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5 February 2024

**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, 14 February 2024 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, K Harmon, 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, J Reddin, 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**

Performance

- 2 **Mears LLP Operational and Financial Monitoring Report to 30 November 2023** 7 - 26
Submit report by the Chief Officer (Housing Property Services) outlining Mears Limited Liability Partnership (LLP) performance against its business objectives, Council priorities and the Housing and Corporate Repairs and Maintenance service delivery contracts and the financial performance for financial years 2023 and 2024
- 3 **Saltire Partnership Performance Report to 30 November 2023** 27 - 36
Submit report by the Chief Officer (Housing Property Services) providing a detailed update on the current 2023/24 performance of the Business Housing Property Central Heating Repairs & Maintenance service delivery contracts

Operational

- 4 **Local Housing Strategy Annual Progress Report** 37 - 92
Submit report by the Chief Officer (Housing Management) providing an update of the progress made in delivering the strategic priorities and actions set out in the Local Housing Strategy 2021-2026
- 5 **Transforming Places New Supply Programme - Open Market Purchase Scheme** 93 - 100
Submit report by the Chief Officer (Housing Management) providing an update of the progress made in delivering the strategic priorities and actions set out in the Local Housing Strategy 2021-2026
- 6 **Transforming Places New Supply Programme - Future New Build Sites** 101 - 110
Submit report by the Chief Officer (Place) providing an update on the potential inclusion and removal of sites for the council's new build programme, which aims to deliver 5,000 homes by 2035

7	Transforming Places New Supply Programme - Procurement Update	111 - 118
	Submit report by the Chief Officer (Place) (1) providing an update on current procurement activity relating to the new build housing programme, and (2) seeking approval to progress procurement arrangements as outlined in the report	
	Financial	
8	Housing Outline HRA Capital Programme 2024/2025	119 - 130
	Submit report by the Chief Officer (Housing Property Services) seeking approval from the Housing Committee for the mainstream Housing Capital Programme (excluding new build) for 2024/25	
9	Former Tenant Arrears Write Off to 31 March 2022	131 - 136
	Submit report by the Chief Officer (Housing Management) seeking approval (1) of £2,188,051.59 which includes individual debts greater than £500, and (2) of credit balances that have arisen in some former tenancy rent accounts, totalling £54,706.29	
	Monitoring	
10	Revenue Monitoring Reports	
10(a)	Revenue Monitoring Report - Housing Revenue Accounts	137 - 144
	Submit report by the Depute Chief Executive providing a summary of the Housing Revenue Account financial performance for the period 1 April 2023 to 5 January 2024 (Period 10)	
10(b)	Revenue Monitoring Report - Enterprise and Communities	145 - 158
	Submit report by the Depute Chief Executive providing a summary of the financial performance of the Enterprise and Communities service for the period 1 April 2023 to 5 January 2024 (Period 10), with major outturn variances highlighted and explained as per the Council's approved Financial Regulations	
11	Capital Programme Monitoring Reports	

11(a)	HRA Capital Monitoring Report - 1 April 2023 to 5 January 2024 Submit report by the Chief Officer (Housing Property Services) seeking approval from the Housing Committee for the mainstream Housing Capital Programme (excluding new build) for 2024/25	159 - 166
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11(b)	Enterprise and Communities - Capital Monitoring Report Submit report by the Depute Chief Executive highlighting the financial performance of 2023/24 Enterprise and Communities capital programme for the period ended 5 January 2024 (Period 10)	167 - 174
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Contracts

12	Contracts awarded below Committee approval threshold Submit report by the Chief Officer (Assets and Procurement) acknowledging the contract awards made since last committee reporting cycle	175 - 178
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North Lanarkshire Council Report

Housing Committee

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

Ref BL/MH/KD/HD

Date 14/02/24

Mears LLP: Operational and Financial Performance Monitoring Report to 30 November 2023

From Brian Lafferty, Chief Officer (Housing Property Services)

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DoohanK@northlan.gov.uk

Telephone Michelle Hendry, 07960974797
Kevin Doohan, 07415477387

Executive Summary

This report outlines Mears Limited Liability Partnership (LLP) performance against its business objectives, Council priorities and the Housing and Corporate Repairs and Maintenance service delivery contracts and the financial performance for financial years 2023 and 2024.

Recommendations

It is recommended that the Housing Committee:

- (1) Acknowledge Mears LLP's operational performance for 2023/24 for both housing repairs and corporate repairs, from 1 April 2023 to 30 November 2023.
- (2) Acknowledge Mears financial performance as of 30 September 2023, along with assurance, or otherwise of the financial standing of the ALEO by Financial Solutions.
- (3) Acknowledge that the Head of Business Solutions submits a six-monthly composite report to the Audit and Scrutiny Panel confirming that governance and risk management arrangements are suitably robust within each ALEO/partner.

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	Statutory / corporate / service requirement

1. Background

- 1.1 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. North Lanarkshire Council owns the remaining 33% of Mears Scotland LLP.

- 1.2 At a strategic level, the MEARS Management Committee is responsible for governance and oversight of the LLP's statutory responsibilities in relation to service delivery and management, staffing, financial control and reporting, health and safety, performance monitoring and risk management. The Management Committee meets quarterly and comprises up to four representatives from MEARS Scotland and two representatives from North Lanarkshire Council with these positions currently filled by a Councillor and the Chief Officer, Housing Management. Senior officers from both partners are also in attendance to provide professional, technical and financial reports.
- 1.3 The Council expected the partnership to secure local employment, source local supplies and services, and ultimately secure continuous improvement in the repair's services delivered to North Lanarkshire residents and the council.
- 1.4 The Year 8 Best Value Service Review (BVSr) of the MEARS contract, reported to the Enterprise and Housing Committee in May 2018, included an assessment of the corporate property repairs service including: Revenue Works Orders, capital projects, Client-Contractor liaison arrangements; post-inspections; health and safety; and performance reporting. The review found that works are carried out safely and are conducted in accordance with the job specification, good industry practice and the relevant quality standards. The opportunity was identified, however, to improve feedback and ongoing communication between MEARS and the relevant Services to ensure that the customer was kept up to date on the progress of the repairs. Overall, the BVSr identified high levels of service delivery across the partnership, with only a small number of improvement actions identified, including the need for improved communications as referenced above.
- 1.5 Housing repairs, corporate property maintenance and capital investment proposals are all currently in-scope for delivery through the new North Lanarkshire Council Enterprise Project. To ensure continuity of service and enable anticipated inclusion of housing and corporate property maintenance within the North Lanarkshire Council Enterprise Project, the Housing and Regeneration Committee at its meeting on 20 May 2020 considered a report recommending that provision is made for annual extensions to the strategic partnership with Mears.
- 1.6 In relation to the contract extension, Mears are now in the third year, this commenced on 22 January 2023 until 21 January 2024 as previously approved by the Housing Committee. A further extension was approved at Committee, the extension covers the existing agreement and will commence on expiry of the existing contract ,21 January 2024, for up to 6 months.
- 1.7 In February 2020, the arrangements were revised, and individual Chief Officer's now submit a six-monthly performance report to the relevant service committee confirming that the ALEO is delivering services as per our recommendations and expectations, and in accordance with the Service Level Agreement of contract works agreement. Colleagues in Finance provide the financial performance information along with assurance, or otherwise, in relation to the financial standing of the company.
- 1.8 In addition to this reporting, the Chief Officer (Business and Digital) submits a six-monthly composite report to the Audit and Scrutiny Panel confirming that governance and risk management arrangements are suitably robust within each ALEO. Information

is also provided by the Chief Officer (Finance) relating to compliance with financial monitoring arrangements and identifying any matters which may result in financial risk to the council. This financial information is reported by exception.

2. Report

Performance Indicators

- 2.1 It was agreed that performance against these targets should be reported to committee on a six-monthly basis. As such a Partnership Performance report has been submitted on a scheduled basis, with the most recent considered by the previous committee at its meeting on 30 August 2023.
- 2.2 Appendix 1 provides year to date housing performance in 2023/24 with comparison figures from the previous year provided in Appendix 2. Emergency and non-emergency timescales for housing repairs are shown in Appendix 3. Appendix 4 provides year to date Corporate performance in 2023/24 with comparison figures from the previous year provided in Appendix 5. Emergency and non-emergency timescales for corporate repairs are shown in appendix 6. Further performance outcomes, demonstrating where Mears is supporting The Plan for North Lanarkshire are provided at Appendix 7. Appendices 8 and 9 provide financial performance and overall Standing as of 31 March 2023.

Housing Property Performance

- 2.3 The timescale in completing emergency repairs for all 3 linked contractors, year to date, is currently 2.12 hours. Mear's year to date, average emergency timescales are 2.17 hours. The 2022/23 Scottish average was 4.2 hours.
- 2.4 The timescale for completing non-emergency repairs, for all 3 linked contractors, year to date, is currently 6.51 days. Mears average non-emergency timescales is 8.72 days. The 2022/23 Scottish average was 8.7 days. A full breakdown of year to date including emergency and non-emergency performance is included in appendix 3.
- 2.5 It should also be noted that repairs carried out right first time has been reported at 97.46% over the same period. The 2022/23 Scottish average was 87.8%
- 2.6 Current customer satisfaction level is 94.04% year to date. The 2022/23 Scottish average was 88.0%. We continue to receive various methods of surveys which include completed surveys online from tenants and at the post inspection stage of works, undertaken by our Technical Officers. We also receive results from Mears's text message survey. Customer satisfaction survey's continue to inform action and help ensure that any areas of dissatisfaction are immediately followed up.

Frontline resolutions

- 2.7 The number of Stage 1 complaints received for 2023/24 relating to all of Housing Property and Projects, have increased in comparison with the same period last year (see table 1 below). Of the complaints responded to year to date, a total of 64.38% have been upheld or partially upheld, in the same period last year 73.63% were upheld. 97.33% of complaints YTD have been responded to within SPSO timescales, in comparison to 91.50% of complaints in the same period in 2022/23. Thirty nine stage one complaints were received YTD in relation to Mears, they were responded to within timescale and 28 (71.79%) were upheld or partially upheld. An analysis of all

complaints received is undertaken by Local Homes to allow any re-occurring issues to be addressed and associated service improvement actions to be progressed.

Investigations

- 2.8 The number of Stage 2 complaints received for 2023/24, relating to all Housing Property and Projects service, has increased in comparison to the same period last year (see table 1 below) A total of 70.59% of closed cases have been upheld or partially upheld in comparison to 60.00% upheld or partially upheld in the same period last year. 97.06% of complaints received as stage 2 complaints were responded to within SPSO timescale in comparison to 95.00% of complaints in the same period in 2022/23. Three stage two complaints were received YTD in relation to Mears, they were responded to within timescale and 2 (66.67%) were upheld or partially upheld.
- 2.9 It should be noted that the number of complaints in relation to the number of emergency and non-emergency repairs, equates to only 0.43% of the 59,948 repairs completed from March to November 2023
- 2.10 Table 1 below shows Housing Property and Projects complaints received via Council between each financial year.

Table 1

	2023/24					2022/23 (for comparison)				
	Q1	Q2	Q3 Oct & Nov only	Q4	Total	Q1	Q2	Q3	Q4	Total
Stage 1	81	87	57		225	74	63	86	102	325
Stage 2	17	10	7		34	7	9	9	13	38
Total	98	97	64		259	81	72	95	115	363

Corporate Property Performance

- 2.11 The timescale in completing emergency repairs year to date, April 2023 to November 2023 is currently 3.46 hours.
- 2.12 The timescale for completing non-emergency repairs year to date is currently 10.01 days. A full breakdown of year to date, emergency and non-emergency performance is included in appendix 6.
- 2.13 97.87% of emergency jobs were completed within time scale YTD. This surpasses the 97% target.
- 2.14 Also surpassing the 97% target is the percentage of routine jobs completed within timescale which currently sit at 98.63% YTD.

Service Delivery Highlights

- 2.15 A sample of service delivery highlights over the period include:
- Apprentice recruitment successfully onboarded 21 new craft apprentices.

- Mears North Lanarkshire Christmas Appeal 2023; raised £3k to support children living in residential homes across North Lanarkshire in partnership with our supply chain.
- Mears Foundation Green Space Grants awarded to Buchanan High School and Firpark High School to support their green space sensory garden ambitions in October 2023.

Financial Impact – Public Accountability

- 2.16 To satisfy the Council's duty to ensure the organisation delivering property repairs and upgrade services on its behalf is financially sound, the Council's Section 95 Officer maintains appropriate and proportionate processes and procedures for scrutinising Mears financial performance.
- 2.17 The Council's Legal Agreements with Mears specify the financial information which it must submit to the Council including an annual business plan, quarterly management accounts, audited financial statements etc., to enable Finance to assess and report any financial risk likely to arise as a result of the Council using Mears to deliver these services.
- 2.18 The Council expends both revenue and capital resources annually with Mears to deliver services which assist the Council in achieving its priority outcomes. Mears operated a financial year ending 31 December 2022 with the majority of its turnover anticipated from housing and property repairs, with the remainder representing capital and other works.
- 2.19 Based on their final accounts to 31 December 2022, members will wish to note that Mears LLP reported a trading profit of £3.308m on an annual turnover of £59.163m (5.6%).
- 2.20 As previously advised, the contract with Mears includes scope for the Council to receive additional financial benefits including:
- 2.20.1 A "volume discount", which gives the Council a 6.28% return on the value of relevant works awarded through the partnership. For the financial year 2023/24, the Council has budgeted to receive £1.9m from this revenue stream. It is anticipated that this will be fully recovered.
- 2.20.2 The partnership agreement also makes provision for a Best Value Efficiency Saving (BVES) to be applied to the schedule of rates paid by the Council on 1st July each year. The BVES receivable is dependent on turnover achieved by Mears, with a rate of 2.75% applicable on works to the value of £30m, a further 4.69% applicable on works between £30m and £35m, and any turnover in excess of £35m attracting additional BVES of 7.69%. Recognising the Council's 2023/2024 budget of £50.6m for housing repairs, the partnership expected to deliver a minimum benefit of £0.825m.
- 2.20.3 Scope also exists for the Council to receive dividends from this partnership arrangement. However, as a result of the previous cumulative negative trading position, there have been no dividends declared to date.

Financial Performance as of 30 September 2023

- 2.21 Mears Financial year runs from January to December. The LLP is budgeting to receive a net profit of £4.613m on a revised turnover of £65.043m (7.1%). The initial 2023 budget submission was based upon normal trading forecasts incorporating the agreed BCIS indices. The reforecast budget was received early in Quarter 1 recognising the significant increase in the volumes of work being delivered and was subsequently reviewed in September to incorporate further increases. There remains regular dialogue between the governance team and Mears Regional Finance Director regarding the ongoing performance against the reforecast budget.
- 2.22 The mix of turnover traded to September 2023 has been exceptionally high. This is driven by a combination of closing out of planned works and the delivery of significant volumes of day-to-day repairs and voids.
- 2.23 Based on Mears financial statements to 30 September 2023, it should be noted that the company accounts are showing a net profit of £3.526m on a turnover of £49.608m (7.1%). Details of performance against budget to 30 September 2023 are detailed in Appendix 8. It should be noted that the budget reforecast has resulted in no variances in the September accounts.

Overall Financial Standing – Balance Sheet as of 30 September 2023

- 2.24 Appendix 9 provides key balances to give members an update on the overall financial standing of the company. Key balances and indicators worthy of specific note include:
- 2.24.1 The company had cumulative net assets of £7.488m.
- 2.24.2 A comparison of current assets to current liabilities equated to a current net asset of £9.244m and a current ratio of 1.96. A current ratio less than 1 is an indication that the company may experience difficulty in meeting its obligations. The partnership ratio is above 1, however there is a continued reliance upon the parent company's rolling facility which is up to a maximum of £8.000m.
- 2.24.3 The intra Group facility stood at £1.787m on 30 September 2023.
- 2.25 Following consideration of exit arrangements for the joint venture company at Policy and Strategy Committee in December 2023, the Service is progressing matters in liaison with key officers throughout the Council as the contract nears its expiry. Further updates will be provided to Committee throughout 2024.

3. Measures of success

- 3.1 These reports detail the activities which are expected to support delivery of the council's priority outcomes, as well as the organisation's performance against these. This should ensure elected members have sufficient information to assess how Mears' service delivery supports the council in delivering against The Plan for North Lanarkshire, as well as producing a high level of service delivery, legal compliance and customer satisfaction.
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4. Supporting documentation

- 4.1 Appendix 1 – Mears Housing Performance 23/24
- 4.2 Appendix 2 – Mears Housing Performance 22/23
- 4.3 Appendix 3 – Housing emergency and non-emergency performance 23/24
- 4.4 Appendix 4 – Mears Corporate Performance 23/24
- 4.5 Appendix 5 – Mears Corporate Performance 22/23
- 4.6 Appendix 6 – Corporate emergency and non-emergency performance 23/24
- 4.7 Appendix 7 – Mears Contribution to The Plan
- 4.8 Appendix 8 - Financial Performance as of September 2023
- 4.9 Appendix 9 – Overall Financial Standing as of September 2023



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?
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?

	<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 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).</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 MEARS HOUSING PERFORMANCE 2023/24

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Cat 1a - Emergency within Hours (95%)	Total	1090	1231	1352	1238	1284	1208	1345	1342					10090
	% Within	99.63%	99.43%	99.63%	99.19%	99.84%	99.92%	99.33%	99.48%					99.55%
Cat 1b - Emergency Outwith Hours (95%)	Total	720	712	753	804	682	754	846	649					5920
	% Within	100.00%	99.44%	99.34%	99.63%	99.41%	99.87%	99.17%	99.54%					99.54%
Cat 2 - Routine 3 Day Works (95%)	Total	714	792	771	762	857	764	872	922					6454
	% Within	99.86%	99.87%	99.87%	100.00%	100.00%	100.00%	100.00%	100.00%					99.95%
Cat 3 - Routine 7 Day Works (95%)	Total	3	4	2	2	3	3	4	2					23
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
Cat 4 - Routine 20 Day Works (95%)	Total	2592	2773	2836	2953	3316	2942	3062	2958					23432
	% Within	100.00%	100.00%	99.82%	99.97%	99.97%	100.00%	99.87%	100.00%					99.95%
Empty House Works - 3 Days (95%)	Total	423	453	501	468	509	395	364	497					3610
	% Within	99.53%	100.00%	100.00%	99.79%	99.61%	99.49%	100.00%	100.00%					99.81%
Empty House Works - 10 Days (95%)	Total	457	544	479	481	541	472	429	357					3760
	% Within	100.00%	99.63%	99.37%	99.79%	100.00%	100.00%	100.00%	100.00%					99.84%
Routine Works - P9 (95%)	Total	1	0	1	1	1	0	2	1					7
	% Within	100.00%	N/A	100.00%	100.00%	100.00%	N/A	100.00%	100.00%					100.00%
Glazing Pilot Works (95%)	Total	117	130	133	126	154	127	163	103					1053
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
Priority P - Extended Priorities (95%)	Total	106	114	157	143	193	254	202	262					1431
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
Adaptations - 40 Days (95%)	Total	70	110	95	104	120	68	127	101					795
	% Within	100.00%	98.18%	100.00%	99.04%	100.00%	97.06%	99.21%	99.01%					99.12%
Rotworks - 40 Days (95%)	Total	91	102	97	65	77	72	108	73					685
	% Within	100.00%	99.02%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					99.85%
Priority T - 1 Day (100%)	Total	283	282	248	309	300	308	403	382					2515
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%

Appendix 2 MEARS HOUSING PERFORMANCE 2022/23

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Cat 1a - Emergency within Hours (95%)	Total	1024	1316	1173	1145	1421	1334	1517	1571	2802	1589	1381	1360	17633
	% Within	99.61%	99.54%	99.49%	99.83%	99.65%	99.93%	99.27%	99.11%	98.82%	99.87%	99.64%	99.71%	99.47%
Cat 1b - Emergency Outwith Hours (95%)	Total	735	658	749	645	706	672	781	761	1581	821	620	674	9403
	% Within	99.86%	99.70%	99.33%	99.69%	99.86%	99.85%	99.36%	98.82%	99.11%	99.76%	100.00%	99.70%	99.53%
Cat 2 - Routine 3 Day Works (95%)	Total	634	677	658	637	760	696	784	865	663	865	890	878	9007
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.85%	100.00%	100.00%	100.00%	99.99%
Cat 3 - Routine 7 Day Works (95%)	Total	1	1	2	3	3	1	4	4	4	2	2	1	28
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cat 4 - Routine 20 Day Works (95%)	Total	2285	2404	2546	2174	2612	2412	2407	2871	2014	2202	2492	2833	29252
	% Within	99.91%	99.71%	99.96%	99.95%	99.96%	99.96%	99.88%	99.93%	99.90%	100.00%	99.88%	100.00%	99.92%
Empty House Works - 3 Days (95%)	Total	310	339	330	284	297	309	274	310	298	327	337	412	3827
	% Within	100.00%	95.87%	93.94%	98.59%	99.66%	100.00%	100.00%	100.00%	100.00%	99.39%	99.70%	100.00%	98.90%
Empty House Works - 10 Days (95%)	Total	459	455	506	433	469	412	407	499	329	357	369	389	5084
	% Within	99.78%	94.95%	95.06%	98.61%	99.79%	100.00%	99.26%	100.00%	100.00%	99.72%	100.00%	99.74%	98.80%
Routine Works - P9 (95%)	Total	3	0	0	1	2	2	1	3	0	1	0	0	13
	% Within	100.00%	N/A	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	100.00%	N/A	N/A	100.00%
Glazing Pilot Works (95%)	Total	112	141	96	115	143	178	123	146	124	118	132	156	1584
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Priority P - Extended Priorities (95%)	Total	199	232	288	226	198	217	108	207	103	206	154	192	2330
	% Within	100.00%	100.00%	99.65%	100.00%	98.48%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.83%
Adaptations - 40 Days (95%)	Total	70	99	104	70	78	85	92	84	43	113	74	62	974
	% Within	100.00%	98.99%	100.00%	100.00%	100.00%	100.00%	100.00%	98.81%	100.00%	98.23%	97.30%	100.00%	99.38%
Rotworks - 40 Days (95%)	Total	43	65	59	63	50	54	56	82	60	92	137	84	845
	% Within	100.00%	100.00%	100.00%	100.00%	96.00%	98.15%	100.00%	100.00%	100.00%	92.39%	97.81%	98.81%	98.34%
Priority T - 1 Day (100%)	Total	246	294	199	211	254	309	358	421	296	355	374	337	3654
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Appendix 3 – Average timescales for housing emergency and non-emergency jobs

Housing Emergency Repair Timescales – 2023/24 (All contractors)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	6316:52:02	4974:32:04	6255:43:40	5355:31:07	5356:53:47	4744:41:20	4488:21:45	4689:35:38					42182:11:23
Total Jobs	2167	2271	2547	2426	2388	2352	2542	2392					19085
Average Timescale	2:54:54	2:11:26	2:27:22	2:12:27	2:14:36	2:01:02	1:45:56	1:57:38					2:12:37

Housing Non-Emergency Repair Timescales – 2023/24 (All contractors)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	6886	6993	6626	7101	7672	7198	8490	8982					59948
Total Jobs	44984	47502	48615	52631	53322	45232	50465	47622					390373
Average Timescale	6.53	6.79	7.34	7.41	6.95	6.28	5.94	5.30					6.51

Housing Emergency Repair Timescales – 2023/24 (Mears only)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	4431:45:46	4503:32:29	5607:39:38	4780:29:24	4873:49:52	4253:44:45	4073:23:58	4266:52:38					36791:18:30
Total Jobs	1810	1945	2105	2042	1966	1962	2196	2043					16069
Average Timescale	2:26:55	2:18:56	2:39:50	2:20:28	2:28:45	2:10:05	1:51:18	2:05:19					2:17:22

Housing Non-Emergency Repair Timescales – 2023/24 (Mears only)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	3824	4106	4132	4298	4814	4289	4664	4644					34771
Total Jobs	33741	34107	37643	39613	43312	36108	39692	39116					303332
Average Timescale	8.82	8.31	9.11	9.22	9.00	8.42	8.51	8.42					8.72

Appendix 4 MEARS CORPORATE PERFORMANCE 2023/24

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Cat 1a - Emergency within Hours (95%)	Total	185	225	257	138	259	258	285	314					1921
	% Within	98.92%	95.11%	98.44%	97.10%	98.84%	97.67%	98.60%	96.18%					97.61%
Cat 2 - Routine 3 Day Works (90%)	Total	85	125	98	38	79	102	102	112					741
	% Within	100.00%	100.00%	98.98%	97.37%	100.00%	100.00%	96.08%	100.00%					99.19%
Cat 3 - Routine 7 Day Works (90%)	Total	95	158	169	63	140	134	114	126					999
	% Within	98.95%	97.47%	100.00%	96.83%	99.29%	97.76%	99.12%	95.24%					98.20%
Cat 4 - Routine 20 Day Works (90%)	Total	403	490	477	420	580	582	645	521					4118
	% Within	99.50%	98.98%	99.16%	98.81%	98.62%	98.63%	97.98%	97.89%					98.64%
Programmed Works (95%)	Total	68	80	76	90	173	106	95	121					809
	% Within	100.00%	100.00%	97.37%	100.00%	98.27%	98.11%	96.84%	97.52%					98.39%
Cyclic Works (95%)	Total	47	59	68	104	132	71	184	132					797
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.24%					99.87%

Appendix 5 MEARS CORPORATE PERFORMANCE 2022/23

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Cat 1a - Emergency within Hours (95%)	Total	228	277	235	124	218	215	216	287	300	253	245	250	2848
	% Within	99.12%	99.64%	99.57%	99.19%	98.17%	98.14%	99.54%	93.38%	93.00%	94.47%	98.78%	92.80%	96.88%
Cat 2 - Routine 3 Day Works (90%)	Total	70	140	116	57	133	121	126	92	39	97	126	84	1201
	% Within	100.00%	99.29%	95.69%	96.49%	98.50%	100.00%	99.21%	96.74%	97.44%	100.00%	100.00%	98.81%	98.67%
Cat 3 - Routine 7 Day Works (90%)	Total	79	135	77	41	77	118	126	173	62	46	83	99	1116
	% Within	100.00%	100.00%	97.40%	100.00%	97.40%	96.61%	99.21%	97.11%	98.39%	100.00%	100.00%	100.00%	98.66%
Cat 4 - Routine 20 Day Works (90%)	Total	310	311	203	195	266	266	222	320	179	165	354	414	3205
	% Within	98.71%	97.75%	98.52%	98.97%	98.50%	98.12%	96.40%	99.38%	96.09%	98.79%	98.31%	99.52%	98.38%
Programmed Works (95%)	Total	53	47	21	30	50	27	37	41	45	135	119	97	702
	% Within	96.23%	97.87%	95.24%	100.00%	100.00%	100.00%	97.30%	97.56%	100.00%	97.78%	99.16%	100.00%	98.58%
Cyclic Works (95%)	Total	22	27	35	78	91	36	37	76	45	115	171	296	1029
	% Within	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	97.30%	76.32%	100.00%	98.26%	100.00%	100.00%	97.86%

Appendix 6 – Average timescales for corporate emergency and non-emergency jobs

Corporate Emergency Repair Timescales – 2023/24 (Mears only)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	586:59:22	905:57:53	1464:12:10	426:08:05	810:53:29	948:05:15	953:08:32	1170:12:43					7265:37:29
Total Jobs	185	225	257	138	259	258	285	318					1925
Average Timescale	3:10:22	4:01:35	5:41:50	3:05:17	3:07:51	3:40:29	3:20:40	3:40:48					3:46:28

Corporate Non-Emergency Repair Timescales – 2023/24 (Mears only)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	583	773	744	521	799	818	861	771					5870
Total Jobs	6186	7603	6703	6570	7857	8222	9134	6462					58737
Average Timescale	10.61	9.84	9.01	12.61	9.83	10.05	10.61	8.38					10.01

Appendix 7 Mears contribution to The Plan for North Lanarkshire

Service Area	Target Outcome/Purpose	2022/23 Actual					Comments
			Q1	Q2	Q3 Oct & Nov	Q4	
Improve Economic Opportunities and Outcomes							
OBJECTIVE: Provide supported routes out of unemployment or underemployment							
Number of trade and Modern apprenticeships	Contribute to the long-term economic sustainability of North Lanarkshire	62	59	65	65		21 apprentices recruited in August 2023 Number has reduced due to craft apprentices successfully completing their apprenticeship.
OBJECTIVE: Help current and incoming businesses to grow and create employment							
Number of local suppliers	Contribute to the long-term economic sustainability of North Lanarkshire.	£25.1m circa. 22 SME	£6.9m	£6.9m	£6.08		Q2 Local SME Spend: £3.97m Q2 Local Supply Chain Spend: £2.97m Q3 Local SME Spend: £3.17m Q3 Local Supply Chain Spend: £2.91m Spend is per quarter (not cumulative).

Improving the Health and Wellbeing of our Communities							
OBJECTIVE: Enable more people to live longer at home and to live as independently as possible							
Safer homes advice and installations	To provide safety and security measures to vulnerable groups such as elderly and victims of domestic abuse.	223 referrals with 1311 security items fitted.	69 referrals with 420 safety items fitted.	68 referrals with 409 devices fitted			Information for partial Q3 not available.
Schools work experience and engagement	Provide young people with an opportunity to get an insight into a possible career	4 placements	2	2			Arranged for 2 pupils who only attended one day.
Recruitment fairs/career talks	Provide young people with an opportunity to get an insight into a possible career and routes to work	6 careers fairs	0	4			Q2: Advancing Equality Working Group, Skills Development Scotland Apprenticeship Recruitment Actuals: Talks Delivered at Braidhurst, Dalziel High and Coltness High School employability workshops. No information available for Q3.
Apprenticeship projects to support local communities	Provides apprentices with the opportunity to work with local communities to add value to facilities as well as work with local groups and	14 projects with apprentice involvement	6	0	10		Q3 5 Apprentices supported the Christmas lunch for the elderly, a very successful event held in New College Lanarkshire Motherwell campus. 5 Apprentices supported the Light Up a Life event at St Andrews Hospice.

	events to enable others to deliver community benefits within their area						
Enhance Participation, Capacity and Empowerment Across Our Communities							
OBJECTIVE: Improve community participation and engagement in the planning and delivery of services							
Housing Tenant Conferences	Positively promote the partnership	4	1	0	1		Tenant Conference, 4 General Managers in attendance and two hampers donated for the raffle. Invites received – 1.
Sporting Events	Positively promote the partnership	0	0		0		
Best Value Efficiency Savings	To positively support the partnership, deliver efficiencies to the Schedule of Rates payable via the works agreement.	£1,751,868	£1,138,961	£400,113	*£401,219		The maximum BVES of 7.69% being applied for the whole of Q1. Q2 and Q3 are at the standard rate of 2.75%. *The full time period of Qtr 3 has been updated.

Appendix 8 - Financial Performance as at September 2023

MEARS Scotland LLP

Financial Performance as at September 2023

Income & Expenditure	Budget £m	Actual £m	Variance to Budget £m	2023 Revised full year budget £m	2022 Actual Outturn £m
Total Sales	49,608	49,608	0	65,043	59,163
Total Direct Costs	37,725	37,725	0	49,205	45,686
Gross Margin	11,883	11,883	0	15,839	13,477
Operational %	24.0%	24.0%	0	24.4%	22.8%
Total Overheads	8,357	8,357	0	11,212	10,169
Net Trading Profit	3,526	3,526	0	4,627	3,308
Profit %	7.1%	7.1%	0	7.1%	5.6%

Appendix 9 - Overall Financial Standing as at September 2023

MEARS Scotland LLP

Overall Financial Standing – Balance Sheet as at September 2023

Balances / Indicators	2023 YTD £m	2022 Final Outturn £m
Total Fixed Assets	0.031	0.024
Stock	2.308	3.762
Trade & Other Debtors	0.485	-0.720
Cash	16.083	13.509
Trade & Other Creditors	-7.710	-7.175
Government Bodies - tax, VAT, NI	-1.920	-2.549
Inter Company Trading loan	-1.787	-2.891
Total Net Assets/ (Liabilities)	7.488	3.960

Current Ratio	1.96	1.70
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North Lanarkshire Council Report

Housing Committee

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

Ref BL/MH/HD

Date 14/02/24

Saltire Performance Report to 30 November 2023

From Brian Lafferty, Chief Officer (Housing Property Services)

E-mail HendryM@northlan.gov.uk

Telephone 07960974797

Executive Summary

The purpose of this report is to provide a detailed update on the current 2023/24 performance of the Business Housing Property Central Heating Repairs & Maintenance service delivery contracts.

Recommendations

It is recommended that the Housing Committee:

- (1) Acknowledge the report in relation to the continued ongoing improved performance of the service delivery contract.

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	Statutory / corporate / service requirement

1. Background

- 1.1 As per the recommendation to Committee on 7 June 2012, it was agreed that a six-monthly report be established to detail performance across agreed Key Performance Indicators (KPI's), customer satisfaction and complaints to support the ongoing review and associated improvement actions within the delivery of the strategic partnership vehicles.
- 1.2 Following consideration and approval by the Policy & Resources Committee in March 2017, the Council's Strategic Adviser (External Organisations) concluded the sale of the Council's 33% shareholding in Saltire 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.

- 1.3 In relation to the contract extension, Saltire are now in the third year, this commenced on 8 January 2023 until 7 January 2024. A further extension was approved at Committee, the extension covers the existing agreement and will commence on expiry of the existing contract ,7 January 2024, for up to 6 months.

2. Report

Performance Indicators

- 2.1 KPI performance for 2023/24 in relation to Heating Repairs & Maintenance is attached as Appendix 1. Appendix 2 also contains the full KPI set for 2022/23. Appendix 3 contains the full breakdown of emergency and non-emergency repairs jobs carried out by month for all 3 linked contractors, as well as Saltires only.
- 2.2 As of November 2023/24 the contract achieved 100% gas certification record for the extensive gas heated housing asset base.
- 2.3 All KPI areas continued to be subject to a full audit programme to ensure validity, with wider associated improvement actions details via the formal liaison structure to ensure full transparency and accountability.

Business Housing Property and Projects Performance / Developments

- 2.4 The timescale in completing emergency repairs for all 3 linked contractors, year to date, is currently 2.12 hours. Saltire year to date, average emergency timescales are 2.54 hours. The 2022/23 Scottish average was 4.20 hours.
- 2.5 The timescale for completing non-emergency repairs, for all 3 linked contractors, year to date, is currently 6.51 days. Saltire average non-emergency timescales is 1.03 days. The 2022/23 Scottish average was 8.7 days. A full breakdown of year to date including emergency and non-emergency performance for all contractors is included in appendix 3.
- 2.6 It should also be noted that repairs carried out right first time has been reported at 97.46% over the same period. The 2022/23 Scottish average was 87.8%
- 2.7 Current customer satisfaction level is 94.04% year to date. The 2022/23 Scottish average was 88.0%. We continue to utilise various methods of surveys which include online, post inspection stage of works and face to face with tenants. Customer satisfaction surveys continue to inform service improvement actions and help ensure that any areas of dissatisfaction are immediately followed up.

Frontline resolutions

- 2.8 The number of Stage 1 complaints received for 2023/24 relating to all of Housing Property and Projects, have increased in comparison with the same period last year (see table 1 below). Of the complaints responded to year to date, a total of 64.38%

have been upheld or partially upheld, in the same period last year 73.63% were upheld/partially upheld. 97.33% of complaints YTD have been responded to within SPSO timescales, in comparison to 91.50% of complaints in the same period in 2022/23. Five stage one complaints were received YTD in relation to Saltire, they were responded to within timescale and 3 (60%) were upheld or partially upheld. An analysis of all complaints received is undertaken by Local Homes to allow any re-occurring issues to be addressed and associated service improvement actions to be progressed.

Investigations

- 2.9 The number of Stage 2 complaints received for 2023/24, relating to all Housing Property and Projects service, has increased in comparison to the same period last year (see table 1 below) A total of 70.59% of closed cases have been upheld or partially upheld which is an increase in comparison to 60% upheld or partially upheld in the same period last year. 97.06% of complaints received as stage 2 complaints were responded to within SPSO timescale in comparison to 95% of complaints in the same period in 2022/23. There has been one stage 2 complaint received in relation to Satire within 2023/24 to date. It was responded to within timescales and was upheld.
- 2.10 It should be noted that the number of complaints in relation to the number of emergency and non-emergency repairs, equates to only 0.43% of the 59,948 repairs completed from March 2023 to November 2023

Table 1 Housing property and projects complaints received via Council each financial year.

	2023/24					2022/23 (for comparison)				
	Q1	Q2	Q3 Oct & Nov only	Q4	Total	Q1	Q2	Q3	Q4	Total
Stage 1	81	87	57		225	74	63	86	102	325
Stage 2	17	10	7		34	7	9	9	13	38
Total	98	97	64		259	81	72	95	115	363

3. Measures of success

- 3.1 The ongoing Partnership Performance monitoring report requires Committee to consider Saltire Facilities Management Limited performance twice per year. These reports detail the activities which are expected to support delivery of the Council's priority outcomes, as well as the organisation's performance against these and should therefore ensure elected members have sufficient information to assess how Saltire service delivery supports the Council in delivering against The Plan for North Lanarkshire as well as producing a high level of service delivery, legal compliance and customer satisfaction.

4. Supporting documentation

- 4.1 Appendix 1: Saltire Performance 2023/24
 4.2 Appendix 2: Saltire Performance 2022/23
 4.3 Appendix 3: Emergency Repair Timescales and Non-Emergency Repair Timescales



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?
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?

<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 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 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 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 SALTIRE HOUSING PERFORMANCE 2023/24

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Cat 1a - Priority U (95%)	Total	2	3	3	0	2	2	2	4					18
	% Within	100.00%	100.00%	100.00%	N/A	100.00%	100.00%	100.00%	100.00%					100.00%
Cat 1b - Priority E (95%)	Total	0	0	0	0	0	0	1	0					1
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A					100.00%
Cat 2 - Routine - Priority 1 (95%)	Total	388	436	374	454	502	518	715	881					4268
	% Within	100.00%	99.77%	99.47%	98.46%	99.20%	100.00%	99.58%	99.66%					99.53%
Cat 3 - Routine - Priority 2 (95%)	Total	17	11	4	16	14	35	26	55					178
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.15%	100.00%					99.44%
Cat 4 - Routine - Priority 3 (95%)	Total	956	861	815	875	895	714	879	1189					7184
	% Within	98.74%	99.19%	99.14%	98.86%	98.55%	99.30%	99.09%	98.91%					98.96%
Empty House Works - Priority 4 (95%)	Total	298	385	414	270	398	361	314	427					2867
	% Within	98.66%	100.00%	99.52%	98.52%	100.00%	99.72%	99.36%	99.06%					99.41%
Empty House Works - Priority 5 (95%)	Total	159	184	167	139	162	158	165	159					1293
	% Within	99.37%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					98.92%
Routine Works - P9 (95%)	Total	0	0	0	0	0	0	0	0					0
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A					N/A
Priority P - Extended Priorities (95%)	Total	0	0	0	0	0	0	0	0					0
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A					N/A
Priority C - 24hour Emergency (95%)	Total	1365	1147	845	1072	1048	1296	1712	1808					10293
	% Within	99.85%	99.91%	100.00%	99.63%	99.81%	99.77%	99.71%	99.56%					99.76%
Priority D - Capital Boiler renewals (95%)	Total	79	79	76	81	61	63	74	54					567
	% Within	98.73%	100.00%	98.68%	100.00%	100.00%	98.41%	100.00%	98.15%					99.29%
Priority B - 2 hr Emergency within working hours (95%)	Total	8	9	9	6	6	6	2	2					48
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
Priority F - 2 hr Emergency outwith working hours (95%)	Total	1	0	1	0	1	0	1	0					4
	% Within	100.00%	N/A	100.00%	N/A	100.00%	N/A	100.00%	N/A					100.00%
Adaptations - 40 Days (95%)	Total	11	3	11	12	4	1	3	1					46
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%

Appendix 2 SALTIRE HOUSING PERFORMANCE 2022/23

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Cat 1a - Priority U (95%)	Total	5	3	4	4	2	9	7	5	27	1	5	2	74
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cat 1b - Priority E (95%)	Total	0	0	0	0	0	0	0	3	7	0	0	0	10
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	100.00%	N/A	N/A	N/A	100.00%
Cat 2 - Routine - Priority 1 (95%)	Total	504	479	456	259	380	366	528	693	604	665	631	690	6255
	% Within	99.40%	100.00%	99.56%	100.00%	99.74%	100.00%	99.81%	100.00%	96.03%	99.70%	99.21%	99.71%	99.36%
Cat 3 - Routine - Priority 2 (95%)	Total	23	20	8	5	11	20	12	10	24	24	14	17	188
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%	98.94%
Cat 4 - Routine - Priority 3 (95%)	Total	526	501	925	476	755	702	656	1358	380	817	1076	913	9085
	% Within	99.24%	98.60%	99.89%	99.16%	99.74%	99.00%	99.39%	99.19%	98.95%	99.14%	99.63%	99.34%	99.33%
Empty House Works - Priority 4 (95%)	Total	196	239	242	215	258	178	222	209	202	218	232	344	2755
	% Within	98.98%	97.91%	99.17%	96.74%	98.84%	99.44%	98.20%	99.04%	98.51%	98.17%	98.28%	98.84%	98.51%
Empty House Works - Priority 5 (95%)	Total	139	147	191	142	184	144	162	160	144	178	170	185	1946
	% Within	99.28%	100.00%	98.43%	99.30%	100.00%	99.31%	99.38%	98.75%	97.92%	99.44%	98.82%	98.38%	99.08%
Routine Works - P9 (95%)	Total	0	0	0	0	0	0	0	0	0	0	0	0	0
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Priority P - Extended Priorities (95%)	Total	0	0	0	0	0	0	0	0	0	0	0	0	0
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Priority C - 24hour Emergency (95%)	Total	1575	1400	1194	864	1234	1415	1919	1996	2759	2079	1763	1799	19997
	% Within	99.43%	99.93%	99.83%	99.77%	99.92%	99.65%	98.54%	99.95%	95.36%	98.89%	99.60%	99.83%	98.95%
Priority D - Capital Boiler renewals (95%)	Total	118	97	65	65	80	62	77	96	66	78	83	101	988
	% Within	100.00%	100.00%	100.00%	98.46%	100.00%	98.39%	100.00%	100.00%	100.00%	98.72%	100.00%	100.00%	99.70%
Priority B - 2 hr Emergency within working hours (95%)	Total	8	6	5	4	3	10	11	6	6	4	6	11	80
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Priority F - 2 hr Emergency outwith working hours (95%)	Total	2	0	0	0	0	0	1	1	1	0	0	1	6
	% Within	100.00%	N/A	N/A	N/A	N/A	N/A	100.00%	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Adaptations - 40 Days (95%)	Total	5	1	6	5	7	6	9	4	6	3	2	8	62
	% Within	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Appendix 3 – Average timescales for housing emergency and non-emergency jobs

Housing Emergency Repair Timescales – 2023/24 (All contractors)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	6316:52:02	4974:32:04	6255:43:40	5355:31:07	5356:53:47	4744:41:20	4488:21:45	4689:35:38					42182:11:23
Total Jobs	2167	2271	2547	2426	2388	2352	2542	2392					19085
Average Timescale	2:54:54	2:11:26	2:27:22	2:12:27	2:14:36	2:01:02	1:45:56	1:57:38					2:12:37

Housing Non-Emergency Repair Timescales – 2023/24 (All contractors)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	6886	6993	6626	7101	7672	7198	8490	8982					59948
Total Jobs	44984	47502	48615	52631	53322	45232	50465	47622					390373
Average Timescale	6.53	6.79	7.34	7.41	6.95	6.28	5.94	5.30					6.51

Housing Emergency Repair Timescales – 2023/24 (Saltire only)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	24:31:56	37:23:31	35:17:09	28:54:07	17:47:22	14:52:31	35:38:04	11:56:07					206:20:47
Total Jobs	11	12	13	6	9	8	6	6					71
Average Timescale	2:13:49	3:06:58	2:42:51	4:49:01	1:58:36	1:51:34	5:56:21	1:59:21					2:54:23

Housing Non-Emergency Repair Timescales – 2023/24 (Saltire only)

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Total Time Taken	2646	2358	1972	2319	2364	2464	3234	3848					21205
Total Jobs	2582	2243	2396	2504	2992	2147	3344	3529					21737
Average Timescale	0.98	0.95	1.22	1.08	1.27	0.87	1.03	0.92					1.03

North Lanarkshire Council Report

Housing Committee

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

Ref SL/ MK/ AMcG

Date 15/02/24

Local Housing Strategy Annual Progress Report

From Stephen Llewellyn, Chief Officer, Housing Management

E-mail llewellyns@northlan.gov.uk

Telephone 07939280680

Executive Summary

The purpose of this report is to advise committee of the progress made in delivering the strategic priorities and actions set out in the Local Housing Strategy 2021-2026.

The Local Housing Strategy is the main overarching strategy for housing and housing related services in North Lanarkshire. It is an all-tenure document which sets the strategic direction in key areas such as homelessness, house condition, housing delivery, specialist provision, climate change and fuel poverty. The Local Housing Strategy for 2021-2026 was approved by Committee in November 2021. Local authorities are required to report on progress annually and to publish this on their website. This is the second annual progress report since the strategy was approved.

Recommendations

It is recommended that Housing Committee:

- Acknowledge the progress made to date as outlined in this report and accompanying appendix, in delivering the actions set out in the Local Housing Strategy 2021-2026.

The Plan for North Lanarkshire

Priority All priorities

Ambition statement All ambition statements

Programme of Work Statutory / corporate / service requirement

1. Background

- 1.1 The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a Local Housing Strategy (LHS) that sets out its strategy, priorities, and plans for the delivery of housing and related services.

- 1.2 Local authorities are expected to review progress annually and to submit a copy of the review to the Scottish Government More Homes Area Team. The review must also be made available on the council's website.
- 1.3 North Lanarkshire's LHS for 2021-26 was approved by Committee in November 2021. The strategy plays an important part in delivering our ambition, set out in The Plan, to make North Lanarkshire the place to live, learn, work, invest and visit. It is closely connected and aligned to other key plans and strategies such as the Local Development Plan, Town Visions and the Economic Regeneration Delivery Plan.

2. Report

- 2.1 The vision set out in the strategy is:

"To make North Lanarkshire the place to live, through provision of high-quality housing and support in sustainable communities, that enables people to thrive and prosper"

- 2.2 This vision is underpinned by seven priority outcomes which will be delivered over the period 2021-2026:

- We will increase the supply of high-quality sustainable homes across tenure
- Our communities are vibrant, attractive, and sustainable
- We prevent and resolve homelessness effectively
- We have a range of housing options and supports which promote independence, health, and wellbeing
- We will tackle climate change and fuel poverty
- Our homes will be fit for the future
- We contribute to improving the quality and accessibility of the private rented sector

- 2.3 The Action Plan contains 165 separate milestones, delivering on 41 actions, with the LHS providing a framework for strategic monitoring and review. Of these milestones, 30 are complete and 124 are on track and 1 milestone is slightly behind. A further 8 milestones have not yet been started and 2 are no longer applicable. None are significantly behind.

- 2.4 A full report on progress under each priority is included in the LHS Annual Progress Report and corresponding Action Plan (which are attached in the Appendix). Some of the key progress made to date includes:

- **539 new affordable homes built** in 2022/23 an increase of 150 more homes delivered over 2021/22.
- **34 wheelchair liveable homes** delivered in 2022/23.
- We celebrated the **handover of our 1,000th new build home** in August 2023.
- **70 homes brought back into use** through our Empty Homes Purchase Scheme and Open Market Purchase Scheme, bringing the total properties bought to date to 718.
- Concluded the **purchase of 21 properties from private landlords** with sitting tenants to prevent homelessness as part of the expansion of the Open Market Purchase Scheme.

- **Our Strategic Housing Investment Plan (SHIP)** was approved at Committee in August 2023 and sets out plans to deliver circa 3,000 new affordable homes in the next 5 years.
- The council's **Affordable Housing Policy** has been reviewed and published.
- 134 council homes delivered in **town centres** and edge of town centre locations since April 2019/20.
- Phase 1 of the **re-provisioning programme** is nearing completion with 1,656 out of 1,750 properties vacated and 831 demolished/in process of being demolished in 2022/23.
- 97 new homes have been delivered so far within the **re-provisioning site at Dykehead Road, Airdrie**.
- **Phase 2 of the re-provisioning programme** was approved at Committee in August 2023 with 974 properties identified for inclusion.
- **35 long-term empty properties** brought back into use in 2022/23.
- **Average length of stay in temporary accommodation** for homeless cases that closed was 145 days and is significantly less than the 223 days nationally.
- 96.3% of homeless applicants **were satisfied with the standard of temporary accommodation** provided.
- **Youth homelessness reduced** by 3.5% to 24.1% in 2022/23.
- **£15m generated in benefits** for tenants by housing income maximisers.
- The management of the **Housing Options Toolkit** has been transferred to the Scottish Housing Network and a Learning and Development Officer appointed to manage the delivery across Scotland and future updates.
- From April 2022 to June 2023, 26 tenants moved to a smaller home through the **incentive to downsize scheme**.
- North Lanarkshire's first **Local Heat and Energy Efficiency Strategy** approved at Committee and published.
- **Over 3,500 energy efficiency measures installed** in 2022/23 including external wall insulation, triple glazed windows, energy-efficient heating and solar panels with £30m planned investment in 2023/24.
- Delivery of our first '**net zero**' homes at **Dykehead Road, Airdrie** which feature several low carbon technologies including air-source heat pumps, battery storage, enhanced solar PV arrays and enhanced insulation.
- **Secured over £2m from the Social Housing Net Zero Heat Fund** for works to upgrade non-traditionally constructed homes.
- **Investment of more than £34m** to improve the quality of our homes in the past year, including £19.1m on roof and render, £5.3m on heating upgrades, £1.1m on renewable energies, £7.8m on kitchens and bathrooms, and £1.4m on home safety and security.
- Completed a **review and redesign of Private Landlord Registration** processes and procedures.
- Created and implemented a **licensing process for Short Term Lets** and have received 141 applications.

2.5 The LHS is a five-year plan. Progress will continue to be monitored and reported annually through the Local Housing Strategy Steering Group and Housing Committee.

3. Measures of success

3.1 Delivery of actions set out in the LHS Action Plan (attached in the Appendix).

4. Supporting documentation

4.1 Appendix – Local Housing Strategy Annual Progress Report 2023

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

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 checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The LHS has a positive impact on several protected characteristic areas, through the provision of improved housing and related services to meet a broad range of needs.</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 checked="" 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>The LHS contains financial impacts. As this report is a progress report, it does not contain any direct financial impacts.</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>
<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 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>There are several actions in the LHS that have a positive impact on meeting our climate change targets. Progress has been made on several key actions relating to improving energy efficiency of housing stock which reduce our carbon emissions. Further detail is set out in out in the progress report.</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>Risk is recorded on the Service Risk Register and managed accordingly.</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 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>Consultation and engagement with the Armed Forces Community was carried out as part of the LHS development process. This has directly informed the actions and milestones set out in the strategy.</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).

A CRWIA was completed as part of the development of the LHS and identified several actions that will impact positively on the rights of children with aims to improve their health and wellbeing.

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

Yes ☒ No ☐

LOCAL HOUSING STRATEGY

ANNUAL PROGRESS REPORT 2023



Contents

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Introduction

The Local Housing Strategy (LHS) is the main overarching plan for housing. It sets out our housing priorities and the actions we will take to achieve our vision:

“To make North Lanarkshire the place to live, through provision of high-quality housing and support in sustainable communities, that enables people to thrive and prosper”

The strategy plays an important part in delivering our ambition set out in The Plan to make North Lanarkshire the place to live, learn, work, invest and visit, and is closely connected and aligned to other key plans and strategies such as the Local Development Plan, the Town Visions, and the Economic Regeneration Delivery Plan.

The strategy will help deliver real improvements to people's lives, by:

- Continuing to build much needed new affordable homes, reducing poverty, boosting the local economy, and improving outcomes.
- Improving the quality and energy efficiency of housing, helping reduce fuel poverty and helping achieve our net-zero climate change target.

- Delivering a range of support services to help people achieve their potential, be healthy and included.
- Helping create sustainable and attractive communities, through tackling empty homes and low demand and regenerating areas and places.

North Lanarkshire's Local Housing Strategy for 2021-26 was approved by Committee in November 2021. This is the second annual report on progress since the strategy was approved and provides an update to the previous annual report published in February 2023, featuring key highlights and achievements as well as ongoing challenges.

Strategic Context

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to prepare a Local Housing Strategy (LHS) supported by an assessment of housing need and demand. The LHS provides the strategic direction, together with policies and plans to enable the council and its partners to invest in the delivery of high-quality affordable housing and housing related services, across all housing tenures, to meet identified need. There is a requirement to set out the contribution housing can make towards the effective integration of health and social care; as well as its approach to meeting a range of statutory housing responsibilities such as addressing fuel poverty, improving house condition, and addressing homelessness.

Our Priorities

Our LHS has seven priority outcomes which will be delivered over the five-year period 2021-2026. These priorities are:

- **Priority 1:** We Will Increase the Supply of High-Quality Sustainable Homes Across Tenure
- **Priority 2:** Our Communities Are Vibrant, Attractive and Sustainable
- **Priority 3:** We Prevent and Resolve Homelessness Effectively
- **Priority 4:** We Have a Range of Housing Options and Supports Which Promote Independence, Health and Wellbeing
- **Priority 5:** We Will Tackle Climate Change and Fuel Poverty
- **Priority 6:** Our Homes Will Be Fit for The Future
- **Priority 7:** We Contribute to Improving the Quality and Accessibility of The Private Rented Sector

Progress on the seven priorities is outlined in this report highlighting any key success and challenges. The action plan indicates the status of each action.



Housing delivery

PRIORITY 1: WE WILL INCREASE THE SUPPLY OF HIGH-QUALITY SUSTAINABLE HOMES ACROSS TENURE



539 new affordable homes built (*up on 389 previous year*)



34 wheelchair liveable homes



Scottish Government funding of £32.98m secured for 2024/25



SHIP planned delivery of 3,060 homes over the next five years



18 MMR homes delivered in 2022/23



394 homes under construction

New Supply Affordable Housing

The number of new homes delivered in North Lanarkshire in the past year is 539 which is significantly higher than the 389 homes built in the previous year, with an additional 150 homes delivered. 34 wheelchair homes delivered over the period by the Council and RSL partners and brings the total number of wheelchair liveable homes delivered to 152¹.

Global and market/supply issues and inflationary cost pressures continue to impact on the delivery of new homes. Despite this we built 82 new affordable council homes for rent in 2022/23 and increased the overall supply of affordable homes to 1,646² which confirms we are on track to achieve the target of delivering 5,000 new, affordable rented homes by 2035.

In the last year, we have completed the following new build sites:

Site Name	Area	Number of Homes	Completion Date
Mossburn Street, Waterloo	Wishaw	20	May 2022
Plains	Airdrie	16	Sept 2022
Community Road	Bellshill	29	Feb 2023
Dykehead Road (Re-provisioning) Phase 1	Airdrie	11	Mar 2023
Lindsaybeg Road (former Childrens Home)	Chryston	21	May 2023
Torrance Park	Motherwell	6+4 (off the shelf)	Feb + June 2023
Earls Rise (Gateside Farm)	Stepps	30 (off the shelf)	June 2023
Dykehead Road (Re-provisioning) Phase 2	Airdrie	86	Sept/Oct 2023
Ravenscliff Road, Ravenscraig	Motherwell	24	Oct 2023
Auchengeich, Gartferry Road	Moodiesburn	12 (off the shelf)	Oct 2023

¹ by September 2023
² As at November 2023 and includes properties purchased through the open market and empty homes schemes.

Site Name	Area	Number of Homes	Completion Date
Castlehill Road (Re-provisioning) Phase 1	Wishaw	3	Oct 2023
Northburn Place (Re-provisioning) Phase 1	Airdrie	9	Oct 2023
Springhill Road (Keepmoat)	Shotts	12 (off the shelf)	Oct 2023

We celebrated the handover of our 1000th new build home at Dykehead Road in August and the new tenants are delighted with their two-bedroom net zero home.



New tenants mark housing milestone - 1000th home

We are on-site with several other developments, including several town centre sites as well as land linked to our tower re-provisioning programme. We currently have 394 homes under construction with the sites below due to complete by next Summer.

Site Name	Area	Number of Homes	Scheduled Completion Date
Northburn Place (Re-provisioning)	Airdrie	22	Nov 2023
Castlehill Road (Re-provisioning)	Wishaw	94	Phased from Nov 2023
Berwick Street	Coatbridge	19	Dec 2023
South Bridge Street (Former Orrs Building)	Airdrie	20 (off the shelf)	Jan 2024
Dykehead Road (Re-provisioning)	Airdrie	53	Mar 2024
Brandon Street	Motherwell	48	July 2024
Glenacre Drive	Airdrie	16	2023/24
Former Petersburn PS	Airdrie	40	2023/24
Lorne Place (Allanwater)	Coatbridge	24 (off the shelf)	2023/24
Dowanfield Road (Zoom)	Cumbernauld	24 (off the shelf)	2023/24
Johnston Road – Phase 2 (Bellway)	Gartcosh	12 (off the shelf)	2023/24
Gartferry Road (Allanwater)	Chryston	22 (off the shelf)	2023/24

Community benefits are built into every council new build contract, helping to secure work experience, skills development and training and job opportunities for local residents as well as supporting local businesses through supply chain improvements. Partnership working with Education, Early Careers, Virtual Schools, Developing the Young Workforce, Supported Enterprise, the Apprenticeship team, and Employability services continues to maximise opportunities created through the new supply programme.

Our partners have delivered 457 affordable homes over the past year, increasing the total number of new affordable homes built in the year to 539³. They have also completed 18 homes for Mid-Market Rent during 2022/23, bringing the total number of MMR homes to 88⁴ since 2010/11.

We completed a review of our Pathfinder Scheme, which allows the council to purchase new affordable homes directly from private developers and work is now well underway at the former John Orrs Building in Airdrie following completion of demolition works and the acquisition of 20 flats which is scheduled for completion in 2023/24. We have also concluded the purchase of 24 homes at Lorne Place in Coatbridge and a further 39 homes at the former DWP offices in Coatbridge with work now underway.



In 2022/23, we brought 70 homes back into use through our Empty Homes Purchase Scheme and Open Market Purchase Scheme, bringing the total properties bought to 718. Despite current market pressures which have reduced supply and increased costs, the scheme continues to be popular, allowing us to increase the supply of affordable housing whilst also addressing issues associated with property repair and long-term empty homes. As at early November 2023, we have concluded the purchase of 21 properties from private landlords with sitting tenants, a recent expansion of the OMPS to prevent homelessness for tenants where the landlords were in financial difficulties with their lender and the property was at risk of repossession.

Our Strategic Housing Investment Programme (SHIP) for 2024/25-2028/29 was approved by Committee in August 2023 and was submitted to the Scottish Government in October. The SHIP sets out plans to deliver over 3,000 new affordable homes in the next five years, helping regenerate local communities and support the economy by creating new jobs.



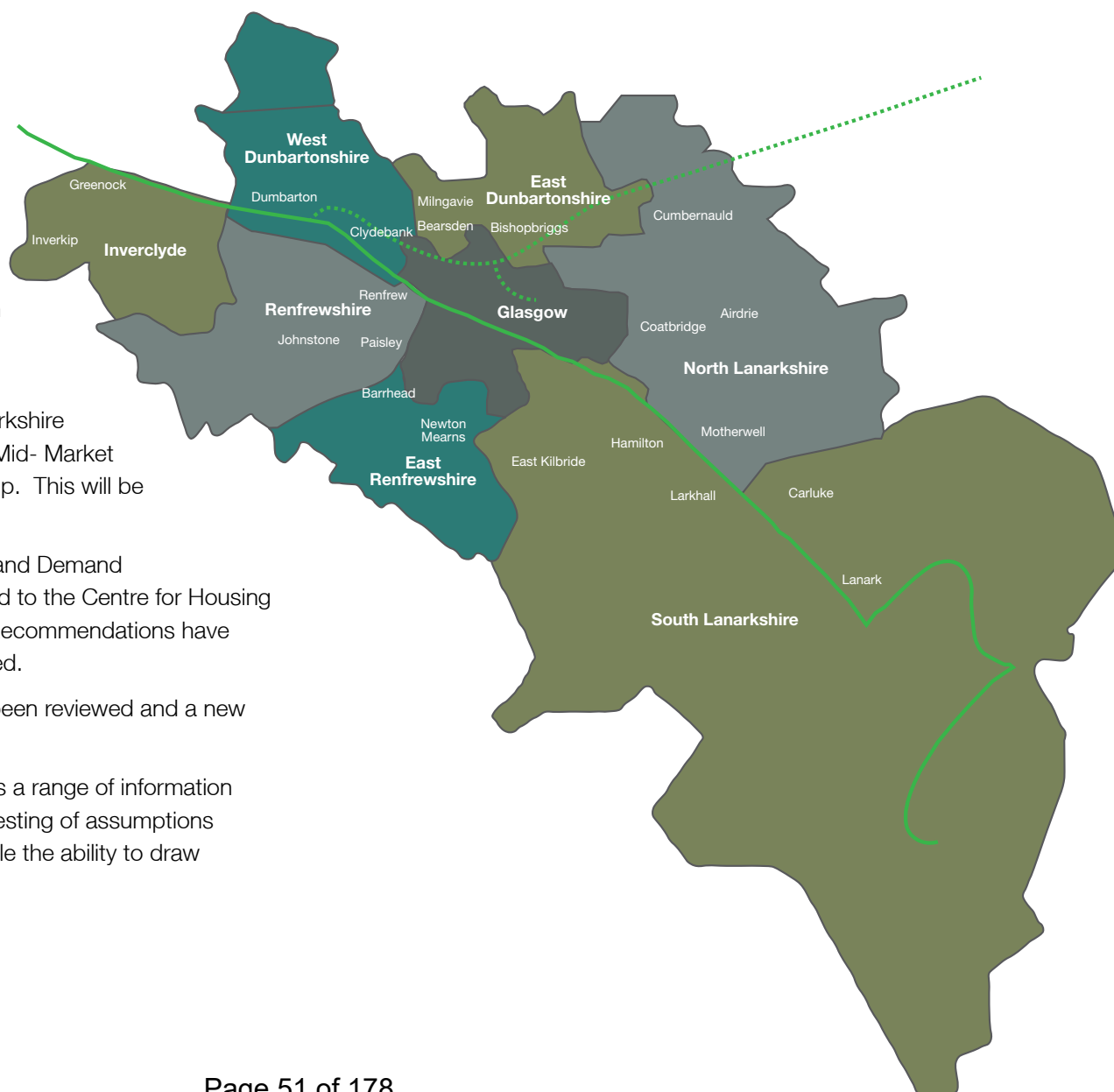
Despite increased grant subsidy available from the Scottish Government, a refreshed feasibility study and financial analysis has shown that the delivery of Mid-Market Rent (MMR) by the council remains financially unviable and is likely to continue for the foreseeable future. The situation will continue to be monitored and should market conditions change we will develop a Housing Delivery Partnership to enable alternative tenures. We are also exploring options for delivery of MMR in town centres through the Town Centre Project.

We are currently undertaking research with NHS Lanarkshire and larger employers within North Lanarkshire to establish gaps and demand for tenures such as Mid- Market Rent, Shared Equity and Low-Cost Home Ownership. This will be progressed in partnership with the Growth Team.

The third Glasgow and Clyde Valley Housing Need and Demand Assessment (HNDA3) was completed and submitted to the Centre for Housing Market Analysis for 'Robust and Credible' status. Recommendations have been received and HNDA3 is currently being updated.

The council's Affordable Housing Policy (AHP) has been reviewed and a new AHP has been approved and published.

Our Housing Asset Management Database captures a range of information to help inform demand and investment decisions. Testing of assumptions is ongoing and weightings being developed to enable the ability to draw conclusions and plan future actions.



Placemaking and communities

PRIORITY 2: OUR COMMUNITIES ARE VIBRANT, ATTRACTIVE AND SUSTAINABLE

Our key Town Centre Ambition projects are on track to proceed this year. We consulted on the Town Action Plans (TAP's) for Airdrie, Motherwell, and Wishaw earlier this year with finalised plans approved at Committee in November 2023. Phase 2 public engagement of the TAP projects has begun for Kilsyth, Bellshill and Shotts with Coatbridge due to begin shortly and is expected to be complete by Spring in 2024.

A major milestone in the redevelopment of Cumbernauld town centre was reached when we successfully completed the purchase of The Centre Cumbernauld (TCC) in June 2023. In the past year, new affordable homes have been delivered at town centre sites in Main Street, Wishaw and both Brandon Street, Motherwell and Orrs in Airdrie are under construction. This brings the total of new council homes built in town centres to 134. A total of 776 social housing homes have now been delivered in or on the edge of town centres (within a 10-minute walk) since April 2019/20.

We have sought significant funding to help deliver our visions from both the Scottish and UK Governments and submitted bids for regeneration projects to various funding streams including the UK Government's Levelling Up Fund and the Scottish Government's Regeneration Capital Grant Fund (RCGF) and Vacant and Derelict Land Investment Programme (VDLIP). £9.225m has been secured from the Levelling Up Fund for the regeneration of Cumbernauld and 'stage 2' bids for up to £3m in funding through RCGF and VDLIP are currently under consideration. We have also secured funding from the Scottish Government's Place Based Investment Programme (£1.698m) and Vacant and Derelict Land Fund (£1.814m) and have



been awarded £20m from the UK Government's Towns Fund for projects in Coatbridge, to be delivered over the decade from 2024. We have also secured heritage funding to develop projects in Airdrie Town Centre (initial £150,000 ahead of £2.65m bid) and at Summerlee (initial £148,000 ahead of £3.39m bid).

Some key progress over the period includes:

Partial demolition of Bank Street, Coatbridge with designs ongoing for residential development.

Detailed plans underway to re-design the former Municipal Buildings at Kildonan Street, Coatbridge into a mix of residential and office accommodation.

Demolition of the former Orrs department store for residential redevelopment as well as commercial space with works currently underway for completion in 2023/24.

Old Town Hall in Motherwell acquired during 2021/22 for conversion to residential use and now in design phase.

Demolition of the former office building Kingshouse, Wishaw in 2022/23, with designs ongoing for residential development.

42 new homes were delivered by Trust Housing Association on the former Tesco site in Wishaw.

Properties at Graham Street in Airdrie delivering commercial and residential accommodation.

Detailed plans underway to redevelop an existing gap site at Main Street, Coatbridge.

48 homes featuring ground source heat pumps at Brandon Street, Motherwell currently under construction

We have refreshed and published our Economic Regeneration Delivery Plan (ERDP) 2023-2028 which builds on the work of the council and our partners over the last four years to promote inclusive growth, ensure community wellbeing and create a more prosperous place for our residents.

In line with our ambitions to develop integrated community hubs throughout North Lanarkshire, we have progressed work in three community hubs this year:

Newmains and St Brigid's Community Hub opened in Q1 of 2023 and provides a shared campus for two primary schools and a family learning centre, delivering an inclusive learning environment and modern facilities for all members of the community.

Chryston Community Hub is due for completion in Q3 of 2023 and replaces the existing primary school and provides a new Community Health Clinic, offering residents access to state-of-the-art health and wellbeing facilities.

Riverbank Community Hub in Coatbridge opened its doors for the start of term in August 2023 and brings together two primary schools, Carnbroe PS and Sikeside PS, along with an early year's class. The hub is designed to provide an exciting and flexible learning environment which can accommodate a wide range of requirements in the years to come.

The local community is set to benefit through building of the hubs, as local contractors and smaller businesses will be supported, and work placements and training opportunities created. A further three community hubs are in the design phase at Orbiston in Bellshill, and at St Stephen's and St Kevin's, both in Coatbridge.



Good progress continues to be made on the Ravenscraig Access Road, with the construction of the rail bridge completed in April 2023. Work is ongoing to deliver the new connection between Motherwell and Ravenscraig with improved specifications and tender documents prepared for procurement to manage costs and mitigate risks.



Phase 1 of the re-provisioning programme is nearing completion with 1,656 out of 1,750 properties now vacated. This includes 200 properties in Highcoats and Birkshaw towers which have been re-purposed to support the Ukrainian Resettlement Scheme. Funding of £5.9m was provided by the Scottish Government to enable the refurbishment of these towers to assist the resettlement of refugees.

In 2022/23, we have demolished or are in the process of demolishing 831 properties with a spend of £24.3m across the Towers Reprovisioning Programme. We are currently on site at Shawhead Low Rise in Coatbridge, Coursington Towers in Motherwell, Gowkthrapple low rise in Wishaw and Jackson Towers in Coatbridge.



97 new homes have been delivered so far within the re-provisioning site at Dykehead Road in Airdrie with further phases now underway. Northburn Avenue in Airdrie is also now under construction. These developments will deliver 181 modern and energy efficient new build homes for the local area and are planned for completion in 2024.



Committee approved Phase 2 of the re-provisioning programme in August 2023 which identified 974 properties to be progressed on a staggered basis with an estimated timescale for completion of a minimum of 5 years. Discussions are underway to discuss housing options with those affected in the early stages.

In the meantime, we continue with our programme to invest in fire safety initiatives for tower properties and have installed sprinkler systems in 8 towers with 3 in the last year and a further 5 currently underway.

In response to National Planning Framework 4 Policy 15, the identification of areas where Local Living could potentially be achieved, areas with good access to physical, digital and social infrastructure, continues to be progressed through the work of several internal and partnership stakeholders. This includes the Town Centre Visions, the Active Travel Strategy, the creation of Town and Community Hubs as well as the New Supply Programme, which includes the expansion of the Open Market Purchase Scheme to increase supply whilst addressing important issues such as prevention of homelessness, mixed tenure repairs to improve housing condition, as well as tackling the blight of empty homes in communities. Prior to National Planning Framework 4 coming into force in February 2023, the new Local Development Plan was Adopted in 2022, and sets out Placemaking Policies which remain relevant in contributing towards the concept and benefits of local living.



A total of 35 long-term empty properties were brought back into use in the private sector last year, with a further 47 brought back into use as social housing through the Empty Homes Purchase Scheme in 2022/23. The Empty Homes Officer has been working alongside colleagues from Building Standards, Environmental Services and Planning to bring properties back to habitable condition. In total 263 private sector empty homes have been brought back into use since 2018⁵.

Preventing and addressing homelessness

PRIORITY 3: WE PREVENT AND RESOLVE HOMELESSNESS EFFECTIVELY

1,917 homeless applications
in 2022/23
(13% increase) and similar to national picture

**Proportional
decline in
repeat applications**

86.7% of households secured settled
accommodation ⁶
90.99% of new tenancies sustained
for **more than a year**

Average length of stay in
temporary accommodation
for cases that closed was **145
days** compared with **223 days**
Scottish average

341 people
who were **survivors of domestic
abuse** approached housing for
assistance in 2022/23

54 individuals
supported through
Homes First

reduction in proportion
of households with children
in temporary accommodation
from 22.1% to 21.7%

Youth homelessness reduced
from 27.51% in 2021/22
to 24.1% in 2022/23
*(since 2015/16 youth homelessness
has reduced by 11.65% from 35.75% in
2015/16 to 25.1% in 2022/23)*

96.3% of homeless applicants **satisfied**
with temporary accommodation

average rent **£76.95**
(5% below Scottish local authority average)



£15M
generated in benefits
for residents by
Housing staff

£35M in benefits
generated overall

The Scottish Government extended the 'Cost of Living (Tenant Protection) (Scotland) Act 2022' until 31 March 2024 to protect households from the worst impacts of the cost-of-living crisis. In the meantime, the Scottish Government have issued consultations to seek views on improving the protections and rights of tenants through the 'New Deal for Tenants – rented sector reforms' and 'Prevention of Homelessness' and will report their findings and any future legislative requirements in due course.

By carrying out financial health checks and working in partnership with the Council's Tackling Poverty Team, Welfare Rights and Income Maximiser Officers have helped generate more than £35m in additional benefits for residents in 2022/23 with £15m of these benefits generated by Housing staff. We have also established a Universal Credit Assistance Fund to help tenants who fall into rent arrears due to built-in waiting times for Universal Credit payments.

The management and future development of the Housing Options Training Toolkit has now been transferred to the Scottish Housing Network. A Learning and Development Officer has been appointed to manage future updates and amendments. The Steering Group will be refreshed and a formal launch date for the fully developed suite of modules is currently under consideration. The toolkit provides information to housing practitioners on all aspects of housing delivery including legislation, policy, and practice. There are also modules to assist housing practitioners

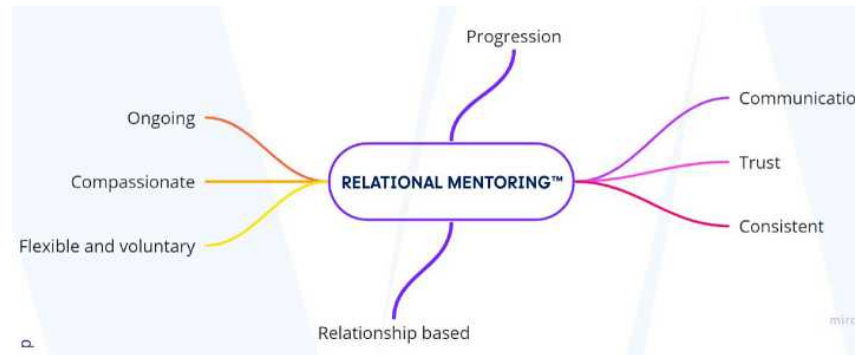
to navigate elements such as financial advice, employment, health and wellbeing, and to link people to broader services where appropriate.

We continue to deliver the Family Plus Project in partnership with Barnardo's Scotland, funded by North Lanarkshire's Alcohol and Drugs Partnership (NLADP), which provides housing support to families and young people affected by domestic abuse, addictions, and other trauma. Barnardo's have also launched Keys to the Future providing practical and emotional support to families experiencing homelessness with a specific focus on the educational attainment of children. Other Rapid Rehousing Transition Plan (RRTP) partnership projects that continue to be delivered include the Youth Life Coach Project, which aims to upskill young people with the skills and experience they need to live independently, and Creative Faces which provides opportunities for therapeutic interventions to improve health and wellbeing amongst young people. We remain committed



to providing bespoke housing options for Care Experienced Young People (CEYP) to prevent homelessness and housing crisis or periods of housing insecurity and working in partnership with Health and Social Care to improve pathway planning for CEYP in North Lanarkshire. Youth Housing Champions are in place across our housing localities and provide a key point of contact for advice and information for pathway planning, promoting awareness of CEYP's rights, wider rights for children (UNCRC) and housing's role as a Corporate Parent.

Actions contained within the RRTP continue to be progressed, with the Housing First Team well established and support scaled up over the course of 2022/23 to increase capacity and reach of the Housing First service. In conjunction with the NLADP, we have jointly funded and developed an 'Out of Hours' Crisis Response Service to provide assertive outreach to people with complex needs experiencing crisis who require an immediate response, which was launched in November 2023. We have established a Prevention Officer post to provide homeless 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 the provision of housing options advice prior to discharge. We have extended access to the Furniture Fund to include homeless households across localities. This is supplementary to furniture provided by the Scottish Welfare Fund. We implemented a Technology Fund providing digital devices to homeless households to improve digital inclusion and access to online services. We



recruited a peer mentor to provide employability and learning support to Homes First Customers and we intend to partner with the Wise Group on their new Relational Peer Mentoring service matching people who require support with experienced peer mentors. Our partner Blue Triangle implemented an innovative 'Tenant Guarantor' test of change delivering intensive housing support for people with complex needs and complements the Homes First service.



We are also in the process of developing a new Temporary Accommodation Strategy (TAS) which will consider the future need and demand for all types of temporary provision across North Lanarkshire. An element of this will be to review the support needs of homeless households. The outputs will inform our decisions on future temporary accommodation provisions. In tandem with this activity, we have begun a review of housing support delivery which will be informed by the identified support needs from the TAS as well as wider policy direction and evidence, culminating in an options paper and subsequent appraisal process.

A trauma training plan is in development to deliver tailored levels of trauma training across the council and wider partner workforce with plans to deliver training for trainers' sessions in early 2024 to develop a pool of trauma trainers. To date, 65 housing staff have been trained in trauma informed approaches.

Training sessions have been delivered to housing staff to support the delivery of our approach to tackling domestic abuse, prevent homelessness and improve tenancy sustainment through the provision of timeous access to support, information, and advice.

Specialist provision

PRIORITY 4: WE HAVE A RANGE OF HOUSING OPTIONS AND SUPPORTS WHICH PROMOTE INDEPENDENCE, HEALTH AND WELLBEING



3,353 adaptations across all tenures



34 new homes built to wheelchair standard (9 NLC/ 25 RSL)



533 homes built to HfVN standards (total 1,144 NLC, 2,339 RSL to date)



32 new council homes suitable for older people built in 2022/23

The council built 9 new wheelchair homes in 2022/23 which is 11% of our annual new build homes. Overall, 34 new social homes have been built to wheelchair standard in the last year which brings the total new build wheelchair homes to 152⁷. We have completed a survey on housing needs of wheelchair users and undertaken additional housing need and demand analysis. We also completed an engagement exercise with private developers to consider the need for wheelchair liveable housing with a view to setting a target for delivery in the private sector, however given current market conditions this is challenging. Further work

is required to assess future demand and consider best practice across Scotland with the production of a report to evidence future need to support the setting of a target.

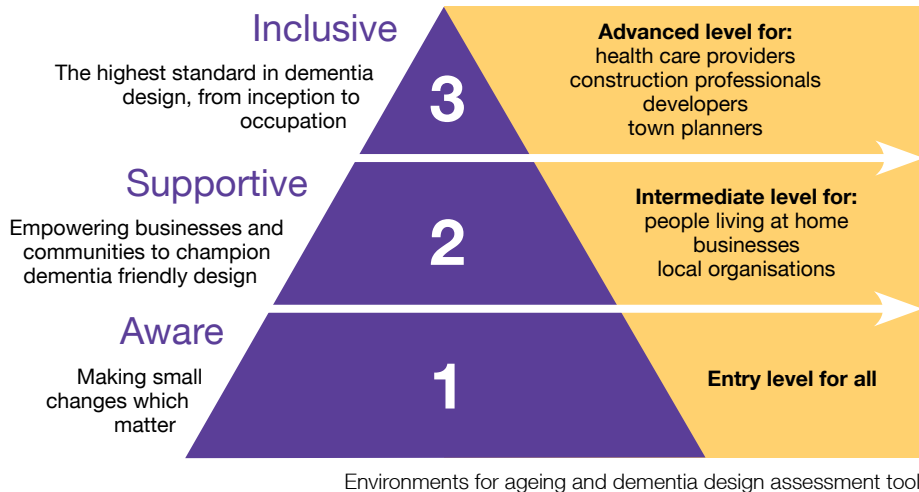
We continue to remodel our linked corridor retirement complexes, with work at Dundyvan Gardens now complete. We have also completed an analysis on the pressure for older people's housing which will form part of an options appraisal to scope and plan investment decisions and priorities for other linked corridor retirement complexes. We intend to engage tenant scrutiny for retirement housing with a survey to be issued in 2024.

This programme of improvements in older people's housing will help provide specialist housing and communal facilities that enable independence and promote health and wellbeing, providing sustainable, future-proofed environments.



Dundyvan Gardens Retirement Complex refurbishment

To support those living with dementia or other support needs, we continue to incorporate best practice dementia design principles into all NLC new build developments including items such as different coloured front doors to help with visibility and navigation or worktops/flooring in clear, solid colours to avoid confusion from patterns or speckles.



Two new resource flats have been established in Airdrie and Bellshill and have been sourced from Clyde Valley Housing Association. The resource flats provide an additional option to enable swift move-on from hospital and prevent delayed discharge. A further property in Bellshill has been made available to enable the re-location of the Technology Flat. Raising awareness and promoting the use of technology with our staff is ongoing through the technology flat which has received 489

visitors in the last year and illustrates how technology can support people with independence, health and wellbeing. Our transition from analogue to digital alarm services within our sheltered housing is currently underway and expected to be completed this financial year.

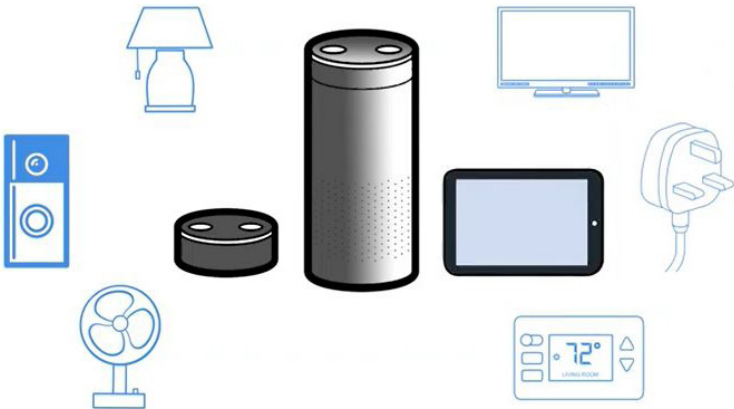
Improved digital connectivity and smart technology, including fibre broadband in council new build homes.



In 2022/23, we undertook a targeted communications campaign to increase awareness of the Incentive to Downsize Scheme amongst under-occupying households to help improve our ability to match homes to people's housing needs. The scheme provides a financial package of assistance to tenants who meet the under-occupancy criteria enabling them to move, freeing up larger homes to meet the needs of families. From April 2022 to June 2023, 26 tenants moved to a smaller home and qualified for the incentive payment.

North Lanarkshire Council housing is represented on national Gypsy Traveller groups and coordinates local actions through partnership arrangements.

These actions are overseen by a Gypsy Traveller Strategic Group which continues to make good progress against several key actions within the action plan. The Scottish Government are currently piloting and evaluating negotiated stopping and we await recommendations for future consideration in North Lanarkshire. The Scottish Government are also developing a housing need and demand assessment toolkit for Gypsy Travellers.



Fuel poverty, energy efficiency and climate change

PRIORITY 5: WE WILL TACKLE CLIMATE CHANGE AND FUEL POVERTY



1,420 council homes fitted with new heating systems



82% of homes meet EESSH



100% of council new builds meet NLC New Build Sustainability Standards



Average energy efficiency of our new build homes is currently band B (above the national average which is band D)



£2,242,200 funding received from Social Housing Net Zero Heat Fund

We have been working to produce the first Local Heat and Energy Efficiency Strategy (LHEES) for North Lanarkshire. The document sets out our approach to improving the energy efficiency of homes and buildings across North Lanarkshire, and how we will work to reduce greenhouse emissions produced from heating buildings. It also aims to reduce levels of fuel poverty where a lack of energy efficiency is a driver of fuel poverty. The LHEES is driven by national targets to achieve net zero and reduce fuel poverty, and was published in December 2023.

We are reviewing our approach to space and water heating in our new builds in line with the Scottish Government's Heat in Buildings Strategy, published in October 2021, which sets out the Government's aim for all our homes and buildings to be net zero by 2045. We are exploring both short- and longer-term options for low emission heating, being mindful of the potential negative impact these technologies may have on social tenants due to the higher running costs. From December 2023, all of our new build properties will feature low-emission heating systems.

We reached a significant milestone this year when our 1,000th tenant moved into one of our flagship net zero homes at Dykehead Road, Airdrie. The homes feature a number of low carbon technologies including air-source heat pumps, battery storage, enhanced solar PV arrays and enhanced insulation.



11 complete in 2022/23, further 8 expected Spring 2024.

The measures are designed to reduce energy costs for tenants, help keep carbon-emissions low and help tackle fuel poverty. It is expected that the homes will all achieve an 'A' Energy Performance Rating.

The pilot forms part of the larger Dykehead Road re-provisioning site, where 97 of the 150 new homes are complete and have been handed over to tenants. The remainder of the site is expected to complete in 2024. Data and tenant feedback will be collected from both the Net Zero homes and the homes heated by gas combination boilers. This will allow us to assess the performance and future viability of these options to help inform future investment decisions.

We are also developing 49 homes featuring ground source heat pumps at Brandon Street, Motherwell as part of our plan to have low-carbon fuelled homes.

We have committed to providing an EV charging pillar within each parking court of our new developments, where the National Grid has capacity. In addition, we aim to install individual charging points on each new build home that has a private driveway.

Other examples of how we're building greener include:

- Minimising heat loss by using mineral wool insulation and windows and doors exceeding requirements set out in the Building Standards.
- On-site renewable energy. Photovoltaic provision has recently been increased and homes currently being built will have an in-roof photovoltaic array which will reduce CO2 emissions, assist with running costs for the home, and reduce demand on the National Grid.



Brandon Street works
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- Energy efficiency measures which see over 99% of our new build homes achieve a 'B' Energy Efficiency Rating and over 90% achieve a 'B' EPC CO2 Rating.

The new Energy Efficiency Standard for Social Housing (EESH2) requires that all social housing meets EPC Band B by the end of 2032, within the limits of cost, technology and necessary consent. In addition, no social housing below EPC Band D should be re-let from December 2025, subject to temporary specified exemptions. With a view to achieving EESH2 and Scottish Government net zero targets, we have adapted our investment programme to include the installation of external wall insulation as part of our render replacement programme and are fitting Solar PV panels with programmed roof renewals.

Currently **99.4%** of our stock is EPC Band D or above, a small improvement on last year.

We were awarded £2,242,200 in 2022/23 from the Social Housing Net Zero Heat Fund for works to upgrade non-traditionally constructed homes in Wishaw, Motherwell, Newmains, Newarthill and Airdrie. The project aims to combine 'fabric first' insulating measures with low-emission heating systems to help improve energy efficiency and tackle fuel poverty.

Over 3,800 energy efficiency measures installed in 2022/23



External Wall Insulation - **450**

Triple-Glazed Windows - **500**

Energy-efficient Heating - **2,400**

Solar Panels - **530**

£30m planned investment in 2023/24

Following on from the successful delivery of a pilot scheme in Pather to install single room heat recovery fans, we have installed these in our mainstream programme where appropriate.

These work by extracting and using heat from stale air to warm fresh air coming into the home, saving energy.

£20m energy improvements⁸ delivered since 2013, with **1,300 private homes improved**



We began a £1.8m investment programme this year to improve 28 blocks of flats in Kilsyth. The programme, which makes use of £780,000 of funding from the Scottish Government's Energy Efficient Scotland: Area Based Scheme, will include the installation of external wall insulation which





will not only increase the energy efficiency of the properties but also contribute towards meeting national net zero targets.

We continue to encourage energy improvements in the private sector through our landlord registration process. An EPC for all properties is part of the set of prescribed information that is required when submitting a new landlord registration or a re-registration.

We are working with the Wise Group to deliver the North Lanarkshire Energy Advice and Assistance Service through our HEAT (Home Energy Advice Team) mentors. The service helps households



experiencing an energy crisis by providing independent, tailored advice and advocacy services to ensure no one has to choose between heating their home and eating. By working with households to optimise their relationship with fuel consumption and efficiency, we aim to reduce fuel poverty and help more people live comfortably in a warm home.

Our housing staff have received training from Home Energy Scotland (HES) on using the HES Referral Portal. The Portal allows partner organisations to make referrals directly to Home Energy Scotland who can then provide households with expert advice on how to save energy, access Government-funded energy schemes and reduce fuel bills. This has been supplemented by training on the Electrification of Heat⁹, also provided by HES, enabling our staff to better support those affected by energy related issues.

House condition

PRIORITY 6: OUR HOMES WILL BE FIT FOR THE FUTURE


 **573**
new
kitchens

 **666** new
bathrooms


 **1,420**
new heating
systems

709 
roof and render
improvements

 **0** failures to
meet gas safety
regulations

97.3% of reactive
repairs completed
“right first time” 

Emergency repairs
completed within 
3.31 hours on average

 **1,717** homes with
smoke alarms &
security installed

We have invested more than £34m to improve the quality of our homes over the past year, including £19.1m on roof and render, £5.3m on heating upgrades, £7.8m on replacing kitchens and bathrooms, £1.4m on smoke alarms and CCTV, and £1.1m on renewables such as air source heat pumps and solar PV panels. Despite a variety of ongoing challenges, including labour/ material shortages and cost increases, we still plan to invest over £60m in the coming year.

Our investment decisions are mindful of the current cost-of-living crisis and impact of rising energy prices. To combat this, we are installing heating systems which modulate heating usage when not required, helping tenants save money on heating

bills. We are also continuing our programme of installing solar PV panels to enable households to use electricity produced by the panels for free, paying for any additional electricity when required. If households generate more electricity than they need, it can be sold back to the National Grid. We also plan to increase our loft and cavity wall insulation programmes to improve the energy efficiency of tenants’ homes.

Other work being carried out this year includes:

- roof and render upgrades
- external wall insulation
- windows, kitchens and bathrooms
- lift replacements

- lead water pipe replacements
- electrical rewiring of houses and common areas of low-rise blocks of flats

We continue to invest in our tower blocks to ensure they are safe, secure and attractive places to live. Our structural survey programme, which began in 2016 and is now complete, has informed a wide-ranging programme of works to improve fire safety in our towers. The programme which includes installation of emergency lighting, fire-doors and improved compartmentation/fire-stopping is now complete.

The programme to install sprinkler systems within individual properties is also progressing well. New sprinkler systems have been installed in 8 tower

blocks with 3 in the last year in Motherwell at Burnside, Lodge and Doonside. We are currently progressing with Phase 2 of the sprinkler installation programme at Glassford, Woodside, Glen, Coltswood and Redbridge towers, despite issues of tenant non-access, and material and labour shortages.

We have completed the refurbishment of Blairgrove, Merryston, Glen and Millbrae Towers in Coatbridge and planning is underway for the external upgrading of Whifflet and Calder Court in Coatbridge to help increase thermal efficiency for residents in the towers.

The average time to re-let homes increased by 0.5 days to 32.34 days during the year, mainly due to material shortages, and issues with recruitment and workforce retention being experienced by our contractors. However we performed well when compared to the Scottish average of 55.61 days, which over the same time period has increased by 4 days. Our housing 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 timescales.

We continue to lead on the large-scale re-provisioning of privately owned flats at Millcroft Road, Cumbernauld with 19 voluntary acquisitions now complete, allowing residents to move to Sanctuary's new development at Burns Road. A Compulsory Purchase Order (CPO) for the remaining properties has been submitted to the Scottish Government for determination and the hearing is expected to take place in Spring 2024. Planning for the replacement new build development is underway, ready to be progressed if the CPO is approved.



Sanctuary's new development at Burns Road, Cumbernauld.

Private sector housing

PRIORITY 7: WE CONTRIBUTE TO IMPROVING THE QUALITY AND ACCESSIBILITY OF THE PRIVATE RENTED SECTOR

Rise in Registered Landlords from **8,397 to 8,604** in 2022/23.

Corresponding rise in number of PRS Approved properties up from **12,809 to 13,155**.

6,132 landlords manage only 1 property.

Most recent Private Landlord Forum held in May 2023.



We have completed the task of reviewing and redesigning our Landlord Registration processes and procedures. This work has focussed on the management of engagement with landlords for expired registrations and renewals. We are also at an early stage of developing a formal audit process to ensure PRS properties meet the required legal standards.

Our Private Sector Officers continue to carry out inspections in support of the Ukrainian Re-settlement Programme, although numbers have fallen, ensuring the properties of those applying to the Programme were of a suitable standard and fit to house those arriving from Ukraine.

To improve our understanding of the PRS in North Lanarkshire, additional analysis was undertaken of private landlord registration information to obtain a broader picture of the private rented sector.

We held our second landlord forum event in May 2023 with good engagement from landlords. The forum was supplemented with a newsletter and work is ongoing to ascertain interest from landlords in the PRS working group.

From 1st October 2023, a new piece of legislation has been implemented requiring local authorities to set up and manage a licencing process for short-term lets such as B&Bs and guesthouses. The application process opened in February 2023 and the deadline for applications was 1st October 2023. By the end of September North Lanarkshire had received 141 short-term let applications.

Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 1.1 Deliver alternative tenure housing to meet a broad range of needs and deliver sustainable, inclusive and diverse communities	38 mid-market homes delivered to date	Enable RSLs to deliver Mid Market Homes in large council developments to provide more mixed tenure, sustainable and diverse communities and support town visions and regeneration projects	Deliver Mid Market Homes	NS	Ongoing	Number of MMR homes in council developments	Ongoing	88 MMR Homes delivered since 2010/11.	18 MMR homes completed by RSLs in 2022/23
	Initial feasibility report	Re-visit initial feasibility studies to determine viability of council delivery of MMR	Re-freshed feasibility study	BDS/NS	2023	Report	Complete	Financially unviable at this stage and likely to continue for foreseeable future.	
	-	Establish a Housing Delivery Partnership to deliver MMR and other alternative tenure to ensure readiness should market conditions allow for council delivery of alternative tenure	Establish HDP	NS/BDS	2022	HDP established	Ongoing	Council delivery of MMR remains financially unviable at this stage and is likely to continue for the foreseeable future.	
	Initial feasibility report	Explore use of Affordable Housing Policy to deliver shared equity housing	Complete options report	BDS/NS	2022	Report	Complete	The Affordable Housing Policy Supplementary Guidance was reviewed and new guidance was published in January 2023 and includes the delivery of shared equity housing.	
	Initial discussions held	Explore Build to Rent feasibility	Build to Rent explored	NS/BDS	Ongoing	Report	Ongoing	Initial discussions held with developers but no further progress.	
	-	Carry out engagement and analysis with key workers and employers to identify further the future housing needs of key workers	Engagement and Analysis complete	BDS	2023	Engagement and Analysis Report	Not yet started	Research scoped, plans to undertake survey in coming months.	
	-	Develop a self-build register to be published on the council's website	Self-build register developed and published	BDS/PI	2022	Register	Ongoing	Work has commenced to develop a self-build register and accompanying guidance document.	
	-	Consider ways in which planning policy and use of public land can support delivery of self-build	Methods considered	BDS/PI	2022	Report	Ongoing	Ongoing.	
KEY ACTION 1.2 Improve our strategic understanding of Covid-19 on housing need and aspirations	-	Undertake further analysis of housing needs and aspirations as further evidence and data emerges	Analysis complete	BDS	Ongoing	Analysis report	Complete	Research complete on impact of Covid-19 on housing needs and aspirations.	

Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 1.3 Contribute to the strategic planning for housing in Glasgow and Clyde Valley	HNDA2	Contribute to Housing Need and Demand Assessment 3	Completion of HNA3	BDS	2021/22	HNDA3	Ongoing	HNDA3 submitted to the Centre for Housing Market Analysis. Recommendations received and HNDA3 is currently in the process of being updated	
	HLR 2021 (under consultation)	Land available for private sector Housing Supply Target (HST)	759 units per annum (based on HNDA2 to be updated to reflect HNDA3)	PI	2026	HLA	Ongoing	Based on NLLDP tables, pages 136-137, the Private HST is 840 units per annum (based on HNDA2 to be updated to reflect HNDA3). *From February 2023, the requirement is 735 units per annum (MATHLR).	
	HLR 2021 (under consultation)	Land available for social rented/below market rent sector HST	300 units per annum (based on HNDA2 to be updated to reflect HNDA3)	PI	2026	HLA	Ongoing	Based on NLLDP tables, pages 136-137, the Social Rent HST is 220 units per annum (based on HNDA2 to be updated to reflect HNDA3). *From February 2023, the requirement is 735 units per annum (MATHLR).	
	HLR 2021 (under consultation)	Land available for all tenure HST	1,059 units (based on HNDA2 to be updated to reflect HNDA3)	PI	2026	HLA	Ongoing	Based on NLLDP tables, pages 136-137, the all tenure HST is 1,060 units per annum (based on HNDA2 to be updated to reflect HNDA3). *From February 2023, the requirement is 735 units per annum (MATHLR).	
KEY ACTION 1.4 Maximise provision of affordable homes, to meet a range of housing needs	SHIP 2021/22 – 2025/26	Review and update the Strategic Housing Investment Plan (SHIP) annually	SHIP updated annually	NS/BDS	Annually	SHIP	Complete	Produced annually.	SHIP 2023/24-2027/28 submitted to Scottish Government October 2023.
	2024 council and RSL units delivered since 2010	Deliver Affordable Housing Supply Target identified in HNDA3	300 units per annum but subject to change following progression of HNDA3	NS	2026	Number of affordable homes	Ongoing	3,489 council and RSL units delivered since 2010 (Sept 23).	539 units delivered in 2022/23 (NLC = 82; RSLs = 457).
	-	Identify mismatch of supply and demand in social rented housing to inform investment priorities (linked to the council's asset management plan)	Analysis undertaken	BDS	2026	Low demand analysis and additional reports	Ongoing	Pressure analysis undertaken annually which informs investment priorities. Analysis report for 2021/22 complete with 2022/23 pressure analysis just recently complete – report to follow.	
KEY ACTION 1.5 Evaluate the impact of the Affordable Housing Policy to further understand impact	-	Undertake evaluation of the Affordable Housing Policy	Evaluation complete	BDS/NS	2023	Evaluation report	Complete	Affordable Housing Policy reviewed and new AHP approved and published.	

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 2.1 Help re-shape and populate our town centres	Town visions developed and engagement ongoing	Identify and deliver transformative town centre projects to provide new residential provision <ul style="list-style-type: none"> • Kildonan St, Coatbridge • Bank St, Airdrie • Motherwell Town Hall • Former Tesco Site, Wishaw • Broomknoll St, Airdrie • John Orrs Building, Southbridge St, Airdrie 	Complete projects	NS	2026	Number of projects complete	Ongoing	Main St, Wishaw (Trust HA) completed in Jan 2023. Brandon St, Motherwell & Orrs Airdrie (NLC) under construction (as at Sept 2023).	1 site complete 2022/23
	Engagement on town hubs commenced	Develop town centre and community hubs to support the delivery of public services and provide flexible space	Complete hubs	GT	2026	Number of town centre hubs	Ongoing	Community Hub progress: Newmains/St Brigid's Community Hub, Wishaw opened Q1 2023. Chryston C Hub (Northern Corridor) and Riverbank C Hub (Coatbridge) will be complete Q3 2023. Orbiston C Hub (Bellshill), St Stephen's C Hub (Coatbridge), St Kevin's C Hub (Coatbridge) all in design stage. Gartcosh C Hub (Northern Corridor) in pre-design. Town Hub Progress: There is insufficient funding in current five year capital plan to progress a town hub. However, they are still planned to progress within the programme as and when funding becomes available.	3 sites in construction

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 2.2 Improve connectivity of our communities through investing in physical, social and digital infrastructure	Progress made on Ravenscraig Access Road	Deliver the City Deal Programme	Projects complete	GT	2026	Projects	Ongoing	FBC 1 WMCL crossing approved and bridge complete - April 2023/24. RIA N services contract on programme. RIA S FBC 2 - tender to be re-issued as series of packages to manage costs and de-risk main works contract. Also has the potential benefit of supporting wider drainage scheme for Motherwell.	WCML complete - Q1 (April) 2023/24
	Connecting NL – a Blueprint Project	Deliver new opportunities for active and sustainable travel	New opportunities identified	GT	2026	Active Travel Strategy	Ongoing	Newhouse to Salsburgh: substantially complete. South Biggar Rd/ Craigneuk Ave: complete. Petersburn Road/ Brownsburn Rd: design 100% complete. Meadowhead Road: tenders to be issued for construction. Alexander St: works commenced.	5 projects completed
		Implement fast, affordable digital connectivity for businesses and communities	Improved digital connectivity	BS	2026	Number of people digitally connected	Ongoing	250km of ultra fast full fibre digital network cabling has been laid, with a further 90km still to be completed. Full fibre rollout expected by end of 2023.	
	Fibre to the Premise and Cat5e ethernet cabling provided in council new build homes	Continue to deliver digital connectivity within new build council homes	All council new build homes delivered will have digital infrastructure	NS	Ongoing	Number of new council homes with digital infrastructure	On Track	88% of all council new builds since 2010/11 digitally enabled (Sept 2023)	82 council new build delivered with digital infrastructure in 2022/23.
KEY ACTION 2.3 Improve economic opportunities and outcomes for all	Economic Regeneration Plan approved	Progress actions contained within North Lanarkshire's Economic Regeneration Plan (2019-23)	Actions complete	NS/ GT/ BDS	2023	Annual review	Ongoing	Refreshed & updated ERDP 2023/28 published which builds on the work of the council and our partners over the last four years to promote inclusive growth, ensure community wellbeing and create a more prosperous place for our residents.	
KEY ACTION 2.4 Develop and deliver the Tower Re-provisioning Programme	3 tower blocks demolished (Cheviot, Merrick and Pentland Court)	Deliver Phase One comprising 1,760 demolitions with sites cleared for future investment	1,760 demolitions	HP/NS	2026	Number of demolitions	On Track	Demolition of Coursington, Allan and Draffen Towers (Motherwell), Shawhead flats (Coatbridge), Jackson (Coatbridge) and Gowkthrapple low rise blocks (Wishaw) in progress. New programme dates will be required for High Coats, Dunbeth and Birkshaw due to the Ukrainian Resettlement Scheme.	1,246 demolished/ handed over to contractor to date.
		Phase Two developed for implementation from 2025	Programme developed	HP/NS	2024	Programme	Ongoing	Phase 2 demolition consultation complete and approved. Initial programme produced and circulated for input. Reprogramming may be required based on commentary provided.	
KEY ACTION 2.5 Invest in council multi-storey towers to ensure continued safety and security of tenants	Programme underway	Continue to review and implement where appropriate fire stopping and prevention measures and re-cladding in multi-storey towers	Works complete	HP	2026	Progress reports	Ongoing	8 tower blocks have had sprinkler systems completed with a further 5 underway. Final snagging being completed at 4 towers in Coatbridge. 1 tower programmed for sprinklers in 2024/25. Whifflet/Calder design team appointed and design underway for overcladding replacement contract.	Regular progress report tabled at relevant steering groups/ board.

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 2.6 Implement the Place-Standard Tool across a wider range of settings	Place-Standard Tool in use	Incorporate use of the Place-Standard Tool in tenant participation settings to identify areas of improvement and improve place	Place-Standard Tool in use across tenant participation groups	BDS	2023	Tenant Participation reports	Ongoing	Initial discussions held with view to implementing tool within Tenant Participation Team and interactions with tenants.	
		Implement use of the Place-Standard Tool in existing and future housing consultation and involvement opportunities i.e. tenants conference, housing forums etc.	Place-Standard Tool used across the range of housing consultation activities	BDS	2024	Consultation reports	Ongoing	To be implemented in 2024/25	
KEY ACTION 2.7 Incorporate the twenty-minute neighbourhood into community development		Further implement high-quality 20 minute neighbourhoods in North Lanarkshire focussed on provision of physical, digital and social infrastructure and mapping and review of provision	High-quality 20 minute neighbourhoods implemented	BDS	2026	Report	Ongoing	We intend identifying areas where Local Living could potentially be achieved and in response to National Planning Framework 4 Policy 15. Areas with good access to physical, digital and social infrastructure, continues to be progressed through the work of several partnerships and includes Town Centre Visions, Active Travel Strategy, creation of Town and Community Hubs as well as the New Supply Programme to increase supply whilst addressing important issues such as prevention of homelessness, mixed tenure repairs to improve housing condition, as well as tackling the blight of empty homes in communities.	
KEY ACTION 2.8 Increase the number of empty homes brought back into use	197 empty homes purchased since scheme established	Continue to deliver the Empty Homes Purchase Scheme	30 per annum	NS	2026	Number of empty homes purchased	On Track	358 empty homes purchased since scheme established (as at Sept 2023).	47 empty homes purchased in 2022/23.
	116 empty homes brought back into use via the empty homes officer since 2018-19	Continue to work with owners and partners to bring empty homes back into use	35 per annum	PS	Ongoing	Number of empty homes brought back into use	On Track	244 private sector empty homes brought back into use since 2018.	35 private sector empty homes back in use 2022/23.
KEY ACTION 2.9 Tackle low demand within council stock	Low Demand Analysis complete 2019/20	Update Low Demand Analysis and action plan annually	Complete analysis	BDS	Ongoing	Low demand report	Ongoing	Incorporate as part of the pressure analysis.	
		Identify options to address low demand stock	Options identified	BDS	Ongoing	Options appraisal	Ongoing	Phase 2 re-provisioning approved at committee.	

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 3.1 Implement the RRTP	Homes First model developed	Develop and implement Homes First service	Homes First Service implemented	BDS HS/ H&SC/	2025	Number of people accessing Homes First service	On Track	Homes First upscaled now supporting 54 individuals - 46 within SST's.	54 individuals receiving support in 2022/23, with 37 sustaining tenancies for over 1 year.
	Forever Homes project established	Carry out evaluation of 'Forever Homes' project	Evaluation complete	HS/BDS	2023	Evaluation report	Complete	Project Complete	
	Protocols in place	Review shared protocols for young care experienced people and domestic abuse	Protocols reviewed	HS/ BDS/ H&SC	2022	Revised Protocols	Complete	CEYP protocol reviewed and revised in partnership with Health and Social Care. Domestic Abuse Protocol updated and new Housing Domestic Abuse Policy developed and implemented.	
	5 homeless young care leavers					Number of homeless young care experienced people	On Track	4 YP homeless straight from a care setting in 2022/23.	Continue to monitor
	29% of homeless presentations disputes within household (14.8% non-violent and 14.2% violent)					Number of people homeless due to domestic abuse	Ongoing	16.2% in 2022/23	Continue to monitor
	-					Number of people housing services refer/signpost for domestic abuse support	Ongoing	341 people approached housing over the 2022/23 period for support/ advice/ assistance who were survivors of domestic abuse (includes PAS and homelessness approaches).	
	105 homeless people discharged from prison	Implement SHORE standards	SHORE standards implemented	BDS/ HS/ H&SC	2023	Number of homeless people discharge from prison	On Track	65 in 2022/23	Continue to monitor
						Joint protocol and procedure	Complete	Process developed between PP Team and Operational Housing to support needs of SHORE. No request made to develop protocol as we are working within Shore Standards.	
	-	Explore viability of specific services to support women with poor mental health and addictions	Services explored	BDS/ H&SC	2024	Options report	Ongoing	We continue to deliver the Family Plus Project in partnership with Barnardo's Scotland, funded by North Lanarkshire's Alcohol and Drugs Partnership (NLADP), which provides housing support to families and young people affected by domestic abuse, addictions and other trauma.	18 referrals made to the Family Plus service so far this year.

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 3.1 Implement the RRTP	Discussions underway with RSL partners	Agree and monitor target lets for RSLs to homeless households	Targets agreed and monitoring system in place	BDS/ HS/ RSLs	2022	Number of RSL homeless household lets	On Track	Two further meetings have been held and % lets to homeless people is discussed regularly. RSLs are also working to prevent homelessness by letting homes to people with insecure housing points who are not yet on the statutory homeless list. Work is underway to consider how this can be quantified and reported.	Continue to monitor
	RRTP developed and being implemented	Prevent homelessness from occurring and where it does occur resolve effectively	Homelessness prevented, reduced and resolved	HS/BDS	Ongoing	RRTP progress reports	On Track	Continued focus on flipped tenancies - 2023/24 YTD 27.	59 temp flipped to SST
	2,127 homeless applications					Number of homeless applications	On Track		1,917 homeless applications (13% increase)
	192 assessed as 'not' homeless					Number of people assessed as 'not homeless'	On Track		41 not homeless in 2022/23 and a fall from 56* the previous year (*revised figure provided by SG in 2022/23 reports for prev year)
	197 assessed as 'intentionally homeless'					Number of people assessed as 'intentionally homeless'	On Track		36 and is a further fall from prev year despite a 13% increase in HL apps
	120 repeat homeless applications					Number of repeat homeless applications	On Track		68 repeat apps recorded in 2022/23 and is a rise on prev year
KEY ACTION 3.2 Review housing options and prevention activity	S11 procedure in place	Review S11 process and procedures	S11 process and procedures reviewed	BDS	2023	Number of S11 notifications	Complete	Increase in S11 notifications received in 2022/23. Was expected due to lifting of embargo on eviction action in Sept 2022 prior to Cost of Living (Tenant Protection) (Scotland) Act 2022 being enacted.	348 in 2022/23
	Development of Housing Options Toolkit underway	Deliver the Housing Options Training Toolkit	Housing Options Training Toolkit operational	BDS	2022	Housing Options Training Toolkit	On Track	The management and future development of the Housing Options Training Toolkit has now been transferred to the Scottish Housing Network. A Learning and Development Officer has been appointed to manage future updates and amendments. The Steering Group will be refreshed and a formal launch date for the fully developed suite of modules is currently underway.	
	Number of PAS interviews leading to homeless applications – 65.4%	Embed new approaches and good practice for prevention activity	Improved practice	BDS/ HS	2024	Case Audits	Ongoing	On track to further increase and improve use of PAS from 2023/2024 figures to date.	Sustainability Project commencing Oct 2023 will include further focus on improving use of PAS.

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 3.3 Improve housing support and accommodation services meet the needs of homeless households	Housing support services commissioned	Re-design of housing support services to meet needs and align with RRTP	Re-design and re-tender housing support services	BDS	2024	Options appraisal and Tender	On Track	Options paper and appraisal currently in development.	
	83.9% of new tenancies sustained for more than a year by source of let (homelessness)					% of new tenancies sustained for more than a year by source of let (homelessness)	Ongoing	2022/23 outturn was 88.33% of homeless tenancies sustained for more than a year.	Continue to monitor
	87.3% of new tenancies sustained for more than a year by source of let (all waiting lists combined)					% of new tenancies sustained for more than a year by source of let (all waiting lists combined)	Ongoing	2022/23 outturn was 90.99% of all tenancies sustained for more than a year.	Continue to monitor
	Review commenced	Carry out temporary accommodation review	Review complete	BDS	2023	Temporary accommodation strategy	Ongoing	Temporary Accommodation Strategy underway with completion estimated for January 2024.	
KEY ACTION 3.4 Collaborate with the Alcohol and Drug Partnership and RRTP partners to deliver services to people affected by substance misuse	Some staff trained in trauma informed approaches	Roll out workforce development programme for trauma informed approaches	Trauma informed approach embedded in practice	BDS	2025	Guidance, processes and procedures	Ongoing	Training Needs Analysis being piloted with housing staff to identify which level of trauma informed practice is appropriate. Training for trainers scheduled for early 2024 to develop pool of trauma trainers.	Commenced 1st stage of TIP training plan for Housing Solutions roll out with TNAs for each housing role to take place which will determine appropriate level of training for staff.
						Number of staff trained in trauma informed approaches	Ongoing	Trauma informed steering group established and part of council's new Programme of Work. Housing identified as pilot service for TNA to identify trauma training required for specific roles to enable wider roll out across the council and partners.	No new people on trauma training in 2022/23.
						Options appraisal	Complete	Crisis response service tendered and provider now in place. Overdose and crisis response operational from Nov 2023. Assertive outreach due to begin shortly.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 4.1 Increase the supply of affordable wheelchair housing.	43 new build council wheelchair homes built	Deliver wheelchair housing on all council new developments where feasible (where not feasible provision should be increased on other sites to achieve minimum target)	10%	NS	2026	Number/percentage of council new build homes built to wheelchair liveable standard	On Track	86 new build council wheelchair homes built to date (Sept 2023).	9 new build council wheelchair homes built in 2022/23 (11% of annual council new builds).
	32 new build RSL wheelchair homes built	Deliver wheelchair housing on all RSL new build developments where feasible (where not feasible provision should be increased on other sites to achieve minimum target)	5%	RSLs	2026	Number/percentage of RSL new build homes built to wheelchair liveable standard	On track	66 new build RSL wheelchair homes built to date (Sept 2023).	25 new build RSL wheelchair homes built in 2022/23 (5% of annual RSL new builds).
		Carry out review/ cost analysis of council new build amenity bungalows to determine scope for increasing standard to full wheelchair liveable standard	Review complete	NS	2022	Review report	Complete	Cost comparison complete, estimated £20-25k increase per unit.	
KEY ACTION 4.2 Increase the supply of wheelchair housing in the private sector	-	Engage and work with private developers to increase awareness of the need for wheelchair accessible and liveable housing and encourage development	*target to be determined following engagement with developers	BDS	2022	Private Developer Consultation Complete	Complete	Further engagement exercise with private developers has been completed. However setting a target is challenging in current market conditions.	
					2022	Target agreed	Slightly behind	Wheelchair Accessible Housing Survey for tenants and residents completed in 2023. Initial discussion with developers undertaken and further engagement survey to be conducted with developers in 2023.	
					2022	Mechanisms in place to monitor delivery	Complete	Mechanisms for monitoring via LHS progress reporting.	
KEY ACTION 4.3 Increase the supply of adaptable and accessible housing	640 council new build social rented (HfVN) homes (2019); 1,384 RSL social rented (HfVN) homes built (2019)	Deliver housing for varying needs through the council and RSL new build programme	5,000 by 2035	NS/ RSLs	2026	Number/percentage of council and RSL homes built to 'Housing for Varying Needs Standards'	On Track	1,144 council new build and 2,339 RSL new build meeting HfVN standards to date (Sept 2023).	533 homes built to HfVN standards in 2022/23 (NLC = 76; RSLs = 457). 6 off-the-shelf at Torrance Park, only achieved partial HfVN compliance.
	3,463 adaptations completed in 2019/20	Provide equipment and adaptations across tenure	Increase	H&SC	2026	Number of adaptations and equipment provided	Ongoing	3,353 adaptations complete across tenure.	3,353 adaptations complete across all tenures 209,837 pieces of equipment provided.
		Carry out analysis to identify future demand for equipment and adaptations in partnership with health and social care	Analysis complete and needs identified	BDS/ H&SC	2024	Analysis report	Ongoing	Analysis of wet floor shower installations complete in 2023 and further analysis underway of major adaptations in properties to agree a consistent approach with H&SC.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 4.4 Increase the supply of older people's housing	2,501 older people homes (NLC and RSL)	Deliver amenity housing in council new build developments	Increase	NS	2026	Number of new council amenity homes built	On Track	Continuing to deliver homes suitable for older people on NLC new build developments, where need is demonstrated	32 new council homes suitable for older people (amenity & WC) built in 2022/23.
	2,501 older people homes (NLC and RSL)	Deliver amenity housing in RSL new build developments	Increase	NS	2026	Number of new RSL amenity homes built	On Track	Discussion ongoing with New Supply Team around potential opportunities to identify and collate RSL amenity housing as this information is not collected.	
	Initial feasibility exercise underway	Explore feasibility of delivering shared equity for older people linked to the Affordable Housing Policy	Feasibility exercise complete and recommendations made	BDS/NS	2022	Feasibility and recommendations report	Complete	The Affordable Housing Policy Supplementary Guidance was reviewed and new guidance published in January 2023 and includes the delivery of Shared Equity Housing.	
KEY ACTION 4.5 Improve the suitability of existing housing to meet the needs of older people	Tender approved	Complete the re-modelling/refurbishment of Dundylan Gardens linked corridor retirement complex	Remodelling complete	HP	2022	Progress reports	Complete	Complete - final account being agreed.	
	Initial options appraisal complete	Carry out options appraisal for remaining linked corridor retirement complexes	Options appraisal complete	BDS/HP	2024	Options appraisal report	Ongoing	Older people's pressure analysis complete which will inform the next stage of options appraisal.	
	-	Develop investment strategy for linked corridor retirement complexes to improve long-term sustainability	Investment strategy complete	BDS/HP	2025	Investment strategy	Ongoing	Not yet started	
	-	Identify new fire safety and prevention measures for implementation in retirement housing linked to the new Fire Safety Guidance for Specialist Housing	Fire prevention and safety measures identified and implemented	HP	2026	Fire Safety Recommendation Report and Implementation Progress Updates	Ongoing	Procurement of contractor complete and prioritised programme in development.	
	-	Implement downsizing incentives and support to help older people down-size to more suitable housing	Allocation policy revised and downsizing incentive scheme implemented	HS	2022	Number of older people assisted to down-size	Complete	Between 11th April 2022 – 30th June 2023, 26 applicants who qualified for the Incentive to Downsize Scheme moved to a smaller more suitable sized home and received the Incentive payment.	26
	-	Carry out evaluation of impact of re-classification of sheltered housing in meeting needs	Evaluation complete	BDS	2024	Evaluation report	Ongoing	Tenant scrutiny considering retirement housing currently as an area of focus. Survey to be issued to tenants early in 2024.	
	-	Carry out review of RSL housing support for sheltered housing and very sheltered housing	Review complete	H&SC	2024	Review report	Ongoing	Health and Social Care exploring options.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 4.6 Improve access to specialist housing	Development of housing options training toolkit underway	Incorporate specific housing options information in relation to specialist provision within the housing options training toolkit	Housing Options Training toolkit complete and rolled out to staff	BDS	2023	Toolkit modular progress updates	Ongoing	The management and future development of the Housing Options Training Toolkit has now been transferred to the Scottish Housing Network. A Learning and Development Officer has been appointed to manage future updates and amendments. The Steering Group will be refreshed and a formal launch date for the fully developed suite of modules is currently under consideration.	
	'Making Life Easier' developed with some housing information incorporated	Incorporate further housing information in 'Making Life Easier'	'Making Life Easier' updated	BDS	2024	Number of people accessing 'Making Life Easier'	Ongoing	Housing requested redesign of information however project was paused due to Covid-19. MLE team keen to re-engage with Housing to restart project and to review and update information for conversion from assessment to guided filtering which is a much simpler and intuitive system design.	11,566 visitors to MLE, a 43% increase on the previous year. 87.7% were new visitors and 1,023 people completed a self-assessment and a further 465 people completed a LifeCurve™ assessment.
	-	Increase awareness amongst housing staff of the wider opportunities in MLE for health and wellbeing to encourage wider 'good conversations' at service contact points by housing staff around health and wellbeing	Awareness increased	BDS	2024	Number of people accessing 'Making Life Easier'	Complete	Adapting for Change e-learning module created which includes information on MLE and housing staff encouraged to complete.	
	Pilot of 'Adapting for Change' training carried out	Progress 'Adapting for Change' bespoke North Lanarkshire e-learning module and group training to increase awareness of prevention and early intervention	E-learning module developed and rolled out to staff	BDS/ H&SC	2024	Number of staff completing training	Complete	34 employees have completed e-learning 'adapting for change' module.	
KEY ACTION 4.7 Improve the use of technology to help enable independence, inclusion and promote better outcomes	Working group established to progress pilot	Complete SMART Homes pilot in Kerr Grieve Court to identify potential technology options for older people's housing	Pilot complete	BDS	2025	Smart Home Pilot report	No longer applicable	Further considerations were given to the potential ethical issues involved in the provision of standard packages of technology in older people's housing, in line with the council's approach to technology provision, which renders this action no longer applicable at this stage. However, iPads/ Chrome books were secured for the residents at Kerr Grieve via Connecting Scotland.	
	Initial scoping exercise carried out	Develop interactive SMART Home standard for council new build homes to ensure digital infrastructure supports telecare, telehealth and digital connectivity requirements for the future	Standard developed	NS	2026	New build technology report	Ongoing	Cat 5e cabling installed as standard in all council new build homes which supports a range of technology and telecare to support independence, health and wellbeing. Work ongoing to identify and test technology options as advancements in technology progress.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 4.7 Improve the use of technology to help enable independence, inclusion and promote better outcomes	Digital NL underway	Engage in the Digital NL developments and Digital Health and Care Strategy	Completion of Digital NL	BDS	2026	Digital NL Strategy	Ongoing	Online reporting for Anti-Social Behaviour, Rents Online, Installation of environmental sensors. Replacement for HSMS including Housing Asset Management System.	Online reporting of ASB went live June 2023. Rents online will be live November 2023. Work started on procurement of HSMS replacement. Discussions ongoing on the roll out of environmental sensors.
	'Tech flat' developed	Increase awareness and use of technology by promoting the 'tech flat'	Increase tech flat viewings	BDS/ H&SC	2026	Number of people visiting the 'tech flat'	Ongoing	Tech flat returned to operation in past year post covid within Allershaw Tower. A replacement new build tech flat has been identified with CVHA.	489 after lifting of Covid restrictions from the 90 in 2021/22.
	Working group established	Transition from analogue to digital alarm services across older people's housing	Digital transition complete	BDS/ HP	2026	Progress reports	Complete	All sheltered housing warden call upgrades will be complete by the end of the current financial year. This will bring the systems to a point where they can be switched over to the digital protocols which will be led by BDS.	On site - and progressing well - 32 week contract - on track for original completion.
KEY ACTION 4.8 Enable swifter discharge from hospital and reduce delayed discharge	Weekly meetings established	Establish and maintain housing representation at weekly discharge meetings to prevent and resolve any housing related delayed discharges	Maintain representation and identify solutions	HS	2026	Number of delayed discharges	Complete	Action complete. Housing representation ongoing.	
	Resource flats in place across 3 retirement complexes	Replace resource flats within retirement complexes with mainstream accommodation to meet a broader range of hospital discharge related needs	Replace flats with alternative mainstream accommodation	BDS/ HS	2023	Resource flat replacements	Ongoing	Two new resource flats have been established in Airdrie and Bellshill and have been sourced from CVHA.	
	Monitoring system in place with H&SC review required	Monitor efficacy of resource flats in meeting needs	Monitoring system in place	BDS/ H&SC	2026	Number of people accessing resource flats	Ongoing	New resource flats recently identified and robust monitoring systems will be implemented to enable swift move on from hospital and prevent delayed discharge.	Flats just recently identified - number of people accessing them will be reported in next progress report.

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 4.9 Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality	-	Implement collation of equality monitoring information across tenants' and residents' groups and people involved in tenant participation processes	Equality monitoring system in place and analysis undertaken	BDS	2023	Monitoring report	Ongoing	EIA form and spreadsheet developed and to be implemented for equality monitoring information on tenants' and residents' groups.	Prioritising re-engaging with groups before agreeing how to implement, will organise a food for thought session 2023/24.
	Ethnicity, Age and Disability currently gathered	Revise the Common Housing Register Form to include collation of other protected characteristics information	Common Housing Register Form revised	BDS	2023	Common Housing Register Form	Ongoing	Online form is currently in development, changes will be requested to incorporate the requirements.	Awaiting further development.
	Corporate Equalities Group established	Participate in the council's Corporate Equalities Group	Continuous participation	BDS	2026	Meetings held	Ongoing	Corporate Equalities Group re-established and Housing Strategy represent the wider Enterprise and Communities Service. Service action plan developed for equalities.	
	Housing Co-production Group established since 2010	Continue the Housing Co-production Group and explore expansion of the group to incorporate more members from under-represented groups	Continue and expand the Housing Co-production group	BDS	2026	Housing Co-production Group meetings	Ongoing	The new Tenant Participation Strategy (to be developed in 2024) will incorporate actions for mainstreaming involvement from under-represented groups.	
	LGBT module developed	Ensure housing staff complete LGBT training module to improve awareness of barriers and improve housing information, advice and support	All housing staff complete training	BDS	2024	Number of staff completing training	Ongoing	No completions for 2022/23. Training not available at current time	
	Pilots underway across 3 local authority areas	Explore negotiated stopping for Gypsy Travellers	Negotiated stopping procedure explored and implemented if feasible	BDS	2025	Negotiated Pilot report	Ongoing	Explored. Scottish Government currently carrying out an evaluation/ pilot. Awaiting recommendations from this to consider in a NL context.	
	Action plan developed	Progress the actions contained within the Gypsy Traveller Action Plan to improve outcomes for Gypsy Travellers in North Lanarkshire	Completion of actions	BDS	2026	Action plan progress reports	Ongoing	Ongoing – actions progressed through services and wider partners as outlined in the Action Plan.	
	Violence Against Women Group established	Work with the Violence Against Women Group to develop a Violence Against Women Strategy	Strategy complete	BDS	2024	Meetings held and progress reports	Complete	Strategy developed and published.	
	'Safe and Together' training currently provided to H&SC staff	Roll out 'Safe and Together' training for housing staff	Staff trained	BDS	2024	Number of staff trained	Ongoing	112 housing staff trained in safe and together training.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 4.9 (CONT.) Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality	DAART e-learning now available on the council's e-learning platform	Roll out Domestic Abuse Awareness Raising Training (online – DAART) to all housing staff	Staff trained	BDS	2023	Number of staff trained	Ongoing	17 employees completed in 2022/23.	
	Pathway plan developed	Review Care Pathways for Care Experienced Young People and for young people with complex needs transitioning from care	Pathway reviewed	BDS/H&SC	2024	Review report	Partially complete	CEYP Housing protocol reviewed and implemented, supplemented with Youth Housing Champions and CEYP Housing Operations Group.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 5.1 We begin a just transition towards a Net Zero North Lanarkshire	Pilots in progress	Adopt 'as standard' non-gas heating approaches for new council homes	Adopt new approach	NS	2024/25	Approach and process developed	Ongoing	17 of 19 pilot low carbon homes now complete (Sept 2023). NLC to monitor usage by tenants and efficiency of ASHP system. Results will inform future approaches.	11 pilot homes using ASHP complete in 2022/23. Pilot project for GSHP commenced on site at Brandon St. / YMCA, Motherwell (48 units)
	3.8 (tCO2/year)					Average CO2 emissions per home			
	Separate specifications and processes exist	Integrate approach to procuring and maintaining renewable energy installations	Adopt joint technical specifications for use of Air Source Heat Pumps	HP/NS	2021/22	Technical specifications	Ongoing	Liaison with relevant services (Housing Property, Assets) on specification requirements and maintenance procedures continue as new technologies emerge.	
			Establish process for agreeing new technical solutions for alternative heating systems	HP/NS	2021/22	Process for technical solutions			
	-	Develop understanding of whole life costs and issues associated with the transition to low and zero carbon heat on the council and its tenants	Evaluate impact of Alternative Heating pilots	HP/NS	2023/24	Evaluation report	Ongoing	17 of 19 pilot low carbon homes now complete (Sept 2023). NLC to monitor maintenance requirements of new low carbon technologies.	11 pilot homes using ASHP complete in 2022/23. Pilot project for GSHP commenced on site at Brandon St. / YMCA, Motherwell (48 units)
	-	Investigate opportunities for district heat zones	Improved understanding to inform strategic approach in LHEES	CE	2022/23	Options report	Complete	The development of North Lanarkshire's Local Heat and Energy Efficiency Strategy (LHEES) has been published and identifies heat network opportunities across North Lanarkshire.	
	Feasibility Study underway	We will work with our GCR partners to carry out a feasibility study to outline a clear route map to successfully deliver the large scale retrofit programme	Route map	BDS/HP	2024	Route map	Ongoing	Feasibility study complete. No further progress.	
	-	To address skills gaps and meet the demands of the City Region new homes and green energy retrofit programmes we will develop an integrated skills employment programme for housing build and repair programmes in the GCR	Skills development programme developed	BDS/NS	2024	Integrated skills employment programme	Ongoing	GCR housing portfolio group continue to explore collaborative opportunities for funding to overcome challenges. Have met with Skills Development Scotland to consider skills gaps and continuing to engage in dialogue with Scottish Govt on retrofit supplies, etc.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 5.2 We improve the energy performance of our housing stock	100% compliance	All council new builds meet NLC New Build Sustainability Standard (which is currently for Silver Aspects 1&2)	100% compliance with standards subject to annual review	NS	Annual	New build specifications	On Track	100% compliance in 2022/23.	100% of new builds completed in 2022/23 meet standards (82 homes).
	-	Develop 'route map' for EESSH2 compliance	Route map developed	HP	2021/22	Route map	Ongoing	Consultant report received. Considerable changes made to works being undertaken in tenants homes with a view to meeting targets.	
	82% of homes in PRS meet EPC D (home analytics data)	Enforce private rented sector energy efficiency regulations and engage with private landlords to improve compliance	Local Energy Efficiency in the PRS Strategy developed	PSH	2021/22	PRS Strategy	Ongoing	New processes developed and operational.	
						% of PRS homes meeting EPC D	On Track	Current application process ensures that all new and renewal applications have a suitable EPC for the property(s) within the landlord's portfolio.	
	£14.5 million of EES:ABS funding invested in homes in North Lanarkshire and 1,000 owners assisted	Manage Energy Efficient Scotland: Area Based Scheme (EES:ABS) in North Lanarkshire	Dependent on annual allocation of funding - £2.78m allocated for 2021/22	HP	Annual	Number of households assisted	Ongoing	Uptake slow despite moving to area with houses as opposed to flats so no joint co-operation required. Owners contacted regarding reasons for non co-operation. New areas being selected to try to improve progress.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 5.3 We help households out of fuel poverty	ASHP installed in 316 existing homes with further 40 new builds planned for ASHP/Solar PV/Battery Storage – data monitoring agreed for future contracts	Evaluate impact of low-carbon heating on tenants' energy use and costs to ensure 'just transition'	Evaluate Energy Use, Effectiveness and Tenant Satisfaction	HP/NS	2024/25	Evaluation report	Ongoing	NLC to monitor usage by tenants. Results will inform future approaches. Mainstream capital team replacing older inefficient systems.	
	23%	Improve energy efficiency and fuel poverty advice	Develop strategic partnership with Home Energy Scotland	BDS	2021/22	% of households in fuel poverty	Ongoing	Electrification of Heating training provided by EST to 53 housing advisors, 6 development and 2 strategy staff in December 2022 and February 2023. Home Energy Scotland portal training to be undertaken in October & November 2023. Now implemented new HEAT Service advice on energy and support to tenants.	20%
	9%					% of households in extreme fuel poverty			7%
	£620					Median (adjusted) fuel poverty gap			£520
	Limited understanding based on national data sets	Improve understanding of the extent, nature and location of fuel poverty to enable better identification of fuel poor households and target resources effectively	Develop measures to better identify fuel poor households, enabling better targeting of resources	BDS	2022/23	Fuel poverty measures	Ongoing	Continue to liaise with HES and Fuel Poverty Sub-Group.	

Strategic Housing Outcome 6: Our homes will be fit for the future									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 6.1 Ensure social rented housing continues to meet regulatory standards	-	Deliver priority actions set out in Housing Asset Management Plan	Actions progressed	BDS	2025/26 with annual review	Housing Asset Management Plan Annual Review	Ongoing	HAMP Annual Review approved in August 2022 and ongoing monitoring of actions.	Annual review complete and updated.
	-	Develop route map to compliance for NLC housing stock	Route map developed and implemented	HP	2021/22	Route Map	Complete	Both EESSH report and updated Net Zero implication.	
	89% SHQS compliance					SHQS compliance	Ongoing	80.40%	
	90% EESSH compliance					EESSH compliance	Ongoing	81.70%	
	3.4% EESSH2 compliance					EESSH2 compliance	Ongoing	3.20%	
	-	Establish NLC/RSL asset management forum to share good practice and develop shared approach	Forum established	BDS	2022/23	Forum meeting on regular basis	Complete	First NLC and RSL Housing Asset Management Forum held in November 2023 and will be scheduled bi-annually in future.	
KEY ACTION 6.2 Improve stock condition in mixed tenure and other priority blocks and estates	-	Develop new owner engagement strategy for mixed tenure estates	Strategy developed and implemented	HP/PSH	2022	Engagement Strategy	No longer applicable	No longer applicable.	
	Engagement underway	Complete CPOs at Millcroft and enable transformation by Sanctuary (subject to committee approval)	CPOs complete and demolition undertaken	NS	Ongoing	Number of CPOs	Ongoing	CPO submitted on 29th March 2023. Three objections made and a Hearing has been scheduled for April 2024 and decision expected within 6 months.	
	-	Pilot new approach to identifying and responding to priorities, using landlord registration powers to improve house condition	Pilot complete	PSH	2021/23	Pilot report	Complete	Pilot complete. Early stages of audit process commenced and plan to roll out in 2024.	
	-	Explore development of a factoring support system to assist owner occupiers who fail to secure a factor	Development of factoring support system explored	PSH	2024	Factoring support system	Not yet started	Not yet started	
	-	Develop a new BTS statement	BTS statement	PSH	2026	BTS Statement	Not yet started	Process to record property info from inspection in place.	Monitoring data returns.
	-	Explore the use of 'missing shares' powers to assist owners to participate in works	Missing shares powers explored	PSH	2024	Missing shares powers report	Not yet started	Due to challenging financial climate, there is no funding available to operate missing shares.	
	-	Explore the feasibility of carrying out a house condition survey to gather better data in relation to scale and extent of disrepair in the private sector	Feasibility exercise complete	BDS/PSH	2026	Feasibility Report	Not yet started	Audit inspections for repairing standard in progress.	Audit inspections and data recording on-going.

Strategic Housing Outcome 6: Our homes will be fit for the future									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 6.3 Ensure owners are engaged and informed about repair and maintenance issues	New Scheme of Assistance being developed	Develop new Scheme of Assistance	Scheme of Assistance adopted	PSH	2022/23	Scheme of Assistance	Complete	A new Scheme of Assistance was not required. Following additional funding for mixed tenure grants, Scheme was reviewed and published.	
	28% homes in urgent disrepair					Number of homes in urgent disrepair	Ongoing		29%
	48% homes in critical disrepair					Number of homes in critical disrepair	Ongoing		52%
	8% of homes in extensive disrepair					Number of homes in extensive disrepair	Ongoing		8%
	67% of homes in any disrepair					Number of homes in any disrepair	Ongoing		72%

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 7.1 Develop and deliver new PRS access scheme	-	PRS access scheme developed	Scheme developed and approved	BDS	2022	PRS scheme	Ongoing	In progress, feedback from landlords sought and considered within final design.	Scheme on hold at present due to lack of interest from PSL.
	41 (2020)	Scheme implemented and enabling better access to the PRS	20 new tenancies each year	BDS	Ongoing from 2022	Number of homeless (or potentially homeless) households rehoused in the private rented sector	Ongoing	As above.	14 outcomed to PRS in 2022/23 (SG also amended prev year figure to 10 for 2021/22 - prev reported as 16).
KEY ACTION 7.2 Improve private sector housing advice	-	Develop and deliver e-learning training module on the PRS and ensure completion by all housing staff that deliver housing options advice	Training developed and staff trained	BDS	2023	Number of staff trained	Ongoing	Online Private Sector Housing Options training module developed, which is mandatory for housing advisors.	
	-	Establish local PRS champions to encourage wider improved PRS advice amongst locality housing teams	At least one 'PRS champion' in each local housing office	BDS	2023	Number of PRS champions	Not yet started	Identification of PRS champions underway.	
	-	Develop improved information for locality housing teams on the PRS in North Lanarkshire and at a locality level as part of the housing options guide	PRS information developed and updated regularly for locality housing teams	BDS	2023	Localised information produced and updated on a regular basis	Ongoing	Locality information on the PRS included in the Private Sector Housing Options online training module.	

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 7.3 Work with private landlords to improve management and quality standards in the PRS	14,832	Improve registration compliance through targeting unregistered landlords and landlords whose registration has expired to ensure they register	Improved registration compliance	PSH	Ongoing	Number of private landlords registered	Complete	A full review of the expired processes for NLC has been completed and new procedures have been implemented.	
	-	Strengthen partnerships with Police Scotland and Fire and Rescue to identify criminal activity and to take multi agency action through the locality community planning structures	Improved processes for ensuring private landlords are 'fit and proper'	PSH	Ongoing	Attendance at local community groups	Complete	Review of panel has been completed.	
	-	Work in partnership with Landlord Accreditation Scotland to deliver training for private landlords and letting agents in North Lanarkshire	Training delivered	PSH	Ongoing	Number trained	Complete	Have adopted a best practice/ value for money approach to delivering training and seminars via Landlord Accreditation Scotland on a case by case basis.	
	-	Review the current information provision for private landlords on the council website and develop enhanced and improved information which clearly outlines private landlords' responsibilities and rights	Information reviewed and improved	PSH/ BDS	2023	-	Ongoing	Website information reviewed.	On-going process for updates in place.
	-	Re-establish the bi-annual private landlord forum	Private landlord forum held biannually	PSH/ BDS	2022	Number of private landlord forums and number of people attending	Ongoing	Private Landlord Forum held online in May 2023.	35 people attended forum.
	-	Establish a process to regularly communicate with landlords through the landlord registration team on legislative or other policy changes of relevance	Process established	PSH	2022	Number of communications	Ongoing	Process now in place and deliverable.	Development of a SMS message system to be delivered by Register.
	-	Develop and issue a bi-annual private landlord e-newsletter	Newsletter issued	BDS/ PSH	2023	Number of newsletters issued	Ongoing	Newsletter published October 2023.	
	-	Strengthen our outreach and engagement with private landlords using online platforms	Improved outreach and engagement	PSH	Ongoing	Number of social media and other online communications issued	Ongoing	Newsletter produced and circulated.	
	-	Carry out regular surveys of private landlords to understand challenges and potential solutions to improve management and quality standards in the PRS	Surveys carried out	BDS	Ongoing	Number of online surveys and survey responses	Ongoing	Survey to be promoted via Private Landlord Forum and newsletter	Re-survey not yet scheduled.

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 7.3 Work with private landlords to improve management and quality standards in the PRS	-	Improve our understanding and intelligence of the PRS to identify issues and target resources effectively e.g. identifying properties most in need of energy efficiency measures	Improved intelligence on PRS	BDS	Ongoing	Improved data on the PRS	Ongoing	PRS repairing standard audit began.	Audit of random sample of applications has started. Retention of relevant info for properties still to be developed.
	-	Scope potential gains from 'direct interventions' in substandard PRS properties, such as purchase and improvement in certain circumstances	Scoping exercise complete	BDS	2023	Scoping report	Ongoing	OMPS changed and rolled out.	Advice on updated process provided where required.
	-	Develop an engagement strategy for improving energy efficiency regulations in the PRS which will include a communications and involvement strategy and enforcement approach	Engagement strategy developed	BDS/ PSH	2022	Engagement strategy	Not yet started	Unable to progress at present. Awaiting the implementation of the Heat & Buildings Bill by the Scottish Government which will require owner occupied and private rented homes to meet a revised minimum energy efficiency standard.	
KEY ACTION 7.4 Improve access to the PRS	-	Work with private landlords to improve access to the PRS for people who are homeless and prevent PRS households from becoming homeless	Improved outcomes for homeless households in the PRS	BDS	Ongoing	Number of people homeless from PRS and number of homeless people rehoused in PRS	Ongoing	Work ongoing with landlords to improve access and prevent homelessness. However, there are significant challenges in preventing homelessness due to cost-of-living crisis which is pushing people into multiple debt and unable to afford their rent.	239 homeless applicants from PRS - proportional rise in HL apps.
	-	Establish a private landlord working group to identify ways in which the PRS could better contribute to meeting housing needs in North Lanarkshire	Private landlord working group established	BDS/ H&SC	2023	Number of meetings	Ongoing	Request for reps issued as part of private landlord newsletter.	0
	-	Work with partner RSLs developing Private Lettings Services in North Lanarkshire to meet housing need better, exploring opportunities linked to RRTP	RSL PSL service linked to RRTP	BDS	2023	Number of homeless people rehoused in the private rented sector	Ongoing	Proposal paper developed to consider the delivery of PRS Access Scheme. However there are multiple demands on PRS stock including Ukrainian resettlement and asylum dispersal and we are unable to develop this at current time.	14 outcomes to PRS in 2022/23 (SG also amended prev year figure to 10 for 2021/22 - prev reported as 16).
	-	Review the rent deposit guarantee scheme to increase uptake	Rent deposit scheme reviewed	BDS	2023	Number of people accessing the rent deposit scheme	Ongoing	RDGS information on NLC website being updated to launch new scheme with housing staff being briefed on processes.	Staff briefings completed, no uptake for scheme as yet.
KEY ACTION 7.5 Improve involvement of tenants in the PRS to improve our understanding of issues and help shape policy	-	Establish a PRS tenant panel as part of the tenant participation activities to identify issues, develop potential solutions and shape policy to improve the PRS	Panel established	BDS	2023	Number of meetings	Ongoing	No uptake so far. Section included in most recent newsletter.	

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 7.6 Improve advice and information to PRS tenants	-	Review and improve the information available for PRS tenants by working with the PRS tenant panel to identify gaps and scope for improvement	Information reviewed and improved	BDS	2024	PRS tenant information	Ongoing	Not yet started	
	-	Develop a communications strategy which involves greater use of social media and online platforms to increase awareness of tenants rights, responsibilities and housing options	Communications strategy developed	BDS/ PSH	2024	Communication strategy	Ongoing	Not yet started	
KEY ACTION 7.7 Support Build to Rent and Mid-Market Rent to deliver high-quality homes in the PRS	-	Work with employers to gather information on the housing needs of key workers	Information gathered	BDS	Ongoing	Information on housing need	Ongoing	Research scoped, plans to undertake survey in coming months.	
	-	Engage with the Build to Rent sector	Engagement with the Build to Rent sector	BDS/ NS	Ongoing	Number of Build to Rent homes delivered	Ongoing	Discussions with developers ongoing. Engaging with developers through dedicated Forum and adhoc discussions.	0
	-	Deliver Mid-Market Rent Homes with RSL partners	Deliver Mid-Market Rent homes	BDS/ NS	Ongoing	Number of Mid-Market Rent homes delivered	Ongoing	88 MMR delivered since 2010/11 (at Sept 23).	
KEY ACTION 7.8 Develop a longer-term strategic approach to improving the PRS	-	Develop and implement PRS strategy, following publication of the new national Rented Sector Strategy, to outline issues and solutions in a more detailed longer-term plan for North Lanarkshire	PRS Strategy developed and implemented	BDS/ PSH	2024	PRS Strategy	Not yet started	Not yet started - awaiting publication of the final Rented Sector Strategy.	

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North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref PH/FD

Date

14/02/24

Transforming Places: New Supply Programme - Open Market Purchase Scheme

From Pamela Humphries, Chief Officer (Place)

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Executive Summary

The purpose of this report is to provide an update on the progress of the Open Market Purchase Scheme (OMPS). The OMPS enables acquisition of privately owned properties, with a particular focus on former public sector housing stock. By providing an overview of the scheme's progress, this report aims to highlight the impact and benefits gained from the scheme.

Recommendations

It is recommended that the Housing Committee:

- 1) Review the contents of the report and acknowledge the continued success of the Open Market Purchase Scheme in helping increase housing supply and improve stock condition.
- 2) Endorse a further update to be provided to the Housing Committee in 6 months.

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 purpose of this report is to present an update on the Open Market Purchase Scheme (OMPS), which incorporates the Empty Homes Purchase Scheme (EHPS). The primary objective of the Open Market Purchase Scheme is to contribute to the Council's New Supply programme, by increasing housing supply.

- 1.2 In 2013, the Council implemented a scheme with the objective of acquiring empty homes. The primary aim was to address issues of disrepair and the negative impact on the surrounding areas caused by these long-term vacant properties. Since inception, the Empty Homes Purchase Scheme has brought 371 long term empty properties back into use.
- 1.3 In addition to the Empty Homes Purchase Scheme, the Enterprise and Housing Committee approved the development and implementation of an Open Market Purchase Scheme on 15th February 2018 and set a target of acquiring 100 properties per annum. Surpassing expectations, a total of 130 homes were purchased in 2018/19. Similarly, in the following year, the number exceeded expectations again, with a total of 143 properties purchased in 2019/20. Despite the challenges posed by the Covid pandemic, 106 properties were acquired in 2020/21. However, in 2021/22, the competitive housing market led to a lower figure of 75 properties purchased, falling short of the ambitious target of 130. For 2022/23, a more modest target of 50 properties was set, with 70 properties being purchased in total.
- 1.4 In November 2021, the Housing & Regeneration Committee approved the expansion of the OMPS which now allows the council to acquire homes that would enable common works to progress in priority blocks and allow the only remaining owner occupier to remain in their property as a council tenant.
- 1.5 In August 2022, the Housing & Regeneration Committee approved the further expansion of the OMPS to now consider buying homes from private landlords and allowing the private tenant to remain in the home as a council tenant to help prevent homelessness and increase the council's housing stock.

2. Report

- 2.1 The Open Market Purchase Scheme has proved to be very popular with over 3063 enquiries/applications. Furthermore, staff actively engage with sellers and Estate Agents throughout all regions of North Lanarkshire. This proactive approach enables the council to strategically identify potential properties that align with the existing demand, facilitating their acquisition in a targeted manner. Additionally, this engagement also serves the purpose of supporting and facilitating the progress of common works in mixed tenure blocks. In 2023/24, 109 properties have been purchased with a further 23 at conveyancing stage (as at 12/1/24), against a target of 100 properties. The locations of the properties purchased are outlined below:

2022/23		2023/24	
Area	Number of Properties	Area	Number of Properties
Airdrie	20	Airdrie	35
Bellshill	2	Bellshill	3
Coatbridge	11	Coatbridge	20
Cumbernauld	4	Cumbernauld	4
Kilsyth	3	Kilsyth	5
Moodiesburn	2	Moodiesburn	7
Motherwell	17	Motherwell	15
Shotts	2	Shotts	5
Viewpark	0	Viewpark	2
Wishaw	9	Wishaw	13
Total	70	Total	109

2.2 Apartment size by area:

Apartment size by area -

	2 Apartment - 1 bedroom	3 Apartment - 2 bedroom	4 Apartment - 3 bedroom	5 Apartment - 4 bedroom
<u>Airdrie</u>				
2022/23	2	11	5	2
2023/24	6	14	14	1
<u>Bellshill</u>				
2022/23	0	1	1	0
2023/24	1	2	0	0
<u>Coatbridge</u>				
2022/23	2	5	4	0
2023/24	3	10	7	0
<u>Cumbernauld</u>				
2022/23	3	1	0	0
2023/24	0	2	2	0
<u>Kilsyth</u>				
2022/23	0	2	1	0
2023/24	2	1	1	1
<u>Moodiesburn</u>				
2022/23	0	2	0	0
2023/24	1	4	2	0
<u>Motherwell</u>				
2022/23	1	11	5	0
2023/24	0	5	10	0
<u>Shotts</u>				
2022/23	0	2	0	0
2023/24	0	4	1	0
<u>Viewpark</u>				
2022/23	0	0	0	0
2023/24	0	2	0	0
<u>Wishaw</u>				
2022/23	1	7	1	0
2023/24	2	8	3	0

- 2.3 Of the properties purchased in 2023/24, a total of 39 properties are classified as empty properties. Additionally, 34 properties have been purchased through the Open Market Purchase Scheme, which, in practice, has been consolidated into a unified scheme. All the purchased properties are former council or Development Corporation properties.

- 2.4 The recent expansions of the Open Market Purchase Scheme have broadened the scope for acquiring properties across the market. Of the 109 properties purchased in 2023/24, 11 properties were obtained from owner occupiers within blocks of flats / cottage flats where the rest were already owned by the Council, allowing them to remain in the properties as Council tenants. An additional 1 property is currently in the Conveyancing stage. Furthermore, 25 properties have been purchased from Landlords, with their private tenants becoming council tenants, and 9 more Landlord owned properties are in the Conveyancing stage. It is worth noting that Landlords applications account for 30% of applications received in 2023/24, highlighting their interest in the expansion of the scheme. This is helping prevent homelessness by enabling tenants of private landlords who wish to sell their properties to remain in their homes as council tenants .

The properties purchased in 2023/24 can be categorised according to the following routes:

Route to Scheme	Total Properties
Empty Homes Purchase Scheme (EHPS)	39
Open Market Purchase Scheme (OMPS)	34
OMPS – Last owner in block	11
OMPS – Landlord	25

- 2.5 2023/24 has displayed a notable increase in the number of applicants for the programme compared to 2022/23. By the end of Quarter 3 in 2022/23, a total of 36 properties were purchased. In contrast, by the end of Quarter 3 in 2023/24, the number of properties acquired was 102. Due to overwhelming demand for the scheme, we have surpassed our target of 100 properties for 2023/2024 and are now prioritising last private properties in blocks of flats, where full council ownership will be gained, and re-provisioning properties. It is expected that 125-130 homes will be purchased this year, indicating a substantial growth in the programme's impact and outreach.
- 2.6 Within the first phase of the re-provisioning programme, 6 owners were identified for buyout. As of now, 5 owners have successfully sold their properties to the council, while discussions continue with the remaining owner.
- 2.7 Following the approval of phase 2 of the re-provisioning programme by the Housing Committee on 30th August 2023, initial contact has been made via letter to the 18 owners.

3. Measures of success

- 3.1 The acquisition of these properties helps the Council meet its Local Housing Strategy objectives to increase housing supply to meet identified need; help bring empty properties back into use, and help improve housing conditions, including energy efficiency.
-

4. Supporting documentation

No appendices



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 ☐ No ☒

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 ☐ No ☐

5.2 Financial impact

Does the report contain any financial impacts?

Yes ☒ No ☐

If Yes, have all relevant financial impacts been discussed and agreed with Finance?

Yes ☒ No ☐

If Yes, please provide a brief summary of the impact?

A budget of £9.557m based on 75 properties has been allocated in 2023/24 to fund the purchase and repair of properties through the Empty Homes Purchase Scheme and the Open Market Purchase Scheme which includes an estimated contribution of £2.065m from the Scottish Government.

As at 8th December 2023, £9,328,840 has been spent on acquisition and repair, and £5,309,005 has been committed. The average purchase price of the properties acquired in 2023/24 is £91,174 and average repairs cost is £18,038.

Funding to acquire properties from owners in the towers/Phase 1/Phase 2 re-provisioning will be contained within the overall OMPS budget.

Funding for the proposed extension of the Open Market Purchase Scheme will be met from the HRA as part of the budget provision for the New Supply Programme.

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 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 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 checked="" type="checkbox"/> No <input 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?

<p>5.9 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 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 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 PH/JS/NH

Date 14/02/24

Transforming Places: New Supply Programme – Future New Build Sites

From Pamela Humphries, Chief Officer (Place)

E-mail henryn@northlan.gov.uk

Telephone

Natalie Henry, Project
Coordinator, 07583
058447

Executive Summary

The purpose of this report is to provide an update on the potential inclusion and removal of sites for the council's new build programme, which aims to deliver 5,000 homes by 2035. To assist delivery of the programme, high-level appraisals are carried out on available sites and potential off the shelf developments with a view to determining suitability for inclusion in the programme, subject to more detailed investigation.

Recommendations

It is recommended that the Housing Committee:

- 1) Approves the inclusion of the proposed sites, as outlined in section 2.1, 2.2 and Appendix 2 of this report, within the new supply programme.
- 2) Approves the removal of sites as outlined in section 2.3 of this report from the new supply programme.

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 In May 2018, the Committee approved proposals to increase the new supply programme to deliver 5,000 new homes by 2035. A variety of delivery methods are used to achieve this target which includes traditional new build, Off the Shelf (Affordable Housing Policy), Development Pathfinder and Open Market Purchase Scheme. To date, 1,263 new build homes have been completed, with a further 348 homes under construction (as at 19th December 2023). A total of 334 homes are expected to complete in 2023/24. A summary of progress within the new build programme is attached at Appendix 1.

2. Report

- 2.1 In order to deliver on the Transforming Places programme delivery plan, potential sites continue to be evaluated for inclusion within the programme. The sites outlined below have been identified and are recommended for inclusion, subject to the conclusion of feasibility studies, detailed ground investigations, service connections, title checks and relevant statutory consents. It is proposed that the following sites be considered for future development:

- Approximately 25 houses on the site of the former Muirpark Care Home, Laburnum Road, Viewpark
- Conversion of current office accommodation to create approximately 28 flats at the site of Coats House, Gartlea Road, Airdrie

- 2.2 It is proposed to progress 'off the shelf' purchases at the following location:

- Up to 26 new three-bedroom terraced houses at Calder Gardens, Coatbridge from Barratt Homes Plc

A report regarding the acquisition price for each site will be brought to Finance and Resources Committee. A site location plan is included within Appendix 2 to this report.

- 2.3 It is proposed that the following sites be removed from the programme for the reasons noted below:

- Macarthur Avenue, Glenmavis (approximately 21 units) – Scottish Water have rejected proposals to allow a drainage connection into the combined infrastructure. All other drainage options either technically unfeasible or economically unviable.
- Calderigg Place, Airdrie (approximately 42 units) – Unfavourable ground conditions due to mine workings and cost of remediation excessive (circa £2.5m) for a development of this scale. The overall cost per unit as a result is significantly above current benchmark levels.
- Mabel Street, Motherwell (approximately 20 units) - Scottish Water have rejected proposals to allow a drainage connection into the combined infrastructure. All other drainage options either technically unfeasible or economically unviable.

- 2.5 Should the Scottish Water Surface Water Connections Policy change in the future, the above noted sites will be revisited and reconsidered for inclusion in the programme.

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	Summary of New Build programme
Appendix 2	Site Locations



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 ☒ No ☐

If Yes, please provide a brief summary of the impact?

The new build programme includes measures that will help reduce inequalities of outcome through certain design features including:

- Housing for Varying Needs to make homes as accessible as possible.
- Secure by Design to make homes and the surrounding environment as safe and secure as possible.
- Achieving the Scottish Government requirements for Greener Homes to
- reduce the incidence of fuel Poverty.
- Facilitating improved access to high-speed internet capabilities including installation of '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 ☒ No ☐

5.2 Financial impact

Does the report contain any financial impacts?

Yes ☒ No ☐

If Yes, have all relevant financial impacts have been discussed and agreed with Financial Solutions?

Yes ☒ No ☐

If Yes, please provide a brief summary of the impact?

The cost of constructing or purchasing these homes will be contained within the overall budget for the new build programme within the Housing Revenue Account. There is a grant from the Scottish Government towards the cost of the new homes which is from a minimum of £83,584 per unit.

5.3 HR policy impact

Does the report contain any HR policy or procedure impacts?

Yes ☐ No ☒

If Yes, have all relevant HR impacts have been discussed and agreed with People and Organisational Development?

Yes ☐ No ☐

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 ☐ No ☒

If Yes, have all relevant legal impacts have been discussed and agreed with Legal and Democratic Solutions?

Yes ☐ No ☐

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 ☐ No ☒

If Yes, is the processing of this personal data likely to result in a high risk to the data subject?

Yes ☐ No ☒

If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk

Yes ☐ No ☐

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 ☒ No ☐

If Yes, please provide a brief summary of the impact?

There are no direct Technology/Digital impacts directly arising from this report. The scope of the new homes includes Cat5e cabling to support home networking and Fibre to the Premises (FTTP) for digital connectivity as part of the 'futureproofing' of North Lanarkshire Council's new housing stock. .

Where the impact identifies a requirement for technology, has an assessment been carried out (or scheduled) by the Enterprise Architecture Governance Group (EAGG)?

Yes ☐ No ☐

5.7 Environmental / Carbon impact

Does the report / project / practice contain information that has an impact on any environmental or carbon matters?

Yes ☒ No ☐

If Yes, please provide a brief summary of the impact?

Intrusive ground investigations will be undertaken as part of the due diligence associated with determining the suitability of sites for development. This is undertaken in liaison with North Lanarkshire Council's Environmental Health (Pollution Control) to ensure that appropriate investigations are undertaken.

The new homes are built to higher energy efficiency and sustainability standards, which helps to reduce future carbon emissions from the properties. This is done via a fabric first approach to development, while incorporating renewable technologies where appropriate.

The Council's New Supply Programme 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). For off the shelf purchases all such statutory consents would apply and other considerations are included in the negotiations including specification agreement between the Council and Developers prior to acquisition.

<p>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?</p>
<p>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?</p> <p>Risk associated with the New Supply Programme is managed within the council's project management and risk register process. By undertaking detailed Ground Investigation and other relevant site assessments, prior to proceeding with the development of any site, the council is mitigating the risk of unforeseen costs relating to ground conditions, although this risk cannot be eliminated entirely. In the case of off the shelf purchases these risks are borne by the developer.</p>
<p>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.</p> <p>The Council's New Supply housing programme previously partnered with Veterans Housing Scotland to deliver housing for Armed Forces Veterans and the current SHIP supports new affordable housing project for Scottish Veterans' Garden City Association.</p>
<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 <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).</p> <p>If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>The Council's Strategic Housing Investment Programme is linked to North Lanarkshire Council's Local Housing Strategy 2021-2026 which identifies the need to support young people entry into housing where a Children's Rights and Wellbeing Impact Assessment was undertaken in March 2021.</p>

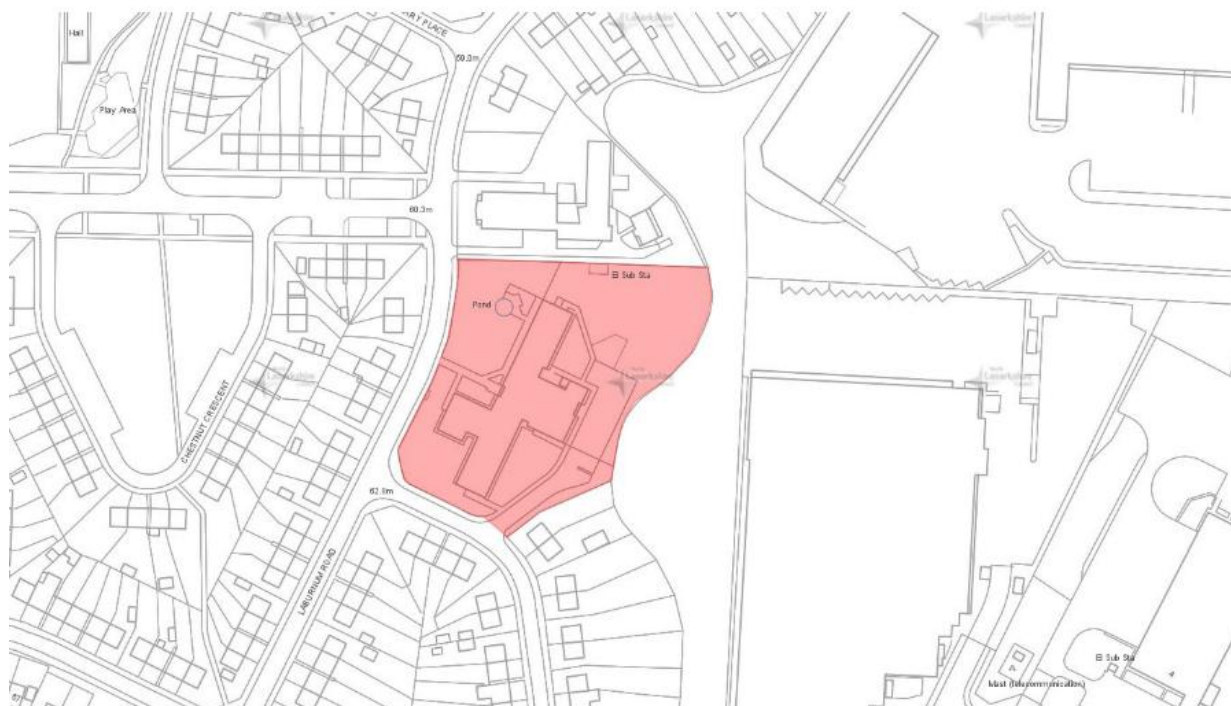
Appendix 1 - New Build Sites Summary (as of 8th December 2023)

	Area	Location	Units	Comments	Completion Year	Annual Completions	
C o m p l e t e d	Holytown	Main St	10	Completed (Amenity)	2010/11	(2010/11)	38
	Holytown	Spruce Way	10	Completed	2010/11		
	Motherwell	Ravensraig (David Wilson Homes)	18	Completed (off the shelf)	2010/11		
	Airdrie	Clarkston PS	19	Completed	2011/12	(2011/12)	79
	Millerston	Coshneuk Rd	11	Completed (Amenity)	2011/12		
	Cumbernauld	North Rd	29	Completed	2011/12		
	Wishaw	Cambusnethan PS	20	Completed (Amenity)	2011/12	(2012/13)	12
	Viewpark	Laburnum Rd (Phase 1)	12	Completed	2012/13		
	Viewpark	Laburnum Rd (Phase 2)	28	Completed	2013/14	(2013/14)	108
	Moodiesburn	Gartferry Road	50	Completed	2013/14		
	Cumbernauld	Westfield Drive	30	Completed	2013/14		
	Airdrie	Former Albert PS	14	Completed	2014/15	(2014/15)	55
	Chryston	Lanrig Rd	27	Completed (Amenity)	2014/15		
	Coatbridge	Corsewall St	14	Completed	2014/15		
	Bellshill	Former Belvidere PS	20	Completed	2015/16	(2015/16)	64
	Kilsyth	Fisher Ave	30	Completed	2015/16		
	Chryston	Old Lindsaybeg Rd (Persimmon)	14	Completed (off the shelf)	2015/16		
	Motherwell	Glencairn Tower site	25	Completed	2016/17	(2016/17)	25
	Viewpark	Former Tannochside PS	16	Completed	2017/18	(2017/18)	136
	Wishaw	Walkerburn Dr, Coltness	20	Completed	2017/18		
	Cumbernauld	Cardowan Drive	30	Completed	2017/18		
	Cumbernauld	Kildrum Nursery	16	Completed	2017/18		
	Chryston	Station Rd (Persimmon)	30	Completed (off the shelf)	2017/18		
	Chapelhall	Former St Aloysius PS (Phase 1)	24	Completed	2017/18		
	Chapelhall	Former St Aloysius PS (Phase 2)	6	Completed	2018/19		
	Cumbernauld	Brown Road	20	Completed	2018/19		
	New Stevenston	Former New Stevenston PS	15	Completed	2018/19		
	Chryston	Greenlea Road	21	Completed	2018/19		
	Coatbridge	Old School Court	20	Completed	2018/19	(2018/19)	116
	Airdrie	Former Alexandra PS	14	Completed	2018/19		
	Harthill	Former Harthill PS	20	Completed	2018/19		
	Motherwell	Cleekhimmin, Ravensraig (Barratt)	10	Completed (off the shelf)	2019/20	(2019/20)	139
	Coatbridge	Blair Road	40	Completed	2019/20		
	Motherwell	Calder PS	30	Completed	2019/20		
	Gartcosh	Johnston Rd / Inchnock Ave (Bellway)	16	Completed (off the shelf)	2019/20		
	Cumbernauld	Cedar Road Nursery	14	Completed	2019/20		
	Chryston	Main Street (Bellway)	18	Completed (off the shelf)	2019/20		
	Wishaw	Meadowhead Rd, Ravensraig (Keepmoat)	11	Completed (off the shelf)	2019/20		
	Bellshill	Caledonian Avenue (Phase 1)	19	Completed	2020/21	(2020/21)	25
	Wishaw	Dimsdale Road (Phase 1)	6	Completed	2020/21		
	Bellshill	Caledonian Avenue (Phase 2)	8	Completed	2021/22	(2021/22)	137
	Wishaw	Dimsdale Road (Further Phases)	55	Completed	2021/22		
	Coatbridge	St James PS / Lismore Drive	58	Completed	2021/22		
	Wishaw	Roberts Street (Belhaven House)	16	Completed	2021/22		
	Wishaw	Mossburn St, Waterloo	20	Completed	2022/23	(2022/23)	82
	Plains	Plains PS	16	Completed	2022/23		
	Bellshill	Community Road	29	Completed	2022/23		
	Airdrie	Dykehead Road, Holehills (Phase 1)	11	Completed	2022/23		
	Motherwell	Torrance Park (Phase 1) (Barratt)	6	Completed (off the shelf)	2022/23		
	Chryston	Chilterns Care Home, Lindsaybeg Road	21	Completed	2023/24		
	Airdrie	Dykehead Road, Holehills (Further Phases)	86	Completed	2023/24	(2023/24)	247
	Stepps	Gateside Farm (Barratt)	30	Completed (off the shelf)	2023/24		
	Motherwell	Torrance Park (Phase 2) (Barratt)	4	Completed (off the shelf)	2023/24		
	Motherwell	Ravenscliff Rd, Ravensraig	24	Completed	2023/24		
	Moodiesburn	Auchengeich, Gartferry Road (Bellway)	12	Completed (off the shelf)	2023/24		
	Wishaw	Castlehill Road, Gowkthrapple (Phase 1-4)	18	Completed	2023/24		
	Airdrie	Northburn Place (Phase 1)	9	Completed	2023/24		
	Shotts	Springhill Road (Keepmoat)	12	Completed (off the shelf)	2023/24		
	Coatbridge	Lorne Place (Phase 1) (Allanwater)	12	Completed (off the shelf)	2023/24		
	Coatbridge	Berwick St	19	Completed	2023/24		
	Sub total		1263	Completed		T total	1263
O n s i t e	Airdrie	Dykehead Road, Holehills (Remaining Phases)	53	On Site			
	Airdrie	Northburn Place (Remaining Phases)	22	On Site			
	Airdrie	Former Orrs Building (Wilson)	20	On Site (off the shelf)			
	Wishaw	Castlehill Road, Gowkthrapple (Remaining Phases)	79	On Site			
	Airdrie	Glenacre Drive	16	On Site			
	Airdrie	Former Petersburn PS	40	On Site			
	Motherwell	Brandon Street	48	On Site			
	Coatbridge	Lorne Place (Phase 2) (Allanwater)	12	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)			
	Chryston	Gartferry Road (Allanwater)	22	On Site (off the shelf)			
	Sub total		348	On site			

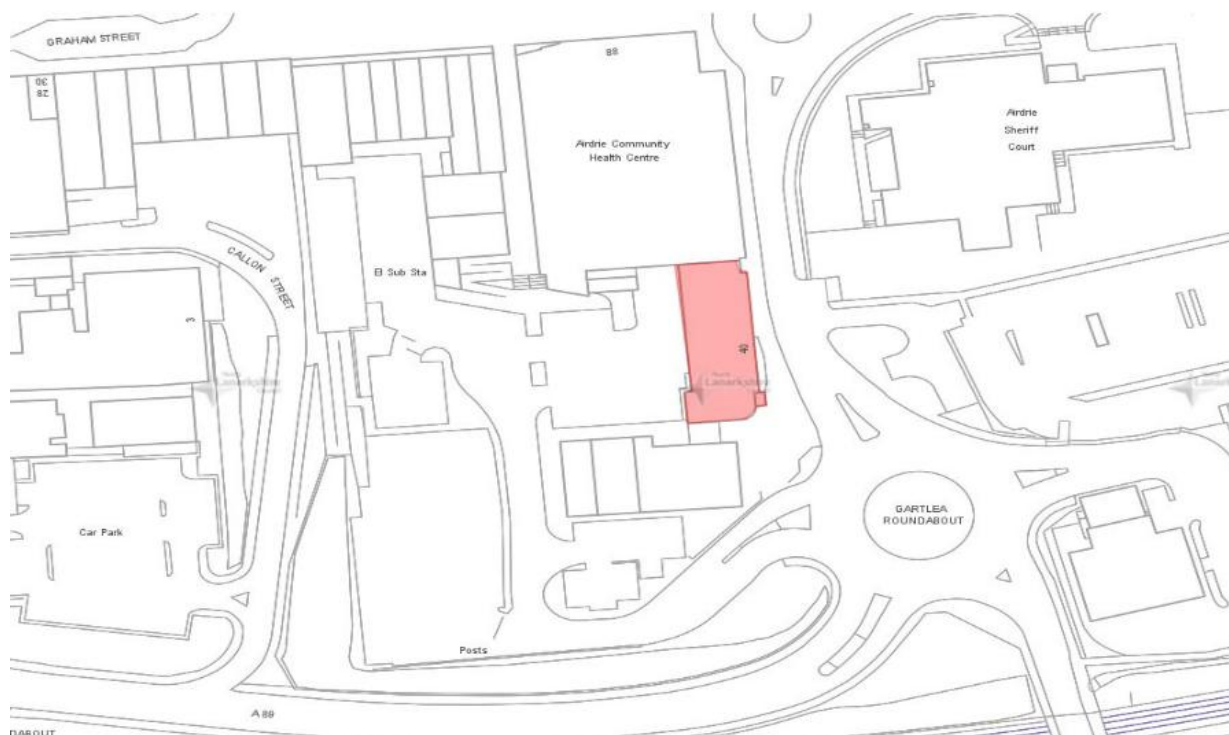
D e s i g n D e v e l o p m e n t	Coatbridge	Columba High School	127	Planning app submitted	
	Motherwell	Mabel Street	20	Planning app approved	
	Glenmavis	McArthur Ave	21	Planning app approved	
	Viewpark	Laburnum Rd	26	Planning app approved	
	Coatbridge	Bank Street	6	Planning app approved	
	Chapelhall	Gibb Street	25	Planning app approved	
	Wishaw	Graham Street	13	Planning app approved	
	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	49	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		784	Design development underway	
P r o v i s i o n i n g R e - p r o v i s i o n i n g	Coatbridge	Shawhead	111	Re-provisioning site	
	Coatbridge	Dunbeth	170	Re-provisioning site	
	Motherwell	Coursington	60	Re-provisioning site	
	Sub total		341	Re-provisioning sites	
O f f T h e S h e l f	Cumbernauld	Community Growth Area - Phases 1-3 (Bellway)	75	Off the shelf Planning app submitted	
	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	
	Shotts	Springhill Road - (Keepmoat)	10	Off the shelf Purchase approved at Committee	
	Sub total		147	Future off the shelf purchases from developers	
	Total		2883		

Appendix 2 - General Outline of Proposed New Site Locations

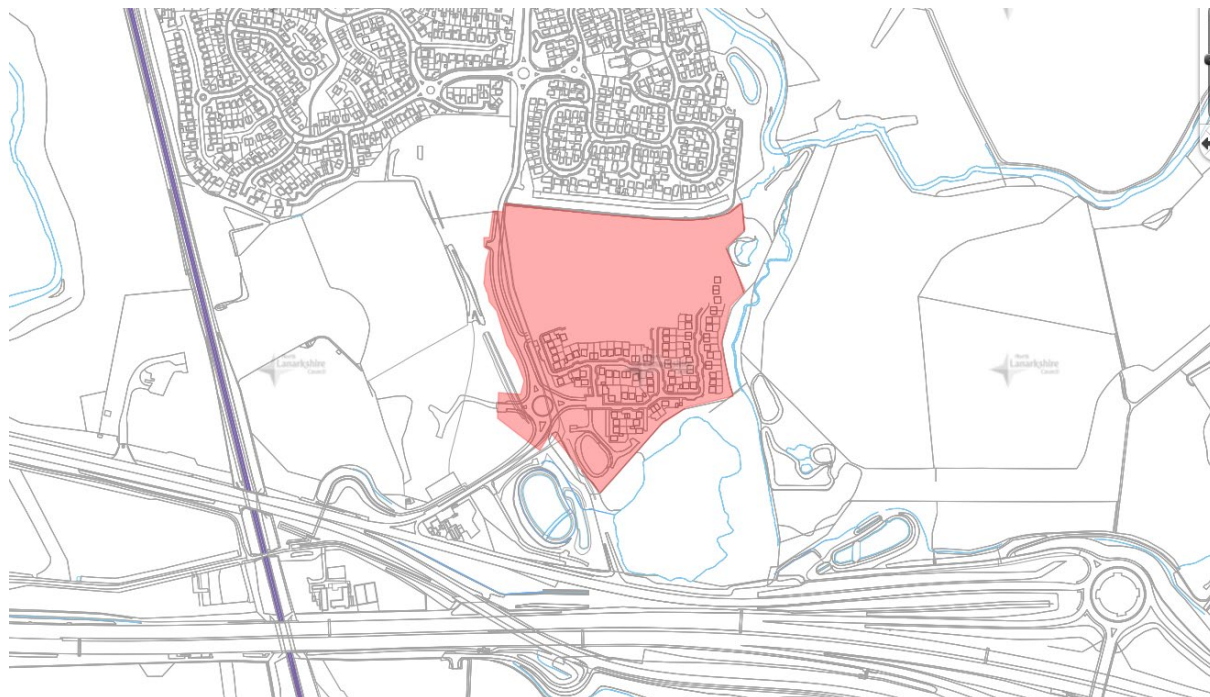
Former Muirpark Care Home, Laburnum Road, Viewpark - approximately 25 units



Coats House, Airdrie - approximately 18 units



Calder Gardens, Carnbroe – approximately 18 units



North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☒ Yes ☐ No

Ref PH/JS

Date

14/02/24

Transforming Places: 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 Committee approves the procurement of a:

- 1) "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 Coshneuk, Millerston to JR Construction (Scotland) Limited up to the value of £4.20M, including contingency allowance.
- 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 housing at Motherwell Old Town Hall, Motherwell up to the value of £5.90M, 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 Dalzell Drive, Motherwell up to the value of £5.64M, 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 Bank Street, Coatbridge up to the value of £3.76M, 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 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 is carried out for each project and is identified in each project "Contract Strategy".

2. Report

- 2.1 The council has engaged with JR Construction (Scotland) Limited who are a contractor on the SPA New Build Housing Construction H2 (Scotland) framework agreement. Feasibility costs have been obtained for the project detailed below:
- Coshneuk, Millerston (16 units), at a value of £4.20M, 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 The council have engaged a multi-disciplinary design team to develop cost effective proposals to refurbish & convert buildings of historic interest into housing. A mini competition is appropriate to this type of design led approach, therefore the council will seek to procure the following project via the Scottish Procurement Alliance (SPA) New Build Housing Construction H2 (Scotland) framework:
- Motherwell Old Town Hall, up to the value of £5.90M (20 units) including contingency allowance.

Pre-tender cost checks have been carried out and are in line with current market rates for conversion of historic buildings of this nature and complexity. The most economically advantageous tender will be checked and recommended for award.

2.3 It is proposed to engage with contractors via the Direct Award procedure on the SPA New Build Housing Construction H2 (Scotland) framework agreement for the projects listed below. Within the appointed lot there are ten contractors on the framework. The framework allows direct award without further competition where all terms and conditions of the call off project are within those of the framework.

- Dalzell Drive, Motherwell (24 units) at the value of £5.640M including contingency allowance.
- Bank Street, Coatbridge (16 units, 6 flats + 10 supported accommodation places) up to the value of £3.760M, including contingency allowance.

The estimated costs are provided as an indicative budget and, subject to engaging with contractors on the framework and benchmarking contractors' costs against the appropriate framework rates, it is proposed that a contractor be selected to progress each project. When a contractor is selected a final tender price will be agreed to allow the contract award to progress. Prior to contract award the contract/contractor will be reported to committee.

Price Savings / Increases

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

Price Stability

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

Community Benefits

2.6 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

2.7 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

2.9 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 several Key Performance Indicators.

4. Supporting documentation

No appendices



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? The Council's new build programme helps reduce inequalities through a number of design specifications including: <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? 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.
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 the current national issues affecting the costs and availability of materials and labour</p>

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 BL/CB/LK

Date

14/02/24

Housing Outline HRA Capital Programme 2024/25

From Brian Lafferty, Chief Officer (Housing Property Services)

E-mail barrca@northlan.gov.uk
laffertyb@northlan.gov.uk

Telephone 07583097785

Executive Summary

The purpose of this report is to seek approval from the Housing Committee for the mainstream Housing Capital Programme (excluding new build) for 2024/25.

Recommendations

It is recommended that the Committee.

1. Approve the HRA Capital Programme for 2024/25 as outlined in Appendix 1

The Plan for North Lanarkshire

Priority Improve the health and wellbeing of our communities

Ambition statement All ambition statements

1. Background

- 1.1 Committee will recall in May 2020, a 5 year outline HRA Capital Programme from 2021/22 to 2025/26 was approved for investment of over £266million on the housing stock during the lifetime of the plan. As can be seen within Table 1, this anticipated spend has increased through increased Prudential Borrowing and increased levels of Capital Funded from Current Revenue (CFCR). The reasons for these increases in spend are detailed in the following sections.
- 1.2 As outlined in previous reports, during the course of the 5 year outline plan, new priorities have and will continue to be added based on recommendations and requirements of good practice and legislation such as the Housing (Cladding Remediation) (Scotland) Bill introduced by the Scottish Government in 2023.
- 1.3 In common with previous plans, the aim of the 2024/25 plan remain to ensure the stock continues to meet the Scottish Housing Quality Standard (SHQS) as well as the EESSH2 standard requiring all social housing meet EPC band B or is as energy

efficient as practically possible by the end of December 2032 (within the limits of cost, technology and necessary consent).

- 1.4 It should be noted that the current EESSH2 standard is under review in line with the with revisions to the standard expected to be brought into force in 2025. These changes will be in line with the November 2023 consultation on a Heat in Buildings Bill which detail proposals for powers to create a new “Heat in Buildings Standard”. This proposed new Heat in Buildings Standard would prohibit the use of polluting heating sources (such as gas, oil or LPG boilers) for all buildings from 2045.
- 1.5 Many of the challenges faced by all council services including the HRA investment programme since the pandemic started in 2020 such as contractor availability and global increasing costs are anticipated to continue to occur throughout the 2024/25 financial year.
- 1.6 External factors over which the council has no control include increasing energy costs for tenants. In October 2023, the price of gas was around 60% higher than two years previously, while the price of electricity was 40% higher. The Office of National Statistics (ONS) also reported that as of December 2023, just under half (48%) of adults in Great Britain are using less fuel, such as gas or electricity, in their homes because of the rising cost of living.
- 1.7 Reducing the level of heating within homes in the winter months due to the current cost of living crisis can not only causes problems in terms of tenants’ comfort within their homes but can also lead to building fabric problems and exacerbate issues with damp and mould.
- 1.8 Committee can be assured that actions to reduce, wherever possible, the impact of such issues are at the forefront of investment decisions proposed for tenants’ homes. More details of the type of works proposed within the 2024/25 capital programme are provided in the report.

2. Report

Capital Resources – HRA Programme

- 2.1 As part of the current 5-year investment plan, detailed spending proposals for 2024/25 have been prepared for Committee’s consideration as outlined in Appendix 1.
- 2.2 The nationwide issues being faced as previously mentioned are still having an impact on the phasing of the delivery of the capital programme. The 5 year programme is summarised in Table 1 and demonstrates that the council continues to aim to complete record investment in its housing stock during the 5 year planning term.

Table 1

	2021/22	2022/23	2023/24	2024/25	Indicative 25/26	Total
	£000	£000	£000	£000	£000	£000
Working Capital Programme	74,379	60,745	60,882	73,825	76,617	346,448
Slippage	6,752	5,795	5,535	6,711	6,965	31,758
Current Capital Programme	67,627	54,950	55,347	67,114	69,652	314,690
Reprofiled Expenditure	(14,724)	2,027	706	-	11,991	-
Revised Capital Expenditure	52,903	56,977	56,053	67,114	81,643	314,690

- 2.3 Slippage allowances of approximately 10% have been added to the 2024/25 programme to arrive at a “working programme” as detailed in Section 2.4.
- 2.4 The working programme in Table 2 considers the projected carry forward commitment but may be subject to adjustment depending on the final outturn of the current 2023/24 programme.

TABLE 2 – Resources 2024/25

	£000
Prudential Borrowing	51,695
Capital Funded from Current Revenue (CFCR)	15,419
Total projected resources	<u>67,114</u>
Slippage allowance	<u>6,711</u>
Working programme	73,825**

***Pending approval of the Revenue Estimates*

HRA Capital Programme details

Heating

- 2.5 The 2024/25 programme will see the continuation of the replacement of existing heating systems based on age. Although the council has been fitting A rated condensing boilers for a number of years, due to improvements in technologies, an A rated boiler will be more efficient than an A rated boiler installed 10-15 years ago. Currently A rated boilers convert up to 94% of consumed energy into useable heat as opposed to older boilers which may only now be working at 65-80% efficiency.
- 2.6 The council is cognisant of the forthcoming proposed Heat in Buildings Standard which would prohibit the use of polluting heating sources (such as gas, oil or LPG boilers) for all buildings from 2045 and is currently increasing its use of “clean” heating sources such as heat pumps and modern electric storage heaters systems where practicable

and would not result in tenants potentially being placed in fuel poverty based on current energy prices.

- 2.7 To look to decrease energy consumption from the National Grid in accordance with our EESSH2 and Net Zero obligations, the council increased its solar photo voltaic (PV) panels programme in 2023/24 with over 550 estimated to be fitted by March 2024. The programme will continue with over 1000 installations currently planned for during the financial year 2024/25.
- 2.8 Other works which will continue throughout the 2024/25 programme will be the installation of loft insulation where required as well as an increase in the removal and replacement of cavity wall insulation to increase the energy efficiency of tenants' homes.

Windows/Door Replacement

- 2.9 The council continued to experience issues in relation to its triple glazing programme in the first half of the 2023/24 programme. Progress however improved in the second half of 2023/24 although the programme still has a backlog of addresses which were planned initially for 2023/24 that will be prioritised in 2024/25.
- 2.10 The installation of fire rated front doors to flats within low rise blocks started in 2022/23 in Langloan, Coatbridge and will continue throughout 2024/25 primarily concentrating initially on over 5 storey blocks of flats and any surrounding addresses in line with recent guidance around blocks of 11m+ in height and fire safety.

Roofing and Rendering

- 2.11 The upgrading of the roofs and insulation levels of non-traditional properties in the Lomond Road area in Coatbridge which started in 2022/23, continued in 2023/24, and is expected to complete during the 2024/25 financial year.
- 2.12 Work is due to start in 2024/25 on the thermal upgrading of Swedish Timber style timber houses within the Authority. This work aims to retain the style of the properties whilst increasing their energy efficiency through the addition of wall insulation.
- 2.13 The council's "fabric first" approach to improving the energy efficiency of tenants' homes through the fitting of external wall insulation ahead of the consideration of the installation of possible renewable heating sources will continue in 2024/25. This approach is generally recognised as the most effective manner of offsetting any possible increase in running costs for renewable heating sources.
- 2.14 Unfortunately with rising costs generally and increasing specification levels requiring to be met by the council in terms of the EESSH targets, the costs for owners in mixed tenure blocks that they would require to pay to have the work undertaken to their homes have increased, often now over £15,000 per property. Wherever possible, the council will look to try to see if there are any options which may assist owners being asked to consider paying such sums to try to ensure as many tenants as possible benefit from the installation of external wall insulation to their homes.
- 2.15 The council will continue to support the Scottish Government's Energy Efficient Scotland: Area Based Scheme (EES: ABS) for owners within its 2024/25 programme. The current programme will complete in blocks of flats in Kilsyth, Bellstone and Cross Wall construction houses in Wishaw and Muirhouse as well as starting in the Langloan area in Coatbridge.

Lead pipe replacement

- 2.16 The ongoing lead pipe replacement programme of testing and replacement of pipework as required will continue in 2024/25. This is a continuation of the programme which commenced in 2018/19, however will mainly be focused on testing in 2024/25 due to the removal programmes in previous years.

Controlled Door Entries

- 2.17 The council is aware the concern residents can have when door entry systems to their blocks of flats are not working. In 2023/24, 52 new systems were installed with plans in place to continue the replacement of non-working systems in 2024/25.
- 2.18 As with other works in mixed tenure blocks, owners' inability to pay for such work, which can cost over £3,000 per owner depending on the system being replaced, may have an impact on the council being able to replace systems to closes. As outlined previously, the council will look to try to assist owners, wherever possible, in terms of their legal requirement to maintain the common areas of blocks with options such as interest free payment plans for up to 5 years subject to the money involved.

Electrical Work

- 2.19 The council will continue to ensure the safety of tenants through the undertaking of electrical safety checks as now required as part of the Scottish Housing Quality Standard (SHQS). Where a tenant's property fails its electrical safety test, it will be rewired as part of the 2024/25 programme. As detailed previously, to ensure a tenants continued safety, where deemed necessary, these works may be undertaken via the forced entry process previously approved at committee in September 2021.
- 2.20 The replacement of communal close lighting and electrical switchgear (where appropriate) within blocks of flats will also continue in 2024/25 with works now starting to focus on blocks with identified problems containing owner occupiers who share repair responsibilities for these elements with the council.
- 2.21 As with other works to commonly owned elements within a block of flats, owners' inability to pay for such work, which can cost over £2,000 per owner depending on the size/type of work, may have an impact on the council being able to undertake the replacement of full close lighting systems. Again, as outlined previously, the council will look to try to assist owners, wherever possible, in terms of their legal requirement to maintain the common areas of blocks with options such as interest free payment plans for up to 5 years subject to monies involved.

Kitchens and Bathrooms

- 2.22 The programme for replacement kitchens and bathrooms within 2024/25 will continue largely relating to properties where tenants have previously refused works and/or works required in void properties.
- 2.23 Although it was reported previously to Committee that the kitchen replacement programme would not re-start until 2025/26, it is proposed that smaller initial programme be undertaken in 2024/25 to ensure that the recently updated specification for the works is deemed appropriate in terms of tenant views and anticipated long term durability.

Tower Strategy

- 2.24 The replacement and refurbishment of lifts as required within our high-rise stock will continue in 2024/25 in addition to the replacement of elements such as fans and replacement tanks as required in terms of the council's inspection regimes.
- 2.25 Phase 3 of the sprinkler installation programme will commence in 2024/25 following completion of Phase 2 sprinklers in 2023/24.
- 2.26 The contract for upgrading works at Blairgrove/Merryston/Glen and Millbrae Towers in Coatbridge, which were significantly delayed due to the pandemic, were broadly completed in 2023/24 however some outstanding works by the main contractor are still apparent and will be undertaken in 2024/25.
- 2.27 Consultants have been appointed to support the development of the project for the external upgrading works at Whifflet and Calder Towers in Coatbridge with an aim of increasing the thermal efficiency of the flats for the residents of the towers. The design work is anticipated to complete within 2024/25 with the project planned to commence in 2025/26.

Ambition

- 2.28 The re-provisioning programme continues in 2024/25 with the demolition work at Coursington, Allan and Draffen Towers in Motherwell, the low rise blocks at Gowkthrapple, Wishaw and Jackson Court, Coatbridge all progressing to completion.
- 2.29 Design preparations are also underway for the demolition of Allershaw Tower, Wishaw which will commence on site in early 2024/25.

Community Care

- 2.30 Development of a detailed design is currently underway for works to the complex at Drummond Drive, Wishaw. It is anticipated a contract for the works will be awarded for the works in late 2024/25 with commencement on site in early 2025/26.
- 2.31 Design work will also continue in 2024/25 following the undertaking of external ground condition surveys in 2023/24 regarding the installation of lifts between the floors in the John Smith Court sheltered housing complex in Airdrie to improve the use of all areas of the complex for residents.
- 2.32 Work will also start for the installation of fire rated front doors to flats within complexes. The age profile and capacity of the residents of the complexes in terms of ease of opening and closing the new doors will be taken into consideration in relation to the specification for the works.

3. Measures of success

- 3.1 Provide safe, improved and sustainable domestic properties for the tenants of North Lanarkshire Council.

- 3.2 Ensure the domestic properties within North Lanarkshire Council's housing stock continue to meet SHQS and improve compliance rates relating to EESSH2 and Net Zero requirements.
- 3.3 Meet the aspirations of tenants, families, and carers of residents of sheltered housing complexes living with dementia.

4. Supporting documentation

- 4.1 Appendix 1 – 2024/25 HRA Capital Programme



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 checked="" type="checkbox"/> No <input type="checkbox"/>
If Yes, please provide a brief summary of the impact?
It is anticipated that along with other proposed works that the programme will help alleviate fuel poverty and provide warmer more affordable homes for our residents.
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 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?
Financial Solutions have been involved in the development of the information contained within this report.
Provision for the anticipated programme is noted within the 2024/25 revenue estimates process with the detailed programme included in Appendix 1.
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?

	<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 checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The replacement of the current Housing Services Management System (HSMS) is currently planned for introduction during the financial year 2024/25.</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 checked="" 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 checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The contracts awarded to deliver the HRA capital programme will assist in promoting health and wellbeing of residents within North Lanarkshire as well as helping reduce our carbon footprint and meet carbon management targets. Contractors will adopt environmental and sustainability measures and ensure environmentally friendly recycling practices are evidenced.</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>Engagement with corporate communications will commence on approval of the proposed plan and an agreed communication plan will be developed as appropriate for each activity/ programme area.</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 will be minimised and managed by designated Contract Administrators and Managers in accordance with the works specification and the Council's agreed approach to Contract and Supplier Management. High level risk reviews and risk logs will be recorded as part of the project management process.</p>

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 ☐

Programmes		TOTAL
Estate Regeneration		
Estate Regeneration	Sub TOTAL	£300,000
Energy Efficiency		
Heating		£13,102,836
Windows & Doors		£10,359,080
Decarbonisation funding		£5,263,532
	Sub TOTAL	£28,725,448
Major Repairs		
Major repairs		£4,884,284
Roofing/Rendering		£15,013,666
	Sub TOTAL	£19,897,950
Home safety and security		
Lead Pipe replacement		£279,975
Door entry replacement		£1,119,900
Electrical work		£1,899,876
	Sub TOTAL	£3,299,751
Internal upgrading		
Kitchens		£2,239,801
Bathrooms		£2,799,751
Mainstream Programme		£3,359,701
	Sub TOTAL	£8,399,254
Tower strategy		
Tower Strategy		£2,531,300
Demolition		£2,831,836
	Sub TOTAL	£5,363,136
Community Care		
Community Care	Sub TOTAL	£1,655,080
Fees/miscellaneous		
Fees/miscellaneous	Sub TOTAL	£6,185,000
GRAND TOTAL		£73,825,618

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☒ Yes ☐ No

Ref SL/GT/AJ

Date

14/02/24

Former Tenant Arrears Write Off to 31 March 2022

From Stephen Llewellyn, Chief Officer (Housing Management)

E-mail TelferG@northlan.gov.uk

Telephone

Executive Summary

The purpose of this report is to present to Committee a summary of outstanding Housing Rent debts which are deemed uncollectable following all attempts at recovery by the Housing Rents and Court teams or are considered uneconomically viable to continue pursuing.

In accordance with financial guidelines a provision for expected credit losses has previously been established for the outstanding accounts highlighted below.

The debt to be written off relates to former tenancies where the tenancy end date is prior to 31 March 2022. The total recommended write-off is £2,553,973.58 which equates to 1.76% of the total rent income of £145,513,220.

Recommendations

It is recommended that the Housing Committee:

- (1) Acknowledge the decision of the Chief Officer (Housing Management) and the Chief Officer (Finance) to write off £365,921.99 under delegated responsibilities;
- (2) Approves the write off of £2,188,051.59 which includes individual debts greater than £500;
- (3) Approves the write off of credit balances that have arisen in some former tenancy rent accounts, totalling £54,706.29;
- (4) Remit this report to the Finance and Resources Committee.

The Plan for North Lanarkshire

Priority	Enhance participation, capacity, and empowerment across our communities
Ambition statement	(21) Continue to identify and access opportunities to leverage additional resources to support our ambitions
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 The Housing Service has a turnover in tenancies each year of approximately 3,000 with tenancies terminating for a variety of reasons.
- 1.2 The Housing Service has a full rent arrears process in place ranging from reminder letters at the early stages through to the pursuit of arrears via the courts. The arrears process actively pursues debt in both current tenancies and former tenancies and only ever seeks to write-off debt relating to former tenancies once all avenues of recovery have been exhausted.
- 1.3 A wide range of payment methods are available to tenants to enable them to make payments towards their rents in a timely and consistent manner that suits their circumstances. These range from Direct Debits, Online Payment facility, Standing Orders, Post Office, Paypoint and deductions from wages.
- 1.4 Early intervention and engagement with current tenants who fall into arrears is a key part of the process to minimise the debt level that exists when tenancies terminate.
- 1.5 As a result of these proactive efforts, the Council's collection rate has improved by over 1% from 2021/22 collection levels to 98.9% and remains above the Scottish Local Authority Average of 98.8%. In addition, the arrears position has stabilised through the significant efforts from the Housing Rents team in securing more direct Universal Credit payments, pursuing other non-Universal Credit tenant debt and the ongoing benefits of the Universal Credit Assistance Fund and various rent relief funds made available.
- 1.6 Despite the steps in place, there are a number of debts that are deemed uncollectible or are considered not economically viable to engage further collection activities and costs. This annual process of assessing the likelihood of debt non-recovery follows accepted best accounting practice and is a realistic assessment of expected outcome.
- 1.7 It should be noted that the Council moved onto full Universal Credit status in April 2018 and as a result, has since seen a significant increase in current tenant arrears. This is likely to have an adverse impact on the future levels of former tenant arrears that will be sought for write off. A full Income Maximisation Service is offered to all tenants to try and mitigate the impact of welfare reform.

2. Report

- 2.1 An exercise has been undertaken to identify debt that is now considered to be non-collectable. In accordance with financial guidelines a provision for expected credit losses has previously been established for the outstanding accounts highlighted below.
- 2.2 There are a number of reasons why the outstanding balances are being written off and these are summarised below:
 - **Liquidation / Sequestration.** The debtor has been liquidated / sequestered etc, and there is no prospect of recovery of funds.
 - **Deceased.** The debtor is deceased and there have been insufficient funds within the estate to meet the sum due.
 - **Eviction / Abandonment / No Forwarding Address.** The debtor has been unable to be located following eviction or abandonment of their tenancy or have left no forwarding address and there is no prospect of recovery of funds.

- **Recovery exhausted.** All avenues of recovery have now been exhausted via our internal processes and via the courts. The decision has been taken not to pursue any further. Recovery is considered not possible.

2.3 The following tables categorise the value of debt recommended for write-off by cause and value:

Cause Analysis	Write off Value	No. of Tenancies	Average Write off Value 2024	Average Write off Value 2023
	£		£	£
Abandoned	480,367.85	403	1,191.98	1,496.25
Deceased	271,825.16	574	473.56	444.52
Eviction	27,303.09	26	1,050.12	2,352.91
Liquidations/Sequestrations	99,471.52	39	2,550.55	1,446.78
No Forwarding Address	142,576.25	167	853.75	855.83
Recovery Exhausted	1,532,429.71	2,103	728.69	827.56
Total Debt	2,553,973.58	3,312	771.13	847.53
Credit Balances	(54,706.29)	516	(106.02)	(35.00)

Value Analysis				
< £500	365,921.99	2,199	166.40	164.26
>£500	2,188,051.59	1,113	1,965.90	1,999.03
Total Debt	2,553,973.58	3,312	771.13	847.53

2.4 The write off being proposed to 31 March 2022 represents 1.76% of the total rental income of £145,513,220. The following table outlines the value of the annual former tenant arrears write-off over the previous 5 years:

Former Tenant Arrears Written Off	Value £	% of Income
31 March 2021	2,610,389.37	1.82
31 March 2020	3,560,465.00	2.57
31 March 2019	3,505,183.00	2.54
31 March 2018	2,408,607.00	2.09
31 March 2017	1,518,109.00	1.36

2.5 Following peaks in the write off values for 2018/19 and 2019/20, the level has now reduced and been maintained with the overall average value of write off also reduced to March 2022. This reflects the continued efforts of the Housing service over the last few years in relation to early engagement with tenants and offering the income maximisation service. In addition, this highlights the benefits of the Universal Credit Assistance Fund and various rent relief funds made available over this two year period.

2.6 It should be noted that the Council will continue to seek collection of the outstanding balance if the circumstances of the debtor alter, and recovery is deemed practical.

3. Measures of success

- 3.1.** The Service continues to engage in several activities aimed at improving collection rates, reducing debt arising and streamlining the recovery process. The Council will continue to seek collection of the outstanding balance if the circumstances of the debtor alter, and recovery is deemed practical. [OBJ]

4. Supporting documentation

Not Applicable



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 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? There are no additional financial implications linked to this report for the current financial year as a corresponding bad debt provision has been included in the previous year's accounts.
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?
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5.9	Risk impact Is there a risk impact? Yes <input type="checkbox"/> No <input checked="" 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?
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 <input type="checkbox"/> No <input type="checkbox"/>

North Lanarkshire Council Report

Housing Committee

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

Ref SL/GT/VR

Date

14/02/24

Revenue Monitoring Report – Housing Revenue Accounts

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 5 January 2024 (Period 10). 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 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 pay award offer agreed between COSLA and the Trade Unions.

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 a 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 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 held for 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 income is projected as a result of a higher than expected 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 discussed 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 10, 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 05 JANUARY 2024 (Period 10)
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		

FAV = Favourable variation, underspend etc

ADV = Adverse variation, overspend, income under-recovery etc

North Lanarkshire Council
Housing Revenue Account - Earmarked Reserves
01 April 2023 to 05 JANUARY 2024 (Period 10)

DESCRIPTION OF EARMARKED RESERVES	VALUE OF EARMARKED RESERVE	PROJECTED OUTTURN		CARRY FORWARD	ANALYSIS
		VALUE	%		
(1)	(2)	(3)	(4)	(5)	(6)
	£	£		£	
Ambition	4,385,433	3,079,140	29.8%	1,306,293	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	9,376,939	51.6%	9,989,476	
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	9,376,939	64.4%	16,941,071	

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref GT/JMcG

Date

14/02/24

Revenue Monitoring Report – Enterprise and Communities

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 5 January 2024 (Period 10), 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 £2.335m. 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 £2.335m 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 5 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 £2.335m. As at Period 10, the main variances across the divisions are further explained as follows:
 - 2.2.1 **Assets and Procurement (£0.423m underspend)**

Assets and Procurement is currently forecasting a net employee savings of £1.053m which largely relates to employee savings across the division partially offset by increased use of external advisors to support the delivery of projects as a result of key staff vacancies (£0.406m).

The service anticipates increased food costs as a result of inflation and also an increase in paid meal numbers. This overspend is partially offset by increased paid meal income (£0.108m) and also a reduction in the packaging used for school meals where schools

have moved to use more sustainable items rather than disposable packaging (£0.180m).

2.2.2 Community Operations (£0.858m underspend)

Community Operations is projecting net employee savings of £1.775m across the service where there have been difficulties in recruiting. Within Waste, additional overtime and agency costs have been incurred to ensure the service can still run effectively.

There is a projected underspend of £0.777m forecast on reduced disposal costs across both Waste and Land management which is mainly 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.

Within Fleet the service anticipates additional costs of £1.57m for the inspection and repairs on larger vehicles which are currently being completed by external companies and the requirement to hire additional vehicles while there are delays in completing repairs. This is as a direct result of difficulties in recruiting mechanic posts. The Service continues to seek to recruit these key positions.

There are reduced costs of £0.581m forecast for Street Lighting energy costs as a result of the ongoing investment in LED lighting. The service also 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 Housing Solutions (£0.602m underspend)

Housing Solutions is projecting net employee cost savings of £0.531m, mainly within First Stop Shops and Housing Support. In addition, a delay in work commissioned on the Homeless Strategy will result in an underspend of £0.213m in the current financial year.

Within Homeless Property, the expenditure headings of rent, repairs and energy are showing overspends due to the additional number of homeless presentations. These are offset by an increase in the rental income generated.

2.2.4 Place (£0.607m underspend)

The Place division is currently forecasting net employee savings of £0.638m. Given the number of staff vacancies the service has utilised external advisors to support the delivery of projects (£0.126m). 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 £0.462m. The Council must comply with a statutory requirement to at least break-even over a rolling three year period. The combined surplus in 2020/21, 2021/22 and 2022/23 was £0.554m. As at Period 10 the Trading Accounts is forecasting a reduced surplus of £0.242m which mainly is 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 £20.906m and is current forecasting to be over budget by £0.127m mainly as a result of agency fees due to difficulties in recruitment.

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 10 £10.277m of the reserve balance is anticipated to be utilised in 2023/24. A balance of £5.800m is required for the original purpose in future years. The remaining balance of £0.110m 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 10, £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 savings of £0.117m are offset by in year vacancy savings.

Management Actions

- 2.5 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

- 2.6 The Service is forecast to utilise £0.215m 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.

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



Andrew McPherson
Depute Chief Executive

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

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 have 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 have 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 have 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 10 (01 April 2023 - 05 January 2024)
Enterprise & Communities

DIVISION OF SERVICE	ANNUAL BUDGET	PROJECTED OUT-TURN	PROJECTED OUT-TURN VARIANCE	%	PERIOD MOVEMENT SINCE P6	ANALYSIS
[1]	[2]	[3]	[4]	[5]	[6]	[7]
	£	£	£		£	
Assets & Procurement	41,694,381	41,271,523	422,858 FAV	1.0%	142,102	Employee vacancy savings across the service partially offset by external advisor costs. Increased food costs partially offset by increased paid school meal income. Increased rental income within Estates.
Community Operations	88,819,672	87,961,666	858,006 FAV	1.0%	655,574	Employee vacancy savings across the service offset by overtime costs, turnover and agency costs. Tonnage costs less than anticipated within Waste as a result of favourable contract prices and changes in the waste recycling market. Street lighting energy savings as a result of investment in LED lighting. Underspends partially offset by increased fleet repair costs and external hire costs as a result of difficulties in recruiting mechanics. Under-recoveries of Building Standards Income and Special Uplift income in Waste offset by over-recoveries of Active Schools income at Strathclyde Park.
Housing Management	5,652,817	5,050,473	602,344 FAV	10.7%	374,739	Employee vacancy savings and delays in Homeless Strategy, partially offset by under-recovery of income.
Housing Property Services	8,585,905	8,499,946	85,959 FAV	1.0%	87,572	Reduced energy costs and additional income partially offset by additional repairs costs
Place	8,591,146	7,983,735	607,411 FAV	7.1%	83,005	Employee vacancy savings and additional grant income partially offset by external advisor costs.
Trading	(462,202)	(220,552)	(241,650) ADH	52.3%	(31,559)	Under recovery in Trade Waste income
NET EXPENDITURE	152,881,720	150,546,791	2,334,928 FAV	1.5%	1,311,433	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Subjective Analysis
Period 10 (01 April 2023 - 05 January 2024)
Enterprise & Communities

CATEGORY [1]	ANNUAL BUDGET [2]	PROJECTED OUT-TURN [3]	PROJECTED OUT-TURN VARIANCE [4]	% [5]	PERIOD MOVEMENT SINCE P6 [6]	ANALYSIS [7]
EMPLOYEE COSTS	£ 104,676,466	£ 99,833,454	£ 4,843,011 FAV	4.6%	£ 1,699,025	Employee vacancy savings partially offset by increased overtime and turnover
PROPERTY COSTS	45,215,372	45,004,689	210,683 FAV	0.5%	(201,803)	Lower than anticipated waste disposal costs
SUPPLIES & SERVICES	20,594,599	22,497,114	(1,902,515) ADV	(9.2%)	(1,421,544)	Increased Fleet external hire costs and agency costs within Waste partially offset by reduced Street Lighting costs due to LED replacement programme. Increased school meal food costs partially offset by reduced school meal food packaging costs.
TRANSPORT & PLANT	5,641,535	6,144,862	(503,327) ADV	(8.9%)	(125,755)	Increased Fleet repairs costs
ADMINISTRATION COSTS	13,087,265	13,648,249	(560,983) ADV	(4.3%)	89,580	Increased external advisor costs to support key project delivery. Delay in work commissioned on the Homeless Strategy.
PAYMENTS TO OTHER BODIES	20,906,907	21,033,954	(127,046) ADV	(0.6%)	(141,702)	See appendix 3.
TRANSFER PAYMENTS	586,116	586,116	0	0.0%	0	Balanced Budget
CAPITAL FINANCING COSTS	25,236,931	25,236,932	(1) ADV	0.0%	(1)	Balanced Budget
OTHER EXPENDITURE	4,399,481	4,392,139	7,342 FAV	0.2%	66,828	Minor Variance
TOTAL EXPENDITURE	240,344,672	238,377,509	1,967,164 FAV	0.8%	(35,372)	
INCOME	87,462,951	87,830,714	(367,763) FAV	(0.4%)	1,346,805	Under recovery in capital recharges linked to Employee vacancy savings above, reduced Building Standards income and reduced trade waste income partially offset by additional one off grant income and increased paid school meal income
NET EXPENDITURE	152,881,722	150,546,795	2,334,927 FAV	1.5%	1,311,433	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Payments to Other Bodies
Period 10 (01 April 2023 - 05 January 2024)
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	1,404,078	1,388,614	15,464 FAV	1.1%	Minor Variance
PAYMENTS TO CONTRACTORS - ROADS MAINT	857,221	830,561	26,660 FAV	3.1%	Minor Variance
SUB-CONTRACTOR PAYMENTS	314,599	314,599	0	0.0%	
AGENCY FEES	280,904	437,789	(156,885) ADV	(55.9%)	Increased agency costs to cover key staff vacancies in difficult to recruit posts
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	20,906,907	21,033,954	(127,047) ADV	(0.6%)	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Status of Earmarked Reserves
Period 10 (01 April 2023 - 05 January 2024)
Enterprise & Communities

DESCRIPTION OF EARMARKED RESOURCE	FINANCIAL YEAR - 2023/24									
	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	Commentary Regards Usage
	£000	£000	£000	£000	Value	%	£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	478	620	50.7%	604	0	620	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	87	113	100.0%	0	0	113	Temporary Staffing
Housing Grants to owner occupiers	176	0	176	20	53	30.1%	123	0	53	Funding for Private Sector Grants
Fleet - Grant for Lease Vehicles	118	0	118	91	118	100.0%	0	0	118	Grant funding for electric vehicles
Bellshill Depot Eco hub	200	0	200	200	200	100.0%	0	0	200	Set up costs for Eco Hub
Service Developments (fleet pressures inc hires)	739	0	739	84	84	11.4%	655	0	84	Contingency for increased fleet pressures
Service Developments - Ash Dieback	300	700	1,000	41	41	4.1%	259	0	41	Works associated with removing ashdieback
Protective Services Environmental Improvements	665	111	776	381	565	72.8%	0	100	565	Environmental Improvements
Park Rangers	35	0	35	0	0	0.0%	25	10	0	Staffing costs
Cemeteries increased demand Bothies	318	0	318	64	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	616	1,081	100.0%	0	0	1,081	Rapid Rehousing programme to tackle homelessness
Homelessness	0	283	283	0	0	0.0%	0	0	0	Homelessness surplus 22/23
Renewables	200	0	200	0	100	50.0%	100	0	100	Maintenance of renewable heating systems
Electrical Testing	600	0	600	497	600	100.0%	0	0	600	Electrical testing programme
City Deal - Delburn Street / Manse Road	59	0	59	14	59	100.0%	0	0	59	Temporary Property costs as a result of capital programme
Business Recovery	3,172	480	3,652	129	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
Smithstone - Roadworks (former capital receipt)	150	0	150	17	17	11.2%	133	0	17	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	3,970	10,277	1504.6%	3,374	110	10,277	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Challenging Savings
Period 10 (01 April 2023 - 05 January 2024)
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	
EC10	Savings 2021/2022 and 2022/23 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	

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref GT / VR / LC

Date

14/02/24

HRA Capital Monitoring Report – 1 April 2023 to 5 January 2024

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 £1.884m. This is due to an acceleration within the programme for the site at Lorne Place, Coatbridge. Completion of phase 1 has been revised to November 2023 from the original 2024/25 target. Scottish Government Grant funding is anticipated to be under-recovered by £1.797m due to some projects being delayed. This results in an increase in borrowing of £3.681m.

The Buy Back Programme is projected to overspend by £3.742m, 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 130 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	Statutory / corporate / service requirement

1. Background

Mainstream Working Programme

- 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

New Build Programme

- 1.2 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

Council Buy Back Schemes

- 1.3 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.
- 1.4 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.
- 1.5 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

Mainstream Working Programme

- 2.1 A summary of the mainstream working programme and actual spend to 5 January 2024 (Period 10) is included within Appendix 1, highlighting that at this stage in the financial year:
- £55.770m (92% of the working programme) has been legally committed; and
 - £40.661m (73% of the projected resources) has been spent.
- 2.2 Legal commitments are higher than historic trends (92% - 86%) and spend to date is slightly higher than previous years (73% - 63%). There is a projected minor overspend of £0.423m (0.76%) on the mainstream programme. This is fully offset by additional capital receipts so has no impact on the overall capital borrowing requirement.

New Build

- 2.3 A summary of projected outturn spend on the new build programme is contained within Appendix 2. Projected spend totals £61.879m, an overspend of £1.884m, and is funded by Prudential Borrowing, CFCR and Scottish Government Funding. Funding from Scottish Government is less than projected due to some projects being delayed, and there will be an under-recovery of income of £1.797m. This results in an increase in borrowing of £3.681m.
- 2.4 There are currently eleven projects on site at Dykehead Road, Airdrie; Northburn Place, Airdrie; Former Orrs Building, Airdrie (off-the-shelf purchase); Castlehill Road, Wishaw; Glenacre Drive, Airdrie; Petersburn Road, Airdrie; Brandon Street, Motherwell; Lorne Place, Coatbridge (off-the-shelf purchase); Downfield Road, Cumbernauld (off-the-shelf purchase); Johnston Road, Gartcosh (Phase 2) (off-the-shelf purchase); and Gartferry Road, Chryston (off-the-shelf purchase).
- 2.5 Completion of the Former Orrs Building, Airdrie (off-the-shelf purchase) and Graham Street, Airdrie (Asset & Procurement project) are currently at risk, with a combined projected expenditure of £3.3m. Potential for completions and spend to move into the 2024/25 financial year.
- 2.6 A retendering exercise will be undertaken during this financial year for the contract at Laburnum Road, Viewpark, to demonstrate best value for money.
- 2.7 To date, 1,263 new build homes have been completed as part of the Council's ambitious new supply programme of 5,000 new homes. Currently, 348 homes are under construction, with a total of 377 homes expected to complete during 2023/24.
- 2.8 Sites have been identified and approved at Committee for a further 1,272 homes across 33 sites, with site investigations, title checks and design development on these sites progressing.
- 2.9 The Council has appointed contractors and consultants who are progressing layouts and designs for several sites, with site investigations underway.

Council Buy Back Scheme

- 2.10 A summary of projected outturn spend on the Council Buy Back Schemes is also contained within Appendix 2. Projected spend currently totals £15.920m collectively between the Council buy back schemes, £15.134m attributable to EHPS and OMPS and £0.786m to the MTR scheme resulting in an increase in spend of £5.869m.

This is funded by Prudential Borrowing, Scottish Government Funding and Subsidy Income.

The overspend is partially offset by a projected over-recovery in Scottish Government grant funding of £1.558m due to an increase in properties being purchased and £0.570m AHP funding. This reduces the overspend, resulting in an increase in borrowing of £3.742m.

- 2.11 To date, 113 properties have been brought back into use as affordable housing in 2023/24, with 130 properties expected to be acquired during this financial year. A Scottish Government grant contribution of £2.065m has been secured for 2023/24, with further funding to be made available depending on progress.
- 2.12 The final cost of borrowing will equate to a potential drawdown of £0.591m 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 10

Appendix 2 – 2023/24 HRA Capital Programme – New Build / Council Buy Back Scheme Budget Monitoring Period 10



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>Financial impacts are outlined throughout the report.</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? 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 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 10 Summary

MAINSTREAM PROGRAMME	Working Programme £000	Legally Committed £000	Balance £000	Ledgered to Date £000	Projected Spend £000	Variance £000
Estate Regeneration						
Estate Regeneration	50	-	50	-	-	(50)
Sub Total	50	-	50	-	-	(50)
Energy Efficiency						
Heating	10,685	12,222	(551)	10,222	12,222	1,537
Window/Door Replacement	5,499	4,058	2,097	3,705	4,058	(1,441)
Decarbonisation	3,750	250	3,947	241	250	(3,500)
Sub Total	19,934	16,530	5,493	14,167	16,530	(3,404)
Major Repairs						
Major Repairs	3,150	3,250	244	2,471	3,250	100
Roofing/Rendering	10,103	13,018	(1,710)	10,330	13,018	2,915
Sub Total	13,253	16,268	(1,466)	12,801	16,268	3,015
Home Safety and Security						
Lead Pipe	650	911	(184)	779	911	261
Entry Systems	1,000	1,407	(288)	1,009	1,407	407
Electrical Works	1,101	1,089	143	725	1,089	(12)
Sub Total	2,751	3,407	(329)	2,512	3,407	656
Tower Strategy						
Tower Strategy	4,825	3,512	6,997	2,205	3,512	(1,313)
Tower Demolitions - Ambition	3,912	3,812	(3,812)	3,249	3,812	(100)
Tower external upgrades	677	421	(421)	391	421	(256)
Sub Total	9,414	7,745	2,764	5,845	7,745	(1,669)
Internal Upgrading						
Kitchens	1,100	2,674	(1,443)	2,319	2,674	1,574
Bathrooms	2,020	2,115	146	1,775	2,115	95
Sub Total	3,120	4,789	(1,297)	4,094	4,789	1,669
Community Care						
Community Care	1,275	1,332	46	1,026	1,332	57
Sub Total	1,275	1,332	46	1,026	1,332	57
Fees / Miscellaneous						
Fees / Miscellaneous	5,650	5,745	(95)	261	5,745	95
Grants	(100)	(46)	(54)	(46)	(46)	54
Sub Total	5,550	5,699	(149)	215	5,699	149
TOTAL (Mainstream Programme)	55,347	55,770	5,112	40,661	55,770	423
Ukrainian Resettlement Programme						
Ukrainian Resettlement Programme		233	(233)	238	233	
	-	233	(233)	238	233	-
REVISED TOTAL (Mainstream plus Ukrainian Programme)	55,347	56,003	4,879	40,899	56,003	423
Financed by:						
Borrowing (Mainstream)	(28,959)			-	(29,059)	(100)
Borrowing (Ambition)	(3,912)				(3,812)	100
Capital Receipts	-			(21)	(540)	(540)
Scottish Govt. Grant (Net Zero)	-			117	117	117
Scottish Govt. Grant (Additional)	-			-	-	-
CFCR	(22,476)			-	(22,476)	-
Slippage	-			-	-	-
TOTAL RESOURCES excl Ukrainian Programme	(55,347)			96	(55,770)	(423)
Scottish Government Grant - Ukrainian Programme				(185)	(233)	
TOTAL RESOURCES Incl Ukrainian Programme	(55,347)			(89)	(56,003)	(423)
Over/(underspend) On Borrowing				0	0	

Appendix 2

2023/24 HRA CAPITAL PROGRAMME Budget Monitoring Report

Period 10 Summary

NEW BUILD PROGRAMME	Working Programme £000	Legally Committed £000	Balance £000	Ledgered to Date £000	Projected Spend £000	Variance £000
New Build	57,325	59,045	1,720	40,007	59,045	1,720
Fees	2,670	2,834	164	-	2,834	164
TOTAL (New Build Programme)	59,995	61,879	1,884	40,007	61,879	1,884

Financed by:						
Borrowing	(40,236)			-	(43,917)	(3,681)
CFCR	(4,670)			-	(4,670)	-
Scottish Government New Build Grant	(15,089)			(9,143)	(13,292)	1,797
Sale of Land				-	-	-
Total	(59,995)			(9,143)	(61,879)	(1,884)

Projected Over/(Underspend) on Borrowing	3,681
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Council Buy Back Schemes	Programme £000	Committed £000	Balance £000	Ledgered to Date £000	Projected Spend £000	Variance £000
Empty Homes and Open Market						
Empty Homes and Open Market	9,213	14,940	(5,726)	9,473	14,721	5,508
MTR Scheme	494	70	424	245	786	292
Fees / Recharges	343	413	(70)	0	413	70
TOTAL	10,050	15,423	(5,372)	9,718	15,920	5,869

Number of Properties Settled	113
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Financed by:						
Scottish Government Grant	(4,000)			(2,065)	(5,420)	(1,420)
AHP (Committed Sums)	0			0	(570)	(570)
Subsidy Income	(296)			(111)	(434)	(138)
Borrowing (MTR)	(198)			0	(351)	(154)
Borrowing (EHPS/OMPS)	(5,556)			0	(9,144)	(3,589)
Total	(10,050)	0	0	(2,176)	(15,920)	(5,870)

Over/(underspend) on Borrowing	3,742
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North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref GT/JM

Date

14/02/24

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 5 January 2024 (Period 10).

In summary the Service has a total capital budget of £132.056m. At this stage in the financial year the service expects expenditure to be £1.314m 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 £7.196m. Reprofiling of £55.049m to future years was approved at the Housing Committee on 30 August 2023 and then a reprofile of a further £19.098m was approved by Strategic Capital Delivery Group (SCDG) on the 8 December 2023. A further transfer between services of £0.200m was actioned. This results in a revised working capital budget of £132.056m.
- 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 10 the service is projecting that expenditure will be £1.314m less than budget for the current financial year. Capital budgets and expenditure are summarised into Project/Themes (see Appendix A).

Assets & Procurement (On target)

- 2.2 There are several compensating variances between themes. Increased expenditure is anticipated with costs of £0.547m within Maintaining Existing Assets associated with additional school kitchen upgrades and Allanton toilet upgrade. Additional costs are also anticipated within Sustainable Estate (£0.194m), Early Learning and Childcare (£0.158m) and Demolitions (£0.109m).

This increased spend is being offset by a timing delay in Carbon Management works which now span into next financial year (£0.611m), along with the ASN rationalisation theme (£0.497m) mainly in relation to the spend on Netherton, Children's Houses and Seven Day Centre moving into the 2024/25 financial year.

Community Operations (£0.722m less than budget)

- 2.3 Street Lighting is underspent by £0.728m due to a delay in the procurement for design works in street lighting meaning some installation works will fall into next financial year and also the LED Infrastructure works tender being less than originally forecast.

Cemeteries is currently forecasting an overspend of £0.059m which is due to costs being higher than anticipated for St Patrick's cemetery drainage works.

Place (£0.592m less than budget)

- 2.4 Within City Deal, an in-year variance of £0.592m is projected following a probable out turn review on the complex multi-year programme.

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>
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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>
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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 - 5th January 2024 (PERIOD 10)

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	13,534,353	10,090,052	13,667,335	414,480	14,081,815	(547,462)
Carbon Management	3,487,206	674,278	2,674,278	201,508	2,875,785	611,421
Office Rationalisation	649,714	482,000	702,000	30,000	732,000	(82,286)
Shared Campus	0	0	0	-	0	0
Leisure Development	1,611,390	972,269	1,574,420	36,390	1,610,810	580
Health & Wellbeing & Digital Classrooms	528,966	374,792	532,764	-	532,764	(3,798)
Rationalisation including ASN & Social Work	1,209,337	519,779	693,287	19,204	712,491	496,846
Curriculum Development	500,008	410,195	410,195	25,338	435,533	64,475
Sustainable Estate	2,368,025	1,068,367	1,961,022	600,619	2,561,641	(193,616)
Outdoor Education and Outdoor Spaces	631,824	453,418	519,738	91,856	611,594	20,230
Future Capital Receipts Investments	831,804	509,963	741,931	115,880	857,811	(26,007)
Design Fees	1,279,147	1,307,955	1,352,539	-	1,352,539	(73,392)
1140 Early Learning and Childcare Expansion	299,878	104,741	458,021	-	458,021	(158,143)
Demolitions	741,317	571,521	760,066	90,099	850,165	(108,848)
TOTAL ASSET & PROCUREMENT SOLUTIONS	27,672,969	17,539,331	26,047,595	1,625,375	27,672,970	0
TOWN AND COMMUNITY HUBS						
Town and Community Hubs	21,041,405	17,306,139	20,378,145	663,259	21,041,405	0
TOTAL TOWN AND COMMUNITY HUBS	21,041,405	17,306,139	20,378,145	663,259	21,041,405	0
COMMUNITY OPERATIONS						
Contaminated Land and Pollution Control	301,752	189,385	217,224	84,528	301,752	0
Vehicle Replacement Programme	6,472,931	1,373,535	4,973,189	1,499,742	6,472,931	0
Depot Rationalisation and Investment	5,900,935	4,072,021	4,110,936	1,789,999	5,900,935	0
HWRC Equipment	269,923	131,132	131,132	138,791	269,923	0
Cemeteries/Tree Infrastructure	1,097,349	683,005	1,143,958	12,799	1,156,757	(59,408)
Road Asset Management including street lighting, road improvements and gateway signage	11,922,578	7,767,829	10,650,360	544,471	11,194,830	727,748
Greenspace Infrastructure Health & Wellbeing	1,622,619	555,149	843,456	795,480	1,638,935	(16,316)
Play Area Equipment and surface renewal	240,485	171,477	171,477	69,008	240,485	0
Bin rationalisation project and replacement	126,955	0	0	126,955	126,955	0
Replacement of Plant & Machinery	735,531	463,174	505,316	229,300	734,616	915
Parks Masterplans	1,321,385	606,091	938,155	314,145	1,252,300	69,085
TOTAL COMMUNITY OPERATIONS	30,012,443	16,012,797	23,685,201	5,605,218	29,290,419	722,024
PLACE						
Economic Regeneration	23,852,665	14,951,742	18,827,651	5,025,015	23,852,666	(1)
City Deal	16,620,277	11,849,841	14,481,370	1,546,859	16,028,229	592,048
Enterprise Projects	1,067,099	636,320	667,352	399,747	1,067,099	0
Infrastructure & Transportation Improvements	11,711,858	7,204,516	10,765,290	946,568	11,711,858	0
Antonine Wall Project	30,103	0	0	30,103	30,103	0
TOTAL PLANNING & REGENERATION	53,282,002	34,642,419	44,741,663	7,948,292	52,689,955	592,047
HOUSING PROPERTY & PROJECTS						
Water Quality / Ventilation	47,187	24,036	24,036	23,151	47,187	0
TOTAL HOUSING PROPERTY & PROJECTS	47,187	24,036	24,036	23,151	47,187	0
TOTAL ENTERPRISE & COMMUNITIES	132,056,006	85,524,722	114,876,640	15,865,295	130,741,936	1,314,071

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref JMcK/CPT

Date

14/02/24

Contracts awarded below Committee approval threshold

From James McKinstry - Chief Officer (Assets and Procurement)

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Executive Summary

In accordance with the Council's [General Contract Standing Orders \("GCSOs"\)](#), GCSO 21.10 requires a summary report be presented to members with details of contracts awarded since last committee, specifically for the spend range:

- over £50,000 but below £500,000 for supplies or services; and,
- over £500,000 but below £2,000,000 for works.

Recommendations

It is recommended that the Housing Committee:

- (1) Acknowledge the contract awards made since last committee reporting cycle.

The Plan for North Lanarkshire

Priority All priorities

Ambition statement All ambition statements

Programme of Work Statutory / corporate / service requirement

1. Background

- 1.1 The Local Government (Scotland) Act 1973 section 81 requires local authorities to “...make standing orders with respect to the making by them or on their behalf of contracts for the supply of goods or materials or for the execution of works.”.
- 1.2 The Council's [General Contract Standing Orders \(“GCSOs”\)](#) set out the council's specific procurement procedures and responsibilities at all spend levels, and include the reporting requirements of procurement activity, including contracts awards, to committee for either approval or acknowledgement.

2. Report

- 2.1 In accordance with GCSO 21.10, this report summarises the contract awards since last committee, specifically for the spend range:
- over £50,000 but below £500,000 for supplies or services; and,
 - over £500,000 but below £2,000,000 for works.
- 2.2 If you require further information regards the contract awards reported, please refer to the lead service area / Chief Officer detailed in the appendix.

3. Measures of success

- 3.1 All requirements contracted contribute to either the council's programme of work and/or fulfil a statutory requirement.
- 3.2 All contract awards secure best value for the council in accordance with their evaluation criteria.
- 3.3 All necessary diligence has been undertaken in the evaluation and appointment of contractors.
- 3.4 All contract awards are logged in the council's contract register.

4. Supporting documentation

- 4.1 Appendix 1 – Summary of contracts awarded.



James McKinstry
Chief Officer (Assets and Procurement)

5. Impacts

- 5.1 Impacts considered as part of the contract award procedures are recorded in the individual contract award reports held by the lead service area.

Appendix 1 – Summary of Contracts Awarded

Contract	Ref	NLC-SLP-23-072				
	Title	RAAC Structural Surveys to Various Domestic / Non-Domestic properties within North Lanarkshire Council (HO MR 23 060)				
	Classification	Services - Standard				
	Lead Service Area / Chief Officer	Brian Lafferty, Chief Officer (Housing Property Services)				
Competition	Governance	The Framework terms & conditions, with adherence to the council's GCSO 13 on 3rd party frameworks				
	Procurement Route	Direct Award, Call-off from a 3rd Party Framework				
	No. of Framework Contractors	6				
	Award Criteria	In accordance with the Framework Information				
	Evaluation Scores – Successful	77.24% (rank 1, highest scoring Contractor)				
	Evaluation Scores – Unsuccessful	71.89% - 66.49% (rank 2 to rank 6)				
	Comments	This call-off was made using the City of Edinburgh's Professional Services Framework, Lot 7 Structural and Civil Engineering Services. The Framework call-offs operate by tender rank; this requires the buyer to select the Contractor based in order of the highest scores achieved at entry point to the Framework, subject to the capability and capacity of the Contractor to meet the buyer's requirements. For this call-off, the award justification was the highest scoring / rank 1 Contractor.				
Award Details	Value	£250,000				
	Contract Duration	12 months with option to extend by a further 12 months				
	Contractor Name	G3 Consultants Engineers Ltd				
	Contractor Size	SME				
	Contractor Location	Glasgow				
	Status - Payment of Living Wage?	Yes				
	Status - Living Wage Accredited?	Yes				
Impacts <i>this section highlights which impacts were considered for this contract award procedure</i>	Public Sector Equality Duty and Fairer Scotland Duty <input type="checkbox"/>	HR Policy Impact <input type="checkbox"/>	Data Protection Impact <input type="checkbox"/>	Environment / Carbon Impact <input type="checkbox"/>	Risk Impact <input checked="" type="checkbox"/>	Children's Rights and Wellbeing Impact <input type="checkbox"/>
	Financial Impact <input checked="" type="checkbox"/>	Legal Impact <input type="checkbox"/>	Technology / Digital Impact <input type="checkbox"/>	Communications Impact <input type="checkbox"/>	Armed Forces Covenant Duty <input type="checkbox"/>	
	Further details regarding these impacts can be obtained from the Lead Service Area / Chief Officer					

