



Council Offices, Almada Street
Hamilton, ML3 0AA

Tuesday, 21 September 2021

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, 29 September 2021
Time: 10:00
Venue: By Microsoft Teams,

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

Yours sincerely

Cleland Sneddon
Chief Executive

Members

Josh Wilson (Chair), Janine Calikes (Depute Chair), John Ross (ex officio), Robert Brown, Archie Buchanan, Graeme Campbell, Andy Carmichael, Maureen Chalmers, Gerry Convery, Margaret Cooper, Poppy Corbett, Maureen Devlin, Mary Donnelly, Allan Falconer, Grant Ferguson, Alistair Fulton, Geri Gray, George Greenshields, Eric Holford, Mark Horsham, Martin Lennon, Eileen Logan, Colin McGavigan, Mo Razzaq, David Shearer, Jared Wark

Substitutes

Alex Allison, Walter Brogan, Stephanie Callaghan, Isobel Dorman, Fiona Dryburgh, Martin Grant Hose, Ann Le Blond, Hugh Macdonald, Catherine McClymont, Richard Nelson, Collette Stevenson, Bert Thomson, Margaret B Walker

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 30 June 2021 submitted for approval as a correct record. (Copy attached)

Monitoring Item(s)

- 3 **Revenue Budget Monitoring 2021/2022 - Housing and Technical Resources (Excl Housing Revenue Account (HRA))** 17 - 22
Joint report dated 23 August 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 4 **Revenue Budget Monitoring 2021/2022 - Housing and Technical Resources - Housing Revenue Account (HRA)** 23 - 26
Joint report dated 23 August 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 5 **Capital Budget Monitoring 2021/2022 - Housing and Technical Resources (excl Housing Revenue Account)** 27 - 30
Joint report dated 8 September 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 6 **Capital Budget Monitoring 2021/2022 - Housing and Technical Resources (Housing Revenue Account)** 31 - 34
Joint report dated 23 August 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 7 **Housing and Technical Resources – Workforce Monitoring – May to July 2021** 35 - 42
Joint report dated 7 September 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)
- 8 **Housing and Technical Resource Plan - Quarter 4 Progress Report 2020-2021** 43 - 62
Joint report dated 12 August 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources). (Copy attached)

Item(s) for Decision

- 9 **Scottish Housing Regulator – Annual Assurance Statement 2020/2021** 63 - 68
Report dated 1 September 2021 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 10 **Former Walston Primary School, Elsrickle Asset Transfer to Biggar and District Men's Shed** 69 - 74
Report dated 25 August 2021 by the Executive Director (Housing and Technical Resources). (Copy attached)
- 11 **Land at Birch Place, Blantyre – Asset Transfer to Blantyre Soccer Academy** 75 - 80
Report dated 25 August 2021 by the Executive Director (Housing and Technical Resources). (Copy attached)

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| 12 Overtoun Park, Rutherglen – Rutherglen Lawn Tennis Club Ltd | 81 - 116 |
| Report dated 25 August 2021 by the Executive Director (Housing and Technical Resources). (Copy attached) | |
| 13 Proposed Lease of Ground at Palace Grounds Car Park, Palace Grounds Road, Hamilton with Associated Right of Access in Favour of ESP Limited | 117 - 120 |
| Report dated 18 August 2021 by the Executive Director (Housing and Technical Resources). (Copy attached) | |
| 14 South Lanarkshire Council's Strategic Housing Investment Plan 2022 to 2027 | 121 - 154 |
| Report dated 15 September 2021 by the Executive Director (Housing and Technical Resources). (Copy attached) | |

Item(s) for Noting

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| 15 Annual Report on the Charter (ARC) 2020/2021 | 155 - 160 |
| Report dated 11 August 2021 by the Executive Director (Housing and Technical Resources). (Copy attached) | |
| 16 Council Open Market Purchase Scheme | 161 - 164 |
| Report dated 19 August 2021 by the Executive Director (Housing and Technical Resources). (Copy attached) | |
| 17 Housing Services Customer Involvement Strategy 2018-2022 Annual Review 2020/2021 | 165 - 188 |
| Report dated 7 September 2021 by the Executive Director (Housing and Technical Resources). (Copy attached) | |
| 18 Update of the Housing and Technical Resources Risk Register and Risk Control Plan | 189 - 204 |
| Report dated 26 August 2021 by the Executive Director (Housing and Technical Resources). (Copy attached) | |

Urgent Business

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

For further information, please contact:-

Clerk Name: Helen Calley

Clerk Telephone: 01698 454185

Clerk Email: helen.calley@southlanarkshire.gov.uk

HOUSING AND TECHNICAL RESOURCES COMMITTEE

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Minutes of meeting held via Microsoft Teams on 30 June 2021

Chair:

Councillor Josh Wilson

Councillors Present:

Councillor Robert Brown, Councillor Archie Buchanan, Councillor Janine Calikes (Depute), Councillor Andy Carmichael, Councillor Gerry Convery, Councillor Poppy Corbett, Councillor Maureen Devlin, Councillor Mary Donnelly, Councillor Allan Falconer, Councillor Grant Ferguson, Councillor Alistair Fulton, Councillor Geri Gray, Councillor George Greenshields, Councillor Eric Holford, Councillor Mark Horsham, Councillor Martin Lennon, Councillor Eileen Logan, Councillor Colin McGavigan, Councillor Mo Razzaq, Councillor Jared Wark

Councillors' Apologies:

Councillor Graeme Campbell, Councillor Maureen Chalmers, Councillor Margaret Cooper, Councillor John Ross (ex officio), Councillor David Shearer

Attending:

Finance and Corporate Resources

M M Cairns, Legal Services Manager; J Kilpatrick, Finance Adviser; E Maxwell, Human Resources Business Partner; P MacRae, Administration Adviser; L O'Hagan, Finance Manager (Strategy); S Somerville, Administration Manager; S Terry, Web Journalist; L Wyllie, Administration Assistant

Housing and Technical Resources

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

1 Declaration of Interests

The following interest was declared:-

Councillor(s)	Item(s)	Nature of Interest(s)
Horsham	Douglas West Woodland – Asset Transfer to Douglasdale REAL Group	Provided letter of support to Group

2 Minutes of Previous Meeting

The minutes of the meeting of the Housing and Technical Resources Committee held on 5 May 2021 were submitted for approval as a correct record.

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

3 Revenue Budget Monitoring 2020/2021 - Housing and Technical Resources (Excl Housing Revenue Account (HRA))

A joint report dated 1 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of the actual expenditure measured against the revenue budget for the period 1 April 2020 to 31 March 2021 for Housing and Technical Resources (excl HRA) and providing a forecast for the year to 31 March 2022.

Prior to transfers, an overspend position of £6.510 million was reported at 31 March 2021. Once approved transfers had been made, the Resource position was an overspend of £7.084 million.

The £7.084 million overspend was mainly due to a combination of additional costs and reduced income as a result of COVID-19. This included the COVID-19 related costs that were initially to be funded from capital funds. The Executive Committee, at its meeting held on 28 April 2021, agreed that those costs would be recorded within the revenue budget and met from COVID-19 funding. Further details on the variances for the individual Services were detailed in Appendices B and C to the report.

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

The Committee decided:

- (1) that the Housing and Technical Resources' (excl HRA) final outturn position as at 31 March 2021 of an overspend of £7.084 million, after 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 5 May 2021 (Paragraph 7) and Minutes of the Executive Committee of 28 April 2021 (Paragraph 4) and 23 June 2021 (Paragraph 3)]

4 Revenue Budget Monitoring 2020/2021 - Housing and Technical Resources - Housing Revenue Account (HRA)

A joint report dated 1 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of the actual expenditure measured against the revenue budget for the period 1 April 2020 to 31 March 2021 for Housing and Technical Resources (HRA).

As at 31 March 2021, there was a breakeven position against budget following a final transfer to the balance sheet of £2.569 million. The annual budget anticipated a transfer to reserves of £3.418 million. The lower than anticipated transfer position was primarily due to overspends in repairs and an under recovery in rental income, offset partially by underspends in bad debt provision, IT milestone payments and employee costs. Further details on the variances for the HRA were detailed in Appendix A to the report.

Virements were proposed to realign budgets and those were detailed in Appendix A to the report.

The Committee decided:

- (1) that the final outturn breakeven position of the Housing and Technical Resources' (HRA) revenue budget, as detailed in Appendix A of the report, be noted; and
- (2) that the proposed budget virements be approved.

[Reference: Minutes of 5 May 2021 (Paragraph 7) and Minutes of the Executive Committee of 23 June 2021 (Paragraph 3)]

5 Revenue Budget Monitoring 2021/2022 - Housing and Technical Resources - Housing Revenue Account (HRA)

A joint report dated 1 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of actual expenditure measured against the revenue budget for the period 1 April 2021 to 21 May 2021 for Housing and Technical Resources (HRA).

As at 21 May 2021, there was a breakeven position against the phased budget. The forecast for the budget to 31 March 2022 was also a breakeven position.

The impact of COVID-19 on the budget continued to be monitored. There had been a reduced volume of repairs completed to date, however, this was not expected to continue. The annual rental income projections for the year were expected to be lower as a result of COVID-19 delaying the anticipated completion of new properties assumed within the budget.

The COVID-19 lockdown had had an impact on the Property Services section which provided the property repairs and maintenance service to the HRA. The section continued to incur non variable costs which required to be offset by income recovery, therefore, a recharge of £2.536 million had been required, to date, to the HRA revenue budget to cover those fixed costs.

The Committee decided:

- (1) that the breakeven position on Housing and Technical Resources' (HRA) revenue budget, as detailed in Appendix A of the report, and the forecast to 31 March 2022 of a breakeven position, be noted; and
- (2) that the proposed budget virements be approved.

[Reference: Minutes of the Executive Committee of 23 June 2021 (Paragraph 5)]

6 Revenue Budget Monitoring 2021/2022 - Housing and Technical Resources (Excl Housing Revenue Account (HRA))

A joint report dated 1 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of the actual expenditure for the period 1 April 2021 to 21 May 2021 for the Housing and Technical Resources' revenue budget (excl HRA) together with a forecast for the year to 31 March 2022.

As at 21 May 2021, there was an overspend of £0.070 million against the phased budget. The overspend was as a result of additional expenditure in relation to the COVID-19 response, including expenditure for temporary accommodation costs for homeless people.

The COVID-19 lockdown had also had an impact on the Property Services section which continued to incur non variable costs that required to be offset by income recovery. A recharge of £4.299 million had been required, to date, to cover fixed costs.

The Committee decided:

- (1) that the overspend of £0.070 million as at 21 May 2021 on Housing and Technical Resources' (excl HRA) revenue budget, as detailed in Appendix A to the report, and the forecast to 31 March 2022 of a breakeven position, be noted.
- (2) that the proposed budget virements be approved.

[Reference: Minutes of the Executive Committee of 23 June 2021 (Paragraph 5)]

7 Capital Budget Monitoring 2020/2021 - Housing and Technical Resources (excl Housing Revenue Account (HRA))

A joint report dated 9 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (excl HRA) for the period 1 April 2020 to 31 March 2021.

Total expenditure to 31 March 2021 was £4.362 million, a difference of £2.167 million on the programme of £6.529 million.

The final expenditure position of £4.362 million was slightly lower than the projected outturn of £4.565 million reported to this Committee on 5 May 2021. The period 12 anticipated underspend mainly reflected the timing of spend on a number of projects within multi-year programmes including Prioritised Urgent Investment, Essential Services Accommodation, Civic Centre Fabric Upgrade, Central Energy Efficiency Fund and the Gypsy Traveller Site project at Swinhill along with other minor movements.

This additional underspend of £0.203 million at year-end was mainly due to the timing of spend on Prioritised Urgent Investment (£0.120 million) and Essential Services Accommodation (£0.075 million).

The progression of a number of those projects had been impacted by the ongoing lockdowns due to COVID-19. Funding would be carried forward into the next financial year, as required, with an update on the 2021/2022 programme detailed in a separate report to this Committee.

The Committee decided: that the Housing and Technical Resources' (excl HRA) capital programme of £6.529 million, and expenditure for the year of £4.362 million, be noted.

[Reference: Minutes of 5 May 2021 (Paragraph 3) and Minutes of the Executive Committee of 23 June 2021 (Paragraph 4)]

8 Capital Budget Monitoring 2020/2021 – Housing and Technical Resources - Housing Revenue Account (HRA)

A joint report dated 1 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (HRA) for the period 1 April 2020 to 31 March 2021.

The revised Housing Capital Programme for 2020/2021 totalled £48.172 million and was detailed, together with the funding sources, in Appendix A to the report.

Anticipated spend to 31 March 2021 was £48.172 million. The actual expenditure on the Housing programme was £49.362 million. The net overspend was as a result of a combination of accelerated spend on the provision of additional housing supply (£7.212 million) offset by an underspend on other Housing Investment Programme projects delayed by COVID-19, amounting to £6.022 million.

Housing and Technical Resources had also received additional one-off income in 2020/2021. This included additional income from land sales, additional developer contributions and Renewable Heat Initiative funding. However, due to the reduced level of spend, and, therefore, income received, on both Mortgage to Rent purchases and Open Market purchases, the net impact of this was additional income of £0.798 million in 2020/2021.

Taking into account the year-end overspend position of £1.190 million and the additional income of £0.798 million, there was a requirement to accelerate £0.392 million from future years' Housing programmes into 2020/2021.

To accommodate this acceleration into 2020/2021, and to reflect the profile of spend expected on the Housing Investment Programme in the coming years, including the continuing uncertainty surrounding the impact of lockdown, the 2021/2022 programme would be reduced by £6.441 million, and the 2022/2023 allocation increased by £6.049 million.

The Committee decided: that the revised Housing and Technical Resources' (HRA) capital programme of £48.172 million, and expenditure of £49.362 million be noted.

[Reference: Minutes of 5 May 2021 (Paragraph 4) and Minutes of the Executive Committee of 23 June 2021 (Paragraph 4)]

9 Capital Budget Monitoring 2021/2022 - Housing and Technical Resources (excl Housing Revenue Account (HRA))

A joint report dated 9 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (excl HRA) for the period 1 April 2021 to 21 May 2021.

The total capital programme for Housing and Technical Resources, based on the overall capital programme for 2021/2022 approved by the Executive Committee on 23 June 2021, was £8.387 million.

As in previous years, to comply with accounting rules, some project expenditure would be reported through the revenue budget as it would not be classed as capital. A budget of £4 million had been transferred to Housing and Technical Resources' revenue budget, together with the relevant funding for the Private Housing Scheme of Assistance project of £1 million and £3 million of the Planned Asset Management budget. In relation to Planned Asset Management, the total overall budget, across capital and revenue, remained at £4.809 million. This would continue to be reviewed to ensure that it was classed appropriately, as revenue or capital, and any further movement would be reported to a future meeting. Those accounting adjustments were included in the programme of £8.387 million.

Expenditure to 21 May 2021 amounted to £0.210 million.

The Committee decided: that the Housing and Technical Resources' (excl HRA) capital programme of £8.387 million, and expenditure to 21 May 2021 of £0.210 million, be noted.

[Reference: Minutes of the Executive Committee of 23 June 2021 (Paragraph 6)]

10 Capital Budget Monitoring 2021/2022 - Housing and Technical Resources - Housing Revenue Account (HRA)

A joint report dated 1 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted advising of progress on the capital programme for Housing and Technical Resources (HRA) for the period 1 April 2021 to 21 May 2021.

The Housing Capital Programme for 2021/2022 amounted to £94.360 million and was detailed, together with the funding sources, in Appendix A to the report.

As lockdown eased, the HRA Capital Programme was being reviewed to provide a realistic estimate of anticipated spend levels for 2021/2022. Details would be reported through the Executive Committee and, thereafter, to a future meeting of this Committee.

Actual expenditure to 21 May 2021 was £7.483 million. In addition to the planned works, there would be higher costs incurred reflecting the overheads from Property Services which would require to be recovered. For HRA capital, this was estimated at around £1.763 million to the current period. This was included in the actual spend of £7.483 million.

The Committee decided: that the revised Housing and Technical Resources' (HRA) capital programme of £94.360 million, and expenditure of £7.483 million be noted.

[Reference: Minutes of the Executive Committee of 23 June 2021 (Paragraph 6)]

11 Housing and Technical Resources – Workforce Monitoring – March and April 2021

A joint report dated 26 May 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted on the following employee information for Housing and Technical Resources for March and April 2021:-

- ◆ 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 13 March 2021

The Committee decided: that the report be noted.

[Reference: Minutes of 5 May 2021 (Paragraph 7)]

12 Annual Review of the South Lanarkshire Rapid Rehousing Transition Plan 2020/2021

A report dated 7 June 2021 by the Executive Director (Housing and Technical Resources) was submitted on the second annual review of the Rapid Rehousing Transition Plan (RRTP) 2019 to 2024.

The RRTP, which aimed to significantly reduce homelessness and achieve rapid rehousing in South Lanarkshire, was structured around 5 high level priority objectives. There were 52 indicators against which the Council and its partners monitored progress, comprising 32 actions and 20 measures. In accordance with wider reporting arrangements across the Council, those indicators were categorised into 'blue', 'green', 'amber', and 'red' depending on the progress made against them.

During 2020/2021, positive progress had been made. Over 96% of the indicators were on, or only slightly behind, target to achieve the projected outcomes within identified timescales. 1 indicator, which had been classed as red, related to a measure which was no longer appropriate and which was proposed for removal from the action plan.

4 indicators were complete, 31 were progressing well and were on target, 15 showed minor slippage and 1 indicator would be reported later. A summary of key highlights and achievements in relation to each of the 5 priority objectives for 2020/2021 (Year 2) was detailed in the report.

In addition to reviewing progress against the actions and measures set out within the RRTP action plan, the annual review also provided the opportunity to examine the RRTP to ensure that priority objectives, actions and measures remained appropriate, relevant and measurable. As a result, it was proposed that 8 amendments be made to the RRTP action plan. Those amendments were detailed in the report and related to 1 new proposed action, 4 actions which had been completed in 2020/2021 and 3 actions which had been revised. The proposed revisions, if approved, would be incorporated into the action plan for 2021/2022.

The review of progress in Year 2 of the RRTP highlighted that, under very challenging circumstances, significant positive indicators of success had been achieved. COVID-19 had, however, impacted on the ability to fully progress certain actions and, consequently, the review group expressed support for Year 3 of the plan to broadly mirror Year 2, to allow actions which had commenced to be further developed, monitored and reviewed.

As a result of COVID-19, the current focus remained on delivering critical and essential services and meeting need. There remained, however, a commitment to delivering RRTP priorities both in the short term and to ensure the longer-term objectives of the plan.

Year 3 priorities would build on key learning points from the initial 2 years of the plan and also on the progress achieved by working in partnership to deliver services which were focused on preventing homelessness and minimising the impact of homelessness where crisis could not be avoided. The key priorities to be progressed during Year 3 of the plan (2021/2022) were detailed in the report.

The RRTP Annual Review 2020/2021, attached as Appendix 1 to the report, would be submitted to the Scottish Government by the required timescale of 30 June 2021 and, thereafter, published on the Council's website.

The outcomes from the RRTP Annual Review 2020/2021 would be submitted to the South Lanarkshire Community Planning Partnership Board for noting on 15 September 2021.

The RRTP confirmed the level of resources required to be directed towards the prevention and alleviation of homelessness. The Scottish Government had provided £1,741,000 in funding to assist in the development and implementation of the RRTP. This included £440,000 to support the continued implementation of the RRTP in 2021/2022.

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

The Committee decided:

- (1) that the progress made in delivering the RRTP objectives, as set out in the RRTP Annual Review 2020/2021, attached as Appendix 1 to the report, be noted;
- (2) that the proposed revisions to the RRTP, detailed in section 5 of the report, be approved; and
- (3) that the key priorities to be progressed in 2021/2022, as detailed in the report, be noted.

[Reference: Minutes of 16 September 2020 (Paragraph 13)]

13 Sale of Properties to West Whitlawburn Housing Co-operative Limited

A report dated 7 June 2021 by the Executive Director (Housing and Technical Resources) was submitted on the proposed sale of 60 properties to West Whitlawburn Housing Co-operative Limited (WWHC) as part of the Council's Whitlawburn Regeneration Project.

The Regeneration project would deliver 230 social rented homes and 81 private homes to be built by CCG Homes Limited. The project commenced on site in September 2019 and had made excellent progress, despite the challenges of the pandemic, and the first Council tenants moved into their new homes on 4 February 2021.

Throughout the masterplan process, the Council had consulted with WWHC as a significant stakeholder and partner within the area. This had included the option to participate in the regeneration through taking delivery of 60 of the social rented homes within the project.

The final details of the properties to be delivered for WWHC had now been agreed, including the specification and cost. WWHC had made a successful Affordable Housing Supply Grant application to the Scottish Government towards the cost of those homes.

It was proposed to sell 60 completed properties to WWHC, subject to the following principal conditions:-

- ◆ the Council would receive a payment of £9,679,811 (exclusive of Value Added Tax) for the 60 properties
- ◆ the properties would be sold on a "turnkey" basis, ie upon completion of the properties, which would be on a phased basis
- ◆ the current programme for delivery of the properties was a site start of August 2021, with a 19 month construction period
- ◆ each party would be responsible for their own legal fees

The sale of the properties had been included within the budgets approved for the Whitlawburn Regeneration Project and in the approved Housing Revenue Account Capital Programme.

The Committee decided:

- (1) that the sale of 60 properties to WWHC for a total price of £9,679,811, including the cost of the land, be approved; and
- (2) that the Executive Director (Housing and Technical Resources) be given authority to authorise the transactions(s) and instruct Legal Services to conclude transaction(s), in the appropriate manner and in the best interests of the Council, as the transaction(s) were in excess of the current £200,000 disposal limit under the existing delegated powers arrangements.

[Reference: Minutes of 12 October 2016 (Paragraph 10)]

14 Proposed Lease of Ground at Old Mill Road, Car Park, East Kilbride with Associated Servitude Right of Access in Favour of Murphy Power Distribution Limited

A report dated 2 June 2021 by the Executive Director (Housing and Technical Resources) was submitted on requests for:-

- ◆ a 99 year lease of ground at Old Mill Road Car Park, East Kilbride in favour of Murphy Power Distribution Limited (MPD)

- ♦ a right of access to the substation and for the laying of associated cables in favour of Murphy Power Distribution Limited

Roads and Transportation Services had awarded a contract for electric vehicle charge points to Swarco for the installation of the charging infrastructure at Old Mill Road Car Park, East Kilbride.

Swarco would construct the substation, however, the contract required the lease for the site to be with MPD who would have the right to sublease the substation to Scottish Power Energy Networks (SPEN) following completion. Roads and Transportation Services had advised this contractual arrangement was the most financially advantageous for the Council.

It was an essential requirement of the contract with Swarco that the lease to MPD be granted to allow the construction of the substation to provide a sufficient power supply to facilitate the electric vehicle charging points at the location.

Details of the lease terms and conditions were provided in the report.

The substation was required exclusively to service the vehicle charging facility and would not serve the wider area, therefore, there would be no rental charge.

The Committee decided:

- (1) that a 99 year lease of ground at Old Mill Road Car Park, East Kilbride be granted to Murphy Power Distribution Limited on the main lease terms and conditions outlined in report;
- (2) that consent be granted to Swarco to construct a substation and that all necessary rights be granted to Murphy Power Distribution Limited to maintain the substation and the cables serving the substation, as shown on the plan attached to the report; and
- (3) that the Executive Director (Housing and Technical Resources), in consultation with the 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 were in the best interests of the Council.

15 Douglas West Woodland – Asset Transfer to Douglasdale REAL Group

A report dated 15 June 2021 by the Executive Director (Housing and Technical Resources) was submitted on a request for asset transfer, by sale, of the woodland at Douglas West to Douglasdale Recreation, Environment, Access and Leisure Group (Douglasdale REAL Group).

The Council owned an area of woodland at Douglas West, located 2 kilometres north of Douglas, with access via Station Road from the A70. The area was not commercial woodland and, primarily, was used by the local community for informal recreation. Douglasdale REAL Group aimed to create a community managed woodland that, over time, would offer environmental, recreational and community training opportunities for the local community with an ambition to develop tourist opportunities and green funding infrastructure. The Group had submitted a request for Community Asset Transfer of the woodland.

In addition to placing the application and supporting documentation on the Council's Planning Portal, a notice had been placed on the property and nearby Notice Boards advising that the Council was considering an asset transfer. The closing date for responses was 21 April 2021, at which time 2 representations had been received.

The request was placed before the Community Asset Transfer Assessment Panel on 18 May 2021 and the following matters were taken into consideration:-

- ◆ the full extent of the Council's title and the detailed boundaries was still under investigation, however, the asset transfer request remained for the Council's full ownership
- ◆ the land was not operationally required, had minimal revenue costs and did not feature on any proposed investment plans
- ◆ the District Valuer had been jointly appointed to value the asset and placed a value of £78,000 on the land, however, this valuation included the areas under question. On the assumption that the Council did not have title to those areas, the valuation had been agreed as £76,000
- ◆ Douglas REAL Group had been a registered charity since 2012 and became a Scottish Charitable Incorporated Organisation (SCIO) (SC047566) in 2017. Its constitution was updated in 2021 to reflect the requirements of funders and community asset transfer. It contained an "asset lock" requiring that, if the organisation ceased to exist, the ownership of the land would transfer to another charitable organisation with similar objectives
- ◆ the organisation was based upon a membership of residents within Douglas, Glespin and surrounding areas

Details of the Group's objectives were provided in the report.

The proposal was to transfer the ownership and management to the community who would develop a long-term woodland management plan for the area. Funding for the acquisition of the woodland and also for a development officer for a period of 2 years had been provisionally secured from SSE Sustainable Development Fund, conditional upon the Council's agreement to the asset transfer.

It was proposed to dispose of all of South Lanarkshire Council's ownership within Douglas Woodland, as shown on the plan which had been made available to members, to Douglas REAL Group on the terms and conditions detailed in the report.

The Committee decided:

- (1) that the woodland at Douglas West, as shown on the plan, be sold to Douglas REAL Group, subject to the terms and conditions detailed in the report; and
- (2) that the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the sale and enter into the necessary legal agreements on terms which were in the best interests of the Council.

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

16 Property Compliance Officers

A joint report dated 7 June 2021 by the Executive Directors (Finance and Corporate Resources) and (Housing and Technical Resources) was submitted on proposed changes to the structure of the General Service Property Maintenance section to reflect the service delivery model required to meet future demands.

The repair and maintenance of General Services (Non-Housing) properties was delivered through a dedicated team which was part of the Building Services (Contracts) team.

As part of a review of working arrangements, it had been identified that a more efficient approach could be achieved by harmonising the roles of the Property Technical Assistants and the Compliance Officers to create Compliance Officer posts which could provide additional support in relation to external fabric and internal finishes. It was proposed that the existing 6 Property Technical Assistant posts be removed from the establishment and replaced instead with a further 6 FTE Compliance Officer posts. If approved, the current Property Technical Assistants would be matched into the new Compliance Officer posts.

The role would be responsible for all areas of legislative compliance and technical solutions to further support the maintenance of the external fabric and internal finishes for all General Services' properties. It would also include compliance with the 2015 Construction Design and Management (CDM) Regulations in terms of Health and Safety of Works, providing additional assurance that fabric repairs/upgrades were legislatively compliant.

The cost of the proposal was an additional £3,114 per annum which could be met from existing budgets.

The Committee decided:

- (1) that the current establishment of the General Services Property Maintenance section be reduced from 6 FTE Technical Assistants (Grade 2, Level 4, £32,596 to £33,694) to 0 FTE; and
- (2) that the establishment of the General Services Property Maintenance section be increased from 5 FTE to 11 FTE Compliance Officers (Grade 3, Level 2, £32,994 to £33,943).

17 Notification of Contracts Awarded - 1 January 2021 to 21 May 2021

A report dated 21 May 2021 by the Executive Director (Housing and Technical Resources) was submitted on contracts awarded by Housing and Technical Resources, valued in excess of £50,000, in the period 1 January to 21 May 2021, as follows:-

- ◆ contracts awarded by Consultancy Services
- ◆ contracts awarded by Procurement Services
- ◆ contracts awarded by Building Services

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

The Committee decided: that the report be noted.

[Reference: Minutes of 17 February 2021 (Paragraph 19)]

18 Delegated Authority Report - Update

A report dated 1 June 2021 by the Executive Director (Housing and Technical Resources) was submitted on transactions processed by Property Services during the final Quarter of 2020/2021 and providing a year-end summary

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

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

Details of the transactions undertaken during Quarter 4, as contained in Appendix 1 to the report, were as follows:-

Quarter 4:

Number of transactions	56
Total value of lease transactions	£268,659 per annum
Total value of capital transactions	£1,634,502

The annual summary of all transactions taken under delegated authority during 2020/2021, as detailed in Appendix 1 to the report, was as follows:-

Annual Summary

Number of transactions	171
Total value of lease transactions	£594,998 per annum
Total value of capital transactions	£4,445,267

The overall profile of the volume and value of transactions during 2020/2021 was slightly less than in previous years, reflecting challenges in settling transactions at the beginning of the year.

The Committee decided: that the report be noted.

[Reference: Minutes of 17 February 2021 (Paragraph 18)]

19 Urgent Business

There were no items of urgent business.

Report

3

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Finance and Corporate Resources) Executive Director (Housing and Technical Resources)

Subject:	Revenue Budget Monitoring 2021/2022 - Housing and Technical Resources (Excl Housing Revenue Account (HRA))
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide information on the actual expenditure measured against the revenue budget for the period 1 April 2021 to 13 August 2021 for Housing and Technical Resources (excl HRA).

2. Recommendation(s)

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

- (1) that the overspend of £0.131m as at 13 August 2021 on Housing and Technical Resources (excl HRA) Revenue Budget, as detailed in Appendix A of the report, be noted
- (2) that the proposed budget virements be approved.

3. Background

- 3.1. This is the second revenue budget monitoring report presented to the Housing and Technical Resources Committee for the financial year 2021/2022.
- 3.2. The report details the financial position for Housing and Technical Resources (excl HRA) in Appendix A, then details the individual services in Appendices B and C and outlines the additional COVID-19 costs, in Appendix D.

4. Employee Implications

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

5. Financial Implications

- 5.1. As at 13 August 2021, there is a overspend of £0.131m against the phased budget.
- 5.2. The overspend is caused by additional expenditure in relation to the COVID-19 response including additional expenditure for temporary accommodation costs for homeless people.
- 5.3. The COVID-19 lockdown has also had an impact on the Property Services section which provides the property investment, repairs and maintenance service to the HRA and other Resources Capital and Revenue budgets. The section continues to incur non variable costs which require to be offset by income recovery, therefore, a

recharge of £3.211m has been estimated to date to be recharged to these budgets to cover fixed costs.

6. Other Implications

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

7 Climate Change, Sustainability and Environmental Implications

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

8 Equality Impact Assessment and Consultation Arrangements

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

Paul Manning

Executive Director (Finance and Corporate Resources)

Daniel Lowe

Executive Director (Housing and Technical Resources)

23 August 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ Executive Committee, 22 September 2021.
- ◆ Housing and Technical Resources Committee, 30 June 2021.

List of Background Papers

- ◆ Financial ledger and budget monitoring results to 13 August 2021.

Contact for Further Information

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

Hazel Goodwin, Finance Manager

Ext: 2699 (Tel: 01698 452699)

E-mail: Hazel.Goodwin@southlanarkshire.gov.uk

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 13 August 2021 (No.5)

Housing and Technical Resources Summary (excl HRA)

Budget Category	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 13/08/21	Actual 13/08/21	Variance 13/08/21		% Variance 13/08/21	Notes
Employee Costs	43,019	43,019	0	14,985	14,901	84	under	0.6%	
Property Costs	19,731	19,731	0	7,491	7,587	(96)	over	(1.3%)	
Supplies & Services	14,196	14,196	0	4,967	3,490	1,477	under	29.7%	
Transport & Plant	4,604	4,604	0	1,309	1,055	254	under	19.4%	
Administration Costs	3,781	3,781	0	1,276	1,276	0	-	0.0%	
Payments to Other Bodies	8,433	8,433	0	2,654	2,814	(160)	over	(6.0%)	
Payments to Contractors	18,589	18,589	0	6,536	3,379	3,157	under	48.3%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	154	154	0	19	10	9	under	47.4%	
Total Controllable Exp.	112,507	112,507	0	39,237	34,512	4,725	under	12.0%	
Total Controllable Inc.	(96,155)	(96,155)	0	(33,619)	(28,763)	(4,856)	under recovered	(14.4%)	
Net Controllable Exp.	16,352	16,352	0	5,618	5,749	(131)	over	2.3%	
Transfer to Reserves as at (13/08/21)	0	0	0	0	0	0	-		
Position After Transfers to Reserves (13/08/21)	16,352	16,352	0	5,618	5,749	(131)	over	2.3%	

Variance Explanations

Variances are shown in Appendix B and D as appropriate.

Budget Virements

Virements are shown in Appendix B and C as appropriate.

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 13 August 2021 (No.5)

Housing Services

Budget Category	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 13/08/21	Actual 13/08/21	Variance 13/08/21		% Variance 13/08/21	Notes
Employee Costs	2,526	2,526	0	872	906	(34)	over	(3.9%)	1, a
Property Costs	5,649	5,649	0	2,858	2,869	(11)	over	(0.4%)	a, b
Supplies & Services	107	107	0	31	46	(15)	over	(48.4%)	a, b
Transport & Plant	123	123	0	32	17	15	under	46.9%	a, b
Administration Costs	154	154	0	53	49	4	under	7.5%	a, b
Payments to Other Bodies	4,036	4,036	0	1,466	1,458	8	under	0.5%	a, b
Payments to Contractors	2,583	2,583	0	761	761	0	-	0.0%	b
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	11	11	0	5	2	3	under	60.0%	
Total Controllable Exp.	15,189	15,189	0	6,078	6,108	(30)	over	(0.5%)	
Total Controllable Inc.	(6,955)	(6,955)	0	(2,280)	(2,310)	30	over recovered	1.3%	a, b
Net Controllable Exp.	8,234	8,234	0	3,798	3,798	0	-	0.0%	
Transfer to Reserves as at (13/08/21)	0	0	0	0	0	0	-		
Position After Transfers to Reserves (13/08/21)	8,234	8,234	0	3,798	3,798	0	-	0.0%	

Variance Explanations

- The variance in Employee Costs relates to the timing of the implementation of the Community Warden saving.

Budget Virements

- Vulnerable Person Relocation Scheme (VPRS) realignment of Home Office Funding net Nil:- £0.201m Employee Costs, £0.028m Property Costs, £0.023m Supplies & Services, £0.028m Transport & Plant, £0.008m Administration Costs, £0.088m Payments to Other Bodies and (£0.376m) Income.
- Homelessness Business plan realignments net Nil:- (£0.069m) Property Costs, £0.002m Supplies & Services, (£0.007m) Transport & Plant, (£0.004m) Administration Costs, £0.085m Payments to Other Bodies, (£0.104m) Payments to Contractors and £0.097m Income.

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 13 August 2021 (No.5)

Property Services

Budget Category	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 13/08/21	Actual 13/08/21	Variance 13/08/21		% Variance 13/08/21	Notes
Employee Costs	40,493	40,493	0	14,113	13,995	118	under	0.8%	1
Property Costs	14,082	14,082	0	4,633	4,495	138	under	3.0%	2
Supplies & Services	14,089	14,089	0	4,936	3,443	1,493	under	30.2%	3
Transport & Plant	4,481	4,481	0	1,277	1,036	241	under	18.9%	4, a
Administration Costs	3,627	3,627	0	1,223	1,227	(4)	over	(0.3%)	
Payments to Other Bodies	4,397	4,397	0	1,188	1,203	(15)	over	(1.3%)	
Payments to Contractors	16,006	16,006	0	5,775	2,618	3,157	under	54.7%	5
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	143	143	0	14	8	6	under	42.9%	
Total Controllable Exp.	97,318	97,318	0	33,159	28,025	5,134	under	15.5%	
Total Controllable Inc.	(89,200)	(89,200)	0	(31,339)	(26,205)	(5,134)	under recovered	(16.4%)	6
Net Controllable Exp.	8,118	8,118	0	1,820	1,820	0	-	0.0%	
Transfer to Reserves as at (13/08/21)	0	0	0	0	0	0	-		
Position After Transfers to Reserves (13/08/21)	8,118	8,118	0	1,820	1,820	0	-	0.0%	

Variance Explanations

1. The variance in Employee Costs relates in the main to vacancies which are actively being recruited, or are still under consideration whilst service requirements are determined. This at present manages the overspend due to the need for overtime to meet current levels of service demand.
2. Covid-19 restrictions has impacted on the level of materials required. This varies depending on the current workload demands and timing of works on a wide variety of capital and revenue works.
3. Covid-19 restrictions has impacted on the level of Sub Contractors required. This varies depending on the current workload demands and timing of works on a wide variety of capital and revenue works.
4. Covid-19 restrictions have impacted on the level of Plant required. This varies depending on the current workload demands and timing of works on a wide variety of capital and revenue works.
5. Covid-19 restrictions have impacted on the level of Sub Contractors required. This varies depending on the current workload demands and timing of works on a wide variety of capital and revenue works.
6. The level of income recovered varies depending on the current workload and timing for the recovery of income on a wide variety of major capital and revenue works. Covid-19 restrictions has had an impact on the level of income recovered as can be seen from the net underspends above. The service continues to incur non variable costs which require to be offset by income recovery, therefore an estimated recharge of £3.211m is required to date to Resources revenue and capital budgets to cover these fixed costs.

Budget Virements

- a. Transfer of Transport Saving to Fleet net (£0.007m): (£0.007m) Transport & Plant.

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 13 August 2021 (No.5)

Housing and Technical Resources Summary (excl HRA) - Covid-19

Budget Category	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 13/08/21	Actual 13/08/21	Variance 13/08/21		% Variance 13/08/21	Notes
Employee Costs	0	0	0	0	0	0	-	0.0%	
Property Costs	0	0	0	0	223	(223)	over	0.0%	1
Supplies & Services	0	0	0	0	1	(1)	over	0.0%	
Transport & Plant	0	0	0	0	2	(2)	over	0.0%	
Administration Costs	0	0	0	0	0	0	-	0.0%	
Payments to Other Bodies	0	0	0	0	153	(153)	over	0.0%	1
Payments to Contractors	0	0	0	0	0	0	-	0.0%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	0	0	0	0	0	0	-	0.0%	
Total Controllable Exp.	0	0	0	0	379	(379)	over	0.0%	
Total Controllable Inc.	0	0	0	0	(248)	248	over recovered	0.0%	1
Net Controllable Exp.	0	0	0	0	131	(131)	over	0.0%	
Transfer to Reserves as at (13/08/21)	0	0	0	0	0	0	-		
Position After Transfers to Reserves (13/08/21)	0	0	0	0	131	(131)	over	0.0%	

Variance Explanations

1. The majority of this is additional expenditure and income for temporary accommodation costs for homeless cases.

Budget Virements

None

Report

4

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **29 September 2021**
 Report by: **Executive Director (Finance and Corporate Resources)**
Executive Director (Housing and Technical Resources)

Subject: **Revenue Budget Monitoring 2021/2022 - Housing and Technical Resources - Housing Revenue Account (HRA)**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide information on the actual expenditure measured against the revenue budget for the period 1 April 2021 to 13 August 2021 for Housing and Technical Resources (HRA)
- ♦ provide a forecast for the year to 31 March 2022.

2. Recommendation(s)

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

- (1) that the breakeven position on Housing and Technical Resources' (HRA) revenue budget, as detailed in Appendix A of the report, and the forecast to 31 March 2022 of a breakeven position, be noted; and
- (2) that the proposed budget virements be approved.

3. Background

- 3.1. This is the second revenue budget monitoring report presented to the Housing and Technical Resources Committee for the financial year 2021/2022.
- 3.2. The report details the financial position for Housing and Technical Resources (HRA) in Appendix A.

4. Employee Implications

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

5. Financial Implications

- 5.1. As at 13 August 2021, there is a breakeven position against the phased budget. The forecast for the budget to 31 March 2022 is also a breakeven position.
- 5.2. The COVID-19 lockdown has had an impact on the Property Services section which provides the property repairs and maintenance service to the HRA. The section continues to incur non variable costs which require to be offset by income recovery, therefore a recharge of £0.233m is estimated to date to HRA revenue budget to cover these fixed costs.

6. Climate Change, Sustainability and Environmental Implications

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

7. Other Implications

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

8. Equality Impact Assessment and Consultation Arrangements

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

Paul Manning

Executive Director (Finance and Corporate Resources)

Daniel Lowe

Executive Director (Housing and Technical Resources)

23 August 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ Executive Committee, 22 September 2021.
- ◆ Housing and Technical Resources Committee, 30 June 2021

List of Background Papers

- ◆ Financial ledger and budget monitoring results to 13 August 2021.

Contact for Further Information

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

Hazel Goodwin, Finance Manager

Ext: 2699 (Tel: 01698 452699)

E-mail: Hazel.Goodwin@southlanarkshire.gov.uk

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Housing and Technical Resources Committee: Period Ended 13 August 2021 (No.5)

Housing Revenue Account

Budget Category	Annual Budget	Forecast for Year	Annual Forecast Variance	Budget Proportion 13/08/21	Actual 13/08/21	Variance 13/08/21		% Variance 13/08/21	Notes
Employee Costs	14,090	14,090	0	4,912	4,731	181	under	3.7%	1
Property Costs	48,021	48,021	0	18,843	18,888	(45)	over	(0.2%)	a
Supplies & Services	879	879	0	211	210	1	under	0.5%	
Transport & Plant	195	195	0	40	29	11	under	27.5%	
Administration Costs	5,645	5,645	0	188	189	(1)	over	(0.5%)	
Payments to Other Bodies	2,976	2,976	0	752	752	0	-	0.0%	b
Payments to Contractors	100	100	0	0	0	0	-	0.0%	
Transfer Payments	0	0	0	0	0	0	-	0.0%	
Financing Charges	19,637	19,637	0	19,637	19,640	(3)	over	(0.0%)	
Total Controllable Exp.	91,543	91,543	0	44,583	44,439	144	under	0.3%	
Total Controllable Inc.	(108,345)	(108,345)	0	(35,875)	(35,869)	(6)	under recovered	(0.0%)	b, c
Transfer to/(from) Balance Sheet	(839)	(839)	0	(323)	(185)	(138)	under recovered	(42.7%)	2, b, c
Net Controllable Exp.	(17,641)	(17,641)	0	8,385	8,385	0	-	0.0%	
Loan Charges	17,641	17,641	0	0	0	0	-		
Net Controllable Exp.	0	0	0	8,385	8,385	0	-	0.0%	

Variance Explanations

1. The variance in Employee Costs is due to higher than anticipated staff turnover.
2. The net combined underspend year to date allows for a lower than budgeted level of transfer from reserves.

Virements

- a. Realignment of bad debt provision budget to repairs & maintenance: Net : Nil. Bad Debt Provision (£2.000m), Repairs £2.000m.
- b. Realignment of Insurance Commission staffing and income budgets due to revised service delivery: Net: Nil. Payments to Other Bodies (£0.054m), Controllable Income £0.216m, Reserves (£0.162m).
- c. Realignment of Rental Income due to slippage in new build completion: Net: Nil. Rental Income £0.625m, Reserves (£0.625m).

Report

5

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Finance and Corporate Resources) Executive Director (Housing and Technical Resources)

Subject:	Capital Budget Monitoring 2021/2022 - Housing and Technical Resources (excl Housing Revenue Account)
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1. Purpose of Report

1.1. The purpose of the report is to:

- ♦ provide information on the progress of the capital programme for Housing and Technical Resources (excl HRA) for the period 1 April 2021 to 13 August 2021.

2. Recommendation(s)

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

- (1) that the Housing and Technical Resources (excl HRA) capital programme of £8.546 million, and expenditure to date of £0.629 million, be noted.

3. Background

- 3.1. This is the second capital monitoring report presented to the Housing and Technical Resources Committee for the financial year 2021/2022. Further reports will follow throughout the year.
- 3.2. As noted in the last report to this Committee (30 June 2021), the budget for Housing and Technical Resources for financial year 2021/2022, including carry forward, was £8.387 million.
- 3.3. Since that meeting, the Executive Committee (25 August 2021) has also agreed changes to the Housing and Technical Resources Capital Programme totalling a net increase of £0.159 million. The details are shown in Appendix A. There were no proposed adjustments for this Resource in the report to the Executive Committee on 22 September 2021. This takes the Housing and Technical Resources programme for 2021/2022 to £8.546 million.
- 3.4. The report details the financial position for Housing and Technical Resources in Appendix A.

4. 2021/2022 Capital Programme Update

- 4.1. As detailed in Section 3.3, the revised capital programme for Housing and Technical Resources for 2021/2022 is £8.546 million. Anticipated spend to date was £0.848 million and spend to 13 August 2021 amounts to £0.629 million. This represents a position of £0.219 million behind profile and mainly reflects the anticipated timing of spend on a number of projects within multi-year programmes including Essential Services Fabric Upgrade, Prioritised Urgent Investment and Central Energy Efficiency Fund.

5. Employee Implications

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

6. Financial Implications

- 6.1. The financial implications are detailed in section 4 of this report.

7. Climate Change, Sustainability and Environmental Implications

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

8. Other Implications

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

9. Equality Impact Assessment and Consultation Arrangements

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

Paul Manning

Executive Director (Finance and Corporate Resources)

Daniel Lowe

Executive Director (Housing and Technical Resources)

8 September 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ Housing and Technical Resources Committee, 30 June 2021
- ◆ Executive Committee, 25 August 2021

List of Background Papers

- ◆ Financial ledger to 13 August 2021

Contact for Further Information

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

Lorraine O'Hagan, Finance Manager (Strategy)

Ext: 2601 (Tel: 01698 452601)

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

**South Lanarkshire Council
Capital Expenditure 2021-2022
Housing and Technical Resources Programme (excl HRA)
For Period 1 April 2021 – 13 August 2021**

<u>Housing and Technical Resources (excl HRA)</u>	Base Budget £000	Budget Adjustments £000	Slippage £000	Total Budget £000	Actual Expenditure £000
Office Accommodation	7,828	(190)	0	7,638	622
Private Housing Scheme of Assistance	0	0	0	0	0
Other Housing	559	349	0	908	7
TOTAL	8,387	159	0	8,546	629

For Information Only

Budget Adjustments presented to Executive Committee 25 August 2021:

Budget Adjustments

Prioritised Urgent Investment Fund - Hamilton Mausoleum	(£0.138m)
Prioritised Urgent Investment Fund - Tom Craig Centre Hall, Sports Pavilion and Pitches, Law	(£0.052m)
Central Energy Efficiency Fund	£0.349m
Total Budget Adjustments	£0.159m

Report

6

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Finance and Corporate Resources) Executive Director (Housing and Technical Resources)

Subject:	Capital Budget Monitoring 2021/2022 - Housing and Technical Resources (Housing Revenue Account)
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide information on the progress of the capital programme for Housing and Technical Resources (HRA) for the period 1 April 2021 to 13 August 2021.

2. Recommendation(s)

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

- (1) that the revised Housing and Technical Resources (HRA) capital programme of £79.640 million, and expenditure of £26.065 million be noted.

3. Background

3.1. This is the second capital monitoring report presented to the Housing and Technical Resources Committee for the financial year 2021/2022.

3.2. The Housing Investment Programme has been reviewed and as a result, £14.720m requires to be carried forward into 2022/2023 to meet revised timescales and estimated completion dates associated with the New Council Housing Programme. This will be a combination of slippage in borrowing £12.478m and government grant £2.242m. The sites affected include: the former Craigbank Primary, Larkhall (£6m) which is experiencing planning delays due to Nature Scotland concerns/objections; Kirk Street, Strathaven (£1m) where the developer has experienced issues with site access; East Kilbride Community Growth Area (£1m) delayed due to negotiations with the developer; East Whitlawburn Regeneration (£3m) delays in formalising the agreement with West Whitlawburn Housing Co-Operative; and finally, Bent Hall Farm, Shields Road, East Kilbride (£3m) where a fire has affected progress on the site and caused delays to the construction programme. The revised budget is now £79.640m based on the amended capital programme for the year, which was presented to the Executive Committee on 22 September 2021 for approval. Should there be any change to the proposals following the Executive Committee, then a verbal update will be provided at this meeting.

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

4. Employee Implications

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

5. Financial Implications

- 5.1. The Housing Capital Programme for 2021/2022 totals £79.640 million and is detailed along with the funding sources at Appendix A to this report.
- 5.2. The actual spend to 13 August 2021 is £26.065m. In addition to the planned works, there will be higher costs incurred reflecting the overheads from Property Services which will require to be recovered. For HRA capital, this is estimated at around £2.978m to the current period. This is included in actual spend of £26.065m.
- 5.3. Given the continued issues with shortages of some materials and price increases, the timescales for the Housing Investment Programme (HIP) will continue to be monitored and a revised position will be presented to a future meeting of the Executive Committee for approval, if required.

6. Climate Change, Sustainability and Environmental Implications

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

7. Other Implications

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

8. Equality Impact Assessment and Consultation Arrangements

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

Paul Manning

Executive Director (Finance and Corporate Resources)

Daniel Lowe

Executive Director (Housing and Technical Resources)

23 August 2021

Link(s) to Council Values/Ambitions/Objectives

- Accountable, Effective, Efficient and Transparent

Previous References

- Executive Committee, 23 June 2021
- Executive Committee, 22 September 2021
- Housing and Technical Resources Committee, 17 February 2021
- Housing and Technical Resources Committee, 5 May 2021
- Housing and Technical Resources Committee, 30 June 2021

List of Background Papers

- Financial ledger to 13 August 2021

Contact for Further Information

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

Hazel Goodwin, Finance Manager (Resources)

Ext: 2699 (Tel: 01698 452699)

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

	£m	£m
Anticipated Capital Expenditure 2021/2022		79.640
Estimated Financing Position 2021/2022		
Capital Receipts – Land Sales	0.000	
Capital Financed From Current Revenue	19.637	
Prudential Borrowing	50.532	
Specific Grant – Scottish Government New Council Houses	7.191	
Specific Grant – Scottish Government Buy Backs	2.160	
Specific Grant – Scottish Government Mortgage to Rent	0.120	
Other Income	0.000	
		<u>79.640</u>
Actual Expenditure to 13 August 2021		26.065
Actual Financing Position to 13 August 2021		
Capital Receipts – Land Sales	0.000	
Capital Financed from Current Revenue	19.637	
Prudential Borrowing	5.622	
Specific Grant – Scottish Government New Council Houses	0.806	
Specific Grant – Scottish Government Buy Backs	0.000	
Specific Grant – Scottish Government Mortgage to Rent	0.000	
Other Income	0.000	
		<u>26.065</u>



Report

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Finance and Corporate Resources) and Executive Director (Housing and Technical Resources)

Subject:	Housing and Technical Resources – Workforce Monitoring – May to July 2021
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide employment information for May to July 2021 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 May to July 2021 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 12 June 2021.

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 May to July 2021.

4. Monitoring Statistics

4.1. Attendance Statistics (Appendix 1)

Information on absence statistics is analysed for the month of July 2021 for Housing and Technical Resources.

The Resource absence figure for July 2021 was 4.7%, this figure has increased by 0.1% when compared to last month and is 0.7% higher than the Council-wide figure. Compared to July 2020, the Resource absence figure has increased by 2.0%.

Based on the absence figures at July 2021 and annual trends, the projected annual average absence for the Resource for 2021/2022 is 3.7%, compared to a Council-wide average figure of 4.7%.

For the financial year 2021/2022, the projected average days lost per employee equates to 9.7 days, compared with the overall figure for the Council of 10.7 days per employee.

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.

The attendance information contained in this report includes absences as a result of Covid-19, and employees are being supported through this difficult time to maintain attendance levels where they can. At the time of this report, the Council overall absence level was 6.44% with 1.9% of this relating to Covid-19 for sickness and special leave.

4.2. Occupational Health (Appendix 2)

In terms of referrals to occupational health, which include medical examinations and physiotherapy, overall, 145 referrals were made this period. This represents an increase of 63 when compared with the same period last year.

4.3. Accident/Incident Statistics (Appendix 2)

There were 9 accidents/incidents recorded within the Resource this period, an increase of 8 when compared to the same period last year.

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

During the period, 4 disciplinary hearings were held within the Resource, this represents an increase of 2 when compared to the same period last year. During this period, no appeals were heard by the Appeals Panel. No grievances were raised within the Resource, a decrease of 2 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 10 when compared with the same period last year. No exit interviews were conducted.

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 four 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 May to July 2021, 31 employees in total left employment (24.05 FTE) and managers indicated that 29 posts (22.55 FTE) are being filled, 1 post (0.5 FTE) is being held pending savings and 1 post (1.0 FTE) is being filled on a fixed term basis.

5. Staffing Watch (Appendix 3)

- 5.1. There has been an increase of 4 in the number of employees in post from 13 March 2021 to 12 June 2021.

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 risk implications 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.

Paul Manning

Executive Director (Finance and Corporate Resources)

Daniel Lowe

Executive Director (Housing and Technical Resources)

7 September 2021

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 – 17 June 2020

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:-

Laurane Rhind, Personnel Services Manager

Ext: 4721 (Tel: 01698 454721)

E-mail: laurane.rhind@southlanarkshire.gov.uk

ABSENCE TRENDS - 2019/2020, 2020/2021 & 2021/2022

Housing & Technical Resources

APT&C				Manual Workers				Resource Total				Council Wide							
	2019 / 2020	2020 / 2021	2021 / 2022		2019 / 2020	2020 / 2021	2021 / 2022		2019 / 2020	2020 / 2021	2021 / 2022		2019 / 2020	2020 / 2021	2021 / 2022				
April	3.9	4.1	3.2	April	6.7	3.5	3.6	April	5.0	3.8	3.3	April	4.0	4.4	4.3				
May	4.2	2.8	2.9	May	5.1	2.0	4.2	May	4.5	2.5	3.4	May	4.4	3.1	4.9				
June	4.8	3.2	3.5	June	5.0	2.0	6.2	June	4.9	2.7	4.6	June	4.4	2.7	4.7				
July	4.1	2.7	4.0	July	5.4	2.7	5.7	July	4.6	2.7	4.7	July	3.4	2.3	4.0				
August	4.0	2.5		August	5.7	3.4		August	4.7	2.8		August	3.7	3.1					
September	4.4	2.1		September	5.8	3.3		September	5.0	2.6		September	4.5	4.2					
October	4.3	2.9		October	6.6	3.9		October	5.2	3.3		October	4.6	4.8					
November	5.5	3.7		November	6.1	5.6		November	5.7	4.5		November	5.5	5.8					
December	5.2	3.3		December	6.3	4.8		December	5.6	3.9		December	5.7	5.6					
January	5.8	3.5		January	5.9	4.4		January	5.8	3.9		January	5.3	4.8					
February	5.8	3.2		February	5.7	4.7		February	5.8	3.8		February	5.6	4.8					
March	5.1	3.1		March	6.5	4.5		March	5.7	3.6		March	6.2	4.9					
Annual Average	4.8	3.1	3.2	Annual Average	5.9	3.7	4.5	Annual Average	5.2	3.3	3.7	Annual Average	4.8	4.2	4.7				
Average Apr-Jul	4.3	3.2	3.4	Average Apr-Jul	5.6	2.6	4.9	Average Apr-Jul	4.8	2.9	4.0	Average Apr-Jul	4.1	3.1	4.5				
No of Employees at 31 July 2021				888	No of Employees at 31 July 2021				573	No of Employees at 31 July 2021				1461	No of Employees at 31 July 2021				16038
For the financial year 2021/22, the projected average days lost per employee equates to 9.7 days.																			

HOUSING AND TECHNICAL RESOURCES

	May-Jul 2020	May-Jul 2021
MEDICAL EXAMINATIONS		
Number of Employees Attending	38	33
EMPLOYEE COUNSELLING SERVICE		
Total Number of Referrals	8	9
PHYSIOTHERAPY SERVICE		
Total Number of Referrals	11	65
REFERRALS TO EMPLOYEE SUPPORT OFFICER	22	38
REFERRALS TO COGNITIVE BEHAVIOUR THERAPY	3	0
TOTAL	82	145

CAUSE OF ACCIDENTS/INCIDENTS	May-Jul 2020	May-Jul 2021
Specified Injuries*	0	0
Over 7 day absences	0	1
Over 3 day absences**	0	0
Minor	1	7
Near Miss	0	0
Violent Incident: Physical***	0	0
Violent Incident: Verbal****	0	1
Total Accidents/Incidents	1	9

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

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

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

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

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

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

RECORD OF DISCIPLINARY HEARINGS	May-Jul 2020	May-Jul 2021
Total Number of Hearings	2	4

Time Taken to Convene Hearing May - Jul 2020

0-3 Weeks
1

4-6 Weeks
0

Over 6 Weeks
3

RECORD OF GRIEVANCE HEARINGS	May-Jul 2020	May-Jul 2021
Number of Grievances	2	0
Still in Progress	2	0

RECORD OF DIGNITY AT WORK	May-Jul 2020	May-Jul 2021
Number of Incidents	2	0
Still in Process	2	0

ANALYSIS OF REASONS FOR LEAVING	May-Jul 2020	May-Jul 2021
Number of Exit Interviews conducted	0	0

Total Number of Leavers Eligible for Exit Interview	1	11
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Percentage of interviews conducted	0%	0%
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Appendix 2a

	May 2021 - July 2021		Cumulative total (Apr 21 - Mar 22)	
	FTE*	H/C**	FTE	H/C
Terminations/Leavers	24.05	31	28.24	36
Being replaced	22.55	29	26.74	34
Held pending savings	0.50	1	0.50	1
Filled on fixed term basis	1.00	1	1.00	1
Budget transfer to other post	0.00	0	0.00	0
End of fixed term contract	0.00	0	0.00	0

* Full time equivalent

** Head count/number of employees

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

1. As at 12 June 2021

Total Number of Employees									
MALE		FEMALE		TOTAL					
F/T	P/T	F/T	P/T						
843	25	318	129						
1315									
*Full - Time Equivalent No of Employees									
Salary Bands									
Director	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Fixed SCP	Teacher	TOTAL
1.00	212.56	639.60	362.88	31.46	10.00	2.00	0.00	0.00	1259.5

1. As at 13 March 2021

Total Number of Employees									
MALE		FEMALE		TOTAL					
F/T	P/T	F/T	P/T						
837	26	320	128						
1311									
*Full - Time Equivalent No of Employees									
Salary Bands									
Director	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Fixed SCP	Teacher	TOTAL
1.00	211.81	632.16	366.05	31.46	10.00	2.00	0.00	0.00	1254.48

Report

8

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **29 September 2021**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Housing and Technical Resource Plan -
Quarter 4 Progress Report 2020-2021**

1. Purpose of Report

1.1. The purpose of the report is to: -

- ♦ provide the Resource Plan Quarter 4 Progress Report 2020-2021, for the period 1 April 2020 to 31 March 2021.

2. Recommendations

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

- (1) that the Housing and Technical Resources Quarter 4 Progress Report 2020-2021, summarised at paragraph 4.2. of this report and detailed at Appendix 1, be noted;
- (2) that the key achievements made by the Resource to date, detailed in paragraph 4.3. of this report, be noted;
- (3) that the areas for improvement and associated management actions as detailed in paragraph 4.4. of this report, be noted; and
- (4) that the additional scrutiny of changes in RAG status between Quarter 2 and Quarter 4 as summarised at paragraph 4.5 and detailed at Appendix 2 of this report, be noted.

3. Background

- 3.1. The Housing and Technical Resource Plan 2020-2021 was approved by Committee on 16 September 2020 and sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2020-2021.
- 3.2. The Resource Plan follows the agreed corporate structure and style. The Plan is a key element of the Council's performance management arrangements. It provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the objectives set out in the Council Plan Connect 2017-22.
- 3.3. Performance management is a keystone of Best Value and ensures that the Council can demonstrate sound governance arrangements. The Resource Plan is one part of the Council's framework for planning and budgeting and demonstrates how this leads to effective front line service delivery.
- 3.4. As part of this framework, the Resource Plan reflects the aspirations of the Council Plan, the Community Plan and the Neighbourhood Plans, as well as being complemented by the details of individual Service, Business and other Plans. Ultimately, these details are included in the key work objectives of individual officers. This demonstrates the 'Golden Thread' of performance management which ensures

a clear understanding of the Council's vision, values, ambitions and objectives at all levels.

- 3.5. The current format for performance reporting has been established since 2007 and is used for Executive Directors' reports to the Chief Executive, Resource Management Teams and Resource Committees. The focus has been on reporting progress on Council objectives, statutory performance indicators, other key performance measures and high-level Resource priorities.
- 3.6. In preparing the Resource 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. The latter part of the period covered by this report included the first stages as the Covid-19 pandemic took hold across the United Kingdom. Reference is made to the impact of the pandemic and the response to it throughout the Quarter 4 Progress Report 2020-21, which is attached as Appendix 1.
- 3.8. As elected members are aware, the Council was forced to suspend or reduce a number of services that could not be continued in full due to government and public health advice, including adhering to physical distancing requirements for residents and for staff. The Council was also obliged to redirect resources in order that it could deliver vital new services and supports for individuals, communities and businesses.
- 3.9. As a result, there has been an inevitable impact on performance in some areas, although, as this report covers the period to 31 March 2021, this impact is not as great as might be expected in further performance reports that will follow, covering later periods.

4. Quarter 4 Progress Report 2020-2021

- 4.1. Progress against all 2020-2021 Resource Plan measures is contained in the Quarter 4 Progress Report 2020-2021, attached as Appendix 1. 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

- 4.2. Measures which are classified as 'red' are considered in detail at section 4.4. of this report. To ensure adequate scrutiny of performance across all Resources, the Council's Performance and Review Scrutiny Forum may consider 'red' and 'amber' measures at a future meeting.

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

Status	Measures			
	Statistical	Project	Total	%
Blue	0	1	1	2%
Green	26	24	50	85%
Amber	0	1	1	2%
Red	3	0	3	5%
Report later/Contextual	4	0	4	6%
Totals	33	26	59	

(Data correct as at 29 June 2021)

4.3. Key achievements for 2020-2021 are noted below:

4.3.1.

Connect Priority	Ensure communities are safe, strong and sustainable
Resource Objective	Achievement
Improve the availability, quality and access of housing	99.8% of homeless and potentially homeless decision notifications issued with 28 days of date of initial presentation achieved against target of 98%.
	61.1% of lets given to homeless households achieved against target of 50%.
	91.9% of new tenancies sustained for more than a year against target of 88%.
	The average time to relet empty homes was 21 days achieved against target of 26 days.
	Emergency repairs were, on average, completed in 3 hours 26 minutes against a target of 24 hours.
	Non-emergency repairs were, on average, completed in 13.07 days against a target of 28 days
	99.95% of reactive repairs completed right first time.
	Rapid Rehousing Transition Plan implemented and Year 2 review of the RRTP in the process of being completed with Year 3 action/financial plan agreed.
Work with communities and partners to promote high quality, thriving and sustainable communities	During 2020/2021, a total of 197 additional affordable council homes have been delivered.
	The annual review of the South Lanarkshire Local Housing Strategy 2017-2022 was completed and reported to the Council's Executive Committee on 4 November 2020. The final annual review will commence in April and is anticipated to be presented to the Executive Committee on 3 November 2021.

Connect Priority	Get it right for children and young people
Resource Objective	Achievement
Contribute to the Council's objective to protect vulnerable	Housing Services continues to work with partners across health and social care and the third sector to ensure housing and support needs are identified and robust planning arrangements are in place, working with vulnerable service

children, young people and adults	<p>users to meet needs and sustain suitable accommodation. In addition, Housing and Technical Resources continue to be a key contributor to the development and delivery of the South Lanarkshire Local Child Poverty Action Report, with actions focussed around three key areas for which housing makes a clear contribution towards preventing and reducing child poverty:</p> <ul style="list-style-type: none"> • Reducing the costs of housing for families including energy costs; • Investment to increase new affordable housing supply; • Preventing and reducing homelessness for households, including families with children and young people.
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Connect Priority:	Improve health, care and wellbeing
Resource Objective	Achievement
Improve services for older people	<p>All demand has been met for adaptations to council housing. There is no waiting list for adaptations to council housing.</p> <p>Throughout 2020/2021, a total of 44 new council homes suitable for older people were delivered across South Lanarkshire.</p>

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

Delivering the Plan and achieving Best Value	
Resource Objective	Achievement
Maintain current high levels of income collection and generation	The level of rent arrears at 8.26% of gross rent debit, was significantly below the target of 10.30%.
Continue to effectively manage customer complaints	<p>An average of 5 working days for a full response to be issued at Stage 1, within the target timescale of 5 working days (SSHC)</p> <p>An average of 14 working days for a full response to be issued at Stage 2, within the target timescale of 20 working days (SSHC)</p>

- 4.4. 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 required.

Connect Objective: Improve later life		
Resource Objective: Improve services for older people		
Measure	Comments/Progress	Action by Manager (where applicable)
% of standard adaptations to council houses within agreed appointment times	92.4% of standard adaptations completed against target of 97%.	Actions identified and implemented to improve performance.

Ensure communities are safe, strong and sustainable		
Resource Objective: Improve the availability, quality and access of housing		
Measure	Comments/Progress	Action by Manager (where applicable)
Number of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date	As at the end of the reporting year, there were 411 annual gas safety checks that did not meet their annual anniversary date due to the service being disrupted due to Covid-19, including households isolating.	A specific team has been established to address properties where access could not be gained. In addition, performance monitoring at the highest level continues on a weekly basis to ensure continued compliance.

Connect objective: Delivering the Plan and achieving best value		
Resource objective: Delivering the plan and achieving best value		
Measure	Comments/Progress	Action by Manager (where applicable)
80% Factoring Collection Rate	74.06% of factoring collection rate received against target of 80%.	Work is underway to improve the collection rate.

4.5. Scrutiny of change in RAG status

A further analysis, introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed RAG status from Quarter 2 to Quarter 4. On analysis of the measures falling into this category, many of the narrative updates input into the system clearly explained the reason for the change in status. However, the scrutiny did identify a number of measures where services were asked to review the RAG status and/or provide additional explanatory narrative or details to assist understanding. Appropriate amendments were made on the IMPROVe system. A summary of the measures falling into this category of further scrutiny is included at Appendix 2.

5. Employee Implications

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

6. Financial Implications

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

7. Climate Change, Sustainability and Environmental Implications

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

8. Other Implications

- 8.1. The Community Plan 2017-2027 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the actions contained within Connect.
- 8.2. Resource Plan actions are assessed as part of the Resource's risk management arrangements and relevant issues have been added to the Resource Risk Register.
- 8.3. The Resource Plan takes into account Resource responsibilities in relation to sustainable development.

9. Equality Impact Assessment and Consultation Arrangements

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

Daniel Lowe

Executive Director (Finance and Corporate Resources)

12 August 2021

Link(s) to Council Values/Objectives/Ambitions

- The Resource Plan has been structured upon the Vision, Values, Ambitions and Objectives in the Council Plan Connect 2017-22

Previous References

- None

List of Background Papers

- Council Plan Connect 2017-22
- Housing and Technical Resource Plan 2020-2021

Contact for Further Information

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

Lynn Hayes (Performance and Support Advisor)

Ext: 4823 (Tel: 01698 454823)

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

Housing and Technical Resources

improve

Resource Plan

Performance Report 2020-21
Quarter 4 : April 2020 - March 2021

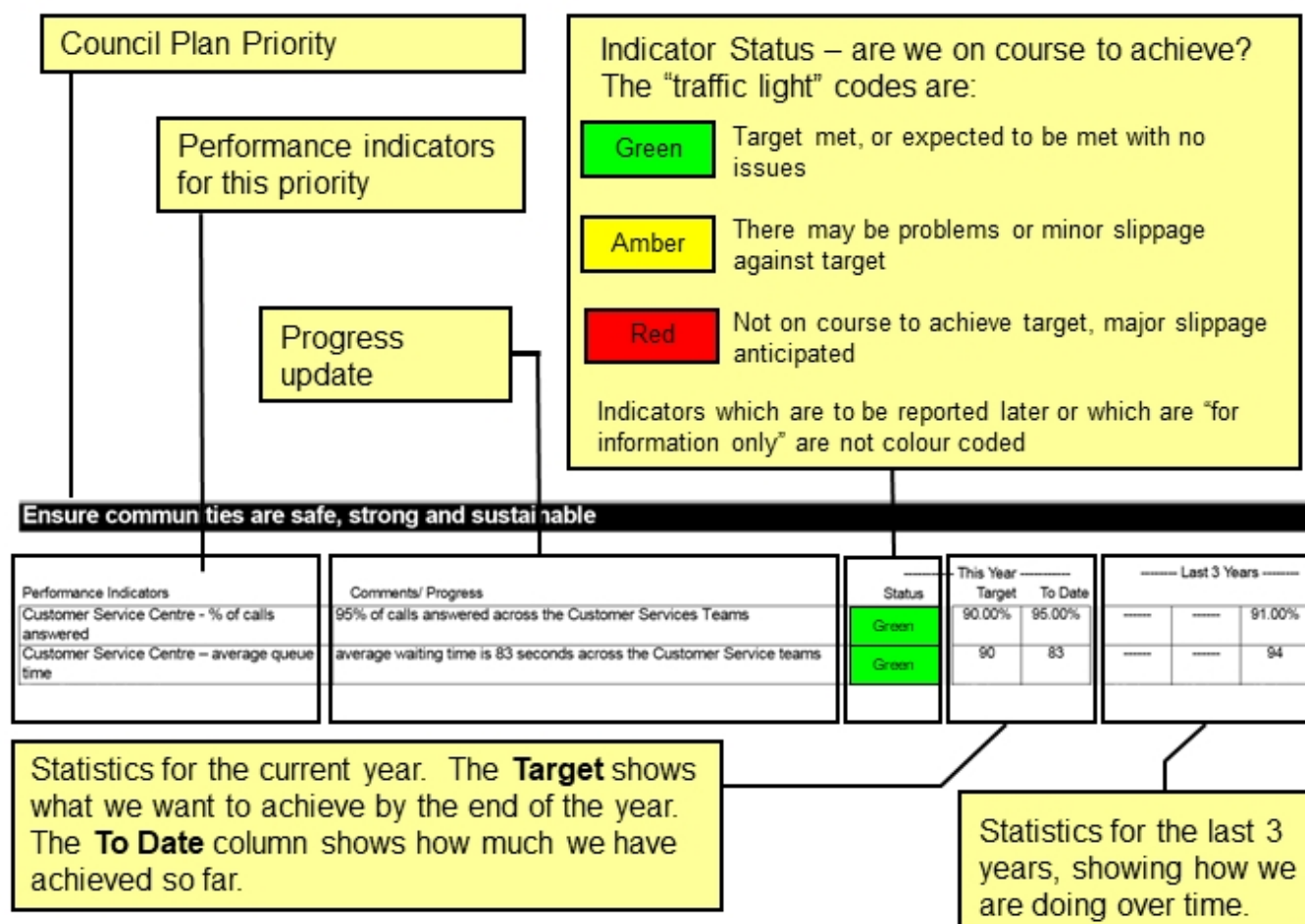
(This represents the cumulative position to March 2021)

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

Council Priority/ Theme	Green	Amber	Red	Report later / Contextual	Total
<i>Promote sustainable and inclusive economic growth and tackle disadvantage</i>					
<i>Get it right for children and young people</i>					
Improve health, care and wellbeing	3		1	1	5
Ensure communities are safe, strong and sustainable	19		1	1	21
Delivering the plan and achieving best value	4		1	2	7
Total	26	0	3	4	33

Guide to the Performance Indicators report

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



Improve health, care and wellbeing**Improve services for older people**

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2017/18	2018/19	2019/20
Number of adaptations completed in Council homes	This measure is demand led.	Contextual	-----	476	976	979	848
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%	93.00%	100.00%
Average time (working days) to complete applications (SSHC)	Target achieved.	Green	28.00 days	28.00 days	27.00 days	29.73 days	24.82 days
% of standard adaptations to council houses within agreed appointment times	Drop in performance due to COVID-19 pandemic, tenants refusing access because they or another member of their household is self-isolating.	Red	97.0%	92.4%	96.4%	93.0%	85.6%

Ensure communities are safe, strong and sustainable**Improve the quality, access and availability of housing**

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2017/18	2018/19	2019/20
% of lets to Urgent housing (UH) need households	Target achieved with prioritisation of lets given to urgent housing list during COVID-19 restriction's.	Green	50.0%	61.1%	48.6%	49.2%	51.4%
% of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation (RP)	Target achieved.	Green	98.0%	99.8%	99.1%	99.4%	99.8%
Average length of time in temporary accommodation (RP)	Target achieved.	Green	120 days	121 days	106 days	108 days	102 days
% of households provided with temporary accommodation (SG)	Target achieved.	Green	100.0%	100.0%	99.3%	99.4%	100.0%
% of temporary accommodation offers refused (RP)	Target achieved.	Green	12.00%	6.84%	7.74%	8.25%	6.24%
Number of times we did not meet our obligation to provide suitable accommodation (SG)	Target achieved.	Green	0	0	0	0	0
% of new tenancies sustained for more than a year for all lets (SSHC)	Target achieved.	Green	88.00%	91.90%	90.20%	89.37%	90.08%

Ensure communities are safe, strong and sustainable**Improve the quality, access and availability of housing**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Average time taken to relet empty properties (SSHC) (RP)	Target achieved.	Green	26 days	21 days	21 days	22 days	22 days
% of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC)	Target achieved.	Green	0.56%	0.42%	0.45%	0.46%	0.49%
% of total void rent loss (SSHC) (RP)	Target achieved.	Green	1.42%	1.22%	1.03%	1.08%	1.35%
% of tenancy offers refused during the year (SSHC) (RP)		Contextual	-----	24.7%	39.9%	37.1%	30.8%
% of response repairs completed on time	Target achieved.	Green	90.0%	97.7%	98.3%	97.0%	96.0%
Ave length of time to complete emergency repair - hours (SSHC) - YTD	Target achieved.	Green	24.00 hours	3.26 hours	4.11 hours	3.23 hours	3.44 hours
Ave length of time to complete non emergency repair (SSHC) (LGBF) - YTD	Target achieved.	Green	28.00 days	13.07 days	12.95 days	14.32 days	14.19 days
% of reactive repairs completed first time right (SSHC)	Target achieved.	Green	90.00%	99.95%	97.00%	99.87%	99.91%
% of repairs appointments kept (SSHC)	Target achieved.	Green	90.00%	94.18%	97.00%	96.15%	94.00%
No of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date	As at the end of the reporting year, there were 411 annual gas safety checks that did not meet their annual anniversary date due to the service being disrupted due to Covid-19, including households isolating. A specific team has been established to address properties where access could not be gained. In addition, performance monitoring at the highest level continues on a weekly basis to ensure continued compliance.	Red	-----	411	0	0	7
% of tenant satisfaction with repairs or maintenance in year (SSHC)	Target achieved.	Green	90.0%	90.0%	91.0%	92.0%	93.0%

Ensure communities are safe, strong and sustainable**Collaborate with partners to promote safe and thriving communities**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
% of ASB cases resolved in the year (SSHC)	Target achieved.	Green	90.00%	95.21%	86.50%	88.15%	98.00%

Ensure communities are safe, strong and sustainable**Collaborate with partners to promote safe and thriving communities**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
% of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)	Target achieved.	Green	93.2%	93.5%	92.1%	92.5%	93.2%
% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)	The year end figure of 93.88% exceeds the expected compliance rate.	Green	93.40%	93.88%	89.40%	91.10%	93.39%

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

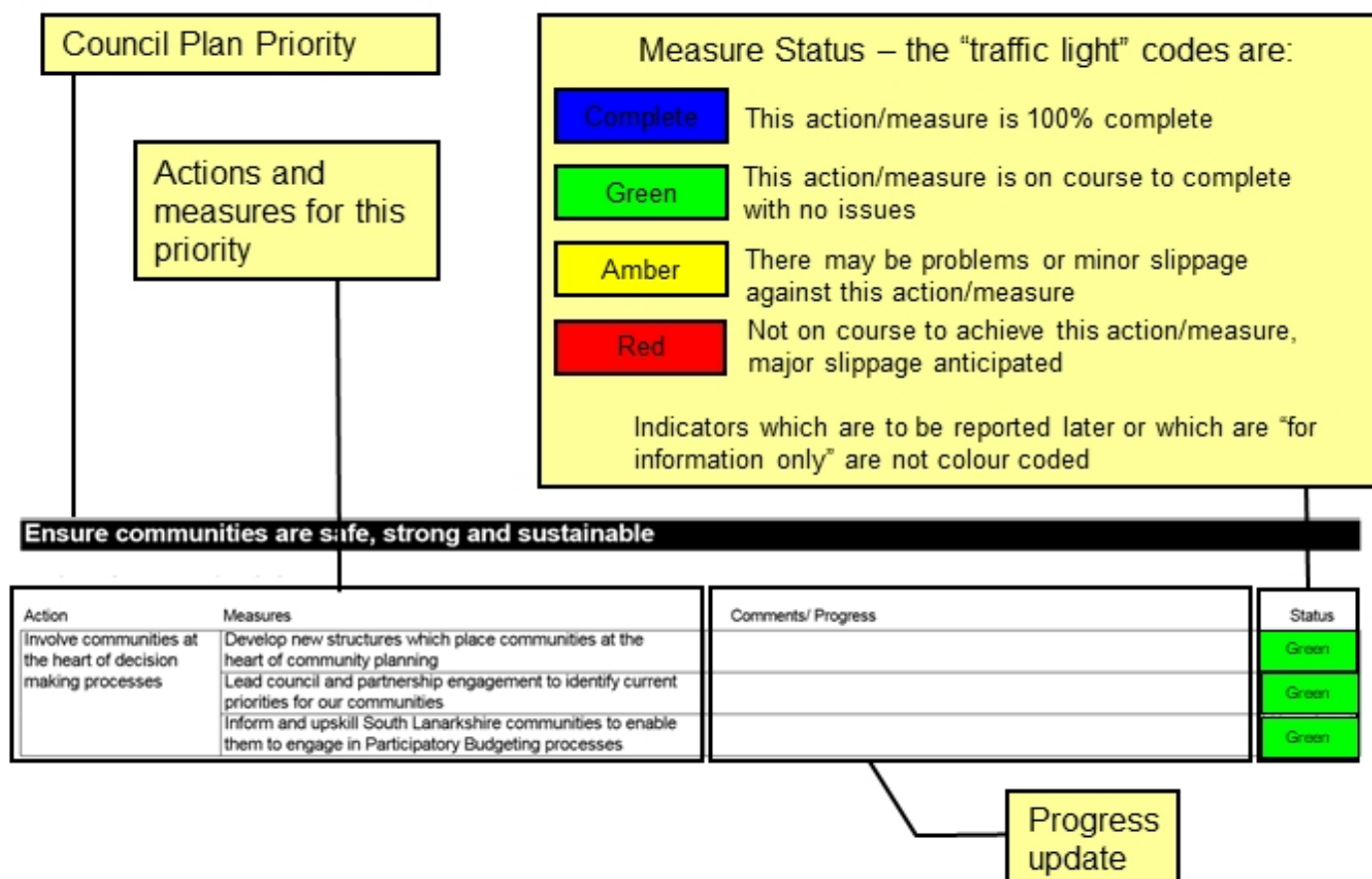
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
% of Stage 1 complaints responded to in full (SSHC)	91 out of 98 stage 1 complaints responded to in full.	Contextual	-----	93.00%	95.75%	98.00%	97.44%
Average time in working days for a full response at Stage 1	Target achieved.	Green	5	5	4	4	4
% of Stage 2 complaints responded to in full (SSHC)	19 out of 21 stage 2 complaints responded to in full.	Contextual	-----	91.00%	100.00%	96.00%	96.77%
Average time in working days for a full response at Stage 2	Target achieved.	Green	20	14	16	15	17
Rent collected as a % of rent due in the year (SSHC) (RP)	Target achieved.	Green	96.4%	97.4%	99.3%	99.0%	99.7%
Gross rent arrears (current and former tenants) as a % of rent due for the year (LGBF) (SSHC) (RP)	Target achieved.	Green	10.30%	8.26%	6.30%	6.78%	7.05%
Factoring collection rate	The collection rate is below target due to a decline in collection during the first quarter of the financial year.	Red	80.00%	74.06%	80.10%	81.00%	78.10%

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

Council Priority/ Theme	Complete	Green	Amber	Red	Report later	Total
<i>Promote sustainable and inclusive economic growth and tackle disadvantage</i>						
Get it right for children and young people		4				4
Improve health, care and wellbeing		4				4
Ensure communities are safe, strong and sustainable	1	12	1			14
Delivering the plan and achieving best value		4				4
Total	1	24	1	0	0	26

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.



Improve health, care and wellbeing

Improve services for older people

Action	Measures	Comments/ Progress	Status
Increase supply of housing suitable for older people	Existing amenity properties and mainstream properties upgraded and converted to amenity per agreed programme (RP)	Throughout 2020/21, a total of 22 mainstream properties were upgraded to amenity standard, resulting in a total of 539 mainstream properties upgraded to amenity standard since the programme began.	Green
	Number of new build affordable properties suitable for the needs of older people (RP)	Throughout 2020/21 a total of 44 new homes suitable for older people were delivered across South Lanarkshire. This includes 28 amenity units within the housing led regeneration of Whitlawburn in Cambuslang and 16 cottage flats in a new development at East Kilbride.	Green
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Develop and implement improvement plan to take forward any actions from Care Inspectorate annual assessment (RP)	There have been no inspections over the last year and no improvement plan/action from previous years inspection.	Green

Get it right for children and young people

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

Action	Measures	Comments/ Progress	Status
Contribute to effective joint working in protecting children and adults at risk of harm	Annual report on operation of Adult and Child Protection procedures	A report detailing activity in relation to child and adult protection over the last 3 years was completed and presented to Resource Management Team on 22 April 2021. The report notes key actions to be progressed in 2021/22 in respect of increasing awareness and understanding of child and adult protection issues/processes across the Resource.	Green
Contribute to effective joint working in protecting children and adults at risk of harm	Continue to deliver appropriate services for homeless children	Providing appropriate temporary housing for homeless households with children continues to be priority, with support from partners including the Health and Social Care Partnership and Third Sector partners.	Green

Get it right for children and young people

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

Action	Measures	Comments/ Progress	Status
Contribute to effective joint working in protecting children and adults at risk of harm	Continue to review the provision of services to victims and survivors of Domestic abuse	The work of the Make a Stand partnership group continues to be implemented with a new housing pathway for people experiencing domestic abuse developed for roll out during April 2021.	Green
	Continue to work with partners to support young people moved from Care to living in their own home on a permanent basis	Corporate parenting action plan has been confirmed that includes specific housing lead actions with monitoring process agreed. Emphasis on stay put policy that looks to increase the age for leaving care with robust planning for move on with appropriate support.	Green

Improve health, care and wellbeing

Deliver better health and social care outcomes for all

Action	Measures	Comments/ Progress	Status
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	Implement Housing actions detailed in the Strategic Commissioning Plan to help achieve priority outcomes for health and social care (RP)	Throughout 2020/21, a range of partnership actions have been progressed between Housing and Technical Resources and the South Lanarkshire Health and Social Care Partnership. This includes approval by the IJB and implementation of specific homelessness Directions within the Strategic Commissioning Plan.	Green

Ensure communities are safe, strong and sustainable

Improve the quality, access and availability of housing

Action	Measures	Comments/ Progress	Status
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP/SLP (RP)	During 2020/21, a total of 197 additional affordable homes have been delivered. Construction of a further 365 council homes have commenced during this time.	Green

Ensure communities are safe, strong and sustainable**Improve the quality, access and availability of housing**

Action	Measures	Comments/ Progress	Status
Improve access to settled accommodation for homeless households	Implementation Rapid Rehousing Transition Plan	The Year 2 review of the Rapid Rehousing Transition Plan is in the process of being completed with the Year 3 Action/Financial Plan agreed. Key performance highlights include a rise in the percentage of lets to homeless households from 51.4% in 2019/20 to 61.1% and a reduction in long-term homelessness.	Green
Continue with the Council's Housing Options Service (Home Options)	Continue to deliver and further develop Housing Options with a focus on homeless prevention	During 2020/21, positive outcomes for Prevent1/homeless prevention cases were achieved within the context of an increased demand on the Service. The percentage of Housing Options cases where Homelessness was prevented rose from 63.3% in 2019/20 to 80.2% in 2020/21.	Green

Ensure communities are safe, strong and sustainable**Collaborate with partners to promote safe and thriving communities**

Action	Measures	Comments/ Progress	Status
Ensure continued implementation of the Local Housing Strategy (LHS) 2017-2022	Complete annual review and monitor progress against LHS action plan	The annual review of the South Lanarkshire Local Housing Strategy 2017-22 was completed and reported to the Council's Executive Committee on 4 November 2020. The final annual review will commence in April and is anticipated to be presented to the Executive Committee on 3 November 2021. As part of the review process, partners from across housing, homeless and health services will have the opportunity to review performance against the actions set out in the strategy and add or remove any further actions for the final year of the plan.	Green

Ensure communities are safe, strong and sustainable**Collaborate with partners to promote safe and thriving communities**

Action	Measures	Comments/ Progress	Status
Monitor and report progress against Community Safety priorities including relevant parts of the SLCP	Routine reporting against Community Plan Community Safety priorities to the Safer South Lanarkshire Board	A Community Safety Partnership Performance Measures report 2019/20 was presented to the Board in September 2020 and outcomes relating to Community Safety also reported in the Community Plan Annual Report, published in October 2020. Community Safety Partnership measures across the five strategic priorities were reviewed between October and January 2021 and the proposed changes to measures approved by the Board on 22 March 2021.	Green
Ensure effective involvement with tenants and other customer groups	Annual review of the Customer Involvement Strategy action plan	The annual review of the Housing Service's Customer Involvement Strategy 2018-22 was completed and reported to Housing and Technical Resources Committee on 25 November 2020. The next annual review will commence in April and is anticipated to be presented to Housing and Technical Resources Committee on 29 September 2021. As part of the review process, customer representatives from the Tenant Participation Co-ordination Group will be provided with the opportunity to add and shape the action plan for the final year of the plan.	Green
	Continue to implement a programme of Tenant Scrutiny	Despite restrictions on the programme as a result of COVID-19, a successful transition was made to virtual meetings and communication with customer representatives, enabling an effective scrutiny exercise to be undertaken by a customer group in relation to the Virtual Call Centre. Officers are continuing to work with customer representatives to develop a suitable customer scrutiny programme for 2021/22.	Green
Continue to maintain / improve customer satisfaction levels for key service areas	Monitor, report and publish the outcome of satisfaction surveys across all key service areas	All results from the 2020/21 programme will be analysed and if required, improvement actions identified and progressed.	Green

Ensure communities are safe, strong and sustainable**Collaborate with partners to promote safe and thriving communities**

Action	Measures	Comments/ Progress	Status
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Planned investment delivered and in accordance with plan	As a result of COVID-19 and related restrictions to services, contractors and the wider construction industry, there have been some delays to planned investment. Engagement via virtual platforms has continued with site residents which has supported the collaborative development of the site investment masterplans. Recovery actions for these projects are currently underway to identify how these can be delivered throughout 2021/22.	Green

Ensure communities are safe, strong and sustainable**Collaborate with partners to promote safe and thriving communities**

Action	Measures	Comments/ Progress	Status
Continue to improve energy efficiency of housing stock to help address fuel poverty	Assist/support households to access schemes available to help address fuel poverty issues	Work continues to support households to access available schemes to address fuel poverty.	Green
Continue with physical regeneration work in priority areas	Continue the implementation of the masterplan for regeneration at East Whitlawburn	Good progress has been made throughout 2020/21 with 48 units allocated and handed over to tenants as part of Phase 1. In addition, work has also commenced on Phases 2 and 3 of the development.	Green
	Continue to develop and implement Sustainable Housing Plans in identified rural areas	Plans developed and maintained on an on-going basis.	Green

Ensure communities are safe, strong and sustainable**Ensure schools and other places of learning are inspirational**

Action	Measures	Comments/ Progress	Status
Project Management of Schools Projects and General Services	General Services Programme - Target spend achieved	Spend to Q4 £69.548m. Annual target (Revised Estimated Expenditure) £80.648m. Behind original programme due to COVID-19.	Amber

Ensure communities are safe, strong and sustainable**Ensure schools and other places of learning are inspirational**

Action	Measures	Comments/ Progress	Status
Projects	Primary Schools Modernisation Programme - Support for Early Years Programme - Growth and Capacities Programme	131 Primary Schools/ Nurseries completed.	Complete

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

Action	Measures	Comments/ Progress	Status
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery.	2020/2021 Quality Assurance Programme developed and approved	The 2020/21 Quality Assurance programme was revised to take account of the impact of COVID-19. Results will be reported to the relevant managers/teams for programme areas that were able to be progressed.	Green
Ensure effective management of all Resource budgets and Business Plans	Overall budgetary targets achieved by March 2021	It is anticipated that overall budgetary targets will be achieved by the end of the financial year but this has been impacted by the COVID-19 emergency. Final details will be known once the annual accounts exercise has been completed.	Green
	Delivery of targeted agreed efficiency savings	It is anticipated that targeted efficiency savings will be achieved by the end of the financial year. Final details will be known once the annual accounts exercise has been completed.	Green
Progress the council's Digital Strategy within the Resource	Continue implementation of a replacement Housing Management and Property Management System	Following a comprehensive review of the implementation plan, the Project Review Board have approved a revised go live date of June 2022 for the new system.	Green

Improve health, care and wellbeing
Improve services for older people

Action	(non statistical measures shaded grey) Measures		Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Increase Supply of housing suitable for older people	Average time (working days) to complete applications (SSHC)	8	Completion times for adaptations have been significantly impacted by COVID-19.	Amber	Target achieved.	Green
	% of standard adaptations to council houses within agreed appointment times		Target achieved	Green	Drop in performance due to COVID-19 pandemic, tenants refusing access because they or another member of their household is self-isolating.	Red
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Develop and implement improvement plan to take forward any actions from Care Inspectorate annual assessment (RP)		To date, there have been no inspection visits. The required actions of any future inspections will be reported once they have occurred.	Report Later	There have been no inspections over the last year and no improvement plan/action from previous years inspection.	Green

Ensure communities are safe, strong and sustainable
Collaborate with partners to promote safe and thriving communities

Action	(non statistical measures shaded grey) Measures		Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Continue to improve energy efficiency of housing stock to help address fuel poverty.	% of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)		To be reported at year end.	Report Later	Target achieved.	Green
	% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)		To be reported at year end.	Report Later	The year end figure of 93.88% exceeds the expected compliance rate.	Green

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

Action	(non statistical measures shaded grey) Measures		Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Maintain current high levels of income collection and generation	Rent collected as a % of rent due in the year (SSHC) (RP)		Performance currently behind target as a result of COVID-19. Ongoing focus on engagement with tenants and improving performance.	Amber	Target achieved.	Green
	Factoring collection rate		The factoring collection rate will improve as the financial year progresses.	Green	The collection rate is below target due to a decline in collection during the first quarter of the financial year.	Red

Report

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Scottish Housing Regulator – Annual Assurance Statement 2020/2021
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1. Purpose of Report

1.1. The purpose of the report is to: -

- ♦ seek approval to submit the Annual Assurance Statement for South Lanarkshire Council to the Scottish Housing Regulator.

2. Recommendation(s)

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

- (1) that the South Lanarkshire Council Annual Assurance Statement 2020/2021 be approved and submitted to the Scottish Housing Regulator.

3. Background

- 3.1. The Scottish Housing Regulator (SHR) was established in 2011 as an independent body directly accountable to the Scottish Government to regulate registered social landlords (RSLs) and local authority housing and homelessness services. The SHR does this by assessing and reporting on social landlords' delivery of services, RSLs financial wellbeing and standards of governance and, where necessary, the SHR will intervene to secure improvements.
- 3.2. Following a consultation process, the SHR published a revised Regulatory Framework in February 2019.
- 3.3. The most significant change to regulatory requirements for local authority landlords was the requirement to submit an Annual Assurance Statement confirming compliance with regulatory requirements which should also, if appropriate identify any material breaches. Examples of such material breaches specific to Local Authorities include those that seriously affect the interests and safety of tenants, people who are homeless or other service users; threaten the stability, efficient running or viability of service delivery arrangements and bring the landlord into disrepute or raise public or stakeholder concern about your organisation or the social housing sector.
- 3.4. South Lanarkshire Council's second Annual Assurance Statement for 2019/2020 was approved by Committee on 25 November 2020 and subsequently submitted to the SHR.

4. South Lanarkshire Council Annual Assurance Statement

- 4.1. The Annual Assurance Statement 2020/2021 for the Council is attached as Appendix 1. As recommended by SHR guidance, this is short, succinct, and based upon the format provided by the regulator.
- 4.2. The key requirement of the Annual Assurance Statement is for the Committee to confirm that it is confident that appropriate systems, evidence, relationships and channels of communication are in place to ensure the effective planning, delivery and monitoring of relevant services against statutory and regulatory requirements.
- 4.3. Within South Lanarkshire, the assurance required is provided through a wide range of arrangements which are in place, at a Council and Resource wide level. A summary of the key requirements for assurance and how these are addressed is attached as Appendix 2.
- 4.4. As a result of the COVID-19 pandemic, the SHR issued revised guidance for landlords in relation to the publication of Annual Assurance Statements on 31 August 2020. Although the regulator has indicated that standard timescales have been reinstated for completion of this year's Annual Assurance Statement, it continues to recognise that the pandemic is likely to have affected each landlord's ability to comply fully with all regulatory requirements and requires the landlord to acknowledge where this is the case. The SHR has advised this will be taken into account when assessing each landlord's performance and risk, and subsequently inform the level of engagement that will be required with each landlord.
- 4.5. Provided that tenant and resident safety is not compromised, the SHR continues to indicate they will not engage with a landlord where it does not fully comply with regulatory requirements, specifically where the non-compliance is exclusively, or largely, a consequence of the pandemic, and the landlord has effective plans to return to full compliance. In relation to this year's statement there is one point, highlighted below, where the Council is partially compliant: -
 - Fire safety for Gypsy/Traveller sites.
- 4.6. In relation to the Council's two Gypsy/Traveller sites, a programme of improvement work has progressed and compliance in terms of the fire safety standards has been met at one of the sites, with partial compliance at the other. Compliance with fire safety guidance continues to be a key focus of activity for the Council.
- 4.7. In addition to the requirements relating to the COVID-19 pandemic, SHR guidance published on 24 June 2021 has asked landlords to include within their assurance statements, an update on their position in relation to equalities and human rights. While landlord and homelessness services already reflect the well-established processes and policies which the Council has in place in these areas, appropriate steps will be taken to progress any changes required stemming from regulatory guidance which the SHR is scheduled to publish in relation to equalities and human rights.

5. Next Steps

- 5.1. Subject to approval, the Annual Assurance Statement will be signed off by the Chair of Housing and Technical Resources Committee and returned, as required, to the Scottish Housing Regulator to confirm the required assurance.
- 5.2. The results of the Annual Return on the Charter 2020/2021 are presented as a separate report to this Committee.

6. Employee Implications

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

7. Financial Implications

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

8 Climate Change, Sustainability and Environmental Implications

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

9. Other Implications

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

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, strategy or plan and is not subject to impact assessment requirements.
- 10.2. In addition to regular discussion with the Tenant Participation Co-ordination Group on performance and Charter reporting, specific engagement has taken place to confirm arrangements for the development and submission of the Annual Assurance Statement

Daniel Lowe

Executive Director (Housing and Technical Resources)

1 September 2021

Link(s) to Council Values/Objectives/Ambitions

- ◆ Accountable, effective, efficient, and transparent

Previous References

- ◆ Our regulation of Scottish Housing – Committee Report 23 January 2019
- ◆ Scottish Housing Regulator - Regulation of Social Housing in Scotland – Committee Report 4 September 2019
- ◆ Scottish Housing Regulator – Annual Assurance Statement – Committee Report 25 November 2020

List of Background Papers

- ◆ Our Regulation of Scottish Housing – a discussion Paper January 2018
- ◆ Our Regulation of Scottish Housing – a Consultation October 2018
- ◆ Our Regulation of Scottish Housing – Final Framework 2019

Contact for Further Information

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

Annette Finnan, Head of Housing Services

Tel: 01698-455611

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

Appendix 1



Housing and Technical Resources
Executive Director **Daniel Lowe**

Our Annual Assurance Statement

South Lanarkshire Council complies with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. This includes that we:

- achieve all standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services
- comply with all our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety with the exception of the following: -
 - In relation to the Council's two Gypsy/Traveller sites, a programme of improvement work has progressed and compliance in terms of the fire safety standards has been met at one of the sites, with partial compliance at the other. Compliance with fire safety guidance continues to be a key focus of activity for the Council.

In relation to equalities data collection and human rights, the Council has well established processes and policies in these areas, with consideration already embedded in how we deliver services. Appropriate plans have been made to review and adjust our existing approach in the collection of equalities and human rights information along with any other changes as required by the forthcoming regulatory guidance.

On an ongoing basis, the Committee consider the information and evidence necessary to provide the required assurance.

The Annual Assurance Statement for 2020/21 was approved at the meeting of our Housing and Technical Resources Committee on 29 September 2021.

Chair's signature:

Date:

Assurance Requirements

What	Assurance required	How assurance is evidenced
Monitor and report performance	Performance Management Framework in place and appropriately reported	On an annual basis a report is provided to Housing and Technical Resources Committee on performance against Scottish Social Housing Charter requirements. Performance against the charter requirements for 2020/2021 will be reported to Housing and Technical Resources Committee on 29 September 2021.
	Effective Resource and Service planning arrangements are in place.	Resource and Service plans are in place to monitor progress at different levels of the planning hierarchy i.e., the Community Plan, the Council Plan (Connect), Resource and Service Plan actions and measures. Progress against Connect and Resource Plan objectives are reported to Housing and Technical Resources and Executive Committee on a twice-yearly basis.
	Appropriate Internal Audit arrangements are in place	A comprehensive internal audit programme is reviewed and implemented yearly in line with service requirements. Progress against the audit programme is reported to Finance and Corporate Resources Committee.
Equality and Diversity	Equality and diversity issues are effectively considered when making decisions.	Work within the Resource in relation to equality and diversity is reported to Housing and Technical Resources Committee on an annual basis. The last report was presented on 17 February 2021 and is next scheduled to be presented on 8 December 2021.
Involve tenants and other relevant service users	Council and Resource Customer satisfaction levels	The Resource has a rolling programme of customer satisfaction surveys in place. These are used to inform policy and service development. Key results from the survey programme are reported to the Housing and Technical Resources Committee as part of the annual report on performance against the Scottish Social Housing Charter.

What	Assurance required	How assurance is evidenced
	Customer Involvement and Scrutiny Programme in place and being delivered	An update on the Customer Involvement Strategy will be reported to Housing and Technical Resources Committee on 29 September 2021.
Legal obligations	Ensure that all legal obligations associated with housing and homelessness are adhered too.	<p>The Resource Strategy and Policy Review Framework ensures policies and strategies are reviewed on a cyclical basis to confirm that they are delivering the intended outcomes, reflect changes in policy/service context and are consistent with legal and regulatory requirements.</p> <p>An update on the framework is presented to Housing and Technical Resources Committee on an annual basis. This was last reported to Committee on 17 February 2021.</p>
		<p>Risk Management Strategy is reported to the Housing and Technical Resource Committee on an annual basis. This will be reported to Housing and Technical Resources Committee on 29 September 2021.</p> <p>This corporate approach to risk management promotes consideration of risk in service delivery, planning and decision-making processes. The strategy requires Resources to record and review risks and control actions regularly.</p>
Tenant and resident safety	Have evidence to ensure that all legal obligations associated with tenant and resident safety are met.	Effective systems for monitoring and reporting health and safety issues are in place within the Resource and monitored through the Corporate Management Team. Any proposals to address emerging health and safety requirements would be reported to Housing and Technical Resources Committee.

Report

10

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **29 September 2021**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Former Walston Primary School, Elsrickle
 Asset Transfer to Biggar and District Men's Shed**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ advise the Committee of the request for asset transfer, by lease, of the former Walston Primary School at Elsrickle to Biggar and District Men's Shed, and request approval to the principal terms and conditions of asset transfer as set out in Section 5 of the report.

2. Recommendation(s)

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

- (1) that the former Walston Primary School be leased to Biggar and District Men's Shed subject to the terms and conditions outlined in Section 5 of the report
- (2) that the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the lease and enter into the necessary legal agreements on terms which are in the best interests of the Council

3. Background

- 3.1. The former Walston Primary School has been closed for approximately three years following the opening of the new primary school.
- 3.2. Biggar and District Men's Shed has been seeking a permanent location within the area from which to operate and this single-story building with four main rooms meets its requirements. It submitted a request for Community Asset Transfer of the main school building, the validation date for which was 11 May 2021.
- 3.3. The request does not include the neighbouring former canteen building or residential property.
- 3.4. In addition to placing the application and supporting documentation on the Council's Planning Portal, notices were placed on the property advising that the Council was considering an asset transfer. The closing date for responses was 21 June 2021 at which time three representations were received.
- 3.5. The request was placed before the Community Asset Transfer Assessment Panel on 19 August 2021 when the following matters were taken into consideration.
- 3.6. Property
- 3.6.1. The extent of the property requested is shown on the attached plan.

- 3.6.2. The Council registered its title in 2013 and this will not be the subject of warranty by the Registers of Scotland until 2023. This would not prevent a sale of the property but would require an insurance to be obtained as part of the transaction.
- 3.6.3. Planning and Economic Development have indicated that the property is considered suitable for residential or community use and is suitable for the proposed project. Planning consent will not be required in respect of the use of the property as a Men's Shed although consent for any future extensions to the property and the proposed market garden will be needed.
- 3.6.4. The property requires repair and it is estimated that £8,000 is required to bring the property up to occupiable condition.
- 3.6.5. The property has been valued by the District Valuer at £80,000.
- 3.6.6. The rental value of the property has been assessed as £6,000 per annum by the Council's in-house Valuer.
- 3.7. Organisation
- 3.7.1. Biggar Men's Shed is a Scottish Charitable Incorporated Organisation (SCIO), Scottish Charity No. SC049102. The organisation has been established for two years.
- 3.7.2. The purpose of the organisation is to provide recreational facilities and advance the social needs, health and wellbeing of men of all ages and backgrounds living in the Biggar and surrounding areas.
- 3.7.3. The organisation has 21 members, membership being restricted by the lack of suitable premises and the pandemic. Through the recent public consultation, a potential pool of new members has been identified.
- 3.7.4. Although the organisation has not been operating long, there are strong connections with other community groups in the area, the support of a national organisation and the Trustees have a range of skills and experience.
- 3.8. Project
- 3.8.1. The project is to use the facility as a Men's Shed. The lack of a suitable premises has restricted the organisation's development and the former Walston School provides that opportunity.
- 3.8.2. The property will be used for workshops and meeting space with aspiration for a market garden in the future. Not all rooms within the property will be needed immediately by the Men's Shed and, in recognition that income will be required to support the running costs, some rooms will be let out on a bookable basis to other organisations in the short term.
- 3.8.3. Funding had not been identified by the Men's Shed to bring the property up to an occupiable standard. The business model is based around income being generated from donations, sale of products and services created by members and open days. It is recognised in the business plan that the first couple of years carry a financial risk.
- 3.8.4. The three representations submitted as part of the public consultation process were primarily concerned with the issue of car parking and access. Biggar and District Men's Shed have demonstrated that they will have parking for in the region of 20 cars and have responded to the parties' concerns.

4. Assessment

- 4.1. The property is suitable for the proposed use and the organisation clearly has the drive and enthusiasm to establish a vibrant Men's Shed delivering support and opportunities to those in the community that can feel isolated. However, given current low membership, the condition of the property and the financial risks there are concerns regarding the viability and sustainability of the proposal.
- 4.2. The original request for asset transfer was based upon sale of the property at £1. Following discussions, Biggar and District Men's Shed has agreed that, in order to secure entry as quickly as possible and to mitigate the financial risks, the proposal will now be on the basis of lease. This does not prevent the organisation from making a further approach to purchase the property at a future date when it is more established and the financial viability has been demonstrated.
- 4.3. The condition of the property is not suitable for immediate entry and works are required to the electrics, roof, gutters, downpipes and ceilings before Biggar and District Men's Shed can safely take occupation.
- 4.4. An application was made to the new Community Asset Transfer Fund for the funds to carry out these works. The application was approved by the Prioritised Investment Group at its meeting on 23 August 2021 and preparations have been made for the Council to carry out the necessary works upon approval of this report.
- 4.5. The community benefits derived from the proposal relate to health and wellbeing, education, environmental and recreational.
- 4.6. The Community Asset Transfer Working Group assessed the potential community benefits and recommended that a discount of 65% be applied to the market value to reflect the benefits to the community.
- 4.7. The risks associated with the asset transfer are considered high, however, these have been mitigated by the proposed lease.

5. Proposal

- 5.1. It is proposed to lease the former Walston Primary School, as shown on the attached plan, to Biggar and District Men's Shed, on the following principal terms and conditions:-
 1. The lease will be to Biggar and District Men's Shed.
 2. The lease will be for a period of 10 years.
 3. The date of entry to be agreed.
 4. The rental shall be £2,100 per annum.
 5. That one year rent free be granted to enable the group to become established.
 6. The lease to be fully repairing and insuring, this is conditional upon the Council undertaking a schedule of agreed wind and watertight repairs prior to the lease commencing.
 7. The tenants will pay the buildings insurance costs as charged by the Council.
 8. The tenants will be required to obtain and exhibit, as required, public liability insurance at a level agreed with the Council.
 9. The property will be used in conjunction with the tenants' activities as operators of a 'Men's Shed' within the UK Men's Shed Association.
 10. The tenants to be responsible for any rates or property charges resulting from their occupation and use of the subjects.
 11. Assignment and subletting will not be allowed without the Council's express consent.

12. Landlord's consent will be required for any structural alterations to the property.
13. Each party to be responsible for their own legal costs, however, the tenants will require to pay any registration fees and Land and Buildings Transaction Tax (LBTT) if required.

6. Employee Implications

- 6.1. There are no employee implications for South Lanarkshire Council.

7. Financial Implications

- 7.1. The property is surplus and the proposed asset transfer removes the potential for a capital receipt of £80,000.
- 7.2. The grant of a lease on a full repairing and insuring basis removes the Council's liability for the ongoing maintenance and management of the property.
- 7.3. The Council will carry out essential repairs to the property prior to the commencement of the lease.

8 Climate Change, Sustainability and Environmental Implications

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

9. Other Implications

- 9.1. In terms of the Community Empowerment (Scotland) Act 2015 the Council has until 24 November 2021 to provide a notice of its decision whether to agree to or refuse the asset transfer request.
- 9.2. The organisation has a right to appeal to Scottish Ministers should a decision not be made in that timescale or the asset transfer request be refused.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. Consultation has taken place with the Community, Land Services, Planning, Legal, and Finance Services as well as having been published for public consultation.
- 10.2. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

Daniel Lowe

Executive Director (Housing and Technical Resources)

25 August 2021

Link(s) to Council Values/Objectives/Ambitions

- ◆ Accountable, effective, efficient and transparent
- ◆ Work with communities and partners to promote high quality, thriving and 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:-

Frank McCafferty, Head of Property Services

Ext: 4073 (Tel: 01698 454073)

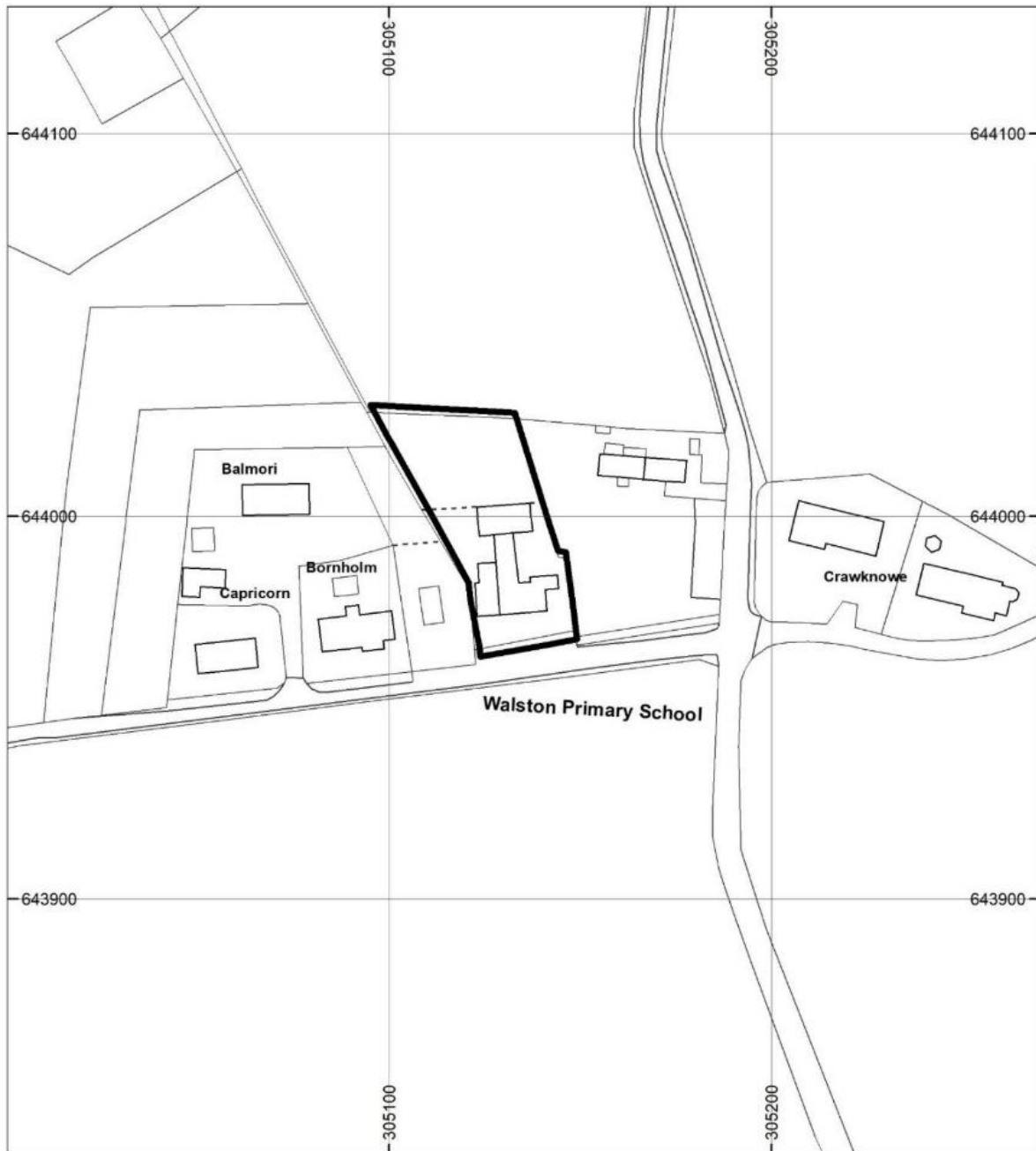
email: frank.mccafferty@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

Former Walston Primary School
Elsrickle, Biggar



PROPERTY SERVICES



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Ordnance Survey 100020730.

Contents outlined in Black 1884 square metres or thereby.

DATE: 18/08/2021

Report

11

Report to: **Housing and Technical Resources Committee**
 Date of Meeting: **29 September 2021**
 Report by: **Executive Director (Housing and Technical Resources)**

Subject: **Land at Birch Place, Blantyre – Asset Transfer to Blantyre Soccer Academy**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ advise the Committee of the request for asset transfer, by sale, of the open space at Birch Place, Blantyre to Blantyre Soccer Academy and request approval to the principal terms and conditions of asset transfer as set out in Section 5 of the report.

2. Recommendation(s)

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

- (1) that the open space at Birch Place, Blantyre be sold to Blantyre Soccer Academy, subject to the terms and conditions outlined in Section 5 of the report; and
- (2) that the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the sale and enter into the necessary legal agreements on terms which are in the best interests of the Council.

3. Background

- 3.1. In 2019, the Council transferred ownership of the former Rowan Hall, Blantyre to Blantyre Soccer Academy from which it now operates a Community Hub.
- 3.2. The Council owns an area of informal open space adjacent to Blantyre Soccer Academy's Community Hub at Birch Place, Blantyre. The area is "landlocked" and does not have separate vehicular access.
- 3.3. Blantyre Soccer Academy is now seeking to extend its community activities in partnership with other local organisations and create a community food growing area, Covid-19 memorial area, wild growing area and outdoor recreational space. It submitted a request for Community Asset Transfer of the open space, the validation date for which was 24 May 2021.
- 3.4. In addition to placing the application and supporting documentation on the Council's Planning Portal, notices were placed on the property advising that the Council was considering an asset transfer. The closing date for responses was 9 July 2021 at which time no representations were received.
- 3.5. The request was placed before the Community Asset Transfer Assessment Panel on 19 August 2021 when the following matters were taken into consideration.

3.6. Property

- 3.6.1. The extent of the land requested, as shown on the attached plan, is approximately 1,943 square metres and is a grassed informal open space.
- 3.6.2. The land is owned by the Council, is not operationally required, has minimal revenue costs and does not feature on any proposed investment plans. It has no independent development potential.
- 3.6.3. Planning and Economic Development have indicated that planning consent will be required for change of use from public open space at which time concerns regarding access arrangements will be considered.
- 3.6.4. The land has been valued by the Council's in-house valuer at £3,200.

3.7. Organisation

- 3.7.1. Blantyre Soccer Academy SCIO is a Scottish Charitable Incorporated Organisation (SCIO), Scottish Charity No. SCO43613, and has been established since 2014.
- 3.7.2. The organisation has an established board of trustees, 3 employees who carry out the day-to-day management of the organisation, 75 accredited team coaches and over 400 members.
- 3.7.3. The objectives of the organisation are:-
- To advance public participation in amateur sport of football by promoting the game of football through the provision of recreational facilities and activities and improve the fitness and health of the persons for whom the facilities/activities are primarily intended;
 - To advance community development by providing a safe environment to encourage and promote the development of football, health, self-esteem, health and friendship within the community of Blantyre and its environs;
 - To provide facilities and equipment and it will be available to anyone irrespective of race, colour, religion, sex, sexuality or disabilities, promoting a respect for diversity and encourage people to take pride in themselves and their team mates through the game of football.
- 3.7.4. The organisation has experience in working with other organisations, has been successful in obtaining funding and delivering a range of community-based projects that go beyond football such as a community laundry and Blantyre Bikes Better.

3.8. Project

- 3.8.1. The proposal is to transfer the ownership and management to the community who will create a community food growing area, Covid-19 memorial area, wild growing area and outdoor recreational space associated with the existing community hub.

3.9. Funding

- 3.9.1. Blantyre Soccer Academy has costed the various elements of its proposals and will seek external funding for the initial set up of the project. The revenue costs for the maintenance of the area are expected to be low, relying substantially on the work of members and volunteers, and will be absorbed into the organisation's overall business plan.

4. **Assessment**

- 4.1. Blantyre Soccer Academy is an organisation that has a stable membership and continues to develop its capacity.

- 4.2. The proposal is viable and sustainable; however, planning consent will be required for change of use.
- 4.3. The community benefits derived from the proposal relate to health and wellbeing, education, environmental and recreational.
- 4.4. Within its asset transfer request, Blantyre Soccer Academy requested transfer at £1. The Community Asset Transfer Working Group assessed the potential community benefits and recommended that a discount of 75% be applied to the market value to reflect the benefits to the community.
- 4.5. The risks associated with the asset transfer are considered low.

5. Proposal

- 5.1. It is proposed to dispose of approximately 1,943 square metres of open space at Birch Place, Blantyre, as shown on the attached plan, to Blantyre Soccer Academy, on the following principal terms and conditions:-

- The purchase price is £800.
- Date of Entry to be agreed.
- The sale is conditional upon the grant of planning consent for change of use.
- A longstop date of 18 months between signing the missives and settlement.
- Each party to bear their own legal fees.

6. Employee Implications

- 6.1. There are no employee implications for South Lanarkshire Council.

7. Financial Implications

- 7.1. The proposed asset transfer removes the future liability for the maintenance of the open space.
- 7.2. Although the disposal is at less than the assessment of market value, it is unlikely that the Council would find a suitable buyer for the land given that it has no vehicular access.

8 Climate Change, Sustainability and Environmental Implications

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

9. Other Implications

- 9.1. In terms of the Community Empowerment (Scotland) Act 2015, the Council has until 24 November 2021 to provide a notice of its decision whether to agree to or refuse the asset transfer request.
- 9.2. The organisation has a right to appeal to Scottish Ministers should a decision not be made in that timescale or the asset transfer request be refused.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. Consultation has taken place with the Community, Land Services, Planning, Legal, and Finance Services as well as having been published for public consultation.
- 10.2. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

Daniel Lowe
Executive Director (Housing and Technical Resources)

25 August 2021

Link(s) to Council Values/Objectives/Ambitions

- ◆ Accountable, effective, efficient and transparent
- ◆ Work with communities and partners to promote high quality, thriving and sustainable communities

Previous References

- ◆ Housing and Technical Resources Committee – 21 November 2018

List of Background Papers

- ◆ None

Contact for Further Information

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

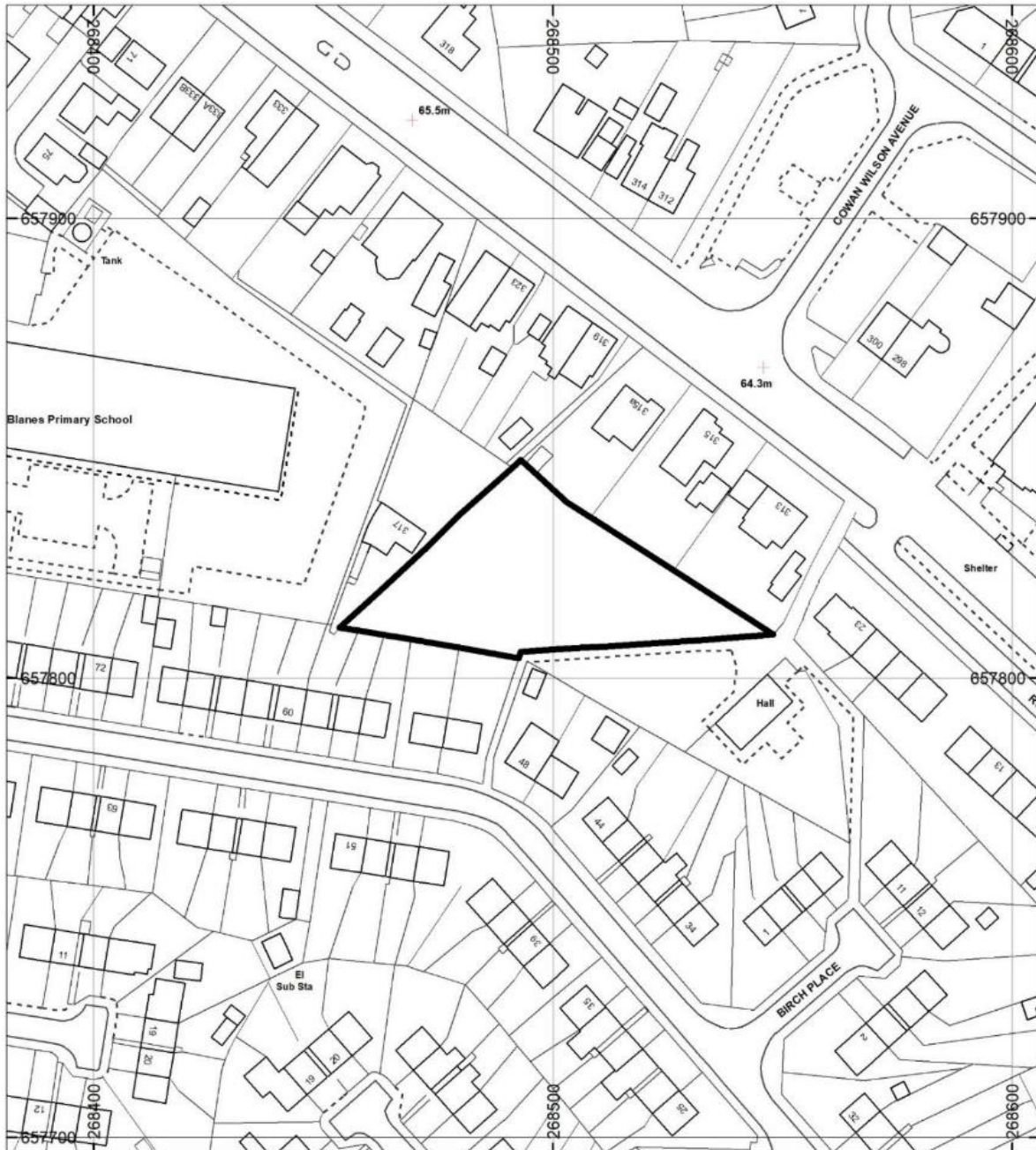
Frank McCafferty, Head of Property Services
Ext: 4073 (Tel: 01698 454073)
email: frank.mccafferty@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

Land at Birch Place
Blantyre



PROPERTY SERVICES



Contents outlined in Black 1943 square metres or thereby.

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Ordnance Survey 100020730.

DATE: 18/08/2021

Report

12

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Overtoun Park, Rutherglen – Rutherglen Lawn Tennis Club Ltd
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Committee of the request by Rutherglen Lawn Tennis Club Ltd for a lease of ground at Overtoun Park, Rutherglen for the construction of indoor courts and a community hub
- ◆ request approval to the principal terms and conditions of the ground lease as set out in Sections 4 and 5 of the report

2. Recommendation(s)

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

- (1) that an area of land at Overtoun Park, Rutherglen be leased to Rutherglen Lawn Tennis Club Ltd subject to the terms and principal conditions outlined in Sections 4 and 5 of the report
- (2) that the Executive Director (Housing and Technical Resources), in conjunction with the Head of Administration and Legal Services, be authorised to conclude all matters in respect of the lease and enter into the necessary legal agreements on terms which are in the best interests of the Council

3. Background

- 3.1. Rutherglen Lawn Tennis Club, which will be 100 years old in 2022, already has 7 existing outdoor courts at its facilities in Viewpark Drive and Burnside Road, Rutherglen, however, with a growing membership, loss of play due to inclement weather and an increased community development programme, it is seeking to develop an indoor facility.
- 3.2. The Tennis Club identified the site of the former tennis courts within Overtoun Park, Rutherglen as a potentially suitable location and has undertaken considerable consultation in preparation of a request to the Council for a 25-year ground lease at a peppercorn rent.
- 3.3. This is not a community asset transfer request under the Community Empowerment (Scotland) Act 2015, as Rutherglen Lawn Tennis Club Ltd is not an eligible community transfer body as defined in section 77 of the Act.

- 3.4. In considering the request for the concessionary lease, however, the same considerations have been taken into account and are discussed in the later sections of this report. In the past, the Council has agreed concessionary ground leases to various sports clubs where there are no alcohol sales or commercial activity over and above that required to sustain the facility.
- 3.5. At its meeting of 5 May 2021, the Housing and Technical Resources Committee agreed to defer consideration of this matter to allow officers to assess a number of public representations made immediately prior to that Committee meeting.
- 3.6. Those representations have been considered and discussed with Rutherglen Lawn Tennis Club. The outcome is reflected in this updated report and the attached appendix.
- 3.7. **Property**
- 3.7.1. Overtoun Park is owned by the Council and, whilst the exact dimensions of the area of the proposed lease are not yet defined, the intended vicinity is shown on the attached plan. This is the area of the park that formerly accommodated tennis courts and is currently open space.
- 3.7.2. The site is identified in the local plan as being within the general urban area as part of the Green Network and as Priority Greenspace. There is a general presumption against development, however, the provision of tennis courts would generally be considered as an acceptable land use within a park.
- 3.7.3. The proposal will require planning consent and more detail on the design, construction, parking and the operation of the facility will be required before an application can be submitted for formal consideration.
- 3.7.4. The land in the vicinity of Overtoun Park is known to have contamination and the Council does not hold detailed ground surveys or soil reports for the area affected by this proposal. Rutherglen Lawn Tennis Club Ltd will require to undertake its own investigations and obtain specialist advice to demonstrate that its proposals are suitable and there are no contamination issues generated by the development.
- 3.7.5. The Council does not currently carry any significant revenue or capital costs for the site which is managed as part of the larger park.
- 3.8. **Organisation**
- 3.8.1. Rutherglen Lawn Tennis Club Ltd is a private company limited by guarantee, Company Number SC544114.
- 3.8.2. The organisation is a not-for-profit organisation and, in the event of dissolution, any assets/monies cannot be distributed to members and require to go to another Community Sports Club or charity with a similar purpose.
- 3.8.3. The organisation's objectives are to promote the playing of social and competitive tennis within the community of Burnside and Rutherglen.
- 3.8.4. Rutherglen Lawn Tennis Club Ltd has a substantial membership which has grown from under 100 to 440 in less than 10 years. It has a strong culture of volunteering and has experience in raising funds and managing property, most recently raising £250,000 to invest into the derelict courts at Burnside Bowling Club for which they have also entered into a lease.

- 3.8.5. Although this is a members' organisation, the club estimates over 3,000 people benefit from its facilities through events and activities each year including
- A Coaching Programme which is open to all and includes wheelchair tennis
 - Free weekly Junior Aces Club which gives children from all backgrounds the chance to enjoy tennis.
 - Children's Holiday Camps which are open to all
 - A sponsorship deal with McDonald's which provides free tennis to hundreds of children and culminates in an annual schools' tennis festival hosted by the Club

3.9. **Project**

- 3.9.1. The proposal is for the creation of four tennis courts and two Padel courts under a steel frame structure with a tensioned fabric skin. A spine of converted shipping containers will provide the required accommodation and facilities.
- 3.9.2. The vision is to build a unique covered tennis centre which will provide an all-weather facility, which, combined with the existing club premises, will enable Rutherglen Lawn Tennis Club to promote, grow and develop the game of tennis in South Lanarkshire.
- 3.9.3. It is intended that the covered courts would also offer facilities for the wider community including;
- community "pay-as-you-go" use of the courts and limited free slots
 - a community café with free WiFi
 - toilets available for public use
 - Table Tennis, Table Football and Pool.
 - Community cinema events
 - Flexible/functional spaces available for community use such as dance, fitness, yoga, exercise, art classes etc
- 3.9.4. As part of the process of developing the vision for the facility, Rutherglen Lawn Tennis Club Ltd has carried out extensive public consultation. In addition to an online survey which received 679 responses (82% of responders "support fully" the proposal), the Club has also consulted with a range of local community organisations, community councils and the local residents' association.
- 3.9.5. Parking is a particular concern for local residents and this was emphasised through the most recent public representations. Roads and Planning Services have also highlighted that this will be a material factor when considering a future planning application.
- 3.9.6. The Council has been clear that it does not wish to lose any of the park to parking provision. Rutherglen Lawn Tennis Club has identified a number of possible solutions, however, these are dependent upon agreement with adjoining facilities for shared use of their existing parking. There is no commitment from these third parties at this stage.
- 3.9.7. Rutherglen Lawn Tennis Club has also carried out a survey of the on street parking at Overtoun Drive and assessed the potential impact on residents.
- 3.9.8. Although there have been provisional discussions with potential funders, the Tennis Club has not, to date, formally sought external funding to support the investment in the project. It requires the agreement in principle to the lease before being able to pursue the funding.

4. Assessment

- 4.1. Rutherglen Lawn Tennis Club is a well-established not-for-profit organisation with strong links to the local community. It appears to have the capacity and experience within the organisation to deliver a project of this nature.
- 4.2. The project is ambitious and there is still some considerable way to go in terms of the development of the design and funding for this project, however, it is appreciated that Rutherglen Lawn Tennis Club Ltd cannot pursue the development proposals further without incurring considerable expense.
- 4.3. In order to move on to the next stage of the project, the Club requires the confidence that the land at Overtoun Park will be available to it for lease.
- 4.4. In order to mitigate against some of the risk associated with the unknown elements of the project, it is proposed that the offer of lease will be conditional upon;
 1. the final location, extents of the lease and development proposals being to the satisfaction of the Executive Director (Community and Enterprise Resources)
 2. Rutherglen Lawn Tennis Club Ltd having satisfied itself and the Council that its required use of the leased area is not curtailed by ground contamination issues
 3. planning consent being obtained
 4. any third-party arrangements required in order to secure parking and planning consent being secured for the duration of the lease
 5. funding being secured for the development
 6. a longstop date of 3 years between signing the missives and commencement of the lease

5. Proposal

- 5.1. It is proposed to grant a lease of ground in the vicinity of that shown on the attached plan, on the following principal terms, subject to the conditions set out in section 4.4 above;
 1. The tenant to be Rutherglen Lawn Tennis Club Limited.
 2. The term to be 25 years.
 3. The date of entry to be agreed between the parties.
 4. The rent to be £1 per annum.
 5. The tenants to be responsible for obtaining all necessary statutory consents including Planning and Building Standards.
 6. The tenants to obtain all necessary insurances including building and public liability cover.
 7. The tenants to be responsible for payment of any rates or other charges resulting from their occupation and use of the subjects.
 8. Each party will be responsible for their own legal expenses. The tenants to be responsible for payment of any Land and Building Transactions Tax resulting from the grant of the lease and the costs of registration.
 9. The subjects to be used for the development and use of a community Tennis facility, with ancillary support facilities, including a community café, for the provision of covered all weather tennis courts.
 10. At expiry of the lease or at lease termination, however determined, the subjects will be left in good and tenantable condition or reinstated to the original condition if required.
 11. The landlords will grant all necessary access arrangements for construction and use of the subjects, including temporary access beyond the subjects to provide necessary services and associated installations as part of construction activities, subject to agreed routes and full reinstatement by the tenant

12. The sale of alcohol is prohibited.
13. The tenants will, as required by the landlord, demonstrate their non-profit making status, local community involvement and participation in the tennis club and allow public access for participants.
14. Assignment in whole or in part is prohibited unless to a similarly constituted tennis club. Subletting of part only of the premises is permitted to sports and community related users subject to prior approval by the landlord not to be unreasonably withheld.

6. Employee Implications

- 6.1. There are no employee implications.

7. Financial Implications

- 7.1. The revenue implications of the proposed asset transfer are neutral. The Council would have reduced maintenance costs for the area of land under the lease, however, depending upon the finally agreed access arrangements there could be increased maintenance for other areas of the park.
- 7.2. The site has no independent development potential.

8 Climate Change, Sustainability and Environmental Implications

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

9. Other Implications

- 9.1. By agreeing to the principle of the lease agreement, the Council is not making any commitment in terms of the statutory planning process nor obliging other public sector organisations to support their proposal.
- 9.2. If the lease is not agreed, the Rutherglen area loses the opportunity for investment in a new sports facility and community hub.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. Consultation has taken place with Community Resources, Planning, Roads, and Legal Services as well as South Lanarkshire Leisure and Cultural Trust. NHS Lanarkshire have also been made aware of the proposal.
- 10.2. 14 public representations were received just prior to the 5 May 2021 Committee. The issues raised within these representations can be summarised as;
 - loss of green space
 - noise
 - light pollution
 - arrangements for waste disposal
 - parking
 Of these, parking was the issue that is most strongly mentioned.
- 10.3. These are all planning matters that would be considered as part of any future planning application.
- 10.4. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

Daniel Lowe
Executive Director (Housing and Technical Resources)

25 August 2021

Link(s) to Council Values/Objectives/Ambitions

- ◆ Accountable, effective, efficient and transparent
- ◆ Strengthen Partnership Working Community Leadership and Engagement

Previous References

None

List of Background Papers

Business Case prepared by Rutherglen Lawn Tennis Club

<https://www.rutherglenltd.com/wp-content/uploads/2020/11/Rutherglen-LTC-Overtoun-Covered-Courts-Proposal-Documents-Issue-1.0-Full-Proposal.pdf>

Contact for Further Information

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

Frank McCafferty, Head of Property Services

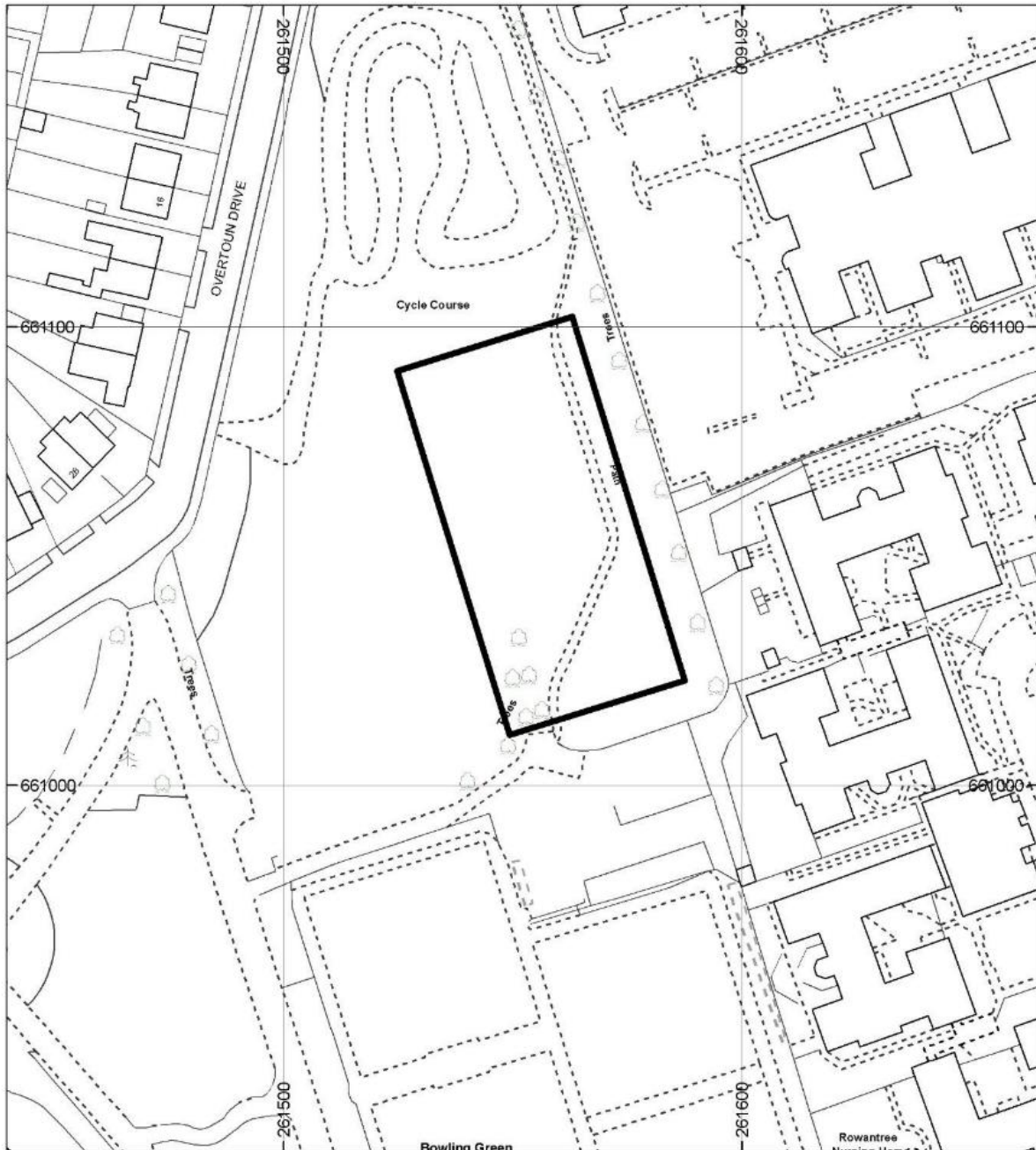
Ext: 4073 (Tel: 01698 454073) email: frank.mccafferty@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

Proposed Lease to Rutherglen Lawn Tennis Ltd
Overtoun Drive, Rutherglen



PROPERTY SERVICES



Contents outlined in Black 3320 square metres or thereby.

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DATE: 12/04/2021



**Our proposal to build covered tennis courts in
Overtoun Park creating a vibrant community hub**

ANNEX 1

Issue 1.0
27th August 2021



www.RutherglenLTC.com/Project100
#RLTCPProject100

CONTACT DETAILS



1

This document has been prepared by:

The members of Rutherglen Lawn Tennis Club

21-23 Viewpark Drive
Viewpark Drive
Burnside
Glasgow
G73 3QE

www.RutherglenLTC.com



@RutherglenLTC



Rutherglen__LTC



RutherglenLTC.com

Contact:

Gareth Ellor

Club President

Tel: **07368 971263**

e-mail: President@RutherglenLTC.com

ISSUE RECORD

Issue	Date	Description
0.4	13/8/2021	▪ Issued to South Lanarkshire Council for comment/review. Note, this issue only includes the car parking survey data available up to the point of issue (1 week's worth), but has been written from the perspective of the survey being complete. It is therefore provided to SLC to allow them to provide feedback on the overall approach rather than the specifics of the data which is incomplete.
1.0	27/8/2021	▪ First formal issue to South Lanarkshire Council. Updated to address comments/feedback and incorporate the full and final results of the car parking study.

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1. INTRODUCTION

1.1 BACKGROUND

Rutherglen Lawn Tennis Club (RLTC) are following the route-map illustrated in **Figure 1** to attempt to build some covered tennis courts in Overtoun Park as part of a vibrant community hub which will provide facilities and opportunities for everyone to enjoy.

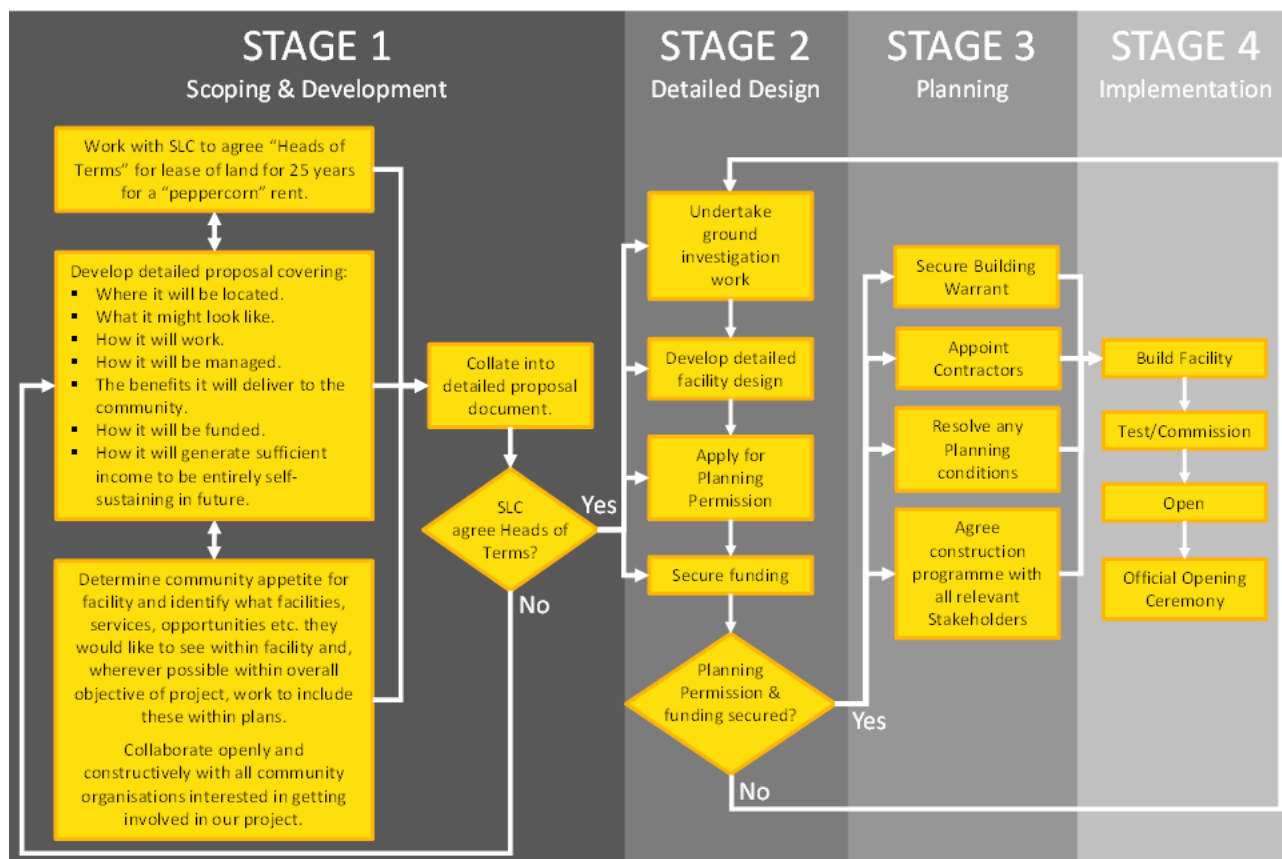


Figure 1: Project Route-Map

In November 2020 we submitted a detailed proposal to South Lanarkshire Council (SLC) in support of our application, through a "Heads of Terms" agreement, to secure a 25-year lease of the site on a peppercorn rent basis. This proposal document can be viewed by clicking the link below and represents the culmination of Stage 1 of this route-map.

<https://www.rutherglenlrtc.com/wp-content/uploads/2021/01/Rutherglen-LTC-Overtoun-Covered-Courts-Proposal-Document-Issue-2.0-Full-Proposal.pdf>

With "Heads of Terms" agreement we would then have a window of opportunity and security on the site to work to deliver the project via successive stages.

From the Council's initial consideration of our proposal, a number of representations have been made, including from local residents, which raised questions and expressed some concerns about our plans.

RLTC wishes to address these representations as an Annex to our proposal document. This report serves this purpose and should therefore be read in conjunction with the above main document.

Whilst our detailed proposal directly addresses all of the concerns raised and there are no new issues identified, this Annex amplifies our response to these representations. Hopefully this additional assessment demonstrates that the issues are not prejudicial to the positive merits of the proposal and can be reasonably addressed through the lease terms, planning and design processes as necessary (Stage 2).

Accordingly, we hope our proposals will be reported to the next available Committee in September 2021 with a recommendation to approve the "Heads of Terms".

To balance up the concerns expressed through this process it is worth briefly revisiting the findings of the extensive Public Consultation we conducted in support of our detailed Proposal Document. We received a total of 679 responses to our on-line community survey and the key findings were:

- 82% of respondents indicated that they supported the proposal fully and a further 9% that they tended to support it. So, overall, 91% of respondents are supportive of our plans.
- A very substantial majority (90%) considered that this was a suitable location compared to 8% that indicated it was not and 2% of respondents who provided a “don’t know” response.
- The highest level of interest in any of the elements of the proposal was for the café, with 85% of survey respondents indicating an interest in this (the figure again being particularly high amongst existing park users at 87%). This validates our vision of the café serving as the heartbeat of this vibrant community hub.
- 66% indicated an interest in access to the toilets, which would be available for public use and 34% in use of the secure, covered bicycle storage facility.
- A substantial majority of respondents felt that the proposal would have a positive effect on the community:
 - 74% felt it would increase participation in sport.
 - 72% felt it would improve people's physical health.
 - 71% felt it would improve people's mental health.
 - 71% felt it would helping bring people in the community together.
 - 70% felt it would enhance people's pride in their community.

2. ADDRESSING THE CONCERNS

The representations received, including those from local residents, highlight the following concerns:

- Loss of green space.
- Noise.
- Light pollution.
- Parking.
- Public access/community benefit.

Whilst our detailed Proposal Document directly addresses all these concerns and there are no new issues raised through these representations, we do recognise that as a 203-page document there is a huge volume of information which is not easy to digest.

The following sub-sections therefore address the specific concerns raised separately by signposting and highlighting the information presented in our detailed Proposal Document and elaborating on this where required to fully address the concerns raised.

Given the significance of car parking, this is covered as a separate section (see Section 3) which includes the findings of an additional survey conducted by us to explore the particular concerns about increased on-street parking in neighbouring residential streets.

2.1 LOSS OF GREEN SPACE

This issue is addressed in Section 3.13.1 of our Proposal Document.

Clearly this development will result in a loss of greenspace. As illustrated in Appendix 2 of our detailed proposal document, excluding the landscaping around the structure (grass verges, fencing and cycle/footpath) our building will take up around one third of the grassy area between the BMX track and Overtoun Park Bowling Club.

Our Public Consultation has demonstrated that there are wildly different views on what benefits this area of public land offers to the local community. Whilst a small number say that it is very well used and extremely popular, there is a much bigger group who view it as boggy unusable space. Whilst this is very much anecdotal feedback, our detailed survey concluded that a very substantial majority (90%) considered that this was a suitable location for our proposed facility.

Whilst our club certainly does not condone losing greenspace – we are an outdoor sports club which hugely values the great outdoors and open spaces – it is our strong belief that our proposed facility will offer way more to the local community than in its current state, on the basis that:

- The facility will deliver the wide community benefits described in Section 2.4.
- As described in Section 3.12 of our Proposal Document, our facility will improve the current flooding problems as the rainwater that falls onto the building will be collected and discharged into the groundwater system rather than accumulating within this grassy area. Also, as described in Section 7.2.11 of our Proposal Document, there are opportunities to hugely improve the quality of the remaining grassy area so that, even although a smaller space, it will be used by more people than present.
- Our community café, public toilets and secure bike storage will attract more people into this area of the park.
- With our proposed landscaping around the structure and ideas for an outdoor seating area, this area of the park will be much more appealing than present, again attracting more people.
- Whilst the facility would result in a loss of passive open space (grass) it will be replaced with active space in form of sports facilities accessible to the general public as described in Section 2.4.

Yes, our proposal will result in a loss of some green space, but with our ideas and vision, we believe we can hugely enhance this area of the park, allowing many more people to benefit from the remaining space than currently do across the whole plot, not to mention benefit from the community hub that lies within.

2.2 NOISE

This issue is addressed in Section 3.13.4 of our Proposal Document.

The new facility will generate some noise. In terms of the noise generated from tennis activities (ball striking, line calling etc.) this will be less than from the outdoor blaes courts that previously existed in this location in the park due to them being enclosed. In addition, the covered courts will be sited further from the houses on Overtoun Drive than the old courts. The noise generated from other activities will be low given that they will be contained within a fabric structure and the strict operating hours will mean that the facility will be closed at 10pm each night at the latest.

We therefore do not believe our facility will pose any noise nuisance to local residents, but as described in our Proposal Document, we are committed to working with SLC planners and other interested groups during the design and planning stage (Stage 2 as illustrated in our route-map shown in **Figure 1**) to achieve this position.

2.3 LIGHT POLLUTION

This issue is addressed in Section 3.13.3 of our Proposal Document.

The tensioned fabric skin will be semi-translucent to avoid the need to operate court lighting during daylight hours. This will reduce operating costs as well as its carbon footprint. In addition, it will help achieve the “outdoors-indoors” feel we are trying to achieve.

Consequently, there will be some light spillage during hours of darkness when the court lights are on. However, this spillage will manifest as subtle glow rather than any direct shine/glare from external floodlights such as those at our Viewpark and Burnside courts. There will be no direct sight of any lighting from outside the structure. In addition, as per our existing facilities, the proposed covered courts would close at 10pm each night when all lights would be turned off.

Based on this design and operating hours, we do not believe our facility will pose any light pollution nuisance to local residents, particularly given the proposed siting of the facility away from the houses along Overtoun Drive and Johnstone Drive. However, once again, we are committed to working with SLC planners and other interested groups during the design and planning stage to achieve this position noting that there are different design options that we could pursue which would change the characteristics of such light spillage and indeed eliminate it all together.

2.4 PUBLIC ACCESS/COMMUNITY BENEFIT

The fundamental objective of our proposal is to build a thriving community hub that offers facilities and opportunities that everyone can enjoy, hence this issue is covered throughout our Proposal Document, but specifically within Section 7.

There seems to be a view being perpetuated by some that we are an exclusive, elite tennis club looking to grab public land to serve our own purposes and benefit a handful of privileged individuals. This couldn't be further from the truth:

- We are a not-for-profit community club. It is written into our constitution that no individual should benefit financially from our activities, that our fundamental objective is to serve and support the local community, that the club's grounds and facilities cannot be sold for private gain and that if the club is dissolved, the assets must be retained by the local community. RLTC is therefore effectively custodians of a community facility.
- Through the work of a wide pool of highly capable and enthusiastic volunteers we give hundreds of people, young and old, and from all walks of life, the chance to enjoy the enormous health and social benefits tennis delivers in a fun and supportive environment. We've helped people tackle challenges such as obesity, stress, anxiety, bereavement and disability to make them fitter, happier and healthier.
- With our club run by volunteers who receive no remuneration, all the money we make goes into improving our facilities and doing more to support our local community. This is the unique benefit of our club and something that cannot be delivered by a private organisation or council who must pay salaries and return a profit.
- Anyone can join our club and we are accessible and affordable. A full adult membership costs £216 per year. This allows you to play whenever and as often as you want with the use of floodlights absolutely free. So, for someone who plays 5 times per week for an hour at a time (and there are many of our members who do) this costs less than £1 per session. Our Junior Membership costs £72 which is less than £1.50 a week. All our membership fees can be paid monthly to make payment

easier. We regularly benchmark our membership fees against other tennis clubs and given the range of facilities and opportunities we provide, we believe we deliver the best value for money of any club in South Lanarkshire and the wider Glasgow area.

- You don't have to be a member of RLTC to enjoy our facilities:
 - Our Coaching Programme is open to non-members and at typically £5/hour for a coached session we believe this represents excellent value.
 - Our "Junior Aces" class which runs every Monday after school is absolutely FREE and gives children outside of the club and from across the local community the chance to play tennis.
 - All our regular open days, fun days and social events are open to non-members, the majority of which are FREE.
- As described in Section 6 of our detailed Proposal Document, we open our doors to local community groups in the following ways:
 - Over the last 5 years, our McDonald's sponsored Schools Programme has given over 2,000 local school children the chance to play tennis for free. Whilst currently on hold due to COVID-19, we work actively with 14 local primary schools as well as providing coaching in a local Additional Support Needs (ASN) High School.
 - One of the big highlights of our calendar is the one-day competition which forms the finale of our annual Schools Tennis Festival; a week of FREE tennis for P3/P4 children delivered and funded by us.
 - We believe we are the only club in Scotland which offers Additional Support Classes including wheelchair tennis to non-members entirely FREE.
 - We partner with local community organisations and youth groups to provide FREE tennis in some of the most deprived parts of South Lanarkshire and the wider Glasgow area.
- In addition to raising considerable sums to improve our own facilities and fund the community programmes described above, we've applied our imagination, creativity and enthusiasm to raise over £20,000 for a number of local and national charities.

8

Our club is driven by a large team of passionate, committed volunteers who dedicate a huge amount of their own time to look after and manage our facilities to provide opportunities the whole community can enjoy. They all share our passion to serve the local community and are extremely proud of our growth and success and the difference we make to people's lives. This "for members, by members" ethos allows us to provide exceptional facilities and opportunities which are highly accessible and affordable.

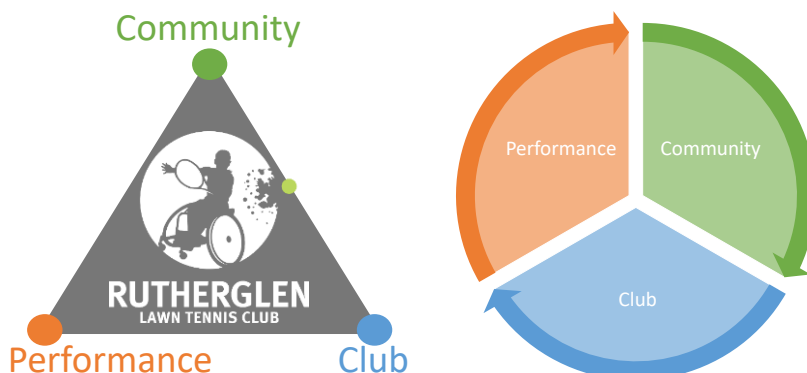
We believe this "for members, by members" volunteer ethos can be readily extended to manage this new facility providing even greater benefits to the local community.

Talented, capable people giving up their time and seeking no financial reward to run a facility which is open and accessible to the general public and operated on a not-for-profit basis represents an unrivalled economic model when considering value to the local community. In addition, we will build, own and operate this facility on a fully sustainable basis, thereby delivering all these benefits at no cost or risk to SLC or the local community.

Yes, our club will benefit from the facility – why would we put in so much time, effort and trouble to deliver this project if we didn't? We will get access to covered courts delivering all the benefits they will provide and allowing us to further grow and expand as described in Section 6.2.1 of our detailed Proposal Document.

However, our plans are much more than just about our club. Our recipe for success boils down to three key ingredients; community, club and performance.

A strong **community** programme gives hundreds of people of all ages, backgrounds and abilities the chance to try tennis. Those who catch the



bug feed into our club programme and those who are really talented and committed feed through into our performance programme.

A strong **club** programme attracts lots of members, which in turn creates lots of playing opportunities for all ages and abilities, establishes teams at all competitive levels and a social scene to suit all tastes and interests. This creates a critical mass which attracts even more members and so the cycle continues. A vibrant, healthy and welcoming club environment encourages those accessing our facilities from the community to join the club. Those members who want to take their tennis to the next level can join our performance programme.

A strong **performance** programme attracts more members into the club. It drives up standards, further attracting more members and it inspires those accessing our facilities from the community to take up the game or simply to come to our facilities to watch, interact and enjoy.

So, from a cynical perspective, opening our facilities to the local community helps our club. But we're not cynical people – we're passionate about sharing our facilities with the community to do good. It's written into our constitution and part of the DNA of our pool of volunteers who uphold these values in everything they do.

Our vision delivers a symbiotic relationship where a not-for-profit tennis club can help the community and vice versa. The busier and livelier the facility, the better it is for our club. The healthier our club, the more we can do for the local community.

More specifically, the general public will benefit from our proposed facility in three main ways:

1) As a new tennis facility:

- The courts will be open and accessible to the local community on a pay-as-you-go basis. With our strong cost focus on the design of the facility and a careful blend of commercial enterprise and our voluntary ethos in how we operate and manage it, we believe these will be the cheapest covered tennis courts in Scotland.
- We will employ a flexible charging tariff to further discount court hire during quieter periods to ensure the facility is well used and make it further accessible and even more affordable.
- We will provide slots each day available FREE on a first-come-first-served basis to make tennis truly accessible to all.
- They would be welcome to join our club.

We believe there is a strong appetite for a public tennis facility in the area having lost a number of council run tennis courts over the last couple of decades. Our Public Consultation survey showed that 51% of respondents would be interested in using the tennis courts on a pay-as-you-play basis. In addition, the survey showed that 48% of respondents would be interested in using the tennis courts as a member of RLTC.

In terms of the balance of use of the tennis courts between community, club and performance elements, whilst this would be determined during Stage 2 in conjunction with all stakeholders, we would anticipate it being around 40:40:20 so club members and the wider community would have similar access.

2) Through wider facilities and opportunities:

- Visitors/spectators encouraged and warmly welcomed. One of the consistent messages we hear from all the community groups we've engaged with is that there is a need for a safe place for people to go and be entertained and stimulated. We believe our facility would provide this.
- Café and social space open to the public. We see the café as the heartbeat of the facility as described in detail in Section 7.2.1 of our Proposal Document which includes an expression of interest from an operator. In return for a peppercorn lease (we would mirror our not-for-profit model on the café operator), they will play an active role in the management of the facility, providing a warm, friendly welcome to everyone who visits the centre and help reduce our operating costs to allow us to do even more for the local community. In addition, they will ensure that their menu is affordable and healthy and meets the needs of the facility users. They also have lots of great ideas about engaging with the community through regular events, including:

- Monthly tea dances for pensioners.
- Monthly themed "street food" evenings.
- Food tasting evenings.
- Cookery classes.

They are also keen to use this opportunity to train adults with learning disabilities as well as provide an opportunity for people to volunteer.

As described in Section 7.3.2 of our Proposal Documents, produce from the neighbouring Grow73 community garden will be routed directly into our community café creating a very healthy, sustainable and ethical food chain.

FREE WiFi will be available throughout the café area and social space. We think this will be very popular with the local community in a post COVID-19 working environment where more people will be working from home but will be looking for a homely, public space to work and socialise nearby.

We would also intend to provide a few free to use internet connected PCs to allow those who don't have computer access at home to use basic facilities in a safe and supportive environment.

- Toilets available for public use.
- FREE Table Tennis, Table Football and Pool. We will scatter a number of table tennis tables, pool tables and table football tables in free spaces around the facility which will be entirely free to use. These will be very popular with users of the facility but will also attract people in from the wider park/neighbourhood, again helping build the thriving community hub we're striving to achieve. We recognise the strong community appetite for free activities for kids to enjoy and we believe this offering will be attractive to them. It will give them a home from home to enjoy, socialise and be proud of.
- Community cinema showing classic films and big sporting action.
- A tennis shop and racket restringing service meeting the huge demand for this in the local area.
- A physiotherapy and sports injury clinic.

Many experts are forecasting that in a post coronavirus society more people will work from home and will be looking to use local amenities and facilities. This will change communities and neighbourhoods. We see our plans as being very much complementary to this "new normal" – a place to work, meet, eat, exercise and socialise right in the heart of our local community.

3) As a community hub:

- As described in detail in Section 7 of our Proposal Document, we want this facility to act as a framework for a vibrant and diverse community hub to grow and thrive. This is key to our plans and we have held detailed and productive discussions with a range of community groups and organisations who will be able to benefit from this facility. Some examples include:
 - Use of flexible/functional spaces available for community use (dance, fitness, yoga, exercise, fitness, art classes etc., meetings etc.).
 - Providing a friendly home from home for other sport clubs to use, enhancing their offering to their members (e.g. Cambuslang Harriers and Glasgow South Table Tennis Club who have both shown a very keen interest).
 - The huge health benefits in the activities that we will be promoting within our facility. As described in Section 7.3.1 of our Proposal Document, we are very keen to make our facilities available to the NHS through the "social prescribing" initiative being trialled under NHS Lanarkshire's "Green Health Initiative".

Whilst the driving force behind this proposed facility is tennis, we see it being much, much more than this. Tennis provides the structure on which we want to build a vibrant hub of activity that the whole community can enjoy.

Through our passion and commitment to make this project a reality, we have invested a great deal of time and effort into building relationships with local businesses, enterprises, community organisations and groups to deliver the vibrant community hub we want to achieve. But this is no pipe dream, we have identified organisations who share our ethos and vision and want to work with us to achieve this goal. Clearly not all of these relationships will come to fruition, but we believe there is enough interest here to show that this dream is achievable, and this groundwork will provide a solid foundation to build this diverse, thriving community hub as part of Stage 2. We also recognise that as we continue to develop our plans and word spreads, more interested parties will come forward delivering even more potential benefits to the community.

Figure 2 provides an illustration of the thriving community hub this facility could establish.

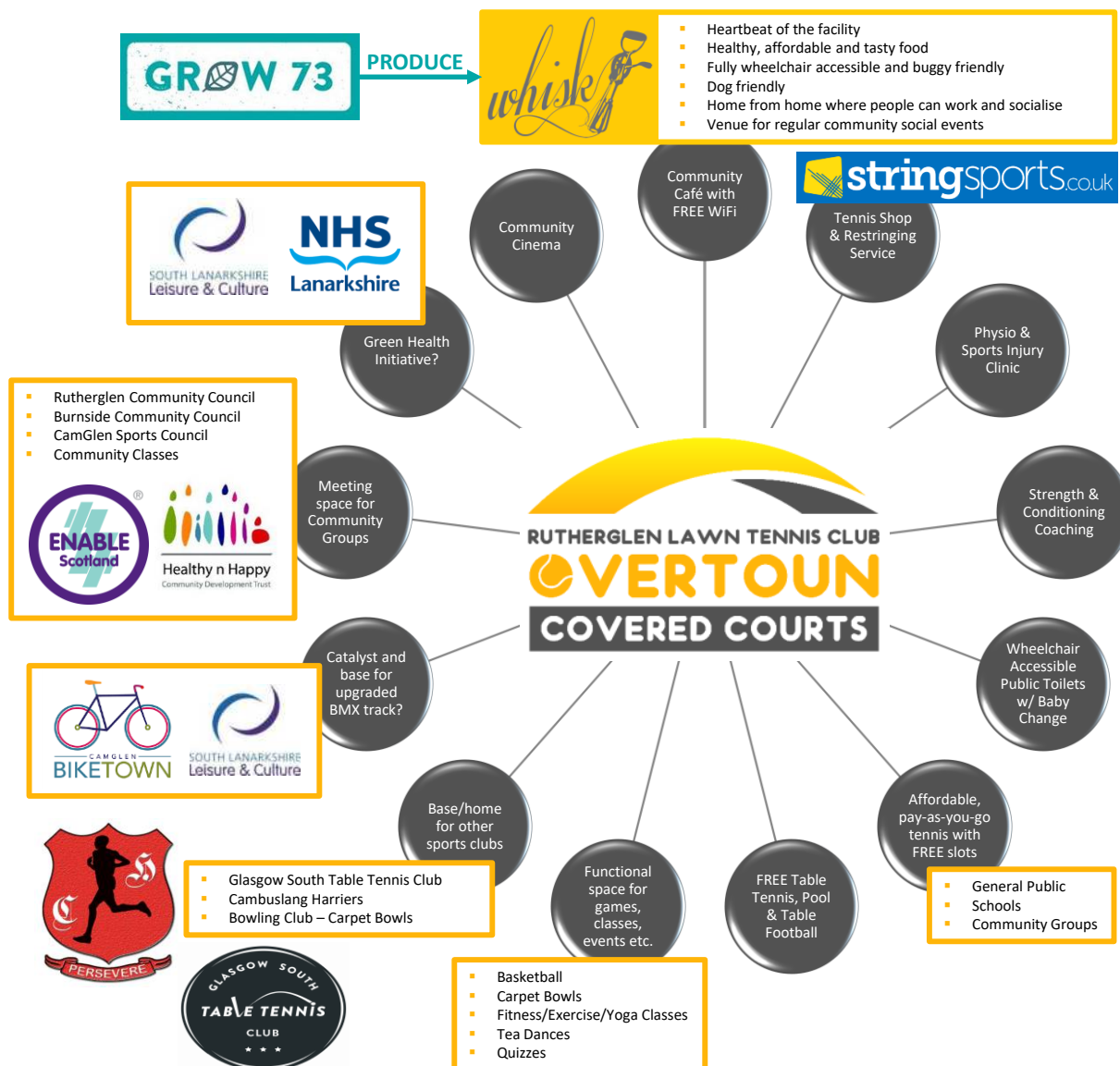


Figure 2: A broad and diverse Community Hub offering something for everyone

3. CAR PARKING STUDY

3.1 BACKGROUND

Our goal is to build a thriving community hub that everyone can enjoy. An inevitable outcome of this success will be that it attracts lots of people, some of whom will travel by car.

We do not want to provide car parking within the park for the following reasons:

- We do not want to take-up any more green space than is strictly necessary to build our facility.
- We want to keep the cost of the facility as low as possible to make it achievable in the first instance and viable in the long-term.
- It is likely that any spaces we did provide would be used by other park users, negating the benefit to our facility.

In addition, we recognise that we must avoid a significant increase in parking within the surrounding streets to avoid the centre impacting negatively on local residents. This view was very much echoed through the results of the detailed Public Consultation we conducted (see Section 8 of Proposal Document). Parking was identified as the second biggest concern with 38% of respondents describing this as a slight concern and a further 16% as a significant concern. Understandably this was a much more common concern amongst immediate neighbours to the north of the park with 65% of these describing it as a "big" concern.

Recognising the huge community support for our plans and recognising that car parking is likely to be the biggest hurdle to us agreeing "Heads of Terms", we were very keen to try and find a proactive solution to this problem which was acceptable to all involved parties allowing us to progress.

In our detailed Proposal Document (see Section 3.13.5) we set out a proposal whereby we would utilise the neighbouring Rutherglen Primary Care Centre (RPCC) car park to accommodate all cars visiting our facility. At weekends and weekday evenings, when the RPCC is closed, there would be more than sufficient spaces for our needs. During RPCC operating hours (weekday daytime) this car park can be very busy, so our proposal was based on us building, as part of our project and entirely at our cost, the additional car parking spaces required to accommodate our additional needs during these times. These spaces would be created by repurposing the existing grass verge that borders the neighbouring residential care home. Fortunately, our analysis shows that demand for parking for our facility will be lightest during RPCC operating hours and heaviest outside of these hours when the RPCC car park is generally empty. These operating regimes therefore complement each other nicely meaning that only a small increase in car parking spaces within the RPCC would ensure that our needs were met without impacting on RPCC parking provision.

Whilst we could designate these additional bays "tennis centre only", it was our suggestion that they be left undesignated allowing them to benefit the RPCC when not used in quieter periods by us, thus helping to address, to a small degree, wider car parking issues in the local area.

This solution would deliver the following benefits:

- 1) It provides sufficient spaces for all additional cars thereby avoiding any additional parking in neighbouring streets.
- 2) It keeps the entrance away from Overtoun Drive, reducing the impact of the facility on these residents and avoids additional traffic up Johnstone Drive, beyond the turn-off to the RPCC, and into Overtoun Drive.
- 3) We would install the additional car parking spaces required and mark-out a safe pedestrian pathway leading from these spaces into our facility. Also, as part of this work, we would repaint all bays, markings etc. to tidy-up the overall car park benefitting the RPCC. This would be done entirely at our cost.
- 4) It establishes a main entrance to our facility off the RPCC car park, making it readily accessible to their staff allowing them to enjoy the following benefits:
 - RPCC staff welcome to pop into the community café anytime for a coffee, healthy breakfast, lunch etc. to either sit-in or takeaway.
 - RPCC staff welcome to use our covered, secure bike storage to encourage them to cycle to work.

- RPCC staff able to access our facility for classes, lessons etc. before or after work or during lunchbreaks. Dedicated classes could be provided for this purpose.
 - RPCC staff discount available in community café.
 - RPCC staff discount available for "pay-as-you-go" court bookings and organised coaching.
 - RPCC staff receive RLTC membership discount.
- 5) The direct access to our facility from the RPCC could be of huge benefit to patients also. There are huge health benefits in the activities that we will be promoting within our facility. For example, there is a lot of research which shows that table tennis is hugely beneficial in helping those with Parkinson's disease or suffering from Alzheimer's. We are therefore very keen to make our facilities available to the NHS through the "social prescribing" initiative being trialled under NHS Lanarkshire's "Green Health Initiative". We therefore have the opportunity to create a range of opportunities for people to get exercise within a safe and supportive environment on the doorstep of RPCC and this is something we would be extremely keen to progress with relevant stakeholders during Stage 2.

Through a combination of ongoing uncertainty regarding NHS Lanarkshire's support of this proposal and SLC seeking to understand the impact of our facility on parking in neighbouring streets if such an agreement cannot be reached, we have sought to explore other potential parking solutions to see if a viable alternative can be found.

3.2 PARKING ANALYSIS

To help identify and assess the viability of other potential parking solutions beyond that presented in our Proposal Document, we have completed a detailed parking analysis which comprises two parts:

- 1) A study of how we think users will travel to our facility to determine the maximum number of additional cars that we would expect will require parking at any given time throughout a typical week.
- 2) A survey of how many cars currently park on Overtoun Drive¹ during the proposed operating hours of our facility to help determine whether this street could accommodate some additional parking from our facility without causing disruption/congestion.

The findings of these respective parts are presented in the following sub-sections.

3.2.1 Part 1: Study of additional parking needs

We have completed a detailed study of how we think users will travel to our facility to determine the maximum number of additional cars that we would expect will require parking at any given time throughout a typical week, broken down as follows:

- Weekday – Daytime.
- Weekday – Evening.
- Weekend – Daytime.
- Weekend – Evening.

The findings of this analysis are presented in **Appendix 1** and summarised in **Figure 3**.

¹ The focus here is on Overtoun Drive as this is the nearest residential street to our facility. Clearly any additional on street parking could be dispersed around various neighbouring streets, but the view we've taken is that if all of this parking is focussed on Overtoun Drive and doesn't have any significant impact, then wider dispersed parking will have a lesser effect – hence representing a bounding, conservative assessment. Furthermore, we believe that given it's length and width, and with properties only along one side of this road, it is the best location for any additional parking. In particular, we would not recommend any additional on street parking on Johnstone Drive. This is a busy street with double yellow lines on the south side from Stonelaw Road to beyond the Overtoun Drive junction. The north side has regular residential parking for the tenement flats. There are also driveways on the north side from the BMX track westwards.

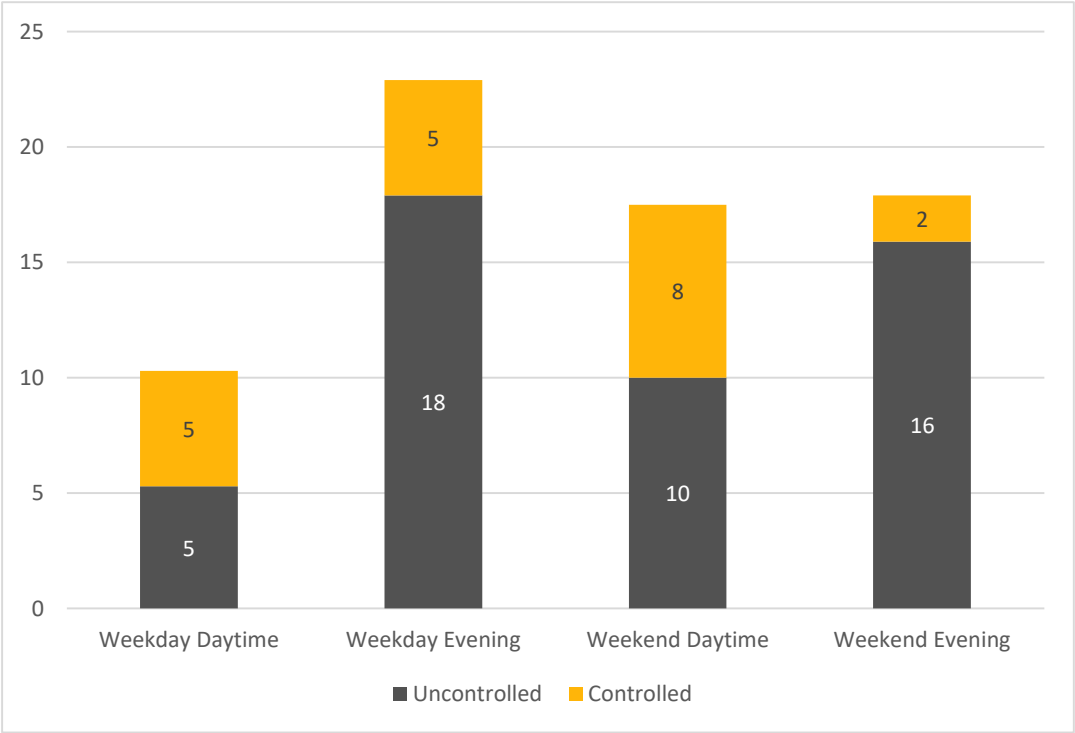


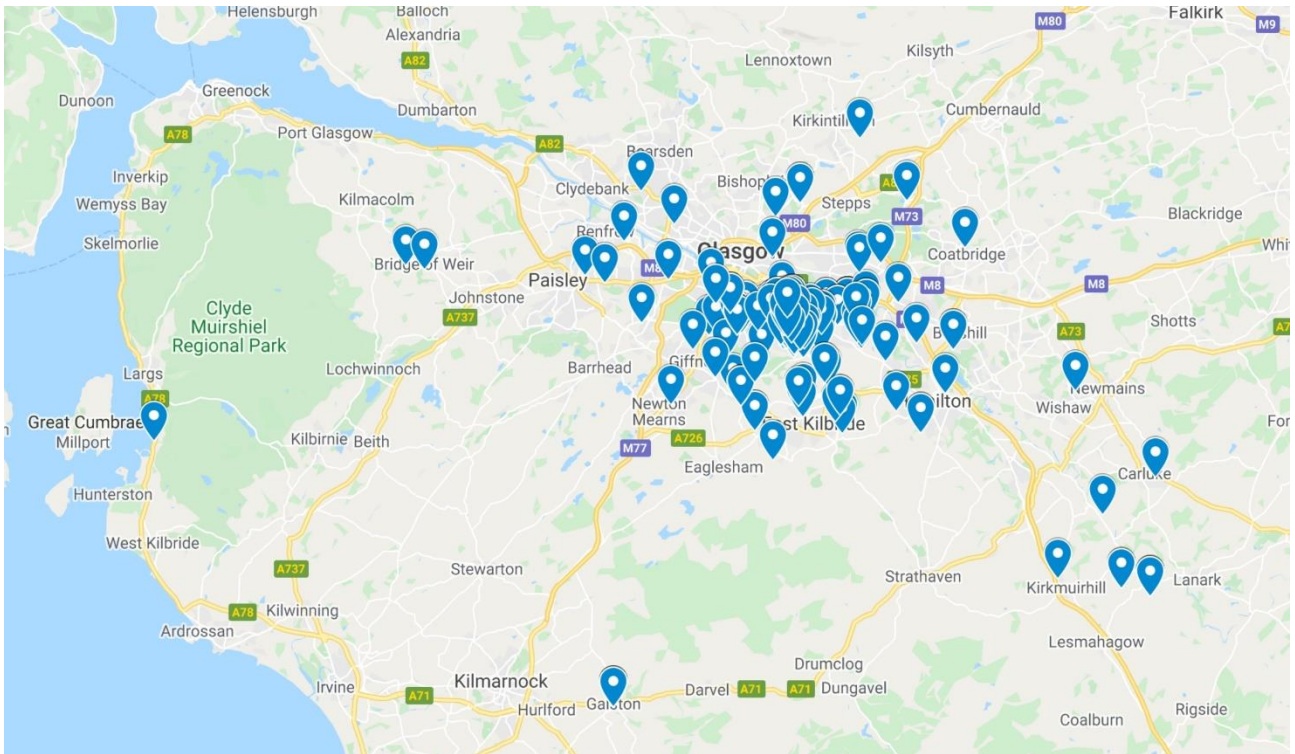
Figure 3: Car Parking Analysis – Key Findings

“Controlled” parking relates to members of staff or club officials who will work/volunteer at the facility (e.g. club volunteers, coaches, café workers, shop workers etc.) and whom we can dictate where they park. “Uncontrolled” parking is everyone else – all the users of the facility whom we can try and influence where they park via communications, notices etc. but ultimately we don’t have any real control over.

It should be noted that this analysis presents what we believe to be a worst case, bounding position for four main reasons:

- 1) It estimates the MAXIMUM number of cars that will require parking at any given time based on the busiest periods. In reality the centre will not be this busy all of the time.
- 2) It is based on what we consider to be conservative assumptions and hence inflates car parking requirements.
- 3) It is likely to double account parking requirements and hence the number of cars will be less than predicted through this analysis, e.g. the members in the café are likely to have also played so their cars will have been counted twice.
- 4) Whilst the preference for indoor/outdoor facilities will flip through the seasons (e.g. covered courts will be first choice in winter and outdoor courts first choice in summer), as we are a busy club, we do not expect the usage of our three facilities to vary significantly throughout the seasons, all will remain busy based on the usage assumed within this analysis. We have based our assumptions which underpin this analysis on winter months when people are more likely to access via car due to inclement weather and reduced daylight hours. This analysis will therefore overestimate the number of additional cars in summer months when more people will be inclined to walk or cycle to the facility.

This analysis is based on the premise that we are a local club and that the majority of our members live nearby and can access the new facility on foot or via bike. Given how critical this assumption is to this analysis, it is appropriate to test it. **Figure 4** presents a “pin-map” of our membership based on their home address (Postcode, where known). With 63% of our members living within the G73 (Rutherglen) postcode, we believe this assumption can be readily supported.



3.2.2 Part 2: Survey of existing parking

We hired the services of an experienced, professional surveying business, and with the authority of SLC and the Police, they undertook an on-street parking survey over a 3 week period covering the proposed opening hours of our facility (08:00 to 22:00 Monday to Sunday).

To ensure full coverage of Overtoun Drive and allow the number of cars parked to be accurately counted, 5 cameras in total were installed. These camera locations and typical images generated are shown in **Appendix 2**.

The cameras were installed for the period Monday 2nd through to Sunday 22th August. This timeframe was chosen as it would provide information on parking trends during both school holidays and term times given that SLC schools returned on Monday 16th August.

The time-lapse images generated were used to count the number of cars parked over the full length of Overtoun Drive at hourly intervals. The raw data for each day is held within an Excel Spreadsheet which is available upon request. **Appendix 3** provides a days' worth of data to show how this information is configured and presented. **Appendix 4** collates this information to present the average and maximum number of cars parked on the park side and residential sides, along with the corresponding overall total, based on the hourly counts and broken down into daytime and evening periods; 08:00 to 17:00 and 18:00 to 22:00 intervals respectively.

This data is then aggregated (see **Table 1**) to determine the average and maximum number of cars parked on the park side of the road over the full survey period, broken down into the following four periods to coincide with the parking needs survey presented in Section 3.2.1:

- 1) Weekday Daytime (08:00 to 17:00 intervals).
- 2) Weekday Evening (18:00 to 22:00 intervals).
- 3) Weekend Daytime (08:00 to 17:00 intervals).
- 4) Weekend Evening (18:00 to 22:00 intervals).

Table 1 focusses exclusively on the park side of Overtoun Drive for two main reasons:

- If our plans were to progress with an acceptance that there would be some additional parking on Overtoun Drive, then we would expect and encourage this to be sited on the park side to minimise impact on residents who will tend to park on the other side.
- We believe this presents a conservative assessment by ignoring any parking capacity on the residential side of the street – our logic being that if our assessment demonstrates that the additional parking from our facility will not significantly impact residents, then the impact will be even less due to the additional spaces on the residential side.

The data for the weekday daytime period is further broken down into school holiday and term times ("Schools Out" and "Schools In" respectively) to allow any differences to be noted and considered.

	Dates covered (all August'21)	Park Side	
		Avg	Max
Weekday Daytime – Schools Out	2,3,4,5,6,9,10,11,12,13	6	15
Weekday Daytime – Schools In	16,17,18,19,20	8	15
Weekday Daytime – Overall	2,3,4,5,6,9,10,11,12,13, 16,17,18,19,20	7	15
Weekday Evening – Overall	2,3,4,5,6,9,10,11,12,13, 16,17,18,19,20	6	22
Weekend Daytime – Overall	7,8,14,15,21,22	6	19
Weekend Evening - Overall	7,8,14,15,21,22	3	9

Table 1: Summary of findings of survey of existing car parking on Overtoun Drive

The following key conclusions can be drawn from this survey:

- 1) There is no significant difference in the average number of cars parked at Weekday Daytime, Weekday Evening and Weekend Daytime (~6-7 cars).
- 2) The average number of cars parked on the park side of Overtoun Drive is lower at Weekend Evenings (~3 cars).
- 3) The average number of cars parked on the park side of Overtoun Drive during Weekday Daytime periods is slightly higher during school term time (8 compared with 6 during school holiday) but no significant differences in trends were noted between these two periods, as the maximum figures were identical.
- 4) The maximum number of cars parked on the park side of Overtoun Drive at any time throughout the survey period was 22. This occurred at 6pm on Monday 16th August (Weekday Evening).
- 5) The second highest instance of cars parked on the park side was 21 and this occurred at 7pm on Tuesday 10th August (Weekday Evening).
- 6) The third highest instance of cars parked on the park side was 19 and this occurred at 9am on Saturday 21st August (Weekend Daytime).
- 7) Out of the 315 counts completed (15 counts per day (08:00 to 22:00), 7 days/week for 3 weeks), there were:
 - 2 occurrences (less than 1%) where the number of cars parked on the park side was 20 or above, as described above.
 - 11 occurrences (less than 4%) where the number of cars parked on the park side was 15 or above.
 - 55 occurrences (less than 18%) where the number of cars parked on the park side was 10 or above.
- 8) So, based on the above, this survey indicates that for more than 80% of the time, the number of cars parked on the park side of Overtoun Drive is less than 10.

3.3 PARKING OPTIONS

We have identified three possible parking options which are described below:

- OPTION 1:** We secure use of the RPCC car park and use this for all parking. This is the option detailed in our Proposal Document and remains our preference for the reasons described in Section 3.1, even although it would increase the project cost due to the extra work to create the additional parking bays in the RPCC car park.
- OPTION 2:** We secure use of the RPCC car park outside their operating hours, when it lies empty, allowing all parking weekday evenings, weekend daytimes and weekend evenings to be located here. Parking during weekday daytime would be located on Overtoun Drive. So, this option would result in some additional parking on Overtoun Drive, but this would be limited to weekday daytime periods only.
- OPTION 3:** We do not secure any use of the RPCC car park therefore all parking will be located on Overtoun Drive.

We have also secured the use of Ace Place Nursery Car Park on Roger Drive. Ace Place are one of our biggest supporters and use our existing facilities regularly. They have granted us permission to use their car park outside of their operating hours, so weekday evenings and at weekends.

Were we to gain use of the RPCC car park (either Option 1 or 2) then the Ace Place car park would provide no real benefit as there is more than enough space in the RPCC car park. Also, for Option 2, the ACE Place car park would not be available during RPCC operating and hence would not avoid additional parking in Overtoun Drive during weekday daytime periods.

It would, however, provide benefit in Option 3 as we can direct “controlled” parking to Ace Place thereby reducing the number of additional cars parking on Overtoun Drive. Whilst we can encourage “uncontrolled” parking to be located here also, a significant number of users would most likely park on Overtoun Drive for convenience.

Table 2 takes the findings of the study of additional parking needs (see Section 3.2.1) and spreads the total number of cars across the three locations based on the above assumptions whilst conservatively assuming all “uncontrolled” parking in Option 3 is located on Overtoun Drive.

OPTION	Time Period	RPCC	Ace Place	Overtoun Drive
1	Weekday Daytime	10	-	-
	Weekday Evening	23	-	-
	Weekend Daytime	18	-	-
	Weekend Evening	18	-	-
2	Weekday Daytime	-	-	10
	Weekday Evening	23	-	-
	Weekend Daytime	18	-	-
	Weekend Evening	18	-	-
3	Weekday Daytime	-	-	10
	Weekday Evening	-	5	18
	Weekend Daytime	-	8	10
	Weekend Evening	-	2	16

Table 2: Distribution of additional cars across the three parking locations

3.4 PARKING IMPACT ASSESSMENT

The key concern about car parking expressed via the representations to SLC is that our new facility will result in considerable additional parking in neighbouring residential streets that will have a detrimental impact on local residents. We have therefore worked to assess this impact. As previously described, we have focussed our assessment on Overtoun Drive as this is the nearest residential street to our facility. Clearly any additional on street parking can be dispersed around various neighbouring streets, but the view we’ve taken is that if all of this parking is focussed on Overtoun Drive and doesn’t have any significant impact then wider dispersed parking will have a lesser effect.

Table 3 combines the findings of the study of additional parking needs (see Section 3.2.1) and the dispersion of this across the different locations for the different options (see **Table 2**), with the results of the survey of existing parking (see Section 3.2.2) to determine the maximum number of cars that could park on Overtoun Drive for the three different options being considered, focussing on the park side for reasons previously described. Cells shaded green indicate no additional parking, so no change from current parking levels.

OPTION	Time Period	Current	Additional	TOTAL
1	Weekday Daytime	15	0	15
	Weekday Evening	22	0	22
	Weekend Daytime	19	0	19
	Weekend Evening	9	0	9
2	Weekday Daytime	15	10	25
	Weekday Evening	22	0	22
	Weekend Daytime	19	0	19
	Weekend Evening	9	0	9
3	Weekday Daytime	15	10	25
	Weekday Evening	22	18	40
	Weekend Daytime	19	10	29
	Weekend Evening	9	16	25

Table 3: Assessment of additional parking on park side of Overtoun Drive

There is approximately 325m of car parking length between the double yellow lines at Johnstone Drive and the yellow lines at the north west entrance to Overtoun Park at Mill Street. Using the “rule of thumb” that a length of 6m should be provided for mid spaces and 5m for end spaces, there is space to accommodate 54 cars on the park side of Overtoun Drive. As illustrated in **Table 3**, this is more than sufficient to accommodate the maximum parking demand from our facility for all options identified (25 and 40 cars respectively for Options 2 and 3 respectively with Option 1 not resulting in any additional parking on Overtoun Drive).

3.5 CONCLUSIONS

The following conclusions can be drawn from this car parking study:

- 1) If we can secure use of the RPCC Car Park at all times (Option 1) then there would be no additional parking in Overtoun Drive. This remains our preferred choice for the reasons described in Section 3.1, even although it would increase the project cost due to the extra work to create the additional parking bays in the RPCC car park.
- 2) If we could secure use of the RPCC outside of their operating hours (Option 2) then there would only be additional parking in Overtoun Drive during weekday daytime periods (ACE Place Car Park unavailable at these times). The MAXIMUM number of cars parked on the park side of the road at these times would increase from 15 to 25 which, due to the length and width of Overtoun Drive and the available capacity for ~54 cars on the park side, we believe can be readily accommodated without any significant disruption to local residents. It should also be noted that this maximum would only be slightly higher than current parking levels in Weekday Evening periods (22 maximum as shown in **Table 1**). There would be no change to current parking levels at any other times.
- 3) If we cannot secure any use of the RPCC car park then there would be additional parking in Overtoun Drive at all times, with this reduced to a degree by locating “controlled” parking in the Ace Place Nursery car park. The MAXIMUM number of cars parked on the park side of the road at any time would increase from 22 to 40. Whilst this is our least preferred option as it would result in most additional parking in Overtoun Drive, given the length and width of Overtoun Drive and the available capacity for ~54 cars on the park side, we believe this option can also be accommodated without significant disruption to local residents.
- 4) The above analysis is hugely conservative as it combines an assessment of the MAXIMUM additional car parking needs from our proposed facility (and from a clearly conservative analysis approach as previously described) with the MAXIMUM number of parked cars counted by our survey. The chances of these maximums coinciding are extremely low and even if they did it would only be for a very small proportion of time. Furthermore, for Option 3, it assumes that all “uncontrolled” parking is located in Overtoun Drive which we can take action to reduce.
- 5) This assessment considers routine use of our facility. We would, from time-to-time, look to hold large events; tournaments, open days etc. but these would be in evenings and at weekends when we would hope to have access to the RPCC car park, if not on an ongoing basis as part of one of the above options, but on an infrequent basis. The use of the Ace Place car park would also serve this purpose.

4. MAIN CONCLUSIONS

Through the information and evidence provided within this Annex and through signposting to the more detailed information within our overall Proposal Document, we believe we have addressed all the concerns identified. More specifically, we believe we have demonstrated that:

- 1) Whilst our plans will clearly result in a loss of some green space, with our ideas and vision, the proposed facility will offer way more to the local community than in its current state and this is backed-up by the findings of our expansive community survey.
- 2) Our facility will not pose any nuisance to residents through noise and light pollution. However, we are committed to working with SLC planners and other interested groups during the design and planning stage to achieve this position.
- 3) Our facility will deliver huge benefits to the general public and wider community in a whole host of ways and that our “not-for-profit”, volunteer lead model will deliver facilities and opportunities of unrivalled quality and value.
- 4) There are a range of parking solutions which make use of three parking locations (Overtoun Drive, Ace Place Nursery and the Rutherglen Primary Care Centre (RPCC)). We understand the concerns about additional car parking on Overtoun Drive and are committed to working with SLC planners and other interested groups during the design and planning stage to minimise and ideally eliminate this. The use of the RPCC car park remains our preferred solution, not least because it would eliminate any additional traffic and parking within Overtoun Drive. However, we believe we have demonstrated, through a grossly conservative assessment, that even if we cannot secure access to this in any form (permanent or out of hours), then given the length and width of this road, there is sufficient capacity to accommodate all additional parking generated by our facility at all times without causing significant disruption and congestion. We therefore believe that all of the parking solutions we have identified are viable and achievable and it would then be a matter of working with the relevant stakeholders during the design and planning stage to identify the best overall solution recognising all the different constraints.

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We hope that with this information, clarification and evidence, SLC now have confidence to take our proposal to the September meeting of the Housing and Technical Resources Committee to hopefully achieve a positive decision on “Heads of Terms” to allow us to move on.

More specifically, given that finding an acceptable parking solution is one of a number of conditions included in the draft “Heads of Terms”, and with three viable solutions identified, we trust SLC share our view that the lack of a final decision on car parking provision should not preclude an agreement on “Heads of Terms”.

Nine months on from submitting our proposal we are extremely keen for SLC to determine a position regarding “Heads of Terms”. We cannot progress with our funding applications until this is secured. All indications are that we stand a very good chance of securing the funding required to build this facility, but the funding opportunities available to us will be time limited and the longer we delay, the greater the chance of us missing this opportunity to do something we think will be hugely beneficial to the local community.

APPENDIX 1: Car parking study

Number of Users/Visitors																			
Tennis Courts				Padel Courts				Café				Community				Operations			
Schoolchildren	Members	Visitors		Members	Visitors			Members	Visitors			Members	Visitors			Coaching	Club	Café	Shop
Maximum number of users at any given time	4	4		4	4			10	30			0	15			3	2	2	1
Percentage of users travelling by car	25%	10%		25%	10%			25%	0%			25%	0%			100%	0%	50%	100%
Maximum number of additional cars requiring parking at any given time	1	0.4		1	0.4			2.5	0			0	0			3	0	1	1
Maximum number of users at any given time	8	8		4	4			10	15			0	30			4	0	2	0
Percentage of users travelling by car	50%	20%		50%	20%			50%	10%			50%	10%			100%	50%	50%	100%
Maximum number of additional cars requiring parking at any given time	4	1.6		2	0.8			5	1.5			0	3			4	0	1	0
Maximum number of users at any given time	8	8		4	4			10	40			0	20			4	0	3	2
Percentage of users travelling by car	40%	10%		40%	10%			40%	0%			40%	0%			100%	50%	50%	100%
Maximum number of additional cars requiring parking at any given time	3.2	0.8		1.6	0.4			4	0			0	0			4	0	1.5	2
Maximum number of users at any given time	8	8		4	4			5	20			0	30			0	0	2	0
Percentage of users travelling by car	50%	20%		50%	20%			50%	10%			50%	10%			100%	50%	100%	100%
Maximum number of additional cars requiring parking at any given time	4	1.6		2	0.8			2.5	2			0	3			0	0	2	0
TOTAL																			

Overview of facility usage:

		Tennis Courts		Padel Courts	Café	Community	Operations
Weekday	Daytime	1) Schoolchildren who will visit via foot or bus – possibly up to 16 children per court on 2 courts. 2) Adult/Community Coaching – 4 players on one court maximum. 3) Adult Social Play – 4 players on one court maximum.	Maximum of 4 players playing doubles on each court and a combination of club members and local residents.	1) Park users. 2) Local residents. 3) Club members. 4) Health Centre staff and patients who will park in Health Centre.	1) Local community group meetings. 2) Fitness, exercise classes etc. in functional spaces. 3) Park users, neighbours etc. playing table tennis, pool etc. 4) Park users accessing toilet facilities.	1) Coaching team. 2) Club staff/volunteers. 3) Café staff. 4) Shop staff.	
	Evening	Maximum of 4 players per court - attending coaching or playing socially or competitively - combination of club members and local residents.	Maximum of 4 players playing doubles on each court and a combination of club members and local residents.	1) Park users. 2) Local residents. 3) Club members.	1) Local community group meetings. 2) Fitness, exercise classes etc. in functional spaces. 3) Park users, neighbours etc. playing table tennis, pool etc. 4) Community social events. 5) Park users accessing toilet facilities.	1) Coaching team. 2) Club staff/volunteers. 3) Café staff.	
Weekend	Daytime	Maximum of 4 players per court - attending coaching or playing socially or competitively - combination of club members and local residents.	Maximum of 4 players playing doubles on each court and a combination of club members and local residents.	1) Park users. 2) Local residents. 3) Club members.	1) Local community group meetings. 2) Fitness, exercise classes etc. in functional spaces. 3) Community social events. 4) Park users, neighbours etc. playing table tennis, pool etc. 5) Park users accessing toilet facilities.	1) Coaching team. 2) Club staff/volunteers. 3) Café staff. 4) Shop staff.	
	Evening	Maximum of 4 players per court - attending coaching or playing socially or competitively - combination of club members and local residents.	Maximum of 4 players playing doubles on each court and a combination of club members and local residents.	1) Park users. 2) Local residents. 3) Club members.	1) Community social events. 2) Park users, neighbours etc. playing table tennis, pool etc. 3) Park users accessing toilet facilities.	1) Coaching team. 2) Club staff/volunteers. 3) Café staff.	

Percentage users travelling to facility by car:

		Weekday		Weekend	
		Daytime	Evening	Daytime	Evening
Members					
Justification	The majority of our members who play during the daytime live locally and walk to our Viewpark or Burnside courts. With our proposed Overtoun Covered Courts within easy walking distance of both our existing venues, we see this trend continuing and 25% as a conservative estimate.	25%	50%	40%	50%
			More of our members who play in the evening travel by car due to a range of factors including: travelling from further afield, convenience, safety, comfort etc. The latter two points are particularly pertinent during winter months. However, we pride ourselves on being a local club, with majority of our members living within walking/cycling distance. To accommodate and encourage the latter we plan to include generous, quality bike storage facilities. We therefore consider 50% to be a conservative estimate.	We estimate this number to be below Weekday Evenings as it will be in daylight hours and, generally speaking, members have more time to walk/cycle at weekends. It will be higher than Weekday Daytimes because members will travel from further afield. 40% is considered a conservative estimate.	Considered comparable to Weekday Evenings.
Visitors (Tennis)					
Justification	We expect the vast majority of tennis playing visitors to be local residents (this is key to our tennis development plan) who we will encourage and incentivise to walk/cycle to the facility. This will be achieved by providing generous, quality bike storage facilities and potentially offering a discount on court bookings and/or a rewards programme to those who travel on foot or bike.	10%	20%	10%	20%
			Increased from Daytime due to darker nights, particularly in winter, as well as players coming from further afield.	Considered comparable to Weekday Daytime.	Considered comparable to Weekday Evening.
Visitors (Community)					
Justification	These are a combination of people visiting the park and Health Centre anyway and enjoying our facilities on their visit and local residents who we will expect and encourage to walk/cycle to the facility. In terms of the former, they will not cause increased parking (if they arrive by car they will be parking in the area anyway). In terms of the latter, whilst some local residents will drive to the facility, this is judged to be very much the exception and well within conservatism elsewhere within this analysis.	0%	10%	0%	10%
			Increased from Daytime due to darker nights, particularly in winter.	Considered comparable to Weekday Daytime.	Considered comparable to Weekday Evening.

APPENDIX 2: Car parking survey camera positions and typical images

Cameras A & B (to count cars parked on "North/South Section")



24

Camera C (to count cars parked around "Gate Area")



Camera D (to count cars parked on "Bend")



25



Camera E (to count cars parked on "East/West Section")



APPENDIX 3: Example of raw data from car parking study

		02-Aug-21															
		8:00:00 AM	9:00:00 AM	10:00:00 AM	11:00:00 AM	12:00:00 PM	1:00:00 PM	2:00:00 PM	3:00:00 PM	4:00:00 PM	5:00:00 PM	6:00:00 PM	7:00:00 PM	8:00:00 PM	9:00:00 PM	10:00:00 PM	
North/South Section Camera A + B	Park Side	0	0	3	1	3	2	2	4	4	4	0	3	2	0	0	
	Residential side	4	5	7	7	6	2	2	4	3	5	4	4	5	5	5	
Gate Area Camera C	Park Side	1	0	5	2	4	4	3	5	3	5	4	7	1	2	0	
	Residential side	2	1	2	2	2	3	4	2	3	3	3	4	1	1	1	
Bend Camera D	Park Side	1	0	0	2	0	0	0	0	1	0	0	1	1	0	0	
	Residential side	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	
East/West Section Camera E	Park Side	0	1	2	1	0	0	2	3	1	1	0	1	1	1	1	
	Residential side	2	1	2	2	3	4	3	4	4	4	5	4	4	4	4	
Total	Park Side	2	1	10	6	7	6	7	12	9	10	4	12	5	3	1	
	Residential Side	8	8	11	11	11	9	10	10	10	12	12	12	10	10	10	
	Total	10	9	21	17	18	15	17	22	19	22	16	24	15	13	11	
Average	Park Side	7										5					
	Residential Side	10										11					
	Total	17										16					
Maximum	Park Side	12										12					
	Residential Side	12										12					
	Total	22										24					
Average	Park Side	6															
	Residential Side	10															
	Total	17															
Maximum	Park Side	12															
	Residential Side	12															
	Total																

APPENDIX 4: Aggregated data from car parking study

		Park Side	
		Avg	Max
Monday 2nd August	Daytime	7	12
	Evening	5	12
	Whole Day	6	12
Tuesday 3rd August	Daytime	5	12
	Evening	6	9
	Whole Day	5	12
Wednesday 4th August	Daytime	4	8
	Evening	4	5
	Whole Day	4	8
Thursday 5th August	Daytime	6	12
	Evening	4	8
	Whole Day	5	12
Friday 6th August	Daytime	5	7
	Evening	2	4
	Whole Day	4	7
Saturday 7th August	Daytime	7	16
	Evening	3	8
	Whole Day	6	16
Sunday 8th August	Daytime	3	5
	Evening	3	4
	Whole Day	3	5
Monday 9th August	Daytime	6	9
	Evening	4	10
	Whole Day	5	10
Tuesday 10th August	Daytime	8	15
	Evening	13	21
	Whole Day	10	21
Wednesday 11th August	Daytime	7	11
	Evening	3	6
	Whole Day	6	11
Thursday 12th August	Daytime	9	15
	Evening	2	5
	Whole Day	7	15
Friday 13th August	Daytime	4	7
	Evening	2	5
	Whole Day	3	7
Saturday 14th August	Daytime	9	14
	Evening	7	9
	Whole Day	8	14
Sunday 15th August	Daytime	5	8
	Evening	2	4
	Whole Day	4	8
Monday 16th August	Daytime	9	15
	Evening	10	22
	Whole Day	9	22
Tuesday 17th August	Daytime	9	13
	Evening	10	14
	Whole Day	9	14
Wednesday 18th August	Daytime	6	11
	Evening	12	18
	Whole Day	8	18
Thursday 19th August	Daytime	8	14
	Evening	4	6
	Whole Day	7	14
Friday 20th August	Daytime	7	11
	Evening	3	5
	Whole Day	6	11
Saturday 21st August	Daytime	7	19
	Evening	2	3
	Whole Day	5	19
Sunday 22nd August	Daytime	6	15
	Evening	1	4
	Whole Day	5	15

Report

13

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Proposed Lease of Ground at Palace Grounds Car Park, Palace Grounds Road, Hamilton with Associated Right of Access in Favour of ESP Limited
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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 Palace Grounds Car Park, Hamilton, in favour of ESP Limited
- ♦ ask Committee to approve the laying of the cables and to grant right of access in favour of ESP Limited to the substation and associated cables for maintenance and inspection

2. Recommendation(s)

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

- (1) that a 99-year lease of ground at Palace Grounds Car Park, Hamilton is granted to ESP Limited on the main lease terms and conditions outlined in Section 4 of this report.
- (2) that all necessary rights are granted to ESP Limited to maintain the substation and the cables serving the substation, as shown on the attached plan.
- (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 lease and to enter into the necessary legal agreements on terms which are in the best interests of the Council.

3. Background

- 3.1. In December 2019, the Housing and Technical Resources Committee granted a 19-year 364-day lease to Fastned UK Ltd to construct and operate a rapid vehicle charging station at the Palace Grounds location. Fastned UK Ltd requires a substation to service its facility and is seeking consent to vary its lease extents and to allow the Council to grant a 99- year lease to ESP Limited for the substation.
- 3.2. Whilst ESP Limited will lease the site and construct the substation, they will have the right to sublease the substation to Scottish Power Distribution (SPD) following completion.
- 3.3. The substation requires to be constructed on the ground extending to 25m² or thereby, shown on the attached plan, which is owned by South Lanarkshire Council and held in the Hamilton Common Good Account.
- 3.4. ESP Limited require a 99-year lease to allow for the construction of a substation and associated cabling.

- 3.5. It is a requirement that the lease to ESP Limited is granted to allow the construction of the substation to provide a sufficient power supply to facilitate the adjacent high voltage electric vehicle charging station which is to be constructed by Fastned UK Ltd on adjacent land leased from the Council for a 19 years 364 days period.
- 3.6. Whilst the substation is to service the adjacent vehicle charging facility, the substation lease may also serve the wider area, therefore, there is a rental charge.

4. Proposal

- 4.1. It is proposed that the lease terms and conditions are as follows:-
1. The lease will be to ESP Limited
 2. The period of the lease will be for 99 years from the date of entry
 3. Date of entry to be agreed
 4. The rent is to be a grassum of £9,000
 5. The subjects shall be used for construction and operation of the electricity substation
 6. ESP Limited will have the right to sublease to Scottish Power Distribution (SPD)
 7. 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
 8. Each party will be responsible for their own legal fees and expenses

5. Employee Implications

- 5.1. There are no employee implications.

6. Financial Implications

- 6.1. Approval will allow the adjacent fast charging facility, which is also the subject of a lease from the Council, to operate and pay rental.
- 6.2. A grassum of £9,000 will be paid to Hamilton Common Good Account as a result of the granting of the lease.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. The electric vehicle charging points will allow greater use of electric vehicles and 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. By granting this lease to ESP Limited, the Council facilitates the lease with Fastned UK Ltd to construct the adjacent fast charging station.
- 8.2. By not proceeding, there is a risk that the electric vehicle charging station 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 permitted development.
- 9.2. As the site is in the Common Good Account, consultation under the Community Empowerment (Scotland) Act 2015 has been undertaken.
- 9.3. Roads and Transportation Services have been consulted and have agreed that this lease be granted to facilitate the electric vehicle charging programme in this area.

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

Daniel Lowe
Executive Director (Housing and Technical Resources)

18 August 2021

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:-

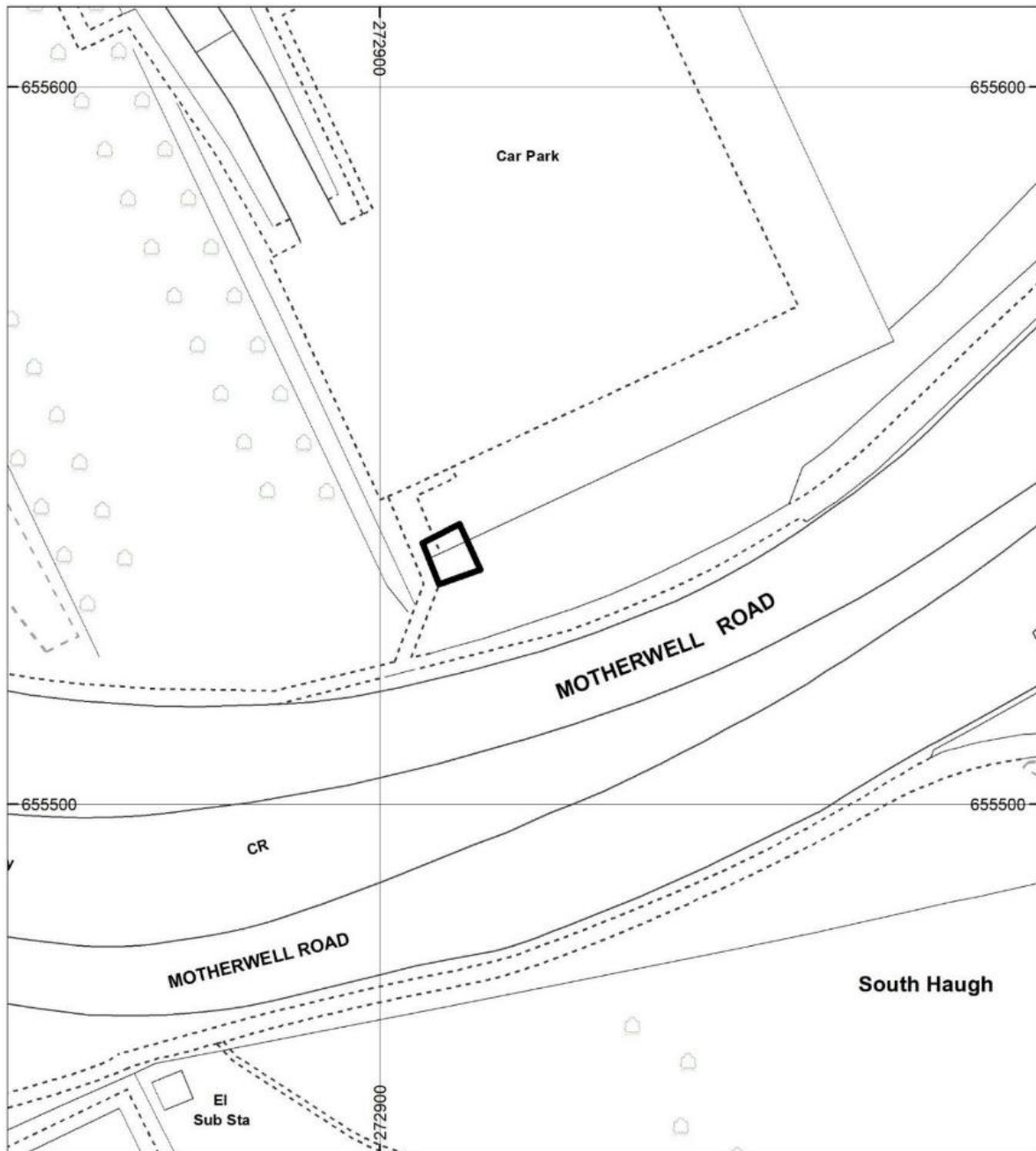
Frank McCafferty, Head of Property Services
Ext: 4073 (Tel: 01698 454073)
E-mail: frank.mccafferty@southlanarkshire.gov.uk

LOCATION PLAN - For Committee Purposes Only

Land at Palace Grounds Road
Hamilton



HOUSING AND TECHNICAL RESOURCES COMMITTEE



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Ordnance Survey 100020730.



DATE: 13/09/2021

Report

14

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

Subject:	South Lanarkshire Council's Strategic Housing Investment Plan 2022 to 2027
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1. Purpose of Report

1.1 The purpose of the report is to:-

- ◆ provide Housing and Technical Resources Committee with an update on progress delivering affordable housing through the Strategic Local Programme Agreement (SLPA) during 2020/2021;
- ◆ seek approval for the Strategic Housing Investment Plan (SHIP) for the five year period from 2022 to 2027

2. Recommendation(s)

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

- (1) that the progress made in increasing the supply of affordable housing through the SHIP and SLPA, be noted, and
- (2) that the content of the SHIP 2022 to 2027, as set out in Appendix 3 to this report, be approved.

3. Background

- 3.1 The SHIP is a five year rolling plan which links the strategic priorities identified in South Lanarkshire's Local Housing Strategy (LHS) to a strategic plan for the delivery of additional affordable housing. The purpose of the SHIP is to guide the allocation of available Scottish Government investment funding to meet the affordable Housing Supply Target as set out in the LHS and the associated priorities and outcomes.
- 3.2 The Local Housing Strategy, 'Affordable Homes; Sustainable Places', covering the period from 2017 to 2022, was approved by the Executive Committee in August 2017. It includes a Housing Supply Target for 1,500 additional affordable homes over this five year period which was based on the robust and credible Glasgow city-region Housing Needs and Demand Assessment (HNDA).
- 3.3 Aligned to Scottish Government statutory guidance, the affordable Housing Supply Target took into consideration availability of funding as indicated by the Scottish Government's Resource Planning Assumptions (RPA). The strategic outcomes identified in the LHS which guide investment priorities within this SHIP include:-

- ◆ increasing the supply of affordable housing in pressured areas
- ◆ increasing the supply of housing suitable for older people and those with disabilities and particular needs
- ◆ preventing homelessness through effective partnership working and support people who experience homelessness and are provided with temporary accommodation to move to settled accommodation that meets their needs as quickly as possible
- ◆ improving the quality and range of housing as part of regeneration strategies and arresting decline in rural settlements
- ◆ improving housing quality and energy efficiency with more of the energy used from low carbon and renewable sources.

- 3.4 The SHIP was confirmed by the Scottish Government as being the key document for identifying strategic housing projects to assist the achievement of the Scottish Government's target of delivering 50,000 affordable homes, of which 35,000 were to be for social rent, by March 2021. The impact of the global pandemic, however, interrupted the construction and housing sectors' ability to reach this target within this timescale.

The Scottish Government's 'Housing to 2040' strategy noted that work would continue to deliver the remaining homes, as quickly as it is safe to do so, completing the 50,000 affordable homes target in 2022.

- 3.5 The Scottish Government uses SHIPs to inform the allocation of the affordable housing investment grant funding through a Strategic Local Programme Agreement (SLPA) for each local authority area. Thereafter the SLPA informs the development of separate local programme agreements between the local authority and the Scottish Government and Registered Social Landlords (RSLs) and the Scottish Government.
- 3.6 The Council's previous SHIP was approved by the Housing and Technical Resources Committee in November 2020 and covered the five year period from April 2021 to March 2026. The SHIP and SLPA are reviewed and updated annually to reflect changes to the five year rolling SHIP and this review takes account of progress made in delivering affordable housing during 2020/2021 and planned progress in the current year 2021/2022, aligned to the RPAs issued by the Scottish Government.

4. Impact of COVID-19 on the Construction Programme

- 4.1 Since the easing of restrictions for construction sites during 2020/2021, the Council and RSL partners have continued to work with contractors and the Scottish Government to ensure that the affordable housing programme is delivered as quickly and safely as possible. Some projects which were originally expected to complete in 2020/2021 were able to achieve this delivery timescale, however, the timeframe for other sites were extended. Details of the Council's sites and expected completion dates are noted in Appendix 2, Table 2.
- 4.2 Delivery of the sites is being closely monitored and all steps taken to ensure early completion whilst achieving compliance with relevant guidance and restrictions in place at a national level.

5. Housing to 2040

- 5.1 The Scottish Government's long term housing strategy 'Housing to 2040', published in March 2021, sets out a vision and principles which focus upon the vital role which good housing and homes play in supporting health, wellbeing, life chances and employment opportunities.
- 5.2 The strategy also includes a route-map setting out high level actions to achieve the stated visions and includes a number of actions relevant to the supply of new housing. These actions, as they are developed, will be considered further in relation to any new proposals for the development of affordable housing in relation to location, construction, quality of new housing, options for financing and involving the community in the development process.
- 5.3 A long term ambition has been set out in the Scottish Government's Programme for Government to deliver an additional 110,000 affordable homes by 2032, with at least 70% of these to be for social rent.
- 5.4 55,000 of these affordable homes are to be delivered by 2027 and the SHIP sets out the intention for 2,606 units to be delivered across South Lanarkshire during that time. The further 55,000 homes to be delivered by 2032, will include accelerating funding towards bringing existing homes into the programme, as well as building new homes. Further reports to the Housing and Technical Resources Committee will identify how this will be achieved in South Lanarkshire once more details are provided by the Scottish Government.

6. Investment Grant Levels

- 6.1 The Scottish Government has, in recent months, been working with the housing sector and CoSLA to undertake a review of affordable housing investment grant levels (previously known as 'grant subsidy benchmarks'). For local authorities, the current levels are set at £59,000 flat rate per unit, for units built to greener standards. CoSLA leaders have been involved in discussions and it is anticipated that a final report will be published by the Scottish Government in the coming months.

7. SLPA Progress 2020/2021

- 7.1 Closely working with RSL partners and the Scottish Government, and to reflect safe systems of work in place following the easing of Covid-19 restrictions for construction sites during 2020/2021, a total of 339 additional affordable homes for social rent were delivered across South Lanarkshire. This included 142 new homes built by three developing RSLs and 197 additional homes delivered by the Council, including those purchased through the Council's Open Market Purchase Scheme (OMPS).
- 7.2 The additional affordable supply (339 units) delivered in 2020/2021 includes a mix of 227 units (67%) for general needs and 112 (33%) for particular needs/amenity standard housing. In compliance with Scottish Government grant requirements, all homes constructed on behalf of the Council or RSLs meet Housing for Varying Needs Standard. Appendix 1 provides a summary of the Council and RSL completions during 2020/2021.

8. Home+ Programme Update

- 8.1 Work continues on the Council's programme to deliver 1,000 additional homes, as detailed in Appendix 2. A total of 462 additional homes have been delivered and construction work is ongoing at a further 15 sites across South Lanarkshire to deliver an additional 487 units.

- 8.2 The Council continues to use the affordable housing programme to increase the supply of specialist housing to meet particular needs. Of the 949 additional homes built or under construction to date, 368 homes (38%) are designed for particular needs, including 126 (13%) barrier free lift access amenity flats and 59 (6%) bungalows designed to meet the needs of older people and wheelchair users. This exceeds the 8% wheelchair housing target set within the LHS for the proportion of new build social homes built to wheelchair accessible standards.
- 8.3 The Council's OMPS is closely aligned to the LHS priorities and targets the purchase of property to increase the Council's supply of priority house types and sizes depleted through Right to Buy. The key aims are to meet specific and urgent housing needs and wider housing quality improvement and regeneration priorities. In 2020/2021, 53 homes were purchased through the scheme and a further 72 have been budgeted for acquisition during 2021/2022.
- 8.4 The OMPS has represented a cost effective and efficient method of delivering much needed additional homes in priority areas, particularly in cases where an urgent housing need can be met. While the new SHIP proposes to continue open market purchases at varied targets throughout the five year period, the actual outturn will be driven by the availability of investment grant and the supply and value of properties being brought to the market.
- 8.5 Work on procurement across other sites in the programme is well underway to ensure the target of 1,000 additional Council homes is achieved. A summary of the 949 additional homes either under construction or completed through the Council's Home+ Programme and those which have been acquired through the OMPS is contained in Appendix 2.
- 8.6 The updated SHIP tables include sites with an estimated capacity of up to 2,606 additional homes for potential inclusion in the Council and RSL housing programmes. Work continues to develop the detailed programme going forward and progress will be reported to Housing and Technical Resources Committee through the annual SHIP review.
- 8.7 The delivery of affordable housing continues to be both a national and local priority and as such opportunities to increase and enhance the range of housing options available beyond the current target will continue to be identified. Any future proposals to deliver beyond the existing target will be presented to the Housing and Technical Resources Committee for approval on an individual basis.
- 9. Resource Planning Assumptions (RPAs) 2022/23 to 2026/27**
- 9.1. The SHIP has been prepared taking account of the long term RPAs of £121.094 million made available to South Lanarkshire Council for planning purposes, for the future period from April 2022 to March 2026. In accordance with the guidance, for planning purposes, councils are asked to over-programme by a factor of 25% per year to allow for slippage in the programme. The RPA for 2026/2027 has been forecast using the confirmed RPA for 2025/2026.

Table A: RPA Levels

Financial Year	Scottish Government RPA (£0.0M)	SHIP Assumptions RPA + future year capacity* (£0.0M)
2022/2023	£30.160	£37.700
2023/2024	£30.074	£37.592
2024/2025	£30.180	£37.725
2025/2026	£30.680	£38.350
2026/2027	£30.680**	£38.350
Total	£151.774	£189.717

* RPA + 25% slippage factor applied

** Subject to future years funding commitment

- 9.2 The development priorities and potential grant funding requirements reflect the development capacity of potential sites that could be brought forward to increase the supply of affordable housing in South Lanarkshire.

10. South Lanarkshire SHIP 2022 to 2027

- 10.1 A copy of the SHIP and associated table of priority sites is appended to this report (Appendix 3). The document has been updated in line with Scottish Government guidance for the preparation of SHIPs available at the time of preparation. It provides a detailed context and rationale for the priorities which could be delivered over the five year period to March 2027.
- 10.2 Table 1 annexed to the SHIP, sets out priorities for grant funding to be delivered over the rolling five year period of the SHIP (April 2022 to March 2027).
- 10.3 The SHIP 2022 to 2027, includes projects with a total potential capacity for delivering up to 2,606 affordable homes in South Lanarkshire over the five year period to March 2027, including 2,266 new build homes and 340 to be purchased through the OMPS. The actual new build output will be subject to a detailed development assessment of the viability of each site as well as the level of grant funding which will be available over the period to 2027.
- 10.4 Table B below shows the proposed distribution of anticipated new build completions across the four housing market areas in South Lanarkshire over the five year period and the 340 units to be purchased in priority areas across South Lanarkshire.

Table B: SHIP Priorities by Housing Market Area

Clydesdale	Hamilton	East Kilbride	Rutherglen/Cambuslang	OMP (various areas)	South Lanarkshire
241	861	728	436	340	2606
9%	33%	28%	17%	13%	100%

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

10.6 The assumptions and forecasts set out in the tables are based on the best information available at the time of preparation and will be subject to refinement as part of the annual review of the SHIP and preparation of SLPAs as individual projects are developed.

10.7 In accordance with the guidance, the SLPA will continue to be managed, reviewed and refreshed annually in consultation and agreement with the Scottish Government and RSL partners.

11 Next Steps

11.1 To achieve specified timescales, the SHIP 2022 to 2027, as detailed in Appendix 3, will be submitted to the Scottish Government by 29 October 2021 subject to approval by Committee. The Scottish Government's Housing Supply Team (More Homes Division) will collate the South Lanarkshire SHIP into a national programme for Ministerial approval and thereafter, the SLPA will be prepared for sign off by each local authority.

11.2 Once the SLPA is finalised, the Scottish Government will issue individual programme agreements for RSL and council projects covering the units, tenure mix, grant levels, site start and completion dates, as these come forward. Monitoring and review of the delivery programme by the Council, its RSL partners and the Scottish Government will take place on an ongoing basis throughout the year.

11.3 The Council will continue to review its Affordable Housing Supply Programme, based on known demand for additional affordable housing and annual RPA adjustments determined via the SHIP development process, to consider, wherever possible, the opportunities to extend the current programme to meet identified local housing need and demand.

11.4 A report monitoring delivery of the Council programme will be presented to Housing and Technical Resources Committee as part of the annual SHIP report.

12. Employee Implications

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

13. Financial Implications

13.1 The SHIP contains sites with sufficient capacity to ensure the Council's commitment to deliver 1,000 additional Council homes is achieved. The cost of delivering these new homes will be met through additional borrowing supplemented by Scottish Government investment grant funding over the development programme.

13.2 The impact of the additional borrowing and all additional costs have been reviewed in line with the long term business plan and will be submitted for approval as part of the annual Housing Revenue and Capital Account Budget.

14 Climate Change, Sustainability and Environmental Implications

14.. The new build specification for future projects will achieve higher energy standards reflecting enhanced building regulations and will, therefore, make a positive contribution to both the Council's sustainability, climate change and fuel poverty reduction targets.

15 Other Implications

- 15.1 Provision of new affordable housing is one of the Council's top risks and is included on the Resource Risk Register.
- 15.3 The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

16 Equality Impact Assessment and Consultation Arrangements

- 16.1 The SHIP is a delivery plan for the Council's LHS which has been subject to an equalities impact assessment.
- 16.2 Consultation on the preparation of the SHIP has taken place with RSL partners, other Council Resources and the Scottish Government.

Daniel Lowe

Executive Director (Housing and Technical Resources)

15 September 2021

Link(s) to Council Values/Objectives/Ambitions

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

Previous References

- ◆ South Lanarkshire Local Housing Strategy 2017-2022
- ◆ South Lanarkshire Rapid Rehousing Transition Plan 2019-24
- ◆ Strategic Housing Investment Plan 2021-2026 Housing and Technical Resources Committee Report, November 2020

List of Background Papers

- ◆ Scottish Government Guidance: Strategic Housing Investment Plan: Guidance Note MHDGN 2021/01
- ◆ Scottish Government Guidance Affordable Housing Supply Programme: Process and procedures MHDGN 2020/02
- ◆ Scottish Government Guidance - Preparation of Strategic Housing Investment Plans (MHDGN 2019/04) www.gov.scot
- ◆ Scottish Government – Affordable Housing Supply Programme (AHSP) Process and Procedures Guidance (MHDGN 2019/03) www.gov.scot
- ◆ Scottish Government SHIP Guidance Note (HSGN 2013/02) www.gov.scot
- ◆ Scottish Government SHIP Guidance Note (HSGN 2012/06) www.gov.scot

Contact for Further Information

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

Rosie Hart, Development and Private Sector Co-ordinator

Ext:4588 (Phone: 01698 454588)

E-mail: rosie.hart@southlanarkshire.gov.uk

Appendix 1: Summary of SLPA completions by SLC and RSLs within South Lanarkshire 2020/21

Site	Provider	General	Particular Needs/Amenity	Total
St Leonards, East Kilbride	SLC	36	24	60
East Whitlawburn Ph1	SLC	56	28	84
Open Market Purchase	SLC	53	0	53
Council Programme Sub Total		145	52	197
Percentage		74%	26%	100%
Dundas Place, East Kilbride	East Kilbride Housing Association	18	0	18
Law Place, East Kilbride	Link Housing Association	64	42	106
Hamilton Road, Cambuslang	Rutherglen & Cambuslang Housing Association	0	18	18
RSL Programme Sub Total		82	60	142
Percentage		58%	42%	100%
Council and RSL Combined Total		227	112	339
Percentage		67%	33%	100%

Appendix 2: Council New Build and Acquisition Programme Summary

Table 1: Council new build to March 2021

Site	Area	General Needs	Particular Needs/ Amenity	Total Units	Year completion
Baird Hill	East Kilbride	14	14	28	2015/16
Belmont Drive	East Kilbride	6	14	20	2016/17
Fernhill Road	Rutherglen	36	34	70	2016/17
Old Mill Rd	Uddingston	0	12	12	2017/18
Maxwellton Avenue	East Kilbride	4	12	16	2017/18
Belstane Gate	Carluke	22	0	22	2017/18
Almada Street	Hamilton	10	0	10	2018/19
South Vennel	Lanark	0	18	18	2018/19
Morven Avenue	Blantyre	14	0	14	2018/19
Highstonehall Road	Hamilton	20	4	24	2018/19
Heathery Knowe	East Kilbride	4	12	16	2018/19
St Blanes PS	Blantyre	10	10	20	2018/19
East Milton	East Kilbride	0	30	30	2018/19
Kirkton Street	Carluke	0	18	18	2019/20
St Leonards	East Kilbride	36	24	60	2020/21
East Whitlawburn Ph1	Cambuslang	56	28	84	2020/21
New build completions	Total	232	230	462	
%		51%	49%	100%	

Table 2: 2021/22 current sites under construction

	Site	Area	General Needs	Particular Needs/ Amenity	Total Units	Est completion
1.	East Whitlawburn Ph2	Cambuslang	34	0	34	2021/22
2.	Auld Kirk Road	Cambuslang	42	6	48	2021/22
3.	East Whitlawburn Ph3	Cambuslang	52	0	52	2022/23
4.	Gilbertfield Road	Cambuslang	45	12	57	2021/22
5.	Edinburgh Road, Biggar	Clydesdale	14	10	24	2021/22
6.	Law Primary School	Clydesdale	8	12	20	2021/22
7.	Highstonehall Road	Hamilton	36	12	48	2021/22
8.	Carlisle Road	Hamilton	12	0	12	2021/22
9.	St Joseph's PS	Blantyre	19	26	45	2021/22
10.	Glengonnar PS, Larkhall	Hamilton	16	4	20	2021/22
11.	Benthall Farm, Shields Road	East Kilbride	51	16	67	2022/23
12.	EK, CGA	East Kilbride	0	24	24	2021/22
13.	Former Roadmeetings Hospital	Clydesdale	10	4	14	
14.	Gas Works, Uddingston	Hamilton	10	10	20	2021/22
15.	Carstairs Junction	Clydesdale	1	1	2	2021/22
	Total on site		349	138	487	
	%		72%	28%	100%	

Table 3: Overall New Build Supply

	General Needs	Particular Needs/Amenity	Total
Overall New Build Supply	581	368	949
%	61%	39%	100%

Table 4: Open Market Purchase to March 2021

Site	Area	General Needs	Particular Needs/Amenity	Total Units	Year completion
Open Market Purchase	All areas	12	1	13	2015/16
		19	0	19	2016/17
		31	1	32	2017/18
		59	2	61	2018/19
		60	0	60	2019/20
		53	0	53	2020/21
Open market Purchase	Total	234	4	238	
%		98%	2%	100%	

APPENDIX 3

Housing and Technical Resources

Strategic Housing Investment Plan for South Lanarkshire

2022 – 2027

September 2021

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1. Introduction

1.1 Purpose

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

1.2 Background

This SHIP covers the period 2022 to 2027 and builds on the progress that has been made towards meeting the 50,000 additional supply of affordable homes across all tenures which was set originally for March 2021, but which has now been extended to March 2022 to reflect the impact of the global Covid-19 pandemic. As well as identifying sites which assist in meeting this target the plan identifies strategic housing projects which may assist in delivering additional units beyond this date.

The development of the SHIP 2022-2027 has been based on the Resource Planning Assumptions noted in section '4.3 Financial Resources' along with consideration of the following mechanisms identified in the Scottish Government's Infrastructure Investment Plan for Scotland 2021-2022 to 2025-2026.

- Over £3.3 billion is allocated to deliver more affordable and social homes, helping to create great places, and continuing to ensure the right types of homes in the right places to support Local Housing Strategies and regional development priorities
- Investing £275m to support community led regeneration and town centre revitalisation as part of a new Place Based Investment Programme.
- £5255m investment in City Region and Regional Growth Deal programme to bring long term approaches to improving regional economies, harness additional investment, create new jobs, and accelerate inclusive and sustainable economic growth.
- A £25m capital investment in support of Place, community led regeneration, town centres and 20 minute neighbourhoods.
- £20m Gypsy/Traveller Accommodation Fund to provide more and better accommodation for Gypsy/Traveller communities.

Building on its housing supply programme, the Scottish Government aims to create sustainable economic growth and address homelessness through existing and new initiatives including increasing the supply of accessible affordable homes across all tenures with appropriate community infrastructure. The SHIP is a key document for directing resources to achieving the delivery of affordable housing.

1.3 Impact of COVID-19 restrictions

The impact of the COVID-19 restrictions interrupted all sectors of society, affecting the construction and housing sectors' ability to reach the target for 50,000 affordable homes by March 2021. The remaining homes are to be delivered in line with safe working practices with the target for completion extended to 2021/22, as noted in the Scottish Government's long term housing strategy Housing to 2040 published in March 2021.

The council, local developing Registered Social Landlords (RSLs) and the Scottish Government are working closely to ensure that the South Lanarkshire affordable housing programme can be delivered as quickly and safely as possible.

1.4 SHIP 2022-2027 framework

The SHIP has been produced by the Council's Housing and Technical Resources in collaboration with Planning colleagues from Community and Enterprise Resources, Health and Social Care Partnership (H&SCP) and in consultation with the Scottish Government's More Homes Team, developing Registered Social Landlords (RSLs) and private developers. The plan has been developed to meet relevant Scottish Government guidance and specific requirements set out in Guidance on Preparing Strategic Housing Investment Plans – More Homes Division Guidance Notes 2021/01 (MHDGN).

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

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

1.5 Equalities

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

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

Work to develop the next Local Housing Strategy will commence during 2021/22. As part of the development of the Local Housing Strategy 2022-27, a full EQIA will be completed, to ensure the strategy and its support documents, including the SHIP, continue to positively impact on the people of South Lanarkshire.

1.6 Strategic Environmental Assessment (SEA)

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

2. Context

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

2.1 National strategic housing investment and delivery framework

2.1.1 More Homes Scotland

Following on from the 2015-2020 Joint Housing Delivery Plan (JHDP), the Scottish Government committed £3 billion funding over 5 years, to support the delivery of the 50,000 homes target of which 35,000 were to be for social rent, by March 2021. As noted above this target has been delayed due to the Covid-19 pandemic and is anticipated to be completed by March 2022.

The latest version of the Affordable Housing Supply Programme Out-turn report to 2019-20 illustrates the progress which was made in delivering units towards the 50,000 target, and prior to the onset of the restrictions relating to the Covid-19 pandemic.

Financial Year	2016- 17	2017- 18	2018- 19	2019- 20	4-year Total
Social Rent Completions	4,606	5,294	6,594	6,952	23,446
Other Affordable Completions	2,753	3,284	2,974	2,334	11,345
Total Affordable Completions	7,359	8,578	9,568	9,286	34,791

2.1.2 Housing to 2040

The Scottish Government's long term housing strategy 'Housing to 2040', published in March 2021, sets out a vision and principles which focus upon the vital role which good housing and homes play in supporting health, wellbeing, life chances and employment opportunities.

The visions and principles are set out in a route-map as follows:

1. More homes in great places
2. Affordability and choice
3. Affordable warmth and zero emissions homes
4. Improving the quality of all homes (which includes taking action to support those with long-term conditions and disabilities to live at home independently).

A long term ambition has been set by the Scottish Government to deliver an additional 110,000 affordable homes by 2032, with at least 70% of these to be for social rent.

Of this figure 50,000 of these affordable homes are to be delivered by 2027 and the SHIP sets out the intentions for 2,606 units to be delivered across South Lanarkshire during that time. The further 50,000 homes to be delivered by 2032 will include accelerating funding towards bringing existing homes into the programme, as well as building new homes.

A timeline of key actions has been set out by the Scottish Government to identify how each part of the 'Housing to 2040' strategy will be delivered. All relevant actions will be considered throughout the identification, design and construction of the sites identified within the SHIP 2022-2027 as appropriate.

2.1.3 Second Homes

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

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

2.1.4 Empty Homes

In 2013, local authorities were granted additional discretionary Council Tax variation powers on long term empty properties to help bring properties back into use. A local authority may set a council tax increase of 100% on certain properties which have been empty for one year or more. South Lanarkshire Council have applied a 100% levy on empty homes since 1 April 2019 and raised £469,000 in revenue from the levy during the financial year 2020/21.

Recognising the importance of bringing empty homes back into use and the contribution this can make towards meeting housing need, during 2020 South Lanarkshire Council appointed a Strategy and Policy Officer (Empty Homes) to assist property owners in bringing their properties back into use. The post which is part funded for the first two years by the Scottish Empty Homes Partnership enhances existing services by providing a range of information, assistance, and support to help owners of empty homes to consider options for bring their property back into use. Referrals for this service are made internally and by the public who can report an empty property using an online form available on the council's website. As of 31st July 2021, there is an active caseload of 98 properties which are currently being pursued.

The council has set a target in the LHS of bringing 15 empty properties per year back into use. Assistance is provided to empty homes owners in the form of information, advice, and support in how to deal with the issues presented by empty homes, and the benefits to owners in occupying, renting out, or selling their empty properties. An internal working group meets regularly, attended by officers from Building Standards, Environmental Services, Council Tax, HomeImprove Service and Legal Services to address issues presented by empty homes and to develop a partnership approach in bringing properties back into use.

2.1.5 Climate change and sustainable housing development

A key objective in the delivery of the affordable housing supply programme is to ensure that the design principles achieve the standards required to help reduce the greenhouse gas emissions as per Scottish Government's higher Energy Efficiency Standards for Social Housing post 2020, (EESH2).

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

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

Building new homes to these standards also contributes to the council's wider contribution to the national Energy Efficient Scotland programme which seeks to raise the energy efficiency ratings of

domestic properties across Scotland to the following Energy Performance Certificate (EPC) bandings:

- Eligible social rented properties should achieve EPC Band B by 2032
- Eligible private rented properties should achieve EPC Band E by 2022*, Band D by 2025, Band C by 2030
- Eligible owner-occupied properties should achieve EPC Band C by 2040

**As a result of the Covid-19 pandemic, the requirement for achieving EPC Band E for private rented properties was delayed. Further details on this are expected to be published by the Scottish Government later in 2022.*

In addition to this, on 25 September 2019, South Lanarkshire Council approved and published a Statement of Intent in response to the Climate Change Emergency. This outlined a commitment from the Council to internally and externally contribute to wider efforts to tackle climate change and emission levels that impact on this.

As with the LHS, the Council is currently developing a new Sustainable Development and Climate Change Strategy (SDCCS) for the period 2022 to 2027. The housing sectors' contribution to this is expected to be significant, with new requirements for decarbonised heat sources to be installed in all new domestic buildings from 2023. Consideration is also being given to the electric vehicle charging infrastructure required to be installed with all new domestic buildings and how this can be effectively delivered.

2.2 Local Strategic Housing Investment and Delivery Framework

2.2.1 South Lanarkshire Local Development Plan

The Local Development Plan 2 (LDP2) was adopted in April 2021 and sets out the spatial framework for new housing development across South Lanarkshire. Local Development Plan 2 (LDP2) builds on the previous LDP aligning with the Scottish Planning Policy and Clydeplan Strategic Development Plan 2 (SDP2) in relation to ensuring a five-year effective housing land supply at all times for both private and public sectors.

LDP2 contains a section on housing which considers aspects of private and public sector housing, and this is translated into policies dealing with housing land supply and affordable housing. These policies are aimed at ensuring a five year supply of appropriate housing to meet a range of needs and demands. Key priorities include the continuation of the Council's development of the Community Growth Areas linked to the City Deal project and the Council's new house building programme.

2.2.2 Community growth areas land supply

South Lanarkshire has identified five community growth areas (CGAs) which will assist in meeting future housing need and demand arising from projected household growth. These areas are also key strategic projects for major infrastructure investment to be delivered through the City Deal. 'Table A' below sets out the remaining supply and capacity position, based on the draft 2021 Housing Land Audit.

Table A: Community Growth Areas (CGAs)

Community Growth Area	No of Sites	Capacity		
		2021-2026	Post 2026	Total
Carluke	4	22	550	572
East Kilbride	31	1691	769	2460
Ferniegair/Larkhall	8	150	1130	1280
Hamilton	15	620	820	1440
Newton	6	228	418	646
Total	64	2711	3687	6398

The estimated CGA outputs reflect up-to-date assessment of current and future conditions and performance within the local housing market and the economy. Phases are under construction at all the CGA's across South Lanarkshire.

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

2.2.3 Local Housing Strategy (LHS) 2017-2022

'Affordable Homes: Sustainable Places' is South Lanarkshire's LHS covering the five year period from 2017 to 2022 and is subject to annual review. Closely linking to other council and partner strategies and plans, the LHS shares strategic outcomes that are reflected in the Council Plan, Connect and the South Lanarkshire Community Plan.

2.2.4 Affordable housing need and investment priorities

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

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

The LHS contains five strategic outcomes relating to affordable housing. Details of the strategic outcomes and associated key actions to be progressed are provided below.

- **LHS Outcomes 1 and 2 - Housing supply, choice and affordability**
 - Address affordable housing shortages in high demand areas¹ and continue progressing the Affordable Housing Policy on new developments and investigate intermediate tenure choice.
- **LHS Outcome 4 - Housing quality and energy efficiency**
 - Continue to increase supply of low carbon and highly energy efficient homes to meet the Energy Efficiency Standard for Social Housing (EESH), tackle fuel poverty and address climate change
- **LHS Outcome 5 - Supporting Independent Living and Specialist Provision**
 - Increase supply of amenity housing for older people
- **LHS Outcome 9 - Sustainable places**

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

- Promote the continued use of brownfield sites and use of vacant or derelict land and address shortages in particular house sizes
- Continue to progress the Whitlawburn Regeneration Masterplan

2.2.5 Housing Need and Demand Assessment (HNDA)

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

South Lanarkshire Council is currently working with neighbouring local authorities across the Glasgow City Region to progress the development of a new HNDA. This will take account of both recent policy and legislative changes that have occurred since 2015 and reflect new guidance set by the Scottish Government on development of the assessment.

The new HNDA, scheduled for delivery during 2021/22, will inform the housing supply targets contained within the LHS 2022-2027 and be included in the SHIP from 2023.

2.2.6 Housing supply targets

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

Table B: 2017-2022 housing supply targets

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

3. Meeting housing need and improving quality of life

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

- those assessed as being in most need are prioritised for housing²
- best use is made of available housing stock within South Lanarkshire
- the allocation of housing contributes towards the achievement of balanced and sustainable communities

The majority (91%) of South Lanarkshire's social rented stock is accessible through HomeFinder, the South Lanarkshire common housing register, where the Council and participating RSL partners have agreed a single application process and common assessment of housing need.

3.1 Progress towards delivery of 50,000 all tenures (35,000 affordable homes) target

3.1.1 South Lanarkshire Council's Home+ Programme (1,000 additional council homes)

Steady progress has been made towards the delivery of 1,000 additional homes set out in the LHS as part of South Lanarkshire Council's contribution to the Scottish Government's original 2021 targets.

² There are four housing lists within the housing allocation policy. Applicants queued within the urgent housing need list have the highest priority for housing, this includes homeless applicants, those with an urgent medical need and ex-H.M Forces personnel who meet specific criteria

A total of 700 homes [462 new build and 238 Open Market Purchases (OMP)] have been added to the Council's stock and the outcomes broadly meet the diverse housing needs requirements as identified in the current LHS. A significant proportion (49%) of the Council's new build social rented supply that have been completed address the needs of older people and those with particular needs. This is consistent with the population and household projections of an aging population in South Lanarkshire.

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

Table C: South Lanarkshire Council additional homes – 2015/16 to March 2021

Housing Market Area	Units	General Needs	Particular Needs/Amenity
East Kilbride	170	64	106
Clydesdale	58	22	36
Hamilton	80	54	26
Rutherglen/Cambuslang	154	92	62
OMP – All Areas	238	234	4
Total	700	466	234
Percentage		67%	33%

The general needs category comprises a range of property types, including terraced and semi-detached homes designed to achieve a degree of flexibility to suit people of different abilities and needs. Their specification includes a wider staircase allowing for the installation of a chairlift, downstairs toilet and walk in shower or space provided for future installation of a shower for ambulant disabled household members as needs arise. Larger sized semi-detached properties (four bedrooms or more) feature a downstairs bedroom/s and bathroom aimed at addressing the needs of households with a disabled family member.

The particular needs/amenity category comprise semi-detached bungalows, cottage flats and lift access flats for older and ambulant disabled people. Wheelchair user homes have been specifically adapted to suit the particular needs of a household and are designed to HfVN wheelchair user basic standards, including additional desired features where required.

3.1.2 Registered Social Landlords (RSL) completions

RSL partners participating in the affordable housing supply programme have made a significant contribution towards meeting a wide range of housing needs and to the Scottish Government's affordable housing target. RSLs have delivered a total of 1058 social rented homes as set out in Table D below.

Table D: RSL completions - 2015/16 to March 2021

Housing Market Area	Units
East Kilbride	428
Clydesdale	144
Hamilton	415
Rutherglen/Cambuslang	71
Total	1058

3.1.3 Private Housing completions

Private housing developments have progressed at a good pace, with a total of 3421 completions during the three-year period from 2019, with 1081 of these in the community growth areas (based on draft 2021 figures) see table E below.

Table E: Private Housing completions – 2019 to March 2021

Housing Market Area	Total Completed	Community Growth Area	Units
Clydesdale	311	Carluke	20
East Kilbride	1064	East Kilbride	23
Hamilton	1078	Ferniegair/Larkhall	303
		Hamilton	464
Rutherglen/Cambuslang	968	Newton	271
Total	3421		1081

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

Addressing homelessness is a key priority of the LHS and the South Lanarkshire affordable housing supply programme. The RRTP, co-produced with a wide range of partners sets out a strategic approach to addressing homelessness, outlined in five high priority objectives and articulated in the associated actions.

1. Preventing homelessness occurring and significantly reduce homelessness
2. Significantly reduce time spend by households in temporary accommodation s and minimise moves before moving to a settled home
3. Improve and increase the provision of housing support for households to live independently within communities
4. Expand the scope and capacity of our Housing First approach to be the first response for households with multiple complex needs
5. Enhance integration of partnership working and imbed RRTP through a whole systems approach

The Open Market Purchase Scheme targets specific properties to support actions relating to the RRTP, including replacing housing stock where a temporary tenancy is converted or 'flipped' to a permanent home. In addition, a significant proportion of affordable social rented homes are allocated to homeless households to support targets set out within the RRTP. The level of lets allocated to homeless households as a result of the affordable housing supply programme is monitored and reported.

The second annual review of the RRTP was approved by Housing and Technical Resources Committee in June 2021. The review confirmed that good progress had been made against the action plan with key achievements noted including the delivery of 339 additional affordable homes for social rent by the Council and RSL partners during 2020/21.

3.3 Wheelchair accessible housing targets

Scottish Government guidance MHDN 2019/20 recommends setting wheelchair housing targets within the LHS to support the delivery of more wheelchair accessible housing. This is a key housing action in 'A Fairer Scotland For Disabled People' delivery plan.

Through the LHS annual review process in 2018/19, and following agreement with developing Registered Social Landlords across South Lanarkshire, a target of 8% as a proportion of new build social homes was introduced. 5% (8 of the 144) new council homes built in 2020/21 were categorised as wheelchair accessible and this will be reported against the 2020/21 LHS annual review. The target figure was not achieved during 2020/21 due to the closure of sites during the Covid-19 pandemic, additional units will be completed during 2021/22.

Following this process an 8% target for all new build private sector housing across South Lanarkshire was also agreed. This was set in line with the target agreed for the social housing sector, avoiding distinction, and ensuring consistency across housing tenures. The Council continues to engage with the Scottish Government and monitor progress at a national level in support of the implementation of the target as part of the wider National Planning Framework 4.

3.4 Gypsy/Travellers

South Lanarkshire Council owns and manages two Gypsy/Traveller sites with 22 pitches at Shawlands Crescent in Larkhall, and 6 pitches at Springbank Park, East Kilbride operating at full occupancy.

The current LHS identified a key investment priority to review funding and options for additional dwelling pitches to address the changing needs of the community such as ageing, health or mobility issues. Following a prolonged period of consultation and engagement with residents, site investment master plans were developed and published in 2020/21 and a range of improvement projects are now underway on the sites. This includes the installation of new communal facilities, pitch extensions and energy efficiency improvements to the amenity buildings. Digital connectivity is also being improved on both sites, with the installation of free Wi-Fi taking place which aims to improve resident's ability to connect socially and support education and work activity.

In 2019, CoSLA and the Scottish Government jointly published the 'Improving lives for Gypsy/Travellers 2019-21 Action Plan' which requires local authorities across Scotland to take a range of steps to improve outcomes for the Gypsy/Traveller community. This includes improving the quality of sites provided and ensuring the wider needs of the local Gypsy/Traveller community are met. The Council continues to engage with both CoSLA and the Scottish Government on delivering key outcomes within the plan and ensure the national outcomes sought are aligned with those already being progressed locally. Officers from the council are also involved in a range of development and improvement groups established by the Scottish Government and CoSLA. This includes the 'New and Improved Accommodation Group' and the 'Negotiated Stopping Improvement Group'.

To understand how it can continue to meet the needs of the wider Gypsy/Traveller community, the Council has also committed to developing a new accommodation needs assessment for Gypsy/Travellers across South Lanarkshire. This will be delivered in partnership with a range of services who currently work with and support Gypsy/Traveller communities across South Lanarkshire and will inform any future investment for site expansion or new provision.

3.5 Child poverty

The third South Lanarkshire Local Child Poverty Action Report (LCPAR) was approved by the Community Planning Partnership Board in September 2021 and continues to focus on tackling the three main drivers of child poverty: income from employment; costs of living; income from social security and benefits in kind.

Within the 'reducing the cost of living' section of the report, there are a range of actions relating to the supply of good quality, affordable housing, including:

- Reducing the costs of housing for families including energy costs;
- Investment to increase new affordable housing supply;
- Preventing and reducing homelessness for households, including families with children and young people.

In terms of new affordable housing, a key objective of the design principles is to help reduce the cost of living. A primary factor is location, ensuring housing developments are close to amenities helping to minimise transport costs as most facilities will be within walking distance. By building all new council homes to the Silver Greener Standard, tenants will also benefit from reduced energy costs.

3.6 Strategic Commissioning Plan

The South Lanarkshire Health and Social Care Partnership Strategic Commissioning Plan (SCP2), published in April 2019, sets out the key priorities for health and social care services during the period 2019-22.

The SCP2 contains 13 strategic priorities and has an incorporated housing contribution statement. Two of the strategic priorities directly relate to housing and homelessness and align with the strategic priorities already contained within the LHS and RRTP. The SHIP directly aligns with the strategic priority, 'suitable and sustainable housing' by setting out the affordable housing priorities which contribute towards increasing the supply of housing and improving access to and choice of housing options that suit people's needs and which they are able to afford and sustain.

During 2021/22, the SCP2 will be reviewed and a new SCP3 developed.

4. SHIP 2022-2027 delivery

4.1 SHIP tables and development priorities

The tables set out 82 sites with an estimated total capacity for the delivery of a programme of up to 2,606 new affordable homes over the five year period to March 2027. These include priority projects rolled forward from the previously approved SHIP, projects with current SLPA funding commitments and new sites. The programme has been developed in consultation with key developer partners and reflects key national and local strategic issues of material consideration including negotiations with private developers in relation to specific development proposals

A breakdown of the proposed distribution of the new build affordable housing units across the four housing market areas is set out below.

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

Clydesdale	Hamilton	East Kilbride	Rutherglen/ Cambuslang	OMP (various areas)	South Lanarkshire
241	861	728	436	340	2606
9%	33%	28%	17%	13%	100%

4.2 Site prioritisation criteria

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

Table E: Site assessment approach

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

Development sites have to score positively on all key factors to be included in the SHIP. Priority categories of high, medium and low are assigned depending on whether the development proposal contributes to outcomes as identified at national and local levels. Key strategic issues considered at site prioritisation stage are highlighted in the *Material considerations* column of Table E above based on the best information available at the time of preparing the SHIP. This enables investment to be targeted to priority developments which will best meet local needs and identified LHS outcomes within the SLPA timeframe in the event that the investment is constrained to the minimum RPA. The final output will be subject to a detailed development assessment on the viability of each site as well as the level of grant funding resources available over the plan period.

Subject to funding availability and unforeseen abnormal site constraints, the programme is realistic in terms of estimated site start dates. Mid- market rent, shared equity and low cost home ownership may form part of an overall procurement package for each development to facilitate cost effective delivery of affordable housing for rent. To achieve this, the Council will continue to work closely with the Scottish Government and our partners in the public and private sector to develop alternative funding sources and delivery mechanisms and maximise implementation of this SHIP particularly in the major Community Growth Areas.

4.3 Financial resources

The principal sources of funding for the Council's Home+ Programme comes from contributions made by the Council from Prudential Borrowing, the Scottish Government's Affordable Housing Supply Programme (AHSP), Private Developer Contributions and the Council Tax levy on second and empty homes. AHSP is available for various types of affordable housing including: social rent comprising new build and open market purchases, mid-market rents and Low-cost Initiative for First Time buyers (LIFT) shared equity schemes delivered by the Council or RSLs and in some cases, in partnership with private developers.

In July 2021, the Scottish Government issued Resource Planning Assumptions to councils across Scotland covering the five years periods from 2021/22 to 2025/26. The total RPA issued to South Lanarkshire for 2022/23 to 2025/26 is £121.094m.

The SHIP reflects the RPA which has been confirmed for 2022/23 – 2025/26 with the RPA for 2026/27 forecast using the confirmed RPA for 2025/26. In line with current Scottish Government guidance for the preparation of the SHIP for forward planning purposes, a slippage factor of 25% has again been factored into the RPA for all five years.

Development of the SHIP 2022-2027 has therefore been based on the following funding mechanisms:

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

Financial Year	Scottish Government RPA (£0.0M)	SHIP Planning Assumptions RPA + future year capacity (£0.0M)
2022/23	£30.160	£37.700
2023/24	£30.074	£37.592
2024/25	£30.180	£37.725
2025/26	£30.680	£38.350
2026/27	£30.680**	£38.350
Total	£151.774	£189.717

* RPA + 25% slippage factor applied

** Subject to future years funding commitment

4.4 South Lanarkshire Council contributions

The Council's key funding sources include:

- Prudential borrowing of over £71.657 million was approved in 2021/22 budget
- Council Tax on second homes and empty homes generated £469,000 in 2020/21

4.5 Private developer contributions

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

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

4.6 Organisational capacity

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

4.7 Other associated considerations

4.7.1 Programme for Government

In September 2021, the Scottish Government published its 'Programme for Government, with an action to deliver 110,000 affordable home across Scotland by 2032, with at least 70% in the social rented sector. It is therefore important to ensure that warm and safe homes are provided for all that are part of vibrant communities with services, amenities, jobs and connectivity close to home. Experience of the COVID-19 restrictions has also highlighted the importance of considering the quality of the environment that people live in and creating conditions that promote healthier lifestyles.

The SHIP has been developed at a time when the Investment Grant discussions are concluding however future benchmark figures have not been confirmed. The SHIP will adapt to reflect the outcome of this and will continue to consider all relevant themes identified in Housing to 2040 and highlighted within the Programme for Government. Significant progress has already been made in relation to aligning the SHIP with relevant national and local strategies and policies, thereby allowing a seamless progression towards achievement of the Housing to 2040 vision.

4.7.2 How to comment on the SHIP

Please provide any comments to:

Rosie Hart

Development and Private Sector Co-ordinator

Housing and Technical Resources

South Lanarkshire Council

Floor 10, Almada Street

Hamilton ML3 0AA

Phone: (01698) 454588

Email: Rosie.Hart@southlanarkshire.gov.uk

Web: www.southlanarkshire.gov.uk

For more information or if you want this information in a different format or language, please phone (01698) 454588 or email Rosie.Hart@southlanarkshire.gov.uk

Table 1: Development projects years 1 to 5 (2022-2027)

No	Project	Housing Market Area	Developer	Post code	Priority	GN	SP	Total Units	Greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 22/23 (£)	SG Funding Year 2 23/24 (£)	SG Funding Year 3 24/25 (£)	SG Funding Year 4 25/26 (£)	SG Funding Year 5 26/27 (£)	SG Funding Total (£)
1	Stroud Road, East Kilbride	East Kilbride	Cairn HA Ltd	G75 0HQ	Medium	35	0	35	Yes	01/04/2022	2.520	0.000	0.000	0.000	0.000	2.520
2	Braxfield Road/Hyndford Road, Lanark	Clydesdale	Clyde Valley HA Ltd	ML11 9AB	High	24	25	49	Yes	01/01/2021	0.000	1.911	1.911	0.000	0.000	3.822
3	Castlegate, Lanark	Clydesdale	Clyde Valley HA Ltd	ML11 9EF	High	12	12	24	Yes	16/04/2021	0.000	0.900	0.972	0.000	0.000	1.872
4	Royal Oak, Lanark	Clydesdale	Clyde Valley HA Ltd	ML11 9JR	High	9	3	12	Yes	05/01/2021	0.800	0.000	0.000	0.000	0.000	0.800
5	Vogue Cinema, Lanark	Clydesdale	Clyde Valley HA Ltd	ML11 7JS	High	9	0	9	Yes	01/06/2021	0.100	0.900	0.000	0.000	0.000	1.000
6	Mavor Avenue Phase 4, East Kilbride	East Kilbride	Clyde Valley HA Ltd	G74 4XT	Low	0	24	24	Yes	21/01/2023	0.000	0.000	0.000	0.000	1.872	1.872
7	Thornton Farm, East Kilbride	East Kilbride	Clyde Valley HA Ltd	G74 5AL	Medium	19	2	21	Yes	01/06/2022	0.000	1.638	0.000	0.000	0.000	1.638
8	Bothwell Road Hamilton	Hamilton	Clyde Valley HA Ltd	ML3 0AS	Low	32	8	40	Yes	05/10/2022	0.213	2.000	0.000	0.000	0.000	2.213
9	Brackenhill Farm, Hamilton	Hamilton	Clyde Valley HA Ltd	ML3 8RN	Low	30	20	50	Yes	01/01/2023	0.000	0.000	3.900	0.000	0.000	3.900
10	Church Street, Blantyre	Hamilton	Clyde Valley HA Ltd	G72 0NY	High	0	20	20	Yes	01/01/2021	0.966	0.000	0.000	0.000	0.000	0.966
11	Douglas Street, Hamilton	Hamilton	Clyde Valley HA Ltd	ML3 0PB	High	9	12	21	Yes	01/02/2021	1.272	0.000	0.000	0.000	0.000	1.272
12	Hamilton Vogue, Keith Street, Hamilton	Hamilton	Clyde Valley HA Ltd	ML3 7BL	High	12	12	24	Yes	01/06/2021	1.868	0.000	0.000	0.000	0.000	1.868
13	John Street, Blantyre	Hamilton	Clyde Valley HA Ltd	G72 0JF	High	13	16	29	Yes	01/01/2023	0.450	1.870	0.000	0.000	0.000	2.320
14	Keir Hardie Road, Larkhall	Hamilton	Clyde Valley HA Ltd	ML9 2ND	Medium	10	2	12	Yes	01/01/2023	0.536	0.000	0.000	0.000	0.000	0.536
15	Machan Avenue, Larkhall	Hamilton	Clyde Valley HA Ltd	ML9 2HE	Medium	3	6	9	Yes	01/02/2022	0.000	0.702	0.000	0.000	0.000	0.702
16	Provost Gate, 23-25 Douglas Street Larkhall	Hamilton	Clyde Valley HA Ltd	ML9 1DN	High	14	0	14	Yes	01/10/2022	1.008	0.000	0.000	0.000	0.000	1.008
17	Purdie Street, Hamilton	Hamilton	Clyde Valley HA Ltd	ML3 0NF	High	9	9	18	Yes	01/04/2022	1.404	0.000	0.000	0.000	0.000	1.404
18	Raploch Street,Larkhall	Hamilton	Clyde Valley HA Ltd	ML9 1AE	High	15	0	15	Yes	01/10/2022	1.080	0.000	0.000	0.000	0.000	1.080
19	Wilson Street/Firbank Avenue, Larkhall	Hamilton	Clyde Valley HA Ltd	ML9 2QE	Medium	6	0	6	Yes	04/07/2022	0.000	0.468	0.000	0.000	0.000	0.468
20	Market Road,Biggarr	Clydesdale	Clydesdale HA	ML12 6FX	High	16	4	20	Yes	01/04/2022	0.350	1.250	0.000	0.000	0.000	1.600
21	Alberta Avenue	East Kilbride	East Kilbride HA	G75 8NH	High	12	2	14	Yes	01/06/2022	0.500	2.200	0.000	0.000	0.000	2.700
22	Bosfield Corner	East Kilbride	East Kilbride HA	G74 4AZ	High	0	18	18	Yes	01/03/2022	0.300	1.140	0.000	0.000	0.000	1.440

No	Project	Housing Market Area	Developer	Post code	Priority	GN	SP	Total Units	Greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 22/23 (£)	SG Funding Year 2 23/24 (£)	SG Funding Year 3 24/25 (£)	SG Funding Year 4 25/26 (£)	SG Funding Year 5 26/27 (£)	SG Funding Total (£)
23	Carnegie Hill	East Kilbride	East Kilbride HA	G75 0AE	Low	0	21	21	Yes	01/04/2024	0.000	0.000	0.000	1.000	0.000	1.000
24	Cornfoot Crescent	East Kilbride	East Kilbride HA	G74 3YB	Medium	5	20	25	Yes	01/02/2022	0.000	0.000	0.750	0.000	0.000	0.750
25	Murray House, Brunel Way	East Kilbride	East Kilbride HA	G75 0LD	High	39	10	49	yes	11/08/2021	2.700	0.000	0.000	0.000	0.000	2.700
26	Goremire Road, Carluke Ph 2	Clydesdale	Link Group	ML8 4PF	High	24	3	27	Yes	01/03/2022	0.758	1.370	0.000	0.000	0.000	2.128
27	Dunkeld Place, Hamilton	Hamilton	Link Group	ML3 9TB	Medium	22	2	24	Yes	12/08/2021	0.000	0.000	0.614	1.354	0.000	1.968
28	Carlowrie Park, Blantyre	Hamilton	Link Group	G72 9EF	High	22	2	24	Yes	15/01/2020	0.000	0.000	0.000	0.000	0.000	0.000
29	Braidwood Road, Braidwood	Clydesdale	RSL	ML8 5NU	Low	30	0	30	yes	01/02/2023	0.000	1.500	2.500	3.000	0.000	7.000
30	Bryetown Road, Kirkfieldbank	Clydesdale	RSL	ML11 9BF	Medium	23	2	25	yes	01/04/2023	0.000	0.750	0.500	0.000	0.000	1.250
31	Auldhouse Road, Langlands	East Kilbride	RSL	G75 0SG	Medium	22	2	24	Yes	01/04/2023	0.000	0.000	0.700	0.000	0.000	0.700
32	Millheugh Brae, Larkhall	Hamilton	RSL	ML9 1QU	Low	36	40	40	Yes	01/04/2025	0.000	0.000	0.000	2.800	0.000	2.800
33	Grier Place, Larkhall	Hamilton	RSL	ML9 1AN	High	45	4	49	Yes	01/04/2022	3.279	0.000	0.000	0.000	0.000	3.279
34	Avon Street, Larkhall	Hamilton	RSL	ML9 1AT	Low	23	2	25	Yes	01/04/2026	0.000	0.000	0.000	0.000	1.475	1.475
35	New Road, Halfway	Cambuslang / Rutherglen	Rutherglen & Cambuslang H A Ltd	G72 7PU	High	35	8	43	Yes	01/11/2021	3.500	0.000	0.000	0.000	0.000	3.500
36	Former Greenhills Sports Centre, Stroud Road, East Kilbride	East Kilbride	Sanctuary Scotland HA	G75 9HJ	Medium	22	2	24	Yes	01/04/2021	0.000	0.864	0.864	0.000	0.000	1.728
37	Bouverie Street, Rutherglen	Cambuslang / Rutherglen	SLC/RSL	G73 3RX	Medium	46	4	50	Yes	01/04/2024	0.000	0.000	2.950	0.000	0.000	2.950
38	Sheildaig Drive, Rutherglen	Cambuslang / Rutherglen	SLC/RSL	G73 4DN	Low	22	3	25	Yes	01/04/2026	0.000	0.000	0.000	0.000	1.475	1.475
39	Wellhall Road, Hamilton	Hamilton	SLC/RSL	ML3 9TA	Medium	71	7	78	Yes	31/07/2024	0.000	1.250	4.538	0.000	0.000	5.788
40	East Whitlawburn Regeneration Phase 3	Cambuslang / Rutherglen	South Lanarkshire Council	G72 8PA	High	52	0	52	Yes	01/11/2020	0.000	0.000	0.000	0.000	0.000	0.000
41	Fernbrae Avenue, Rutherglen	Cambuslang / Rutherglen	South Lanarkshire Council	G73 4AE	Low	48	4	52	Yes	01/04/2023	0.000	0.000	1.534	1.534	0.000	3.068
42	Former Speyside Distillery Site, Duchess Road, Rutherglen	Cambuslang / Rutherglen	South Lanarkshire Council	G73 1AU	Low	26	20	46	Yes	01/04/2025	0.000	0.000	0.000	2.714	0.000	2.714

No	Project	Housing Market Area	Developer	Post code	Priority	GN	SP	Total Units	Greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 22/23 (£)	SG Funding Year 2 23/24 (£)	SG Funding Year 3 24/25 (£)	SG Funding Year 4 25/26 (£)	SG Funding Year 5 26/27 (£)	SG Funding Total (£)
43	Hoover Site, Cambuslang Phase 4	Cambuslang / Rutherglen	South Lanarkshire Council	G72 7EB	Medium	20	4	24	Yes	01/04/2023	0.000	1.416	0.000	0.000	0.000	1.416
44	Woodlands Crescent, Cairns Phase 3 Cambuslang	Cambuslang / Rutherglen	South Lanarkshire Council	G72 8SA	High	54	60	60	Yes	31/03/2024	0.000	0.000	0.000	3.540	0.000	3.540
45	Central Site,Cambuslang	Cambuslang / Rutherglen	South Lanarkshire Council	G72	Low	10	2	12	Yes	01/05/2025	0.000	0.000	0.000	0.708	0.000	0.708
46	Central Site, Rutherglen	Cambuslang / Rutherglen	South Lanarkshire Council	G72	Low	10	2	12	Yes	01/05/2026	0.000	0.000	0.000	0.000	0.708	0.708
47	Carstairs Junction	Clydesdale	South Lanarkshire Council	ML11 8QY	High	1	1	2	Yes	01/10/2021	0.118	0.000	0.000	0.000	0.000	0.118
48	Delves Road, Lanark	Clydesdale	South Lanarkshire Council	ML11 9DU	Medium	0	12	12	Yes	01/04/2023	0.000	0.000	0.000	0.708	0.000	0.708
49	Goremire Road, Carluke Phase 1	Clydesdale	South Lanarkshire Council	ML8 4PF	High	29	2	31	Yes	01/03/2022	1.829	0.000	0.000	0.000	0.000	1.829
50	Benthall Farm, Shields Road East Kilbride	East Kilbride	South Lanarkshire Council	G75 9DS	High	67	0	67	Yes	19/01/2021	0.000	0.000	0.000	0.000	0.000	0.000
51	Central East Kilbride Site	East Kilbride	South Lanarkshire Council	G74 1AB	Medium	10	2	12	Yes	31/03/2024	0.000	0.000	0.708	0.000	0.000	0.708
52	Eaglesham Road, East Klibride	East Kilbride	South Lanarkshire Council	G75 8RW	High	46	4	50	Yes	30/02/21	2.950	0.000	0.000	0.000	0.000	2.950
53	East Overton Farm, Strathaven	East Kilbride	South Lanarkshire Council	ML10 6SZ	High	33	3	36	Yes	01/04/2022	2.124	0.000	0.000	0.000	0.000	2.124
54	EK CGA Pod 1G (site F)	East Kilbride	South Lanarkshire Council	G75 8RR	Low	34	12	46	Yes	01/04/2023	0.000	0.000	0.000	0.400	2.314	2.714
55	EK CGA Pod 1H (site C)	East Kilbride	South Lanarkshire Council	G75 8RR	Medium	24	20	44	Yes	01/04/2021	0.000	1.000	1.596	0.000	0.000	2.596
56	EK CGA Pod 2D (Site B)	East Kilbride	South Lanarkshire Council	G75 8RW	High	36	4	40	Yes	31/03/2022	2.124	0.000	0.000	0.000	0.000	2.124
57	EK CGA Pod 2F (Site E)	East Kilbride	South Lanarkshire Council	G75 8RW	Medium	51	5	56	Yes	31/03/2023	0.000	1.652	1.652	0.000	0.000	3.304
58	EK CGA Pod 3AB (Site D)	East Kilbride	South Lanarkshire Council	G75 8RW	Medium	33	3	36	Yes	31/03/2022	0.000	1.062	1.062	0.000	0.000	2.124
59	Kirk Street, Strathaven	East Kilbride	South Lanarkshire Council	ML10 6BA	High	14	6	20	Yes	01/10/2021	1.180	0.000	0.000	0.000	0.000	1.180

No	Project	Housing Market Area	Developer	Post code	Priority	GN	SP	Total Units	Greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 22/23 (£)	SG Funding Year 2 23/24 (£)	SG Funding Year 3 24/25 (£)	SG Funding Year 4 25/26 (£)	SG Funding Year 5 26/27 (£)	SG Funding Total (£)
60	Netherton Road, East Kilbride	East Kilbride	South Lanarkshire Council	G75 9DU	Medium	0	10	10	Yes	01/04/2022	0.000	0.590	0.000	0.000	0.000	0.590
61	Springbank Park, East Kilbride	East Kilbride	South Lanarkshire Council	G74 1HN	Medium	2	0	2	Yes	01/04/2022	0.000	0.000	0.118	0.000	0.000	0.118
62	Walnut Grove/ Laburnum Avenue	East Kilbride	South Lanarkshire Council	G75 9EZ	Low	10	4	14	Yes	01/03/2025	0.000	0.000	0.000	0.826	0.000	0.826
63	Central Site Hamilton	Hamilton	South Lanarkshire Council	ML3 0AA	Medium	10	2	12	Yes	31/03/2024	0.000	0.000	0.708	0.000	0.000	0.708
64	Craigbank Site, Larkhall	Hamilton	South Lanarkshire Council	ML9 1EL	High	32	6	38	Yes	10/12/2021	2.242	0.000	0.000	0.000	0.000	2.242
65	Former Philips Factory, Wellhall Road/Woodfoot Rd, Hamilton	Hamilton	South Lanarkshire Council	ML3 8PA	High	37	4	41	Yes	01/03/2022	2.419	0.000	0.000	0.000	0.000	2.419
66	Hamilton CGA Phase 2	Hamilton	South Lanarkshire Council	ML3 8LU	High	46	4	50	Yes	01/03/2022	1.500	1.450	0.000	0.000	0.000	2.950
67	Hamilton CGA Phase 3	Hamilton	South Lanarkshire Council	ML3 8LU	Medium	46	4	50	Yes	01/04/2023	0.000	1.450	1.500	0.000	0.000	2.950
68	Hollandbush Nursery Hamilton	Hamilton	South Lanarkshire Council	ML3 8AA	Low	6	0	6	Yes	01/04/2022	0.000	0.000	0.000	0.708	0.000	0.708
69	Main Street, Blantyre	Hamilton	South Lanarkshire Council	G72 0EZ	Low	18	2	20	Yes	01/04/2023	0.000	0.000	0.000	1.180	0.000	1.180
70	Larkhall CGA	Hamilton	South Lanarkshire Council	ML9 2UH	Medium	18	2	20	Yes	31/03/2024	0.000	0.000	1.180	0.000	0.000	1.180
71	Raploch Street, Larkhall	Hamilton	South Lanarkshire Council	ML9 1AJ	Low	18	2	20	Yes	01/04/2023	0.000	0.000	0.000	1.180	0.000	1.180
72	Shawlands Crescent, Larkhall	Hamilton	South Lanarkshire Council	ML9 2PH	Low	2	0	2	Yes	31/03/2026	0.000	0.000	0.000	0.000	0.118	0.118
73	Hamilton Green, Hamilton	Hamilton	South Lanarkshire Council/RSL	ML3 0JB	High	57	32	89	Yes	01/03/2022	2.500	2.500	0.000	0.000	0.000	5.000
74	Open Market Purchase (2022/23)	South Lanarkshire	South Lanarkshire Council	ML3 0AA	High	100	0	100	No	02/04/2022	3.500	0.000	0.000	0.000	0.000	3.500
75	Open Market Purchase (2023/24)	South Lanarkshire	South Lanarkshire Council	ML3 0AA	High	60	0	60	No	01/04/2023	0.000	2.100	0.000	0.000	0.000	2.100

No	Project	Housing Market Area	Developer	Post code	Priority	GN	SP	Total Units	Greener standards	Estimated/ Actual Approval Date	SG Funding Year 1 22/23 (£)	SG Funding Year 2 23/24 (£)	SG Funding Year 3 24/25 (£)	SG Funding Year 4 25/26 (£)	SG Funding Year 5 26/27 (£)	SG Funding Total (£)
76	Open Market Purchase (2024/25)	South Lanarkshire	South Lanarkshire Council	ML3 0AA	High	60	0	60	No	01/04/2024	0.000	0.000	2.100	0.000	0.000	2.100
77	Open Market Purchase (2025/26)	South Lanarkshire	South Lanarkshire Council	ML3 0AA	High	60	0	60	No	01/04/2025	0.000	0.000	0.000	2.100	0.000	2.100
78	Open Market Purchase (2026/27)	South Lanarkshire	South Lanarkshire Council	ML3 0AA	High	60	0	60	No	01/04/2026	0.000	0.000	0.000	0.000	2.100	2.100
79	Royal British Legion, Bosfield Place, East Kilbride	East Kilbride	West Of Scotland HA	G74 4DY	Medium	36	4	40	Yes	01/04/2023	0.000	2.000	0.960	0.000	0.000	2.960
80	St Andrew's Church John St/Haddow St Hamilton Phase 1	Hamilton	West Of Scotland HA	ML3 7EU	High	12	0	12	Yes	23/03/2021	0.000	0.000	0.000	0.000	0.000	0.000
81	St Andrew's Church John St/Haddow St Hamilton Phase 2	Hamilton	West Of Scotland HA	ML3 7EU	High	3	0	3	Yes	01/07/2021	0.240	0.000	0.000	0.000	0.000	0.240
82	East Whitlawburn Regeneration	Cambuslang / Rutherglen	West Whitlawburn Housing Coop	G72 8PB	High	60	0	60	Yes	08/03/2021	2.067	0.000	0.000	0.000	0.000	2.067
				Totals		2127	569	2606			48.397	35.933	33.317	23.752	10.062	151.461
				SLC		1379	252	1577			22.486	14.47	19.646	15.598	6.715	78.915
				RSL		748	317	1029			25.911	21.463	13.671	8.154	3.347	72.546

Table 2.1 - Housing infrastructure fund (hif) grant projects

					Affordable housing units directly provided by infrastructure funding - by estimated completion date					Market housing units directly provided by infrastructure funding - by estimated completion date					Hif grant funding required				
Project	Applicant	Current site owner	Brief description of works for which infrastructure funding is sought (provide work headings - do not insert "infrastructure works")	Is project linked to direct provision of affordable housing?	2022/23	2023/24	2024/25	Post 2025/26	Affordable total over period	2022/23	2023/24	2024/25	Post 2025/26	Market total over plan over ship period	2022/23	2023/24	2024/25	Post 2025/26	Total hif grant funding required
Nil return																			
Total					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table 2.2 - housing infrastructure fund (hif) loans projects

					Affordable housing units directly provided by infrastructure funding - by estimated completion date					Market housing units directly provided by infrastructure funding - by estimated completion date					Hif loan funding required				
Project	Applicant	Current site owner	Brief description of works for which infrastructure funding is sought (provide work headings - do not insert "infrastructure works")	Is project linked to direct provision of affordable housing?	2022/23	2023/24	2024/25	Post 2025/26	Affordable total over period	2022/23	2023/24	2024/25	Post 2025/26	Market total over plan over ship period	2022/23	2023/24	2024/25	Post 2025/26	Total hif grant funding required
Nil return																			
Total					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table 3 - Potential Hif affordable

			Units - tenure				Units - type				Greener standards	Approval date	Unit site starts					Units - completions					SG AHSP funding requirement (£0.000m)					
Project	Sub-area	Developer	Social rent	Mid market rent	LCHO Improvement for sale	Total units	GN	Specialist Provision	Type of specialist particular need (if known)	Total units by type	Enter Y or N	Financial year (estimated or actual)	2022/23	2023/24	2024/25	Post 2025/26	Total site starts over period of SHIP	2022/23	2023/24	2024/25	Post 2025/26	Total completions over SHIP period	2022/23	2023/24	2024/25	Post 2025/26	Total AHSP funding required over SHIP period	
NIL return																												

Table 4 - Affordable housing projects funded or supported by sources other than the RPA/TMDF budget

				Approval date							Total site starts	Unit completions							Total unit completions	Non SG funding total	Other non-AHSP SG funding (if applicable)	Total funding
Project address	Sub-area	Developer	Funding support source	Financial Year (actual or estimated)	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27		2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27		£0.000m	£0.000m	£0.000m
Vogue Cinema Lanark	Clydesdale	Clyde Valley Housing Association	Town Centre Capital Grant Fund	2021/22	0.34	0	0	0	0	0	9	9	0	0	0	0	0	0	9	0.34	0	0.34
Total					0.34	0	0	0	0	0	9	9	0	0	0	0	0	0	9	0.34	0	0.34

Table 5.1: Council tax on second and empty homes(£0.000m)

Year	Tax raised or in hand	Tax used to support affordable housing	Tax carried forward to subsequent years
2016/17	£0.37	£0.37	0
2017/18	£0.42	£0.42	0
2018/19	£0.46	£0.46	0
2019/20	£0.46	£0.46	0
2020/21	£0.47	£0.47	0

Table 5.2: Developer contributions (£0.000m)

Year	Sum raised or in hand	Sum used to assist housing	Sum carried forward to subsequent years	Affordable units fully funded from contributions
2016/17	£2.26	£2.22	£0.04	tbc
2017/18	£0.71	£0.45	£0.30	tbc
2018/19	£1.19	£0.71	£0.48	tbc
2019/20	£2.54	£1.66	£0.88	tbc
2020/21	£1.444	£0.439	£1.055	139

Report

15

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Annual Report on the Charter (ARC) 2020/2021
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Committee with an update on the Scottish Social Housing Charter and the requirement to produce an Annual Report on the Charter (ARC) covering performance during 2020/2021; and
- ◆ provide an update on arrangements to monitor and report on Charter progress throughout 2021/2022

2. Recommendation(s)

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

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

3. Background

- 3.1. The Housing (Scotland) Act 2010 introduced a statutory requirement to report on a range of performance measures and indicators which form the basis of the Scottish Social Housing Charter (SSHC) and publish an annual report on performance. The Scottish Housing Regulator (SHR) is responsible for monitoring and reporting on overall national performance for all social housing landlords and will use the Charter as part of its risk based approach to landlord scrutiny.
- 3.2. A report was presented to the Housing and Technical Resources committee on 4 September 2019, which provided an update on the outcome of the SHR review of the regulatory framework for Housing and Homelessness services. This included details on changes to the Charter indicators which came into effect during 2019/2020.
- 3.3. The Charter currently contains 32 measures of performance. These reflect a mixture of qualitative (survey based) information as well as a range of efficiency and effectiveness measures. Indicator 23 is specific to Registered Social Landlords (RSLs) only and Indicator 24, specific to Local Authorities. In addition, there are also 13 contextual indicators, 12 of which relate to both councils and RSLs with one applying only to RSLs.
- 3.4. In line with requirements set out by the SHR, the Resource submitted its 2020/2021 performance information to the Regulator on 28 May 2021.

4. Annual Report on the Charter 2020/2021

- 4.1. The SHR published a national report on the Charter at the end of August 2021 covering 16 of the indicators. This report sets out the performance for 2020/2021 of all 183 social housing landlords in Scotland.
- 4.2. The SHR also publishes an electronic version of the Charter information and this is made available through the SHR website. This provides data on the Charter indicators for all landlords.
- 4.3. For the reporting year 2020/2021, the Charter requires that the Council publish a more detailed annual report on its performance by the end of October 2021. Tenants involved in the Tenants' Participation Co-ordination Group (TPCG) have been involved in the development of the style and format of the Council's report on performance. This will be available via the Council's website from 29 October 2021 and also included within 'Housing News' which will be issued during November 2021.
- 4.4. The Council's Charter report is consistent with previous annual reports on performance, covering the list of reported indicators published by the SHR as well as a number of other contextual and performance measures relating to the service. As appropriate and where available, the Council's published report also provides comparison with both the Scottish average and that of other local authority landlords.

5. South Lanarkshire Council Performance 2020-2021

- 5.1. Based on the SHR's report on the Charter, the summary report at Appendix 1 sets out the indicators and provides a comparison with both the Scottish average for all social landlords, that of the other 26 Scottish local authority landlords and over the two previous years (where available).
- 5.2. The 16 reported indicators include 4 measures which set the context of the size or scale of landlords and comparisons of performance. The table below sets out the direction of travel from the remaining 12 reported indicators:-

Direction of travel	Movement from 2019/2020
Improved	6
Remained same	3
Declined	3

- 5.3. In terms of the efficiency and effectiveness, the key highlights of indicators which improved in the last year are detailed below:-
- Average length of time taken to re-let properties improved by 0.81 days from 21.67 days to 20.86 days.
 - Average days to complete non-emergency repairs reduced from 14.19 days to 13.07 days.
 - Average length of time taken to complete emergency repairs reduced from 3.72 hours to 3.44 hours.
 - Repairs completed right first time increased slightly from 99.91% to 99.95%.
 - % of rent due lost through properties being empty during the last year fell from 0.49% to 0.42%.
 - % of stock meeting the Scottish Housing Quality Standard (SHQS) increased from 93.2% to 93.5%.
- 5.4. A summary of the position and context in relation to the 2 efficiency and effectiveness indicator areas where performance reduced is detailed below.

- % of Antisocial Behaviour cases resolved in the last year decreased from 98.0% to 95.2%. The service and performance were impacted upon by the restrictions in place relating to Covid-19 pandemic.
- Rent collected as % of total rent due decreased from 99.70% to 97.37% - rent collection declined as a result of the impact of the pandemic.

5.5. Of the remaining indicators, four are qualitative satisfaction indicators, of which three are updated on a 3 yearly basis with one updated annually. Most of the Council's recent results are based on a survey carried out during 2018/2019.

5.6. The following results are as reported previously:-

- Tenant satisfaction with overall service – 90.3%.
- Tenants who feel their landlord is good at keeping them informed about their services and decisions – 92.4%.
- Tenants who are satisfied with opportunities given to them to participate in their landlord's decision making process – 91.1%.

5.7. Based on the most recent annual survey, the following indicator has shown a slight decline in performance:-

- Tenant satisfaction with repairs is measured annually and reported a reduction from 92.8% to 90.1%. Although performance has declined, it has still remained above the target level of 90%. Once again, performance in relation to this indicator is likely to have been impacted by Covid-19 restrictions on the service.

6. Next Steps

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

6.2. The Resource Plan (2021/2022) includes the majority of the Charter indicators and, during the current year, these will continue to be monitored and reported as part of the 6 monthly updates on the Resource Plan to Housing and Technical Resources Committee.

6.3. The comparative aspect of performance continues to be a focus for the Council and its service users as well as the SHR in assessing and scrutinising local and national trends in performance.

7. Employee Implications

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

8. Financial Implications

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

9. Climate Change, Sustainability and Environmental Implications

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

10. Other Implications

10.1. There are no risk implications in terms of the information contained within this report.

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

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. 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.
- 11.2. Consultation and involvement have taken place with service users through the survey process for a number of indicators and with the Tenant Participation Co-ordination Group on the new Charter report.

Daniel Lowe

Executive Director (Housing and Technical Resources)

11 August 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve the availability, quality and access of housing.
- ◆ Work with communities and partners to promote high quality, thriving and sustainable communities.
- ◆ Achieve results through leadership, good governance and organisational effectiveness.

Previous References

- ◆ Housing and Technical Resources Committee – SHR Regulation of Social Housing in Scotland, 4 September 2019.
- ◆ Housing and Technical Resources Committee – Annual Report on the Charter 2019-20, 25 November 2020.

List of Background Papers

- ◆ None

Contact for Further Information

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

Annette Finnan, Head of Housing Services

Ext: 5611 (Tel: 01698 455611)

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

Housing and Technical Resources
Projected return to the Charter 2020/21

No	Scottish Charter Indicators	SLC 18/19	SLC 19/20	SLC 20/21	Scottish Local Authority Average 20/21	Scottish Average 20/21
1	% of tenants satisfied with the overall service provided by the Council (their landlord).	90.3%	90.3%	90.3%	84.8%	89.0%
2	% of tenants who feel their landlord is good at keeping them informed about their services and decisions.	92.4%	92.4%	92.4%	86.3%	91.7%
3	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	91.1%	91.1%	91.1%	80.6%	86.6%
4	% of stock meeting the Scottish Housing Quality Standard (SHQS).	92.5%	93.2%	93.5%	89.1%	91.0%
5	Average length of time taken to complete emergency repairs.	3.4 hours	3.7 hours	3.4 hours	4.8 hours	4.2 hours
6	Average length of time taken to complete non-emergency repairs.	14.3 days	14.2 days	13.1 days	9.1 days	6.7 days
7	% of reactive repairs carried out in the last year completed right first time.	99.87%	99.91%	99.95%	90.0%	91.5%
8	% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	92.0%	92.8%	90.1%	90.3%	90.1%
9	% of anti-social behaviour cases reported in the last year which were resolved.	88.2%	98.0%	95.2%	86.4%	94.4%
10	% of rent due lost through properties being empty during the last year.	0.46%	0.49%	0.42%	1.5%	1.4%
11	Rent collected as % of total rent due in the reporting year.	98.96%	99.70%	97.37%	98.8%	99.1%
12	Average length of time taken to re-let properties in the last year.	22.04 days	21.68 days	20.86 days	65.9 days	56.3 days
C	The landlords wholly owned stock	24,962	24,864	25,012	N/A	N/A
C	Average Weekly Rent	£67.50	£70.26	£73.10	£78.10	£83.70
C	Rent increase for next financial year	3.95%	3.95%	2.20%	1.5%	1.2%
C	Total Rent Due	£85,865,276	£89,502,574	£93,969,021	N/A	N/A

Report

16

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Council Open Market Purchase Scheme
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1. Purpose of Report

1.1. The purpose of the report is to: -

- ♦ advise on action taken, in terms of Standing Order No 36(c) in view of the timescales involved, by the Executive Director (Housing and Technical Resources), in consultation with the Chair and an ex officio member, to seek approval to purchase a property on the open market

2. Recommendation(s)

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

- (1) that the action taken, in terms of Standing Order No 36(c) by the Executive Director (Housing and Technical Resources), in consultation with the Chair and an ex officio member, to authorise the purchase of 8 Swisscot Avenue, Hamilton on the open market to meet specific housing need and demand within an area, be noted
- (2) that the action taken by Executive Director (Housing and Technical Resources), in consultation with the Head of Administration and Legal Services, to conclude all matters in respect of the purchase of 8 Swisscot Avenue, Hamilton, and to enter into the necessary legal agreements on terms which are in the best interests of the Council, be noted

3. Background

- 3.1. The Council House Open Market Purchase Scheme allows for the purchase of property to increase the supply of Council housing stock aligned to four key strategic outcomes identified in our Local Housing Strategy. One of the key outcomes is the property is of a particular type/size required to meet identified housing needs and demands within an area.
- 3.2. Grant subsidy towards the purchase of any property on the open market is available from the Scottish Government through the Affordable Housing Supply Funding Grant.
- 3.3. The Scheme of Delegation places a financial limit for acquisitions, under this scheme, of £100,000.
- 3.4. Estates Services have been asked to identify properties on the open market suitable to meet a specific housing need that cannot be met within the Council's existing housing stock. A 3 bedroomed semi-detached house at 8 Swisscot Avenue, Hamilton, has become available, however, the value of this property exceeds the maximum financial limit of £100,000 set out in the current Delegated Authority for acquisition of land and property.

4. Proposal

- 4.1. Based on an assessment of market valuations for the type of property required to meet the needs of the applicant, in the location required, Estates Services advise that a reasonable threshold for the purchase of a suitable property would be £125,000. As with every purchase, the Council's surveyors would seek to secure best value in any acquisition.
- 4.2. This purchase is a strictly one-off purchase to meet one of the key objectives as it is of a particular type/size required to meet identified housing needs and demands within an area.
- 4.3. Engagement has taken place with the local housing team to confirm that the property at 8 Swisscot Avenue, Hamilton is suitable and required.
- 4.4. Early approval for the purchase was required in order to meet timescales for the offer process and enabled the Council to negotiate the acquisition more effectively on the open market.
- 4.5. Once the acquisition is concluded, an application will be made to the Scottish Government to recover grant subsidy towards the purchase of this property.

5. Employee Implications

- 5.1. There are no employee implications.

6. Financial Implications

- 6.1. The purchase can be made within approved HRA Capital budgets and additional funding from the Scottish Government will contribute to the purchase.

7. Climate Change, Sustainability and Environmental Services

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

8. Other Implications

- 8.1. The purchase of a suitable property enabled by this report will ensure the Council meets its statutory duty.
- 8.2. Normal Council protocols to ensure that there are no conflicts of interest apply to this scheme.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.
- 9.2. No formal consultation process was required in terms of the recommendation contained in this report.

Daniel Lowe

Executive Director (Housing and Technical Resources)

19 August 2021

Link(s) to Council Values/Ambitions/Objectives

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

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

Previous References

- ◆ 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:-

Annette Finnan, Head of Housing Services

Ext: 5611 (Tel: 01698 455611)

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

Report

17

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Housing Services Customer Involvement Strategy 2018-2022 Annual Review 2020/2021
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1. Purpose of Report

1.1 The purpose of the report is to:-

- ◆ advise the Committee on the completion of the third annual review of the Customer Involvement Strategy 2018-2022.

2. Recommendation(s)

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

- (1) that the Customer Involvement Strategy 2018-2022 Annual Review 2020/2021 as detailed within Appendix 1, be noted

3. Background

3.1 South Lanarkshire Council's Customer Involvement Strategy 2018-2022 was approved by the Housing and Technical Resources Committee in May 2018.

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

3.3 The strategy is structured around four distinct strategic outcomes:-

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

3.4 A total of 23 objectives and associated actions are contained within the strategy. These outline how Housing Services and its partners will aim to achieve each of the four outcomes.

4. Annual Review 2020/2021

4.1 This is the third annual review of the Customer Involvement Strategy and provides an update on progress made between 1 April 2020 and 31 March 2021. The review was carried out by officers from Housing and Technical Resources, in partnership with customer representatives from the TPCG, supported by the South Lanarkshire Tenant Development Support Project (SLTDSP).

4.2 In summary, the review highlights that good progress has been made in relation to 17 of the 23 objectives contained across the four strategic outcomes. This includes progress in relation to the following areas:-

- customers participated in testing of the new Housing Services Virtual Contact Centre using a mystery shopping style approach. This involved customers making calls to the new service, working through the automated options and providing feedback.
- increased levels of engagement with Gypsy/Traveller residents at the Shawlands Crescent site with regular online meetings established between residents and council officers, with strong attendance recorded to date.
- following a successful bid to the Connecting Scotland initiative, an ongoing commitment was given to provide six months intensive digital training and support to 68 customers/households who received tablets and free internet access. This included 8 customer representatives from the TPCG, 4 tenant and residents' groups, 40 Sheltered Housing tenants and 16 Housing First customers. The provision of this equipment and internet access has facilitated ongoing customer engagement and involvement in services from these customer groups.
- the Budget Scrutiny Group led a significant programme of engagement in the 2021/2022 rent setting process through use of virtual platforms and an online survey. Although it was not possible to host physical public events to promote the survey, 1,385 surveys were completed, a higher response than the previous year.
- a tenant-led virtual Conversation Café was delivered to close consultation on rent setting which offered participants the opportunity to interact and engage through focused digital workshops.
- for the 13th consecutive year, an annual programme of involvement was agreed with customers.

4.3 In total, there were six objectives categorised as 'to be reported later', where progress was unable to be made during the year. The actions associated with four of the objectives were unable to be progressed due to the impact of Covid-19 restrictions, which prevented personal contact, the main way of engaging with specific customer groups who had limited or no means to engage virtually. In terms of the other two objectives that are 'to be reported later', work in relation to these was put on hold to allow for customer involvement to focus on other areas, in particular the Resource's response to the Covid-19 pandemic. Actions in relation to these objectives will be progressed in the year ahead and reported as part of the final annual review of the Customer Involvement Strategy.

4.4 In addition to monitoring progress against the strategic outcomes of the strategy, the review also provided an opportunity to re-examine the strategy in general to ensure that outcomes, objectives and actions remain appropriate and relevant. In carrying out the review, it was identified that there was no requirement for any amendments to be made to the strategy.

4.5 The full review document and associated Action Plan can be found in Appendix 1.

5. Impact of Covid-19 Restrictions

- 5.1 The review also sought to understand the impact the Covid-19 pandemic and its associated restrictions had on services and the ability to engage with customers.
- 5.2 The challenges presented to maintain effective engagement and in particular restrictions on the ability to meet face to face has resulted in a significant expansion of the use of on-line engagement platforms. This transition has had a number of positive outcomes, including:-
- efficiencies in seeking customer approval for council documents or publications
 - reduced travel time for customer representatives to attend meetings or events
 - improved ability of customers to participate in a way which takes account of their own circumstances
- 5.3. The impact of the Covid-19 pandemic on customer engagement will continue to be monitored during 2021/2022 with adjustments made to the format of engagement in line with the relevant restrictions.

6. Priorities and Considerations for 2021/2022

- 6.1 As part of the review, customer representatives within the Tenant Participation Co-ordination Group highlighted the priorities they wish to see progressed by Housing Services in 2021/2022, this includes:-
- considering ways to promote customer feedback using 'real time surveys'
 - recruiting additional customers for future scrutiny activities through the Customer Scrutiny Framework and undertaking and reporting on two scrutiny activities each year
 - developing and improving engagement opportunities for young people
 - continuing to develop engagement opportunities to ensure effective engagement and involvement with Gypsy/Travellers and homelessness customers
 - establishing a programme of estate walkabouts to allow direct engagement between customers, officers and elected members
 - exploring how existing customer engagement structures could be integrated into new locality planning proposals, initially within the Rutherglen/Cambuslang and Clydesdale areas.
- 6.2 Officers will continue to work with customer representatives and other services and partners to progress these priorities through the remaining term of the strategy.
- 6.3 In addition to 2021/2022 being the final year of the current Customer Involvement Strategy, consideration will also be being given by both officers and customer representatives on how the current processes and methods of engagement can be improved and adapted to meet the continually evolving requirements of housing, homelessness and services for Gypsy/Travellers.
- 6.4 This includes consideration of the role and structure of the next Customer Involvement Strategy, the way the Service manages and delivers independent advice requirements and how the new Integrated Housing and Property Management System will improve access to services for customers.

7. Next Steps

- 7.1 The outcomes from the Customer Involvement Strategy Annual Review 2020/2021 will be shared with relevant stakeholders.

- 7.2 The priority areas detailed at 6.1 will be progressed by the relevant services.
- 7.3 As detailed at 6.3 above, in the year ahead officers will work with customer representatives to consider how the wider approach to customer engagement can be developed and improved to meet future and changing needs.
- 8. Employee Implications**
- 8.1 There are no employee implications associated with this report.
- 9. Financial Implications**
- 9.1 There are no financial implications associated with this report.
- 10. Climate Change, Sustainability and Environmental Implications**
- 10.1. This report does not introduce a new policy, function or strategy which impacts on the natural environment, climate change or sustainability.
- 11. Other Implications**
- 11.1 There are no additional risks associated with this report.
- 11.2 The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.
- 12. Impact Assessments and Consultation Arrangements**
- 12.1 An equalities impact assessment was completed for the Housing Services Customer Involvement Strategy 2018-2022.

Daniel Lowe
Executive Director, (Housing and Technical Resources)

7 September 2021

Links to Council Values/ Objectives/Ambitions

- ◆ Focused on people and their needs
- ◆ Working with and respecting others
- ◆ Accountable, effective, efficient and transparent
- ◆ Work with communities and partners to promote high quality thriving and sustainable communities
- ◆ Improve the availability, quality and access of housing
- ◆ Support our communities by tackling disadvantage and deprivation and supporting aspiration

List of Background Papers

- ◆ South Lanarkshire Council, Housing Services Customer Involvement Strategy 2018-22

Contact for Further Information

If you would like further information, please contact:-
Annette Finnan, Head of Housing Services
e-mail: Annette.finnan@southlanarkshire.gov.uk



Housing Services Customer Involvement Strategy 2018-2022

Annual Review 2020/21

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

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- 2. Impact of Covid-19 restrictions**
- 3. Summary of progress during 2020/21**
- 4. Amendments and additions**
- 5. Resourcing Customer Involvement**
- 6. Key priorities for 2021/22**
- 7. Reporting**

Action Plan 2020/21 Update

1. Introduction

- 1.1 South Lanarkshire Council's Customer Involvement Strategy 2018-22 was approved by Housing and Technical Resources Committee in May 2018.
- 1.2 This is the third annual review of the strategy and aims to summarise the progress that has been made between 1 April 2020 and 31 March 2021, whilst also outlining challenges or changes that have occurred during this period. The review was carried out in conjunction with customer representatives from the Tenant Participation Co-ordination Group (TPCG) and supported by the South Lanarkshire Tenant Development Support Project (SLTDSP).
- 1.3 The strategy is focused upon four strategic outcomes:
 - Customers are informed and knowledgeable
 - More customers are involved
 - Customers help to drive continuous service improvement
 - Customers help to shape change and make a difference

The four strategic outcomes contain a total of 23 objectives that outline how Housing Services, and its partners, will aim to achieve each of these. The full list of objectives, and the subsequent actions are listed along with the progress made towards each within the year, in Appendix 1.

2. Impact of Covid-19 restrictions

- 2.1 The Covid-19 pandemic significantly impacted upon the way Housing Services has been able to engage with customers. The restrictions stemming from the pandemic have resulted in the suspension of face-to-face meetings and public events and has limited the opportunity for proactive engagement with customers across South Lanarkshire.
- 2.2 With the aim of ensuring customers were not left feeling isolated at the onset of the pandemic, Housing Services arranged for the following communications to be directly issued to different customer groups:-
 - a special edition of Housing News was issued to all council tenants detailing the temporary changes to key housing services and providing contact details for those who could support and help households. The content of the newsletter was approved by members of the TPCG.
 - a specific newsletter was issued to all sheltered housing tenants advising of temporary changes to their services and providing details of those who could provide support and assistance. This was supported by a range of posters installed across complex's advising of guidance relating to Covid-19.
 - a newsletter for residents of the council's Gypsy/Traveller sites was issued detailing temporary changes to services provided to the sites and community support available.

- 2.3 In relation to the core customer engagement activities, all scheduled meetings with customer representatives from the TPCG and its sub-groups were initially suspended once restrictions relating to the pandemic had been imposed. Officers from the council worked closely with the South Lanarkshire Tenant Development Support Project (SLTDSP) to identify and understand alternative opportunities for engagement, including how online meetings could be facilitated.
- 2.4 In June 2020, the SLTDSP successfully applied to the Connecting Scotland initiative for a number of devices that would allow members of the TPCG to continue to engage with the council online. The devices were distributed by the Project Officer who also provided training and ongoing support to build customers skills, knowledge and confidence in using the equipment. This has provided a fundamental basis for ensuring effective and continuing engagement and close partnership working with the TPCG throughout the pandemic.

3. Summary of progress during 2021/22

- 3.1 Despite the challenges presented to services throughout 2020/21, the annual review process identified that 73%, 17 of the 23 objectives contained within the strategy have been progressed.
- 3.2 During 2020/21 progress has been made in the following areas:-
- customers participated in testing of the new Housing Services Virtual Contact Centre using a mystery shopping style approach. This involved customers making calls to the new service, working through the automated options and providing feedback.
 - increased levels of engagement with Gypsy/Traveller residents with regular online meetings established between residents and council officers, with strong attendance recorded to date. A key focus for engagement has been site investment with the Gypsy/Traveller site masterplan developed collaboratively with residents.
 - following a successful bid to the Connecting Scotland initiative, an ongoing commitment was given to provide six months intensive digital training and support to 68 customers/households, who received devices and free internet access. This included 8 customer representatives from the TPCG, 4 tenants' groups, 40 sheltered housing tenants and 16 Housing First customers. The provision of this equipment and internet access facilitated ongoing engagement and involvement in services.
 - supporting homeless households through virtual platforms and ensuring that the appropriate supports were in place. Through the digital inclusion project, 'Bringing IT Home' 55 homeless families with children were provided with devices and unlimited internet access for two years.
 - the Budget Scrutiny Group led a significant programme of engagement in the 2021/22 rent setting process through use of virtual platforms and an online survey. Although it was not possible to host physical public events to promote the survey, 1,385 surveys were completed, higher than the number of responses received during the previous year.

- a virtual tenant-led Conversation Café was delivered to close consultation on rent setting which offered participants the opportunity to interact and engage through focused digital workshops
- approximately £129,000 of financial support was provided to support customer involvement with Housing Services across South Lanarkshire

3.3 As noted in the action plan, there were six objectives categorised as ‘to be reported later’, where progress was unable to be made during the year. The actions associated with four of the objectives were unable to be progressed due to the impact of Covid-19 restrictions, which prevented personal contact, the main way of engaging with specific customer groups, who had limited means to engage virtually.

3.4 In terms of the other two objectives that are ‘to be reported later’, work in relation to these was put on hold to allow for customer involvement to focus on other areas, in particular the Resource’s response to the Covid-19 pandemic. Actions in relation to the six objectives will be progressed in the year ahead and reported as part of the final annual review of the Customer Involvement Strategy.

4. Amendments and additions

4.1 The review process provides an opportunity to re-examine the strategy in general to ensure that outcomes, objectives and actions remain appropriate and relevant. In carrying out the review it has been identified that there are no significant amendments or additions required for the final year of the strategy, with existing objectives and actions remaining appropriate.

4.2 There are a number of wider contextual changes that have occurred over the past year that will be considered and monitored by the Service and its partners, including:

- as a result of restrictions relating to the Covid-19 pandemic, the requirement for local authorities to meet their participatory budgeting targets was suspended during 2020/21. This is now back in place for 2021/22 and the council will aim to dedicate 1% of its overall budget for the year to a participatory budgeting model. Housing and Technical Resources will actively contribute to this with a range of budgeting areas already being transferred to this new approach including elements of the Housing Investment Programme and Estate Improvement Budget.
- in early 2021, the Scottish Government published ‘Housing to 2040’ which outlines a long-term vision for the housing sector in Scotland. Within the publication is a range of actions that seek to improve engagement and decision-making abilities of tenants and residents in services provided to them.

5. Resourcing customer involvement

5.1 The strategy recognises that effective customer involvement requires adequate funding and support. In 2020/21 a range of financial and non-financial resources were provided to customers and services to improve opportunities for engagement.

Financial support included:

- Annual grant to tenants and resident groups

- Access to independent advice and support from the SLTDSP
- Financial assistance to attend virtual national conferences/seminars

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

- Assistance with organising virtual events and meetings
- General administration support
- Assistance to apply for funding
- Production of leaflets and posters

- 5.2 In 2020/21 the financial resources directed to support customer involvement with Housing Services was £129,405.73. In comparison with 2019/20 when spend was £198,838.38, this represents a reduction of £69,432.65 (35%). This can be attributed to the impact of the Covid-19 pandemic and associated restrictions, limiting the ability for public facing events and activities to take place, which would usually incur a cost to organise and run.

6. Priority areas for 2021/22

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

Strategic Outcome	Objectives/actions
1. Customers are informed and knowledgeable	<ul style="list-style-type: none"> • Consider ways to promote customer feedback using 'real time' surveys and by developing more self-serve options for customers • Co-produce annual calendar highlighting customer involvement activities and events
2. More customers are involved	<ul style="list-style-type: none"> • Develop local area participation plans reflecting local needs and priorities • Monitor and review plans annually and identify actions to be progressed • Continue to work with Gypsy/Traveller customers at the council's two Gypsy/Traveller sites to ensure effective input to shape service provision and site investment • Develop a programme of scrutiny activities • Recruit customers for future scrutiny activities through the Customer Scrutiny Framework • Arrange a workshop with the Youth Council to identify how they wish to be involved • Establish a Young Persons Housing Forum • Explore and identify where existing groups and activities exist that are engaging with young people • Arrange and deliver a programme of local estate walkabouts • Develop an action plan to ensure issues are addressed and customers updated on progress

Strategic Outcome	Objectives/actions
3. Customers help to drive continuous service improvement	<ul style="list-style-type: none"> • Undertake and report on scheduled scrutiny activities during the year
4. Customers help to shape change and make a difference	<ul style="list-style-type: none"> • Develop an approach to publish and report on the outcomes of estate walkabouts

7. Reporting

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

- South Lanarkshire Tenant Participation Co-ordination Group
- Housing and Technical Resources Committee
- Housing and Technical Resources, Resource Management Team
- Housing Services Management Team

Appendix 1: Action Plan 2020/21 Update

To monitor progress against the four outcomes within the strategy, a traffic light scoring system is used. This scoring system accords with wider reporting arrangements across the council.

Traffic light scoring

Colour	Progress
Blue	Complete
Green	Achieved/on target
Amber	Partially achieved/minor slippage
Red	Not achieved
Grey	To be Reported Later

The Action Plan below provides a summary of the position in relation to the progress made towards the achievement of the strategic outcomes during 2020/21.

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as of 31 March 2021
1.1	Work with the Customer Publicity Group (CPG) to assess and approve communication intended for distribution to tenants and other customers	Establish new ways of communicating with and involving customers through use of text, email and social media	2019/2020 onwards	Promotion of the rent setting consultation and the online survey through the council's website. In addition, the use of text messaging and emails to customers who have 'opted in' to receiving information in this way has also been continued/expanded in the year. Further work will be progressed on this in 2021/22.
		CPG to meet as required to assess publications	2019/2020 onwards	Charter performance published in the edition of Housing News approved July 2020 and published in the autumn edition. Further review of how charter performance is published will continue throughout 2021/22.

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as of 31 March 2021
1.2	Ensure 'Housing news' and 'Sheltered Housing News' articles continue to be relevant and of interest to customers with a particular focus on performance and service improvement plans	Agree arrangements to ensure customer involvement in each edition of 'Housing news' and 'Sheltered Housing News'	2019-2020 onwards	Arrangements agreed with CPG for customer involvement in Housing News. CPG developed and reviewed articles for Autumn 2020 edition of Housing news.
		Use 'Housing news' and 'Sheltered Housing News' to feedback on customer consultation/participation and how this will be used to shape service delivery		<p>At the onset of the pandemic a special edition of Housing News was produced and delivered to all tenants in June 2020. This detailed the impact and changes the pandemic had caused to services, as well as how tenants could access services and support available to them at that time.</p> <p>A second edition of Housing News was produced in Autumn 2020. This updated on the impact of Covid-19 and the Housing and Technical Resources response. It also highlighted the consultation on setting council house rents for 2021/22 and how tenants could give their views.</p> <p>Communications with sheltered housing tenants took place through letters to all tenants and posters on display within complexes, providing public health and complex information.</p>
		Produce a landlord performance report in consultation with tenants and in line with Scottish Social Housing Charter (SSHC) guidelines		<p>The Scottish Housing Charter 2019/20 supplement was developed and agreed with the CPG and distributed as part of autumn 2020 edition of Housing News.</p> <p>The TPCG also reviewed the Charter information prior to this being submitted to the Scottish Housing Regulator in May 2020.</p>
1.3	Continue to report on landlord performance and provide comparisons in relation to other social landlords	Provide comparison of performance in relation to other social landlords through Housing News and council website	Annually (by 31 October)	Landlord's report included in Autumn 2020 edition of Housing News and also published on the council's website.
		CPG to review and make recommendations for improvement to content and information	2020-2021 onwards	CPG continue to review the customer involvement pages on the council's website to ensure they raise awareness of the opportunities to become involved.

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as of 31 March 2021
1.4	Further develop the council website to reflect best practice in customer engagement and to raise awareness of opportunities to become involved	Consider ways to promote customer feedback using 'real time' surveys and by developing more self-serve options for customers	2019-2020 onwards	To be progressed in 2021/22, in line with the development and implementation of the new integrated Housing and Property Management system.
		Undertake online consultation where appropriate	2019-2020 onwards	Online consultation sought the views of tenants on the level of rent increase for 2021/22. Further development of this, including how surveys with tenants and other customers are conducted, will be progressed in line with the development of the new integrated Housing and Property Services IT system.
		Establish new ways of communicating with and involving customers through use of text, email and social media	2019-2020 onwards	Consultation activities and events are promoted on South Lanarkshire Council's social media channels and through email and text. Further development of this will take place within 2021/22.
1.5	Develop the use of social media to encourage greater knowledge and understanding of housing services and performance and to encourage more customer feedback	Publicise and encourage attendance at events to raise awareness and promote networking opportunities	2019-2020 onwards	<p>Publicity by SLTDSP through Housing News promoting the opportunities to encourage customers to become involved particularly on online platforms.</p> <p>Articles on the council's website and in 'Housing news' to highlight the opportunities for tenants to give their views on the rent proposals for 2021/22 and encouraging them to give their views.</p> <p>Increase in outreach through SLTDSP social media pages.</p> <p>Work to promote access to IT equipment to support continued engagement during the period of the pandemic. A successful application to Connecting Scotland resulted in the acquisition of 68 tablets: 8 were provided to TPCG members, 40 to sheltered housing tenants, 16 to Housing First clients and 4 were allocated to individuals pre-identified through ongoing community engagement e.g. local tenants/residents groups.</p>

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as of 31 March 2021
				In addition, through the digital inclusion project, 'Bringing IT Home' 55 homeless families with children were provided with devices and unlimited internet access for two years.
1.6	Promote customer awareness of opportunities for customer involvement	Publish Annual Participation and Communication programme on council website	2019-2020 onwards	<p>Ongoing promotion of customer involvement opportunities took place, for example rent setting, through the project's social media platforms: Facebook, twitter and the council website.</p> <p>Promotion of Tenant and Resident Associations and setting up groups to become engaged continued with new T&RA established in year</p>
1.7	Co-produce annual calendar highlighting customer involvement activities and events	Publish calendar with activities and events	2018-2019 onwards	While the formal calendar was not produced due to Covid-19 restrictions, a range of approaches were used during the year to highlight engagement opportunities for tenants and other customers. This included promotion within publications, on the council website and through social media.

Strategic Outcome 2: More customers are involved				
	Objective	Action	Timescale	Progress update as of 31 March 2021
2.1	Develop and implement annual local area participation plans for each housing management area to improve engagement	Develop local area participation plans reflecting local needs and priorities	2019-2020 onwards	This work was not progressed due to Covid-19 restrictions relating to travel and personal contact. Consideration will however be given to the development of local area participation plans in 2021/22.
		Monitor and review plans annually and identify actions to be progressed	2019-2020 onwards	
2.2	Encourage involvement and feedback from less engaged groups of customers	Use customer profile information to identify less engaged customer groups	2019-2020 onwards	<p>Housing Services continues to encourage and improve engagement opportunities with those customers who are identified as less likely to engage.</p> <p>At the onset of the pandemic, services produced service specific newsletters for Sheltered Housing tenants and Gypsy/Travellers site residents. These provided essential information on changes to services and detailed how the council could support them during the challenges of the pandemic and who else could help.</p> <p>At the two Gypsy/Traveller sites, work has progressed on a collaborative basis with site residents to develop detailed site masterplans which detail the range of improvement works being taken forward at the sites</p> <p>Throughout the past year, work has also taken place within the SLTDSP to utilise opportunities to help local community groups stay connected. This includes securing devices and internet connections through the Connecting Scotland initiative as well as providing support and training on how to use them.</p>
		Identify opportunities to target specific engagement with these groups of customers	2019-2020 onwards	
		Review, update and promote interested individual database.	2019-2020 onwards	

Strategic Outcome 2: More customers are involved				
	Objective	Action	Timescale	Progress update as of 31 March 2021
				<p>The Housing Disability Sub-Group meetings resumed virtually in September 2020.</p> <p>While the standard Sheltered Housing Newsletter was not issued during the year, a special newsletter was issued and routine communication with tenants has been maintained with a number of letters issued to tenants advising of service arrangements and developments as well as providing key public health messages. This has been supported by the use of posters within complexes to reinforce key service messages.</p>
2.3	Establish customer panels	Promote customer involvement, feedback and comments through a range of digital channels	2019-2020 onwards	<p>Ongoing promotion of customer involvement through the project's social media platforms.</p> <p>Establishment and ongoing support to the Factoring Focus Group.</p> <p>Successful delivery of a virtual tenant-led Conversation Café consultation closing event offering participants the opportunity to interact and engage through focused digital workshops.</p>
2.4	Undertake an awareness raising programme for customer scrutiny activities to encourage active participation in them	Develop a programme of scrutiny opportunities	2019-2020 onwards	While a formal scrutiny programme could not be progressed during the year due to Covid-19 restrictions, targeted scrutiny activity has taken place - see 3.1 below for details of scrutiny work which was progressed in 2020/21.
		Recruit customers for future scrutiny activities through Customer Scrutiny Framework	2019-2020 onwards	As part of the 2021/22 work plan, the SLTDSP will continue to promote opportunities for customers to become involved in customer scrutiny.

Strategic Outcome 2: More customers are involved

	Objective	Action	Timescale	Progress update as of 31 March 2021
2.5	Deliver and further develop engagement opportunities with Gypsy/Travellers	Annual focus group meeting with Gypsy/Travellers at Shawlands Crescent, Larkhall and Springbank Park, East Kilbride.	2019-2020 onwards	<p>Despite the challenges presented throughout 2020/21 by the Covid-19 pandemic, levels of engagement with Gypsy/Traveller residents have continued to increase. Regular online meetings now take place between residents of Shawlands Crescent and council officers, with strong attendance recorded to date.</p> <p>The meetings are used as an opportunity for officers to update residents on services and improvements taking place at the site, and for residents to highlight issues or discuss concerns they may have. Whilst all site residents are invited to the meetings, it is recognised that not all are able or wish to attend. As such, each meeting is followed by the issue of a site newsletter which includes details of the discussion at the meeting and other information that may be of interest to residents.</p> <p>At the smaller site at Springbank Park, residents continue to be offered opportunities to meet in a group with officers however have so far elected to maintain one-to-one engagement with the site officer and local housing management team. This is supported through the issue of regular site specific newsletters.</p>
2.6	Develop and improve engagement opportunities for young people	<p>Arrange workshop with Youth Council to identify how they wish to be involved</p> <p>Establish Young Persons Housing Forum</p> <p>Explore and identify where existing groups and activities exist that are engaging with young people</p> <p>Develop the use of social media to target views of young people</p>	<p>2019-20 onwards</p> <p>2019-20 onwards</p> <p>2019-20 onwards</p> <p>2019-2020 onwards</p>	<p>Due to the impact of Covid-19 restrictions, the actions relating to the development of a Young Persons Housing Forum were paused. Consideration will be given to progressing the actions in 2021/22, including through the use of virtual platforms.</p> <p>The promotion of all consultation activities and events on the council's social media channels now routinely takes place, for example rent setting 2021/22.</p>

Strategic Outcome 2: More customers are involved				
	Objective	Action	Timescale	Progress update as of 31 March 2021
2.7	Develop and improve engagement opportunities for homelessness service users	Explore key ways to make involvement effective	2019-2020 onwards	<p>A significant amount of service user feedback has been received by telephone to inform both the Rapid Rehousing Transition Plan and the Local Child Poverty Action Report, ensuring voices of lived experience are represented at strategic level. This was facilitated through contact with service users to request that they share their experiences in the form of case studies.</p> <p>While Covid-19 restrictions on movement and direct personal contact had a significant impact on progress of peer mentoring activities, a training programme was developed by Homeless Network Scotland. The first initial training session is due to take place on 16th September 2021.</p>
2.8	Continue to provide a range of training opportunities	Develop and publicise annual training programme to ensure that customers have the knowledge, skills and confidence to become involved	2019-2020 onwards	<p>Ongoing commitment to 6 months intensive fundamental digital training and support for 68 customers/households following successful application and distribution of devices and free internet access through Connecting Scotland initiative.</p> <p>Supported the TPCG and associated scrutiny subgroups to develop and nurture their digital skills and confidence to effectively engage and participate via virtual platforms.</p>
2.9	Develop a programme of estate walkabouts and encourage tenants and other customers to participate	Arrange and deliver a programme of local estate walkabouts	2019-2020	Due to Covid-19 restrictions and in accordance with Scottish Government guidance, estate walkabouts were unable to take place during 2020/21. Consideration will be given to implementing a programme of estate walkabouts in 2021/22.
		Develop an action plan to address issues identified and feedback - 'You Said, We Did'	2019/20	

Strategic Outcome 3				
Customers help to drive continuous service improvement				
	Objective	Action	Timescale	Progress update as of 31 March 2021
3.1	Deliver an annual programme of customer scrutiny through the Customer Scrutiny Group (CSG)	Undertake and report on a minimum of two scrutiny activities each year	2019-2020 onwards	While a formal scrutiny programme was not progressed during the year tenant representatives did undertake quality checks to support the introduction of the virtual call handling centre using a mystery shopping style approach. This involved customers making calls to the new service, working through the automated options and providing feedback. Overall, the feedback was positive, with many customers highlighting an improved experience. Additionally, tenant representatives have continued to provide comment and input to support clarity of key communications and publications including Housing News.
		Encourage active participation in the scrutiny activities	2019-2020 onwards	Customers were provided with training via a virtual platform to widen their digital skills to enable them to participate in and undertake scrutiny activities using digital platforms. Delivery of the Virtual Contact Centre mystery shopping exercise enabled customers to sample, scrutinise and endorse this platform.
3.2	Explore option to establish a scrutiny panel for older people	Develop a proposal for an Older People Scrutiny Panel	2020-2021 onwards	Meetings with customers were suspended due to Covid-19 restrictions. It is expected that discussions required to inform the development of a proposal will recommence in 2021/22.

Strategic Outcome 4				
Customers help to shape change and make a difference				
	Objective	Action	Timescale	Progress update as of 31 March 2021
4.1	Establish regular 'You Said, We Did' feedback to customers via 'Housing news', the council website and annual report to tenants highlighting the difference made by customer involvement	Produce 'You Said, We Did' report annually.	2019-2020 onward	During 2020/21, customers were provided with feedback in relation to services within Housing News, for example, in relation to the consultation on rent setting.
4.2	Communicate outcome of estate walkabout programme to customers	Develop an approach to publish and report on the outcomes of estate walkabouts	2019-2020 onwards	Unable to be progress due to temporary suspension of the programme of local estate walkabouts – see objective 2.9.
4.3	Analyse and report on feedback from customer satisfaction surveys and ensure that it is used to influence service planning and delivery.	Review and agree approach to how satisfaction results are reported.	2019-2020 onwards	To be progressed during 2021/22
4.4	Develop a system to track and evaluate customer involvement activities and the resulting effect	Explore options to track feedback from customers on their involvement and resulting effect.	2019-2020 onwards	To be progressed during 2021/22
		Develop and implement system	2019-2020 Onwards	
4.5	Further develop customer involvement in identifying local priorities to be progressed through dedicated estate budgets.	Review options to ensure effective community involvement in identifying estate priorities, including scope to move to a participatory budgeting approach.	2019-2020 onwards	A range of projects were progressed through Housing and Technical Resources estate improvement budgets across each of the four divisions in South Lanarkshire. Examples of projects progressed following a participatory budgeting approach include; installation of boulders at gable of Greenway Lane, Blantyre; installation of stair lighting at Tannahill Drive, Calderwood and

Strategic Outcome 4				
Customers help to shape change and make a difference				
	Objective	Action	Timescale	Progress update as of 31 March 2021
				<p>path lighting at Juniper Avenue, Greenhills. These projects were all developed as solutions to problems identified or reported by residents.</p> <p>As restrictions have started to ease, the council has reinstated the participatory budgeting programme for 2021/22 and Housing and Technical Resources have again committed to contributing to it. This includes through the estate management budget, ensuring tenants have the opportunity to direct funds to areas they feel need it most.</p>

Report

18

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

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

1.1. The purpose of the report is to:-

- ♦ provide the Committee with an update on the Risk Register and Risk Control actions for Housing and Technical Resources

2. Recommendation(s)

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

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

3. Background

- 3.1. The Council's Risk Management Strategy, which was reviewed in April 2020, promotes consideration of risk in service delivery, planning and decision making processes. The strategy requires Resources to record and review risks and control actions regularly. Housing and Technical Resources follow the guidance in developing, monitoring and updating the risk register on an ongoing basis.
- 3.2. The purpose of the register is to ensure that the Resource is fully aware of its top risks; that these risks are prioritised; and that controls are in place to eliminate or minimise the impact of the risks.
- 3.3. The Resource scores the risks in accordance with the Council scoring mechanism, based on likelihood and impact. This results in risks being scored between 1 and 25 (low – very high).
- 3.4. Risks are scored on their inherent score (risk if we do nothing) and their residual risk (risk after applying controls).
- 3.5. The last update of the Housing and Technical Resources Risk Register was reported to the Housing and Technical Resources Committee on 25 November 2020.
- 3.6. The Council's top risk register and risk control plan has been reviewed. This work was completed in June 2021.
- 3.7. The Central Risk Management Team annually reviews Resource compliance with the Risk Management Strategy. The outcome of the 2020/2021 review identified that Housing and Technical Resources achieved 100% compliance, scoring 45 out of a possible 45.

4. Resource Risk Management

- 4.1. Each Resource has a Resource Risk Management Group which has responsibility for the promotion and management of risk.
- 4.2. The Housing and Technical Resources Risk Management Group continues to meet on a quarterly basis.
- 4.3. The work of the group over the last year has focused on the review and update of the Resource Risk Register and ensuring that the register reflected the Council Plan and individual Service Plans.

5. Risk Register

- 5.1. Work has been completed by the Resource Risk Management Group to finalise the review of the Resource Risk Register. The update gave consideration to risks at a Service level, as well as strategic Council risks.
- 5.2. The Resource Risk Register will be monitored on an ongoing basis to allow new risks to be added and for the control measures and scores of the existing risks to be reviewed in light of new information.
- 5.3. Risks can result from internal or external influences, with examples being the impact of projected funding cuts or legislative changes or the impact of internal service changes.
- 5.4. The development process for the Resource Plan requires a risk assessment process to be undertaken as appropriate resulting in some actions within the Resource Plan having a corresponding risk identified within the risk register.
- 5.5. The main changes to the register are summarised below:
 - ◆ The risk description 'Reduction in funding and fee income' has been amended to include 'external' in respect of funding and fee income
 - ◆ The residual risk score for 'Covid-19 pandemic' has reduced from 20 to 16 and the risk description updated to include 'providing support to the community and businesses'
 - ◆ The residual risk score for 'EU Exit' has reduced from 20 to 12
 - ◆ The risk description for 'Death or injury to employees, service users or members of the public affected by Council operations' has been amended to capture wider health, safety and wellbeing issues
 - ◆ The risk description 'Failure to provide suitable settled accommodation for homeless applicants' has been updated to include temporary accommodation
 - ◆ The risk 'Failure to implement the Local Housing Strategy' has been updated to reflect contribution to national or regional energy efficiency and decarbonisation targets or programmes and monitoring of compliance against the Council's wheelchair accessible housing target
 - ◆ The risk 'Failure to implement planned maintenance programmes' has been updated to include planned maintenance programmes in respect of housing properties
 - ◆ The risk 'Fire in Council properties' has been updated to reflect the main area of risk for the Resource is within the Council housing stock
 - ◆ The risk 'Failure to fulfil emergency response commitments befitting the Council's status as a Category One (emergency) responder' has been updated to reflect 4 dedicated lead officers in place across the Resource for resilience purposes

- ◆ The risk 'Failure to implement the recommendations of the Housing and Rough Sleepers Action Group' has been removed as all recommendations have been considered in the development of the Rapid Rehousing Transition Plan.
 - ◆ Risk descriptions, controls and actions have been updated as required on individual risks, following discussion with risk owners.
 - ◆ All risks have been scored in line with the 5x5 risk scoring matrix. The 5x5 scoring matrix and definitions for likelihood and impact is shown at Appendix One.
- 5.6. Risks scored 15 to 25 are considered to be very high risks and risks scored 8 to 12 are considered to be high risks. Very high and high risks are monitored closely. The top risks identified for the Resource, that is those that are residually scored as being very high and high, are attached at Appendix Two.
- 5.7. A clear link has now been made to the Council's top risks, with Resource specific risk implications noted within the appendix.
- 5.8. Risks evaluated residually as being medium or low risk will be monitored to ensure that they continue to be adequately managed.
- 5.9. The Committee is asked to note the contents of the Resource Risk Register.
- 6. Insurance Hotspots**
- 6.1. The Council's insurers have been approached and asked to carry out an analysis of our claims experience for the last five years for Public Liability, Employers' Liability, motor and property claims, with a view to identifying areas where a number of similar types of claim or high value claims were originating, through claims leakage reports.
- 6.2. These reviews will be completed over the course of the coming months with the outcome of the hotspots review being reported to the CMT in March 2022 which will reflect the action plans agreed with Resources to mitigate against hotspot areas.
- 7. Scope and Appetite for Risk**
- 7.1. The Council aims to be risk embracing, that is, it will accept a tolerable level of risk in seeking service efficiencies and in agreeing control measures.
- 7.2. The level of risk facing the Council is measured both before (inherent risk) and after (residual risk) consideration of controls. The Council should never carry a very high residual risk exposure as this would indicate instability but a low residual risk exposure should also be avoided as this indicates lack of innovation.
- 7.3. The Council's universal risk tolerance levels were recently updated as part of the review of the risk management strategy this year, with the ideal risk profile defined as:
- ◆ No more than 10 per cent of residual risks at a very high level
 - ◆ No more than 15 per cent of risks at a high level
 - ◆ Around 50 to 60 per cent of residual risks at a medium level
 - ◆ No more than 30 per cent of residual risks at a low level
- 7.4. Table One below shows the top risks heat map, i.e., it details the total number of risks for each individual risk score. Table Two below notes the overall risk profile for the top risks.

Table One – Top Risks Heat Map

Likelihood	5 Almost Certain				1	
	4 Likely			2	1	
	3 Possible		9	3		
	2 Unlikely		6		2	
	1 Rare					
		1 Negligible	2 Minor	3 Moderate	4 Major	5 Catastrophic
		Impact				

Table Two –Top Risks Risk Profile

Risk Category	Risk Rating	Number of risks	Percentage of risks
1	Very high	2	8.3%
2	High	7	29.2%
3	Medium	15	62.5%
4	Low	-	-

- 7.5. Despite the fact that the profile noted in Table Two is outwith the ideal universal risk exposure defined by the Risk Management Strategy, this risk exposure is reasonable as these are the highest level risks currently being faced by the Resource.
- 7.6. Housing and Technical Resources have ensured that all inherent risks scored at a very high and high level have cost effective control measures in place. Where further control measures are required, these are included within the Resource risk control plan.
- 7.7. A direct comparison of Resource risk scores from 2020 to 2021 are detailed within Appendix Three.

8. Risk Control Actions

- 8.1. No actions were due for delivery between April and September 2021.
- 8.2. Progress with completion of Resource Risk Control Actions is monitored on a monthly basis by the Central Risk Management Team. This is also reviewed by the Resource Risk Group.
- 8.3. There was one risk control action due for completion in 2020/21 (Affordable Housing Supply Programme), however a result of Covid-19, the target has been revised by the Scottish Government to completion during 2021/22. The Committee is asked to note that the outstanding actions to mitigate risks within the Risk Control Plan will be progressed by the relevant officers.

9. Major Projects, Partnerships or Change

- 9.1. Within Housing and Technical Resources, two partnerships have been identified. Both of these are considered to be low risk, the Community Safety Partnership and Hub SW Partnership.

10. Next Steps

- 10.1. The Resource Risk Management Group will continue to meet on a quarterly basis. The risk register will be reviewed on an ongoing basis by the group to ensure that risks remain valid for the appropriate Service areas and to identify new areas of risk that affect the Resource. An update report will be provided to Committee on an annual basis.

11. Employee Implications

- 11.1. Time will be required by the Resource Risk Management Group in the management of the Resource Risk Register and Risk Control Plan.

12. Financial Implications

- 12.1. There are no direct financial implications associated with the Resource risks. There are a number of risks which are classified under the heading of financial, including additional costs stemming from Covid-19. Where this is the case, the appropriate controls and actions have been included in the risk control cards and progress will be monitored

13. Climate Change, Sustainability and Environmental Implications

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

13. Other Implications

- 13.1. Failure to demonstrate that risk is actively considered and managed cannot only lead to avoidable financial loss but could also affect delivery of services and could affect the Resources' reputation.

14. Equality Impact Assessment and Consultation Arrangements

- 14.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and therefore, no impact assessment is required.
- 14.2. Consultation on the content of this report has been undertaken with members of the Housing and Technical Resources Risk Management Group.

Daniel Lowe

Executive Director (Housing and Technical Resources)

26 August 2021

Link(s) to Council Objectives/ Values/Ambitions

- ◆ Accountable, effective and efficient

Previous References

- ◆ Housing and Technical Resources Committee – 25 November 2020

List of Background Papers

- None

Contact for Further Information

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

Appendix One – Risk scoring matrix and likelihood and impact definitions

Likelihood

Score	1	2	3	4	5
Description	Rare	Unlikely	Possible	Likely	Almost certain
Likelihood of occurrence	1 in 10 years	1 in 3 years	1 in 2 years	Annually	Monthly
Probability of occurrence	The event may occur in certain circumstances	The event could occur	The event may occur	The event will probably occur	The event is expected to occur or occurs regularly

Impact

	Reputation	Financial	Service delivery/ Time to recover	Compliance	Safety
1 Negligible	Public concern restricted to local complaints	<£50,000 per annum	No impact to service quality; limited disruption to operations.	No external interest	Minor injury – no lost time
2 Minor	Minor adverse local/public/media attention and complaints	£50,000-£250,000 per annum	Minor impact to service quality; minor service standards are not met; short term	Very minor attention from legislative/regulatory body	Minor injury – resulting in lost time
3 Moderate	Adverse national media Public attention	£250,000 to £500,000 per annum	Significant fall in service quality; major partnership relationships strained; serious disruption in service standards	Short-term attention from legislative/regulatory body	Major injury or ill health resulting in lost time
4 Major	Serious negative national or regional criticism	£500,000 to £1million per annum	Major impact to service delivery; multiple service standards are not met; long term disruption to operations; multiple partnerships affected	Medium-term attention from legislative/regulatory body	Fatality; Or injuries to several people
5 Catastrophic	Prolonged international, regional and national condemnation	>£1million per annum	Catastrophic fail in service quality and key service standards are not met; long term catastrophic interruption to operations; several major partnerships are affected	National impact with rapid intervention of legislative/regulatory body	Multiple fatalities; Or injuries to large number of people

The assessments for impact and likelihood combine to provide an overall inherent risk score on the scale of between 1 and 25, using the Council's recognised risk matrix.

Risk matrix

Likelihood	5 Almost Certain	5	10	15	20	25
	4 Likely	4	8	12	16	20
	3 Possible	3	6	9	12	15
	2 Unlikely	2	4	6	8	10
	1 Rare	1	2	3	4	5
		1 Negligible	2 Minor	3 Moderate	4 Major	5 Catastrophic
		Impact				

The risk score is calculated as follows:

Likelihood score x Impact score = Risk Score

Appendix Two

Housing and Technical Resources Risk Register (as at August 2021) Extract of risks with residual score category of Very High and High

Risk Category	Key risk	Inherent Risk Score	Sample of Controls	Residual Risk Score
1 Very High (15-25)	<p>Reduction in external funding and fees/income received by the Council, as well as increased demand for services, results in savings difficulties.</p> <p>(Council Top Risk)</p> <ul style="list-style-type: none"> • Failure to deliver key services / projects • Failure to achieve Resource savings targets • Failure to collect Rent • Increased level of arrears • Failure to effectively manage the processes and practices to reduce the impact of welfare reform 	25	<ul style="list-style-type: none"> • Embedded structure and systematic approach to savings identification. • Revise working arrangements and deployment of staff resources. • Service wide welfare reform working group and action plan. • Close partnership working with Department for Work and Pensions and other agencies. • Robust rent collection and arrears management processes to reflect all circumstances. • Robust arrangements in place to monitor service delivery and outturns against budgets. • Regular reporting to Housing and Technical Resources Committee and Corporate Management Team. 	20
	<p>The council does not provide an adequate response to the effects of a global pandemic illness within communities; maintaining critical services; providing support to the community and business; deliver emergency response commitments as a Category One Responder; and</p>	25	<ul style="list-style-type: none"> • Emergency Response Commitments as a Category One responder. • Temporary testing centres identified by Resource. • Monitoring of national guidance. • Resource / Service Recovery Plans and Service Restart Framework. • Business Continuity Plans. 	16

	<p>protecting the wellbeing of employees and service users as far as reasonably practicable. Responding to a pandemic will impact on everything else the council does.</p> <p>(Council Top Risk)</p> <ul style="list-style-type: none"> • Lack of robust business continuity plans/resilience arrangements • Restriction on service delivery – statutory and non-statutory • Clarity/timing of Government guidance • Ineffective communication by employee and service users • Workforce absences/shortage • Lack of mobile IT devices • Lack of PPE 		<ul style="list-style-type: none"> • IT software licences to allow agile working procured. • IT – Roll out of Microsoft Teams throughout the Council. • IT – Increased numbers of agile workers and increased number of laptops/tablets. • Guidance on Health and Safety Risk Assessments/Safe Systems of Work for Covid-19 has been issued. • Introduction of Virtual Call Centre. • Tenancy Sustainment Fund Assistance. • Health and Wellbeing Group established. 	
<p>2 High (8-12)</p>	<p>Fire in Council Properties</p> <ul style="list-style-type: none"> • Poor / inadequate fire risk assessments/precautions • Failure to adhere to building regulations/statutory legislative requirements • Tenants' living habits • Tenants' failure to insure their own property • Building Users behaviour • Wilful Fire Raising • Criminality • Faulty electrical equipment 	25	<ul style="list-style-type: none"> • Scottish Fire and Rescue Service (SFRS) Home Fire Safety Visits encouraged including at tenancy sign up/within temporary accommodation. • Tenancy Agreement – restrictions • Promotion of home insurance – booklet and flyers • Joint article to be produced in conjunction with SFRS and Housing Services for inclusion in Housing News • Ongoing liaison with SFRS and staff training • Common Sense Initiative – communal areas fire safety posters 	12

	<ul style="list-style-type: none"> • Failure to maintain plant and equipment • Property damage • Loss of rent • Financial costs for reinstatement 		<ul style="list-style-type: none"> • Legislative compliance checks – gas / electrical etc • Fire risk assessments. • Health and Safety audits undertaken • All new schools have sprinkler or fire suppression systems • Cyclical visits within schools • Programmes of work to install controlled door entry systems • Outcomes of public inquiries 	
	<p>The Council is significantly affected by the impact of the UK leaving the European Union</p> <p>(Council Top Risk)</p> <ul style="list-style-type: none"> • Demand on Housing and Homelessness services • Costs for building materials, supplies and services • Potential skills shortages across the construction sector 	25	<ul style="list-style-type: none"> • Resource/Service monitoring frameworks. • Implementation and monitoring of Local Housing Strategy. • Monitoring of Investment Programmes. • Business Plans. • Implementation of Rapid Rehousing Transition Plan. • Resource Workforce Planning. • Resource Learning and Development Plan. 	12
	<p>Poor procurement practice and management of contracts</p> <p>(Council Top Risk)</p> <ul style="list-style-type: none"> • Failure to fulfil statutory requirements • Failure to achieve best value. • Service delivery affected/fails. 	25	<ul style="list-style-type: none"> • Full contract wording includes SLC expectations from contractors. • Guidance on new legislation including the Bribery Act and the linkages with procurement issued by Legal Services. Council has a security framework in place. • Contractor vetting (Health and Safety), construction line and financial checks undertaken for all contractors. 	9

	<ul style="list-style-type: none"> • Cyber Attacks - failure to protect our data systems or assets held by Council • Serious organised crime - proceeds of crime or money laundering • Lack of trained personnel 		<ul style="list-style-type: none"> • Meetings with contractors to review performance/appraisals. • iProc used extensively by all Resources. • Learn online employee training – Quick quote/procurement awareness. • Standard procurement documents/processes held on intranet and reviewed/updated on an ongoing basis. These are used consistently across Resources. • Review of procedures for financial appraisals. • Performance monitoring of all significant contracts. 	
	<p>The Council fails to meet statutory and legislative duties in respect of public protection</p> <p>(Council Top Risk)</p> <p>Failure to deliver statutory and legislative duty to deliver services that protect everybody within our communities:</p> <ul style="list-style-type: none"> • Child Protection • Adult Protection • Prevent people supporting terrorism or extremism (Counter terrorism and Security) • Environmental services 	16	<ul style="list-style-type: none"> • Multi-agency child protection committee in place • Multi-agency adult protection committee in place • Multi-agency procedures adopted to provide guidance to staff • Multi- agency MAPPA arrangements in place • Significant case review protocol in place • Data sharing agreements in place to support alert messaging and sharing key information • Multi-agency Prevent case discussions take place • Training to raise awareness – Learn on line modules 	9

		<ul style="list-style-type: none"> Existing partnership working with Police Scotland and other organisations (Community Planning Partnership) 	
<p>Insufficient response to adverse weather events</p> <p>(Council Top Risk)</p> <ul style="list-style-type: none"> Inability of the Council to deliver its core services Failure to maintain Council assets Increase in the number of insurance claims received A potential overspend in budget as the Council responds to emergencies Damage to public and private property 	16	<ul style="list-style-type: none"> Emergency Planning arrangements in place and contact details updated. Severe Weather Group established to control the delivery of the service. Decant properties identified. Additional Labour/Trades identified. Additional Plant/Transport. Additional stock. Additional sub contractors identified if work content becomes high. Additional admin staff to deal with calls/enquiries/complaints. Better housing stock through capital programmes. 24 hour control centre. General Met Office alerts to Contingency Planning Officers. 	9
<p>Health, Safety (including death or serious injury) and wellbeing of employees; and protection of service users and members of the public affected by council operations</p> <p>(Council Top Risk)</p> <ul style="list-style-type: none"> Increased claims intimated against the council Involvement in Fatal Accident Inquiries Increased employee absence 	20	<ul style="list-style-type: none"> Occupational Health and Safety Management System embedded throughout the Council. Risk Assessments and Safe Systems of Work developed and implemented. Resource, Service and Trade Union communication and consultation arrangements in place. Health and Safety Training matrices (Specific training requirements for employees) Claims lessons learned reports. 	8

	<ul style="list-style-type: none"> • HSE Involvement - prohibition notice, improvement notices. • Prosecution or organisation/employee under Corporate Homicide legislation or Health and Safety at Work Act. • Industrial disease claims • Historical claims 		<ul style="list-style-type: none"> • Resource and Service Health and Safety Groups meet on a regular basis within all Resources. • Management of Occupational Road Risk Policy and associated documents • Analysis of statistics to identify trends and advise on mitigations to reduce risks. • Violent incident reporting procedures. • Record management and record retention schedules. 	
	<p>Failure to achieve the outcomes of the Community Plan</p> <p>(Council Top Risk)</p> <ul style="list-style-type: none"> • Failure to tackle inequalities in priority areas • Failure to comply with statutory requirements • Failure to improve outcomes for communities 	20	<ul style="list-style-type: none"> • The Community Safety Strategic Framework and Anti-Social Behaviour Strategy implemented and monitored. • Safer South Lanarkshire Steering Group undertake a monitoring role and report progress regularly to Safer South Lanarkshire Board. • Promotion and delivery of Anti-Social Behaviour services • Delivery of Strategic Housing Investment Plan • Promotion of Equality and Diversity through Resource Co-ordination Group • Fuel poverty – work towards achieving national targets • Promotion of a community engagement approach and events • Cross Resource Security Working Group meet quarterly • Specific targets within Resource plan, reported quarterly • Local Child Poverty Action Plan Report 	8

Appendix Three: Comparison 2021 and 2020 Resource Risk Register Risk Category

Risk Category	2021 Key risk description	2020 Residual risk score	2021 Residual risk score	Change in residual risk scores	Changes to key risk descriptions
Very High (15-25)	Reduction in external funding and fees/income received by the Council, as well as increased demand for services, results in savings difficulties.	20	20	=	Deletion of 'maintaining front line services' from the key risk description. Addition of 'external' to the key risk description in respect of funding and fees/income
	The council does not provide an adequate response to the effects of a global pandemic illness within communities; maintaining critical services; providing support to the community and business; deliver emergency response commitments as a Category One Responder; and protecting the wellbeing of employees and service users as far as reasonably practicable. Responding to a pandemic will impact on everything else the council does.	20	16	↓	Addition of 'providing support to the community and businesses' to the key risk description.
High (8-12)	Fire in Council Properties	12	12	=	
	The Council is significantly affected by the impact of the UK leaving the European Union	20	12	↓	

	Poor procurement practice and management of contracts	9	9	=	
	The Council fails meet statutory and legislative duties in respect of public protection	9	9	=	
	Insufficient response to adverse weather events	9	9	=	
	Health, Safety (including death or serious injury) and wellbeing of employees; and protection of service users and members of the public affected by council operations	8	8	=	Addition of 'Wellbeing of employees' to the key risk description.
	Failure to achieve the outcomes of the Community Plan	8	8	=	
Medium (4-6)	Failure to meet the Council's sustainable development and climate change objectives	6	6	=	
	Failure to fulfil emergency response commitments befitting the Council's status as a Category One (emergency) responder.	6	6	=	
	Information Governance not subject to adequate control	6	6	=	
	Failure to deliver City Deal projects and realise anticipated economic benefits	6	6	=	
	Failure to achieve results and demonstrate continuous improvement, through leadership, good governance and organisational effectiveness	6	6	=	
	Failure to deliver the Council's "Homes+" council house new build programme and impact on ability to meet housing need	6	6	=	

	Failure to implement the new Integrated Housing and Property Management System	6	6	=	
	Failure to address fuel poverty in council houses	6	6	=	
	Failure to deliver the Council's Capital Programme	6	6	=	
	Failure to provide suitable temporary and settled accommodation for homeless applicants	4	4	=	Addition of 'temporary' accommodation to key risk description
	Failure to improve tenants' sustainability	4	4	=	
	Failure to implement Local Housing Strategy (LHS)	4	4	=	
	Failure to implement planned maintenance programmes	4	4	=	Addition to the word 'Programme' to include 'Programmes' in key risk description
	New and amended legislation	4	4	=	
	Failure to ensure the Corporate Asset Management Plan is progressed	4	4	=	