for homeless households and other priority groups such as care experienced young people and people fleeing domestic abuse and veterans.	<p>Continue to implement Rapid Rehousing Transition Plan delivered including:-</p> <p>Annual review to HTR Committee September 2024.</p> <p>Implement revised service provisions set out in report to Housing and Technical Resources Committee on 7 February 2024 to help mitigate severe pressure on homelessness services. This will include exploring options to further increase the supply of temporary accommodation.</p> <p>Opportunities to improve access to housing for veterans and members of the armed forces community will be considered alongside the Lanarkshire Armed Forces Community and Veteran Covenant Group.</p> <p>Work in partnership with the Health and Social Care Partnership to deliver the joint Throughcare protocol which was launched in December 2023 to provide delivery positive housing outcomes for younger people.</p>	C05.15	Housing
<b>Resource Outcome: Work with communities to create safe, strong sustainable places</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
9. Community Safety priorities are achieved (NH)	<p>Continue to support the Safer South Lanarkshire Board and work with partners to contribute to tackling identified community safety issues.</p> <p>Contribute to the Environmental Task Force to address graffiti, vandalism and fly tipping.</p> <p>Work with community safety partners to implement the Anti-Social Behaviour Strategy 2024-29, following approval from Executive Committee in March 2024.</p>	C01.01  01.01	Housing / Property
10. Develop revised approach to Rural Housing Action Plans	New schedule and approach in place by March 2025, incorporating proposals for investment (additional housing and current stock), housing management approaches / initiatives and community engagement	1.01	Housing
<b>Resource Outcome: Continue to engage and work with tenants and other customers to design our services</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
11. Develop and implement Customer Involvement Strategy	Work with partners to implement actions from the reviewed Customer Involvement Strategy 2024-29, following approval from Housing and Technical Resources Committee in February 2024. First review to HTR Committee March 2025. This includes:	05.12	Housing

	<ul style="list-style-type: none"> <li>Reviewing structures for engagement at central and locality level.</li> <li>Ensure customer involvement in identifying local priorities to be progressed through Participatory Budgeting.</li> </ul>		
12.Ensure effective involvement with tenants and other customer groups as well as understanding our customer satisfaction levels of key service areas	Annual Scrutiny Programme 2024 developed June 2024 and implemented by March 2025.  Customer Engagement Programme agreed with tenant representatives by June 2024.	C05.12	Housing
	Customer Satisfaction Programme developed and approved by July 2024.  Results are reviewed quarterly, and any improvement activities are identified and incorporated into service and resource planning cycles.	SSHC 05.12	Housing/ Property

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

Action	Milestones/Steps we will take to deliver our actions	Links	Service
13.Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Continue to deliver co-produced Site Masterplans at both sites, reflecting council and resident priorities.  Work in 2024/25 will continue with key projects including extension and upgrade of amenity units and new play areas.	C05.03	Housing
14.Ensure that Sheltered housing services are compliant with Care Inspectorate inspection standards	Complete Quality assurance checks to monitor and ensure compliance with care inspectorate standards. Each of the 34 sheltered housing developments will be checked during 2024/25 with findings of completed checks reported on a quarterly basis.	C05.03	Housing

**Resource Outcome: More energy efficient council homes**

Action	Milestones/Steps we will take to deliver our actions	Links	Service
15. Improve energy efficiency stock to help address fuel poverty (NH)	Deliver Housing Investment Programmes to improve the energy efficiency of existing council homes to reduce household bills and contribute towards relevant net zero targets.	C05.17	Property
	South Lanarkshire Local Heat and Energy Efficiency Strategy (LHEES) to Exec Committee in June 2024 for approval.	05.17	
	To contribute to national fuel poverty targets, the council will undertake a review to identify the proportion of households within its housing stock that are in, or are susceptible to being in, fuel poverty.	05.17	
	Develop feasibility studies for proposed district heating systems at the multi storey blocks in East Kilbride and council premises in Hamilton.	05.17	

	Improve homes and the housing environment for residents by continuing to invest in fabric upgrade.	05.17	
<b>Resource Outcome: Improve the health and wellbeing of children, young people and families</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
16. Contribute to effective joint working to protect and promote the wellbeing of children, young people and adults	Deliver key actions detailed in the Local Child Poverty Action Report during 2024/25 within the following areas: <ul style="list-style-type: none"> <li>Reducing the costs of housing for families including energy costs;</li> <li>Investment to increase new affordable housing supply;</li> </ul> Preventing and reducing homelessness for households, including families with children and young people	04.04	Housing
	Continue to deliver the SHORE Standards (Sustainable Housing on Release for Everyone), by providing appropriate support to individuals leaving prison with identified housing need.	04.04	Housing
	Ensure referrals are made to appropriate statutory agencies for children and vulnerable adults in 100% of cases that are identified as at risk of harm.	04.04	Housing/Property
	100% of young people moving on from care offered housing options appointment, and of those requiring Housing Service assistance, 100% supported to move onto suitable and sustainable housing via a personal housing pathway plan.	04.04	Housing
<b>Resource Outcome: Work with property owners and landlords to make sure our private housing is suitable for the needs of our residents</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
17. Review Scheme of Assistance Policy	Review of Scheme of Assistance Policy completed by March 2025.	05.06	Housing / Property
<b>Resource Outcome: Help people to continue to live within their homes and communities through integrated community health and social care services</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
18. Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	In line with Homelessness related Directions within the Strategic Commissioning Plan 2022-25:- <ul style="list-style-type: none"> <li>pilot routine enquiry within identified front line homelessness services and develop plan to support full roll out across health and care services.</li> <li>deliver progressive housing approach across identified new housing developments</li> <li>support Health and Social Care Partnership to develop Strategic Commissioning Plan 2025-28</li> </ul>	03.08	Housing

<b>Resource Outcome: Increased ownership of local assets</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
19. Support sustainable Community asset transfer (NH)	<p>Continue to promote the community asset transfer process and support communities to develop sustained applications target 3.</p> <p>Develop process for assessing and approving proposed community use of vacant Housing Revenue Account land.</p>	01.16	Property
<b>Resource Outcome: Manage the Council's portfolio of properties and land</b>			
<b>Action</b>	<b>Milestones/Steps we will take to deliver our actions</b>	<b>Links</b>	<b>Service</b>
20. Project Management of General Services Projects	The General Services Programme spend will be achieved for the financial year.	05.11	Property
	Our Lady of Lourdes Primary School, East Kilbride – Refurbishment and Extension	05.11	Property
	First Steps Nursery, Hamilton – Extension	05.11	Property
	PPP High School Expansion Programme – <ul style="list-style-type: none"> <li>• Holy Cross HS, Hamilton</li> <li>• Calderside Academy, Blantyre</li> <li>• Uddingston Grammar, Uddingston</li> <li>• St Andrew's and St Bride's HS, East Kilbride</li> </ul>	05.11	Property
21. Review of operational assets and reduction in the number of properties	Continue to engage with all Council Resources and public sector partners during 2024/25 to ensure continued progress towards establishing a core estate through property rationalisation and investment.	05.11	Property
22. Review of office accommodation in light of changing working patterns	<p>Develop and implement a new 5 year office strategy and action plan.</p> <p>Condition is assessed as the percentage of floor space of operational buildings which are in a satisfactory condition.</p> <p>Suitability is assessed as the percentage of operational buildings which are considered to be suitable for service delivery.</p>	05.11	Property
23. Progress towards decarbonisation on the non housing estate	<p>The council will develop a programme for reducing emissions within its non-domestic building stock, aiming for heat to be delivered by zero carbon technology by the 2038 backstop.</p> <p>Complete feasibility studies to identify and cost the energy efficiency measures and heating system replacement works that will be required to decarbonise heat by 2038 across the council's wet leisure and primary school estate.</p> <p>Achieve energy efficiency and carbon emissions reductions through delivery of the CEEF programme.</p>	05.11	Property

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

<b>Action</b>	<b>Steps we have taken to deliver our actions</b>	<b>Links</b>	<b>Service</b>
24.Ensure effective development of opportunities	Support the development of opportunities to re-envision and redevelop town centres.	06.04	Property

**Resource Outcome: The Council demonstrates high standards of governance and sound financial stewardship**

<b>Action</b>	<b>Steps we have taken to deliver our actions</b>	<b>Links</b>	<b>Service</b>
25.Ensure effective management of all Resource budgets and Business Plans	Overall budgetary target achieved by March 2025.	07.02	Housing/ Property

**Resource Outcome: Digital and ICT Services meet the needs of the council and its customer**

<b>Action</b>	<b>Steps we have taken to deliver our actions</b>	<b>Links</b>	<b>Service</b>
26.Progress the council's Digital Strategy within the Resource	Continue with the development and implementation of the new HOME Project.	07.04	Housing/ Property

## Section Five – Resourcing the Plan

### 5.0. Introduction

In this section we consider the resources needed to implement our plan, including funding and staffing.

### 5.1. Revenue Budget 2024-25

The Resource has a Net Revenue Budget of £13.926 million. The table below allocates this budget across the services:

<b>NET Budget by Service</b>	<b>2024-25</b>	
<b>Detail</b>	<b>£ million</b>	<b>%</b>
Housing Services	8.699	62%
Property Services	5.227	38%
<b>Total</b>	<b>13.926</b>	<b>100%</b>

### 5.2. Capital Budget 2024-25

The following capital budget of £77.303 million is allocated to the Resource for 2024-25:

<b>Capital Programme 2024-25</b>	
<b>Project</b>	<b>£ million</b>
Housing Revenue Account (HRA) Capital (new projects)	77.303
<b>Total</b>	<b>77.303</b>

### 5.3. Resource Employees

The Resource has 1438 employees as at February 2024. We support these employees to deliver their duties through a range of policies including personal appraisal and a robust training framework.

The number of employees (per headcount) by service is as follows:

<b>Service</b>	<b>Number of employees</b>
Housing Services	<b>489</b>
Property Services	<b>949</b>
<b>Total</b>	<b>1438</b>





# Report

6

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>19 June 2024</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Disposal of Land at Eaglesham Road, Jackton</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to: -

- ◆ seek approval for the disposal of the site, currently held under option at Eaglesham Road, Jackton to Cala Management Limited (or assignees or nominees)

## 2. Recommendation(s)

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

- (1) that the option site at Eaglesham Road, Jackton, extending to 6.21 hectares (15.34 acres), or thereby, as shown on the attached plan, be disposed of to Cala Management Limited (or assignees or nominees) for the sum of £2,250,000 exclusive of VAT, and in terms of the principal conditions contained in Section 4 of this report, subject to the ratification by the District Valuer of the principles of deductible costs adopted by the Council as referred to in paragraph 3.8: 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 disposal of the site and to enter into the necessary legal agreements on terms which are in the best interests of the Council

## 3. Background

- 3.1. The Council own an area of land, extending to 7.30 hectares (18.04 acres), or thereby at Eaglesham Road, Jackton. The site is the subject of an Option agreement with Cala Management Limited, the owner of the adjoining land which is part of the East Kilbride Community Growth Area.
- 3.2. Following a marketing exercise an Option agreement was concluded on 14 December 2004 with Cala Management Limited, for a term of 40 years for the disposal of the land at 100% of the market value, subject to the deduction of abnormal costs.
- 3.3. As part of the Section 75 Planning agreement for the Community Growth Area, various affordable housing sites were identified, including an area held within the option site. As a result, the area to be sold to Cala Management Limited excludes this area, shown hatched on the plan, which will be retained by the Council for future provision of affordable housing. Therefore, the area to be sold extends to 6.21 hectares (15.34 acres) or thereby and provides a Net developable area of 4.73

hectares (11.68 acres). As part of the agreement, Cala will provide an adoptable access and services to the boundary of the site to be retained by the Council.

- 3.4. Planning consent was granted at the Planning Committee on 30 April 2024 for 126 dwellinghouses comprising 89 detached dwellings, 12 semi-detached dwellings and 25 terraced dwellings, with associated roads, infrastructure, and landscaping.
- 3.5. As a landowner within the Community Growth Area the Council is liable for a proportionate share of the enabling works to bring the site forward. The total cost of this is projected at £21,895,891, of which the Council's share is £2,521,879 with a substantial majority of the works having already been completed and paid for. As part of the option, Cala have incurred these costs, and they are a valid deduction from the land value for the site as, without the enabling works, the land would not have been a consented residential site.
- 3.6. While there are still provisional sums for a small number of future items within the enabling works, it is agreed that this will not reduce the price. Should these works not proceed or cost less than the professional estimates, the missives will include an agreement to ensure that the Council will receive any additional sums not spent on these items.
- 3.7. In addition to the enabling works, due to the difficult topography of the site, the presence of a watercourse and the adjacent protected tree belt, there are substantial site-specific abnormal development costs, mainly associated with nonstandard foundations, earthworks, and retention. These works have been costed at a total of £5,795,740. Detailed evidence and engineering reports for these costs were provided by Cala and were assessed by Consultancy Services and it has been confirmed that the costs and rates submitted have been benchmarked and compared to current expected market rates, and are in line with the figures we would expect to see for these elements of work and the abnormal costs represent value for money.
- 3.8. The gross land value of £835,000 per net developable acre has been agreed for the 11.68 acres giving the site a gross land value of £9,752,800. Following the deduction of the Council's share of the enabling costs (£2,521,879) and site-specific costs ((£5,795,740) the residual land value arrived at is £1,435,181. Following detailed negotiations, a provisional agreement has been reached for a price of £2.25 million, subject to ratification by the District Valuer of the principle of deductible costs adopted by the Council.

#### **4. Proposal**

- 4.1. It is proposed to dispose of the Option site at Eaglesham Road, Jackton, extending to 6.21 hectares (15.34 acres) or thereby, as shown on the attached indicative plan, to Cala Management Limited (or assignees or nominees)) subject to the following principal conditions: -
  1. The purchase price will be £2,250,000, exclusive of VAT, subject to ratification by the District Valuer of the principles of deductible costs as referred to at 3.8 above.
  2. The purchaser will be responsible for payment of the Council's legal fees.
  3. As part of the missives for this transaction there will be a provision terminating the previous option right, over the remaining land within the Council's ownership.
  4. The missives will include an agreement to ensure that the Council will receive any additional sums not spent on proposed enabling works.
  5. The purchasers will provide services and acceptable access to the land retained by the Council for future development.

6. Date of entry will be on the conclusion of missives or such other date to be agreed between the parties.

## **5. Employee Implications**

5.1. None

## **6. Financial Implications**

6.1. Disposal of the property will generate a receipt of £2,225,000 (Two million, two hundred and twenty-five thousand pounds) for the Council's General Service account in the current financial year.

## **7. Other Implications**

7.1. The risk of not proceeding with this proposal would have adverse implications for the Council. A capital receipt for the Council's non-housing programme would fail to materialise and the aspirations of the Community Growth Area would not be fully met.

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

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

## **9. Equality Impact Assessment and Consultation Arrangements**

9.1. All necessary consultations with Planning, Housing, Roads, and Legal Services have been undertaken.

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

**Stephen Gibson**

**Executive Director (Housing and Technical Resources)**

15 May 2024

### **Link(s) to Council Values/Priorities/Outcomes**

- ◆ Accountable, effective, efficient, and transparent
- ◆ Fair, open and sustainable

### **Previous References**

- ◆ Executive Committee dated 10 February 2005
- ◆ Planning Committee dated 30 April 2024

### **List of Background Papers**

- ◆ None

### **Contact for Further Information**

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

Joanne Forbes, Head of Property Services

Ext: 845 4073)

email: [joanne.forbes@southlanarkshire.gov.uk](mailto:joanne.forbes@southlanarkshire.gov.uk)

# LOCATION PLAN - For Committee Purposes Only

Gardenhall Option Site  
East Kilbride



## HOUSING AND TECHNICAL



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Contents outlined in Black 6.21 Hectares or thereby.  
Contents hatched Black 1.09 Hectares or thereby.

DATE: 20/05/2024





# Report

7

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>19 June 2024</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>99 Year Ground Lease at Hairmyres Station, East Kilbride to South Lanarkshire Council</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to: -

- ◆ advise the Committee of the requirement for a 99-year ground lease at Hairmyres Station, East Kilbride from Network Rail and seek approval to the principal terms and conditions as set out in Section 5 of the report

## 2. Recommendation(s)

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

- (1) that subject to confirmation of the funding from Transport Scotland, the land at Hairmyres Station, East Kilbride be leased to South Lanarkshire Council on the headline terms and conditions outlined in Section 5 of the report
- (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 are in the best interests of the Council

## 3. Background

3.1. The subjects at Hairmyres Station, East Kilbride have been acquired by Network Rail to facilitate the construction of a transport interchange facility as part of the proposals to relocate Hairmyres Station.

3.2. The proposal is part of the East Kilbride Enhancement (EKE) scheme to provide two new junctions for the Park and Ride areas on both sides of the railway lines, North (318 spaces) and South (197 spaces), motorcycle spaces (23), disabled spaces, cycle storage, electric vehicle (EV) charging spaces and potential for a community EV charging facility (27 spaces). Street lighting, CCTV and landscaping will be included.

3.3. As part of the EKE scheme, the existing Hairmyres line is being extended by circa 1.4km increasing the capacity of the line. To facilitate this, a second platform will be installed at the station. A 2019 study recommended a relocation of the station West of the current location to improve the transport interchange capacity and better serve the nearby residential developments.

3.4. The proposal is that the Council will lease the ground required for the Park and Ride facility from Network Rail and construct or procure construction of the Park and Ride facility and then operate the same. The estimated project costs are £4.5 million, and discussions are ongoing with Transport Scotland to secure the funding.

- 3.5. The extent of the proposed lease is 5.3 hectares as shown on the attached plan.
- 3.6. A planning application has been submitted for consideration by the Planning Committee on 24 June 2024.

#### **4. Assessment**

- 4.1. Should Network Rail require to terminate the lease within the first 20 years of the lease on the basis that the area is required for rail related purposes, Network Rail will repay the Council the costs on a tapering scale.
- 4.2. The risks associated with the proposed lease are considered very low, given the status of the organisations involved.

#### **5. Proposal**

- 5.1. The requirement for the lease agreement is dependent upon confirmation from Transport Scotland that funding for the project has been secured. On the basis that this is achieved it is proposed that the Council lease the subjects at Hairmyres Station, East Kilbride on the following principle terms and conditions:-
  - i. The lease will be from Network Rail.
  - ii. The lease will be for a period of 99 years.
  - iii. The date of entry to be agreed.
  - iv. The rental shall be £1 per annum, if asked.
  - v. The lease to be fully repairing and insuring.
  - vi. The Council will be obliged to construct or procure construction of the Park and Ride facility within a period to be agreed with Network Rail, failing which the subjects will revert to Network Rail.
  - vii. The Council will be required to obtain and maintain for duration of the lease, public liability insurance to the value of £5 million for any one claim.
  - viii. The Council will insure the subjects.
  - ix. The property will be used as a Park and Ride facility and include EV charging spaces and potential for a community EV charging facility.
  - x. The Council to be responsible for any rates or property charges resulting from their occupation and use of the subjects.
  - xi. Each party to be responsible for their own legal costs, however, the Council will require to pay any registration fees and Land and Buildings Transaction Tax (LBTT) if required.
- 5.2. Discussions are ongoing between the Council and Network Rail in relation to the following specific provisions for the lease: -
  - i) Network Rail are seeking the right to terminate the lease at anytime on giving 12 months' notice, if the land is needed for any rail related purposes supported by the Scottish Government.
  - ii) The Council is seeking clawback provisions, to ensure that if Network Rail terminate the lease within a period to be agreed, they would require to repay to the Council the funding invested by the Council in the Park and Ride facility on a tapering scale.



## **6. Employee Implications**

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

## **7. Financial Implications**

- 7.1. The lease will result in the Council managing the operation of a new Park and Ride facility.

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

- 8.1. The proposal is to encourage sustainable public transport and to extend the wider active travel network. There are no negative issues in relation to climate change, sustainability and the environment contained within this report.

## **9. Other Implications**

- 9.1. Tender documents for the construction contract were issued in May and have recently been returned by contractors and these are currently being reviewed.
- 9.2. Given the requirement for City Deal approvals, a report will be presented to the Council's Executive Committee and then to the City Deal Cabinet in August 2024 and these will include appropriate information to allow a contract to be awarded.
- 9.3. Subject to a contract being awarded in August 2024, it is anticipated that the associated Park and Ride works will commence in mid-September 2024 with the completion scheduled for summer of 2025.

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

- 10.1. Consultation has taken place with public information events included as part of the proposal of Planning Application. Public events were held at Duncannig High School and East Kilbride Shopping Centre. Copies of plans were made available on South Lanarkshire Council's website with a link to a questionnaire.
- 10.2. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function, or strategy and therefore no impact assessment is required.

**Stephen Gibson**

**Executive Director (Housing and Technical Resources)**

2 May 2024

### **Link(s) to Council Values/Priorities/Outcomes**

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

### **Previous References**

- ◆ None

### **List of Background Papers**

- ◆ None

**Contact for Further Information**

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

Joanne Forbes, Head of Property Services

Ext: 4073 (Tel: 01698 454073)

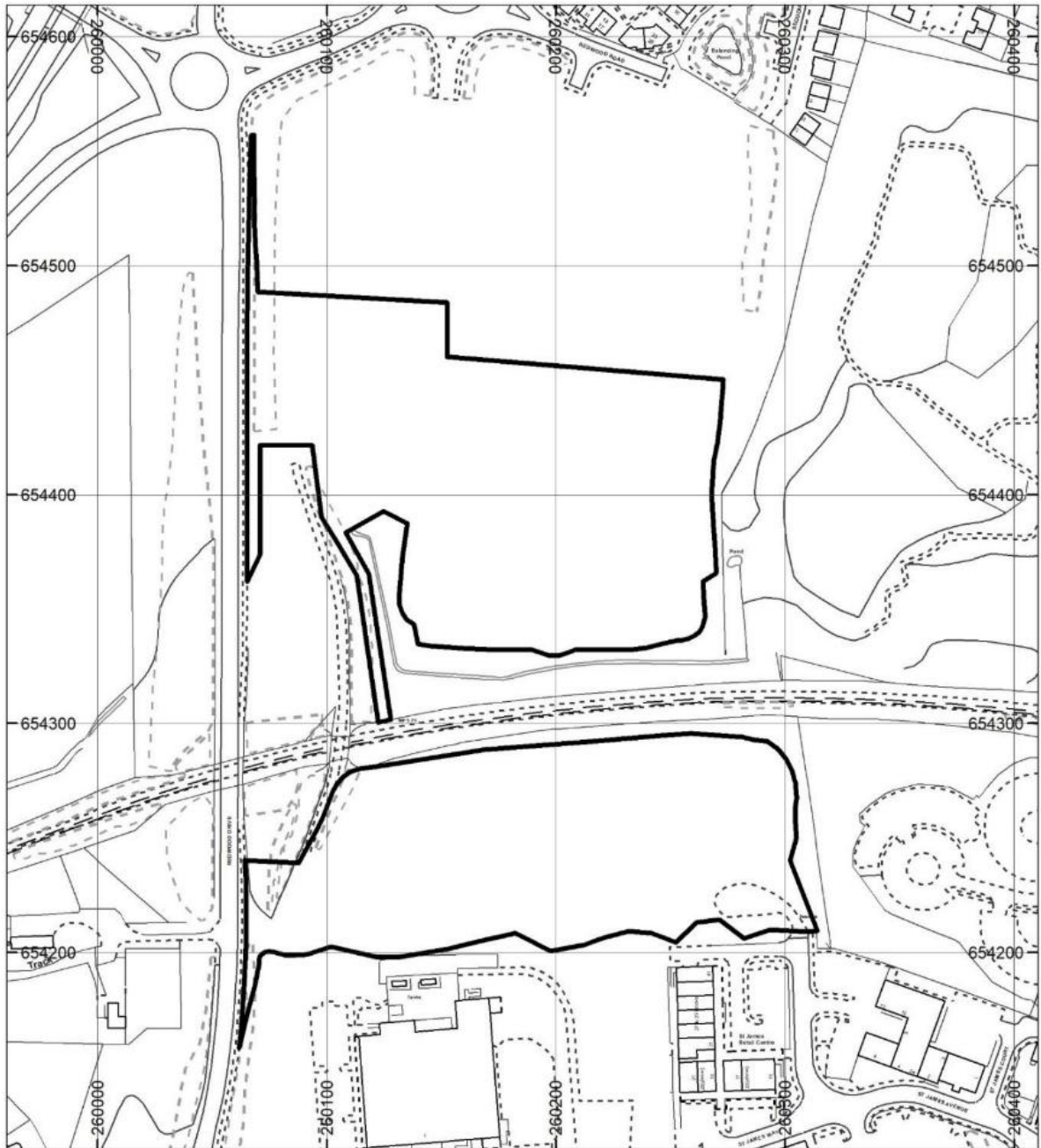
email: [joanne.forbes@southlanarkshire.gov.uk](mailto:joanne.forbes@southlanarkshire.gov.uk)

# LOCATION PLAN - For Committee Purposes Only

Proposed Lease at Hairmyres New Station  
Redwood Drive, East Kilbride



## HOUSING AND TECHNICAL



Contents outlined in Black 42,672 square metres or thereby.

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Ordnance Survey 100020730.

DATE: 14/05/2024



# Report

8

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>19 June 2024</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Proposed Lease of Ground at Our Lady of Lourdes Primary School, East Kilbride G75 0AG in Favour of Scottish Power Energy Networks (SPEN)</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to: -

- ◆ seek approval to grant a 99-year lease of ground at Our Lady of Lourdes Primary School, East Kilbride in favour of Scottish Power Energy Networks (SPEN)
- ◆ approve the grant of a right of access to the substation and for the laying of associated cables in favour of Scottish Power Energy Networks (SPEN)

## 2. Recommendation(s)

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

- (1) that a 99-year lease of ground at Our Lady of Lourdes Primary School, East Kilbride is granted to Scottish Power Energy Networks (SPEN) on the main lease terms and conditions outlined in section 4 of this report;
- (2) that consent is granted to Scottish Power Energy Networks (SPEN) to construct a substation and that all necessary rights are granted to maintain the substation and the cables serving the substation, as shown on the attached plan; and
- (3) that the Executive Director (Housing and Technical Resources), in consultation with Head of Administration and Legal Services, if appropriate, be authorised to conclude all matters in respect of the grant of lease and to enter into the necessary legal agreements on terms which are in the best interests of the Council.

## 3. Background

- 3.1. Our Lady of Lourdes Primary school is being converted to run solely on electricity and the replacement of gas fired boilers requires an increased electrical supply. The installation of the Air Source Heat Pumps also requires additional electricity to replace the existing hot water tank.
- 3.2. These measures will reduce carbon emissions from the school energy use. As a result of the new technologies the existing electricity supply is insufficient for the refurbished school and a new substation is required.
- 3.3. The substation requires to be constructed on the ground extending to 25m<sup>2</sup> shown on the attached plan, which is owned by South Lanarkshire Council.
- 3.4. SPEN are seeking a 99-year lease to allow for the construction of a substation and associated cabling.

- 3.5. It is an essential requirement of the Primary school refurbishment that the lease to SPEN is granted to allow the construction of the substation to provide a sufficient power supply at this location.
- 3.6. The substation is exclusively to service the primary school and is not serving the wider area, therefore, there is no rental charge.

#### **4. Proposal**

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

1. The lease will be to Scottish Power Energy Networks (SPEN).
2. The period of the lease will be for 99 years.
3. Date of entry is to be agreed.
4. The rent is to be £1 per annum.
5. The subjects shall be used for construction and operation of the electricity substation.
6. In addition, the tenants, their agents, and contractors will have a right to lay, maintain, inspect, repair, and renew underground cables, pipes and ducts serving the substation.
7. Each party will be responsible for their own legal fees and expenses.
8. The substation is solely to facilitate the primary school refurbishment.

#### **5. Employee Implications**

5.1. There are no employee implications.

#### **6. Financial Implications**

6.1. Due to the Council's requirement for the substation, a nominal rental is applicable, however, each party will be responsible for their own legal fees incurred in relation to the lease.

#### **7. Climate Change, Sustainability and Environmental Implications**

7.1. The granting of the ground lease and installation of the substation will contribute to the reduction in the use of fossil fuel and contribute to the Council's climate change and carbon reduction targets.

#### **8. Other Implications**

8.1. If the lease is not approved, at this location the primary school will have an insufficient power supply and the project cannot proceed.

#### **9. Equality Impact Assessment and Consultation Arrangements**

9.1. Planning consent is not required as the proposal is classified as a permitted development. Education Resources and Housing and Technical Resource have requested that this lease be granted to facilitate the primary school refurbishment in accordance with their contract.

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

**Stephen Gibson**  
**Executive Director (Housing and Technical Resources)**

8 May 2024

**Link(s) to Council Values/Ambitions/Objectives**

- Accountable, effective, efficient, and transparent

**Previous References**

- ◆ None

**List of Background Papers**

- ◆ None

**Contact for Further Information**

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

Joanne Forbes, Head of Property Services

Ext: 4073 (Tel: 01698 454073)

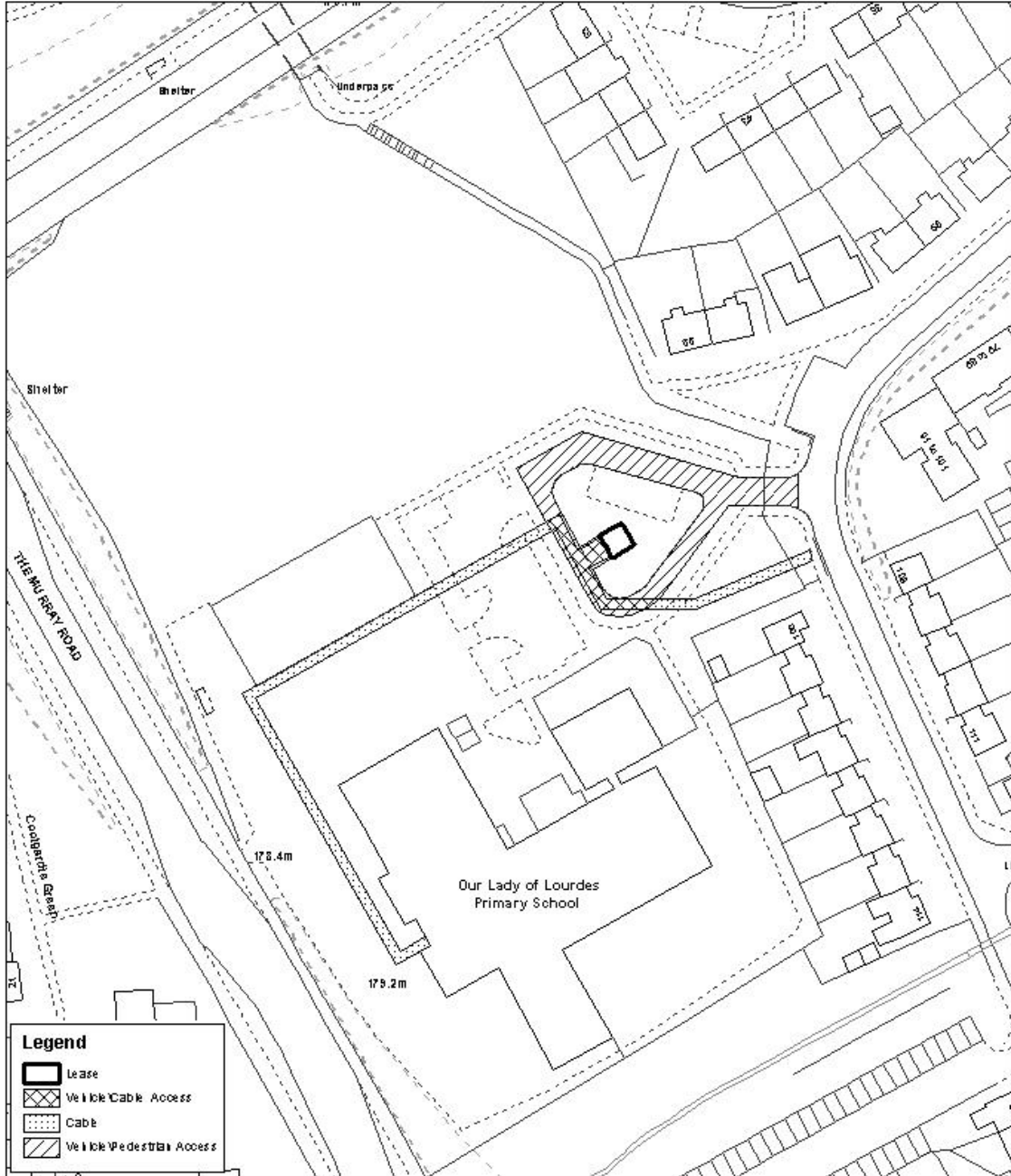
email: [joanne.forbes@southlanarkshire.gov.uk](mailto:joanne.forbes@southlanarkshire.gov.uk)

LOCATION PLAN - For Committee Purposes Only

Our Lady of Lourdes Primary School  
Carnegie Hill  
East Kilbride



### HOUSING AND TECHNICAL



Ordnance Survey



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Ordnance Survey 100020730.

Outline in Black 25 sqm or thereby

DATE: 08/05/2024



# Report

9

Report to: **Housing and Technical Resources Committee**  
 Date of Meeting: **19 June 2024**  
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Delegated Authority Report – Update**

## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise on transactions processed by delegated authority by Property Services during Quarter 4 of 2023/2024 and to provide a year-end summary.

## 2. Recommendation(s)

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

- (1) that the transactions processed by delegated authority by Property Services during Quarter 4 of 2023/24, together with the year-end summary of all such transactions, be noted.

## 3. Background

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

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

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

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

## 4. Summary Quarter 4, 2023/2024

4.1. The summary of transactions progressed under delegated authority during Quarter 4 of 2023/24 is shown in Appendix 1, column 2, however, can be summarised as follows:-

Total number of transactions	70
Total value of lease transactions	£737,632.36 per annum

Total value of capital transactions £2,117,386.75

Total number of miscellaneous transactions 0

## **5. Annual Summary 2023/2024**

5.1. The summary of all transactions progressed under delegated authority during the financial year 2023/2024 is shown on Appendix 1, column 3, and can be summarised as follows:-

Total number of transactions	362
Total value of lease transactions	£917,622.77 per annum
Total value of capital transactions	£19,685,937.75
Total value of miscellaneous transactions	£65,001

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

## **6. Employee Implications**

6.1. There are no employee implications.

## **7. Financial Implications**

7.1. The rental income to the Council is increased as a result of the new lettings and lease renewals.

7.2. Disposals generate additional capital monies for the Council's Capital Programme.

7.3. Acquisitions are carried out in accordance with project plans and approved capital budgets, to enable investment programmes to proceed.

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

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

## **9. Other Implications**

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

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

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

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

**Stephen Gibson**  
**Executive Director (Housing and Technical Resources)**

22 April 2024

**Link(s) to Council Values/Priorities/Outcomes**

- ◆ Accountable, effective, efficient and transparent

**Previous References**

- ◆ Housing and Technical Resources Committee, 7 February 2024
- ◆ Housing and Technical Resources Committee, 8 November 2023

**List of Background Papers**

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

**Contact for Further Information**

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

Joanne Forbes, Head of Property Services

Ext: 4073 (Tel: 01698 454073)

E-mail: [joanne.forbes@southlanarkshire.gov.uk](mailto:joanne.forbes@southlanarkshire.gov.uk)

## Delegated Authority Transactions

Transaction Type	Quarter 4 2023/2024		Annual Summary	
	No	Value	No	Value
Lease Renewal	1	£257,400	21	£629,600
New Lease	16	£79,916.18	46	£213,522.77
Landlords Consent	1	£0	9	£0
Assignment	3	£0	11	£0
Rent Review	1	£31,500	3	£74,500
<b>Total Revenue</b>	22	£368,816.18	90	£917,622.77
Disposal	7	£154,225	22	£436,925
Compensation	21	£172,562.75	39	£315,362.75
Wayleave/Servitude	2	£1,600	7	£12,050
Acquisition	18	£1,788,999	181	£18,921,600
Title Waiver	0	£0	0	£0
<b>Total Capital</b>	48	£2,117,386.75	249	£19,685,937.75
Miscellaneous	0	£0	23	£65,001