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30 October 23



Members of the Housing Committee

Chief Executive's Office

Archie Aitken
Chief Officer (Legal & Democratic)
Civic Centre, Windmillhill Street,
Motherwell ML1 1AB
www.northlanarkshire.gov.uk

Notice is given that a Meeting of the **Housing Committee** is to be held in the Council Chamber, Civic Centre, Windmillhill Street, Motherwell, ML1 1AB on Wednesday, 08 November 2023 at 10:00 AM which you are requested to attend.

The agenda of business is attached.

Archie Aitken
Chief Officer (Legal & Democratic)

Members :

M McPake, J Reddin, B Baudo, H Brannan-McVey, G Brennan, B Burgess, J Cairns, T Carragher, M Coyle, P Di Mascio, H Dunbar, F Fotheringham, M Hughes, L Jarvie, D Johnston, J Jones, K Larson, J Leckie, J Logue, F MacGregor, M McBride, B McCulloch, M McCulloch, P McDade, F McKay, R McKendrick, C McManus, F McNally, J McPhilemy, A McVey, L Mitchell, L Nolan, P Patton, G Robinson, N Shevlin, A Stubbs, R Sullivan, J Toner, S Watson, G Woods.

Agenda

- 1 **Declarations of Interest In Terms of the Ethical Standards In Public Life Etc. (Scotland) Act 2000**
- Operational**
- 2 **Rapid Rehousing Transition Plan Annual Progress and Future Activity Homelessness Key Trends and Prevention Duties** 7 - 36
Submit report by the Chief Officer (Housing Management) providing (1) an overview of the progress achieved in year 4 (2022/23) on the delivery of the actions contained within the RRTP, of which £443,000 funding was provided by the Scottish Government from the Ending Homelessness Together Fund, and (2) a summary of the key homelessness trends in North Lanarkshire and future legislative requirements to pro-actively prevent homelessness through a collaborative approach with partner services (copy herewith)
- 3 **Community Hub Safety - Mobile CCTV Provision** 37 - 42
Submit report by the Chief Officer (Housing Management) providing an update on the use of Mobile CCTV vehicles within North Lanarkshire Council (copy herewith)
- 4 **Transforming Places - Tower Strategy Update** 43 - 52
Submit report by the Chief Officer (Housing Property Services) providing an update on current progress relating to the Tower Strategy, and the key achievements since the last reporting period (copy herewith)
- 5 **Non Traditional House Types Update** 53 - 58
Submit report by the Chief Officer (Housing Property Services) providing an update on the progress on the upgrading of a number of the "non-traditional" housing stock, specifically in relation to works undertaken or planned in the British Iron & Steel Federation (BISF) properties and the Swedish Timber style houses (copy herewith)
- 6 **Preservation Works Report 2022/23 and 2023/24 YTD** 59 - 64
Submit report by the Chief Officer (Housing Property Services) providing an update on housing repairs which relate to preservation works for 2022/23 and up to 31 August 23 (copy herewith)
- 7 **Housing Repairs and Maintenance Debt Recovery and Administration Fees** 65 - 70
Submit report by the Chief Officer (Housing Property Services) (1) providing an update on the current volume of debtors' accounts being issued to tenants and owner occupiers by the service, and (2) seeking approval to amend the application of an administration fee, based solely on the value of the invoice (copy herewith)
- 8 **Tenant Satisfaction Survey 2023** 71 - 78
Submit report by the Chief Officer (Housing Management) providing an update on the results of the recent tenant satisfaction survey 2023 (copy herewith)
- 9 **Transforming Places New Supply Programme - Update on Progress** 79 - 90
Submit report by the Chief Officer (Place) (1) providing an update on progress of the new supply programme, which aims to deliver 5,000 new homes by 2035, and against annual targets previously set, (2) outlining current challenges in delivering the programme, and (3) seeking approval for revised targets (copy herewith)
- 10 **New Supply Programme - Community Benefits Update** 91 - 100
Submit report by the Chief Officer (Place) providing an update on associated Community Benefits to the new build housing programme since the last report in November 2022 for the period from 1 September 2022 - 1 September 2023 (copy herewith)

11	New Supply Programme - Procurement Update Submit report by the Chief Officer (Place) (1) updating the Committee on current procurement activity relating to the new build housing programme, and (2) seeking approval to progress procurement arrangements (copy herewith)	101 - 108
	Financial	
12	Housing Revenue Account - Revenue Estimates 2024/25 Submit report by the Chief Officer (Finance) presenting to Committee information that will enable the Council to set its Housing Revenue Account (HRA) budget and rent levels for 2024/25 (copy herewith)	109 - 120
	Performance	
13	Scottish Housing Regulator 22/23 Landlord Report Submit report by the Chief Officer (Housing Management) advising of the Landlord Report published by the Scottish Housing Regulator (SHR) which shows Scotland's social landlords' performance for Local Authorities and Registered Social Landlord (RSL's) against the Scottish Social Housing Charter (SSHC) (copy herewith)	121 - 126
14	Strategic Performance Framework Updates	
14(a)	Strategic Performance Framework latest performance results for Housing Management Submit report by the Chief Officer (Housing Management) highlighting the 2022/23 year end performance and the 2023/24 year to date performance of the Housing Management service for the performance indicators detailed at Appendix 1 to the report (copy herewith)	127 - 136
14(b)	Strategic Performance Framework latest performance results for Housing Property Services Submit report by the Chief Officer (Housing Property Services) highlighting the 2023/24 year to date on performance of the Housing Property Services for the performance indicators at Appendix 1 to the report (copy herewith)	137 - 146
14(c)	Strategic Performance Framework latest performance results for Housing Developments Submit report by the Chief Officer (Place) highlighting the 2022/23 year end performance and the 2023/24 year to date performance of the Place Service in relation to the performance indicators detailed at Appendix 1 of the report for new housing development (copy herewith)	147 - 154
	Monitoring	
15	Revenue Monitoring Reports	
15(a)	Revenue Monitoring Report - Housing Revenue Account Submit report by the Depute Chief Executive providing a summary of the Housing Revenue Account financial performance for the period from 1 April to 15 September 2023 (Period 6) (copy herewith)	155 - 162
15(b)	Enterprise and Communities - Revenue Monitoring Report Submit report by the Depute Chief Executive providing a summary of the financial performance of the Enterprise and Communities service for the period from 1 April to 15 September 2023 (Period 6) (copy herewith)	163 - 174

16	Capital Programme Monitoring Reports	
16(a)	HRA Capital Monitoring Report - 1 April to 15 September 2023 Submit report by the Depute Chief Executive reviewing progress towards agreed spending plans within the 2023/24 HRA Capital Programmes (copy herewith)	175 - 182
16(b)	Enterprise and Communities - Capital Monitoring Report Submit report by the Depute Chief Executive regarding the financial performance of 2023/24 Enterprise and Communities capital programme for the period from 1 April to 15 September 2023 (copy herewith)	183 - 190
	Contract for Noting	
17	Housing and Corporate Repairs and Maintenance Contract and Gas Central Heating Repairs and Maintenance Contracts - Short Term Extension Submit report by the Chief Officer (Housing Property Services) regarding the application of a short term extensions for the continued delivery of the (1) Housing and Corporate Repairs and Maintenance services to Mears Scotland LLP, and (2) delivery of the Gas Central Heating Repairs and Maintenance services to Saltire Facilities Management Ltd (copy herewith)	191 - 196

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☒ Yes ☐ No

Ref SL/AMcG/MK

Date

08/11/23

Rapid Rehousing Transition Plan Annual Progress and Future Activity / Homelessness Key Trends and Prevention Duties

From Stephen Llewellyn, Chief Officer (Housing Management)

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Telephone 01698 274192

Executive Summary

North Lanarkshire's Rapid Re-housing Transition Plan (RRTP) was approved at Committee on 24 November 2018 and subsequently submitted to the Scottish Government in December 2018. Taking a rapid re-housing approach ensures that those experiencing homelessness are resettled into a permanent housing option as quickly as possible rather than lengthy stays in temporary accommodation.

Transitioning to rapid re-housing provides an opportunity for the council and its partners to redress the balance of housing and support options availability and accessibility. This five-year plan set out the steps required to move forward and deliver the future vision.

The Rapid Re-housing Plan forms part of the Council's Strategic Policy Framework with annual updates provided to committee. The purpose of this report is to provide an overview of the progress achieved in year 4 (2022/23) on the delivery of the actions contained within the RRTP, of which £443,000 funding was provided by the Scottish Government from the Ending Homelessness Together Fund. It also provides an overview of activities planned to meet the RRTP objectives in its fifth and final year (as attached in the appendix), for which £391,000 of Scottish Government funding has been received and seeks approval to progress these activities as outlined.

This report also provides a summary of the key homelessness trends in North Lanarkshire and future legislative requirements to pro-actively prevent homelessness through a collaborative approach with partner services.

Recommendations

- 1) It is recommended that the Housing Committee:
- 2) Recognise the progress achieved in meeting the key objectives in year 4 (2022/23) of the RRTP.
- 3) Approve progression of RRTP activities outlined (attached as an appendix) to prevent and alleviate homelessness aligned to the RRTP funding allocation for 2023/24.

- 4) Consider the key trends in homelessness in North Lanarkshire and future legislative requirements to prevent homelessness from occurring.
-

The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	(24) Review and design services around people, communities, and shared resources
Programme of Work	Resilient People

1. Background

- 1.1 The Scottish Government set out their ambition to end homelessness for good within the Ending Homelessness Together Action Plan which has the delivery of rapid rehousing at its core. The RRTP is a planning framework for local authorities and their partners to transition to a rapid re-housing approach, working collaboratively to prioritise prevention activity, take a housing led approach to widening access to suitable long-term housing options and reducing stays in temporary accommodation.
- 1.2 The RRTP sits within a wider strategic planning framework, closely aligned to the Local Housing Strategy (LHS) (2021-2026), the Health and Social Care Strategic Plan and Strategic Commissioning Plan (SCP) (2020-2023), Strategic Housing Investment Plan (SHIP) (2022/23 – 2026/27), Locality Outcome Improvement Plans (LOIPs) as well as the overarching Plan for North Lanarkshire, which sets out our shared priorities and vision for North Lanarkshire in which inequalities are reduced, through increased shared opportunities and improved health and wellbeing.
- 1.3 The RRTP portrays how North Lanarkshire Council and its partners plan to deliver the future vision. It describes the changes required in temporary accommodation supply, housing supply and multi-agency support to enable settled sustainable housing options for homeless households as quickly as possible.
- 1.4 Part of this plan depicts the delivery of the Homes First project, which aims to provide a home first, along with wraparound intensive support from a range of partners, to assist some of the most vulnerable homeless customers into sustainable living arrangements and improve their health and wellbeing.
- 1.5 £443,000 of funding was received from the Scottish Government's Ending Homelessness Together Fund to deliver the RRTP objectives and priorities in 2022/23, year 4 of RRTP. A further £391,000 has been received for the current 2023/24-year period to progress the remaining RRTP activities in North Lanarkshire.
- 1.6 This is the final year of RRTP funding; however, it is likely that future funding will be provided to enable the implementation of the Prevention of Homelessness Bill which is expected to be published in the second half of 2023. This Bill is intended to lead to system change, person-centred and trauma informed service responses that would meet individual needs to improve prevention and provide greater choice and control for those at risk of homelessness. A key tenet of the Bill is the intention to strengthen housing rights to include wider public bodies to 'ask and act' about housing situations.
- 1.7 This comes at a time when homelessness is rising across the country and is influenced by the cost-of-living crisis with surging food and energy costs and ongoing mortgage

interest rate increases. Homeless data for 2022/23 indicates that households are struggling to cope with the financial pressures and seeking support from a range of services including homelessness. A summary of key trends is included in this report.

2. Report

RRTP Key Progress Achieved

- 2.1 The emphasis in 2022/23 has been on strengthening the partnerships within the RRTP and focussing on key objectives to reduce and prevent homelessness, provide sustainable housing for homeless households, and respond to the challenges of a post-pandemic climate and current cost of living crisis.
- 2.2 The Homes First Team has had two full years of operation since it was established in March 2021. The team consists of a partnership of key individuals from Housing, Health and Social Care, NHS as well as voluntary sector agencies who provide intensive support for homeless people with complex needs.
- 2.3 In the last year, Homes First has upscaled to provide wraparound support to 47 customers and the service is achieving 100% success in assisting those with complex needs to sustain their home with 26 customers having sustained for over a year. A further 8 customers are on their way to independence and in the process of a planned and agreed stepdown in the provision of their support.
- 2.4 A trauma informed approach is now embedded in homelessness practice with a focus on improving joint assessment and operational processes. This ensures a person-centred approach to prevent/reduce homelessness and tenancy sustainment.
- 2.5 Other key areas of success and activity over the past year include:
 - The creation of a Prevention Officer post to provide prevention support to a range of customers including young single tenants impacted by financial pressures and prison leavers through resolution of tenancy related issues and provision of housing options advice prior to discharge.
 - Extension of the Furniture Fund to include households experiencing homelessness across localities, rather than just Homes First customers. This fund provides good quality furniture items beyond the provisions of the Scottish Welfare Fund allowing homeless households to personalise their home and create a stronger feeling of belonging. Feedback highlighted that improved personalisation impacted positively on tenancy sustainment and an overall stronger feeling of wellbeing.
 - The creation of a Technology Fund, which was rolled out to housing localities during 2022/23, providing digital devices, such as phones, laptops and chrome books to homeless households to improve digital inclusion and access to online services.
 - Continuation of the Housing Self-Directed Support Fund enabling Homes First customers to access a broad range of supports and services such as gardening works, cleaning services, and driving lessons. These person-centred supports have empowered customers to have greater choice and control and contributed to improvements in tenancy sustainment as well as health and wellbeing.
 - A part time peer mentor post was created during 2022/23, which has been recently expanded to a full-time post, to provide peer mentoring and support around employability and training opportunities for Housing First individuals. Activities

have entailed taster sessions at New College Lanarkshire, hillwalking and gardening at Summerlee Heritage Park, accredited horse-riding courses, bowling, and golf lessons. There is the intention to partner with the Wise Group on their new Relational Peer Mentoring service pairing people who require support with employability, fuel poverty or justice to peer experienced mentors.

- Blue Triangle implemented an innovative 'Tenant Guarantor' test of change during 2022/23, which delivers intensive housing support for people with very complex needs, complimenting the existing Homes First service.
- The continued delivery of accommodation for young people leaving care in partnership with Health and Social Care. Reception flats and a training flat are provided to build confidence and independent living skills, improve the overall level of tenancy sustainment, and avoid homelessness wherever possible.

Future Actions

- 2.6 Future RRTP activity will continue to concentrate efforts on partnership working to address underlying causes of homelessness as well as a focus on early intervention to sustain tenancies and prevent the trauma of homelessness wherever possible.
- 2.7 Homes First will continue to provide pivotal intensive support for the most complex homeless households with a clear plan to improve outcomes and sustain tenancies.
- 2.8 A one year contract was awarded for the tenancy sustainment service provided by Say Women, extending the initial Scottish Government funded pilot in North Lanarkshire. This service engages with young women aged 16-25 years who have experienced childhood sexual abuse or another form of sexual violence and are or at risk of homelessness. Capacity will be increased to take referrals from across all locality housing teams as well as Homes First. Training was delivered to all housing localities on child sexual abuse and the links to housing and homelessness.
- 2.9 Alternatives to Violence Programme (AVP) Britain will facilitate a workshop aimed at breaking the cycle of offending for Homes First customers who wish to address conflict, anger, and violence in their lives. The AVP workshops will be extended to restorative justice identifying individuals who will receive hours against Community Payback Orders (CPOs). Alternatives to Violence Programme (AVP) Britain offers 'Facing Up to Conflict' programmes taking a holistic approach to tackling violence and conflict in society to build better and healthier relationships.
- 2.10 In conjunction with the Alcohol and Drug Partnership, an 'Out of Hours' Crisis Response Service will be jointly funded and will provide assertive outreach to individuals with complex needs at key times when they are experiencing heightened vulnerabilities in the evenings or weekends which are out with standard office hours.
- 2.11 A new pilot Household Support Fund has been developed to focus on assisting young single households aged 16-26 in receipt of Council Tax Single persons discount/ exemption experiencing financial hardship. This fund will support those who are or at risk of homelessness with rent arrears, energy, and food vouchers to alleviate their financial hardship. The RRTP Team have been liaising with the Energy and Fuel Debt Advice Service managed by the Wise Group to address issues around households with meter debt and energy vouchers are now being distributed to eligible people.
- 2.12 In partnership with Barnardo's, Keys to the Future has been established providing practical and emotional support to families experiencing homelessness. The service is funded through the Barnardo's Foundation for three years. Further detail of all activity planned is outlined in the attached Appendix.

Current Context and Challenges

- 2.13 Tackling homelessness continues to be a challenge in North Lanarkshire, as it is across Scotland, despite the positive efforts to prevent homelessness and implementation of a rapid rehousing approach. There is significant pressure on both permanent and temporary accommodation due to rising waiting lists and homeless applications. These rises are being driven by the economic climate of a cost-of-living crisis, rising mortgage interest rates and the removal of local connection rules within homelessness legislation. Whilst wider changes are impacting on the wider housing market, in particular the private rented sector, through rising mortgage costs, legislative changes such as the rent cap, rate rises in Land and Buildings Transaction Tax for buy to let properties and increasing compliance and regulation. All of which is reducing the availability of wider housing options through the departure of private landlords from the housing market. This in turn increases pressure on social rented homes.
- 2.14 Further anecdotal evidence exists which indicates emerging complexities in relation to the private rented sector in North Lanarkshire. This includes reports from locality housing teams of an increase in approaches from private rented sector tenants for housing assistance and advice in response to notice from a landlord of their intention to sell the property or to live in the property themselves. It is apparent through interactions over recent months that many private sector tenants require support in relation to exercising their rights. Although there are safeguards in place for private sector tenants, which include the temporary moratorium on evictions and the rent cap through the Cost of Living (Tenant Protection) (Scotland) Act 2022, significant challenges remain to help ensure the Private Rented Sector provides accessible and sustainable housing solutions for households.
- 2.15 The current supply issues are further exacerbated by post-pandemic issues such as the ability of power companies to respond to meter repairs, shortages of tradespeople and building materials, as well as increased cost of materials to build new homes or complete void work; all of which impacts on the number of households in temporary accommodation and the ability to move households into a tenancy.

Key Homelessness Trends

- 2.16 Over the 2021/22 - 2022/23 period homeless applications have risen by 13% in North Lanarkshire. This is similar to the national picture, although applications have risen slightly more in North Lanarkshire compared to Scotland overall (9% increase). In 2021/22, there was a very slight increase of 0.7% on the previous year 2020/21, which followed a period of decreasing homelessness applications since 2018/19.
- 2.17 The recent increase in homelessness applications is considered to be partly attributed to the cost-of-living crisis. Feedback from frontline staff identifies that rising energy and food costs are putting increased financial pressure on families which has led to an increase in households seeking assistance. However, it is worth noting that the number of homeless applications (1,917 in 2022/23) is still significantly lower than the 2,366 cases reported pre-Covid in 2018/19.
- 2.18 Reasons for homelessness are broadly similar to previous years with those being asked to leave representing the largest proportion. Disputes within household (violent or abusive) appears to be increasing over the past five years to 16.2% in 2022/23 from 13.5% in 2018/19 with an increase of 1.6% between 2021/22 and 2022/23.

- 2.19 The number of homeless households with children has increased to 32.4% in 2022/23 from 30.4% in 2021/22, decreasing from 36.7% in 2018/19. Single parent households have increased to 27.5% from 25.3%, following decreases in the preceding years from 29.8% in 2018/19.
- 2.20 The proportion of 16–25-year-olds has fallen from 30.9% in 2018/19 to 24.1% in 2022/23, while the 26-59 age group has been increasing from 65.9% in 2018/19 to 71.3% in 2022/23. The decrease in the 16-25 age group may be a result of prevention activities targeted at young people to improve tenancy sustainment and early partnership intervention approaches to identify housing options to avoid young people becoming homeless in the first instance.
- 2.21 There has been a slight reduction in the proportion of households with children residing in temporary accommodation over the 2021/22 - 2022/23 period, with households with children residing in temporary accommodation accounting for 22.1% of all households in temporary accommodation at the end of March 2022 compared to 21.7% of all households at the end of March in 2023.
- 2.22 The average time spent in temporary accommodation for cases that closed is 145 days in 2022/23, for 2021/22 this figure was 131 days. This is significantly better than the Scottish average of 223 days.
- 2.23 It took an average of 171 days to close a case for homeless households in 2022/23 compared with 158 days in 2021/22. North Lanarkshire compares favourably against the Scottish average of 266 days to close a case for homeless households.

Future Homeless Prevention Duties

- 2.24 The Scottish Government intend to bring forward a Prevention of Homelessness Bill in the second half of 2023. The new legislation is intended to strengthen the level of housing rights for individuals, improve homelessness prevention activity across partners and provide greater choice and control for those at risk of homelessness.
- 2.25 The ethos is that responsibility to prevent homelessness should be a shared public responsibility where all public bodies will have the responsibility to 'ask and act' if a person they are working with is homeless or at risk of homelessness. This duty will also be applied to all landlords within the social and private rented sectors.
- 2.26 The Bill will include key proposals for all partners to collaborate in the provision of community planning and delivery of services with a focus on unmet health and social care needs and enabling comprehensive support to those individuals who have multiple and complex needs.
- 2.27 These proposals are far reaching and will likely present significant resource implications for all partners involved, especially in this time of significant challenge and uncertainty. It is not yet known how these resource requirements will be met but the Scottish Government has indicated that this is currently under consideration and will be articulated once the Bill has been given royal assent and an implementation date identified.

3. Measures of success

- 3.1 Delivery of actions set out in the RRTP Action Plan (as attached in the Appendix to this report).
 - 3.2 Reduced homelessness, improved tenancy sustainment and wider life outcomes, as well as reduced health and social inequality for people affected by homelessness.
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4. Supporting documentation

- 4.1 Appendix – Rapid Re-Housing Transition Plan Action Plan 2023-2024



Stephen Llewellyn
Chief Officer (Housing Management)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? An EqIA was completed as part of the development of the RRTP and is regularly reviewed. Impacts of RRTP delivery is positive for all groups. If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/>

5.6	Technology / Digital impact
Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
5.7	Environmental / Carbon impact
Does the report / project / practice contain information that has an impact on any environmental or carbon matters?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.8	Communications impact
Does the report contain any information that has an impact on the council's communications activities?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.9	Risk impact
Is there a risk impact?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?	
Risk is identified in relation to failure to deliver/progress the RRTP actions and priorities as outlined. This risk is assessed and recorded on the Service Risk Register under the Local Housing Strategy (2021-2026) and managed accordingly.	
5.10	Armed Forces Covenant Duty
Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.	
The delivery of the RRTP is positive for all groups including Armed Forces Personnel when they seek housing assistance.	
5.11	Children's rights and wellbeing impact
Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

A Children's Rights and Wellbeing Impact Assessment was undertaken for the LHS 2021-2026.

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes

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No

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Appendix – Rapid Rehousing Transition Plan

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
Objective 1: Proactively prevent homelessness by extending housing options model across all partners who are supporting those facing housing crisis					
KEY ACTION 1.1 Roll out Housing Options Training Toolkit across Multi-Agency Partnership	Housing Options Toolkit developed and launched	Continue to roll out Housing Options Toolkit widely to embed improved, consistent approaches to housing options advice and information	2024	Business Development and Support	Housing options training toolkit launched.
		Continue to participate in the ongoing development and learning impact assessment of the Housing Options Toolkit via the Housing Options Steering Group and Learning Impact Assessment Group	2024	Business Development and Support	Initial learning impact assessment carried out, showing positive feedback.
KEY ACTION 1.2 Optimisation of rehousing process through Common Housing Register, common Allocation Policies and common matching process teams	34.5% lets to Homeless list (2021/22) – additional lets also made via general list to applicants with confirmed loss of accommodation	Continue to review NLC % lets to homeless households and to general list for applicants with 'confirmed loss of accommodation' to ensure delivery of RRTP objectives – Info now included in RRTP RAG	2023	RRTP Team	April 23 – Housing localities to focus predominantly on lets to homeless to clear existing caseload – Continue to monitor on monthly basis, with current % lets to homeless households at 41%.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	12.38% lets (2021/22)	Work with RSL partners to review and to increase % lets to homeless households	2023	RRTP Team	<p>Re-establishment of RSL practitioner's forum September 22 specific agenda to increase % lets – Contact information for housing localities disseminated.</p> <p>Change to Lanarkshire Housing Association allocation policy - points awarded to Stat Homeless increased to 150.</p>
KEY ACTION 1.3 Develop and implement robust protocols between partners for homeless households	Revised Care Experienced Young People's Protocol developed, launch and awareness raising planned	Implement revised Care Experience Young People's Protocol and Pathway in partnership with H&SC	2023	RRTP Team/ Health and Social Care	Complete.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
accessing services to improve engagement and take up of services	Reception flats and training flat established	Continue to deliver bespoke housing and support solutions for Care Experienced Young People facing housing crisis and to help equip young people with the skills and confidence for managing a tenancy through delivery of: <ul style="list-style-type: none"> • The Reception Flats • Training Flat 	2023	RRTP Team	Revised procedures and arrangements in place to monitor effectiveness and usage of reception flats and training flats.
	- Consider, develop and implement IT requirements to identify and track CEYP	Consider alternative process to taking a homeless application for Care Experienced Young People using Reception Flats L&A marker on person record – effective criteria developed for identification for CEYP which involves multi agency discussion	2022	Business Development and Support	IT fix implemented in March 23.
	Guidance exists but refresh required	Develop joint procedural guidance in partnership with H&SC on supporting people with 'No Recourse to Public Funds' to ensure consistent and improved approaches	2022	Business Development and Support	Work ongoing to develop revised procedures.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	'Test of change' pilots being explored around 'whole systems approach'	Continue to work with the ADP, H&SC and other partners to assess need, identify gaps and develop services to meet needs	2024	All partners	Work ongoing on several platforms to identify need, gaps and improve services (including but not limited to ADP Improving Care Programme, membership across ADP Board and Partnership Boards).
	Housing representation across all community care planning structures in place	Continue to participate in the Strategic Planning Group, Health and Social Care Partnership Boards, ADP Board and other community care planning structures to identify opportunities to improve access to services, engagement, identify gaps and better meet needs	2024	Business Development and Support/ Housing Operations/ RRTP Team	Housing representation in place across health and social care boards.
KEY ACTION 1.4 Continue to develop preventative approach to homelessness	Homelessness Prevention Duties Consultation closed at the end of March 2022 – awaiting publication of new duties	Review prevention and early intervention activities in line with the enactment of the new future Homelessness Prevention Duties	2024	RRTP Team/ Business Development and Support	Not started.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	Case file audits and support review carried out, providing some insights into prevention and early intervention activities	Carry out an evaluation of prevention and early intervention activities taking place currently in advance of the new duties to improve tenancy sustainment and reduce homelessness	2023/24	RRTP Team/ Business Development and Support	Not started.
	RSLs are key partners in the RRTP Steering Group	Work in partnership with RSLs to identify resources to develop homelessness prevention and reduce incidence of housing crisis	2024	RRTP Team	Linked to earlier key actions on increasing % lets amongst RSLs.
	Health and Homeless Plan developed and implemented	Implement Health and Homelessness Action Plan	2024	Health and Social Care	Work ongoing to refine the Health & Homeless action plan.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	<ul style="list-style-type: none"> • 'Accessing Opportunities' pilot complete identifying barriers and opportunities • Employability colleagues represented in RRTP planning structures to identify opportunities and overcome barriers 	Continue to develop employability services for those most disadvantaged households affected by homelessness	2024	RRTP Team	Salvation Army now working with HF individuals on training opportunities, CV's, job applications. Routes to Work now attending HF Working Group meetings, vacancy list being distributed monthly.
	-	Create and implement a new dedicated post on prevention to work in tandem with the Housing First Team and wider housing locality teams, H&SC and wider partners	2023	RRTP Team	Prevention Co Ordinator now in place Jan 23.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	Furniture fund which funds additional items beyond SWF items in place for Housing First clients	Extend access to the existing 'Furniture Fund' beyond Housing First clients to enable wider positive outcomes for people who are homeless/at risk of homelessness	2023	RRTP Team	Roll out commenced September 22 to all housing localities for individuals who are homeless in temp accommodation and receiving support.
	I HUB groups and workstreams at an advanced stage with membership from NL Housing and ADP	Continue to be involved in the I Hub ADP and Homelessness Programme to identify barriers and opportunities to improve pathways and access to services	2023	Business Development and Support/ RRTP Team	Final recommendations report published.
KEY ACTION 1.5 Improve our understanding of the needs and requirements of LGBTQ+ service users	Some research carried out as part of the Local Housing Strategy development to identify needs and requirements of LGBTQ+ people	Carry out consultation with LGBTQ+ households to gain a better understanding of needs and requirements	2024	Business Development and Support	Research to be commissioned from external organisation with specific expertise in this area.
	E- learning LGBTQ+ module created	Multi-agency workforce development and training	2024	LOD	E-learning module created and available for use.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	CHR data collection being considered as part of new requirements of equality characteristics collation	Consider opportunities to enhance data collection and monitoring to enable improved services	2024	Business Development and Support	On track – work underway to explore enhanced equality data capture via CHR.
KEY ACTION 1.6 Improve policy, training and services in relation to domestic abuse to improve outcomes and reduce homelessness	Policy development underway	Develop and implement a Housing Domestic Abuse Policy in partnership with specialist organisations in North Lanarkshire and people with lived experience	2023	Business Development and Support	Complete – approved at committee.
	Funding from Equally Safe Fund secured to extend Safe and Together training to housing staff and other key council services	Extend and deliver Safe and Together training to housing staff	2023	Business Development and Support	On track – training delivered.
	Housing representation on both strategic and operational groups as well as MARAC and MATAC structures	Participate in the Violence Against Women Strategic Partnership and Operational Partnership to improve policy, procedures, training and services for people affected by domestic abuse	2023	Business Development and Support/ Housing Operations	Strategic and operational housing representatives in place for the Housing Service.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	Participation agreed	Participate in the national 'REVIVE' project to improve housing outcomes and prevent homelessness	2023	Business Development and Support/ Housing Operations	Signed up as participating partner.
	Project recently commenced	Implement and deliver SAY Women tenancy sustainment service for young women who have experienced sexual abuse	2023	RRTP Team/ Business Development and Support	SAY Women Service extended beyond the initial Scottish Government funded pilot until March 2024.
KEY ACTION 1.7 Continue to improve digital services to improve digital inclusion amongst people who are homeless/at risk of homelessness	Digital NL workstreams underway	Consider how Digital NL can assist us to improve services for people affected by or at risk of homelessness	2024	Business Development and Support	Discussion to take place re possible options.
	-	Consider, develop and implement IT requirements to identify and track Housing First households	2024	RRTP Team	Housing first marker on person record – effective criteria developed for identification for HF which involves multi agency discussion.
	-	Introduce dashboard of information via Power BI	2024	Business Support and Development	Work ongoing in use of Power BI.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	-	Establish and implement a 'Technology Fund' to improve access to a suite of technology for Homes First clients and people who experience homelessness	2023	RRTP Team	In progress - £40k identified for spend 2022/23 rolled out to housing localities for individuals who are homeless in temp accommodation and receiving support.
KEY ACTION 1.8 Implement further measures to ensure a proactive approach to prison releases in line with SHORE standards	PAS modifications commenced	Establish PAS recording for all short-term prisoners to enable SHORE standards to be monitored	2024	Business Development and Support/ Public Protection Team	Complete.
	Some work undertaken currently, although scope exists to improve	Establish housing links to courts at point of remand – Criminal Justice reps on RRTP Steering Group	2024	TBC	Under discussion.
KEY ACTION 1.9 Implement audit processes on Housing Options Interviews to ensure consistent, high-quality information and advice	-	Establish regular audit process on quality which includes a focus on protocol/priority points for domestic abuse, Care Experienced Young People, and other priority groups/complex needs RRTP RAG now provides data in relation to % lets to households with protocol points	2023	Business Development and Support	Audit already complete – requires to be scheduled into regular audit cycle.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
KEY ACTION 1.10 Improve approach to tenancy sustainment	-	Develop and implement tenancy sustainment policy	2022	Business Development and Support	Complete.
KEY ACTION 1.11 Ensure wider links and activity to early prevention and intervention in health and broader settings	GP link workers in place	Review Health and Homelessness Referral process and housing locality links to GP link workers	2022	RRTP Team/ Health and Social Care	Challenges in relation to accessing link workers, work ongoing to improve access.
	Referral pathways implemented	Review Education Services links and referral pathways implemented to ensure effectiveness	2022	RRTP Team/ Education	Referral process in localities to be explored further to identify issues/any scope for improvement.
	-	Introduce routine enquiry on current housing status to identify those at risk of homelessness and establish pathways between housing and health. To initially focus on key areas: <ul style="list-style-type: none"> • Midwifery • Health visiting • ED and psychiatric liaison • Mental health and addiction services 	2024	Health and Social Care	Not commenced, although initial discussions held.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
KEY ACTION 1.12 Improve quality, consistency and access to information, advice and signposting in relation to prevention across services and partner organisations	-	Carry out review of information, advice and signposting available on websites, in offices, in other formats, in relation to prevention	2023	RRTP Team	Not commenced – prevention officer to lead, in interim work will be undertaken to ensure information is accurate on website, offices and other mediums.
		Implement any recommendations arising from the review to improve quality, consistency and access to information, advice and signposting	2023	RRTP Team	As above – not commenced yet.
Objective 2: Enable service users with no/low support needs to access settled housing quickly					
KEY ACTION 2.1 Improve access to the Private Rented Sector for homeless people, people at risk of homelessness and reduce	-	Develop and implement a Private Rented Sector Access Scheme	2023	Business Development and Support	PRS Access Scheme proposal paper developed, and also discussed at the Private Landlord Forum. Challenges exist in relation to implementation.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
homelessness from the Private Rented Sector	Rent Deposit Guarantee Scheme in place but under-utilised with scope to re-design to improve uptake	Review the Rent Deposit Guarantee Scheme and make recommendations to improve access/re-design – Reviewed & streamlined – Briefing sessions for housing localities to increase uptake	2023	Julie Smith	Full review of scheme complete.
	Panel re-established with operational housing representation	Enhance partnership working with the Private Rented Sector Panel for landlord registration, Below Tolerable Standard Issues and evictions	2023	Housing Operations	Identified ops rep on panel.
	Date arranged for 10 th May 2023	Improve engagement with private landlords to increase awareness of responsibilities and rights, to improve quality, reduce homelessness and improve access to the sector via establishing a Private Landlord Forum	2022	Business Development and Support	Forum re-established and work ongoing.
	Development of resources and e-learning module underway	Develop and deliver Private Rented Sector training and resources for frontline housing staff to improve knowledge and skills in delivery of wider housing options advice	2022	Business Development and Support	E-learning module developed and rolled out to all locality housing staff.
KEY ACTION 2.2 Conversion of temporary furnished flats to settled homes/Scottish Secure tenancies	Procedure of flipping temporary accommodation developed and implemented	Continue to where possible flip temporary accommodation to settled mainstream accommodation where this is suitable and continue to audit to inform efficacy	Ongoing	RRTP Team	Reduction in flipped tenancies recorded in recent months - Continued focus across housing localities

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
KEY ACTION 2.3 Increase housing supply for homeless households or people at risk of homelessness	75 homes purchased over the 2021/22	Increase Buy Back and Empty Home Purchase Scheme initiatives to increase supply for homeless households	Ongoing	New Supply Team	OMPS expanded twice in the past year, firstly to enable purchase of a home in a block where the council owns the rest of the block to enable common works and most recently to enable purchase from a private landlord to prevent homelessness.
	389 affordable homes delivered in 2021/22	Deliver 300 new social rented homes per annum through Affordable Housing Supply Programme (SHIP) – housing supply target to be reviewed following completion of HNDA3	Ongoing	New Supply Team	Delivering and exceeding current target set out in HNDA2 – new target will be set out following completion of HNDA3.
	Pilot commenced	Pilot of providing two offers of housing concurrently	2022	RRTP Team	Underway in Cumbernauld and Airdrie locality, for roll out across other localities.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
KEY ACTION 2.4 Implement North Lanarkshire Council Local Housing Strategy (2021-2026) Strategic Housing Priority 3: We prevent and resolve homelessness effectively	Local Housing Strategy published and implementation underway over the 2021-2026 five-year period	Appropriate action taken to progress Amber and Red Actions identified through LHS Review process	2026	Business Development and Support	LHS Steering Group meets quarterly and annual progress report reported to committee.
Objective 3: Develop interim housing options which enable housing sustainment and independent living					
KEY ACTION 3.1 Minimise time homeless households spend in temporary accommodation	158 days (23 weeks) average case duration 2021/22 period	Reduce homeless case duration	Ongoing	RRTP Team	Work ongoing with localities.
	-	Develop PIE Design Guide in partnership with Third Sector Providers	2023	Business Development and Support	Not commenced yet.
	Design of Bank Street underway	Complete remodelling/reconfiguration of residential accommodation at Bank Street	2024	New Supply Team	Project at design stage.
	Refurbishment plans scoped	Complete refurbishment of Black Street	2023	Housing Property and Projects	Refurbishment costs have now increased significantly rendering the project financially unviable. Alternative options being considered.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	658 units (comprising dispersed, specified and supported places)	Continue provision of residential accommodation through supported and specified units where required	Ongoing	Housing Operations	Ongoing
Objective 4: Extend Housing First model enabling the most complex and disadvantaged service users to quickly access and successfully sustain settled accommodation					
KEY ACTION 4.1 Deliver and continue to develop the Housing First Support Service for those with most complex needs	Housing First Team established	Continue to deliver Housing First Support via the Housing First Team to 25 Housing First clients and 20 pathfinder clients - explore potential to extend/scale up – Additional 3 Forever Homes individuals transferred to service	Ongoing	RRTP Team	46 HF individuals housed, 1 awaiting offer 26 sustained over 1 year. 7 individuals in step down process – 8 New h/holds identified.
	-	Review and redesign the Housing First Support Service Contract in tandem with the existing Housing Support commissioned contracts, internal housing support and health and social care support to deliver a sustainable, longer-term service that meets the broad range of needs and delivers on the RRTP objectives	2024	RRTP Team/ Business Development and Support	Options appraisal commenced.
	Housing Self-Directed Support Fund established	Increase access/uptake of the Housing Self Directed Support Fund for Homes First clients	2023	RRTP Team	50k per annum - SDS being utilised to assist HF individuals with opportunities to improve health & wellbeing

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	Potential model options explored	Explore piloting an 'Out of Hours' Crisis Response Service to prevent and mitigate housing crisis, improve access to assertive outreach and prevent tenancy failure	2023	Business Development and Support	Contract awarded to Turning Point Scotland to deliver a service which provides crisis response, assertive outreach and overdose response. Being funded by ADP with a contribution from RRTP for year 1 of the service.
KEY ACTION 4.2 Consider how Addictions Services can be redesigned to meet the needs of homeless households with most complex needs	Housing represented on the ADP and senior social worker post integrated within the Housing First Team to improve pathways	Contribute to the ADP Board and explore opportunities to improve access and referral pathways to addiction services for homeless households and those at risk of homelessness	Ongoing	RRTP Team	Strategy attend ADP meetings and senior social worker in post to assist with developing pathways.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
	Projects funded for a further year until 2023 by the ADP	Deliver ADP funded RRTP projects in partnership with Barnardo's: <ul style="list-style-type: none"> • Family Plus (families and children impacted by substance use and trauma) • Youth Life Coach (care experienced young people at risk of substance use) • Creative Faces (care experienced young people at risk of substance use) 	2023	RRTP Team/ Barnardo's	Projects continue to be delivered and have received confirmation of funding to 2026.
KEY ACTION 4.3 Consider how Mental Health Services can be redesigned to meet the needs of homeless households with most complex needs	Mental Health Strategy for Lanarkshire implemented and senior social worker post integrated within the Housing First Team to improve pathways	Review and refresh pathway between Housing, Homelessness Service and Mental Health Services	2023	RRTP Team	Not commenced yet.
KEY ACTION 4.4 Develop Housing Contribution Statement (HCS) as part of the new Strategic Commissioning Plan (SCP) for 2023-2026	Existing HCS in place for current SCP (2020-2023)	Ensure HCS and SCP alignment and commitment to RRTP objectives	2023	Business Development and Support	SCP for 2023/2026 period incorporating HCS published in April 2023.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
KEY ACTION 4.5 Review exclusion processes and strategies for engaging with clients with complex needs	Guidance/ procedures in the process of being developed	Develop and implement clear guidance and supports for supported accommodation staff and partner providers to reduce exclusions and identify alternative options to improve outcomes for those with complex needs	2022	Business Development and Support	Procedures developed.
KEY ACTION 4.6 Explore development of new supports and services to meet the needs of people with complex needs for whom Housing First may not be suitable	Funding secured by Blue Triangle Housing Association to deliver 'test of change' Tenant Guarantor Model	Develop and implement Tenant Guarantor Model	2023	Business Development and Support/Blue Triangle	New service implemented.
KEY ACTION 4.7 Continue to explore the development of new supports for people with complex needs to compliment the existing supports and services available	-	Explore implementation of peer support across Housing First and wider services	2023	RRTP Team	Homeless Network Scotland delivered 4 half day sessions with HF Staff & service users on peer support/mentoring – and part time peer mentor post implemented.
KEY ACTION 4.8 Continue to implement trauma-informed practice,	Post in process of recruitment	Recruit trauma-informed coordinator as part of the council's wider plans to improve trauma-informed approaches across services and partners	2022	Health and Social Care	Coordinator recruited and in post.

Action	Baseline 2022	Milestones	Timescale	Lead	Progress Update
services and systems	Solihull training delivered to some housing staff and trauma-informed training e-learning developed	Roll out trauma-informed training to all housing services staff with enhanced training for staff in roles with increased contact with clients with complex needs	2024	Business Support and Development	Training plan underway.
	-	Carry out trauma-informed walk-throughs focusing on specific priority areas to identify steps required to ensure trauma-informed environments, services and informed	2024	Business Support and Development	

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref: SL/GG

Date

08/11/23

Community Safety Hub – Mobile CCTV Provision

From Stephen Llewellyn, Chief Officer (Housing Management)

E-mail llewellyns@northlan.gov.uk

Telephone 01698 274162

Executive Summary

The purpose of this report is to update Committee in relation to the use of Mobile CCTV vehicles within North Lanarkshire Council.

Various options have been considered in the past, however recent developments in the industry have resulted in an alternative mobile CCTV solution that is not vehicle mounted and does not require the same resource to be deployed in areas where temporary CCTV solutions would be beneficial.

Recommendations

It is recommended that the Housing Committee

- 1) Acknowledge the content of this report and recognise the ongoing positive impact delivery of this service has on the communities of North Lanarkshire.

The Plan for North Lanarkshire

Priority Improve the health and wellbeing of our communities

Ambition statement (14) Ensure the highest standards of public protection

Programme of Work Transforming Places

1. Background

- 1.1 At the May 2023 Housing Committee the use of Mobile CCTV Vehicles in North Lanarkshire was discussed, and a request received for more information in the form of a committee report. An update on technologies that the authority will continue to investigate as solutions to provide a flexible approach to CCTV deployment will also be covered.
- 1.2 The Plan for North Lanarkshire aims to make North Lanarkshire a better place to live, work and visit, where homes and public spaces are safe and feel safe for everyone. Improving Community Safety through CCTV to tackle Crime and Anti-social Behaviour. Utilising technology to assist in the development and ongoing improvement of resources to facilitate the changing requirements of camera deployments.

2. Report

- 2.1 The community safety team, responsible for the CCTV infrastructure throughout the public space areas in North Lanarkshire, have previously investigated the costs and options around the procurement and utilisation of mobile CCTV vehicle-based solutions. To date there have been several reasons why this type of technology has not been procured.
- 2.2 Consideration was given to not only the procurement cost of having a vehicle supplied, but also the subsequent cost to have the CCTV equipment installed within the vehicle and the additional power resource required. The capital expenditure would be considerable to have the vehicle made available and thereafter the ongoing maintenance costs and life cycle of the vehicle were all considerations.
- 2.3 In order to provide some form of solution to the CCTV requirements that are flexible, cost effective and relatively quick to install, mobile telephony based 4G CCTV cameras have been available within the community safety team for several years. These cameras can be mounted onto street lighting columns and are deemed to be re-deployable CCTV cameras that can respond to particular issues. The one main issue however remains that these cameras require a 24/7 power supply.
- 2.4 Through market awareness and engagement a new device in the form of a towable trailer unit has come to the market and features the same 4G technology we are currently utilising combined with the ability to self-power for a period of over three weeks. The device consists of long-life batteries and Photo-Voltaic (PV) panels to keep the batteries topped up to provide some self-charging to allow the device to remain deployed longer than battery power alone.
- 2.5 The device features a fully functional Pan Tilt and Zoom (PTZ) camera that can be used to track activity and there is a further static camera that covers the entire trailer unit to protect against vandalism and unauthorised access to the device. Furthermore, the device has a vibration sensor fitted which activates an alarm within the CCTV control room to alert monitoring staff to persons potentially interfering with the device.
- 2.6 Initial testing has resulted in the unit being deployed and running self-powered for a period of around 4 weeks. During this period the device has had testing of the alarm modules and also performance of the camera while deployed at full extension of the telescopic mast. The camera is deployed at a height of between 6 and 7 meters and has been stable for the entire period.
- 2.7 There are several areas already identified that could benefit from the deployment of the mobile CCTV unit as a means to assess if permanent CCTV is required and also to combat increasing and ongoing Anti-social behaviour, youth disorder and criminal issues. It is intended that a four-week deployment at each location will allow for 12 deployments per annum.
- 2.8 The unit requires a full overnight recharge to fully condition the batteries prior to deployment and once it has been taken to site can be set up in less than two hours. This makes the device a truly redeployable resource that can quickly and efficiently be moved between locations. Image 1 below shows the camera deployed within Strathclyde Park and Image 2 shows an image taken from the camera to show the image quality from the PTZ camera.
- 2.9 Further to the device being flexible in terms of deployment opportunities, the device can be monitored remotely meaning that there is no additional resource requirement to remotely operate the camera. As no staff will be left on site with the unit it makes it less resource intensive and removes any staff from being deployed in potentially hostile

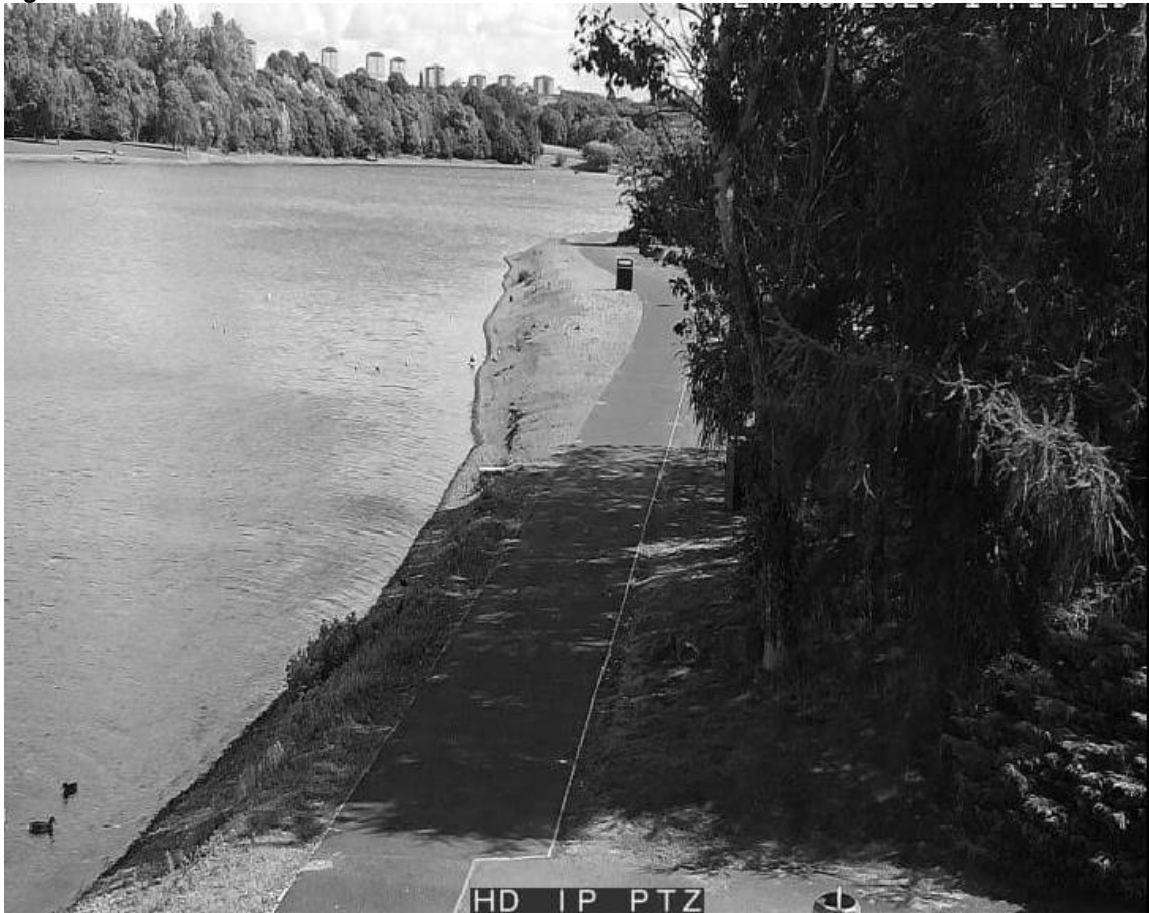
areas. The camera will be deployed early in the day to remove risk from anyone interfering during the setup period.

- 2.10 Deployment of the device will be undertaken by the termed contractor for the CCTV and related service contract in line with current deployable camera installations.

Image 1 – Photograph of Trailer deployed at Strathclyde Park.



Image 2 – taken from the camera mounted on trailer.



3. Measures of success

- 3.1 In order to measure the success of the device, areas that are currently experiencing Anti-social issues, youth disorder or criminality will be monitored to establish if deployment has resulted in a reduction of these types of activities along with any incidents being recorded and reported that are detected on the unit.
- 3.2 It is anticipated that the unit will allow assessment of areas where permanent CCTV installations are being requested. This will allow for investment in areas most in need of permanent CCTV solutions.
- 3.3 Should the trailer mounted solution prove to be extremely successful, there is potential within the operating software to have additional units deployed and monitored for alarm activity and CCTV use on the same system moving forward therefore we could potentially add to the number of these devices without any restrictions from the operating systems point of view.

4. Supporting documentation

- 4.1 None

Stephen Llewellyn
Chief Officer (Housing Management)

5. Impacts

5.1	<p>Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
5.2	<p>Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts have been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.3	<p>HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts have been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.4	<p>Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts have been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.5	<p>Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
5.6	<p>Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>

	<p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
5.7	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.8	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.9	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p>
5.10	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref: CB/CR

Date 08/11/23

Transforming Places - Tower Strategy Update

From Brian Lafferty, Chief Officer (Housing Property Services)

Email barrca@northlan.gov.uk

Telephone 07583097785

Executive Summary

The purpose of this report is to update Committee on current progress relating to the Tower Strategy, which sits within the Transforming Places Programme of Work, and key achievements in the last reporting period.

The report also provides advance notice to Committee of projects which are at risk of significant delay and projected overspends.

Recommendations

It is recommended that the Housing Committee:

- 1) Acknowledge the progress of the tower demolition programme (Ambition)
- 2) Acknowledge the progress of the sprinkler installation & fire safety programme
- 3) Acknowledge the progress of major refurbishment projects
- 4) Acknowledge in sections 2.1.3 and 2.1.5 the anticipated overspends that are expected on the contracts listed and that a formal overspend report will be presented to a future committee and;
- 5) Acknowledge the planned measures that the Service will put in place to mitigate future unpredictable, increased costs on demolition contracts.

The Plan for North Lanarkshire

Priority	Improve the health and wellbeing of our communities
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Transforming Places

1. Background

- 1.1 Committee will be aware that in 2017 as part of the HRA budget motion, the council announced its intention to commence consultation with stakeholders regarding the potential re-provisioning of its tower estate over the next 25 years, with phase 1 of the re-provisioning programme granted committee approval in May 2018. Subsequently approval was given at May 2023 Housing Committee to commence the Phase 2 re-provisioning consultation. Significant progress has been made to date with several high/low-rise blocks now demolished.
- 1.2 Committee will also recall that in February 2018, the council approved proposals to develop and deliver a programme to introduce enhanced fire safety measures within high-rise towers that included retrofitting of sprinkler systems, improved fire compartmentation, emergency lighting and installation of fire-doors to properties.
- 1.3 Following committee approval in 2016 to undertake condition surveys including external cladding assessment, internal fabric condition and structural integrity, the findings have now been assessed with a strategic approach to remedial action in line with government legislation developed.

2. Report

2.1 Demolition/Ambition

- 2.1.1 The programme is progressing on schedule with 1656 from 1750 properties identified within phase 1 having been made vacant, although 200 have subsequently been re-purposed to support the Ukraine resettlement programme. Following extensive negotiation with private owners, only one now remains in-situ with the council exploring all options for purchase. Detailed breakdown of the phase one programme as of September 2023 is provided in table 1:

Table 1

<u>Tower</u>	<u>Vacant Properties</u>	<u>Status</u>
Northburn Low-Rise, Airdrie	27 (100%)	Complete
Holehills, Airdrie	138 (100%)	Complete
Burnside Court, Coatbridge	44 (100%)	Complete
Gowkthrapple Low-Rise	303 (99%)	On Site
Shawhead Low-Rise	176 (100%)	On Site
Coursington High-Rise	351 (100%)	On Site
Jackson High-Rise	192 (100%)	On Site
Allershaw High-rise	41 (58%)	Design Phase
Dunbeth High-rise	130 (70%)	Re-programmed
High Coats	165 (86%)	Re-programmed
Birkshaw High-rise	89 (94%)	Re-programmed

- 2.1.2 The contract to demolish the 19 low-rise blocks at Gowkthrapple, Wishaw was awarded in February 2023 and the contractor took possession in March 2023. Works are progressing well, although one private owner remains present, and negotiations are ongoing to purchase the property.

- 2.1.3 The contract to demolish 11 no low-rise blocks at Shawhead, Coatbridge continues, and a new haulage road aimed at reducing traffic congestion in nearby streets is complete and in use. Unfortunately, the contract has experienced delays due to contractor performance and service disconnections which the council delivery team are managing in accordance with the contract conditions. It is anticipated that the additional work required to complete the demolition will result in a delay to the project completion and additional costs resulting in an overspend.
- 2.1.4 Demolition of the three high-rise tower blocks at Coursington, Motherwell has commenced with demolition of 12-14 Draffen street and surrounding structures. Careful deconstruction of the tower superstructures is in progress with mast-climbers in operation. Nearby residents are being notified of ongoing works. There have been significant levels of previously unknown asbestos found within the structure. This coupled with delays caused by Scottish Power Energy Networks (SPEN) redirecting existing sub-stations located within the footprint of each tower has caused a substantial delay and is likely to result in an overspend on the contract. Further updates on the anticipated impacts of these issues will be reported to a future committee.
- 2.1.5 The contract to demolish Jackson Court, Coatbridge has been awarded with soft strip ongoing. This will be a landmark demolition project within the programme and will transform the surrounding area. Although the project is progressing well and is on programme, an overspend is projected, primarily due to the levels of textured coatings that have been identified and the level of property clean ups that were required before the building can be soft stripped.
- 2.1.6 The consultation for the second phase of the demolition programme was recently completed by the tenants located in each property put forward for reprovisioning. In its current form the programme contains a mixture of low-rise and tower blocks spanning several years. A report on the findings of the consultation exercise was approved at the Housing Committee in August 2023.
- 2.1.7 High Coats and Birkshaw Tower remain part of the phase 1 demolition programme with proposed dates for demolition to be confirmed in due course. Details of repurposing of these towers are noted under section 2.4.3.

2.2 Phase 1 Demolition Programme – Risk Update

- 2.2.1 As highlighted in sections 2.1.3 to 2.1.5 the demolition contracts at Coursington Towers, Shawhead low rise blocks and Jackson Court are currently behind programme and projecting overspends.
- 2.2.2 Refurbishment & Demolition (R&D) asbestos surveys (formerly type 3 asbestos surveys) are required as part of the normal demolition process. On occasion the client will decide which stage to request or include them, e.g. pre-tender or post tender, with value for money being always required via tendered rates as the basis for checking.
- 2.2.3 A contingency or provisional sum is allowed for as standard to cover these costs based on the information the client holds. To date, the Council have included asbestos surveys post tender award to save costs on security and reduce potential vandalism and antisocial behaviour, avoiding having buildings sitting vacant for longer periods of time while destructive surveys and tendering processes are undertaken. This approach was successful on the earlier demolition contracts in the phase 1 programme.
- 2.2.4 In regard to the demolition of Coursington, Allan and Draffen Towers in Motherwell. The contract award was £1.9m. Within the contract an allowance was

made for asbestos removal that the Council had records of to be removed. In addition, there was a further amount in place for the removal of unrecorded asbestos as a provisional sum in the tender.

- 2.2.5 As the contract progresses it has become apparent that there are significant levels of asbestos located in areas that have not been surveyed, specifically in the superstructure between the existing external facade and cladding and also common room areas, which must be removed by a licenced asbestos contractor. These areas have not been part of any disruptive work in the past hence not recorded as containing asbestos. The costs associated with this activity are still to be finalised. It should be noted that, whilst this will result in an overspend on the contract, the costs associated with the removal of the asbestos are unavoidable and would have had to be borne by the Council if the level of asbestos was known at contract award stage.
- 2.2.6 In addition to the asbestos removal activities, a further unplanned spend event has been identified in relation to service disconnection works required for the demolition to take place. Within each of the three towers, there is a sub-station to service the tower, which can be the case from time to time. Although there was an awareness of the sub-stations being in situ, the service drawings obtained did not reflect these were also connected into the local grid to provide additional capacity for the network infrastructure in the area. This information only came to light when the demolition contractor commenced the disconnection process and started to engage with Scottish Power Energy Networks (SPEN).
- 2.2.7 Although this was identified at a relatively early stage, progress with the redirection of the services and re-provisioning of a new sub-station within the site only recently commenced, primarily due to extended timescales being apparent with SPEN to progress this issue. The additional time to undertake these service redirection works resulted in the need to instruct a protective structure over the sub-station at Coursington Tower to allow the demolition works to progress.
- 2.2.8 Due to the additional unrecorded asbestos having to be removed by a licensed asbestos contractor combined with the additional preparatory works to enable SPEN to complete their service relocation works, the allowances and contingency included in the contract is not large enough to accommodate these additional works. It is therefore anticipated that a report will be presented to a future committee highlighting an overspend on this contract which will be managed within the overall budget for the capital plan.
- 2.2.9 With regard to the demolition of Shawhead low rise blocks in Coatbridge, on 23th May 2022 a contract was awarded for the demolition of 11 low rise blocks at the so called "Shawhead back flats" in Coatbridge. The contract award sum was £646k. Within the contract an allowance was made for asbestos removal that the Council held records of. In addition, there was a further sum in place for the removal of unrecorded asbestos as a provisional sum in the tender.
- 2.2.10 As the contract progresses it has become apparent that there are significant levels of asbestos located in areas that have not been surveyed, specifically in the walls and ceilings and hidden boxed in areas, which must be removed by a licenced asbestos contractor. These areas have not been part of any disruptive work in the past hence not recorded as containing asbestos. Furthermore, there has been unrecorded thermal upgrade works undertaken in the past to the interior spaces of the blocks primarily insulated plasterboard to concrete walls. This had to be removed and the insulation manually separated before removal from site which is a significant task. The costs

associated with these additional elements are still to be finalised. It should be noted that, whilst this will result in an overspend on the contract, the costs associated with the removal of the asbestos are unavoidable and would have had to be borne by the Council if the level of asbestos was known at contract award stage.

2.2.11 The contract at Jackson Court was awarded for £1.29m with a further sum set aside as a specific contingency to remove any unrecorded asbestos. As work progresses it has become apparent that there are increased levels of asbestos. The costs associated with these additional elements are still to be finalised. It should be noted that, whilst this will result in an overspend on the contract, the costs associated with the removal of the asbestos are unavoidable and would have had to be borne by the Council if the level of asbestos was known at contract award stage.

2.2.12 Due to the unrecorded asbestos having to be removed by a licensed asbestos contractor the allowances and contingency included in the contract is not large enough to accommodate these additional works. It is therefore anticipated that a report will be presented to a future committee highlighting an overspend on this contract which will be managed within the overall budget for the capital plan.

2.3 Mitigation

2.3.1 In advance of all future contracts being tendered for demolition, the stage at which the R&D asbestos surveys will be undertaken will be brought forward to the pre-tender stage. This will entail a contract being procured and undertaken in advance of the demolition contract being tendered, and the resulting report included in the tender documents. This new approach will ensure that the majority of costs associated with the removal of asbestos will be included in the contract and priced as part of the tender return. This will result in a delay between the block being vacated and the demolition contractor taking possession of the site.

It should be noted that there may be some instances where the R&D survey doesn't identify all areas of asbestos, however there will be a small sum included in future tenders which will allow for this scenario.

2.3.2 In order to mitigate the potential time and cost risks associated with the sub-station redirection activities that may be required in futures tower to be demolished as part of the Tower Strategy works, a list of all towers was sent to SPEN with a request for all sub-station information to be provided. This information will be included in future tenders for demolition contracts.

2.4 Next Steps

2.4.1 As the costs associated with the removal of existing asbestos are unavoidable, it will be the case moving forward that all demolition contracts will have full R&D asbestos survey information included.

This approach will not provide a cost avoidance position as the costs for the removal of the material would need to be met by the Council but will allow for more budget/ cost certainty in future contracts.

2.4.3 As the additional surveys will require more time between the last tenant vacating the property and the demolition commencing, it does mean that the potential for anti-social behaviour or access to the blocks for other reasons increases in likelihood. It is

therefore proposed that enhanced security measures are put in place for this additional timescale and potential cost. Where possible advanced survey activities will be carried out on fully vacant floors of occupied towers to reduce the amount of time between the tower being fully vacated and the demolition contractor taking possession of the site.

- 2.4.4 It should be noted that the proposed changes in 2.3 will reduce the identified risk to increased costs but will not remove it completely. The nature of demolition works to residential buildings of this age with limited historical records mean we are unable to plan for every eventuality. Contingencies and provisional sums allowed for in the contract should cover the majority of unplanned spend.

2.5 Sprinkler / Fire Safety Programme

- 2.5.1 Phase 1 of the sprinkler installation programme at Burnside, Lodge & Doonside Tower, Motherwell has now reached practical completion with snagging works ongoing.
- 2.5.2 Phase 2 of the sprinkler installation programme comprising of towers at Glassford, Woodside, Glen, Coltswood & Redbridge are currently in progress.
- 2.5.3 Phase 3 of the sprinkler installation programme is currently being developed and will be undertaken in 2024/25
- 2.5.4 The fire safety programme which includes installation of emergency lighting, fire-doors to properties and improved compartmentation/fire-stopping is complete. In line with recent change in legislation, interlinked smoke detection has also been installed within properties.
- 2.5.5 A contract to remove all spandrel panels to stairwells in 13 towers (recommendation following the Grenfell report) is also complete.

2.6 Major Refurbishment Projects

- 2.6.1 Refurbishment of the tower blocks at Blairgrove/Merryston (Lot 1) and Glen/Millbrae (Lot 2) is complete, snagging works continue.
- 2.6.2 Specialist consultants have now been appointed to provide design services in relation to the recladding and internal refurbishment of Whifflet and Calder towers, Coatbridge.
- 2.6.3 In order to support displaced citizens affected by the war in Ukraine, North Lanarkshire Council committed to reinstate circa 200 properties on a temporary basis. The properties, located within tower blocks in Coatbridge (High Coats) and Wishaw (Gowkthrapple) now have 200 families in residence.

3. **Measures of success**

- 3.1 The plans contained within this report will help to improve housing conditions and housing choice for our residents which contributes to addressing inequality.

4. **Supporting documentation**

- 4.1 Not applicable.

A handwritten signature in dark ink, reading "Brian Lafferty", with a long horizontal flourish extending to the right.

Brian Lafferty
Chief Officer (Housing Property Services)

5. Impacts

<p>5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.2 Financial impact Does the report contain any financial impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>Any financial impact of the measures implemented will be contained within the HRA Capital Investment budget and will be drawn down via borrowing/CFCR as required and reported to committee.</p>
<p>5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>Statutory compliance with Building Standards and recent fire safety legislation.</p>
<p>5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p>

	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.6 Technology / Digital impact	<p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
5.7 Environmental / Carbon impact	<p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Upgrading of external building fabric to current energy standards.</p>	
5.8 Communications impact	<p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Reprovisioning of towers and low-rise blocks must be included in regular corporate communications.</p>	
5.9 Risk impact	<p>Is there a risk impact?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>Risks are considered, frequently reviewed and recorded on project-specific risk registers. Risks with an inherently high score are escalated to project board/service level.</p>	
5.10 Armed Forces Covenant Duty	<p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>	
5.11 Children's rights and wellbeing impact	<p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p>	

Yes ☐ No ☒

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☐

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref: CB/BL

Date 08/11/23

Non-Traditional House Types - Update

From Brian Lafferty, Chief Officer (Housing Property Services)

Email barrca@northlan.gov.uk

Telephone 07583097785

Executive Summary

The purpose of this report is to update Committee on the progress with the upgrading of some of the “non-traditional” housing stock located across the authority, specifically in relation to works undertaken or planned in the British Iron & Steele Federation (BISF) properties and the Swedish Timber style houses.

This update also responds to a motion which was put forward at a previous full Council committee in March 2022.

Recommendations

It is recommended that the Housing Committee

- 1) Acknowledge the progress made in relation to the installation of external wall insulation (EWI) at the BISF properties across the authority.
- 2) Acknowledge that £2.45m of external funding has been brought into the council to support the BISF upgrade programme.
- 3) Acknowledge the progress of the pilot works to 4 Swedish Timber houses, and the programme which will follow in future years which will upgrade all remaining timber clad properties.
- 4) Acknowledge the proposal that further external funding applications will be submitted which will aim to further support the council in the delivery of energy efficient projects and programmes.

The Plan for North Lanarkshire

Priority	Improve the health and wellbeing of our communities
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Sustainable Futures

1. Background

- 1.1 The following report provides a response to the motion which was tabled at the full Council committee in March 2022.
- 1.2 Following approval of the motion it was decided:
- (i) that the commencement of design works to non-traditional house types such as BISF and the delay in the pilot programme for different timber clad properties such as Swedish Timber houses be acknowledged;
 - (ii) that it be noted that residents had raised a number of concerns regarding these properties, particularly in relation to their appearance and poor insulation.
 - (iii) that the structural surveys be completed as a matter of urgency, in all non-traditional housing stock, to identify whether homes are suitable to progress, or other alternative solutions require to be sought, and
 - (iv) that a report be submitted to a future meeting of the Housing and Regeneration Committee on the resource and cost implications of significantly reducing the timescale for delivering the analysis for this
- 1.3 Points (i) and (ii) in section 1.2 are acknowledged and noted respectively.
- 1.4 An update in respect of points (iii) and (iv) is provided within section 2 of the report.

2. Report

2.1 BISF Property Upgrades

- 2.1.1 Within its housing stock the council currently has 257 BISF properties. These non-traditional construction homes were earmarked for EWI to be installed as part of a programme within the 22/23 and beyond capital plan(s).
- 2.1.2 Since the commencement of the EWI programme to the BISF properties 189 have had upgrades completed. The remaining BISF properties will have EWI installed within the 23/24 capital programme.
- 2.1.3 In response to items (iii) and (iv) of the motion, it should be noted that structural surveys are carried out in advance of any design work commencing for each property. These surveys, and resulting reports, are completed in line with the planned programme of works. Acceleration of the survey programme and delivery of the upgrades is limited to annualised budget availability and existing contract capacity.
- 2.1.4 The costs associated with completing the programme of EWI works to BISF properties is projected to be £7.00m, with £4.48m spent in 2022/23, however Housing Property & Projects have been successful in obtaining external funding of £2.45m from the Social Housing Net Zero Fund to support the project, reducing the overall costs to the council for the delivery of the programme by the same amount.

2.2 Swedish Timber Improvements

- 2.2.1 As part of the wider programme to upgrade and improve the thermal efficiency in all non-traditional homes, a pilot project has been developed which will upgrade four

Swedish style timber homes. On successful completion of the pilot a programme to upgrade the remaining 71 Swedish timber houses across the authority will be prepared.

2.2.2 It is appreciated the pilot has taken longer than anticipated to commence. This is primarily due to the need to ensure that the aesthetics of each building are maintained as part of the design to improve the overall thermal efficiency of each property. Also, as it would be the Service's intention to submit an external funding application to bring in further support for the delivery of the project (and potentially wider programme), the start dates must align with the decision on the funding application being received.

2.2.3 A feasibility design proposal has been approved for the pilot scheme, and detailed designs are now being prepared. It is anticipated the designs will be complete imminently, with tenders issued for pricing soon thereafter, to enable the works to commence early in 2024/25. The funding application, which includes detailed cost proposals and designs will be submitted in January 2024, with a decision expected in March 2024.

2.3 Other Non-Traditional House Types

2.3.1 In addition to the BISF and Swedish Timber properties which are classified as non-traditional, there are also additional properties which have the same classification. Following completion of the works to the BISF and Swedish Timber properties, upgrades to these properties will also be undertaken on a programmed basis. It is estimated that the programme to carry out thermal improvement works in these homes will be complete within the next 2-3 years.

3. **Measures of success**

3.1 The plans contained within this report will help to improve housing conditions and housing choice for our residents which contributes to addressing inequality.

4. **Other supporting Documents**

4.1 Notices of Motion Received in Accordance with Standing Order 23 Which Will Appear on the Agenda for the Meeting of the Council to be Held on 31 March 2022



Brian Lafferty
Chief Officer (Housing Property Services)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? Any financial impact of the measures implemented will be contained within the HRA Capital Investment budget and will be drawn down via borrowing/CFCR as required and reported to committee.
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5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? Statutory compliance with Building Standards and recent fire safety legislation.
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk

	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.6 Technology / Digital impact	<p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
5.7 Environmental / Carbon impact	<p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Upgrading of external building fabric to current energy standards.</p>	
5.8 Communications impact	<p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Reprovisioning of towers and low-rise blocks must be included in regular corporate communications.</p>	
5.9 Risk impact	<p>Is there a risk impact?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>Risks are considered, frequently reviewed and recorded on project-specific risk registers. Risks with an inherently high score are escalated to project board/service level.</p>	
5.10 Armed Forces Covenant Duty	<p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>	
5.11 Children's rights and wellbeing impact	<p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p>	

Yes ☐ No ☒

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☐

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☐ Yes ☒ No

Ref BL/MH/AC

Date 08/11/23

Preservation Works Report 2022/23 and 2023/24 YTD

From Brian Lafferty, Chief Officer, Housing Property Services

E-mail HendryM@northlan.gov.uk

Telephone Michelle Hendry,
07960974797

Executive Summary

The purpose of this report is to provide committee with an update on North Lanarkshire Council housing repairs which relate to preservation works, this is for the period 2022/23 and 2023/24 up to 31 August 2023.

The report is also in relation to a motion passed at full council meeting on 15 December 2022.

Recommendations

It is recommended that the Housing Committee:

- (1) Acknowledge the report and its findings with relation to preservation related works.

The Plan for North Lanarkshire

Priority Improve North Lanarkshire's resource base

Ambition statement (1) Ensure a housing mix that supports social inclusion and economic growth

Programme of Work Transforming Places

1. Background

- 1.1 There are different types of preservation which consist of the following forms;

Condensation, this is the most common form of unwanted dampness in properties and occurs when warm moist air comes into contact with a cold surface. Air can contain varying amounts of water vapour; warm air can hold more water vapour than cold air. When warm air comes into contact with a colder surface, it cools down and can't retain the same amount of water vapour and presents itself as moisture or water on surfaces such as window cills. If not managed by the householder/tenant can cause mould, mildew or fungus.

Rising damp, this affects the walls of the properties and is predominantly within ground floor properties where moisture from the ground travels up through the walls. This mainly occurs where there is debris in the wall cavity or subfloor void, internal or external renders / plasters overlapping the DPC, external ground levels being raised above the DPC, inappropriate insulation material in the cavity, intersecting masonry structures / abutting garden walls.

Wet/dry rot, there are different types of fungal decay that affects the timber surfaces. The main difference is that wet rot likes to grow on timber with a high moisture content of over 50% and can be caused by defects to plumbing, guttering and leaking roofs and on occasion can cause condensation to appear. On the other hand, dry rot likes to grow at a lower moisture content of around 20-30% and can spread over a relatively dry timber if the humidity is right. It can also result in an insect infestation such as woodworm should the correct conditions prevail, the insects have laid their eggs in the timber.

2. Report

2.1 Housing related preservation works.

- 2.1.1 It should be noted that during 2022/23 that 1586 properties reported issues relating to condensation. The value of the works was £271,937.63, It should be noted that within 2023/24 which is up to 31 August 2023 that there have been 671 properties reporting condensation. The value of the works was £166,452.74.
- 2.1.2 It should be noted that during 2022/23 that 13 properties reported issues relating to rising damp. The value of the works was £33,288.22, It should be noted that within 2023/24 which is up to 31 August 2023 that there have been 10 properties reporting rising damp. The value of the works was £20,261.78.
- 2.1.3 It should be noted that during 2022/23 that 233 properties reported issues relating to rotworks which can be either be wet or dry rot or insect infestation. The value of the works was £1,079,387.48. It should be noted that within 2023/24 which is up to 31 August 2023 that there have been 109 properties reporting rotworks. The value of the works was £515,087.17.
- 2.1.4 With regards to surveys we also progressed preservation works. Within 2022/23 we progressed 596 surveys at a value of £86,882.03 and within 2023/24 which is up to 31 August 2023 we have progressed 226 surveys at a value of £30,261.78, these surveys will have led to some of the work being carried out.
- 2.1.5 Table 1 references the information noted from 2.1.1 to 2.1.4.

Table 1

	2022-2023		2023-2024 (YTD 31.08.2023)	
	No of Properties	Value	No of Properties	Value

Condensation	1586	£271,937.63	671	£166,452.74
Rising Damp	13	£33,288.22	10	£20,289.99
Wet/Dry Rot (Rotworks)	233	£1,079,387.48	109	£515,087.17
Surveys Issued	596	£86,882.03	226	£30,261.78
Total * this excludes surveys		£1,471,495.36		£732,091.68

2.1.6 As noted within 1.1 condensation is the main form of enquires from North Lanarkshire Council properties where any identified works are processed and actioned. As referenced within Table 1 there were 1586 properties within 2022/23 where condensation was noted as the cause of works this is in comparison to 13 properties for rising damp (0.8%) and 233 properties for rotworks (14%) this equates to 85% relating to condensation issues.

2.1.7 In reference to 2023/24 YTD up to 31 August 2023 there were 671 properties within where condensation was noted as the cause of works this is in comparison to 10 properties for rising damp (1.5%) and 109 properties for rotworks (16%) this equates to 82.5% relating to condensation issues.

2.1.8 It should be noted that advice and support is also given to tenants on how to reduce condensation within the home and further advice is also provided via North Lanarkshire Council website this can be accessed via [Avoiding condensation | North Lanarkshire Council](#).

3. Measures of success

3.1 An annual review and appropriate action as issues arise and submission of an annual report to cycle 2 Housing committee will be a measure for success in terms of governance and accountability.

4. Supporting documentation

4.1 Not applicable.



Brian Lafferty
Chief Officer (Housing Property Services)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
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	<p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.7	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.8	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.9	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p>
5.10	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
5.11	<p>Children's rights and wellbeing impact</p> <p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).</p> <p>If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☒ Yes ☐ No

Ref BL/MH/IP

Date 08/11/23

Housing Repairs and Maintenance – Debt Recovery and Administration Fees

From Brian Lafferty, Chief Officer (Housing Property Services)

E-mail laffertyb@northlan.gov.uk

Telephone

Michelle Hendry, Repairs
& Maintenance Manager –
07960 974797

Executive Summary

The purpose of this report is to update Committee on the current volume of debtors' accounts being issued to tenants and owner occupiers by the service, and to seek approval to amend the historical application of an administration fee, based solely on the value of the invoice.

Recommendations

It is recommended that the Housing Committee

- 1) Acknowledge the volume, variety and level of income generated by the accounts currently being issued by the service.
- 2) Approve, from 1 April 2024, the proposal to amend the historical policy of a tiered application of administration fee, based on value of invoice, to a simplified and fairer fee, more reflective of the work involved in the production of the invoice.

The Plan for North Lanarkshire

Priority	Improve economic opportunities and outcomes
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Transforming Places

1. Background

- 1.1 The Housing Repairs and Maintenance Service has, for a variety of reasons, a requirement to issue Debtors accounts to both council tenants and owner occupiers (often for communal maintenance required to multiple tenure properties). These accounts, including the administration fee, have generated an average income to the Housing Revenue Account of £343,000 per year.

- 1.2 Accounts to council tenants tend to be for items such as, tenant damage, lock change following lost keys or works required prior to a change of tenancy.
- 1.3 An historical approach, of applying an administration fee to every account raised, based on the value of the invoice, continues to be policy. See link to report dated 15 January 1996, refer to section 8.1 - [att49829.pdf \(northlanarkshire.gov.uk\)](#) . This fee ranges from £5.00 to £20.00 and, for 2022/23 generated £70,000 of the £343,000 overall income. I.e., actual invoice value of £273,000, with applied administration fees of £70,000.

2. Report

- 2.1 The purpose of this report is to amend the current policy and inconsistent application of an administration fee when issuing accounts to tenants and owner occupiers.
- 2.2 Prior to preparing this report 13 other Scottish Local Authorities were contacted to establish what is common practice within the North Lanarkshire Council peer group. Of the 8 that responded, it became apparent, each Local Authority has their own policy and process. A percentage application was a recurring feature however, ranging from 5% to 15% of invoice value. There is also a theme of this administration fee being capped at a maximum of £50.00.
- 2.3 The average value for accounts for 2021/22 were approximately £129 per account. For 2022/23 the average account was approximately £157 per account.
- 2.4 Within the Repairs and Maintenance team, there are currently two members of staff who spend the majority of their time working on the calculation, preparation and issue of debtors' accounts. In order to ensure that the integrity of the Housing Revenue Account is maintained, the administration fee applied should accurately reflect the costs involved. In addition, the service is required to review charges to ensure full cost recovery can be attained in line with the Council's Revenue Resources Budget Strategy. This revised approach ensures the service can comply with that strategy.

As the work content is the same irrespective of invoice value, it is proposed that for all invoices raised, a flat administration fee of £20.00 is applied. This would achieve a degree of consistency within the Service, and proportionally increase the level of income to the Housing Revenue Account. There is no requirement to apply the additional £50.00 for implementing a payment plan.

It is suggested that the new rate becomes applicable from 1 April 2024.

- 2.5 If approved, this new rate would generate additional income to the Housing Revenue Account. Based on 2022/23 accounts, a further £30,000 is likely to be realised which will ensure full recovery of the administration costs associated with these types of work and ensure they're not subsidised by housing tenants.
- 2.6 Officers from both North Lanarkshire Council Legal Services and Corporate Finance Teams were involved in discussions relating to this report and were satisfied the suggested amendments would have no legal constraints or financial implications.

3. Measures of success

The administration fee applied to repairs and maintenance invoices issued by the service will more accurately reflect the costs incurred and will achieve some consistency with the approach applied by other local authorities.

4. Supporting documentation

4.1 Not applicable.

A handwritten signature in dark ink, reading "Brian Lafferty". The signature is written in a cursive style with a long horizontal stroke at the end.

Brian Lafferty
Chief Officer (Housing Property Services)

5. Impacts

5.1	<p>Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
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5.3	<p>HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
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<p>5.10 Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
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North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref SL/TH

Date

08/11/23

Tenant Satisfaction Survey 2023

From Stephen Llewellyn, Chief Officer (Housing Management)

E-mail llewellyns@northlan.gov.uk

Telephone 01698 274192

Executive Summary

The purpose of this report is to update committee on the results of the recent tenant satisfaction survey 2023. The survey covers satisfaction indicators across Housing Solutions and Housing Property and Projects.

Recommendations

It is recommended that the Housing Committee:

- 1) Acknowledge the content of this report.
- 2) Acknowledge the proposed approach to taking forward actions for those improvement items highlighted in the survey responses.

The Plan for North Lanarkshire

Priority	Enhance participation, capacity, and empowerment across our communities
Ambition statement	(20) Improve the involvement of communities in the decisions, and development of services and supports, that affect them
Programme of Work	Resilient People

1. Background

- 1.1 The Housing (Scotland) Act 2010 and the Scottish Social Housing Charter (SSHC) introduced an obligation on landlords to regularly undertake surveys of their tenants and submit the resultant data to the Scottish Housing Regulator (SHR).
- 1.2 As a landlord we are required to submit our tenant satisfaction data in the Annual Return on the Charter (ARC) by 31 May each year.
- 1.3 The SHR expects landlords to carry out a survey of tenants at least once every three years. Traditionally we have opted for a biennial survey, with the exception made during the covid pandemic, where the survey was delayed until 2021.

- 1.4 [Guidance](#) produced by Engage Scotland on behalf of the SHR recommends that these large scale surveys should be conducted either via a postal, online, or by an interviewer via a face to face or telephone interview. Our survey meets the SHR technical guidance on:
- Method of administering the survey.
 - Number of tenants who were surveyed.
 - Fieldwork dates of the survey.
- 1.5 Due to the covid pandemic our 2021 survey was carried out via the telephone however we have returned to the face to face interview process for our 2023 survey.
- 1.6 In addition to collecting the data on tenant satisfaction required by the SHR, the survey is a useful mechanism for the services to gather information from tenants on a variety of issues and areas affecting their home and tenancy. This information is vital in helping us improve our services to better meet the needs of our tenants.

2. Report

- 2.1 Research Resource was commissioned to carry out the tenant satisfaction survey following a procurement exercise. A copy of the report is attached at section 4.
- 2.2 It was agreed that the survey questionnaire developed with tenants for the 2018 survey and used for the 2021 survey would be, as much as possible, re-used so that comparisons and benchmarking could be made with the results of these surveys. The survey questions fully met the information needs for the service and included all issues of importance for tenants.
- 2.3 A total of 404 face to face interviews were carried out with our tenants to assess satisfaction with the services provided by the housing and property teams. Interviews took place during August and September 2023, with a selection of tenants from each council locality, occupying all types of housing stock, being selected for interview, to ensure a broad range of responses in the survey.

Results of the Survey

- 2.4 The results of the 2023 Tenants Survey reveal that the majority of tenants are 'very' or 'fairly' satisfied with the services provided. When compared with the previous survey carried out in 2021, the survey found positive changes in satisfaction levels in the majority of areas.
- 2.5 When comparing the ARC indicators to the 2021 survey results all indicators showed an improved level of satisfaction. When compared to the Scottish Local Authority Average, we are performing significantly better across all satisfaction indicators as noted below.
- 2.5.1 ARC Indicator 1 – Percentage of tenants satisfied with the overall service provided by their landlord.

2018	2021	2023	Performance Direction	LA Average 2023
91%	81.2%	86.6%	Increase of 5.4%	83.2%

- 2.5.2 ARC Indicator 2 – Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.

2018	2021	2023	Performance Direction	LA Average 2023
92.5%	92.6%	95.8%	Increase of 3.2%	81.1%

- 2.5.3 ARC Indicator 5 – Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.

2018	2021	2023	Performance Direction	LA Average 2023
92.5%	96.8%	96.8%	Maintained	76.5%

- 2.5.4 ARC Indicator 7 – Percentage of existing tenants satisfied with the quality of their home.

2018	2021	2023	Performance Direction	LA Average 2021
92%	87.13%	87.31%	Increase of .18%	81.8%

- 2.5.5 ARC Indicator 13 – Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in. This was a new indicator for the 2021 survey therefore there is no comparison available for 2018.

2021	2023	Performance Direction	LA Average 2021
88.4%	91.3%	Increase of 2.9%	82.5%

- 2.5.6 ARC Indicator 25 – Percentage of tenants who feel that the rent for their property represents good value for money.

2018	2021	2023	Performance Direction	LA Average 2021
85.5%	77.97%	89.3%	Increase of 11.3%	81.9%

- 2.6 When asked about how satisfied or dissatisfied they were with various aspects of the service some of the responses showed a further increase in satisfaction from the previous survey in 2021, with positive feedback being recorded across many service areas:

Area of service	% satisfied 2021	% satisfied 2023
General satisfaction with the way the Housing Service deals with repairs and maintenance	80%	87%
Ease of reporting a repair	96%	97%
Attitude of workers	97%	98%
The time taken before work started	83%	87%
The external appearance of your home and surrounding area	89%	90%
Dealing with antisocial neighbours	76%	80%

- 2.7 Other aspects of the service showed a decline in satisfaction. It has been noted through contractor performance meetings that staff retention and recruitment difficulties coupled with difficulties and delays in obtaining materials required to provide services may have an impact on some areas of service delivery, this in turn will have a direct

impact on our tenants' satisfaction and may have impacted the results achieved in the areas noted below.

Area of service	% satisfied 2021	% satisfied 2023
Information given on when your repair would be carried out	93%	92%
The time taken to complete the work	96%	83%
Cleaning of indoor and outdoor communal areas for flats	85%	83%

- 2.8 When asking tenants to explain why they are 'dissatisfied with the housing services contribution to the management of their neighbourhood', in response to the returns for ARC Indicator 13, (Section 2.5.5) most of the reasons cited are not within the remit of the housing service. Where possible and where the tenant has provided contact details, we will work with other services, and link with the tenants, to address the issues highlighted.
- 2.9 As well as satisfaction levels, the survey provided vital feedback on tenants' top priorities. Within the survey 84% of tenants expressed that the 'day to day repairs service' was within their top 3 priorities in service provision, followed by 56% for 'planned improvements within homes' and 48% for 'managing the common areas around their homes'. These were the same top 3 priorities that were highlighted in the 2021 survey.
- 2.10 We also used the survey to determine the level of tenants with access to broadband within their home and what housing services they would access through the internet, where available. The survey showed an increase in tenants with broadband within their home with 77% advising they had this available, compared to 66% in 2021. Of the tenants who do not currently have broadband, 94% advised this was because they didn't want it, compared with 88% stating the same reason in 2021. When asked what housing services the respondents would access via the internet, 60% of respondents advised they would not use the internet to access any housing services. Of those who would use these services, 36% said they would use it to 'report a repair, 19% said they would 'pay their rent' and 14% said they would use it to 'schedule their annual gas service', and the same percentage would use it to 'claim benefits'.
- 2.11 All of the issues raised in the tenant survey will be considered by the relevant Service Improvement Groups and used to develop improvement actions. These groups will drive forward and implement service specific improvements based on all the feedback from tenants in the survey.
- 2.12 Improvement actions will involve further tenant consultation at a local level and via current survey mechanisms with tenants at point of contact. Our tenant participation team continue to engage regularly with tenants and tenant's groups through local meetings and the annual tenant conference which will be held on 4 November 2023.

3. Measures of success

- 3.1 All indicators reported on through the SSHC and ARC are included as a standard agenda item on each of the Housing Improvement Team meetings and Property Progress Team meetings that operate across all disciplines within both Housing Solutions and Housing Property and Projects respectively. These teams continue to

review practices, procedures, and customer feedback to ensure that high standards of service delivery are achieved in all areas.

4. Supporting documentation

4.1 Not applicable.

A handwritten signature in purple ink, appearing to read 'SL', is positioned above the printed name.

Stephen Llewellyn
Chief Officer (Housing Management)

5. Impacts

<p>5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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<p>5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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<p>5.9</p>	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>The council have a legal requirement to provide an Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator on an Annual basis, this return requires the service to provide information on tenant satisfaction levels in a number of areas of our service delivery. Failure to carry out this survey would impact our ability to fulfil our legal obligation in this respect.</p>
<p>5.10</p>	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
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If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐

No ☐

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☒ Yes ☐ No

Ref PH/JS

Date

08/11/23

Transforming Places New Supply Programme – Update on Progress

From Pamela Humphries, Chief Officer (Place)

E-mail stevensonjam@northlan.gov.uk **Telephone**

James Stevenson,
Housing Development
Manager,
07583098631

Executive Summary

The purpose of this report is to update Committee on progress of the new supply programme, which aims to deliver 5,000 new homes by 2035. This report also provides an update on progress against annual targets previously set, outlines current challenges in delivering the programme, and seeks approval for revised targets.

Recommendations

It is recommended that the Committee:

- 1) Consider the contents of the report regarding progress of the new supply programme.
- 2) Acknowledge the challenges and opportunities affecting delivery of the new Supply programme.
- 3) Approve the proposed targets for delivery of the programme set out in 2.3.

The Plan for North Lanarkshire

Priority	Improve the health and wellbeing of our communities
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Transforming Places

1. Background

- 1.1 In May 2018, the Committee approved proposals to increase the new supply programme to deliver 5,000 new homes by 2035. This was strategically linked to the potential re-provisioning of all tower blocks (4,600 flats) over 20 years. It was estimated that around 2,300 new homes (50%) would be built on the sites of the tower blocks

following their demolition. The target also included an assumption that the council would purchase around 550 homes through an expanded empty homes purchase scheme, which had enabled the council to buy back a number of former council houses.

- 1.2 In September 2019, Committee approved proposals to pilot a proposed “Development Pathfinder” scheme to enable the council to acquire completed housing units from developers “off the shelf”. The council already acquired “off the shelf” from developers in the north area where the Affordable Housing Policy applies, however Committee agreed to extend this approach to the Motherwell, Bellshill, Coatbridge and Airdrie areas. It was noted that this could potentially act as a catalyst to enable private development sites to be brought forward and therefore stimulate investment in these areas and increase new housing provision. In November 2020, Committee approved proposals to extend the ‘Development Pathfinder’ scheme to cover all of North Lanarkshire.
- 1.3 In November 2022, Committee received an update on the progress with delivery of the programme and approved targets for the delivery of the programme up to 2035. It was previously agreed that an annual update would be provided to committee regarding the delivery of the programme. This report provides an update on progress to date against previous targets, outlines the challenges faced, mitigation measures in place to address challenges and sets out the proposed targets for the coming years.

2. Report

2.1 Progress to Date

2.1.1 New Build

As of 14th September 2023, 1,138 new build homes have been handed over with 451 on site and 334 in total scheduled for completion during 2023/24. To date, 45 new developments have been completed with a further 10 on site. The programme recently reached a key milestone with delivery of the 1000th new build council home at Dykehead Road, Airdrie which demonstrates the transformational effect within the built environment that the programme provides.

Key developments at Brandon Street, Motherwell, Castlehill Road, Gowkthrapple, Northburn Road, Airdrie and Ravenscliff Road, Motherwell are progressing well with completed properties providing modern, accessible, energy efficient homes that utilise sustainable technology and achieve enhanced standards of fire safety.

Several brownfield sites are currently in development phase to ensure the programme meets its strategic objectives, whilst helping to support town centre regeneration and place making initiatives. Following recent approval to progress consultation with the phase 2 re-provisioning programme, site appraisals have commenced with a view to maximising development potential.

2.1.2 Open Market Purchase Scheme

As of 14th September 2023, 689 homes have been purchased through the Empty Homes and Open Market Purchase Scheme since its inception. The Open Market Purchase Scheme (OMPS) has been proven as an effective housing delivery mechanism by providing much needed accommodation in areas of high demand, whilst representing value for money in the current market with an average purchase and repair cost of £111,645 in 2023/24.

The number of applications this year has exceeded expectations, which is reflective of current inflationary rises and changing market conditions. Given the increased popularity of the scheme, it is therefore projected that at least 100 properties will be purchased in the current financial year, which exceeds the initial target of 75. Through our assessment process, officers continue to prioritise properties which are last in a block resulting in full council ownership; high demand areas and landlord properties where tenants are at risk of homelessness or contain vulnerable tenants. The volume of landlord enquiries has also significantly increased in 2023/24.

2.1.3 Off the Shelf (Affordable Housing Policy)

As of 14th September 2023, in total 157 homes have been delivered through the Affordable Housing Policy / Off the Shelf initiative. In 2023/24, 34 properties have been purchased to date with another 104 under construction. Acquisition via this method remains good value whilst increasing housing supply in areas of high demand. Current projections indicate the potential for another 173 properties over 6 sites in the coming years.

2.1.4 Development Pathfinder

Work at the former John Orrs site in Airdrie is nearing completion with the superstructure now wind and watertight. Properties are expected to be handed over to the council by the end of the calendar year. Negotiations continue with a range of developers to identify and develop opportunities that meet the councils housing need in town centre areas and beyond.

2.2 Challenges

2.2.1 Costs

The cost of new build developments, driven by demand and resource costs, have been rising for several years, this is reflective of the tender prices recently received from contractors bidding for new supply projects. Tender cost increases over the past 12 months are on average between 5%-10% higher than the previous year and expected to extend in to 2024.

Changes in legislation are also a contributory factor, requiring homes to achieve a high standard of energy efficiency (fabric first approach), increased use of renewable technology and enhanced fire safety systems, all of which have a high capital installation cost. This has been further exacerbated by high inflation this year of circa 6%.

Cost projections to deliver key town centre regeneration projects are also significantly higher than initial estimates produced at feasibility stage. This is due to factors noted above and the additional complexity of complying with Historic Environmental Scotland's (HES) requirements, which in many cases insist on façade retention and re-use of existing building features/structures.

The increased costs associated with the delivery of the new supply programme will continue to be monitored and factored into the HRA 30-year projections which incorporates grant funding allocations. Acquisitions via the Open Market Purchase Scheme and Off the Shelf purchases continue to provide good value, augmenting the traditional new build option.

2.2.2 Scottish Water - Surface Water Policy

As previously reported to Committee, Scottish Water's Surface Water Policy of not accepting any new connections to the combined sewer network, has impacted our ability to develop several sites. Alternative drainage solutions have been explored; however, many are untested within a social housing environment or are financially unviable. Regular liaison with Scottish Water representatives continues.

2.2.3 Ground Condition of Sites

The vast majority of council owned sites are brownfield, which are typically problematic to develop due to a variety of factors such as contamination, mine workings and made ground. The cost to remediate unfavourable ground conditions can make smaller developments, in areas of high demand, financially unviable due to inability to achieve economies of scale that larger developments can accommodate.

The council's wider Ambition programme, including asset rationalisation and town/community hub programmes will result in new sites becoming available that may be more appropriate for housing development. Additionally, sites declared as surplus by the council are also assessed for their viability.

2.3 Programme Targets

Due to the nature of the new supply programme and the fluctuating market in which it operates, long-term projections can often vary. Estimated targets for this and the next three years are set out in the table below, including the balance to be delivered by 2035.

Table 1 New Supply Projections as at November 2023

Year	New Build Council	New Build Off the shelf	OMPS (incl. targeted extension)	Total	Approved Targets November 2022
2022/23 (actual)	76	6	70	152	220
2023/24	256	78	100	434	351
2024/25	186	82	100	368	448
2025/26	300	33	100	433	433
2026/27	233	39	100	372	333
2027 - 2035	827	315	605	1747	1721
Total	1878	553	1075	3506	3506
Completions to March 2022	817	117	560	1494	
Grand total	2695	670	1635	5000	

2.4 The delivery of the targets for 2022/23 fell below original projections, due to a variety of factors affecting the construction market, including the challenges noted above but also contractor performance, sub-contractor availability due to fluctuating rates of pay, material availability and OMPS market conditions during the period. It should be noted that several completions have now been delivered within 2023/24.

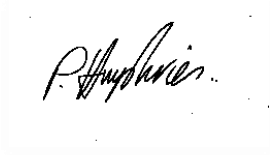
2.5 Projections for 2023/24 through to 2035 have been adjusted to reflect previous slippage and sites under design development. The delivery of the new supply programme will be closely monitored with regular updates provided to Committee, including annual updates on progress against targets and any further adjustments that may be required.

3. Measures of success

- 3.1 The measure of success will be the effective delivery of the council's new supply programme which aims to deliver 5,000 homes by 2035.
- 3.2 The new supply programme will also contribute to the regeneration of town centres within North Lanarkshire which remains a key priority within the Transforming Places Programme of Work.

4. Supporting documentation

Appendix 1 – New Build Sites as at 19 September 2023

A handwritten signature in black ink, appearing to read 'P. Humphries', is enclosed in a rectangular box.

**Pamela Humphries
Chief Officer (Place)**

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty
Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If Yes, please provide a brief summary of the impact?
<p>The new supply programme helps support delivery of the seven strategic outcomes of the local housing strategy whilst meeting the statutory requirements and contributing to national priorities and targets.</p>
If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments
Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact
Does the report contain any financial impacts?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If Yes, have all relevant financial impacts been discussed and agreed with Finance?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If Yes, please provide a brief summary of the impact?
<p>The new supply programme is funded through a combination of prudential borrowing, capital funding, Scottish Government grant funding and subsidy income. The affordability of both the new supply and OMPS are reviewed each year and incorporated into the 30-year Business Plan. Grant funding has increased from £71,500 to £83,584 per unit, based on a 3-person equivalent as well as additional grant funding available for additional quality measures and renewables.</p>
5.3 HR policy impact
Does the report contain any HR policy or procedure impacts?
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, have all relevant HR impacts been discussed and agreed with People Resources?
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, please provide a brief summary of the impact?
5.4 Legal impact
Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?
Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes, please provide a brief summary of the impact?
5.5 Data protection impact
Does the report / project / practice contain or involve the processing of personal data?
Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>

	<p>If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.6</p>	<p>Technology / Digital impact</p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>5.7</p>	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The new supply programme has been considered through the Strategic Environmental Assessment (SEA) as required by the Environmental Assessment (Scotland) Act 2005 and there are no major issues of relevance identified.</p> <p>All new homes are built to the current technical standards or higher.</p>
<p>5.8</p>	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The new supply programme is promoted via the strategic PR plan with Corporate Communications with Local Members and other key stakeholders.</p>
<p>5.9</p>	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>The councils Risk Management Strategy 2023- 2026 is adopted at both a service and project level basis for delivery of the new supply programme. This incorporates risk management governance, structure and methodology which are reviewed at regular intervals.</p>
<p>5.10</p>	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p>

Yes ☐ No ☒

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes ☐ No ☒

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☐

Appendix 1
New Build Sites as at 19 September 2023

	Area	Location	Units	Comments
Completed	Holytown	Main St	10	Completed (Amenity)
	Holytown	Spruce Way	10	Completed
	Motherwell	Ravenscraig (David Wilson Homes)	18	Completed (off the shelf)
	Airdrie	Clarkston PS	19	Completed
	Millerston	Coshneuk Rd	11	Completed (Amenity)
	Cumbernauld	North Rd	29	Completed
	Wishaw	Cambusnethan PS	20	Completed (Amenity)
	Viewpark	Laburnum Rd (Phase 1)	12	Completed
	Viewpark	Laburnum Rd (Phase 2)	28	Completed
	Moodiesburn	Gartferry Road	50	Completed
	Cumbernauld	Westfield Drive	30	Completed
	Airdrie	Former Albert PS	14	Completed
	Chryston	Lanrig Rd	27	Completed (Amenity)
	Coatbridge	Corsewall St	14	Completed
	Bellshill	Former Belvidere PS	20	Completed
	Kilsyth	Fisher Ave	30	Completed
	Chryston	Old Lindsaybeg Rd (Persimmon)	14	Completed (off the shelf)
	Motherwell	Glencairn Tower site	25	Completed
	Viewpark	Former Tannochside PS	16	Completed
	Wishaw	Walkerburn Dr, Coltness	20	Completed
	Cumbernauld	Cardowan Drive	30	Completed
	Cumbernauld	Kildrum Nursery	16	Completed
	Chryston	Station Rd (Persimmon)	30	Completed (off the shelf)
	Chapelhall	Former St Aloysius PS (Phase 1)	24	Completed
	Chapelhall	Former St Aloysius PS (Phase 2)	6	Completed
	Cumbernauld	Brown Road	20	Completed
	New Stevenston	Former New Stevenston PS	15	Completed
	Chryston	Greenlea Road	21	Completed
	Coatbridge	Old School Court	20	Completed
	Airdrie	Former Alexandra PS	14	Completed
	Harthill	Former Harthill PS	20	Completed
	Motherwell	Cleekhimmin, Ravenscraig (Barratt)	10	Completed (off the shelf)
	Coatbridge	Blair Road	40	Completed
	Motherwell	Calder PS	30	Completed
	Gartcosh	Johnston Rd / Inchnock Ave (Bellway)	16	Completed (off the shelf)
	Cumbernauld	Cedar Road Nursery	14	Completed
	Chryston	Main Street (Bellway)	18	Completed (off the shelf)

	Wishaw	Meadowhead Rd, Ravenscraig (Keepmoat)	11	Completed (off the shelf)
	Bellshill	Caledonian Avenue (Phase 1)	19	Completed
	Wishaw	Dimsdale Road (Phase 1)	6	Completed
	Bellshill	Caledonian Avenue (Phase 2)	8	Completed
	Wishaw	Dimsdale Road (Further Phases)	55	Completed
	Coatbridge	St James PS / Lismore Drive	58	Completed
	Wishaw	Roberts Street (Belhaven House)	16	Completed
	Wishaw	Mossburn St, Waterloo	20	Completed
	Plains	Plains PS	16	Completed
	Bellshill	Community Road	29	Completed
	Airdrie	Dykehead Road, Holehills (Phase 1)	11	Completed
	Motherwell	Torrance Park (Phase 1) (Barratt)	6	Completed (off the shelf)
	Chryston	Chilterns Care Home, Lindsaybeg Road	21	Completed
	Airdrie	Dykehead Road, Holehills (Further Phases)	67	Completed
	Stepps	Gateside Farm (Barratt)	30	Completed (off the shelf)
	Motherwell	Torrance Park (Phase 2) (Barratt)	4	Completed (off the shelf)
	Sub total		1138	Completed
On Site	Airdrie	Dykehead Road, Holehills (Remaining Phases)	72	On Site
	Airdrie	Northburn Place	31	On Site
	Airdrie	Former Orrs Building (Wilson)	20	On Site (off the shelf)
	Wishaw	Castlehill Road, Gowkthrapple (Phase 1)	97	On Site
	Coatbridge	Berwick St	19	On Site
	Motherwell	Former BRE, Ravenscliff Rd, Ravenscraig	24	On site
	Airdrie	Glenacre Drive	16	On Site
	Airdrie	Former Petersburn PS	40	On Site
	Motherwell	Brandon Street	48	On Site
	Moodiesburn	Auchengeich, Gartferry Road (Bellway)	12	On Site (off the shelf)
	Coatbridge	Lorne Place (Allanwater)	24	On Site (off the shelf)
	Cumbernauld	Dowanfield Road (Zoom)	24	On Site (off the shelf)
	Gartcosh	Johnston Rd - Phase 2 (Bellway)	12	On Site (off the shelf)
	Shotts	Springhill Road - (Keepmoat)	12	On Site (off the shelf)
	Sub total		451	On site

Design Development	Coatbridge	Columba High School	127	Planning app submitted
	Motherwell	Mabel Street	20	Planning app approved
	Glenmavis	McArthur Ave	21	Planning app approved
	Viewpark	Laburnum Rd	26	Planning app approved
	Coatbridge	Bank Street	6	Planning app approved
	Chapelhall	Gibb Street	25	Planning app approved
	Wishaw	Graham Street	13	Planning app submitted
	Coatbridge	Kildonan Street	49	Design development underway
	Cumbernauld	Former Cumbernauld Village PS	8	Planning app approved
	Glenboig	Former Police Station, Main Street	7	Planning app approved
	Wishaw	King Street	5	Planning app approved
	Wishaw	Stewarton Street & Kings House	18	Planning app submitted
	Motherwell	Former Motherwell Town Hall	20	Planning app approved
	Airdrie	Calderigg Place	42	Design development underway
	Millerston	Coshneuk Road	16	Design development underway
	Wishaw	Caledonian Road	15	Planning app submitted
	Coatbridge	Mitchell Street	100	Design development underway
	Caldercruix	Former St Mary's PS	25	Design development underway
	Bellshill	Thorn Road	26	Design development underway
	Airdrie	Airdriehill Street	65	Design development underway
	Motherwell	Hope Street (Masonic Hall)	10	Design development underway
	Coatbridge	Main Street	40	Design development underway
	Motherwell	Dalzell Drive	24	Approved at Committee - Feb 2023
	Newmains	Former St Brigid's PS	35	Approved at Committee - Aug 2023
	Coatbridge	Former Pentland School (Tay Street)	16	Approved at Committee - Aug 2023
	Coatbridge	Former Portland HS (Kildonan Street)	16	Approved at Committee - Aug 2023
	Sub total		775	Design development underway
Re-provisioning	Coatbridge	Shawhead	111	Re-provisioning site
	Coatbridge	Dunbeth	170	Re-provisioning site

	Motherwell	Coursington	60	Re-provisioning site
	Sub total		341	Re-provisioning sites
Off The Shelf	Cumbernauld	Community Growth Area - Phases 1-3 (Bellway)	75	Off the shelf Planning app submitted
	Chryston	Gartferry Road (Allanwater)	22	Off the shelf Purchase approved at Committee
	Coatbridge	Former DWP Offices, South Circular Road (ML5 Limited)	39	Off the shelf Purchase approved at Committee
	Motherwell	Prospecthill Road (O'Brien Properties Limited)	23	Off the shelf Purchase approved at Committee
	Motherwell	Torrance Park - Phase 3 (Barratt Homes)	4	Off the shelf Purchase approved at Committee
	Shotts	Springhill Road - (Keepmoat)	10	Off the shelf Purchase approved at Committee
	Sub total		173	Future off the shelf purchases from developers
	Total		2878	

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☐ Yes ☒ No

Ref PH/JS/NS

Date 08/11/23

New Supply Programme – Community Benefits Update

From Pamela Humphries, Chief Officer (Place)

E-mail stevensonjam@northlan.gov.uk

Telephone

James Stevenson, Tel
07583098631

Executive Summary

The purpose of this report is to update the Committee regarding Community Benefits related to the new build housing programme since the last report in November 2022 for the period from 1st Sept 2022 – 1st Sept 2023. The report also reflects on the community benefits in the last 3 years from 2020 to 2023.

Recommendations

It is recommended that the Housing Committee

- 1) Consider the contents of the report regarding the current position on the delivery of community benefits.
- 2) Acknowledge that an update on community benefits from the New Supply Programme will continue to be submitted annually.

The Plan for North Lanarkshire

Priority	Improve the health and wellbeing of our communities
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Transforming Places

1. Background

- 1.1 Community benefits are tangible, positive outcomes linked to public sector contracts, which help to improve the lives of local people in North Lanarkshire and help local communities to thrive. Community benefits help to boost employment and skills opportunities for local people and support local community initiatives, in addition to the general economic benefit the investment brings to each area such as increased opportunities for local businesses.

- 1.2 The Council is committed to maximising the delivery of community benefits. The procurements undertaken for any New Supply project includes a community benefit requirement which is assessed as part of the quality evaluation.
- 1.3 The Council predominantly use procurement Frameworks to deliver its new build programme where a points-based approach is used and the supplier must deliver a stated number of community benefits points depending on the contract value. A list of community benefit outcomes and associated points are provided which are specifically focused on recruitment and employment, however purchasers may agree on alternatives with the supplier depending on the needs of the local area.
- 1.4 As part of the Council's Plan for North Lanarkshire to support young people towards more positive outcomes, collaboration between New Supply; Education and Families; Supported Enterprise and Employability teams helps facilitate work experience and opportunities to positive destinations within construction. There is a particular emphasis on supporting key priority groups, as part of the delivery of the Plan for North Lanarkshire and the Brighter Futures Programme of Work to help improve employment opportunities and tackle inequality.

2. Report

2.1 Current Position

- 2.1.1 Community benefits for each new build development are pledged by contractors during the tender process and are monitored through the contract. The New Supply Team work closely with the contractors and provide relevant support and assistance to help maximise the benefits for local people and meet the council's requirements.
- 2.1.2 A Community Benefits Development group has been established which meet every two months with the various stakeholders such as Education, Early Careers, Virtual Schools, Developing the Young Workforce, Supported Enterprise, the Apprenticeship team, and Employability services. The Group helps to co-ordinate and maximise opportunities created through the new supply programme, establishing clear lines of communication, and developing plans to deliver and achieve the targets set out in each tender and to deliver the council's objectives. This group has also assisted other parts of the service to manage their community benefits in a more consistent and collaborative approach.

2.2 Community Benefits Menu

- 2.2.1 Each of the elements below describe the Community Benefits included in the council's tender process.

2.2.2 Employment - Targeted Recruitment and Employment

The new supply team collaborate at the early stages of each project with ALEO "Routes to Work" to maximise the partnership with the contractors to match the right job for the right person within North Lanarkshire and to tackle any training requirements to support people into employment. Understanding the contractors' proposed community benefits activities and outcomes from future projects, helps with forward planning, and the ability to collaborate with internal and external stakeholders prior to the commencement of the project to achieve maximum benefit. All relevant stakeholders meet at the Community Benefits Working Group chaired by New Supply to collaborate and discuss future plans and requirements.

As outlined in Appendix 1, since 2020, there have been 30 local people employed through Community Benefits from key priority groups such as people who have been unemployed for more than 6 months and/or have no relevant experience and/or women returning to the labour market. A further 11 employment opportunities for people from priority groups are projected. The posts provided must be a minimum of 30 hours per week and last a minimum of 26 weeks. In addition, 26 new start apprentices have been employed. The apprenticeship must be filled either by a person aged 16 years of age or older. There have also been 33 workplace placements which lasts a minimum of 2 weeks for an unemployed person 16 years or over and include vocational tasters, to enable the person to gain a meaningful insight into the construction sector and/or business operations evident with the supply chain. Collaboration at the early stages of each development has proven to help secure a meaningful work placement or permanent position.

Good examples of success and collaborative working include the Department of Work and Pensions “Kickstart Scheme” which provides an opportunity to offer young people facing multiple barriers to employment to not only gain valuable experience of the industry but also potentially access long term employment and careers. Kickstart Scheme, provides full time employment for 6 months as well as a supported training programme. The council’s new build sites in conjunction with “Kickstart Scheme” continue to develop new talent and promote young people into full time employment.

2.2.3 Education

- Scottish Apprenticeship Week 2023

Collaboration with Education and Families is delivering prescriptive education events the schools and young people need through careers events and work experience. During the pandemic North Lanarkshire Council asked the contractors to come up with learning material that could be delivered virtually.

In early 2022, with restrictions not fully eased to allow face to face sessions, the New Supply team worked together with Developing the Young Workforce, Skills Development Scotland, and contractors to plan and deliver construction related education sessions as part of the council’s Scottish Apprenticeship Week (SAW) “Introducing the Apprenticeship Family” and “Careers in Construction” event.

We continue to mark International Women’s Day with several sessions set up throughout the week highlighting Women in Construction. The sessions were delivered by employees and apprentices from contractors working in North Lanarkshire as part of their community benefits.

The SAW event was such a success that we have carried on delivering these sessions in a hybrid approach, we also delivered a construction only event “**Step into Construction & the Built Environment**” virtual event which ran during the week of the 7th of February 2023. The “Step into Construction and the Built Environment” virtual event was open to primary and secondary schools across North Lanarkshire, South Lanarkshire, and East Dunbartonshire with the aim of highlighting the range of career opportunities in construction and the built environment, the pathway from school into the sector through the college route and how the skills developed in school and college link to the world of work.

Nineteen 30-minute sessions were hosted by New Supply Community Benefits Project Development Officer and Developing the Young Workforce representative. Each session was made up of two parts. The first session was delivered by lecturers and students from New College Lanarkshire and South Lanarkshire College showcasing the fantastic range of courses available in construction and how subject choices, skills and interests related to these courses and the progression routes from each course into the world of work. The second part was delivered by people working in the construction industry to highlight the pathway from college into a career in construction and look at how the college courses described prepare young people for a career in the industry. Each 30-minute session consisted of a live presentation followed by a Q&A with schools asking questions via the chat bar. The recordings are on our NL Virtual Classroom creating a library of information that is available to all schools to access at any time and will be added to year on year.

The event was another huge success, with 19 interactive sessions being delivered to 21 schools. 1,503 young people accessed the sessions. An average of 79 pupils per session, approximately 301 young people per day.

Examples of how these sessions could be used in future might include incorporating them into school career events, to help young people understand what apprenticeships are and the benefits of them, to raise awareness of the range of jobs in construction and to reduce barriers to help make parents aware of the opportunities that are available to the young people.

It is intended to continue to run virtual sessions in conjunction with face-to-face sessions as a hybrid approach to gauge how successful they are with a view to reach more young people including primary school age.

Construction Skills Certification Scheme (CSCS) Training for Additional Supported Needs (ASN) Sector

Another initiative supported by one of our new supply contractors involved delivery of bespoke training sessions to help reduce barriers for our young people with additional support needs, in preparation to enter the world of work. During 2022, 5 pupils from Buchanan High school participated in both SQA Health and Safety in a Construction Environment training and CSCS training. Each of these pupils has an additional support need from Global Learning Delay to Autism and at least 2 pupils have severe difficulty reading and writing. The pupils required the course to be well structured, clear, practical where possible, and support to be given in reading and writing. The appointed contractor has been instrumental in providing workshops to suit the needs of the young people. With the use of videos, activities and discussion the contractor created a solid foundation of understanding in Health and Safety in Construction.

In 2022, 5 pupils passed their SQA exam, as has their support teacher. All were scheduled to take their CSCS Exam in autumn 2022 however the young people needed a little more time to get exam ready. Four of the 5 pupils (and their support teacher) passed their CSCS exam in early 2023. Following on from this, the 4 pupils who passed both exams have all secured apprenticeships with McTaggart Construction through the "No Limits" Apprenticeship Scheme. The 5th pupil who undertook the CSCS card has since been accepted for a mainstream college course in Digital Media. He would like to be involved in construction in the future (in cyber security area) so this is the perfect pathway for him.

As part of the plan for North Lanarkshire, helping to break down these barriers to achieve these accreditations will help our disadvantaged young people into a construction related career.

McTaggart Construction will take another cohort of pupils this school session - a larger group from Buchanan High School and a pupil from Caldervale High School.

We have received some recent feedback from Buchanan High School staff as follows: "All of our young people have additional support needs and so many barriers to gaining a positive destination - the input from Community benefits and McTaggart's has been the differing factor in ensuring they have a positive and sustainable future".

2.2.4 Enterprise – Supply Chain Development

As part of Supply chain development, the Council encourage appointed contractors to get involved in "Meet the Real Buyer" events. These events are useful in terms of engaging with small businesses within the area to help them develop and grow their business.

A previous example of this is that as part of their Community Benefits, a new supply contractor delivered a Meet the Buyer session to approximately 30 construction businesses in partnership with Business Gateway Lanarkshire. This session covered how to join their supply chain and the process for securing work from them. They discussed future projects and upcoming activities that the local supply chain could be part of.

A further 6 Meet the Buyer sessions, and 3 Business Mentoring sessions for SME's. are forecast.

2.2.5 Community Engagement - Financial support

There has been engagement with the Communities Team to develop new approaches to implement community benefits including Participatory Budgeting (PB). This allows officers who understand local communities at grass roots level to create a process for giving community groups an input to how and where funds should be spent in a fair, transparent and democratic process. It is intended that PB will be the preferred method to implement community benefits financial support and will be part of a future Community Benefits Wish List process being developed.

Some examples of financial benefits provided to communities are outlined below:

- £1,000 from our Petersburn site to purchase a 360degree camera to record virtual construction site training videos for use at the immersive classroom.
- £1,080 donation pledged from our Brandon Street Project to Forgewood Allotments group to rebuild some raised beds for disabled plot holders. Also £3,000 earmarked for assistance at Muirhouse Primary School working with deprived young people.
- £2,000 from our Berwick Street development for materials bought and sent to Restorative Justice team to build mud kitchens and planters for The Shawhead Family Centre nursery for their outdoor play equipment.

The remainder of the budget outlined in **Appendix 1** has still to be apportioned through the Participatory Budgeting process and community projects outlined in the tender documents.

2.2.6 Non – Financial Support

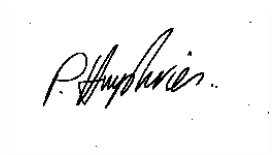
The New Supply team receive requests or ‘wishes’ from local community groups. From 2020 to date, New Supply Community Benefits has enabled over £27,000 worth of non-financial support to schools, community groups within North Lanarkshire. This includes several non-financial support activities carried out during 2023 with an approximate value of £5,510. These activities are where the New Supply Team co-ordinate and collaborate with other internal and external agencies to achieve goals / activities and outcomes. Contractors who are part of the New Supply programme have donated various items such as training time, and excess construction related materials that may otherwise have been re-cycled or sent to landfill. There are multiple benefits with this process including environmental and financial savings.

3. Measures of success

- 3.1 Contract performance and community benefits are proactively managed against a number of Key Performance Indicators that are managed by the New Supply Team. **Appendix 1** shows an extract from the New Supply Community Benefits Tracker showing measures of success from 2020 -2023 and the forecast for the coming months.

4. Supporting documentation

Appendix 1 – Extract from Community Benefits Tracker 2020 – 2023



Pamela Humphries
Chief Officer (Place)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
5.6 Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?

	<p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
5.7	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.8	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.9	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p>
5.10	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p> <p>New supply programme complies with the published data relating to the Equalities Impact Assessment and have created housing for Scottish Veterans.</p> <p>New Supply Programme (Equality Impact Assessment) North Lanarkshire Council</p>
5.11	<p>Children's rights and wellbeing impact</p> <p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).</p> <p>If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>

Appendix 1 - Measures of Success

Extract from New Supply Community Benefits Tracker

The table below shows the completed Community Benefits 2020 – 2023

Targeted Recruitment and Employment		2020	2021	2022	2023	Completed 2020-2023	Forecast 2023/2024
TRE01	New Entrants – Key priority Groups	4	10	4	12	30	6
TRE02	New Entrants – no relevant experience		2	6	3	11	5
TRE03	New Entrant - Graduate				1	1	0
TRE04	New Start - Apprentice		7	15	4	26	1

Targeted Skills & Training		2020	2021	2022	2023	Completed 2020-2023	Forecast 2023/2024
TST01	Work Experience Placement (16 + years of age)	0	10	9	23	42	40
TST02	Work Experience Placement (14 - 16 +years of age)		0	1	0	1	3
TST03	Work Experience Placement - Graduate				1	1	0
TST04	Careers Event	1	1	25	26	53	11
TST05	Site Visit			9	8	17	8
TST06	School Mentoring or Enterprise Programme	1	0	6	2	9	3

Supply Chain Development		2020	2021	2022	2023	Completed 2020-2023	Forecast 2023/2024
SCD01	Supply Chain Briefing with SME's		1	3	1	5	6
SCD02	Business Mentoring for a SME's						3

Community Engagement		2020	2021	2022	2023	Completed 2020-2023	Forecast 2023/2024
CCE01	Financial Support for a Community Project	3	3	7	3	16	16
CCE02	Non-Financial Support for a Community Project		7	7	4	18	7

* 1 year constitutes no of completions from 1st Sept – 1st Sept of the following year.

Completed = Total of completed community benefits from 14 developments from 2020 to date. ***Note total number of completions are higher than post contract award. Some pledges still to be achieved are included in the forecast figure.***

Forecast = Total includes the community benefits still to be delivered from 9 developments in progress or just started.

A further 29 projects, total of 1116 units still to commence post September 2023 – 2027 which will become part of the forecasted figures as they complete the tender process. These figures will continually change as developments complete and new developments begin.

Figures as per the New Build Summary update as at Sept 23. This does not include AHP and OTS.

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☒ Yes ☐ No

Ref PH/JS

Date 08/11/23

New Supply Programme – Procurement Update

From Pamela Humphries, Chief Officer (Place)

E-mail stevensonjam@northlan.gov.uk

Telephone

James Stevenson,
Housing Development
Manager, 07583098631

Executive Summary

The purpose of this report is to update the Committee on current procurement activity relating to the new build housing programme and seek approval to progress procurement arrangements as outlined in the report.

Recommendations

It is recommended that the Housing Committee approves the procurement of a:

- 1) “Direct Award” call off procedure in line with the Scotland Excel (SXL) New Build Residential framework agreement to award a contract for the construction of new build housing at Shawhead, Coatbridge to CCG Construction Limited up to the revised value of £23.74M, including contingency allowance. If the procurement cannot be completed via the SXL framework within the validity period, then the contract will be procured via the Scottish Procurement Alliance (SPA) New Build Housing Construction H2 (Scotland) framework agreement.
- 2) “Mini Competition” call off procedure in line with the SPA New Build Housing Construction H2 (Scotland) framework agreement to award a contract for the construction of new build housing at the Columba High School site, Coatbridge, up to the value of £31.00M, including contingency allowance.
- 3) “Direct Award” call off procedure in line with the SPA New Build Housing Construction H2 (Scotland) framework agreement to award a contract for the construction of new build housing at Main Street, Glenboig to Connect Modular Limited up to the value of £1.645M, including contingency allowance.
- 4) “Direct Award” call off procedure in line with the SPA New Build Housing Construction H2 (Scotland) framework agreement to award a contract for the construction of new build housing at Glasgow Road, Cumbernauld to Connect Modular Limited up to the value of £1.88M, including contingency allowance.

- 5) “Mini Competition” call off procedure in line with the SXL Building Construction Consultancy framework agreement to award a contract to appoint a consultant design team for new build housing at Dalziel Drive, Motherwell up to the value of £140,000.00, including contingency allowance.

The Plan for North Lanarkshire

Priority	Improve the health and wellbeing of our communities
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Transforming Places

1. Background

- 1.1 The council has an approved programme to deliver 5,000 new homes by 2035. The delivery of such a large scale programme presents a number of challenges, not least of which is the procurement of contractors to build the houses to the required standard, within the timescale required and at a competitive cost. In order to increase the pace of delivery, secure best value and minimise risk to the Council, a range of procurement options have been utilised.
- 1.2 The Housing and Regeneration Committee on the 25 November 2020 approved the procurement route for the next phase of the new build programme to commence procurement activity with the Scottish Procurement Alliance (SPA) and Scotland Excel (SXL) new build housing framework agreements to deliver the next phase of new build sites approved by the Committee. As reported at the Housing and Regeneration Committee on the 8 September 2021, due to the current capacity issues in the market we intend to utilise the ability in the SPA and SXL frameworks to direct award to available contractors, including to contractors who are not highest ranking. Justification for the identification of a contractor can be made by complying with the direct award criteria listed in the respective frameworks, with a contract award being subject to value for money assessment against the framework rates. A benchmarking appraisal was carried out for each project and is identified in each project’s “Contract Strategy”.

2. Report

- 2.1 The council has engaged with CCG (Scotland) Limited, who are a contractor on the SXL New Build Residential framework agreement for North Lanarkshire, and feasibility costs have been obtained for the project detailed below. The intention is to procure via the SXL framework agreement but if the procurement cannot be completed within the validity period, it is proposed that the project will be procured via the SPA New Build Housing Construction H2 (Scotland) framework agreement.

- Shawhead, Coatbridge, (re-provisioning site) (101 units), at the revised value of £23.74M, including contingency allowance.

The feasibility costs obtained are considered to represent best value and, subject to benchmarking against the appropriate framework rates, it is proposed that a final tender price be agreed to allow the contract award.

- 2.2 It is proposed to use a mini competition call off procedure to procure the following new build housing project via the SPA New Build Housing Construction H2 (Scotland) framework agreement:

- Columba High School site, Coatbridge, (127 units) at the value of £31.00M, including contingency allowance.

The feasibility costs provided are considered to represent best value and the most economically advantageous tender will be checked and recommended to allow the contract award.

- 2.3 The council has engaged with Connect Modular Limited who are a contractor on the SPA New Build Housing Construction H2 (Scotland) framework agreement. Feasibility costs have been obtained for the projects detailed below:

- Main Street, Glenboig (7 units), at the revised value of £1.645M, including contingency allowance.
- Glasgow Road, Cumbernauld (8 units), at the revised value of £1.88M, including contingency allowance.

The feasibility costs obtained are considered to represent best value and, subject to benchmarking against the appropriate framework rates, it is proposed that a final tender price be agreed to allow the contract award.

- 2.4 It is proposed to procure via a mini competition call off procedure a consultancy design team via the SXL Building Construction Consultancy framework agreement as detailed below:

- Dalziel Drive, Motherwell (21 units) at the value of £140,000.00, including contingency allowance.

The feasibility costs provided are considered to represent best value and, subject to tender checking the most economically advantageous tender will be recommended to allow the contract award.

Next Steps

- 2.5 The next batch of sites will be reviewed, and a suitable procurement route will be identified to progress these projects to deliver new build housing to align with the Plan for North Lanarkshire.

Price Savings / Increases

- 2.6 There are no cashable savings attributed to the contracts outlined within this report.

Price Stability

- 2.7 The pricing mechanism is a Priced Contract with Activity Schedule offering a good level of cost certainty.

Community Benefits

- 2.8 The council is committed to maximising the delivery of community benefits. The procurement includes a community benefit requirement, this approach is designed to deliver local community benefits where possible.

Fair Work Practices

- 2.9 All contractors appointed to the SPA and SXL framework agreements have evidenced fair working practices within their organisations as part of the procurement procedures to be appointed to the respective frameworks and have further demonstrated how they will promote them in the delivery of Council call-off contracts.

Contract Strategy

- 2.10 Officers from New Supply will be responsible for managing contracts which will be undertaken in accordance with the council's agreed approach to contract and supplier management.

3. Measures of success

- 3.1 The proposed contract awards detailed within this report will deliver the following outcomes:
- a) The appointment of contractors who have the experience and capability to deliver new build social housing;
 - b) The procurement procedure applied are compliant with the procurement legislation, overarching framework agreements and internal procedures;
 - c) That best value is both demonstrable and achieved;
 - d) That contracts awarded secure a range of community benefits;
 - e) That contracts awarded support payment of the real Living Wage to staff employed in the delivery of the requirements; and
 - f) That the performance of contracts awarded are proactively managed against a number of Key Performance Indicators.

4. Supporting documentation

- 4.1 Not applicable.



Pamela Humphries
Chief Officer (Place)

5. Impacts (<http://connect/report-template-guidance>)

5.1 Public Sector Equality Duty and Fairer Scotland Duty
Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If Yes, please provide a brief summary of the impact?
<p>The Council's new build programme helps reduce inequalities through a number of design specifications including:</p> <ul style="list-style-type: none">• Housing for Varying Needs;• Secure by Design;• Achieving the Scottish Government requirements for "Greener Homes" to reduce the incidence of fuel Poverty; and• The inclusion of design standards relating to access to internet capabilities including 'fibre to the property'.
If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact
Does the report contain any financial impacts?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If Yes, have all relevant financial impacts have been discussed and agreed with Finance?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If Yes, please provide a brief summary of the impact?
<p>The funding for all of the projects referred to in this report can be met from the Council's Housing Revenue Account budget for the New Supply Programme. Grant support is also provided by the Scottish Government. The costs associated with contract delivery will be contained within the New Supply budget.</p>
5.3 HR policy impact
Does the report contain any HR policy or procedure impacts?
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, have all relevant HR impacts have been discussed and agreed with People Resources?
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, please provide a brief summary of the impact?
5.4 Legal impact
Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, have all relevant legal impacts have been discussed and agreed with Legal and Democratic?
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, please provide a brief summary of the impact?

5.5	<p>Data protection impact</p> <p>Does the report / project / practice contain or involve the processing of personal data?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
5.6	<p>Technology / Digital impact</p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
5.7	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The proposed award of contracts detailed within this report will ensure that the impact on the Council's carbon footprint is mitigated. The specifications incorporated within the contract documentation will: deliver reduced energy need; encourage sustainable construction; promote health and wellbeing; reduce waste and resources through effective storage, collection and composting of waste and recyclable materials and; include measures which will reduce CO2 emissions.</p>
5.8	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The implementation and delivery of the New Supply programme will be promoted through the New Supply PR plan and via communications with elected members and local stakeholders</p>
5.9	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>Risk associated with the New Supply Programme is managed within the New Supply Risk Register process. The risk register has been updated to reflect the impact of</p>

the current national issues affecting the costs and availability of materials and labour along with general high inflation on programme timescales and costs as well as how the risk to the council will be mitigated as far as possible. The tender cost increases over the past 12 months are on average 5% to 10% and this trend of tender price increases will extend into 2024 excluding the additional changes to legislation and meeting Scottish Government energy targets. Comparing similar sized projects the tender costs over past 18 months are on average 10% higher. The council will also undertake detailed ground investigation and other relevant site assessments prior to proceeding with the development of any particular site to help mitigate the risk of unforeseen costs relating to ground conditions, although this risk cannot be eliminated entirely.

5.10 Armed Forces Covenant Duty

Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?

Yes ☐ No ☒

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes ☐ No ☒

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☒

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☐ Yes ☒ No

Ref SL / GT

Date 08/11/23

Housing Revenue Account – 2024/25 Revenue Estimates

From Elaine Kemp, Chief Officer (Finance)

E-mail kempe@northlan.gov.uk

Telephone 01698 302408

Executive Summary

The purpose of this report is to present to Committee information that will enable the Council to set its Housing Revenue Account (HRA) budget and rent levels for 2024/25.

Recommendations

It is recommended that Committee:

- (1) Recognises the HRA cost pressures detailed in Appendix 1,
- (2) Recognises the base budget savings outlined in Appendix 2,
- (3) Considers the HRA reserve balances as detailed in paragraphs 2.5 to 2.8, and
- (4) Agrees to review the financial assumptions contained in this report at the Council meeting in December 2023 to approve the HRA Revenue Estimates and rent levels for 2024/25.

The Plan for North Lanarkshire

Priority	Improve North Lanarkshire's resource base
Ambition statement	(25) Ensure intelligent use of data and information to support fully evidence based decision making and future planning
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 Income and expenditure in relation to a local authority's own direct provision of housing must be recorded within a Housing Revenue Account (HRA) as set out in the Housing (Scotland) Act 1987. In addition, this Act sets out the requirement for local authorities to set an annual budget to support sound financial management and helps ensure that expenditure is linked to the key priorities of tenants.
- 1.2 North Lanarkshire is Scotland's largest local authority landlord, with a housing stock of approximately 36,000. The number has reduced marginally over the last year reflecting the impact of tower re-provisioning, partially offset by additions to the stock through the Council's new supply programme and buy back schemes.

- 1.3 The Council approved its 2023/24 HRA budget of £164m on 23 February 2023 with £152m (93%) funded by rental income from tenants, £9m (5%) from other fees and charges and £3m from reserves (2%).
- 1.4 The average 2023/24 weekly rent in North Lanarkshire of £80.33 is the eleventh lowest amongst Scottish local authority landlords and 2% below the Scottish local authority average. The recent Landlord Report published by the Scottish Housing Regulator shows North Lanarkshire Council's rents are between 14.1% (for a 1 apartment) and 17.8% (for a 2 apartment) below the Scottish average for all social housing rents.
- 1.5 In setting the HRA budget and rent levels in December 2017, the Council agreed to an average rental increase of 5% for 2018/19 and 5% for the subsequent three years up to 2021/22. For 2022/23 the rent increase was set at 3%, with a 5% increase approved for 2023/24.
- 1.6 Committee has received regular updates on the progress of delivering the Council's ambitious plans for housing through the Economic Regeneration Delivery Plan. This has been further strengthened through The Plan for North Lanarkshire approved in March 2019 and revised in March 2023 with the Programme of Work through the Transforming Places theme with a renewed focus on transforming town centres and communities, creating places with high-quality homes and vibrant town centres.
- 1.7 Significant progress to date includes:
- An increase in the target for new supply housing from 2,150 by 2027 to 5,000 by 2035,
 - Completion of 1,138 new build homes with a further 451 on site. Sites have been identified and are at various stages of progression for a further 1,289 homes,
 - Expansion of the buy back scheme with 689 homes purchased through the Council Buy Back Schemes at 14 September 2023,
 - The approval, development and ongoing delivery of plans for investment and re-provisioning of the Council's tower properties,
 - Approval of a 5 year mainstream capital programme from 2021/22 to 2025/26 that aims to deliver £354m of investment in the Council's housing stock; greater than 20% increase from the previous 5 year planning period.
- 30-year Business Plan*
- 1.8 The 30-year Business Plan included as part of the 2024/25 budget setting process is shown in Appendix 3. Finance has worked closely with Housing Property Services and the New Supply Team to confirm future investment targets to support the development and refinement of financial modelling. The 30-year Business Plan continues to demonstrate affordability and sustainability of plans based current assumptions.
- Housing Benefit / Universal Credit*
- 1.9 During the mid point of the current financial year, North Lanarkshire had over 24,000 tenants in receipt of some form of support for their housing costs, representing almost 69% of tenants. Almost 38% of tenants are now in receipt of the housing cost element of Universal Credit and a further 31% are in receipt of Housing Benefit.
- 1.10 A rent increase would result in some tenants receiving more Housing Benefit and some existing non-claimants becoming entitled to Housing Benefit. However, unless their circumstances change, most tenants will be liable for the same contribution towards their rent, with Housing Benefit making up the difference.

- 1.11 Tenants currently entitled to the full housing cost element of Universal Credit would have their Universal Credit payment uplifted to reflect any rent increases up to the Local Housing Allowance cap.
- 1.12 Following approval at the former Housing and Regeneration Committee in November 2019, the Council established the Universal Credit Assistance Fund (UCAF). Following approval at this Committee in February 2023 the scheme evolved into the current Rent Assistance Fund. Over 10,000 tenants have been supported that would otherwise have fallen into arrears. In addition, in accessing these funds tenants have been provided with additional support and advice and signposting to other agencies where required ultimately contributing to longer term sustainability of tenancies.
- 1.13 These measures have ensured the Council has seen a stable position for rent arrears for current tenants with the arrears balance remaining largely unchanged throughout the current financial year where other landlords are experiencing significant increases in current tenant arrears.
-

2. Report

HRA Revenue Estimates

- 2.1 In assessing the budgetary requirements of the Housing Revenue Account for 2024/25, a number of variables and factors have to be considered and analysed before determining the adjustments required in the base budget position. These base budget adjustments are outlined in Appendices 1 and 2, with the main factors described below:
- 2.1.1 Cost Pressures of £17.814m to ensure that the HRA can continue to deliver a highly performing repairs and maintenance programme, effective housing management and support and deliver the approved capital programme, including:
- Employee costs (£0.746m)
The anticipated cost pressure for employee costs incorporates a re-baselining for the 2023/24 current pay negotiations as well as an allowance for a further 3% increase for 2024/25. This is partially offset by an anticipated increase to the turnover savings to reflect the significant levels of vacancies experienced by the housing service.
 - Reduced employer pension contributions (£2.591m)
It is however anticipated that a one-off saving of £2.591 will materialise for 2024/25 as a result of the Actuarial Valuation of the Strathclyde Pension Fund concluding that the fund is 146% funded allowing the employer pension contribution rate to be reduced for 2 years. The £2.591m is non-recurring therefore a recurring solution for this would need to be identified in future years.
 - Housing Repair and Maintenance (£6.830m)
The Council's repairs programme is delivered by external contractors. The contracts are indexed to inflation to reflect changes in the price of materials, labour etc. The Enterprise Contract which is currently going through the procurement process is anticipated to be in place from the new financial year. This cost estimate builds in an assumption around the potential rates given the significant levels of inflation experienced within the construction industry at the moment.

- Loan charges (£10.174m)
With increases to the Bank of England base rate, the cost of borrowing is increasing which will make the repayment of historic HRA capital borrowing more expensive. This cost pressure is based on an assumption that the repayment of debt will be at 4.75% however there is a risk that for one year in 24/25 the rates will be higher at 5.5%. For the purposes of setting rent for 24/25 this has been excluded and can be managed through reserves.
- Other inflationary pressures for energy and other services (£1.510m)
- Reversal of prior year Use of Reserves (£3.088m)
- Housing Stock Profile (£1.943m)
Changes in the profiling of stock during the year including additional units and progression through the tower reprovisioning programme has resulted in a recurring benefit of additional income of £1.943m.

2.1.2 Base Budget Savings are considered each year to ensure that the HRA continues to direct its resources towards key priorities. Appendix 2 outlines base budget savings of £1.165m to be implemented by the service in 2024/25.

2.1.4 The combined impact of these cost pressures and partially offsetting savings is a funding gap of £16.649m. This can be summarised as follows:

	£m
Cost Pressures (see Appendix 1)	17.814
Base Budget Savings (see Appendix 2)	(1.165)
Funding Gap	16.649

2.2 A rental increase of 11.11% would be required to bridge the funding gap.

2.3 There is an opportunity to make an adjustment to the profile of capital financing within the HRA between borrowing and Capital Funded from Current Revenue (CFCR). Given the significant cost pressures facing the HRA it has been determined that there should be a reduction of £9.084m in CFCR from £27.146m to £18.062m in 2024/25. This would reduce the rent rise required in 2024/25 to 5%.

2.4 It should be noted that this will result in additional recurring revenue costs of c. £0.591m from 2025/26. To maintain this rent increase level beyond 2024/25, a further £4.287m CFCR reduction would be required in 2025/26. Members should note that this mechanism will increase the future borrowing requirement and expose the HRA to more expensive borrowing to support its capital investment however this has been deemed to be a prudent adjustment given the significant cost pressures faced by the HRA.

Use of Surplus Balances

2.5 As part of its long-term HRA budget strategy, it is the Council's policy to set aside approximately 1% of the HRA budget as a core reserve. As a result, the core reserve currently stands at £1.640m.

2.6 Based on the Period 6 Budget Monitoring position, the projected HRA reserves position at 31 March 2024 can be summarised as follows:

	£m
Earmarked Reserves	9.981
Core Contingency Reserve	1.640
Unallocated Reserve	5.312
Total Projected at 31 March 2024	16.933

- 2.7 There will be a requirement to support a peak in loan charges expected in 2024/25 from reserves. This would require funding of around £3.700m from the Unallocated Reserve. In addition, there are continuing risks to the HRA from uncertainty within the wider economy and the impact of inflation on repairs and maintenance costs and interest rates on the cost of borrowing.
- 2.8 Elected Members are reminded of the Council's Reserves Policy approved at Policy and Strategy Committee in January 2020 which aims to ensure that available balances are managed and utilised in accordance with effective governance principles and continue to support financial plans which are affordable and sustainable.

3. Measures of success

- 3.1 The Council is required to set a balanced budget for the Housing Revenue Account with expenditure plans fully funded by income, largely from housing rents.
- 3.2 The setting of an annual budget and thereafter monitoring the budget ensures that tenants can have confidence that the Council and its officers are accountable for the spending decisions they make.

4. Supporting documentation

- Appendix 1 Cost Pressures 2024/25
Appendix 2 Base Budget Savings 2024/25
Appendix 3 30-year Business Plan Summary



Elaine Kemp
Chief Officer (Finance)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? The HRA budget for 2024/25 will ensure that the Council can continue to provide a highly effective and responsive housing management service for all tenants and improve the health and wellbeing and economic outcomes of communities through the delivery of significant additional capital investment in high quality and affordable social housing. If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? The financial implications of the 2024/25 Revenue Estimates are outlined throughout the report.
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/>

<p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.6 Technology / Digital impact</p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.7 Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.8 Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.9 Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>All activities undertaken by the council are subject to risk, and in acknowledging the Council's approved Risk Management Strategy (September 2012), Services manage these as part of their overall corporate and service planning process. The current economic climate, in particular, has the potential to impact upon the Council's ability to provide quality services within approved budget levels.</p> <p>The Government's proposals for welfare reform include a number of changes to the housing benefit system which present significant financial risks to the HRA, including increasing rent arrears and cash collection costs, combined with lower levels of rental income. These risks are increased by the current cost-of-living crisis. These risks will be closely monitored throughout 2024/25 through the Council's Financial Sustainability risk.</p>
<p>5.10 Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the</p>

Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes ☐ No ☒

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☐

Housing Revenue Account

Cost Pressures 2024/25

	£000	£000
Employee Costs		
Pay awards (2023/24 balance plus 2024/25 estimate)	1,220	
Incremental drift	26	
Increase in turnover vacancies	(500)	
		746
Reduction in employers pension contribution		(2,591)
Inflationary Pressures		
Housing repairs inflation and stock movements	6,830	
Trading and support service costs	467	
Energy costs	594	
Future credit losses	1,129	
Release of Ambition funding	(733)	
Void rent loss increased costs	53	
		8,340
Capital Financing Costs		
Loan charges associated with increased capital investment		10,174
Movement and profile of housing stock		(1,943)
Reversal of prior year Use of Reserves		3,088
Cost Pressures Total		17,814

Housing Revenue Account

Base Budget Savings 2024/25

	£000
Employee Costs Reduced costs associated with former employee pensions	110
Property Costs Reduced home loss and disturbance payments linked to the Phase 2 Tower and Walk Up Flat reprovisioning programme	95
Other Operational Efficiencies Reduced operational delivery costs linked to office expenditure and recharges from other service areas (i.e. HRA share of wider operational efficiencies across the Council)	960
Total base budget savings	1,165

Appendix 3

30 Year Financial Model 2023/24 Revenue Estimates

5 Year Bands							
Year	2020/25	2025/30	2030/35	2035/40	2040/45	2045/50	30 Year Totals
Average Mainstream Housing Stock	35,036	34,172	33,404	32,514	31,894	31,839	
New Build Housing Stock	1,237	2,239	3,036	3,329	3,372	3,362	
Average Housing stock	36,273	36,412	36,440	35,843	35,266	35,201	
Capital Investment	£000	£000	£000	£000	£000	£000	£000
Prudential borrowing	319,275	591,893	620,251	644,687	832,579	443,366	3,452,051
Capital receipts	41	0	0	0	0	0	41
Other receipts / Government Grants	112,836	109,690	63,782	4,868	0	0	291,176
Sub total	432,152	701,583	684,033	649,555	832,579	443,366	3,743,268
CFCR	129,220	96,682	121,396	135,729	135,731	135,730	754,488
Total resources	561,372	798,265	805,429	785,284	968,310	579,096	4,497,756
Loan Analysis							
Opening debt	324,109	602,643	1,101,589	1,561,575	1,958,196	2,465,582	324,109
Prudential borrowing	319,275	591,893	620,251	644,687	832,579	443,366	3,452,052
Principal repayment - historic debt	35,018	51,654	62,434	75,517	51,354	30,382	306,359
Principal repayment - new borrowing	5,723	41,293	97,831	172,549	273,839	404,971	996,206
Closing debt	602,643	1,101,589	1,561,575	1,958,196	2,465,582	2,473,595	2,473,596
Per house (£) - Closing Stock	16,614	30,254	42,853	54,633	69,914	70,271	70,271
Housing Revenue Account							
Loan charges	135,273	282,533	449,214	657,620	862,465	1,097,968	3,485,073
Other costs	663,461	720,346	823,383	923,435	1,019,725	1,139,145	5,289,495
	798,734	1,002,879	1,272,597	1,581,055	1,882,190	2,237,113	8,774,568
Other income	(87,663)	(80,545)	(80,545)	(80,545)	(80,545)	(80,545)	(490,388)
Balance to be financed by rents	711,071	922,334	1,192,052	1,500,510	1,801,645	2,156,568	8,284,180
Average weekly rent (£)	78.15	98.98	126.91	161.97	196.78	235.62	
Rental Income	711,069	922,334	1,192,050	1,500,511	1,801,646	2,156,572	8,284,182
Average Yearly % increase	4.58%	5.00%	5.00%	4.53%	3.92%	2.96%	
Capital charges as a % of rent income	19.02%	30.63%	37.68%	43.83%	47.87%	50.91%	

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☐ Yes ☒ No

Ref SL/TH

Date 08/11/23

Scottish Housing Regulator: 2022/23 Landlord Report

From Stephen Llewellyn, Chief Officer (Housing Management)

E-mail llewellyns@northlan.gov.uk

Telephone 01698 274192

Executive Summary

This report is to advise committee of the Landlord Report published by the Scottish Housing Regulator (SHR) which shows Scotland's social landlords' performance for both Local Authorities and Registered Social Landlords (RSL's) against the Scottish Social Housing Charter (SSHC).

Recommendations

It is recommended that the Housing Committee:

- 1) Acknowledge the content of this report and the link to the Landlord Report provided by the SHR in section 4 which identifies North Lanarkshire Council's performance in relation to the SSHC.
- 2) Acknowledges the progress being made in the production of our annual report to tenants.

The Plan for North Lanarkshire

Priority	Improve the health and wellbeing of our communities
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 The SHR and the SSHC were enacted by the Housing (Scotland) Act 2010, which required Ministers to set standards and outcomes that social landlords should be achieving for tenants and other customers through their housing activities. The Act also established the SHR as an independent Regulator directly accountable to the Scottish Parliament. Scottish social housing landlords significantly vary in stock size from 1 to 42,718 properties.
- 1.2 The SHR requires social landlords to collect and provide key information on their performance in achieving the SSHC outcomes and standards in an Annual Return on

the Charter (ARC). Returns are required by 31 May each year. Landlords also have a duty to publish a performance report, which requires to be made available to all tenants.

- 1.3 In addition, all landlords have a legal requirement to submit a signed Annual Assurance Statement to the Regulator by 31 October each year. A separate report on this was presented and approved by Committee on 30 August 2023.
- 1.4 Following submission of each local authority and RSL's ARC, the SHR publish a landlord profile of all social landlords, which allows tenants to compare landlord's performance across Scotland. In addition, a Landlord Report is produced by the SHR which reports on indicators within five main categories:
 - Homes and Rents
 - Tenant Satisfaction
 - Quality and Maintenance of Homes
 - Neighbourhoods
 - Value for Money

These areas for reporting were agreed by the SHR through significant consultation with tenants. These indicators require to be set in context as detailed in this report.

- 1.5 The SHR publishes individual Engagement Plans in April each year for all social landlords highlighting any areas of service they will focus on, to work with the local authority concerned. The Engagement Plan for our service does not report any current areas of concern, but highlights the service areas which the Regulator monitors across organisations.

2. Report

- 2.1 On 31 August 2023, the SHR published its tenth Landlord Report reflecting the performance reported in each authority's completed ARC. At the time of writing this report, the Landlord Report has not been published as a separate document, but instead shows on the SHR's webpage, therefore a link to the report for North Lanarkshire is included in section 4 of this report.

2.2 Landlord report categories

A summary of the performance figures from the five main areas detailed within the Landlord Report are shown below.

Homes and rents

- 2.2.1 This report indicates that the council are performing better than the Scottish average in several areas reported. Average weekly rents are well below the Scottish average. The average rent for all North Lanarkshire properties, as reported in the ARC return for 2022/23, was £76.95 per week. When compared to others using the dataset available, this compares extremely favourably with the reported Scottish average for all landlords of £87.59.

Tenant satisfaction

- 2.2.2 Our last tenant satisfaction survey was completed in August 2021 via telephone as opposed to the face-to-face interviews we have used previously. This change was

necessitated by Covid restrictions which were still in place. Our performance continues to be strong despite the impact on services from Covid, and for the majority of our satisfaction indicators we are performing better than the Scottish average.

- 2.2.3 The 2021 survey results have been reported in the ARC for two consecutive years. Survey results are permitted to be submitted for a maximum of 3 years. A new tenant survey was conducted throughout August 2023 the results of which will be reported in our 2023/24 ARC and are part of a separate report to Committee this cycle, which overall is showing an improving situation for North Lanarkshire.
- 2.2.4 Overall satisfaction in the 2021 survey was 81.2% which was a 9.8% decrease on our previous survey in 2018 and 6.5% lower than the national average of 87.7% in 2021/22. The national average for 2022/23 has fallen by 1% to 86.7%. It is likely that overall satisfaction decreased as a consequence of general disruption to all council services being halted or impacted by Covid restrictions, rather than a decrease in satisfaction solely with Housing and Property services.

Quality and maintenance of homes

- 2.2.5 The percentage of homes meeting the Scottish Housing Quality Standard was 80.4%, this is a rise of 10% on the 2021/22 figure and compares favourably to the Scottish average of 79% and Local Authority average of 70.9%.
- 2.2.6 Our time taken to complete emergency repairs was 3.3 hours on average, compared to a Scottish average of 4.2 hours, and our time taken to complete non-emergency repairs was 6.8 days compared to the Scottish average of 8.7 days. 97.3% of reactive repairs were completed "right first time" compared to the Scottish average of 87.8%. The positive results achieved in this area of work reflect an element of focussed activity which has taken place to further enhance 'right first-time' outcomes, and to ensure service providers consistently exceed target timescales.
- 2.2.7 Satisfaction levels with the service received, for tenants who had repairs carried out rose to 95.2% this year, which again compares favourably with the Scottish average of 88%.

Neighbourhoods

- 2.2.8 For cases of anti-social behaviour reported in the last year, 97.7% were resolved at the year end and within the locally agreed targets, this was higher than the Scottish average of 94.2%. The remaining 2.3% of cases not resolved at year end were carried forward to the following year and resolved within locally agreed targets in 2023/24. We therefore performed at 100% compliance for the targets agreed for the management of anti-social behaviour within the service.

Value for money

- 2.2.9 Our rent collection levels for 2022/23 were 98.9% which is 1.7% more than our 2020/21 performance. Our housing Central Rents team continue to secure more direct Universal Credit payments and pursue other non-Universal Credit tenant debt which has had a positive impact on the overall arrears' levels. We also introduced the Rent Assistance Fund for our tenants as approved by Committee on 15 February 2023, to assist tenants falling into rent arrears and to encourage engagement from service users which also allows staff to work with and provide wider income maximisation services. To date the service has provided almost £495,000 in support to our tenants through the Rent Assistance Fund.

- 2.2.10 Our average days to re-let homes increased by 0.5 days to 32.3 days during the year, this mainly being due to shortages in supply of materials, and difficulties with recruitment and workforce retention being experienced by our contractors and also due to delays with power companies dealing with meter issues. However, while we saw a slight increase in our outturn we continue to perform well when compared to the Scottish average of 55.6 days, which rose by 4 days on the 2021/22 performance. Our housing solutions and repairs teams are working together and liaising closely with our contractors to continually improve these timescales with a view to bringing our performance back to pre-pandemic levels.
- 2.2.11 Monitoring rent loss continues to be a priority for our service with our void rent loss reported at 0.9%, which compares favourably to the Scottish average of 1.4%.

Annual performance report

- 2.3 In line with the SHR requirements placed on the council to provide a report to tenants advising of performance against the SSHC, a group of tenant representatives have been working to review the performance data and to agree the content and format for the annual performance report. The timescale for publishing the report is 31 October each year. A link to the annual performance report will be made available to all Members on publication.

3. Measures of success

- 3.1 All indicators reported on through the SSHC and ARC are included as a standard agenda item on each of the Housing Improvement Team meetings and Property Progress Team meetings that operate across all service areas within both Housing Solutions and Housing Property and Projects respectively. These teams continue to review practices, procedures, and customer feedback to ensure that high standards of service delivery are achieved in all areas.

4. Supporting documentation

- 4.1 There are no supporting documents, however, the full Landlord Report data is provided on the following [link](#) to the Regulators website.



Stephen Llewellyn
Chief Officer (Housing Management)

5. Impacts

5.1	<p>Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.2	<p>Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.3	<p>HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.4	<p>Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>The council has a legal obligation to provide an Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator. The Landlord Report is produced following the submission of this return. Failure to provide the return would be a breach of the Council's statutory obligations.</p>
5.5	<p>Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.6	<p>Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p>

	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.7</p>	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.8</p>	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.9</p>	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>The Landlord Report produced by the Scottish Housing Regulator is published and available for the public, failure to provide satisfactory services would present reputational risk for the service and the council. The service have identified all work in relation to the Scottish Housing Regulator as a Risk within the Service Risk Management Plan.</p>
<p>5.10</p>	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
<p>5.11</p>	<p>Children's rights and wellbeing impact</p> <p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).</p> <p>If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☒ Yes ☐ No

Ref SL Date 08/11/23

Strategic Performance Framework - latest performance results for Housing Management

From Stephen Llewellyn, Chief Officer (Housing Management)

E-mail LlewellynS@northlan.gov.uk **Telephone** 01698 274192

Executive Summary

The purpose of this report is to highlight the 2022/23 year end performance and the 2023/24 year to date performance of the Housing Management service for the performance indicators detailed at Appendix 1.

Recommendations

It is recommended that the Housing Committee:

- 1) Review the high-level performance overview presented in Appendix 1, and the supporting data contained within the linked Excel spreadsheet and identify where further information is required to understand or investigate performance further.

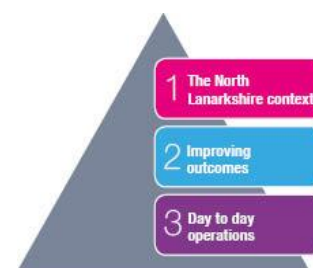
The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	All ambition statements
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 There are six inter-related strategic frameworks which are key to assessing the success of The Plan for North Lanarkshire and monitoring delivery towards achieving the overall vision by ensuring each stage is appropriately aligned, planned, guided, implemented, and governed.
- 1.2 The six frameworks focus on ensuring a corporate one council approach in respect of Policy, Governance, Performance, Self-Evaluation, Project Management, and Demonstrating Improved Outcomes for Communities.

1.3 The Strategic Performance Framework comprises performance measurement at three levels (as per the diagram on the right). This aims to collectively provide an overview of performance to help understand the impact of council activities on improving services and outcomes for the people and communities of North Lanarkshire. The measures in this Framework allow for day to day activities, and progress towards achieving the long-term vision set out in The Plan for North Lanarkshire, to be regularly monitored, reported, assessed, and scrutinised.



1.4 The Strategic Performance Framework is aligned to the Accounts Commission *statutory direction* which places a requirement on councils to report a range of information in terms of (1) improving local services and outcomes, and (2) demonstrating Best Value. Key points of note in this respect are that the Accounts Commission also expect to see:

- (a) A balance in reporting areas of improvement that have been achieved and not achieved.
- (b) Reporting that is undertaken in a timely manner.
- (c) Easy access to performance information for all citizens and communities.

1.5 A Performance Reporting Schedule supports the timely submission of a range of performance information that facilitates Elected Members and senior management to undertake regular performance reviews that inform scrutiny, challenge, and decision making processes. This Schedule, endorsed by the Audit and Scrutiny Panel in February 2023, includes Chief Officer's individual six monthly Performance Reviews at Service Committees in line with the Strategic Performance Framework.

1.6 This report therefore presents the Housing Committee with the latest performance results for Housing Management for Members' further review and scrutiny.

2. Strategic Performance Framework

Housing Committee responsibilities

2.1 In line with the terms of reference outlined in the Scheme of Administration, the Housing Committee is responsible for monitoring and reviewing performance information for the following Ambition Statements from The Plan for North Lanarkshire:

- | | |
|----|--|
| 1. | Ensure a housing mix that supports social inclusion and economic growth. |
|----|--|

2.2 The high-level performance overview in Appendix 1 presents Members with a summary of the latest results for each performance indicator within the remit of the Chief Officer (Housing Management).

2.3 The information in Appendix 1 comprises the following:

- An *ideal direction* arrow - this indicates whether a higher or lower figure is the preferred direction of travel.

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- *Measurement unit* - for example whether the result is a %, a number, a unit cost (in £), or a ratio.

- *Performance results* for the last five financial years (depending on availability of data) along with the latest year's target and corresponding RAG status (for indicators where it is appropriate to set targets).

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- The most *recent monthly or quarterly results*, along with the corresponding target and RAG status. Note the inclusion of this information is dependent on the measurement frequency of the indicator and availability of data as at the time of reporting.
- A *trend graph* - this captures the direction of travel achieved over the five financial years and includes the most recent monthly or quarterly results where available.
- *Comments* - narrative summarising the current position and providing an explanation for any significant variations in performance. Where applicable, this narrative also highlights the effect of the pandemic on service delivery, e.g. any increase or decrease in the volume of transactions or enquiries processed.

- 2.4 A large volume of data supports the high-level performance overview in Appendix 1. This is outlined in the ***latest performance results for Housing Management Excel spreadsheet*** which is available through the following link for Members to carry out a deep dive and review and scrutinise each performance indicator further. The *Menu* on the second tab of the spreadsheet contains built in hyperlinks that automatically take the user to a tab for each performance indicator and therefore provides a useful navigation aid to review the contents of the file.
- [Latest performance results for Housing Management.xlsx](#)

Current context

- 2.5 The financial pressures experienced by our tenants due to the rise in the cost of living is a priority for our service. The Rent Assistance Fund, introduced in February 2023, aims to help council tenants who may be on low-incomes, and also others who may be on universal credit. The rent assistance fund seeks to ensure tenancy levels are maintained despite the challenges faced by cost of living increases. Our dedicated Income Maximisers who help support our tenants can also identify any additional financial assistance they might be entitled to. Last year the team secured over 14 million pounds in additional income for our tenants and this assistance resulted in more positive outcomes for our tenants.

Last year saw us welcome families escaping the conflict in Ukraine, rehousing 200 families in the two tower blocks in Coatbridge and Wishaw. The families are settling well into their new communities and have been assisted by our tenant participation team to set up a tenants and resident groups.

A new Tenant Survey was commissioned, going back to the face to face method we used prior to the pandemic. The results of which are positive and reported in a separate report to this committee.

Recent performance highlights

- 2.6 Performance across the service remains strong. Rent arrears reduced last year from 7.6% in 2021/22 to 7.3%, 1.7% below our 9% target and well below the 9.6% Scottish Local Authority Average. Similarly rent collection levels increased by over 1% on the previous year at 98.9% and remains above the Scottish Local Authority Average of

98.8%. Much of this success is due to the increased levels of positive engagement staff are having with tenants as a result of the introduction of the Rent Assistance Fund. The percentage of rent lost through properties being empty also improved in 2022/23 to 0.89% from 1% reported in 2021/22, and below the 1% target. We also perform well in this indicator against the Scottish Local Authority Average of 1.7%. Tenancy sustainment increased to 91% in 2022/23, slightly better than our 2021/22 outturn of 90.92% and in line with the Scottish Local Authority Average of 91.4%.

Our percentage lets to homeless in 2022/23 was 40.5% of all lets made in the year, over 3% higher than our 37% target. Year to date we have met a similar percentage at 40.3%. This higher percentage of lets has increased because of a higher level of homeless presentations experienced in the past 12 to 18 months. The percentage of decisions made within 28 days for households under 25 years old presenting as homeless was 97% which was better than our 95% target. We continue to achieve high levels of satisfaction with the quality of temporary accommodation at 96.3%, 2.3% above our target of 94%, year to date we see the same levels of satisfaction. This satisfaction is due to the overall good quality of the accommodation provided, including the furnishing and fixtures, as well as the high level of decoration within the properties.

Areas of performance requiring improvement

- 2.7 The percentage of decisions made within 28 days for all households presenting as homeless is 94.7% which is slightly below our target of 95%, however, our average time to make these decisions is 19 days. This performance compares favourably with the Scottish Local Authority Average of 21 days. Our performance in this area can be affected by the transient nature of the client group, where maintaining contact to allow staff to make decisions within timescale can be difficult.

The average number of days to re let properties has increased to 32.3 days, up 0.5 days on the 2021/22 outturn. However, our performance remains strong in comparison to the Scottish Average of 55.6 days. This increase has been due to a number of factors, such as delays with power companies and also labour and material issues with our main repair contractors. Year to date the days to let has increased further to 35.9 days this is as a result of properties which have been delayed for the above reasons now beginning to be re let.

Next steps

- 2.8 As noted in paragraph 1.5, the Strategic Performance Framework is supported by a Performance Reporting Schedule. This sets out the arrangements for service, statutory, and Strategic Performance Framework reporting to committee. In this respect the relevant Committee can expect to receive the following in respect of Housing Management areas of work during 2023/24.

Report	Description	Committee	Committee cycle
Scottish Housing Regulator: annual landlord report	This report presents the annual landlord report published by the Scottish Housing Regulator (SHR) which shows Scotland's social landlords' performance for both Local Authorities and Registered Social Landlords (RSL's) against the Scottish Social Housing Charter (SSHC).	Housing Committee	Cycle 4 in 2023
Scottish Housing Regulator:	Since April 2019, Social Landlords in Scotland are required to advise the Scottish Housing Regulator (SHR) if they	Housing Committee	Cycle 3 in 2023

Annual Assurance Statement	<p>meet the regulatory standards and requirements by submitting an Annual Assurance Statement between April and October each year.</p> <p>Each landlord should confirm in its Statement its level of compliance with all of the relevant requirements at section 3 of the Regulatory Framework.</p> <p>The SHR assesses each Statement as part of their regulatory risk assessment and publishes an engagement plan for each landlord. From March 2021, RSL engagement plans include a <i>regulatory status</i> which is the SHR judgment on whether the RSL complies with regulatory standards and requirements.</p> <ul style="list-style-type: none"> • Latest report in August 2023: https://mars.northlanarkshire.gov.uk/egenda/images/att101119.pdf 		
Annual housing / Scottish Social Housing Charter performance report	The annual performance report to tenants is designed to keep tenants, service users, and other customers informed of council performance and how the council is progressing towards meeting the outcomes of the Scottish Social Housing Charter (SSHC).	n/a, published on the council's website in the autumn each year	
Community safety CCTV performance	<p>This report provided a one off update on the performance of the Community Safety Hub following its merger into Housing. Moving forward this report will be incorporated into the service's programme of annual service performance reports.</p> <ul style="list-style-type: none"> • Latest report in May 2023: https://mars.northlanarkshire.gov.uk/egenda/images/att100529.pdf 	Housing Committee	Cycle 2 in 2023
Homeless performance and processes	<p>This report provided a one off update in terms of performance in relation to the provision of homelessness services which continued to be delivered throughout the pandemic and, despite the challenges the pandemic brought, highlights many areas of improved performance.</p> <p>Moving forward this report will be incorporated into the service's programme of annual service performance reports.</p>	Housing Committee	Cycle 4 in 2023

3. Measures of success

3.1 Measures of success include:

- Regular oversight and monitoring of performance across the organisation to gain assurances in terms of governance and accountability.
- Regular review and challenge processes to scrutinise the performance of the council to ensure effective use of resources and that resources are directed in accordance with agreed policy and according to priorities, while ensuring sound decision making and clear accountability for the use of resources in achieving improved outcomes for service users and the local community.
- Performance monitoring, management, and reporting arrangements that support the demonstration of improved performance in local services and outcomes, and the delivery of Best Value.

4. Supporting documentation

4.1 Appendix 1 - High-level performance overview

A handwritten signature in purple ink, appearing to read 'S. Llewellyn', is positioned above the printed name.

Stephen Llewellyn
Chief Officer (Housing Management)

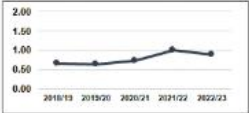
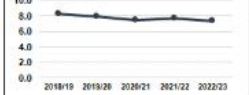
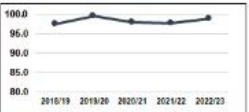
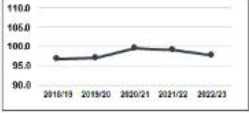
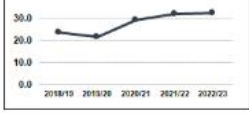
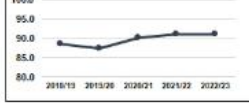
5. Impacts

5.1	<p>Public Sector Equality Duty and Fairer Scotland Duty</p> <p>Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.2	<p>Financial impact</p> <p>Does the report contain any financial impacts?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant financial impacts been discussed and agreed with Finance?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.3	<p>HR policy impact</p> <p>Does the report contain any HR policy or procedure impacts?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant HR impacts been discussed and agreed with People Resources?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.4	<p>Legal impact</p> <p>Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.5	<p>Data protection impact</p> <p>Does the report / project / practice contain or involve the processing of personal data?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.6	<p>Technology / Digital impact</p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>

	<p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.7</p>	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.8</p>	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.9</p>	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p>
<p>5.10</p>	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
<p>5.11</p>	<p>Children's rights and wellbeing impact</p> <p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC). If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

Housing Management

High-level performance overview - as at September 2023

Indicator	Id	Ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2022/23 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Rent lost - % of rent due in the year that was lost due to properties being empty	Pi123	lower figure is better	%	0.65	0.63	0.73	1.00	0.89	1.00	blue	1.16	1.00	red		Performance remains strong in comparison to peers and the Scottish Average of 1.4% in 2022-23. Performance however has been impacted due to delays with power companies and also labour and material issues with our main repair contractors.
Rent - arrears @ 31st March each year as a % of total rent due for the reporting year	Pi122	lower figure is better	%	8.3	7.9	7.5	7.6	7.3	9.0	blue	only measured annually	9.0			Performance remains strong in this area
Rent collected - £ collected as a % of the total rent due in the reporting year	Pi121	higher figure is better	%	97.5	99.6	97.9	97.8	98.9	97.5	blue	only measured annually	97.0			Performance remains strong in this area
Housing services - % satisfied with opportunities to participate in the service's decision making processes	Pi110	higher figure is better	%	92.5	92.5	92.5	96.8	96.8	92.0	green	only measured annually	93.0			Our tenants are surveyed every 2-3 years. A new survey is currently under way
Anti-social behaviour - % cases reported in the last year that were resolved	Pi100	higher figure is better	%	96.9	97.1	99.5	99.1	97.7	98.0	green	only measured annually	99.0			Performance remains strong in this area
Void re lets - average number of days to re-let properties	i013	lower figure is better	number	23.5	21.6	29.1	31.8	32.3	23.0	red	35.9	30.0	red		Performance remains strong in comparison to peers, and the Scottish Average of 55.6 days in 2022-23. Performance however has been impacted due to delays with power companies and also labour and material issues with our main repair contractors.
New tenancies - % commenced during previous reporting year and sustained for more than a year	Pi008	higher figure is better	%	88.6	87.3	90.1	90.9	91.0	90.0	green	only measured annually	90.0			Performance remains strong in this area

Indicator	id	Ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2022/23 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Households presenting as homeless - % decisions made within 28 days	PI005	higher figure is better	%	94.6	96.3	95.3	94.9	94.7	95.0	green	93.9	95.0	green		Performance remains strong in this area and far exceeds national performance, reduction in performance has been in relation to lost contact cases
Households (under 25 years old) presenting as homeless - % decisions made within 28 days	PI006	higher figure is better	%	94.0	96.3	96.5	94.6	97.0	95.0	green	94.3	95.0	green		Performance remains strong in this area
Homeless households - % lets to homeless	PI007	higher figure is better	%	45.4	40.7	39.3	34.5	40.5	37.0	green	40.3	37.0	green		Percentage to lets to homeless households has increased as a result of the increase in homeless presentations received
Housing services - % tenants satisfied with the standard of their home when moving in	i009	higher figure is better	%	91.1	89.0	84.3	90.2	90.1	92.0	green	only measured annually	93.0			Performance remains strong in this area
Housing services - % tenants satisfied with the overall service	i010	higher figure is better	%	91.0	91.0	91.0	81.2	81.2	90.0	red	only measured annually	90.0			Our tenants are surveyed every 2-3 years. A new survey is currently under way
Housing services - % tenants satisfied with the quality of temporary or emergency accommodation	i011	higher figure is better	%	94.4	94.0	98.0	100.0	96.3	94.0	green	96.3	95.0	green		The standard and quality of our housing stock is good and the satisfaction levels with our homeless accommodation remains high and significantly above the national averages.
Housing services - % tenants satisfied with the quality of their home	i012	higher figure is better	%	92.0	92.0	92.0	87.1	87.1	90.0	green	only measured annually	90.0			Our tenants are surveyed every 2-3 years. A new survey is currently under way

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☒ Yes ☐ No

Ref BL

Date 08/11/23

Strategic Performance Framework - latest performance results for Housing Property Services

From Brian Lafferty, Chief Officer (Housing Property Services)

E-mail LaffertyB@northlan.gov.uk

Telephone 01698 524758

Executive Summary

The purpose of this report is to highlight the 2023/24 year to date on performance of the Housing Property Services for the performance indicators at Appendix 1.

Recommendations

It is recommended that the Housing Committee:

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The Plan for North Lanarkshire

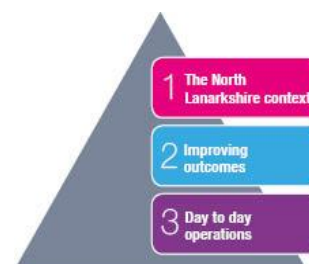
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- 2.1 In line with the terms of reference outlined in the Scheme of Administration, the Housing Committee is responsible for monitoring and reviewing performance information for the following Ambition Statements from The Plan for North Lanarkshire:

- | | |
|-----|---|
| 1. | Ensure a housing mix that supports social inclusion and economic growth. |
| 22. | Facilitate a North Lanarkshire wide approach to asset rationalisation, including with communities and partners. |

- 2.2 The high-level performance overview in Appendix 1 presents Members with a summary of the latest results for each performance indicator within the remit of the Chief Officer (Housing Property Services).
- 2.3 The information in Appendix 1 comprises the following:

- An *ideal direction* arrow - this indicates whether a higher or lower figure is the preferred direction of travel.
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- [Latest performance results for Housing Property Services.xlsx](#)

Current context

- 2.5 Service pressures have been difficult and recruitment of relevant trades by our contractors continue to have a direct impact on service delivery.

Recent Performance highlights

- 2.6 Our timescale for completing emergency repairs within our housing stock for all 3 linked contractors, year to date, is 3.2 hours, below our 3.7 hours target for 2022/23. Our performance for the non-emergency repairs is also below our 2022/23 target of 7 days at 6.6 days. The percentage of reactive repairs carried out in the last year completed right 1st time is also above our target of 96% at 97.45%. Our corporate property repairs performance is strong across most indicators, with the percentage of emergency repairs completed within timescale at 96.9% for 2022/23 and 97.8% year to date. The percentage of routine repairs completed within timescale was above target at 98.5% for 2022/23 and is continuing to improve at 98.9% year to date. The average time to complete routine repairs was below the target of 9.9 days at 9.0 days for 2022/23, and 9.5 days year to date.

Areas of performance requiring improvement

- 2.7 The Corporate Property Repairs indicator for the average time in hours taken to complete emergency repairs is 0.9 hours above the 3.3 hour target at 4.2 hours. This is due to the materials and trades shortages. Remedial actions include having weekly meetings with contractors where issues are highlighted at the earliest stage to allow proactive resolution. A further issue is that our contractors' new operatives are not closing lines in the correct way and are receiving further training to improve this process.

Next steps

- 2.8 As noted in paragraph 1.5, the Strategic Performance Framework is supported by a Performance Reporting Schedule. This sets out the arrangements for service, statutory, and Strategic Performance Framework reporting to committee. In this respect the relevant Committee can expect to receive the following in respect of Housing Property Services areas of work during 2023/24.

Report	Description	Committee	Committee cycle
Mears LLP	<p>In 2010 Morrisons Facilities Services Ltd successfully bid to become the council's strategic partner to deliver housing and corporate repairs over a 10- year period with the contract commencing on 21 January 2011. Mears PLC subsequently bought Morrisons Facilities Services Ltd as a going concern, so now own the 67% shareholding in the Mears Scotland LLP (Mears) strategic partnership and the inherent North Lanarkshire service contract. The council owns the remaining 33% of Mears Scotland LLP. The contract expired in January 2021 with extensions being approved at Committee, with Mears now in the third year, this commenced on 8 January 2023 to 7 January 2024.</p> <ul style="list-style-type: none"> Latest report in August 2023: https://mars.northlanarkshire.gov.uk/egenda/images/att101121.pdf 	Housing Committee	Cycles 1 and 3
Saltire	<p>Following approval by Committee in March 2017, the sale of the council's 33% shareholding in Saltire was concluded in May 2017. The works agreement would govern the Central Heating Repairs and Maintenance Delivery service, also being varied to maintain the benefits and protections which the council had previously enjoyed from its shareholding until expiry on the contract in January 2021 and agreed extensions that have been approved at Committee. In relation to the contract extension, Saltire are now in the third year, this commenced on 8 January 2023 to 7 January 2024.</p> <ul style="list-style-type: none"> Latest report in August 2023: https://mars.northlanarkshire.gov.uk/egenda/images/att101122.pdf 	Housing Committee	Cycles 1 and 3

3. Measures of success

3.1 Measures of success include:

- Regular oversight and monitoring of performance across the organisation to gain assurances in terms of governance and accountability.
- Regular review and challenge processes to scrutinise the performance of the council to ensure effective use of resources and that resources are directed in accordance with agreed policy and according to priorities, while ensuring sound decision making and clear accountability for the use of resources in achieving improved outcomes for service users and the local community.
- Performance monitoring, management, and reporting arrangements that support

the demonstration of improved performance in local services and outcomes, and the delivery of Best Value.

4. Supporting documentation

4.1 Appendix 1 - High-level performance overview

A handwritten signature in dark ink, appearing to read "Brian Lafferty", is positioned above the printed name.

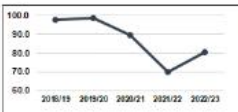

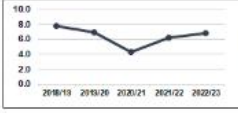
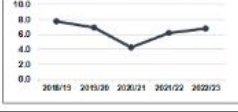
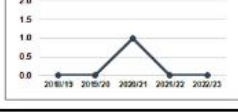
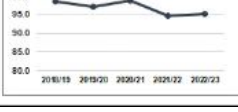
Brian Lafferty
Chief Officer (Housing Property Services)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/>
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	<p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.7</p>	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.8</p>	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
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<p>5.10</p>	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
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Appendix 1

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2022/23 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Scottish Housing Quality Standard (SHQS) - % council dwellings meeting SHQS	i001	higher figure is better	%	97.9	98.8	89.8	70.0	80.4	94.0	red	only measured annually	85.0			In 2021/22 compliance dropped due to 2 significant changes in SHQS. Firstly the introduction of the Electrical Safety Testing and the impact of replacing Section C of the SHQS with EESSH. A new forced entry process for electrical safety testing was implemented and increased our performance from 21/22 to 2022/23 by 10%. This was 13.6% below the target of 94% predominantly due to properties which fail to pass EESSH (see comment below)
Energy efficiency - % of council dwellings that meet the Energy Efficiency Standard for Social Housing (EESSH) standard	i002	higher figure is better	%	79.3	87.2	90.4	91.1	82.1	93.0	green	only measured annually	86.0			The 2022/23 target was based on the compliance rates in 2020/21 and 2021/22. However, with the introduction of a new IT system in 2022/23 this enabled us to more accurately measure EESSH and identify the measures that are required to ensure compliance
Housing repairs - average number of days taken to complete non-emergency housing repairs	i003	lower figure is better	number	7.7	7.0	4.3	6.2	6.8	7.0	green	6.5	7.0	green		Performance remains strong and below target in this area, and in comparison to peers and the Scottish Average of 8.7 days for 2022-23.
Housing repairs - average number of hours taken to complete emergency housing repairs	i004	lower figure is better	number	4.38	4.25	3.05	3.18	3.31	3.75	green	2.29	3.75	blue		Performance remains strong and below target in this area, and in comparison to peers and the Scottish Average of 4.2 hours for 2022-23.
Gas safety - number of times statutory obligation to complete gas safety checks in 12 months was not met	i007	lower figure is better	number	new indicator in 2019/20	0.0	1.0	0.0	0.0	0.0	blue	only measured annually	0.0			Performance remains strong in this area with no fails to date in 2023
Housing repairs - % of tenants who have had housing repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	i008	higher figure is better	%	98.6	97.0	98.8	94.8	95.2	95.0	green	only measured annually	95.0			Performance remains strong and above target in this area

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2022/23 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Housing repairs - % of reactive repairs carried out in the last year completed right first time	i005	higher figure is better	%	97.6	98.3	98.9	98.5	97.3	95.0	blue	97.1	95.0	blue		Performance remains strong and above target in this area, and in comparison to peers and the Scottish Average of 87.8% for 2022-23.
Housing repairs - % of reactive repairs appointments kept	i006	higher figure is better	%	93.6	94.8	95.6	95.7		95.0		only measured annually	95.0			A new system has been implemented and performance reports are in development. Testing is ongoing with the new system reports, and early indications show that performance is still within the 95% threshold.
Corporate property repairs - % emergency repairs completed within timescale	i103	higher figure is better	%	98.6	95.1	93.6	98.4	96.9	97.0	green	97.8	98.0	green		Performance is strong and above target in this area.
Corporate property repairs - % routine repairs completed within timescale	i104	higher figure is better	%	95.5	93.0	95.3	98.6	98.5	97.0	blue	98.9	98.0	green		Performance is strong and above target in this area.
Corporate property repairs - average time, hours, taken to complete emergency repairs	i118	lower figure is better	number	new indicator in 2020/21	new indicator in 2020/21	12.4	3.5	4.2	3.3	red	4.2	3.1	red		The corporate property repairs indicator for the average time in hours taken to complete emergency repairs is 0.9 hours above the target of 3.3 hours. Reports are run on a weekly basis to understand and agree improvements. Due to the materials and trades shortages this has had an impact on the target figures. Procedures for closing lines have not been followed and refresher training for both current and new employees has been developed via tool box talks.
Corporate property repairs - average time, working days, taken to complete non-emergency repairs	i117	lower figure is better	number	new indicator in 2020/21	new indicator in 2020/21	10.9	9.9	9.0	9.9	green	9.5	9.5	green		Performance is strong and on target in this area.

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☒ Yes ☐ No

Ref PH

Date

08/11/23

Strategic Performance Framework - latest performance results for Place - housing development

From Pamela Humphries, Chief Officer (Place)

E-mail HumphriesP@northlan.gov.uk **Telephone** 07939 280710

Executive Summary

The purpose of this report is to highlight the 2022/23 year end performance and the 2023/24 year to date performance of the Place Service in relation to the performance indicators detailed at Appendix 1 for new housing development

Recommendations

It is recommended that the Housing Committee:

- 1) Review the high-level performance overview presented in Appendix 1, and the supporting data contained within the linked Excel spreadsheet, and identify if further information is required to understand or investigate performance further.

The Plan for North Lanarkshire

Priority All priorities

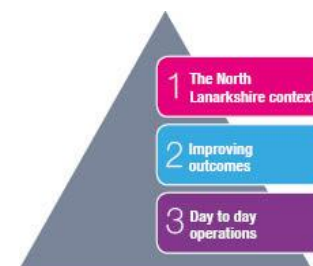
Ambition statement All ambition statements

Programme of Work Statutory / corporate / service requirement

1. Background

- 1.1 There are six inter-related strategic frameworks which are key to assessing the success of The Plan for North Lanarkshire and monitoring delivery towards achieving the overall vision by ensuring each stage is appropriately aligned, planned, guided, implemented, and governed.
- 1.2 The six frameworks focus on ensuring a corporate one council approach in respect of Policy, Governance, Performance, Self-Evaluation, Project Management, and Demonstrating Improved Outcomes for Communities.

1.3 The Strategic Performance Framework comprises performance measurement at three levels (as per the diagram on the right). This aims to collectively provide an overview of performance to help understand the impact of council activities on improving services and outcomes for the people and communities of North Lanarkshire. The measures in this Framework allow for day to day activities, and progress towards achieving the long-term vision set out in The Plan for North Lanarkshire, to be regularly monitored, reported, assessed, and scrutinised.



1.4 The Strategic Performance Framework is aligned to the Accounts Commission *statutory direction* which places a requirement on councils to report a range of information in terms of (1) improving local services and outcomes, and (2) demonstrating Best Value. Key points of note in this respect are that the Accounts Commission also expect to see:

- (a) A balance in reporting areas of improvement that have been achieved and not achieved.
- (b) Reporting that is undertaken in a timely manner.
- (c) Easy access to performance information for all citizens and communities.

1.5 A Performance Reporting Schedule supports the timely submission of a range of performance information that facilitates Elected Members and senior management to undertake regular performance reviews that inform scrutiny, challenge, and decision making processes. This Schedule, endorsed by the Audit and Scrutiny Panel in February 2023, includes Chief Officer's individual six monthly Performance Reviews at Service Committees in line with the Strategic Performance Framework.

1.6 This report therefore presents the Housing Committee with the latest performance results for Place (New Supply) for Members' further review and scrutiny.

2. Strategic Performance Framework

Housing Committee responsibilities

2.1 In line with the terms of reference outlined in the Scheme of Administration, the Housing Committee is responsible for monitoring and reviewing performance information for the following Ambition Statements from The Plan for North Lanarkshire:

- | | |
|----|--|
| 1. | Ensure a housing mix that supports social inclusion and economic growth. |
|----|--|

2.2 The high-level performance overview in Appendix 1 presents Members with a summary of the latest results for each performance indicator within the remit of the Chief Officer (Place).

2.3 The information in Appendix 1 comprises the following:

- An *ideal direction* arrow - this indicates whether a higher or lower figure is the preferred direction of travel.

↑	A higher figure is better
↓	A lower figure is better

- *Measurement unit* - for example whether the result is a %, a number, a unit cost (in £), or a ratio.

- *Performance results* for the last five financial years (depending on availability of data) along with the latest year's target and corresponding RAG status (for indicators where it is appropriate to set targets).

Key to RAG status	
Green	Performance is on target and/or within acceptable thresholds
Red	Performance does not meet target and is outwith acceptable thresholds
Blue	Performance surpasses the target and exceeds expectations

- The most *recent monthly or quarterly results*, along with the corresponding target and RAG status. Note the inclusion of this information is dependent on the measurement frequency of the indicator and availability of data as at the time of reporting.
- A *trend graph* - this captures the direction of travel achieved over the five financial years and includes the most recent monthly or quarterly results where available.
- *Comments* - narrative summarising the current position and providing an explanation for any significant variations in performance. Where applicable, this narrative also highlights the effect of the pandemic on service delivery, e.g. any increase or decrease in the volume of transactions or enquiries processed.

- 2.4 A large volume of data supports the high-level performance overview in Appendix 1. This is outlined in the ***latest performance results for Place – housing development Excel spreadsheet*** which is available through the following link for Members to carry out a deep dive and review and scrutinise each performance indicator further. The *Menu* on the second tab of the spreadsheet contains built in hyperlinks that automatically take the user to a tab for each performance indicator and therefore provides a useful navigation aid to review the contents of the file.
- [Latest performance results for Place - housing development.xlsx](#)

Current context

- 2.5 The Affordable Housing Supply Programme is delivered by the council and Registered Local Landlords (RSLs) and supports the delivery of the council's Local Housing Strategy, with projects identified and approved through the Strategic Housing Investment Plan (SHIP) which is approved annually by the Housing Committee. The delivery of the affordable housing supply programme (AHSP) continues to be impacted by high cost inflation; increases in costs due to increased sustainability standards, and ongoing challenges in the labour market and contractor capacity.

Recent Performance highlights

- 2.6 Despite on-going cost and delivery challenges the number of new build affordable homes completed increased to 539 in 2022/23, well above the Local Housing Strategy annual average target of 300. The proportion of new build homes built to full wheelchair standard also exceeded the target of 5% for housing association new build homes and 10% for council new build homes.

Areas of performance requiring improvement

- 2.7 While the council's own new supply programme did not meet the original targets set for 2022/23 due to programme slippage on a number of sites and slow down in demand for the Open Market Purchase Scheme (OMPS), it is likely that the programme will exceed its out-put target for 2023/24 and is currently on track to deliver a record 434 new homes this year (new build and OMPS). It should however be noted that there has also been slippage in the RSL new build programme with some projects not going ahead due to increased costs. This is likely to impact on the overall affordable housing

supply programme delivery in the current and future years.

Next steps

- 2.8 As noted in paragraph 1.5, the Strategic Performance Framework is supported by a Performance Reporting Schedule. This sets out the arrangements for service, statutory, and Strategic Performance Framework reporting to committee. In this respect the relevant Committee can expect to receive the following in respect of New Supply areas of work during 2023/24.

Report	Description	Committee	Committee cycle
New supply programme annual update on progress	This report provides an update on progress with the delivery of the new supply programme which aims to deliver 5,000 new homes by 2035.	Housing Committee	Cycle 4 in 2023

3. Measures of success

- 3.1 Measures of success include:
- Regular oversight and monitoring of performance across the organisation to gain assurances in terms of governance and accountability.
 - Regular review and challenge processes to scrutinise the performance of the council to ensure effective use of resources and that resources are directed in accordance with agreed policy and according to priorities, while ensuring sound decision making and clear accountability for the use of resources in achieving improved outcomes for service users and the local community.
 - Performance monitoring, management, and reporting arrangements that support the demonstration of improved performance in local services and outcomes, and the delivery of Best Value.

4. Supporting documentation

- 4.1 Appendix 1 - High-level performance overview



Pamela Humphries
Chief Officer (Place)

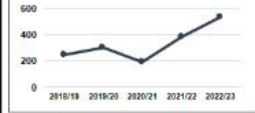
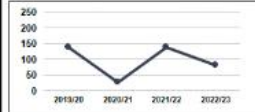
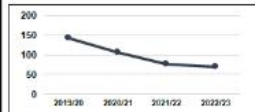
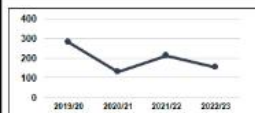
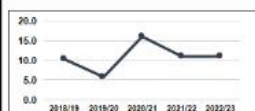
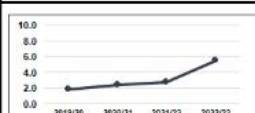
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Place - housing developments

High-level performance overview - as at September 2023

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2022/23 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
New build affordable homes - number delivered in NL, council and social registered landlord	Pi001	higher figure is better	number	246	305	193	389	539	300	blue	annual indicator				Whilst overall number of properties projected to reduce due to current market conditions, delivery of NLC's new supply programme will result in overall targets being achieved.
Council new supply homes - number of new build homes	Pi002a	higher figure is better	number		139	25	137	82	170	red	annual indicator	276			Due to a number of projects achieving completion phase and more handovers scheduled, the new supply programme is currently on target to achieve the 2023/24 target. A positive start to 23/24 has seen 142 units handed over to date.
Council new supply homes - number of second hand purchases (buy back homes)	Pi002b	higher figure is better	number		143	106	75	70	50	blue	annual indicator	75			The Open Market Purchase Scheme has been performing well to date with 59 properties settled and 42 with Legal Services. Current estimates are that the annual target of 75 will be exceeded, which reflects current market conditions.
Council new supply homes - total supply	Pi002c	higher figure is better	number		282	131	212	152	220	red	annual indicator	351			Overall performance has improved and total supply targets remain achievable, given the successful delivery of both new build, off the shelf & buyback programmes.
New build affordable council homes - % built to wheelchair standard	Pi004a	higher figure is better	%	10.3	5.8	16.0	10.9	11.0	10.0	green	annual indicator	10.0			Performance to remain consistent with all NLC new build developments achieving HfVN's standard.
New build affordable homes, housing association - % built to wheelchair standard	Pi004b	higher figure is better	%		1.8	2.4	2.8	5.5	5.0	green	annual indicator	5.0			Percentage to remain consistent with previous years performance.

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☐ Yes ☒ No

Ref SL/GT/AN

Date 08/11/23

Revenue Monitoring Report – Housing Revenue Account

From Andrew McPherson, Depute Chief Executive

E-mail telferg@northla.gov.uk

Telephone

Greg Telfer, Business
Finance Manager, 07586
010692

Executive Summary

This report provides a summary of the Housing Revenue Account financial performance for the period 1 April 2023 to 15 September 2023 (Period 6). The report illustrates the projected outturn as at 31 March 2024, with major outturn variances highlighted and explained in accordance with the Council's approved Financial Regulations.

The Service is currently projecting an overspend of £3.805m for the financial year which is primarily due to anticipated increased loan charge costs, reflecting the impact of higher interest rates.

Approved savings of £0.070m have been included within the budget and are currently anticipated to be fully delivered by the end of the financial year.

Recommendations

It is recommended that the Housing Committee:

- 1) Acknowledges the financial position of the HRA revenue budget 2023/24.

The Plan for North Lanarkshire

Priority	Improve North Lanarkshire's resource base
Ambition statement	(25) Ensure intelligent use of data and information to support fully evidence based decision making and future planning
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 The Council approved its Housing Revenue Account budget of £164m on 23 February 2023.
- 1.2 The Financial Regulations require Services to remain within their approved budgetary provision, and to report all significant deviations – defined as the higher of £100,000 or 5% - within their budget monitoring reports. Where significant deviations are identified,

Services must provide explanatory commentary outline the action required to rectify such a deviation, and where relevant, must also highlight the impact this has on other budget headings.

2. Report

- 2.1 The service is currently projecting an overspend of £3.805m for the financial year.

2.2 Analysis of Significant Variances

- 2.2.1 The Housing Revenue Account currently anticipates an underspend of £2.000m within Employee Costs which is a result of increased turnover/vacancy savings. The position also incorporates the impact of the current pay award offer being negotiated between COSLA and the Trade Unions. Whilst negotiations remain ongoing, the financial impact will continue to be monitored and reported as appropriate.
- 2.2.2 An overspend of £2.875m is anticipated within Property Costs due to increasing costs associated with repairs (£2.000m), void rent loss (£0.485m) and grounds maintenance (£0.460m). With ongoing changes in the demand profile for housing repairs and maintenance and uncertainties over costs with volatile inflation, there is an ongoing financial risk relating to the outturn position for repairs and maintenance. The service is aware of these risks and is continuing to monitor and manage the overspend without impacting on key service delivery objectives.
- 2.2.3 An underspend of £0.125m is projected within Administration Costs due to decreased legal activity impacting legal fees (£0.100m) and sheriff officer fees (£0.025m).
- 2.2.4 An underspend of £0.500m in Apportioned Expenses is projected as a result of lower than anticipated IT recharges to the Housing Revenue Account.
- 2.2.5 An overspend of £3.847m in Capital Financing Costs is projected as a result of increased loans funds charges due to higher than anticipated borrowing rates affected by the current market conditions. It is currently expected that these additional costs will be met from a draw down on reserve balances associated with the loan debt holiday.
- 2.2.6 An under-recovery of £0.090m is projected within Fees and Charges due to reduced court dues/fines (£0.050m), and the temporary removal of charges for laundry facilities (£0.040m) as the service seeks to introduce new payment technology.
- 2.2.7 An over recovery in Rents of £0.347m is anticipated due to increased mainstream rental income.
- 2.2.8 An over recovery of £0.035m in Interest is projected as a result of a higher than expected return of interest on revenue balances associated with increased market rates.

2.3 Earmarked and One-off Resources

- 2.3.1 HRA reserve balances brought forward from 2022/23 total £26.318m, this includes a revised contingency fund balance of £1.640m and unallocated reserves of £5.312m. It is anticipated that a total of £9.386m will be utilised during 2023/24 including a draw down of £3.847m to offset the increased costs of loan charges highlighted in paragraph 2.2.5 above. Appendix 2 provides further detail of the reserve balances.

2.4 2022/23 Budget Savings

- 2.4.1 The service uses a variety of information, records and processes to monitor achievement of its approved budget savings of £0.070m. As at Period 6, it is anticipated that 100% approved savings will be delivered by the end of the financial year.

3. Measures of success

- 3.1 The Service continues to operate withing approved resources and meet required savings targets.

4. Supporting documentation

- 4.1 Appendix 1 HRA Summary
Appendix 2 Earmarked Reserves / Balance Sheet Provisions



Andrew McPherson
Depute Chief Executive

5. Impacts

5.1	<p>Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.2	<p>Financial impact Does the report contain any financial impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>The financial impacts are contained within the report and supporting appendices.</p>
5.3	<p>HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.4	<p>Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.5	<p>Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.6	<p>Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p>

	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.7	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.8	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.9	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>All activities undertaken by the council are subject to risk, and in acknowledging the Council's approved Risk Management Strategy, Services manage these as part of their overall corporate and service planning process. The current economic climate, in particular, has the potential to impact upon the Council's ability to provide quality services within approved budget levels.</p> <p>Reflecting the risk analysis matrix included within the Risk Management Strategy, the Service considers the impact of inflation on key service contracts and the cost of living crisis presents an ongoing risk to the financial outturn for 2023/24 and this is an ongoing focus of discussion within the Service and with Finance.</p> <p>To minimise risk, this report has been prepared by Finance personnel in consultation with budget managers, in accordance with the Financial Regulations.</p>
5.10	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
5.11	<p>Children's rights and wellbeing impact</p> <p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p>

Yes ☐ No ☒

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☐

Appendix 1

FINANCIAL MONITORING REPORT
01 April 2023 to 15 SEPTEMBER 2023 (Period 6)
COMMITTEE: HOUSING

CATEGORY (1)	ANNUAL BUDGET (5)	PROJECTED OUTTURN (6)	PROJECTED OUTTURN VARIANCE (7)	% (8)	ANALYSIS (10)
EMPLOYEE COSTS	£ 31,762,510	£ 29,762,510	2,000,000 FAV	6.3%	Underspend due to increased turnover savings
PROPERTY COSTS	62,279,850	65,154,850	(2,875,000) ADV	(4.6)%	Overspend mainly due to increased repair costs, void rent loss and ground maintenance costs
SUPPLIES & SERVICES	734,020	734,020	0 -	0.0%	Balanced budget
TRANSPORT & PLANT	387,440	387,440	0 -	0.0%	Balanced budget
ADMINISTRATION COSTS	5,585,040	5,460,040	125,000 FAV	2.2%	Underspend due to decreased legal and sheriff officer fees
PAYMENTS TO OTHER BODIES	231,120	231,120	0 -	0.0%	Balanced budget
APPORTIONED EXPENSES	7,764,850	7,264,850	500,000 FAV	6.4%	Underspend due to decreased IT recharges
CAPITAL FINANCING COSTS	27,400,280	31,247,280	(3,847,000) ADV	(14.0)%	Overspend due to increased borrowing costs impacting loan charges
C.F.C.R.	27,146,260	27,146,260	0 -	0.0%	Balanced budget
OTHER COSTS	765,101	765,101	0 -	0.0%	Balanced budget
TOTAL EXPENDITURE	164,056,471	168,153,471	(4,097,000) ADV	(2.5)%	
OTHER GRANTS	0	0	0 -	0.0%	Balanced budget
FEES AND CHARGES	8,881,320	8,791,320	(90,000) ADV	1.0%	Under recovery due to laundry charges and court dues / fines
RENTS	151,542,404	151,889,404	347,000 FAV	0.2%	Over recovery of mainstream rental income
INTEREST	15,000	50,000	35,000 FAV	233.3%	Over recovery due to interest received on revenue balances
DEPARTMENTAL CHARGES	538,607	538,607	0 -	0.0%	Balanced budget
SURPLUS	3,079,140	3,079,140	0 -	0.0%	Balanced budget
INCOME	164,056,471	164,348,471	292,000 FAV	0.2%	
NET EXPENDITURE	0	3,805,000	(3,805,000) ADV		

North Lanarkshire Council
Housing Revenue Account - Earmarked Reserves
01 April 2023 to 15 SEPTEMBER 2023 (Period 6)

DESCRIPTION OF EARMARKED RESERVES	VALUE OF EARMARKED RESERVE	PROJECTED OUTTURN		CARRY FORWARD	ANALYSIS
		VALUE	%		
(1)	(2)	(3)	(4)	(5)	(6)
	£	£		£	
Ambition	4,385,433	3,088,000	29.6%	1,297,433	To fund 2023/24 HRA and residual balance required in future years
UCAF	350,208	350,208	0.0%	0	Budget fully utilised
Rent Assistance Fund	1,003,563	1,003,563	0.0%	0	Budget fully utilised
Enterprise Contract	1,000,000	1,000,000	0.0%	0	Budget fully utilised
Rent Restructure	334,586	97,028	71.0%	237,558	Balance required in future years
Loan Debt Holiday	9,792,625	3,847,000	60.7%	5,945,625	To manage loan charge position and residual balance required in future years
HRA Capital Programme	2,500,000	0	100.0%	2,500,000	Balance required in future years
SUB TOTAL	19,366,415	9,385,799	51.5%	9,980,616	
Change Management/Risks & Uncertainty	5,311,595	0	0.0%	5,311,595	Mainly required to fund future years
Core Reserve	1,640,000	0	100.0%	1,640,000	No call anticipated in 2022/23
TOTAL	26,318,010	9,385,799	64.3%	16,932,211	

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref GT/JMcG

Date

08/11/23

Enterprise and Communities – Revenue Monitoring Report

From Andrew McPherson, Depute Chief Executive

E-mail telferg@northlan.gov.uk

Telephone

Greg Telfer, Business
Finance Manager, 07583
010692

Executive Summary

This report provides a summary of the financial performance of the Enterprise and Communities service for the period 1 April 2023 to 15 September 2023 (Period 6), with major outturn variances highlighted and explained as per the Council's approved Financial Regulations.

In summary, the Enterprise and Communities service is currently forecasting a year end underspend of £1.023m. This underspend is mainly attributable to employee vacancy savings across the Service. The Service continues to review inflationary pressures and also work with Business and Digital to progress plans for delivery of digital savings which are temporarily offset this financial year through grant which has been received in advance of need and an earmarked reserve.

Recommendations

It is recommended that Committee:

- (1) Acknowledges the financial position of the 2023/24 Enterprise and Communities revenue budget.

The Plan for North Lanarkshire

Priority	Improve economic opportunities and outcomes
Ambition statement	(25) Ensure intelligent use of data and information to support fully evidence based decision making and future planning
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 The Council's approved Financial Regulations require services to remain within their approved budgetary provision, and to report all significant deviations – defined as the higher of £100,000 or 5% - within their budget monitoring reports. Where significant deviations are identified, services must provide explanatory commentary, outline the action required to rectify such deviations and where relevant, must also highlight the impact this has on other budget headings.
- 1.2 The most significant financial risk facing Enterprise and Communities during 2023/24 is the delivery of the Digital NL savings. Inflationary pressures are also being closely monitored. The Service will continue the curtailment of non-essential expenditure to manage the overall budget position.

2. Report

Summary of Financial Position

- 2.1 The Council approved its General Fund Revenue Budget on 23 February 2023, of which £153.119m (15.65%) represented the approved Net Revenue Budget for Enterprise and Communities. There has been an in year transfer to the Chief Executive's service of £0.238m in relation to the Customer Contact Centre. Therefore the revised budget for the service totals £152.882m.
- 2.1.1 Enterprise and Communities is currently forecasting an underspend of £1.023m mainly linked to vacancy savings which the Service is actively seeking to recruit.
- 2.1.2 In addition, the Service faces a cost pressure attributable to the delay in implementation of savings linked to the DigitalNL programme (£1.960m). The service continues to work with Business and Digital to progress plans for the delivery of these savings. This burden is offset this financial year by utilising grant received in advance of need and also an earmarked reserve.
- 2.1.3 Section 2.2 provides commentary on the financial performance of the Service per division. In addition, Appendices 1 to 6 of this report provide further explanation of the significant budget variations contributing to this outturn position.
- 2.1.4 The 2023/24 Enterprise and Communities budget incorporated £4.969m of savings with £2.500m of savings (50.31%) forecast to be delivered within the current financial year. Further information regarding particularly challenging savings is noted in paragraph 2.4 below.

Analysis of Significant Variations

- 2.2 The Enterprise and Communities service is currently forecasting an underspend of £1.023m. As at Period 6, the main variances across the divisions are further explained as follows:
 - 2.2.1 **Assets and Procurement (£0.281m underspend)**
Assets and Procurement is currently forecasting an underspend of £0.281m which largely relates to employee savings across the division (£0.739m) partially offset by increased use of external advisors to support the delivery of projects as a result of key staff vacancies (£0.308m) and timing of the office rationalisation saving (£0.174m).

The service anticipates an under-recovery in paid school meal income (£0.195m) which is fully offset by reduced food costs and net employee cost savings across the division. At this stage in the financial year forward projections are based on the assumption that uptake for free school meals is in line with that experienced during 2022/23. This will continue to be monitored throughout the remainder of the school year. Inflation within food costs is also being monitored closely.

2.2.2 Community Operations (£0.202m underspend)

Community Operations is projecting net employee savings of £0.705m, largely due to vacancies within Land Management (£0.478m) and Fleet (£0.308m). In Waste, underspends of £0.533m are expected within tipping fees as a result of a new contract for Paper and Card waste collection, as well as more favourable pricing across various tonnage streams and reduced volume of waste in some areas. Delays in recruitment have led the service to source agency staff which is resulting in a projected overspend of £0.187m in Administration Costs. The service anticipates an over-recovery of income from the Active Schools programme at Strathclyde Park (£0.172m), which is fully offset by the forecast under-recovery of special uplift income in Waste (£0.172m).

2.2.3 Within Fleet an underspend of £0.308m is forecast within Employee Costs mainly due to difficulties in recruiting mechanic posts. These savings are reduced by increased driver costs providing the school transport service within Education. As a result of the shortage of mechanics the service anticipated additional costs of £0.852m with the inspection and repairs on larger vehicles are currently being completed by external partners resulting and the requirement to hire additional vehicles while there are delays in completing repairs. The Services continues to seek to recruit these key positions.

2.2.4 Place (£0.524m underspend)

The Place division is currently forecasting net employee savings of £0.612m. Given the number of staff vacancies the service has utilised external advisors to support the delivery of projects (£0.253m). The service is also benefiting from additional one-off grant funding supporting core activity (£0.100m) which contributes to the overall projected underspend position.

2.2.5 Included within the reported outturn is the Council's trading services. For 2023/24 the Council approved a surplus budget of £0.551m. The Council must comply with a statutory requirement to at least break-even over a rolling three year period. The combined surplus, excluding non-cash technical accounting adjustments, in 2020/21, 2021/22 and 2022/23 was £0.554m. As at Period 6 the Trading Accounts is forecasting a reduced surplus of £0.210m which attributable to lower than anticipated income for the trade waste function, the Service is currently reviewing this Service and the costs associated with it.

2.2.6 Payments to other bodies are detailed in Appendix 3. This expenditure category accounts for £20.863m with a projected minor variance in 2023/24.

Earmarked and One-off Reserves

2.3 Enterprise and Communities was given approval to earmark £16.187m of resources during the completion of the 2022/23 annual accounts. At Period 6, £12.017m of the reserve balance is anticipated to be utilised in 2023/24. A balance of £4.160m is required for the original purpose in future years. The remaining balance of £0.010m is no longer required. Appendix 4 details the individual Earmarked Reserves.

2023/24 Budget Savings and Growth

- 2.4 The Service uses a variety of information, records and processes to monitor achievement of its approved budget savings of £4.969m. As at Period 6, £2.500m (50.31%) of its approved savings are forecast to be achievable during the year. The gap of £2.469m represents digital savings (£1.910m), which have been offset this financial year by grant income received in advance of need and an earmarked reserve. There is also a timing delay in office rationalisation (£0.415m) which has been offset this year by an earmarked reserve. The other staffing related saving (£0.117m) are offset by in year vacancy savings.
- 2.5 As part of the Council's investment budgets for 2023/24, Enterprise and Communities was allocated £1.081m towards both Community Operations and Anti-Social Behaviour. Appendix 6 highlights there is an underspend forecast this financial year (£0.286m) due to timing delays in recruiting the permanent posts within Land Management, Fleet and Environmental Facilities. The funding will be carried forward into 2024/25.

Management Actions

- 2.6 The Service continues to take a range of corrective management actions to ensure it manages cost pressures. This includes curtailment of non-essential spend and monitoring of vacancies.

Change Management

- 2.7 The Service is forecast to utilise £0.180m of the Council's Change Management Fund mainly to support reinstatement at Palacerigg Country Park, the litter bin strategy and voluntary severance costs. Costs within the Change Management Fund are not included in the Service outturn position.2.1

3. Measures of success

- 3.1 The Service continues to operate within the approved budget resources

4. Supporting documentation

Appendix 1	Objective Analysis
Appendix 2	Subjective Analysis
Appendix 3	Payments to Other Bodies Analysis
Appendix 4	Status of Earmarked Reserves
Appendix 5	Challenging Savings
Appendix 6	One-Off Investments



Andrew McPherson
Depute Chief Executive

5. Impacts

5.1	<p>Public Sector Equality Duty and Fairer Scotland Duty</p> <p>Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.2	<p>Financial impact</p> <p>Does the report contain any financial impacts?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, have all relevant financial impacts been discussed and agreed with Finance?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The Service continues to curtail non-essential expenditure and take management action to minimise the impact of cos pressures on the Council's overall financial position.</p>
5.3	<p>HR policy impact</p> <p>Does the report contain any HR policy or procedure impacts?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant HR impacts been discussed and agreed with People Resources?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.4	<p>Legal impact</p> <p>Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.5	<p>Data protection impact</p> <p>Does the report / project / practice contain or involve the processing of personal data?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

5.6	<p>Technology / Digital impact</p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.7	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.8	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.9	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>All activities undertaken by the Council are subject to risk, and in acknowledging the Council's approved Risk Management Strategy, Services managed these as part of their overall corporate and service planning processes. The current economic climate, in particular, has the potential to impact upon the Council's ability to provide quality services within the approved budget levels.</p> <p>To reduce other financial risks, this report was prepared by service based Finance personnel in consultation with budget managers, in accordance with the Financial Regulations.</p>
5.10	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes ☐ No ☒

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☐

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Objective Analysis
Period 06 (01 April 2023 - 15 September 2023)
Enterprise & Communities

DIVISION OF SERVICE	ANNUAL BUDGET	PROJECTED OUT-TURN	PROJECTED OUT-TURN VARIANCE	%	PERIOD MOVEMENT SINCE P4	ANALYSIS
[1]	[2]	[3]	[4]	[5]	[6]	[7]
	£	£	£		£	
Assets & Procurement	41,694,381	41,413,625	280,756 FAV	0.7%	(47,919)	Employee vacancies savings across the service partially offset by consultancy costs, property costs and reduced paid school meal income.
Community Operations	88,819,673	88,617,241	202,432 FAV	0.2%	91,889	Employee vacancy savings across the service offset by overtime costs and turnover. Tonnage costs less than anticipated within Waste. Increased agency costs in Waste as well as increased Hires and Outsourcing costs within Fleet. Under-recoveries of Special Uplift income in Waste offset by over-recoveries of Active Schools income at Strathclyde Park.
Housing Operations	5,652,817	5,425,212	227,605 FAV	4.0%	227,605	Minor Variance
Housing Property Services	8,585,905	8,587,518	(1,613) ADV	(0.0%)	(1,613)	Balanced Budget
Place	8,591,146	8,066,740	524,406 FAV	6.1%	100,081	Vacancy savings partially offset by additional external advisor costs.
Trading	(462,202)	(252,111)	(210,091) ADV	45.5%	(201,769)	Underrecovery in Trade Waste income
NET EXPENDITURE	152,881,720	151,858,225	1,023,495 FAV	0.7%	168,274	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Payments to Other Bodies
Period 06 (01 April 2023 - 15 September 2023)
Enterprise & Communities

CATEGORY [1]	ANNUAL BUDGET [2]	PROJECTED OUT-TURN [3]	PROJECTED OUT-TURN VARIANCE [4]	% [5]	ANALYSIS [7]
	£	£	£		
APS ROADS MAINTENANCE	12,352,284	12,352,284	0	0.0%	
BUSINESS SUPPORT GRANTS	3,873,901	3,873,901	0	0.0%	
HOMELESS SUPPORT FEES	1,380,920	1,380,920	0	0.0%	
PAYMENTS TO OTHER BODIES - GENERAL	1,379,178	1,376,986	2,193 FAV	0.2%	Minor Variance
PAYMENTS TO CONTRACTORS - ROADS MAINT	857,221	829,841	27,380 FAV	3.2%	Minor Variance
SUB-CONTRACTOR PAYMENTS	296,000	298,630	(2,630) ADV	(0.9%)	Minor Variance
AGENCY FEES	280,904	280,904	0	0.0%	
PUBLIC ANALYST FEES	267,000	279,286	(12,286) ADV	(4.6%)	Minor Variance
PRIVATE SECTOR HOUSING GRANTS	176,000	176,000	0	0.0%	
TOTAL EXPENDITURE	20,863,408	20,848,752	14,657 FAV	0.1%	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Status of Earmarked Reserves
Period 06 (01 April 2023 - 15 September 2023)
Enterprise & Communities

DESCRIPTION OF EARMARKED RESOURCE	FINANCIAL YEAR - 2023/24									Commentary Regards Usage
	Reserve Allocation 2023/24	Profiled in Future Years	Approved Reserve Total	Spend to Date	Projected Spend		Reprofile to Future Years	No Longer Required	Reserves Required In Year	
	£000	£000	£000	£000	Value £000	%	£000	£000	£000	
Service Specific Earmarked Reserves:										
Dilapidations	400	124	524	18	400	76.3%	0	0	400	Costs associated with leased in property disinvestment
Office Rationalisation	500	0	500	500	500	100.0%	0	0	500	Costs associated with Office closures and new energy mgt system
Enterprise Contract	1,224	0	1,224	425	1,224	100.0%	0	0	1,224	Ongoing set up cost for the Enterprise Contract
Local Heat and Energy Efficiency Funding	75	0	75	0	75	100.0%	0	0	75	Consultancy spend for LHEES program
Winter Reserve	1,500	0	1,500	0	1,500	100.0%	0	0	1,500	Contingency for significant winter event
Open Space Strategy (temp Posts - Park Rangers)	113	0	113	52	113	100.0%	0	0	113	Temporary Staffing
Housing Grants to owner occupiers	176	0	176	5	176	100.0%	0	0	176	Funding for Private Sector Grants
Fleet - Grant for Lease Vehicles	118	0	118	54	118	100.0%	0	0	118	Grant funding for electric vehicles
Bells Hill Depot Eco hub	200	0	200	0	200	100.0%	0	0	200	Set up costs for Eco Hub
Service Developments (fleet pressures inc hires)	739	0	739	738	739	100.0%	0	0	739	Contingency for increased fleet pressures
Service Developments - Ash Dieback	300	700	1,000	41	41	4.1%	259	0	41	Works associated with removing ash dieback
Protective Services Environmental Improvements	665	111	776	133	665	85.7%	0	0	665	Environmental Improvements
Park Rangers	35	0	35	0	25	71.4%	0	10	25	Staffing costs
Cemeteries increased demand Bothies	318	0	318	27	68	21.4%	250	0	68	Funding for works in cemetery bothies; extra cleaning/ waste and plant hire due to covid.
Digital NL	1,960	0	1,960	735	735	37.5%	1,225	0	735	Digital Savings less income uplift and grant income received in advance of need
HEEPS	0	591	591	0	0	0.0%	0	0	0	Energy Efficiency Schemes - contributions to current programme
Rapid Rehousing	1,081	0	1,081	262	1,081	100.0%	0	0	1,081	Rapid Rehousing programme to tackle homelessness
Homelessness Surplus	0	283	283	0	0	0.0%	0	0	0	Homelessness surplus 22/23
Renewables	200	0	200	0	200	100.0%	0	0	200	Maintenance of renewable heating systems
Electrical Testing	600	0	600	314	600	100.0%	0	0	600	Electrical testing programme
City Deal - Delburn Street / Manse Road	59	0	59	0	59	100.0%	0	0	59	Temporary Property costs as a result of capital programme
Business Recovery	3,172	480	3,652	64	3,172	86.9%	0	0	3,172	Costs to support business recovery
LUF Ravenscraig	26	0	26	0	26	100.0%	0	0	26	Costs associated with LUF bid
Smith Stone - Roadworks (former capital receipt)	150	0	150	150	150	100.0%	0	0	150	Roads works linked to former capital receipts
Local Development Plan	150	137	287	0	150	52.3%	0	0	150	Set up cost to produce LDP
Total	13,761	2,426	16,187	3,519	12,017	1935.6%	1,734	10	12,017	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Challenging Savings
Period 06 (01 April 2023 - 15 September 2023)
Enterprise & Communities

Ref.	DESCRIPTION OF APPROVED SAVING	DIVISION	APPROVED SAVINGS				REPLACEMENT SAVING / FUNDING			Commentary
			Target Value £000	Value Deliverable £000	Savings Gap £000	Reasons for Savings Gap	DESCRIPTION	Value £000	Revised Savings Gap £000	
	Savings 2021/2022 and 2022/23									
EC10	Asset Management Rationalisation/Office Dis-investment.	Assets & Procurement Solutions	800	385	415	Timing of Office Closures	Ear Marked Reserve	415	0	
EC37	Review of staffing within Business	Housing Mgt	76	0	76	Delays in staff changes	Vacancy savings within Service	76	0	
CE05	Digital Savings	Service Wide	1,960	50	1,910	Service working with Digital Team to identify opportunities for savings	Funding in advance of need / Ear Marked Reserve	1,910	0	
ECBB03	Base Budget Savings 23/24 Income Generation Countryside Rangers	Community Operations	22	0	22	Difficulties within NHS funding has forced a review of the provision of this service to them at present, and charging status.	Other income over recoveries in this Service	22	0	
ECBB04	Greenspace Income	Community Operations	31	26	5	Small shortfall in income generation	Other income over recoveries in this Service	5	0	
ECBB19	Protective	Community Operations	41	0	41	Timing Delays for VRS	Vacancy savings within Service	41	0	
	TOTAL		2,930	461	2,469			2,469	0	

		£000	£000	£000
Division	Council Motion Narrative	2023/24 Allocation	Projected Outturn	Outturn Variance
Approved in Feb 2023				
Anti Social Behaviour	Staffing	111	111	0
Community operations	Seasonal Staff to Permanent/ Additional Mechanic/ Environmetnal Protection Officers	970	684	286
		1081	795	286

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref LC/VR/GT

Date

08/11/23

HRA Capital Monitoring Report – 1 April 2023 to 15 September 2023

From Andrew McPherson, Depute Chief Executive

E-mail Telferg@northlan.gov.uk

Telephone

Greg Telfer, Business
Finance Manager, 01698
302836

Executive Summary

The purpose of this report is to review progress towards agreed spending plans within the 2023/24 HRA capital programmes. At this stage in the year the Mainstream programme is projected to fully spend.

The New Build programme is projected to overspend by £2.253m, this is due to an acceleration in the programme for the site at Lorne Place, Coatbridge. Phase 1 is scheduled to complete in November 2023. This was originally due to complete in 2024/25.

The Buy Back Programme is projected to overspend by £3.458m, this is mainly due to the average price of properties purchased and repairs being higher than anticipated, and a revised acquisition target from 100 to 120 properties.

Recommendations

It is recommended that the Housing Committee:

- (1) Acknowledges the financial position of the 2023/24 HRA Capital Programmes.

The Plan for North Lanarkshire

Priority Improve North Lanarkshire's resource base

Ambition statement (25) Ensure intelligent use of data and information to support fully evidence based decision making and future planning

Programme of Work Transforming Places

1. Background

1.1. Mainstream Working Programme

- 1.1.1 The Housing and Regeneration Committee on 10 May 2023 approved an outline mainstream programme for 2022/23 based on targeted expenditure of £60.882m. The overall programme is funded as follows:

	£000
Prudential Borrowing	32,871
Capital Funded from Current Revenue (CFCR)	22,476
Total projected resources	55,347
Slippage allowance	5,535
Working Programme	60,882

1.2. New Build Programme

- 1.2.1 The 2023/24 working programme for new build is £59.995m, with 348 completions expected for the year and is funded as follows:

	£000
Prudential Borrowing	40,236
Capital Funded from Current Revenue (CFCR)	4,670
Scottish Government Grant	15,089
Total projected resources	59,995

1.3 Council Buy Back Schemes

- 1.3.1 As part of the 2023/24 Revenue Estimates, the budget provided for the continuation of both the Council's Empty Homes Purchase Scheme (EHPS) and the Open Market Purchase Scheme (OMPS). This will allow approximately 100 properties to be brought back into Council use.
- 1.3.2 In addition to the EHPS and OMPS, the Mortgage to Rent scheme (MTR) was also added to the overall Council Buy Back scheme and is anticipating an additional 5 properties to be brought back into council use in 2023/24.
- 1.3.3 Funding requirements for 2023/24 for the Council Buy Back Scheme is made up as follows:

	£000
Prudential Borrowing	5,754
Scottish Government Grant	4,000
Subsidy Income	296
Total projected resources	10,050

2. Report

2.1 Mainstream

2.1.1 A summary of the mainstream working programme and actual spend to 15 September 2023 (Period 6) is included within Appendix 1, highlighting that at this stage in the financial year:

- £55.232m (91% of the working programme) has been legally committed; and
- £23.592m (43% of the projected resources) has been spent.

2.1.2 Legal commitments are higher than historic trends (100% - 78%) and spend to date is slightly higher than previous years (43% - 34%). The programme is projected to fully spend.

2.2 New Build

2.2.1 A summary of projected outturn spend on the new build programme is contained within Appendix 2. Projected spend totals £62.248m, an overspend of £2.253m, and is funded by Prudential Borrowing, CFCR and Scottish Government Funding.

2.2.2 There are currently fourteen projects on site at Dykehead Road, Airdrie; Northburn Place, Airdrie; Former Orrs Building, Airdrie (off-the-shelf purchase); Castlehill Road, Wishaw; Berwick Street, Coatbridge; Ravenscliff Road, Ravenscraig; Glenacre Drive, Airdrie; Petersburn Road, Airdrie; Brandon Street, Motherwell; Auchengeich, Gartferry Road, Moodiesburn (off-the-shelf purchase); Lorne Place, Coatbridge (off-the-shelf purchase); Dowanfield Road, Cumbernauld (off-the-shelf purchase); Johnston Road, Gartcosh (Phase 2) (off-the-shelf purchase); and Springhill Road, Shotts (off-the-shelf purchase).

2.2.3 Handover of the next 16 homes at Dykehead Road, Airdrie, took place on 7th September 2023, with 78 of the 150 homes now complete.

2.2.4 Following a revision of Scottish Water's surface water policy, the council is continuing to progress financially viable solutions for connection issues that will allow a contract award to be made at Laburnum Road, Viewpark.

2.2.5 To date, 1,138 new build homes have been completed as part of the Council's ambitious new supply programme of 5,000 new homes. Currently, 451 homes are under construction, with a total of 377 homes expected to complete during 2023/24.

2.2.6 Sites have been identified and approved at Committee for a further 1,289 homes across 35 sites, with site investigations, title checks and design development on these sites progressing.

2.2.7 The Council has appointed contractors who are progressing layouts and designs for several sites, with site investigations underway.

2.3 Council Buy Back Scheme

2.3.1 A summary of projected outturn spend on the Council Buy Back Schemes is also contained within Appendix 2. Projected spend currently totals £14.603m collectively between the Council buy back schemes, £13.984m attributable to EHPS and OMPS and £0.619m to the MTR scheme. This is funded by Prudential Borrowing, Scottish Government Funding and Subsidy Income.

- 2.3.2 To date, 62 properties have been brought back into use as affordable housing in 2023/24, with 120 properties expected to be acquired during this financial year. A Scottish Government grant contribution of £1.975m has been secured for 2023/24, with further funding to be made available depending on progress.
- 2.3.3 The final cost of borrowing will equate to a potential drawdown of £0.574m in 2023/24 from the amounts set aside for “Our Ambition”.

3. Measures of success

- 3.1 The successful delivery of the HRA capital programmes, providing high quality housing stock.

4. Supporting documentation

- 4.1 Appendix 1 – 2023/24 HRA Capital Programme – Mainstream Budget Monitoring Period 6

Appendix 2 – 2023/24 HRA Capital Programme – New Build / Council Buy Back Scheme Budget Monitoring Period 6



Andrew McPherson
Depute Chief Executive

5. Impacts

5.1	<p>Public Sector Equality Duty and Fairer Scotland Duty</p> <p>Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.2	<p>Financial impact</p> <p>Does the report contain any financial impacts?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, have all relevant financial impacts been discussed and agreed with Finance?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Financial impacts are outlined throughout the report.</p>
5.3	<p>HR policy impact</p> <p>Does the report contain any HR policy or procedure impacts?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant HR impacts been discussed and agreed with People Resources?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.4	<p>Legal impact</p> <p>Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.5	<p>Data protection impact</p> <p>Does the report / project / practice contain or involve the processing of personal data?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.6	<p>Technology / Digital impact</p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>

	<p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.7</p>	<p>Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.8</p>	<p>Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.9</p>	<p>Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>All activities undertaken by the Council are subject to risk, and in acknowledging the Council's approved Risk Management Strategy, Services managed these as part of their overall corporate and service planning processes. The current economic climate, in particular, has the potential to impact upon the Council's ability to provide quality services within the approved budget levels. To reduce other financial risks, this report was prepared by service based Finance personnel in consultation with budget managers, in accordance with the Financial Regulations</p>
<p>5.10</p>	<p>Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
<p>5.11</p>	<p>Children's rights and wellbeing impact</p> <p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).</p> <p>If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

Appendix 1

2023/24 HRA CAPITAL PROGRAMME Budget Monitoring Report

Period 6 Summary

MAINSTREAM PROGRAMME	Working Programme £000	Legally Committed £000	Balance £000	Ledgered to Date £000	Projected Spend £000
Estate Regeneration					
Estate Regeneration	50	-	50	-	-
Sub Total	50	-	50	-	-
Energy Efficiency					
Heating	11,671	11,912	(241)	5,526	11,912
Window/Door Replacement	6,155	3,978	2,177	1,406	3,978
Decarbonisation	4,197	300	3,897	-	300
Sub Total	22,023	16,190	5,833	6,933	16,190
Major Repairs					
Major Repairs	3,494	3,494	-	1,504	3,509
Roofing/Rendering	11,308	12,396	(1,088)	5,823	12,396
Sub Total	14,802	15,890	(1,088)	7,327	15,905
Home Safety and Security					
Lead Pipe	727	911	(184)	503	911
Entry Systems	1,119	1,001	118	756	1,001
Electrical Works	1,232	645	587	168	745
Sub Total	3,078	2,557	521	1,427	2,657
Tower Strategy					
Tower Strategy	10,509	7,966	2,543	3,793	7,966
Tower external upgrades	-	870	(870)	349	870
Sub Total	10,509	8,836	1,673	4,142	8,836
Internal Upgrading					
Kitchens	1,231	2,749	(1,518)	1,680	2,749
Bathrooms	2,261	2,099	162	1,248	2,099
Sub Total	3,492	4,848	(1,356)	2,928	4,848
Community Care					
Community Care	1,378	1,328	50	682	1,328
Sub Total	1,378	1,328	50	682	1,328
Fees / Miscellaneous					
Fees / Miscellaneous	5,650	5,601	49	171	5,601
Grants	(100)	(18)	(82)	(18)	(18)
Sub Total	5,550	5,583	(33)	153	5,583
TOTAL (Mainstream Programme)	60,882	55,232	5,650	23,592	55,347
Ukrainian Resettlement Programme					
Ukrainian Resettlement Programme	560	418	142	155	418
Sub Total	560	418	142	155	418
REVISED TOTAL (Mainstream plus Ukrainian Programme)	61,442	55,650	5,792	23,747	55,765
Financed by:					
Borrowing (Mainstream)	(32,871)			-	(32,852)
Borrowing (Ambition)	-				-
Capital Receipts	-			(136)	(136)
Scottish Govt. Grant (Net Zero)	-			117	117
Scottish Govt. Grant (Additional)				-	-
CFCR	(22,476)			-	(22,476)
Slippage	(5,535)			-	-
TOTAL RESOURCES excl Ukrainian Programme	(60,882)			(19)	(55,347)
Scottish Government Grant - Ukrainian Programme	(560)			198	(418)
TOTAL RESOURCES incl Ukrainian Programme	(61,442)			179	(55,765)
Over/(underspend)					-

Appendix 2

2023/24 HRA CAPITAL PROGRAMME

Budget Monitoring Report

Period 6 Summary

NEW BUILD PROGRAMME	Working Programme £000	Legally Committed £000	Balance £000	Ledgered to Date £000	Projected Spend £000
New Build	57,325	59,494	2,169	25,621	59,494
Fees	2,670	2,754	84	-	2,754
TOTAL (New Build Programme)	59,995	62,248	2,253	25,621	62,248
Financed by:					
Borrowing	(40,236)			-	(39,713)
CFCR	(4,670)			-	(4,670)
Scottish Government New Build Grant	(15,089)			(8,248)	(15,612)
Sale of Land				-	-
Total	(59,995)			(8,248)	(59,995)

Projected Over/(Underspend) **2,253**

Council Buy Back Schemes	Programme £000	Committed £000	Balance £000	Ledgered to Date £000	Projected Spend £000
Empty Homes and Open Market					
Empty Homes and Open Market	9,213	11,758	(2,544)	4,988	13,571
MTR Scheme	494	619	(125)	0	619
Fees / Recharges	343	413	(70)	0	413
TOTAL	10,050	12,790	(2,739)	4,988	14,603
Number of Properties Settled					
					62
Financed by:					
Scottish Government Grant	(4,000)			(430)	(4,975)
AHP (Commuted Sums)	0			0	
Subsidy Income	(296)			(94)	(416)
Borrowing (MTR)	(198)			0	(198)
Borrowing (EHPS/OMPS)	(5,556)			0	(5,556)
Total	(10,050)	0	0	(524)	(11,145)
Over/(underspend) on Borrowing					3,458

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref GT/JM

Date

08/11/23

Enterprise & Communities – Capital Monitoring Report

From Andrew McPherson, Depute Chief Executive

E-mail telferg@northlan.gov.uk

Telephone

Greg Telfer, Business
Finance Manager, 07583
010692

Executive Summary

This report highlights the financial performance of 2023/24 Enterprise and Communities capital programme for the period ended 15 September 2023 (Period 6).

In summary the Service has a total capital budget of £154.265m. At this stage in the financial year the service expects expenditure to be £13.631m lower than current programme.

Further explanation of project variances and management action taken by the Service is included within the main report and attached appendices.

Recommendations

It is recommended that the Committee:

- (1) Acknowledges the financial position of the 2023/24 Enterprise and Communities capital programme.

The Plan for North Lanarkshire

Priority	Improve economic opportunities and outcomes
Ambition statement	(25) Ensure intelligent use of data and information to support fully evidence based decision making and future planning
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 Financial year 2023/24 is the third year of the 5 year capital programme which was initially approved by the Policy and Strategy Committee on 18 March 2021.
- 1.2 The Enterprise and Communities 2023/24 capital programme of £190.796m was approved by the Policy and Strategy Committee on 16 March 2023. The programme has since been increased by £22.403m relating to carry forwards from 2022/23 and

reduced external funding £4.084m. Reprofitting of £55.049m to future years was approved at the Housing Committee on 30 August 2023. A further transfer between services of £0.200m was actioned. This results in a revised working capital budget of £154.265m.

- 1.3 The Council's approved Financial Regulations required services to remain within their approved budgetary provision, and to report all significant deviations – defined as the higher of £0.100m or 5% - within their budget monitoring reports. Where significant deviations were identified, services must provide explanatory commentary, outline the action required to rectify such deviations and where relevant, must also highlight the impact this has on other budget headings.

2. Report

- 2.1 At Period 6 the service is projecting that expenditure will be £13.631m less than budget for the current financial year. Capital budgets and expenditure are summarised into Project/Themes (see Appendix A).

2.2 Assets & Procurement (£8.046m less than budget)

Within the Town and Community Hub theme there is a variance of £4.347m mainly in relation to St Kevin's Community Hub where the Council is currently in Stage 2 of development and in the final stages of market testing. Additional site monitoring is required in support of the planning application.

The Outdoor Education theme is forecasting a variance of £2.938m. The Service is concluding site investigation and feasibility work in relation to four pitch projects that were funded from Council Growth funds. These projects will span into next financial year when the majority of the spend will take place at the construction phase.

The ASN Rationalisation theme is forecasting a variance of £2.802m. The Service is currently issuing tender documents for interest in the Edward Lawson Centre project to determine if this project is within the current budget allocation and as a result this project is now likely to span into the new financial year. The 1140 Early Learning theme is also forecasting a variance of £0.434m as the Service is experiencing difficulties with the current contractor and actively seeking a new solution to deliver the Heathery Park project.

Within the Office Rationalisation theme there is a timing delay resulting in a forecast variance of £2.223m. Works to the Civic are under review due to increased contractor costs. Various projects continue to be considered and progress continues to be made on the closure of Fleming House where negotiations are well underway on the relocation of antenna to allow the demolition to then be scheduled.

These variances have been partially offset by additional expenditure and acceleration throughout the remainder of the programme. Within the Maintaining Existing Assets theme additional expenditure of £3.296m is forecast. This is largely attributable to re-roofing projects (£2.583m) where there have been additional costs for asbestos removal and acceleration of works on other sites. In addition, the service has sought to accelerate works on school re-roofing projects to minimise disruption within the school term time.

There is also additional in-year expenditure of £1.182m forecast within the Carbon Management theme. As part of the Council's commitment to achieve net zero

emissions capital funds are allocated for delivery of projects through the Non Domestic Energy Efficiency framework (NDEE). The NDEE project includes a wide range of energy measures that will contribute to the mitigation of ongoing financial burdens, both revenue and capital and reductions in the Council's carbon footprint. The measures include upgrades that will add to the comfort of the buildings via improved lighting and centralised heating controls bringing an added value to the occupants such as school children. The NDEE framework benefits from external support which assists with the pace of delivery and eases pressure on Council resource. It is also a key lever in the Council Climate Plan. Therefore, it has been deemed necessary to accelerate future budget allocations.

The Leisure Development theme is forecasting accelerated expenditure of £0.247m in total across a number of upgrades.

The demolition theme is forecasting additional in-year expenditure of £0.135m as funds have been accelerated in order to dispose of surplus properties as efficiently as possible.

2.3 Community Operations (£5.738m less than budget)

The Cemeteries Theme is forecasting a variance of £4.163m which is largely attributable to the replacement cemetery at Pather where the Service is awaiting a tender return to determine if the project is still within the current budget allocation and confirm the timeline for the project. It is anticipated expenditure will fall largely into the new financial year.

The Parks Master Plan theme is also reporting a variance of £1.541m as a result of delays in the announcement from the Scottish Government for the Green Growth Accelerator project. Given this delay it is anticipated that the contingency element of the project will not be required until the new financial year.

2.4 Place (£0.153m more than budget)

Within City Deal, an in-year variance of £0.153m is projected reflecting current contract progress expectations.

3. Measures of success

- 3.1 The Service aim is to be in a balanced budget position at financial year-end and will take current reprofile requests to Committee.

4. Supporting documentation

- 4.1 Appendix 1 Summary Expenditure by Project/Theme



Andrew McPherson
Depute Chief Executive

5. Impacts

5.1	<p>Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.2	<p>Financial impact Does the report contain any financial impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>The Service aims to operate within approved funding levels and utilise budget virements to support emerging issues and mitigate variances across budget heads.</p>
5.3	<p>HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.4	<p>Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
5.5	<p>Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/></p>

5.6	Technology / Digital impact
Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
5.7	Environmental / Carbon impact
Does the report / project / practice contain information that has an impact on any environmental or carbon matters?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.8	Communications impact
Does the report contain any information that has an impact on the council's communications activities?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.9	Risk impact
Is there a risk impact?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?	
All activities undertaken by the Council are subject to risk, and in acknowledging the Council's approved Risk Management Strategy, Services managed these as part of their overall corporate and service planning processes. The current economic climate, in particular, has the potential to impact upon the Council's ability to provide quality services within approved budget levels.	
5.10	Armed Forces Covenant Duty
Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.	
5.11	Children's rights and wellbeing impact
Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).	

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐

No ☐

Enterprise & Communities Capital Programme 2023/24
Theme Expenditure Summary
1st April 2023 - 15th September 2023 (PERIOD 6)

Thematic Category	Revised Budget £	YTD			OUTTURN	
		Actual £	Committed £	Uncommitted £	Projected Outturn £	Outturn variance £
ASSET & PROCUREMENT SOLUTIONS						
Maintaining Existing Assets - windows, re-roofing, re-wiring and condition survey works for the Council's building assets	9,510,204	6,302,240	11,198,523	1,607,404	12,805,927	(3,295,723)
Carbon Management	2,326,512	83,364	3,283,365	224,824	3,508,189	(1,181,677)
Office Rationalisation	2,967,842	157,281	480,286	264,672	744,958	2,222,884
Shared Campus	0	0	0	-	0	0
Leisure Development	647,669	672,589	695,595	200,066	895,661	(247,992)
Health & Wellbeing & Digital Classrooms	225,000	252,907	252,830	-	252,830	(27,830)
Rationalisation including ASN & Social Work	4,534,425	259,571	364,667	1,367,624	1,732,291	2,802,134
Curriculum Development	695,311	384,987	384,987	99,129	484,116	211,196
Sustainable Estate	2,548,759	698,575	1,872,322	418,402	2,290,724	258,035
Outdoor Education and Outdoor Spaces	3,568,666	470,927	501,380	128,434	629,814	2,938,852
Future Capital Receipts Investments	869,749	113,323	678,999	190,750	869,749	0
Design Fees	1,417,101	801,953	1,696,045	-	1,696,045	(278,944)
1140 Early Learning and Childcare Expansion	953,737	71,397	71,397	448,807	520,204	433,533
Demolitions	460,159	356,287	595,693	-	595,693	(135,534)
TOTAL ASSET & PROCUREMENT SOLUTIONS	30,725,134	10,625,400	22,076,090	4,950,111	27,026,201	3,698,934
TOWN AND COMMUNITY HUBS						
Town and Community Hubs	28,948,123	11,361,850	17,010,861	7,590,569	24,601,431	4,346,692
TOTAL TOWN AND COMMUNITY HUBS	28,948,123	11,361,850	17,010,861	7,590,569	24,601,431	4,346,692
COMMUNITY OPERATIONS						
Contaminated Land and Pollution Control	296,170	80,677	80,677	215,493	296,170	0
Vehicle Replacement Programme	4,020,068	1,178,171	1,674,671	2,345,397	4,020,068	0
Depot Rationalisation and Investment	5,900,935	2,082,362	3,707,958	2,192,977	5,900,935	0
HWRC Equipment	269,923	88,065	128,571	141,352	269,923	0
Cemeteries/Tree Infrastructure	5,041,200	614,792	727,866	150,443	878,309	4,162,891
Road Asset Management including street lighting, road improvements and gateway signage	12,993,813	4,119,595	9,771,511	3,222,302	12,993,813	0
Greenspace Infrastructure Health & Wellbeing	1,520,527	339,390	753,227	734,189	1,487,415	33,112
Play Area Equipment and surface renewal	240,485	52,358	52,358	188,127	240,485	0
Bin rationalisation project and replacement	126,955	0	0	126,955	126,955	0
Replacement of Plant & Machinery	735,531	227,670	467,352	267,264	734,616	915
Parks Masterplans	3,310,879	507,244	855,065	914,613	1,769,678	1,541,201
TOTAL COMMUNITY OPERATIONS	34,456,486	9,290,322	18,219,255	10,499,113	28,718,368	5,738,119
PLACE						
Economic Regeneration	26,835,941	11,544,873	16,529,889	10,306,053	26,835,942	(1)
City Deal	19,942,442	8,833,047	13,068,153	7,000,698	20,068,851	(126,409)
Enterprise Projects	1,560,524	585,977	661,086	926,013	1,587,099	(26,575)
Infrastructure & Transportation Improvements	11,719,350	3,946,640	9,183,689	2,535,661	11,719,350	0
Antonine Wall Project	30,103	0	0	30,103	30,103	0
TOTAL PLANNING & REGENERATION	60,088,360	24,910,537	39,442,817	20,798,528	60,241,345	(152,985)
HOUSING PROPERTY & PROJECTS						
Water Quality / Ventilation	47,187	22,076	22,076	25,111	47,187	0
TOTAL HOUSING PROPERTY & PROJECTS	47,187	22,076	22,076	25,111	47,187	0
TOTAL ENTERPRISE & COMMUNITIES	154,265,290	56,210,185	96,771,100	43,863,432	140,634,532	13,630,760

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? ☐ Yes ☒ No

Ref BL/SS

Date 08/11/23

Housing and Corporate Repairs and Maintenance Contract and Gas Central Heating Repairs and Maintenance Contracts – Short Term Extension

From Chief Officer of Housing Property Services

E-mail laffertyb@northlan.gov.uk

Telephone Siobhan Starbuck,
Contract Support Manager –
07583 062739

Executive Summary

Committee is asked to acknowledge the application of a short term extension for the continued delivery of the Housing and Corporate Repairs and Maintenance services (the 'Contract') to Mears Scotland LLP.

The extension covers the existing agreement which will commence on expiry of the existing contract (21st January 2024) for up to 6 months.

The value of this Contract extension is estimated at Twenty-seven million five hundred thousand pounds sterling (£27,500,000) exclusive of VAT.

Committee is also asked to acknowledge the application a short term extension for the continued delivery of the Gas Central Heating Repairs and Maintenance services (the 'Contract') to Saltire Facilities Management Limited.

The extension covers the existing agreement and will commence on expiry of the existing contract (7th January 2024) for up to 6 months.

The value of the Contract is estimated at four million, two hundred and fifty thousand pounds sterling (£4,250,000) exclusive of VAT.

Members are advised that the Council at its meeting on 17 August 2023 agreed that, in order to allow sufficient time for the procurement to conclude and the new contract to be mobilised, the current contracts be extended for a short period of time, of between three and six months, beyond their January 2024 expiry date and authority be delegated to the Chief Executive to finalise the detail and period of the contract extensions.

Recommendations

It is recommended that the Housing Committee:

- 1) Acknowledges the application of a short term extension to Mears Scotland LLP for the continued delivery of the Housing and Corporate Repairs and Maintenance contract for a period of up to 6 months.
- 2) Acknowledges the application of a short term extension to Saltire Facilities Management Limited for the continued delivery of the Gas Central Heating contract for a period of up to 6 months.

The Plan for North Lanarkshire

Priority	Support all children and young people to realise their full potential
Ambition statement	(1) Ensure a housing mix that supports social inclusion and economic growth
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 The initial period of the Housing and Corporate Repairs and Maintenance contract and the Gas Central Heating Repairs and Maintenance contracts expired in January 2021, with the option to extend for a further 3 years.
- 1.2 The extensions from January 2021 to January 2024 have been previously agreed by committee.
- 1.3 Members are advised that the Council at its meeting on 17 August 2023 agreed that, in order to allow sufficient time for the procurement to conclude and the new contract to be mobilised, the current contracts be extended for a short period of time, of between three and six months, beyond their January 2024 expiry date and authority be delegated to the Chief Executive to finalise the detail and period of the contract extensions.
- 1.4 The contractors proposed for these works are the incumbents.

2. Report

- 2.1 The vehicle to implement the extension was in accordance with General Contract Standing Orders (GCSO's) 38 and Regulation 72 of the Public Contracts (Scotland) Regulations 2015.

The value of the extension for the Housing and Corporate Repairs and Maintenance services has value of approximately £4,600,000 per month, it is anticipated that this agreement will be in place for up to 6 months, therefore the anticipated value of the negotiated tender is £27,500,000.

- 2.2 The value of the extension for the Gas Central Heating Repairs and Maintenance services has value of approximately £710,000 per month, it is anticipated that this agreement will be in place for up to 6 months, therefore the anticipated value of the negotiated tender is £4,250,000.

- 2.3 The Enterprise contract will see approximately 42 contracts transition under the one delivery vehicle. A number of contracts that will transition have statutory compliance implications, therefore it is critical that service continuity is maintained.
- 2.4 The majority of the contracts within the scope of the Enterprise contract have been reprocured in the past few years, the duration of the contracts was designed to align with the commencement of the new contract. A number of short-term measures have been implemented in line with GCSO 3.2.5 (direct award by Chief Officer) to ensure service continuity is maintained.
- 2.5 The mobilisation of the transitioning contracts will need to be agreed with the successful bidder once the procurement process for the new Enterprise Strategic Vehicle has concluded. Further short-term measures may have to be determined based on when the contracts can be mobilised by the bidder.
- 2.6 The costs associated with contract delivery will be contained within the HRA budget.

3. Measures of success

- 3.1 Continuity of service is maintained;
- 3.2 The procurement procedures are compliant with procurement legislation and internal policies;
- 3.3 Best Value is both demonstrable and achieved.

4. Supporting documentation

- 4.1 Not applicable.



Brian Lafferty
Chief Officer Housing Property Services

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/>
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5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? Legal risk exists due reliance on regulation 72 of the Public Contracts (Scotland) Regulations 2015.
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/>

5.6	Technology / Digital impact
Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?	
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5.7	Environmental / Carbon impact
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If Yes, please provide a brief summary of the impact?	
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Does the report contain any information that has an impact on the council's communications activities?	
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If Yes, please provide a brief summary of the impact?	
5.9	Risk impact
Is there a risk impact?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?	
Risks exist surrounding the mobilisation of the new Enterprise Strategic Vehicle, service continuity is critical for a number of contracts that are expected to transition into the new contract, details of when transition will occur is not yet known, therefore the service are continuing to procure and direct award interim measures to ensure continuity of service is achieved.	
5.10	Armed Forces Covenant Duty
Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.	
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Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC). If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	

