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29 April 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, 08 May 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, T Fisher, F Fotheringham, M Hughes, L Jarvie, D Johnston, J Jones, A Khan, K Larson, J Leckie, G Lennon, J Logue, F MacGregor, M McBride, M McCulloch, F McKay, R McKendrick, C McManus, F McNally, 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**
- 2 **Housing Committee Terms of Reference** 7 - 8
Submit a copy of the remit/delegated functions of the Committee following agreement of the Policy and Strategy Committee on 7 December 2023
-
- Operational**
- 3 **Temporary Accommodation Strategy (2024-2029)** 9 - 44
Submit report by the Chief Officer (Housing Management) (1) outlining the outputs and key findings from the analysis of the extent and nature of temporary accommodation required over the next five years and setting out the temporary accommodation requirements to meet projected need, and (2) seeking approval on the Temporary Accommodation Strategy
- 4 **Housing (Scotland) Bill** 45 - 58
Submit report by the Chief Officer (Housing Management) providing an overview of the key provisions and the potential implications of the Housing (Scotland) Bill for North Lanarkshire Council
- 5 **Transforming Places - Tower Strategy Update** 59 - 66
Submit report by the Chief Officer (Housing Property Services) setting out the progress of the Tower Strategy, which sits within the Transforming Places Programme of Work, and the key achievements in the last reporting period, and providing advance notice to Committee of projects which are at risk of delay and projected overspends
- 6 **Update on the progress of North Lanarkshire Council's involvement in the UK Government's Resettlement and Asylum Dispersal Programme** 67 - 78
Submit report by the Chief Officer (Housing Management) providing an update on the progress of the Council's Resettlement Programme

7	Performance	
7(a)	Strategic Performance Framework - latest Performance results for Housing Management Submit report by the Chief Officer (Housing Management) highlighting performance of the Housing Management Service for 2023/24 year to date	79 - 88
7(b)	Strategic Performance Framework - latest Performance results for Housing Property Services Submit report by the Chief Officer (Housing Property Services) highlighting the performance of the Housing Property Services for 2023/24 year to date	89 - 96
	Monitoring	
8	Revenue Monitoring Reports	
8(a)	Revenue Monitoring Report - Housing Revenue Accounts Submit report by the Depute Chief Executive providing a summary of the Housing Revenue Account financial performance for the period from 1 April 2023 to 1 March 2024 (Period 12)	97 - 104
8(b)	Revenue Monitoring Report - Enterprise and Communities Submit report by the Depute Chief Executive providing a summary of the financial performance of the Enterprise and Communities service for the period from 1 April 2023 to 1 March 2024 (Period 12), with major outturn variances highlighted and explained as per the Council's approved Financial Regulations	105 - 118
9	Capital Programme Monitoring Reports	
9(a)	HRA Capital Monitoring Report - 1 April 2023 to 1 March 2024 Submit report by the Depute Chief Executive reviewing progress towards agreed spending plans within the 2023/24 HRA capital programmes	119 - 128

9(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 1 March 2024 (Period 12) Contracts	129 - 136
10	Contract Award Report for Ad-Hoc Garden Works 2024 Submit report by the Chief Officer (Housing Management) seeking homologation of the award of the contract for Ad-Hoc Garden Works 2024 to Tivoli Group Ltd	137 - 146
11	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	147 - 150

HOUSING COMMITTEE

- (1) To plan, set targets for, and monitor the performance of all services including those delivered through partners and external bodies within the remit of this Committee and to be responsible for the supervision and oversight of the Communities and Housing group of services.
- (2) To consider and make recommendations to the Council in relation to the following matters:-
 - (a) policies and programmes for house construction, improvement and maintenance;
 - (b) policies and programmes based on assessment of housing needs within the Council's area, and
 - (c) policies and programmes relating to the allocation, letting and sale of houses and other properties held on the housing accounts.
- (3) To approve the Local Housing Strategy to identify and help address housing needs in North Lanarkshire.
- (4) To approve the Strategic Housing Investment Plan to help increase housing supply and meet identified needs.
- (5) To consider and determine special cases in relation to the allocation of Council houses which warrant exception to the Council's Housing Allocation Policy.
- (6) To approve and monitor implementation of the Council's Capital Programme for housing investment projects.
- (7) To liaise with other agencies in relation to meeting the housing needs and priorities of the Council and the provision of resources for housing.
- (8) Removal or improvement of unfit or unsatisfactory housing conditions and oversight of houses in multiple occupation and registration.
- (9) To formulate recommendations in relation to rent income collection, rent levels and rent structure in terms of appropriate legislation.
- (10) To secure the provision of a complete construction service to the Council (housing).
- (11) To oversee policy and practice with regard to anti-social behaviour.
- (12) To direct, supervise and discharge the functions of the Council as Building Standards Authority and associated Services within the Built Environment Service in terms of the legislation relating to building standards.
- (13) To exercise the Council's functions in relation to the improvement or removal of unsatisfactory housing conditions in respect of properties not in Council ownership except those functions which are within the areas of responsibility of another Committee.
- (14) To direct and supervise and discharge the functions of the Council in relation to removal or improvement of unfit or unsatisfactory housing conditions and oversight of houses in multiple occupation and registration of landlords.
- (15) To discharge the Council's functions under the legislation relating to Housing and any byelaws, rules, regulations or orders made thereunder with regard to:-
 - (a) the provision of housing accommodation;

- (b) the promotion of investment in privately owned housing, treatment of houses in disrepair and substandard houses;
 - (c) homeless persons;
 - (d) the provision of financial and other assistance towards works of improvement, repair and conversion;
 - (e) the management, modernisation and improvement of the Council's houses to meet the Scottish Housing Quality Standard;
 - (f) the abatement of overcrowding, and
 - (g) the improvement of the physical environs of Council owned houses.
- (16) To approve Schemes of Assistance, including financial assistance, whether by way of grant or loan or otherwise, to assist in the improvement of quality of the housing in North Lanarkshire generally.
 - (17) To approve and review the Council's policies in relation to participation by Council tenants in the activities of the Council as Housing Authority and in terms of Housing legislation.
 - (18) Oversee the delivery of Corporate Property Repairs and Maintenance and the scrutiny of performance.
 - (19) To ensure that the Council's housing stock and other properties under the oversight of all services in the remit of the Committee are adequately and efficiently managed and maintained and to give consideration to practices and procedures in relation to the repair of such properties.
 - (20) To monitor and approve expenditure falling within the remit of this Committee consistent with approved Council objectives.
 - (21) To consider and oversee the Council's policies and functions in relation to CCTV.
 - (22) To direct and supervise and discharge the function of the Council in relation to the naming of streets and the numbering of premises.
 - (23) To invite representatives (Board members and/or senior management) of ALEOs to attend to provide information and assurance on relevant matters as requested.
 - (24) To accept tenders for previously approved projects within the responsibility of this Committee.
 - (25) To consider and agree action in relation to petitions received by the Council relative to the business of the Committee.

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☒ Yes ☐ No

Ref MK/SL

Date

08/05/24

Temporary Accommodation Strategy (2024-2029)

From Stephen Llewellyn, Chief Officer (Housing Management)

E-mail llewellyns@northlan.gov.uk

Telephone 07939280680

Executive Summary

In line with statutory and best practice requirements, the council must ensure that temporary accommodation supply (both current and future) meets the needs of homeless households, complies with advisory standards and supports the delivery of rapid rehousing.

To support the effective planning and design of temporary accommodation resources, the Council commissioned support from an external provider to help undertake detailed analysis of the extent and nature of temporary accommodation required over the next five years, aligned to the Rapid Rehousing Transition Plan principles and support led temporary accommodation pathways.

This report outlines the outputs and key findings from this analysis and sets out the temporary accommodation requirements currently and going forward to meet projected need. It seeks approval on the Temporary Accommodation Strategy, attached as appendix to this report.

Recommendations

It is recommended that the Housing Committee:

- (1) Recognise and be aware of the current housing context, one of increasing levels of homelessness and overall rising pressure for social rented homes.
- (2) Recognise and be aware of the council's statutory duty to provide temporary accommodation for households assessed as unintentionally homeless and for all households presenting as homeless whilst a homeless assessment is undertaken.
- (3) Acknowledge that despite the current challenging housing pressures, North Lanarkshire's positive performance across several homelessness key indicator areas which compare favourably to the national picture.
- (4) Consider the key findings arising from the analysis undertaken to identify current and future temporary accommodation requirements.
- (5) Approve the recommendations set out in this report to reshape elements of temporary accommodation provision in North Lanarkshire, strengthen partnership working, inform commissioning and service redesign to continue to meet the needs of homeless households.

- (6) Acknowledge a report will be brought to future Housing Committee for approval for any change to the targets set for allocating housing to different waiting list groups.
- (7) Approve the Temporary Accommodation Strategy for implementation as attached as an appendix to this report.

The Plan for North Lanarkshire

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

1. Background

- 1.1 Local Authorities in Scotland are responsible for addressing homelessness through the Housing (Scotland) Act 1987, 2001, and 2003. The Housing Support Duty was introduced in June 2013 to add further responsibilities, requiring local authorities to provide temporary accommodation and housing support to homeless households. Local authorities must provide all homeless households with temporary accommodation while their homeless application is being assessed. For those assessed as unintentionally homeless, this duty extends until they are permanently housed.
- 1.2 The statutory duty to provide temporary accommodation lies with the local authority the household applies to. From 29 November 2022, local authorities no longer have the power to refer applicants to another local authority in Scotland based on their local connection.
- 1.3 The previous Temporary Accommodation Strategy (TAS) was approved at Housing and Social Work Committee. Although there is no statutory requirement to develop a TAS, it is considered good practice to better understand need and demand to inform temporary accommodation provision and to provide accommodation that meets the diverse range of housing and support needs of people who experience homelessness. It also safeguards the council against any potential breaches of legislation, through ensuring a sufficient supply of temporary accommodation for homeless households that require temporary accommodation, whilst contributing to the overarching shared ambitions set out in The Plan for North Lanarkshire and the Local Housing Strategy, to reduce inequalities and improve outcomes for people through the provision of high-quality support and accommodation, that helps people achieve their full potential across several wider life areas.
- 1.4 There have been several key developments since the development of the new TAS. In May 2020, The Unsuitable Accommodation Order was extended to all homeless households, meaning that the maximum number of days that local authorities can use unsuitable accommodation for any homeless person is seven days and has the effect of ending stays in unsuitable accommodation, such as Bed & Breakfasts, apart from in emergencies.
- 1.5 New advisory standards for temporary accommodation were created and published in November 2019 in the Interim Code of Guidance on Homelessness. More recently work has concluded in incorporating the advisory standards into a Temporary Accommodation Standards Framework (TASF). The TASF incorporates existing

legislation and regulatory mechanisms that set accommodation standards, whilst addressing gaps to ensure standards in temporary accommodation are of a consistent, high quality.

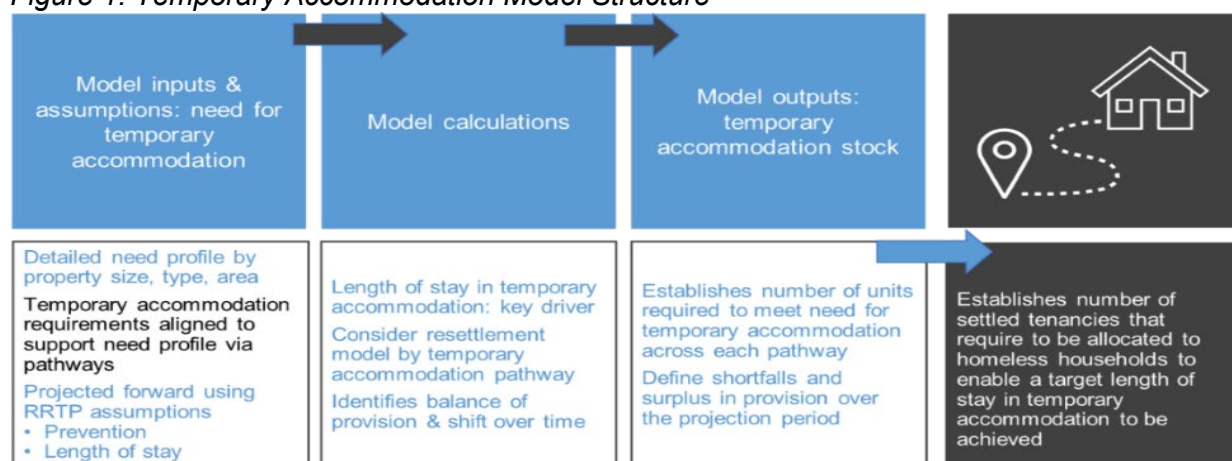
- 1.6 This council does not use Bed and Breakfast accommodation for temporary accommodation and has not done so since 2006. Homelessness has increased significantly in recent years in North Lanarkshire, mirroring the national picture, with an increase of 13% recorded over the 2021/22 – 2022/23 period and recent interim 6 monthly published data from the Scottish Government showing a continuing increase in homelessness over the 2023/24 period. Despite this the council has continued to avoid using Bed & Breakfast accommodation, through enabling faster access to settled permanent housing and reducing the time spent in temporary accommodation, which enables capacity within temporary accommodation. This coupled with approaches focussed on prevention and early intervention has assisted in managing the increasing demand experienced over recent years.
- 1.7 The council's Temporary Accommodation Continuous Improvement Group is well established, tasked with driving improved accommodation standards within temporary accommodation. Several improvements have been implemented over the course of the previous TAS, ensuring that should temporary accommodation be required, it provides a safe, comfortable and affordable home until permanent settled accommodation can be identified. New approaches incorporating personalisation, improved comfort standards, trauma-informed environments and new improved approaches for Care Experienced Young People have been implemented over recent years. In some instances, where appropriate, temporary accommodation has been transferred to provide permanent accommodation for households, enabling swifter access to permanent housing. Internal assessment against the new TASF framework demonstrates a high level of confidence in meeting the new requirements, although there exists some provision which although exempt from the standards currently, will require future options appraisal to ensure future sustainability and suitability.
- 1.8 Improving the digital connectivity of homeless households is a key priority for the council given that people who experience homelessness are among the groups most digitally excluded. Digital exclusion, social exclusion and poorer wider outcomes in areas such as employment, educational attainment and health and wellbeing are now widely evidenced as being strongly intertwined. Cost can be a huge barrier for those with limited resources and people who experience homelessness often face additional challenges, such as financial hardship. The transitory nature of accessing temporary accommodation means that it can be even more difficult for people to be digitally included. Preliminary work has been undertaken to explore opportunities for installation of broadband in temporary accommodation. This would bring significant benefits for people who experience homelessness, through providing the means to complete benefit applications, most of which are completed online, improving opportunities for homeless households with children to access virtual learning platforms to assist with completion of homework, improving employability opportunities and reducing social isolation, through a means to connect with other people and communities.
- 1.9 Further legislative changes are set out in a new Housing Bill, introduced to Parliament on 26 March 2024 which incorporates a new Homelessness Prevention Duty. This new duty will be applied to a range of public bodies and landlords requiring them to take specific actions to reduce the risk of homelessness. This may have potential future implications on the requirements set out in the TAS. The nature and extent of any potential implications remains to be seen but it is nonetheless an important consideration to be aware of.

2. Report

Temporary Accommodation Model

- 2.1 The primary purpose of the TAS is to ensure that the council meets its statutory requirement to provide temporary accommodation to homeless households, whilst complying with advisory standards, reflecting best practice and aligning with the principles of the Rapid Rehousing Transition Plan (RRTP), which seeks to minimise the time spent in temporary accommodation, with the fewest transitions as possible, and permanent settled accommodation provided as quickly as possible.
- 2.2 Development of a revised TAS is a key action set out in the Local Housing Strategy (2021-2026) and is a key deliverable in the Resilient People pillar in the council's Programme of Work.
- 2.3 The temporary accommodation analysis model assesses:
- The effectiveness of the current council temporary accommodation model in delivering successful outcomes by area, property size and support provision
 - The impact of increased demand for temporary tenancies as a result of housing system changes in North Lanarkshire
 - The impact of achieving RRTP targets on future temporary accommodation supply
- 2.4 All aspects of the modelling research were carried out over a seven month period, concluding in March 2024. This activity included:
- Extensive analysis of the current temporary accommodation model from an operational and support delivery perspective
 - Extensive analysis of the demand for temporary accommodation and settled housing across the North Lanarkshire area including a detailed support need assessment to enable demand for support led temporary accommodation pathways
 - The development of an analytical modelling tool to enable the balance of temporary accommodation provision to be tested by area and property size
 - Analysis of the demographic and support need profile of households with moderate to complex needs to guide the future planning and commissioning of supported accommodation
 - Review findings, conclusions and recommendations for implementation

Figure 1: Temporary Accommodation Model Structure



Source: North Lanarkshire Temporary Accommodation Strategy 2024-2029

- 2.5 The model is designed to match homeless households to temporary accommodation over the next five years, by property type, area, size and temporary accommodation support pathway (supported, NLC managed or dispersed). It calculates the number of temporary tenancies required on an annual basis including provision for the existing homeless caseload awaiting settled housing and the flow of new homeless applicants on an annual basis. It defines shortfalls and surpluses in provision across each temporary accommodation pathway by property size and area. Alongside these key outputs, the model also estimates the number of settled tenancies that need to be allocated to homeless households to enable a target length of stay in temporary accommodation to be achieved.

Temporary Accommodation Starting Position

- 2.6 Demand for temporary accommodation in North Lanarkshire is driven by a number of factors but primarily by the number of homeless applications made by households experiencing housing crisis. In 2022/23 1,917 households made an application under the homelessness legislation in North Lanarkshire, a 13% increase on the previous year. This annual increase is indicative of a wider trend of increasing applications and in line with the national picture which increased by 9% over the same period.
- 2.7 Of those households assessed as homeless in 2022/23, (1,555) 81% were assessed as unintentionally homeless and eligible for assistance, which includes temporary accommodation if required. This assessment reflects the Scottish trend, where 81% of all applications were assessed as unintentionally homeless. The proportion of unintentionally homeless households who access settled housing as an outcome of their application in North Lanarkshire is 89%, which is higher than the national average of 83%. It also takes an average of 24 weeks to resolve homelessness in North Lanarkshire (from application to case closure) in comparison to 38 weeks in Scotland, with homeless households spending on average 145 days in temporary accommodation in North Lanarkshire, in comparison to 223 days across Scotland.
- 2.8 The majority of temporary accommodation in North Lanarkshire is community/based dispersed accommodation, which accounts for 82% (511 units) of all temporary accommodation. 12% (77 units) is council managed accommodation with supervision. 6% (36 units) is supported accommodation which is managed by commissioned support providers.

Temporary Accommodation Pathways

- 2.9 Five tailored pathways were identified to align accommodation options to the support needs of service users. To determine the scale of demand for each temporary accommodation pathway, detailed assessment of the housing support needs profile of the homeless population who applied for assistance in 2022/23 was undertaken. This analysis concluded that 66% of homeless households in North Lanarkshire have no-low housing support needs and would benefit from dispersed accommodation. 17% of homeless households have low-moderate support needs and would benefit from accommodation with onsite supervision/some additional support. 13% of homeless households have moderate-high support needs, benefitting from supported accommodation/enhanced support. 4% have multiple and/or complex needs, these households fit the criteria for Homes First – an intensive strength based flexible housing support service for those with the most significant level of needs.

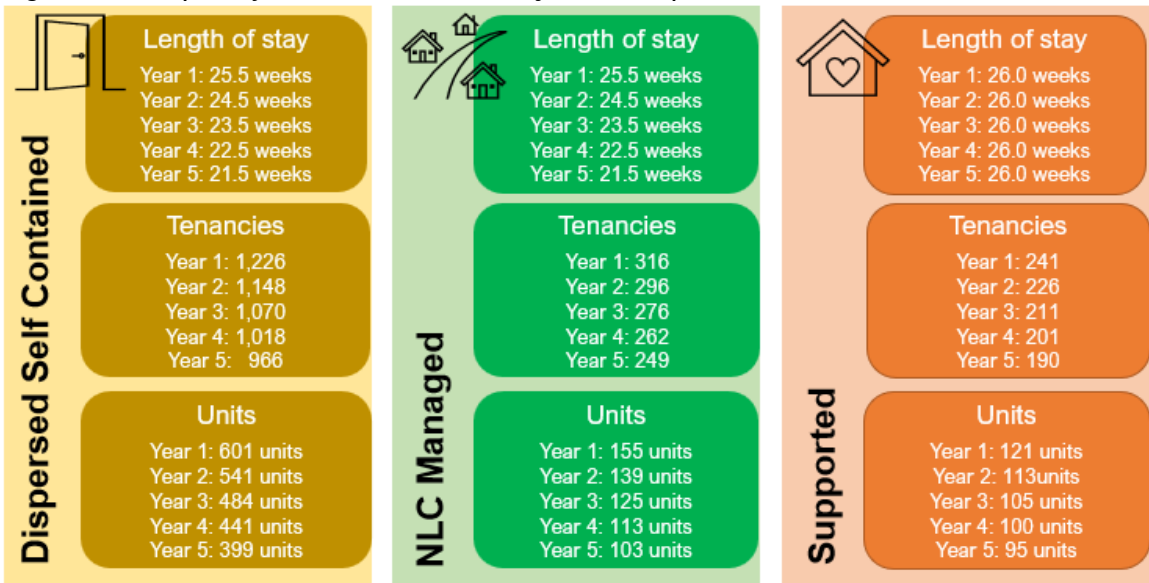
Projecting Demand

- 2.10 Detailed analysis of the HL1 dataset (homeless population in North Lanarkshire) for the 2022/23 period was undertaken. Assumptions were made for the impact of prevention activity (projected gradual reduction of 10% over the five year period through proactive homelessness prevention and early intervention) and an increase in demand (projected increase of 15% homeless applications in year 1 with a gradual yearly reducing increase of 10%, 5% and 2.5% across years 2, 3, and 4 respectively, with a final tapering of no increase in year 5). These assumptions have been made on the basis of information available at this current time and assume that current pressures will ease towards the end of the five year period as a result of economic recovery and are aligned with the overall scenario assumptions made in the Glasgow City Region Housing Need and Demand Assessment 3. These assumptions can be reviewed as the need arises, to reflect any legislative, policy, social or economic changes to ensure projections remain as accurate as possible.
- 2.11 The total case load of homeless households awaiting an offer of settled housing in North Lanarkshire has averaged around 600 households at any given time over the last two years. As well as meeting new arising demand, the model also seeks to reduce this caseload over the next five years by 50%, resulting in a total case load of 300 by the end of the five year period.
- 2.12 Additional factors, such as temporary accommodation acceptance rate and average length of stay in temporary accommodation have also been considered in the model to identify the temporary accommodation requirements.

Temporary Accommodation Requirements

- 2.13 Analysis indicated that there is a need for 601 units of dispersed accommodation in year 1 reducing to a need for 399 units in year 5; 155 units of NLC managed accommodation in year 1 reducing to 103 units in year 5 and 121 units of supported accommodation reducing to 95 units in year 5.

Figure 2: Temporary Accommodation Projected Requirements



Source: North Lanarkshire Temporary Accommodation Strategy 2024-2029

- 2.14 There are 511 units of temporary dispersed accommodation currently. Although a shortfall of 90 units is estimated in year 1, this reduces significantly over the five year

period with a surplus of 112 dispersed units projected in year 5.

- 2.15 A shortfall in NLC managed accommodation is also projected, albeit this is lesser than the shortfall identified for other types of temporary accommodation, with 78 additional units required in year 1 reducing to 26 additional units in year 5.
- 2.16 The most significant shortfall is projected in supported accommodation, with a shortfall of 85 units projected in year one decreasing to a projected need for 59 additional units in year 5.
- 2.17 Currently the council has 624 units in total of temporary accommodation. The analysis estimates an overall shortfall of 253 units of temporary accommodation in year 1 and projects a surplus of 27 units overall by year 5. However, the analysis illustrates that there is a mismatch in need and demand by temporary accommodation type, with a greater demand for supported accommodation and to a lesser extent NLC managed accommodation and dispersed over time.
- 2.18 More granular analysis by area and property size also indicates geographical variations in patterns of demand, with some areas showing a more pronounced need for specific temporary accommodation than others and a shortfall of one bedroom dispersed properties. Further detailed information can be found in the attached Appendix to this report.
- 2.19 An annual demand for Homes First – a support model which offers settled housing with wrap around intensive support for those with complex and/or multiple needs is estimated to range from 91 households in year 1 to 71 in year 5. The Homes First contract has been upscaled over the past 2 years and currently has capacity to support 49 households. This is funded through the RRTP annual funding allocation. People who are supported through the Homes First team are identified as having complex health and social care needs with homelessness a secondary issue to longer-term support needs. A successful partnership approach, which breaks silos and rigidity of service provision and resources, has effective information sharing and communication arrangements and develops trusted supportive relationships with people, is essential to seriously tackle inequalities in North Lanarkshire. Homelessness is widely acknowledged as a public health issue and there is a pivotal role for the Health and Social Care Partnership (HSCP) to address these underlying needs going forward. This is particularly important given the uncertainty of future RRTP/homelessness prevention funding and that existing funding is insufficient to meet projected needs. A more sustainable, collaborative approach, to addressing the underlying health and social care needs of people who are homeless is essential.
- 2.20 As well as defining the need for different temporary accommodation pathways, the analysis also projected the number of settled tenancies which require to be allocated to households each year to enable the target length of stay in temporary accommodation to be achieved and implementation of the TAS. This ranges from 48% in year 1 to 36% in year 5, averaging at 42% across the five year period. This would require both the council and Registered Social Landlord (RSL) partners to allocate 48% of their properties as they become available to homeless households in year 1 reducing potentially to 36% in year 5 or allocate 42% each year over the five year period. Currently the council has a target to allocate 37% of all its available homes to homeless households. Given the increasing levels of homelessness in recent years, the council has exceeded its target and currently allocates on average 42% to meet increasing demand. RSLs who are full partners on the council's Common Housing Register currently allocate around 14%, with RSL non Common Housing Register partners operating their own separate allocation policies, with varying percentages of available

homes allocated to homeless households.

Recommendations

- 2.21 Analysis and modelling undertaken for the TAS not only aids our understanding of need and demand for temporary accommodation, offering the basis to reshape particular elements of temporary accommodation provision in North Lanarkshire to meet the changing needs of our population, but also provides the opportunity to guide partnership working, commissioning and service redesign over the next five years.
- 2.22 The TAS sets out several areas for action, which include:
- Develop an additional 20 units of dispersed accommodation in years 1 to 3 to address the initial short-term projected shortfall in dispersed accommodation, of which 25% meet wheelchair accessible standards
 - Continue to reduce the length of stay in temporary accommodation, aligned with rapid rehousing, through enabling faster access to settled permanent accommodation
 - Consider increasing the percentage allocation of homes that become available to let to homeless households
 - Investigate the feasibility of developing a new model of supported transitional accommodation for Care Experienced Young People and young people more broadly aged 16-26 years with identified support needs
 - Develop an additional 10 units of NLC managed accommodation in Bank Street, Coatbridge to address the shortfall in NLC managed accommodation
 - Complete a review of commissioned and internal housing support services to redesign services to meet the increasing needs identified for supported accommodation
 - Develop trauma-informed reception hubs across NLC managed accommodation
 - Review the longer-term sustainability and suitability of all unit based accommodation in North Lanarkshire and identify shorter and longer-term actions to ensure unit based accommodation provides the optimum accommodation environment to enable people to achieve their full potential. This may include re-provisioning, refurbishment or re-design
 - Install broadband in all temporary accommodation to improve digital inclusion, connectivity and reduce inequalities
 - To work collaboratively with the HSCP to address the significant demand for Homes First support, to explore new ways to address underlying primary needs, of which homelessness is most often a secondary cause
 - To work with RSL partners to increase the proportion of available lets made to homeless households
- 2.23 Successful delivery of these actions will be dependent on collaboration, commitment and effort across all key partners, with the HSCP and RSLs holding a critical role in improving outcomes, alongside the council, for homeless households. In order to further build on the strong relationships in place and drive forward the strategy, further discussions with key partners with development of more detailed actions are planned over the course of the next few months.
- 2.24 Further consideration will be given to the targets set for allocating housing to each waiting list group, with any proposals to adjust reported to a future Housing Committee, as appropriate.

3. Measures of success

3.1 Implementation of the Temporary Accommodation Strategy.

4. Supporting documentation

Appendix: Temporary Accommodation Strategy 2024 - 2029

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

Stephen Llewellyn
Chief Officer (Housing Management)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? The TAS will have a positive impact on several protected characteristics, as homelessness disproportionately impacts on particular groups, for example, younger age groups, women who experience domestic abuse, people from ethnic minority backgrounds and disabled people. If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? The council has a statutory duty to provide temporary accommodation and housing support to homeless households. Local authorities must provide all homeless households with temporary accommodation while their homeless application is being assessed. For those assessed as unintentionally homeless, this duty extends until they are permanently housed.
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/>

	<p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.6 Technology / Digital impact</p>	<p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Installation of broadband in temporary accommodation is a recommendation set out in the report. This will improve digital inclusion and connectivity for people who experience homelessness and reduce inequalities.</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.7 Environmental / Carbon impact</p>	<p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.8 Communications impact</p>	<p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.9 Risk impact</p>	<p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>The primary risk is failure of the council to comply with statutory requirements to provide temporary accommodation. This risk is recorded and managed through the Service Risk Register.</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>

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).

The TAS will have a positive impact on children and young people through the provision of high-quality temporary accommodation and specific exploration and potential implementation of temporary accommodation to meet the needs of Care Experienced Young People and young people with support needs more generally. If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

A CRWIA was carried out for the Local Housing Strategy – of which the TAS is a key component.

Yes ☒ No ☐

Temporary Accommodation Strategy 2024 - 2029



Document control			
Title	Temporary Accommodation Strategy 2024 - 2029		
Owner	Stephen Llewellyn, Chief Officer (Housing Management)	Contact	LlewellynS@northlan.gov.uk
Governance Group	Housing Solutions		
Author	Audrey McGuinness, Business Planning Manager, Housing Solutions	Contact	McGuinnessAu@northlan.gov.uk
Revision History			
Number	Originator	Date Review Commenced	Revision description/record of change

Document Approvals			
Number	Governance Group	Date approval granted	Date approval to be requested (if document still draft)
1.0	Housing Committee		08/05/24
Consultation Record (for most recent update)			
Status of document consulted upon		Stakeholders consulted	
Stakeholders consulted/date		Housing Solutions Managers	
Strategic Alignment			
Plan for North Lanarkshire: All Priorities			
Ambition Statement: (24) Review and design services around people, communities, and shared resources.			
Programme of Work: Resilient People			
Next review date			
Review Date	An annual review will be completed to identify new impacts of need and demand as well as any legislative or policy requirements to ensure temporary accommodation provision meets the needs of homeless households.		

1. Introduction

North Lanarkshire Council has a statutory duty to ensure that there is a supply of temporary accommodation that meets the needs of homeless households, complies with advisory standards, and supports the delivery of rapid rehousing.

Rapid Rehousing is the key driver behind a radical shift in homeless policy direction to deliver settled permanent accommodation as quickly as possible and avoid lengthy stays in temporary accommodation, therefore reducing the overall requirement for temporary accommodation provision. As part of the delivery of Rapid Rehousing Transition Plans (RRTP's), there was an expectation that Housing First services would be developed across the country to support those who had multiple and complex needs to sustain a home and prevent future homelessness.

The Temporary Accommodation Strategy (TAS) is a component part of the Local Housing Strategy (LHS) and is underpinned by key strategic housing priorities 3 and 4 which state that:

“We prevent and resolve homelessness effectively”.

“We have a range of housing options and supports which promote independence, health and wellbeing”.

The council is committed to ensuring homeless households are effectively supported and provided with a sufficient supply of appropriate safe and secure temporary accommodation to meet their needs. This TAS was developed to reflect the extent and nature of temporary accommodation required over the next five-year period based on the need and demand from homeless households and to enable improved planning of future accommodation and housing support provision.

2. Strategic and Legislative Context

- 2.1 Whilst there is currently no legal requirement to produce a Temporary Accommodation Strategy, it is best practice and enables an evidenced based approach to the effectiveness of current provision as well as a detailed analysis of need and demand within the local housing system. Underpinning this is a focussed trauma informed and person-centred approach to service delivery which ensures a robust and considered methodology to reshaping the balance of temporary accommodation provision to meet the varying needs of homeless households. This contributes to the overarching shared ambitions set out in The Plan for North Lanarkshire and the Local Housing Strategy, to reduce inequalities and improve outcomes for people through the provision of high-quality accommodation, that helps people achieve their full potential across several wider areas.
- 2.2 North Lanarkshire Council published a Temporary Accommodation Strategy in 2015/16 and internal updated reports were produced each year setting out the

needs of homeless households and profile of stock required by type and area. A new TAS was in development in early 2020 but had to be postponed due to Covid 19 impacts on homelessness presentations and social housing lets which fell significantly due to emergency legislation implemented by the Scottish Government that kept people in their current homes. Recovery from Covid 19 has been slow, however there has been a significant rise in homeless applications in the last two years and appears to be linked to wider economic factors such as the cost-of-living crisis, rising mortgage interest rates and private landlords leaving the private rented sector. The profile of homeless applicants has also changed, and data confirms a higher level of identified support needs.

- 2.3 The local authority has a statutory duty to provide all homeless households with temporary accommodation whilst their homeless application is being assessed. For those assessed as unintentionally homeless, this duty is extended until they are permanently housed. In November 2022, the Scottish Government implemented the removal of local connection rules and as such, homeless households can apply to any local authority in Scotland, rather than being restricted to their current local authority.
- 2.4 There is also a legal duty to assess the support needs of homeless applicants assessed as unintentionally homeless or threatened with homelessness and where there is a 'reason to believe' the applicant would benefit from housing support. If a support need is identified, then housing support must be provided if the applicant agrees. There is also a requirement to assess the support needs of any other person within the household, including children.
- 2.5 A proportion of unintentionally homeless households will require an intensive level of housing support to sustain any accommodation and a Homes First service was developed as part of our rapid-rehousing approach. Its aim is to improve outcomes for those with multiple and complex needs with a settled tenancy from the outset and co-ordinated wraparound support to ensure issues are addressed and tenancies sustained. Homelessness data confirms that the trauma experienced by homeless applicants plays a key role in their ability to sustain accommodation and that significant levels of support and multi-agency collaboration are required to ensure that individuals can settle into their new home and build up the resilience and problem-solving skills needed to thrive.
- 2.6 The Homelessness etc (Scotland) Act 2003 introduced powers that enabled Scottish Ministers to prescribe accommodation that would not be acceptable as temporary accommodation in fulfilment of a local authority's duty. Shortly thereafter The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2004 was introduced and specified accommodation that is not suitable as temporary accommodation and was defined as those that did not meet physical, proximity and safety standards. This included bed and breakfast type accommodation which has not been used in North Lanarkshire since this order was introduced.

2.7 In April 2023, the Scottish Government published its Temporary Accommodation Standards Framework¹ (TASF) with the aim of ensuring that all temporary accommodation across Scotland is of a consistently high quality. It defines what is deemed to be unsuitable accommodation and includes properties that:

- Don't meet minimum safety standards e.g. not wind and watertight.
- Are not suitable for the needs of the homeless household e.g. lacks bedrooms.
- Are out with the local authority boundary.
- Don't have services such as schools and health centres within the local area.
- Are not in the locality of place of employment taking account of distance to travel and public transport.
- Lacks the exclusive use of toilet and washing facilities.
- Does not have adequate cooking facilities or the use of a living room.
- Are not useable by the household for 24 hours a day.
- Are not suitable for visitation by a child.

2.8 These standards do not apply to accommodation where:

- The local authority believes the applicant may be homeless because of an emergency such as fire, flood, or other disaster.
- The local authority has offered the applicant suitable accommodation, but the applicant wishes to stay in other accommodation that does not meet these requirements.
- The accommodation is used to provide temporary accommodation to those affected by domestic abuse and is managed by an organisation that is not a local authority and does not trade for profit.
- The accommodation is owned by a local authority and services relating to health, childcare or family welfare are provided.

2.9 The standards set out in the TASF are the guiding principles that underpin the current and future profile of temporary accommodation in North Lanarkshire. The Council's Temporary Accommodation Continuous Improvement Group is well established, tasked with driving improved standards within temporary accommodation. Several improvements have been implemented over the course of the previous TAS, ensuring that where temporary accommodation is required, it provides a safe, comfortable, and affordable home until permanent settled accommodation can be identified. New approaches incorporating personalisation, improved comfort standards, trauma-informed environments and new improved approaches for Care Experienced Young People have been implemented over recent years. In some instances, where appropriate, temporary accommodation has been transferred to provide permanent accommodation for households, enabling swifter access to permanent housing. Internal assessment against the

¹ [Temporary Accommodation Standards Framework](#), Scottish Government, April 2023

TASF framework demonstrates a high level of confidence in meeting the new requirements, although there exists some provision which although exempt from the standards currently, will require future options appraisal to ensure future sustainability and suitability.

- 2.10 Improving the digital connectivity of homeless households is a key priority for the council given that people who experience homelessness are among the groups most digitally excluded. Digital exclusion, social exclusion, and poorer wider outcomes in areas such as employment, educational attainment and health and wellbeing are now widely evidenced as being strongly intertwined. Cost can be a huge barrier for those with limited resources and people who experience homelessness often face additional challenges, such as financial hardship. The transitory nature of accessing temporary accommodation means that it can be even more difficult for people to be digitally included. Preliminary work has been undertaken to explore opportunities for installation of broadband in temporary accommodation which would bring significant benefits for people who experience homelessness, through providing the means to complete benefit applications, most of which are completed online, and improving opportunities for homeless households with children to access virtual learning platforms to assist with completion of homework, improving employability opportunities and reducing social isolation, through a means to connect with other people and communities.

3. Temporary Accommodation Model

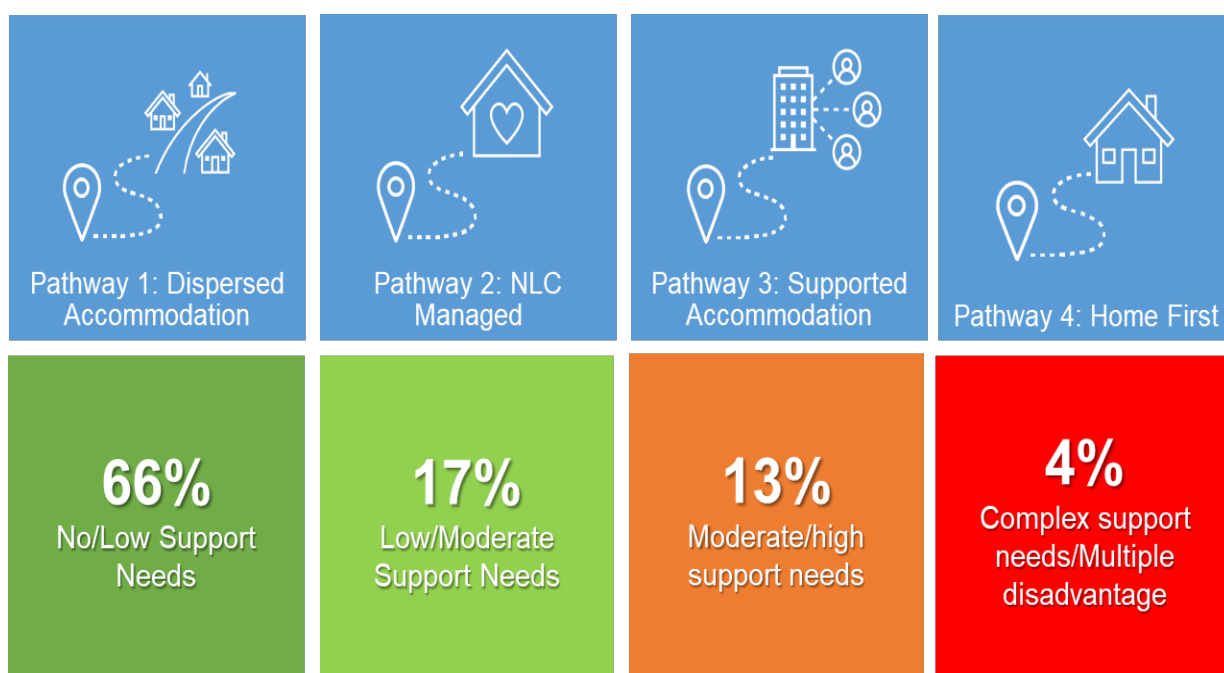
- 3.1 Establishing a detailed evidence base of the need for temporary accommodation is the first, central aspect of defining the future NLC model which:
- is focused on a person-centred approach to service delivery, aligned to tailored support pathways for key client groups (a central recommendation of the Homelessness and Rough Sleeping Action Group (HARSAG2) and the Guidance on the Unsuitable Accommodation Order).
 - takes a trauma informed approach to meeting the needs of households with complex support needs including those who may require Homes First tenancies.
 - delivers an effective model of provision which offers a sufficient supply of temporary accommodation relative to need by area and property size.
- 3.2 To develop a clear understanding of the number, household type, age, gender, and location of homeless applicants; detailed analysis of the homelessness HLI statistical dataset for the last year of applications (2022-2023) was performed.
- 3.3 The extent and nature of applicant support needs, the type of temporary accommodation required and the length of stay that could support appropriate resettlement, is based on the number and volume of applications. A detailed assessment of the support needs of homeless households was completed and each

case aligned to an accommodation pathway which included a matrix detailing the extent and nature of housing support requirements.

3.4 The pathways were developed to reflect the RRTP design principles including:

- Dispersed accommodation options as the corner stone of temporary accommodation provision (Pathway 1).
- Person centred, community-based support options for households who may require assistance with independent living as part of a planned approach to accessing and sustaining settled housing (Pathway 2).
- A continuing role for supported accommodation delivered via a trauma informed practice model (Pathway 3).
- Ongoing development of Homes First to provide permanent housing solutions with wrap around support (Pathway 4).

After assessment, cases were aligned to the following temporary accommodation pathways:



3.5 A modelling tool is used to understand the scale and pace of change required to maximise the effectiveness of current temporary accommodation provision and how this could be reshaped to improve alignment with RRTP principles. The model assesses the need for settled and temporary accommodation units by area, property size and support pathways over the next 5 years. It enables scenarios to be tested including:

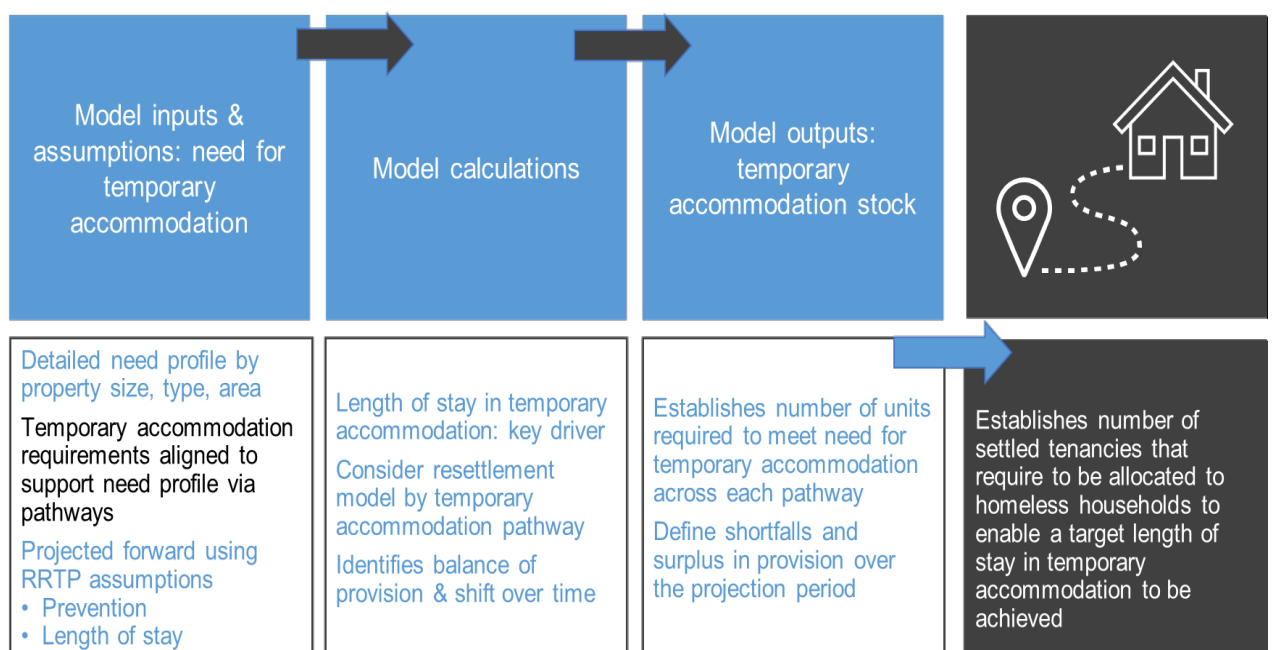
- Assumptions on prevention, the impact of housing system impacts and the % social housing allocations to homeless households.

- The role and purpose of temporary accommodation including pathways, client groups, length of stay and resettlement model.
- The balance between different forms of temporary accommodation provision including the relationship between dispersed, NLC managed and supported accommodation.
- The requirement for Homes First tenancies over the next 5 years.

3.6 The model has been designed to:

- Match homeless households to temporary tenancies over the next 5 years by area, property size and temporary accommodation support pathway.
- Assess the impact of housing system operation on increased demand for homelessness services as well as the impact of prevention activity on the rate of households applying for assistance.
- Calculate the number of temporary tenancies required on an annual basis including the existing list of people awaiting settled housing and the flow of new homeless applicants on an annual basis.
- Establish the impact of achieving a target length of stay in temporary accommodation for each accommodation pathway.
- Define shortfalls and surpluses in provision across each temporary accommodation pathway by property size and area.
- Calculate the number of settled tenancies that need to be allocated to homeless households in each area to enable a target length of stay in temporary accommodation to be achieved.

The following diagram presents the structure of the temporary accommodation model and demonstrates how this will project the need over time.



- 3.7 The modelling tool is flexible and enables the scenario testing of different models to be considered. It provides a detailed profile of accommodation requirements which can be matched to existing and projected temporary accommodation supply to identify a shortfall or surplus in provision, as a basis for redesigning the model.
- 3.8 The Council is committed to the vision and priorities set out in the 5-year Programme of Work to continuously review and improve service delivery through a trauma informed lens. This approach is central to the development of a new Temporary Accommodation Strategy based upon the creation of person-centred support pathways which reflect trauma informed practice and will succeed in helping to transform places and invest in North Lanarkshire.

4. Demand for Temporary Accommodation

- 4.1 Demand for temporary accommodation in North Lanarkshire is driven by various factors but primarily by the number of homeless applications made by households experiencing housing crisis.
- 4.2 In 2022/23, there were 1,917 homeless applications in North Lanarkshire, a 13% increase on the previous year and is indicative of a wider trend of increasing applications in line with the national picture which increased 9% last year. Whilst the Covid-19 pandemic will undoubtedly be a factor in the notable decrease in applications in 2020/21; application numbers have risen significantly since then and it is projected that there will be a further 14% rise in 2023/24, mirroring the Scottish profile.

	2018/19	2019/20	2020/21	2021/22	2022/23	% Change 2018/19- 2022/23	% Change 2020/21- 2022/23
NLC	2,366	2,125	1,684	1,696	1,917	-19%	14%
Scotland	36,778	37,053	34,345	35,759	39,006	+6%	14%

Table 1: Number of homeless applications in North Lanarkshire and Scotland (2018/19-22/23)

- 4.3 Of those households who presented as homeless in 2022/23, 1,555 (81%) were assessed as unintentionally homeless and eligible for assistance, including temporary accommodation if required. This assessment pattern reflects the Scottish trend, where 81% of all applications were assessed as unintentionally homeless.
- 4.4 The proportion of unintentionally homeless households who access settled housing as an outcome of their application is 89%, which is higher than the national average of 83%. Furthermore, it takes on average 24 weeks to resolve homelessness (from application to case closure) in comparison to 38 weeks in Scotland. Homeless

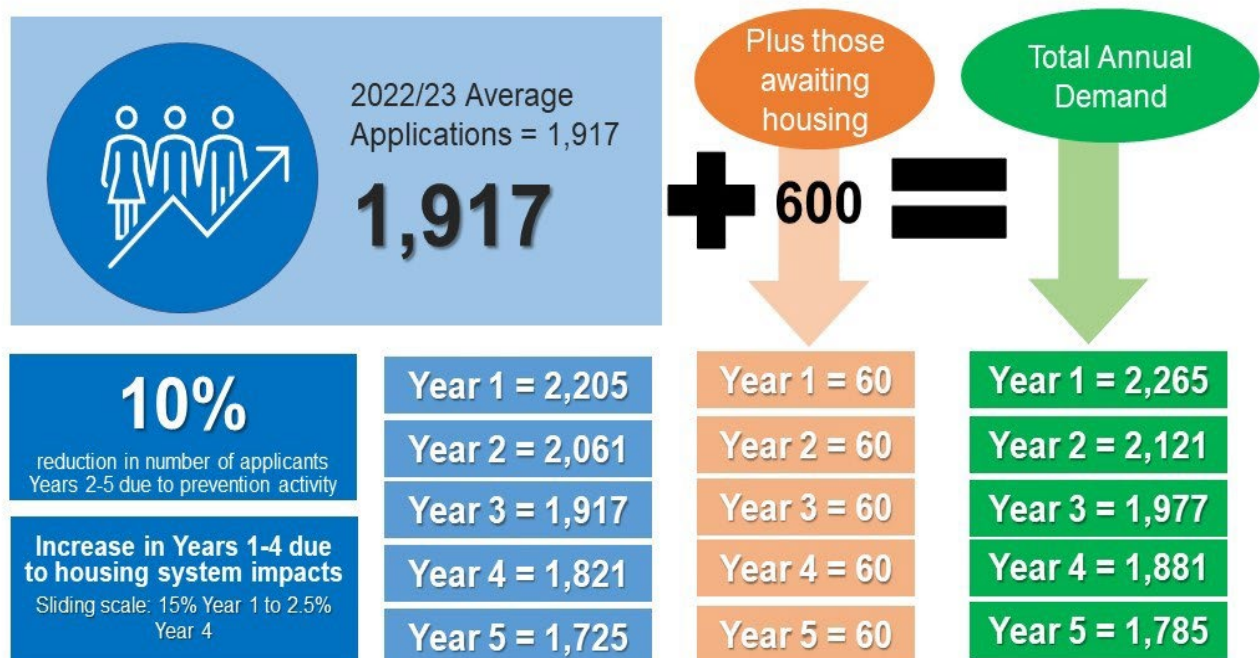
households in North Lanarkshire spend on average, 145 days (21 weeks) in temporary accommodation, in comparison to 223 days (32 weeks) elsewhere in Scotland.

- 4.5 Homelessness statistics for 2022/23 show that on 31st March 2023, 577 homeless households were living in temporary accommodation across North Lanarkshire, up 2% on the previous year (565 households in 2021/22).
- 4.6 There is no certainty when projecting future need and demand as well as economic factors and assumptions are therefore made on these aspects. It has been assumed that the current housing systems pressure will ease over the next five years as a result of economic recovery. The council is also keen to retain an ambitious preventative approach aligned to the introduction of the new homelessness prevention and 'ask and act' duties. Prevention duties is an element of the new Housing Bill which was introduced to parliament on 26th March 2024 which may impact on the requirements set out in this TAS. Assumptions have therefore been factored into the model for a 10% reduction in homelessness over the 5 years for prevention activity and an increase in homelessness applications due to wider housing system factors of 15% in year 1 reducing to 2.5% in year 4 with no increase in year 5. These assumptions can be reviewed and altered should the need arise, to accommodate any legislative, policy, economic or societal changes.
- 4.7 Using the model, the projected demand for temporary accommodation over the next 5 years is set out below:

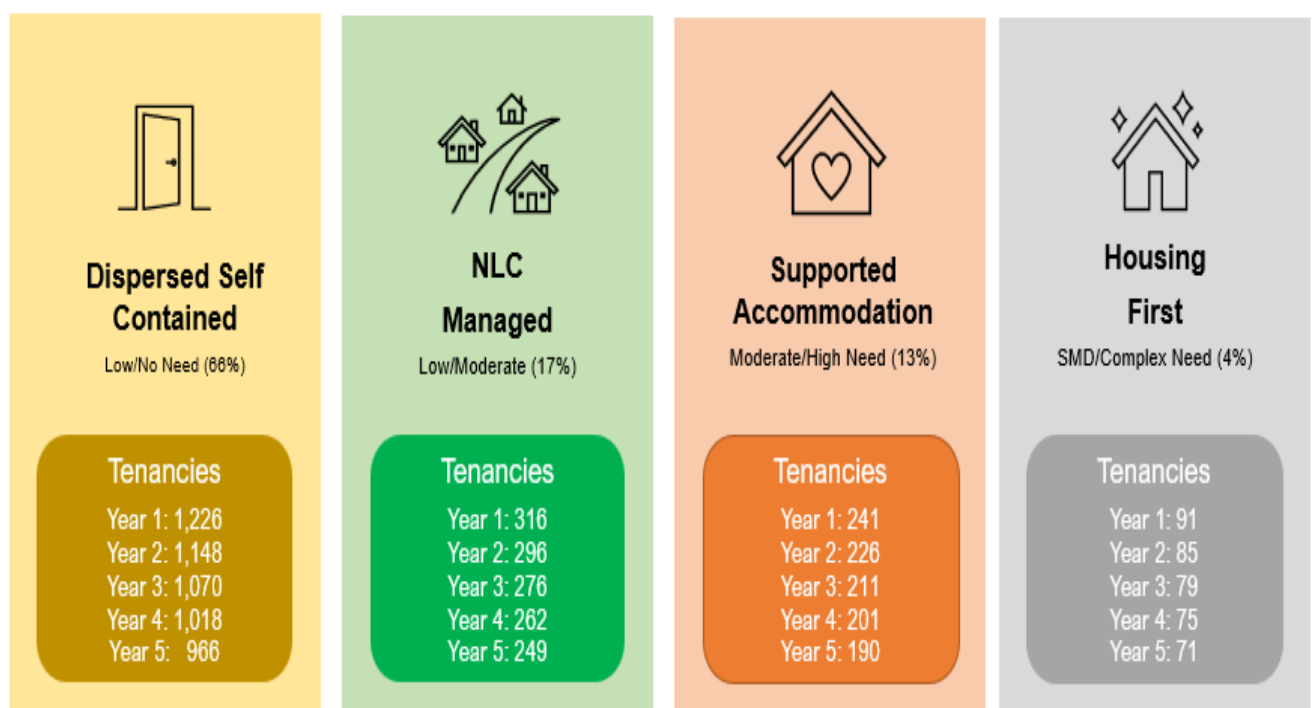
Year 1	Year 2	Year 3	Year 4	Year 5
2,205	2,061	1,917	1,821	1,725

Table 2: Annual demand from homeless applicants Years 1-5

- 4.8 As well as calculating the annual flow of homeless households, the modelling tool also measures how those awaiting settled housing will be addressed over the 5-year projection period. The total current number of homeless households awaiting settled housing is 600 and is broken down into the accommodation pathways noted earlier. The model is designed to scenario test options on the length of time it will take to address the number of households awaiting settled housing. It has been agreed that this will be reduced to 50% over the next five years and will be addressed evenly through a reduction of 10% a year and means that an additional 60 households will be added to the annual demand figure for settled housing. And is set out in the infographic below:



4.9 The model assumes that approximately 82% of homeless households will accept temporary accommodation and is based on existing occupancy of temporary accommodation. As illustrated in 3.3, a review of support needs identifies the relevant temporary accommodation pathway which is applied to the demand over the 5 years and the following graphic illustrates the profile of temporary tenancies over time:



5. Stock Turnover and Length of Stay

5.1 A review of existing stock was completed and confirmed there were 624 units of accommodation available for use as temporary and supported accommodation across North Lanarkshire and profile noted as follows:

- 511 (82%) dispersed houses and flats across all local areas of North Lanarkshire.
- 77 (12%) properties defined as NLC Managed with the provision of on-site supervision including:
 - 19 refuge spaces
 - 64 managed spaces
- 36 (6%) Supported Accommodation spaces managed by charitable organisations at five sites across North Lanarkshire.

Locality	Accommodation Type	Stock Profile
Airdrie / Cumbernauld	Dispersed	158
	NLC Managed	11 (Thrashbush), 7 (Tarbolton)
	Supported	8 (Black St)
Locality Total		184
Coatbridge / Kilsyth	Dispersed	118
	NLC Managed	19 (Manse)
	Supported	Nil
Locality Total		137
Motherwell / Bellshill	Dispersed	145
	NLC Managed	30 (Airth)
	Supported	8 (Mason St), 4 (Bridgework), 12 (Viewpark)
Locality Total		199
Wishaw / Shotts	Dispersed	90
	NLC Managed	10 (Greenlaw House)
	Supported	4 (Houldsworth)
Locality Total		104
NLC Total		624

Table 3: Temporary Accommodation Stock Profile Across Localities

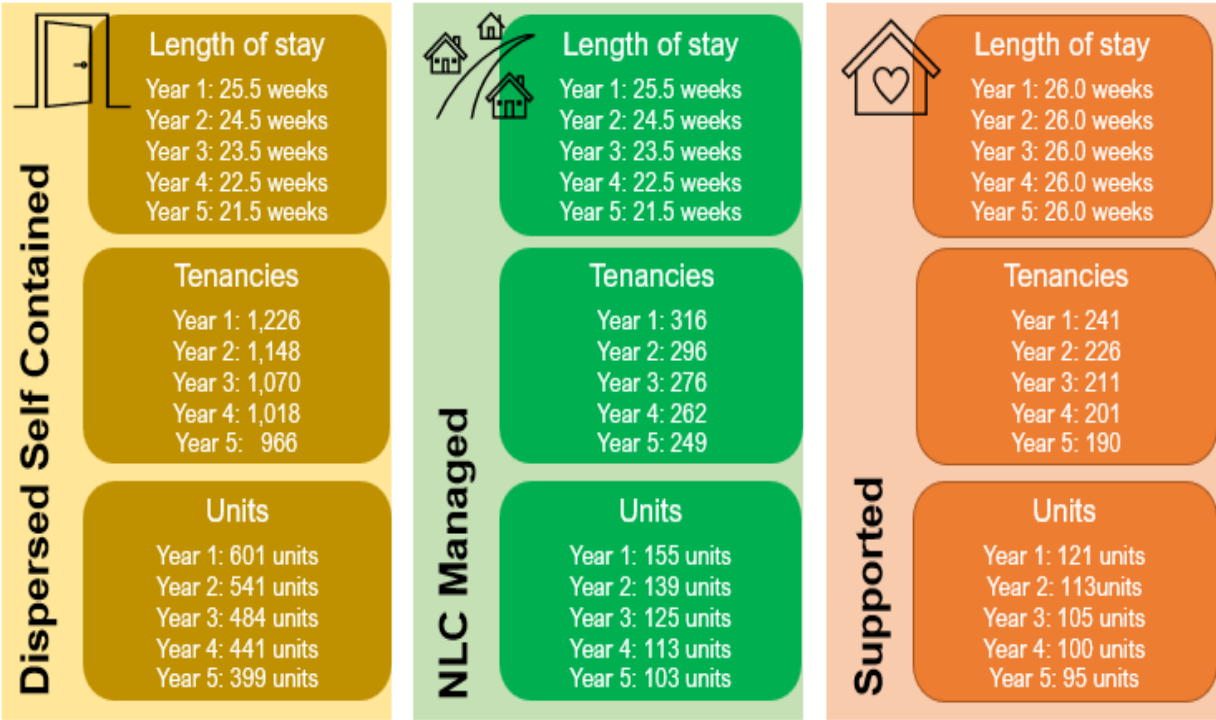
5.2 There are a range of temporary accommodation options available for homeless households, however it is important to understand the needs of homeless people as well as the local areas they live in so that, as far as possible, needs can be met, and homeless people can remain within their own local communities.

5.3 The Council own most properties utilised as temporary accommodation, except for 23 dispersed and 4 supported properties that are leased from Registered Social Landlords. All but 1 of the dispersed properties are located within the

Airdrie/Cumbernauld area and is a direct result of the pressure on temporary accommodation in this locality. The properties leased for use as supported provision are within the Wishaw/Shotts locality.

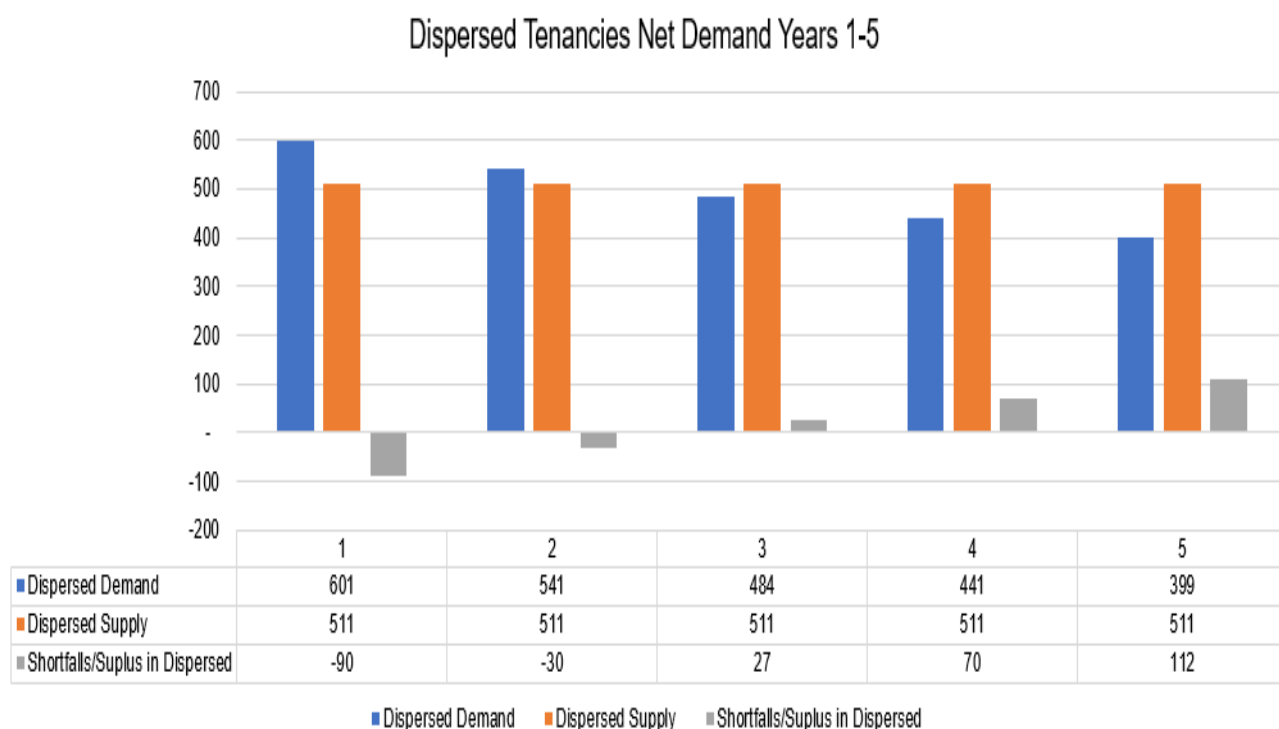
- 5.4 The outcomes of the modelling tool will be used to address any shortfall or surplus of temporary accommodation provision. However, there is also an awareness that some accommodation provision may require to be reshaped or redesigned to improve effectiveness and there is therefore a commitment to review all provision over the lifetime of this strategy, both in terms of property and client group as well as the support model in place.
- 5.5 This model also projects the number of Homes First tenancies that will be required to meet the needs of homeless households experiencing severe and multiple disadvantage. Homes First is a care management led model where a settled tenancy is provided with intense wrap-around support to enable tenancy sustainment. Whilst these model projections will support the planning and commissioning of services, Homes First accommodation has been removed from the model as they are intended to offer settled housing and do not contribute to the portfolio of temporary accommodation used to meet the needs of homeless households.
- 5.6 Translating demand into temporary tenancies is calculated by dividing the requirement of each accommodation pathway by the turnover rates of each type of accommodation and is aligned to target length of stay for each category of applicant. Turnover rates have been assumed based on the length of time taken to resolve homelessness based on 2022/23 data. Data for average length of stay in temporary accommodation does not reflect overall timescales to resolve homelessness, but the average length of stay across temporary accommodation placements. As individual applicants could experience multiple temporary accommodation placements, the average length of stay in temporary accommodation does not reflect overall case timescales but placement timescales.
- 5.7 It has been assumed that households transition to settled accommodation based on a targeted length of stay that starts with a baseline position of 25.5 weeks for both dispersed and NLC managed which is the current length of time taken to resolve and close a homeless application in North Lanarkshire along with a short period of time added to take account of void work needed between each temporary tenancy. Aligned to rapid rehousing principles, it is assumed that length of stay reduced over time (by 1 week per annum) until a target length of stay of 21.5 weeks is achieved in Year 5. An assumed length of stay for supported accommodation is 26 weeks to provide sufficient time to enable housing and underlying support needs to be met within a structured support plan focused on sustainment in settled housing. The length of stay in supported will remain consistent at 26 weeks throughout the 5-year plan.

5.8 The requirement for each temporary accommodation pathway is then translated into the number of units required by applying the assumptions on length of stay. The following profile outlines the shift in the number of units between Year 1-5 driven by reductions in length of stay as illustrated in the infographic below:



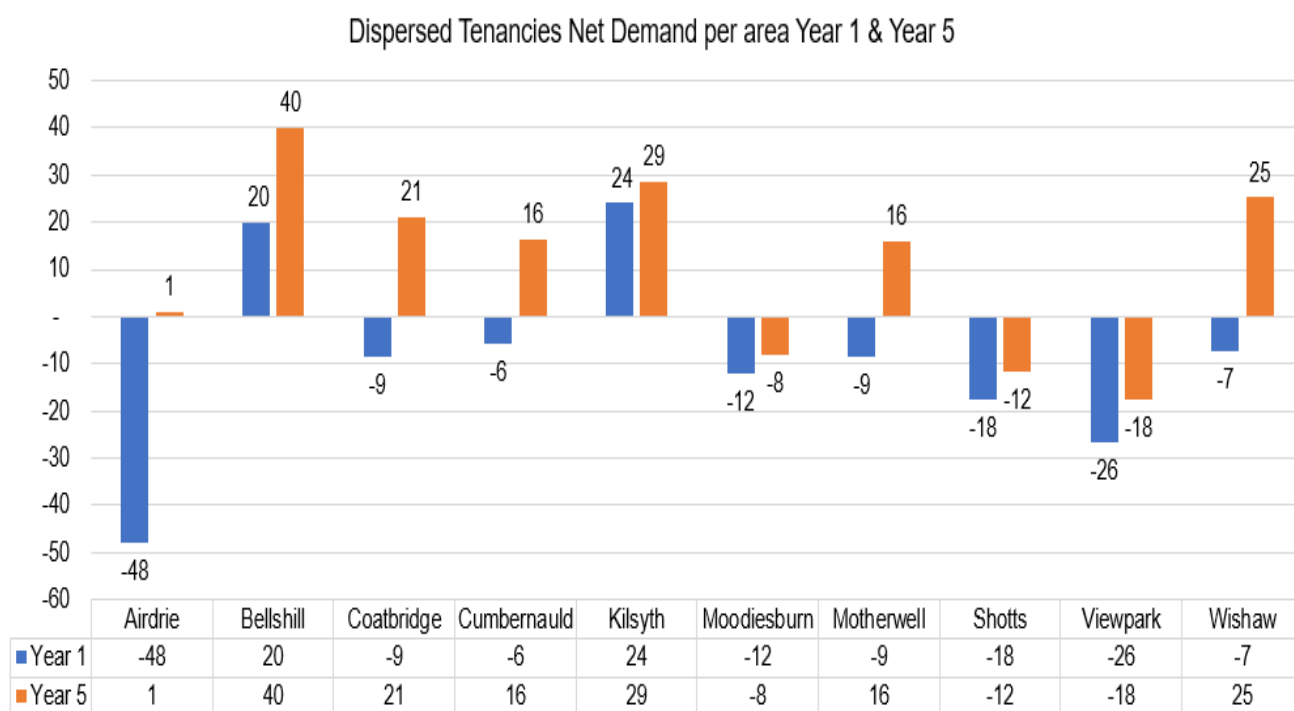
6. Model Outputs – Pathway 1 - Dispersed

- 6.1 All of the homeless data as well as assumptions were input to the modelling tool and has enabled the requirements for all accommodation pathways to be calculated and are set out in this section.
- 6.2 The total number of dispersed accommodation units required in Year 1 is 602. There are currently 511 units of dispersed accommodation across the North Lanarkshire area, suggesting an overall shortfall of 90 units in Year 1. Graph 6.1 illustrates the net shortfall and surpluses in dispersed accommodation from Year 1-5 of the model and highlights the declining length of stay over time. A large shortfall of 90 units is evident in Year 1, shifting to a surplus of 112 units by Year 5 driven by faster turnover and a decrease in overall demand. This movement in length of stay over time provides the potential to flip over 100 temporary tenancies to settled homes by the end of the 5-year transition.



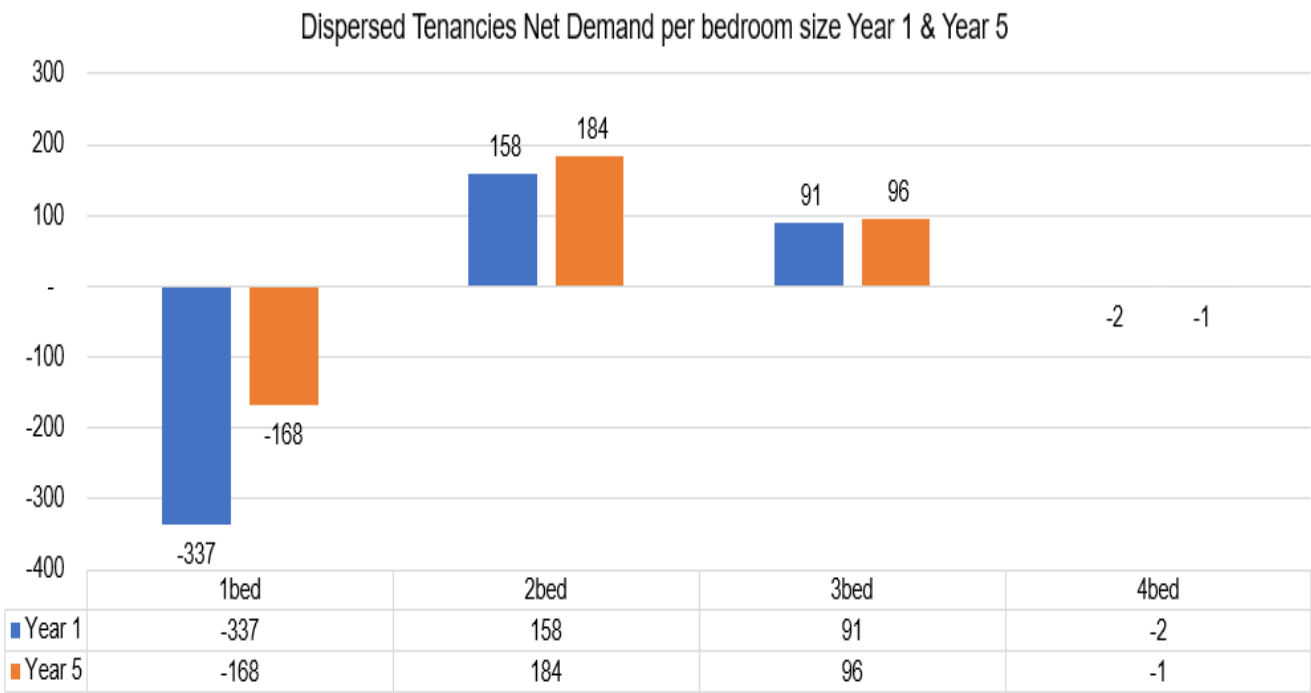
Graph 6.1: Net demand for Pathway 1 Accommodation - Dispersed

6.3 Closer analysis of net demand for dispersed accommodation reveals imbalances in supply on a property size and area basis. Graph 6.2 outlines net requirements for dispersed accommodation by sub-area and Graph 6.3 outlines net requirements for dispersed accommodation by property size.



Graph 6.2: Net demand for Pathway 1 Accommodation by Area and Year – Dispersed

6.4 The greatest shortfall in dispersed accommodation is evident in the Airdrie area with a shortfall of 48 units in Year 1 but reducing to a surplus of 1 by Year 5. The Shotts and Viewpark areas have notable shortfalls in Year 1 which persist across the projection period, whilst Bellshill and Kilsyth areas both have surplus dispersed accommodation supply across the 5-year modelling period.

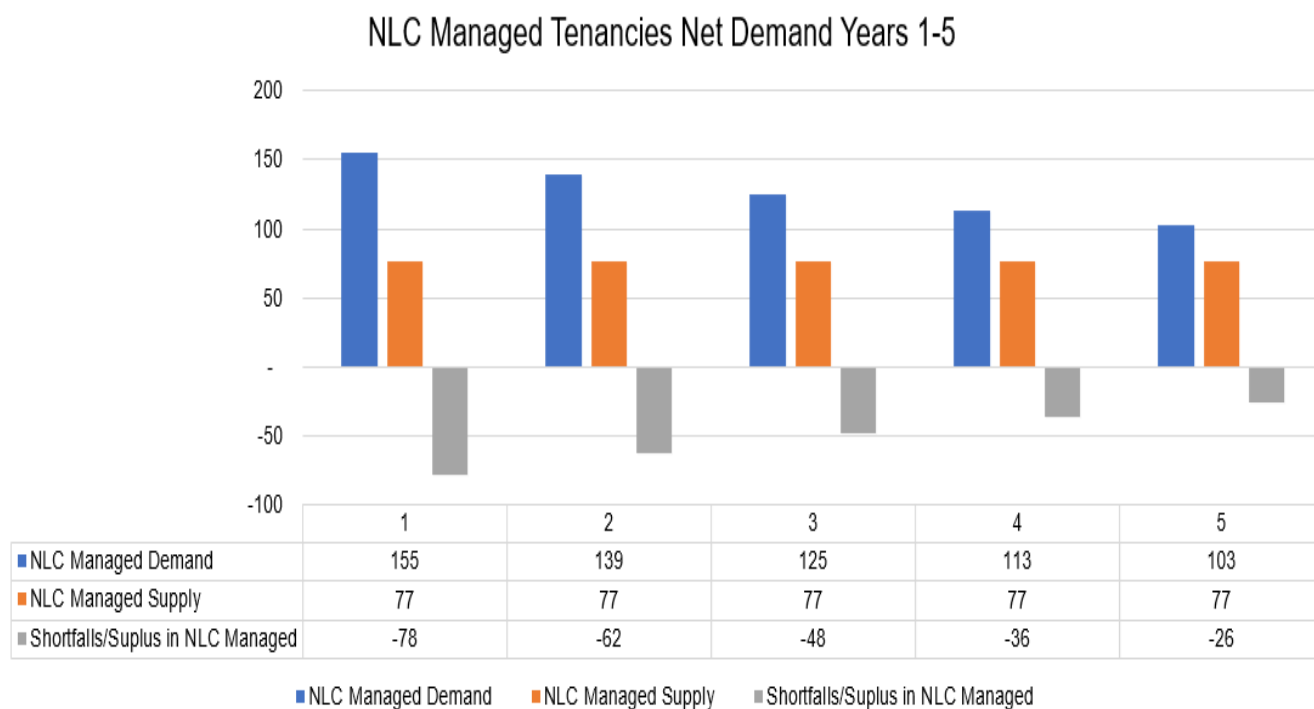


Graph 6.3: Net demand for Pathway 1 Accommodation by property size and Year - Dispersed

6.5 The temporary accommodation model projects a severe shortfall in 1 bedroom temporary accommodation units in Year 1 (-337) and Year 5 (-168), which to some extent is met by a surplus of 2-bedroom units in Year 1 (158) and Year 5 (184). The model suggests that an oversupply of 3-bedroom dispersed units in Year 1 should be addressed, providing more 2-bedroom homes which could be allocated to single people.

7. Model Outputs – Pathway 2 – NLC Managed

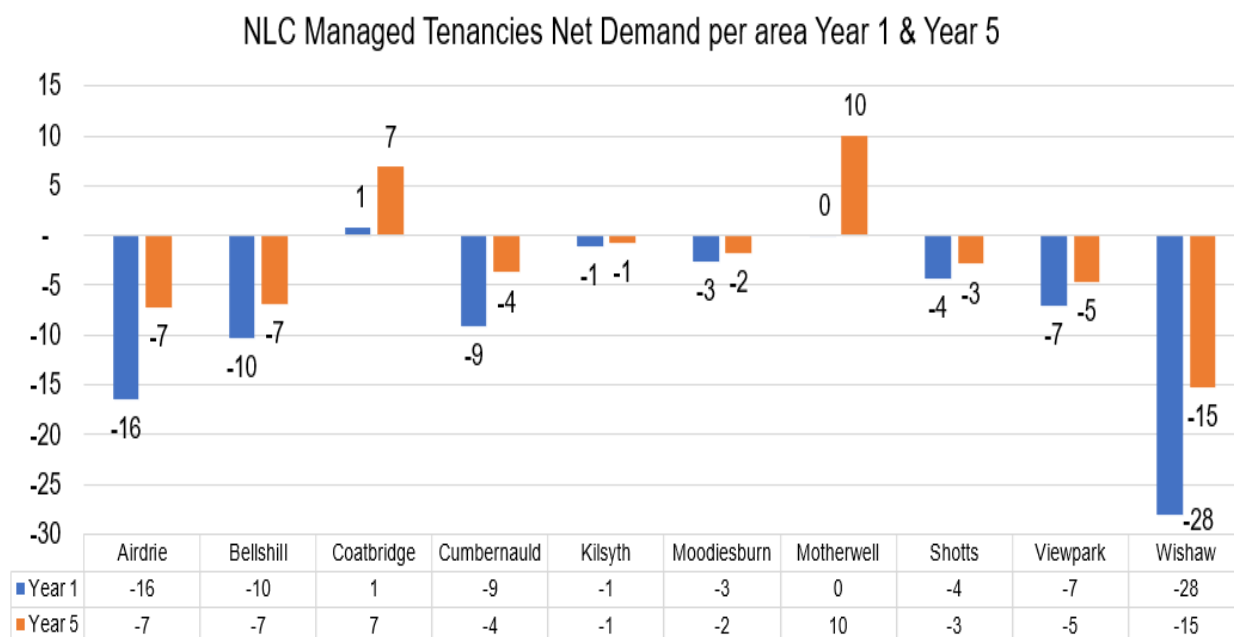
7.1 The total number of NLC managed accommodation units required in Year 1 is 155, with currently just 77 units of accommodation available in North Lanarkshire. Graph 7.1 illustrates the net shortfall and surpluses in NLC managed accommodation from Years 1-5 of the model.



Graph 7.1: Net demand for Pathway 2 Accommodation – NLC Managed

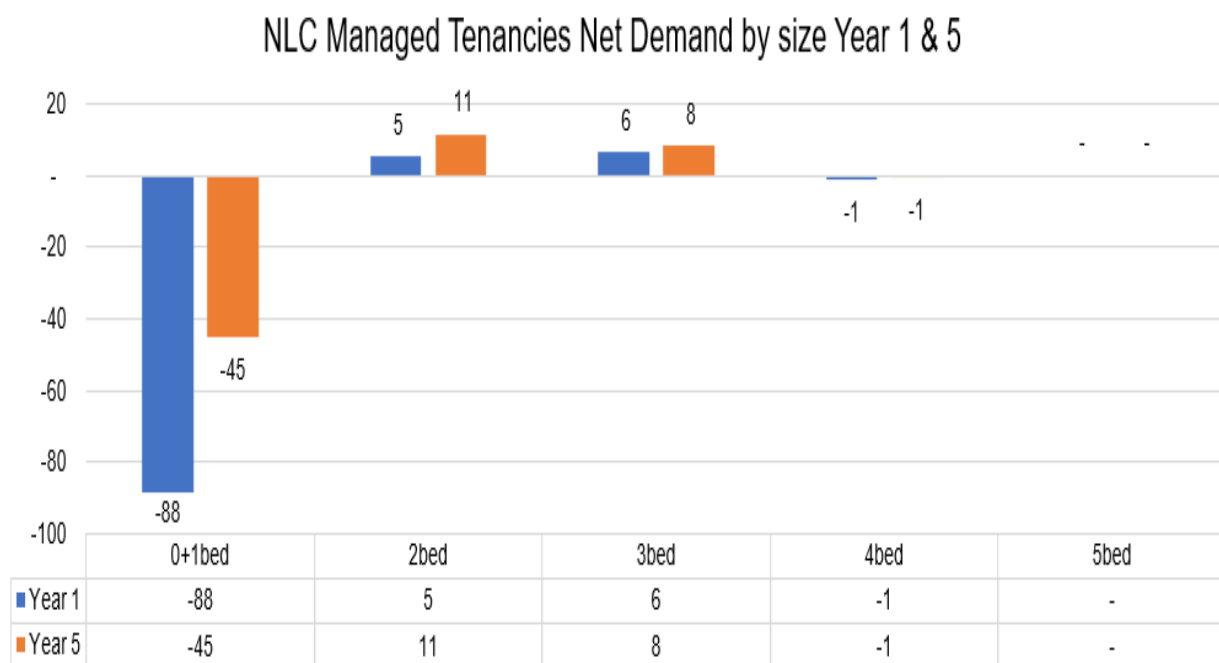
7.2 Again, this illustrates the impact of a reducing length of stay and a decline in demand for NLC managed accommodation in North Lanarkshire. In Year 1, a shortfall of 78 units is evident, gradually reducing to a shortfall of 26 units by Year 5. The model therefore suggests the need to develop additional managed accommodation across North Lanarkshire across the 5-year projection period.

7.3 Closer analysis of net demand for NLC managed accommodation reveals imbalances in supply on both a property size and area basis. Graph 7.2 outlines net requirements for NLC Managed Accommodation by sub-area, with Graph 7.3 detailing ongoing shortfalls by property size.



Graph 7.2: Net demand for Pathway 2 Accommodation – NLC Managed

7.4 Graph 7.2 above illustrates the net shortfall and surpluses in NLC managed accommodation by sub-area in Year 1 and Year 5 of the model. The model shows that in Year 1 there are significant shortfalls in managed accommodation in Airdrie (-16 units), Bellshill (-10 units) and Wishaw (-28 units); with a minor surplus in Coatbridge (1 unit). By Year 5 in the projections modelling, shortfalls are reduced by 50% in most areas with surpluses increasing in Motherwell (10 units) and Coatbridge (6 units).



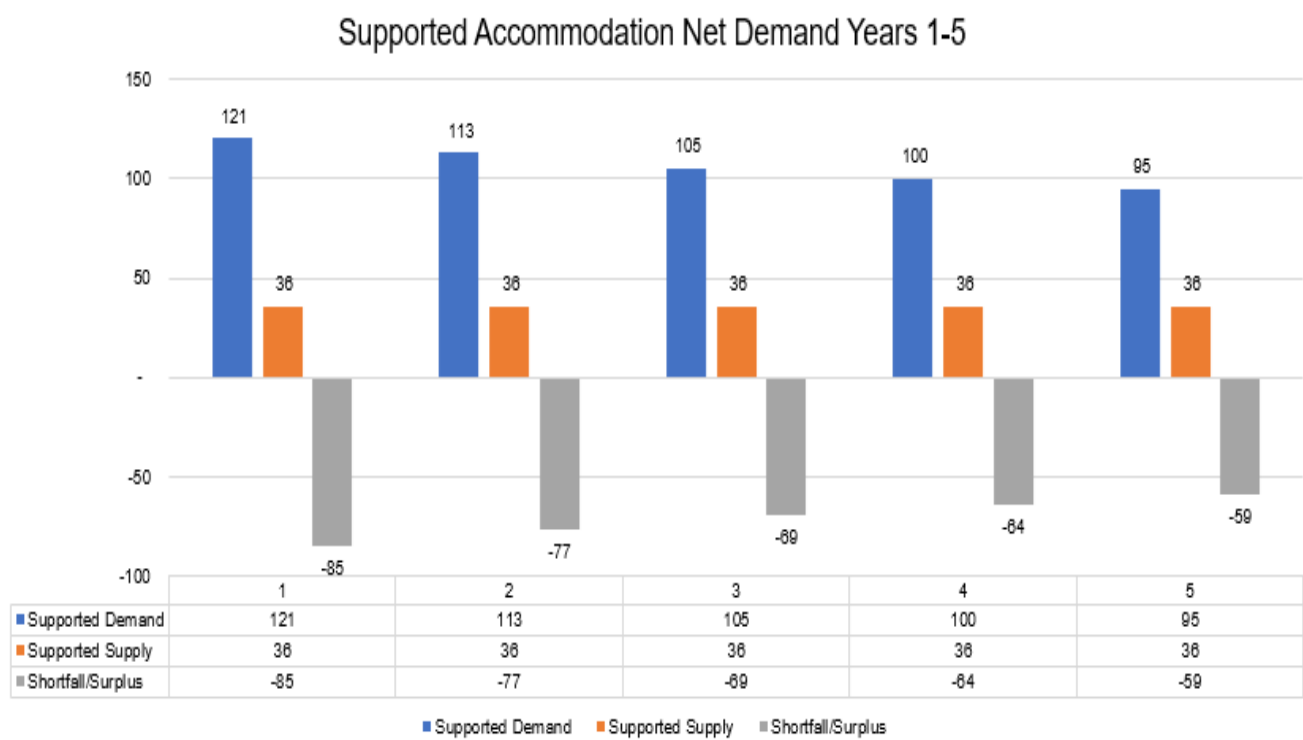
Graph 7.3: Net demand for Pathway 2 Accommodation – NLC Managed

7.5 Given the target client group for NLC managed accommodation is single person household, it is perhaps unsurprising that the greatest shortfalls are concentrated in 1-bedroom accommodation units.

8. Model Outputs – Pathways 3 and 4

Supported Housing and Homes First

8.1 The total number of supported accommodation units required in Year 1 is -121. There are currently only 36 units of supported accommodation in North Lanarkshire, across 5 projects managed by commissioned providers. Graph 8.1 illustrates the net shortfall and surpluses in Interim Supported Accommodation from Year 1-5 of the model.



Graph 8.1: Net demand for Pathway 2 Accommodation – NLC Managed

8.2 This also illustrates that there is a significant shortfall in supported accommodation relative to assessed need. In Year 1 there is a shortfall of 85 units across North Lanarkshire. Demand for supported accommodation is projected to reduce over time because of homelessness prevention assumptions to reduce demand by 10% over the 5-year period. As a result, the balance of net need in Year 1 (-85 units) reduces to a net need of -59 units in Year 5.

8.3 On this basis, a persistent, notable shortfall in supported accommodation is evident across the 5-year modelling period. Chapter 5 sets out further analysis of the nature

of support needs which could be considered in planning and commissioning future supported accommodation services.

- 8.4 Whilst the Homes First Model offers settled housing as the basis of meeting the housing support needs of homeless households, the modelling does establish the number of Homes First tenancies over time. The Homes First model separates the provision of housing and support, offering choice and control to homeless households, working within a model of trauma informed practice. Based on the assumptions that 4% of households will require access to Homes First tenancies per annum, the following number of units will be required per annum:

Year 1	Year 2	Year 3	Year 4	Year 5
91	85	79	75	71

Table 4: Total annual demand for Homes First tenancies Year 1-5

- 8.5 Model outcomes suggest a significant growth is required in Homes First and this evidence provides a basis for future planning and commissioning between housing, homelessness and HSCP services.

9. Model Outputs – Establishing Percentage Lets

- 9.1 As set out in Section 3, the temporary accommodation model calculates the number of settled tenancies that require to be allocated to homeless households each year to enable the target length of stay in temporary accommodation to be achieved in each pathway. To achieve this, the model calculates access to settled accommodation by projecting the number of social tenancies which become available across the Council's and Registered Social Landlord's (RSL's) housing stock, adjusted for the delivery of new build housing.
- 9.2 The model calculates the level of percentage lets required to ensure target reductions in length of stay are achieved. In addition to existing supply, it is assumed that new build housing will also improve access to settled housing aligned to the delivery of the affordable housing programme.
- 9.3 As explained at 4.8, the need for settled tenancies is driven by homeless demand, length of stay and the assumptions made around increasing presentations and the impact of prevention activity as well as the current list of people awaiting settled housing. This total is then adjusted to reflect the Council's duty to accommodate those who are unintentionally homeless which is currently 81%. This adjusted figure enables the number of settled tenancies required in each year to be calculated as detailed in Table 5:

Year 1	Year 2	Year 3	Year 4	Year 5
1,761	1,649	1,537	1,463	1,388

Table 5: Total Social Housing Tenancies required in North Lanarkshire Year 1-5

- 9.4 Across the 5-year period, on average 1,560 settled tenancies will be required to meet the needs of homeless households. Table 6 sets out the supply of settled tenancies available in North Lanarkshire each year to meet this need. North Lanarkshire Council have a reprovisioning programme in place that is currently in Phase 2. Stock numbers from Phase 1 have been removed from the opening NLC stock figure (1,548), with Phase 2 properties to be removed from the model at an equal rate of 125 properties per annum over the 5-year plan.
- 9.5 Table 6 shows that on average 3,710 social tenancies become available across the social housing sector in North Lanarkshire each year. The average turnover of North Lanarkshire Council stock is 2,602 and considering the turnover created by new housing supply (313), this creates an overall annual average turnover of 2,915 social tenancies over the next 5 years. In addition, the average annual RSL turnover in North Lanarkshire is 605 and considering the turnover created by new housing supply (189), this gives an overall average annual turnover for RSL's of 794

Turnover	Year 1	Year 2	Year 3	Year 4	Year 5	Average
NLC Stock	35,288	35,368	35,594	35,934	36,066	35,650
NLC New Build	205	351	465	257	286	313
NLC Turnover	2,576	2,582	2,598	2,623	2,633	2,602
Total NLC Lets	2,781	2,933	3,063	2,880	2,919	2,915
RSL Stock	7,709	8,000	8,062	8,294	8,433	8,100
RSL New Build	291	62	232	139	223	189
RSL Turnover	576	598	602	620	630	605
Total RSL Lets	867	660	834	759	853	794
Total Supply	3,648	3,592	3,898	3,639	3,772	3,710

Table 6: Total Social Housing Tenancies available in North Lanarkshire Year 1-5

- 9.6 Whilst new build housing figures reflect the 2023/24 – 2027/28 Strategic Housing Investment Plan (SHIP) for North Lanarkshire, the Scottish Government have recently announced a 26% reduction in delivery funding for the Affordable Housing Supply Programme. Whilst this announcement does not impact upon the number of new build units scheduled for Year 1 of the model (2024/25) it should be noted that a reduction in the assumed new build units may occur from Year 2 onwards. North Lanarkshire Council will work with the Scottish Government and RSLs to prioritise funding for future development projects, maximising expenditure wherever possible.
- 9.7 Based on the temporary accommodation model design principles, the model projects the percentage of settled tenancies that should be allocated to homeless households each year as follows:

	Year 1	Year 2	Year 3	Year 4	Year 5	Average
Need for settled tenancies	1,761	1,649	1,537	1,463	1,388	1,560
Need met through PRS tenancies	18	17	15	15	14	16
Net need for settled tenancies	1,743	1,633	1,522	1,448	1,374	1,544
Total supply settled tenancies	3,648	3,592	3,898	3,639	3,772	3,710
RRTP Allocations target	48%	45%	39%	40%	36%	42%

Table 7: Allocations Required to Achieve Settled Lets Target

- 9.8 As illustrated above, the proportion of settled tenancies which require to be allocated to enable partners to implement the temporary accommodation strategy in North Lanarkshire ranges from 48% in Year 1 to 36% in Year 5. These fluctuations are a result of projected changes in homelessness demand and supply.
- 9.9 Over the course of the 5-year period, an average of 42% of all available social tenancies will be required to enable homeless households to have faster access to settled accommodation. Allocating this proportion of settled tenancies will enable a reduction of 50% of those awaiting settled housing and drive transformation in the targeted use and reduction of temporary accommodation.

10. Key Findings and Considerations

- 10.1 Table 8 below illustrates the projected requirement for temporary accommodation in Year 1 and Year 5 of the modelling tool, setting out the need for each pathway over the next 5 years, including the overall projected shortfalls and surpluses in accommodation when benchmarked to current temporary accommodation resources:

	Year 1 Requirement	Year 5 Requirement	Shortfall/ Surplus Year 1	Shortfall/ Surplus Year 5
Dispersed	601	399	-90	+112
NLC Managed	155	103	-78	-26
Supported	121	95	-85	-59
Total	877	597	-253	+27

Table 8: Projected Temporary Accommodation Requirements Year 1 and Year 5

- 10.2 The model analysis has projected that there is an overall need for 877 units of accommodation in Year 1 reducing to a need for 597 units in Year 5 and is a shortfall of 253 units of temporary accommodation in Year 1 with an overall surplus projected of 27 units in Year 5.
- 10.3 The analysis also illustrates that there is a mismatch in need and demand by temporary accommodation type, with a greater demand for supported accommodation and to a lesser extent NLC managed provision.
- 10.4 More granular analysis by area and property size also indicates geographical variations in patterns of demand, with some areas showing a more pronounced need for specific temporary accommodation than others and a shortfall of 1-bedroomed dispersed properties.
- 10.5 Annual demand for Homes First settled tenancies with wrap around intensive support is estimated to range from 91 households in Year 1 to 71 in Year 5. The initial Homes First contract has been upscaled over the past two years and currently has capacity to support 49 households, which is lower than demand estimates.
- 10.6 The model also defined the number of settled tenancies required to be allocated to homeless households each year to enable the target length of stay in temporary accommodation to be achieved and the TAS to be implemented. This ranges from 48% in Year 1 to 36% in Year 5, and averages out at 42% across both the Council and RSL partners over the 5-year period.

11. Recommendations

- 11.1 Analysis and Modelling completed for the TAS aids our understanding of need and demand for temporary accommodation and offers a basis to reshape particular elements of provision in North Lanarkshire to better meet the changing needs of our population. It also provides an opportunity to guide partnership working, commissioning and service redesign over the next five years.
- 11.2 The TAS sets out several areas for action, which include:
- Developing an additional 20 units of dispersed accommodation in years 1 to 3 to address the initial short-term projected shortfall in dispersed accommodation, of which 25% meet wheelchair accessible standards.
 - Continuing to reduce the length of stay in temporary accommodation, aligned with rapid rehousing, through enabling faster access to settled permanent accommodation.
 - Consideration to increase the percentage of allocation of homes that become available to let to homeless households to 48% in year 1 tapering to 36% in year 5.

- Investigating the feasibility of developing a new model of supported transitional accommodation for Care Experienced Young People and young people more broadly aged 16-26 with identified support needs.
- Developing an additional 10 units of NLC managed accommodation in Bank Street, Coatbridge to address the shortfall in NLC managed accommodation.
- Completing a review of commissioned and internal housing support services to redesign services to meet the increasing needs identified for supported accommodation.
- Developing trauma-informed reception hubs across NLC managed accommodation.
- Reviewing the longer-term sustainability and suitability of all unit-based accommodation in North Lanarkshire and identify shorter and longer-term actions to ensure unit-based accommodation provides the optimum accommodation environment to enable people to achieve their full potential. This may include re-provisioning, refurbishment, or re-design.
- Working collaboratively with the H&SCP to address the significant demand for Homes First support, to explore new ways to address underlying primary needs, of which homelessness is most often a secondary cause.
- Working with RSL partners to increase the proportion of available lets made to homeless households.

11.3 Successful delivery of these actions will be dependent on collaboration commitment and effort across all key partners, with the H&SCP and RSL's holding a critical role in improving outcomes, alongside the council, for homeless households. In order to further build on the strong relationships in place and drive forward the strategy, further discussions with key partners with development of more detailed actions will be required.

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref AMcG/SL

Date

08/05/24

Housing (Scotland) Bill

From Stephen Llewellyn, Chief Officer (Housing Management)

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Executive Summary

A new [Housing \(Scotland\) Bill](#) was introduced to the Scottish Parliament on 26 March 2024 with key aims to prevent homelessness, strengthen tenant rights, and improve housing conditions. The Bill seeks to implement the Scottish Government's 'A New Deal for Tenants: Draft Rented Sector Strategy', and aspects of the Housing to 2040 policy recommendations, demonstrating the Government's commitment to ending homelessness.

Comprising of seven key elements, the Bill responds to the critical housing challenges facing individuals living in unstable housing or facing homelessness. Key aspects include:

- Extending support for people threatened with homelessness up to six months in advance, enabling timely support to stabilise their housing situation.
- Provisions to support renters who are experiencing or at risk of domestic abuse, acknowledging the particular difficulties faced by victims of this type of abuse.
- A New Deal for Tenants, a significant part of the Bill, which establishes long-term rent controls for private tenancies to ensure fair prices. It also gives tenants new rights relating to pet ownership, home decoration and strengthens eviction protections to promote housing stability. The reforms aim to strengthen tenant rights while also protecting the housing market.
- Introduction of an "ask and act" duty which will require social landlords and other public sector bodies to share responsibility for ending homelessness by asking about an individual's housing situation and take proactive measures to keep them in their homes and avoid crisis.

The Bill is introduced against the backdrop of rising homelessness across Scotland. It is critical because the system for addressing homelessness is under increasing pressure and the need for early intervention is becoming more important. The duty to 'ask and act' represents a crucial shift in homeless policy and ending homelessness in Scotland.

This report provides an overview of the key provisions and the potential implications of the Bill for North Lanarkshire Council.

Recommendations

It is recommended that the Housing Committee:

- (1) Recognise and be aware of the proposals contained within the Housing (Scotland) Bill.
- (2) Acknowledge that there will be implications and future legal requirements when the Bill has progressed through Parliament and given royal assent for implementation.

The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	(13) Improve preventative approaches including self-management and giving people information and choice over supports and services
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 In March 2021, the Scottish Government published Housing to 2040, the first national long-term strategy and route map for housing in Scotland. Its ambition was for everyone to have a safe, good quality and affordable home that meets their needs in the place they want to be. It was recognised that this ambition could only be achieved with further improvements to the way the rented sector operates. This commitment to improving the rented sector was solidified by the Bute House Agreement and Shared Policy Programme which set out a key aim to introduce a national system of long-term rent controls, and to deliver on this agreement the Scottish Government published 'A New Deal for Tenants: Draft Rented Sector Strategy' consultation in December 2021.
- 1.2 'A New Deal for Tenants - Draft Rented Sector Strategy' published in December 2021 sought to deliver wide ranging improvements to the rented sector including establishing a regulator for the private rented sector, implementing a national system of rent control, creating a new Housing Standard covering all homes, regulations for minimum energy efficiency standards and zero emissions heating, and delivering a new deal for private rented sector tenants that puts them on a more equal footing with social rented tenants. Importantly, it set out the intention to introduce a new Housing Bill within the second year of the current parliamentary term to progress these actions.
- 1.3 The new Housing (Scotland) Bill sets out to deliver A New Deal for Tenants by introducing new tenants' rights and strengthening existing protections; and creating the legislative framework needed to introduce longer-term private sector rent controls.
- 1.4 Scotland has robust legislation to help homeless people with a focus on implementing a person-centred approach through the delivery of good quality 'Housing Options' advice and information. In September 2017, the Scottish Government shared their vision to eradicate rough sleeping and homelessness and facilitated the creation of the Homelessness and Rough Sleeping Action Group (HARSAG) and subsequently accepted all recommendations to deliver strategic change at national and local level. The Homelessness Prevention and Strategy Group (HPSG) oversees the delivery of the joint Scottish Government and COSLA 'Ending Homelessness Together Action

Plan'. Local authorities were required to deliver a Rapid Rehousing Transition Plan (RRTP) and set out a key action to develop future wide-reaching prevention duties across all stakeholders that would achieve transformational change.

- 1.5 Proposals were developed to prevent homelessness and 'Preventing Homelessness in Scotland' was published in early 2021 which aimed to introduce legislation that led to system change, person centred and trauma-informed service responses. These would meet individual needs to better prevent homelessness, provide greater choice and control for those at risk of homelessness and legislate to strengthen housing rights. This report formed the framework of a joint Scottish Government and COSLA consultation that received 113 responses with 84% agreeing that the package of proposals and reforms would meet the principles of early intervention and prevention. An independent analysis of this consultation was published in September 2022.
- 1.6 The Homelessness Prevention Task and Finish Group identified actions required to prepare for the introduction of duties and to support successful implementation. The Group's recommendations were published alongside the Scottish Government response in late 2023.
- 1.7 The Housing (Scotland) Bill was informed by the public consultations on the Draft Rented Sector Strategy and Homelessness Prevention Duties alongside a further consultation on the Mobile Homes Act (1983) Pitch Fee Upgrading. Consultation responses for both the Draft Rented Sector Strategy and Homelessness Prevention Duties were approved by CMT and submitted to the Scottish Government.

2. Report

- 2.1 The Housing (Scotland) Bill was introduced to the Scottish Parliament on March 26th, 2024, with the aim of addressing housing challenges faced by people living in rented accommodation or facing homelessness. The Bill attempts to strike a balance between tenant protection and landlords' rights.
- 2.2 The Bill represents a significant legislative effort aimed at improving housing conditions, tenant's rights and addressing homelessness in Scotland. Increasing efforts to the prevention of homelessness is vital given the present housing and cost-of-living crisis. The Scottish Government has identified approximately £8 million in estimated costs for implementing the Bill over the next three years from 2025-28.
- 2.3 The Bill is made up of seven key parts, which outlines provisions for landlords, public bodies, local authorities, and tenancy deposit schemes. The key objectives and provisions include:
 - Part 1 relates to the rent paid by tenants under private residential tenancies and includes restrictions on rent increases, possible implementation of rent control areas and duties on local authorities to assess rent conditions.
 - Part 2 places duties on the First-tier Tribunal for Scotland and the Courts to increase consideration around evictions orders and calculations on damages for unlawful eviction.
 - Part 3 introduces new rights for private and social tenants to keep a pet and for private tenants to make changes to the property they rent.
 - Part 4 enables additional changes to other matters including how unclaimed deposits are treated, enabling a single joint tenant to end a tenancy and powers for Scottish Ministers to convert assured tenancies into private residential tenancies.

- Part 5 relates to homeless prevention amendments including ‘ask and act’ duties on all public bodies, duty on local authorities to act earlier and take reasonable steps to prevent homelessness, enabling support on overdue rent for tenants affected by domestic abuse and a further duty on local authorities to have a policy on the support in place to aid those who are affected by domestic abuse and at risk of homelessness.
- Part 6 deals with other housing matters including the calculation of mobile home pitch fees from Retail price Index (RPI) to Consumer Price Index (CPI), changing the reporting and consultation requirements of the Fuel Poverty (Scotland) Act 2019 and allowing the Scottish Public Services Ombudsman to share information with the New Homes Ombudsman for the UK.
- Part 7 deals with the implementation of secondary legislation to progress homeless prevention provisions.

The seven main parts are further explained below.

Key Provisions of the Housing (Scotland) Bill and Impact Considerations.

2.4 **Part 1: “Rent”:** will create powers for the introduction of longer-term rent controls for the Private Rented Sector (“PRS”), including:

- Powers for Scottish Ministers to introduce rent control areas and restrictions on rent increases.
- Requirement for local authorities to assess rent conditions every 5 years.
- Restrictions on rent increases at the start of a tenancy in rent control areas.
- Limits on the frequency of rent increases during a tenancy in and outside rent control areas.

Designation of rent control areas

- 2.4.1 Under current legislation, local authorities can make an application to Scottish Ministers for all or part of a local authority area to be designated as a Rent Pressure Zone, where rents would be capped. However, this request is discretionary and to date no local authorities have made an application.
- 2.4.2 Under new legislation, local authorities would be required to undertake a mandatory assessment of rent conditions in their area and make a recommendation to Scottish Ministers about whether rent controls should be imposed on all or part of the area. This assessment would be reviewed by Scottish Ministers who would decide if the introduction of rent control measures are necessary and appropriate.
- 2.4.3 Formal designation of rent control areas would be via secondary legislation approved by the Scottish Parliament and would be in place for a fixed period, after which a further assessment would be required. Rent controls would apply to both new and in-tenancy increases.
- 2.4.4 Where a rent control area is introduced, there would be a restriction on the amount by which rents for Private Residential Tenancies (PRTs) can be increased. Assured tenancies would not fall under this requirement, however the Bill also contains powers to set a date on which Assured tenancies must convert to a PRT.
- 2.4.5 It has been acknowledged that there may be circumstances that would necessitate that a property within the rent control area may need to increase

rent above the rent cap level. Circumstances and the process requirement to implement this have not yet been agreed and would need to be set out in secondary legislation. Similarly, Scottish Ministers would have the power to specify certain property types or circumstances in which the rental cap would not apply.

- 2.4.6 The Bill also includes provisions to ensure rent cannot be increased in the first 12 months of a tenancy in non-rent control areas.

Impact Considerations

- 2.4.7 Until recently, North Lanarkshire's private rent levels have been rising at a rate lower than the CPI. However, between February 2023 and February 2024, the average¹ private rental charge increased by 11.4%, higher than the Scottish average of 10.9%. Whilst increased protections for tenants to mitigate against rising private rent levels are supported, there is concern that rent control measures could exacerbate issues of demand in the Private Rented Sector (PRS) through a reduction in PRS homes as a result of landlords exiting the market.

- 2.4.8 Further clarification and guidance will be required on carrying out the mandatory assessment, particularly considering the increased resource requirement that this will require.

- 2.5 **Part 2: “Dealing with Evictions”:** The Bill enhances eviction protections for tenants, ensuring landlords adhere to fair and just processes while maintaining housing stability.

Duties to consider a delay

- 2.5.1 The Bill will introduce a requirement on the First-tier Tribunal and Sheriff Court to consider a delay in the enforcement of an eviction based on circumstances of the case. Where appropriate this would allow for consideration of any seasonal pressures and would reduce, as far as possible, the negative impact caused by eviction during a time of greater stress. In all cases, the rights of the tenants must be appropriately balance with the rights of the landlord.

- 2.5.2 It is recognised that in certain circumstances, delaying eviction would not be reasonable, for example, in cases of anti-social behaviour, criminal convictions and when a property is vacant or abandoned. The Bill allows for exemption in these cases.

- 2.5.3 Provisions would apply to both social and private tenancies.

Damages for unlawful eviction

- 2.5.4 Evidence suggests that few cases of unlawful eviction are brought to the First-tier Tribunal. Measures in the Bill therefore aim to make it easier for tenants to challenge unlawful eviction and make it more difficult and more expensive for landlords to pursue unlawful eviction rather than using lawful routes.

- 2.5.5 Provisions in the Bill will change the way in which damages are calculated so that they are based on a multiplication of the monthly rent which is a minimum of 3 times to a maximum of 36 times the monthly rent. It will also introduce an

¹ https://www.ons.gov.uk/visualisations/housingpriceslocal/S12000050/#rent_price_scot

additional requirement for the Tribunal to inform the Local Authority (and Police) of any damages awarded where a private landlord has unlawfully evicted a tenant. In the case of social tenancy evictions, the Sheriff Court will be required to notify the Scottish Housing Regulator and Police.

Impact Considerations

2.5.6 It is acknowledged that there may be certain risks associated with implementing some or all of the proposed measures, principally the creation of a backlog of homelessness created through an influx of potential evictions, following expiry of the extended period, resulting in increased pressure on both temporary and permanent accommodation and rising rent arrears.

2.5.7 As a council, eviction is only ever employed as a last resort, having exhausted all other options. For several years the approach of not evicting over and, in the run-up to the festive period has been in place and continues. It is recognised that homelessness never occurs in isolation but is frequently linked to other traumatic events that have contributed to this difficult situation. Work to prevent homelessness and improve sustainment by promoting collaboration, early intervention, and support for vulnerable people, to reduce the trauma associated with homelessness while protecting the rights of those affected is well established and continues to gain momentum.

2.6 **Part 3: “Keeping pets and making changes to let property”.** The Bill introduces new rights for private and social housing tenants, allowing them to request to keep a pet and make changes to their rental property.

Keeping Pets

2.6.1 The Bill introduces a right for tenants to request to keep a pet, and for these requests not to be unreasonably refused.

2.6.2 Currently tenants are only permitted to keep pets by explicit written consent, at the discretion of the landlord. The Bill aims to align the rights of private and social housing tenants more closely, creating greater equality of outcome between tenures by introducing the requirement that requests cannot be unreasonably refused. General practice within the social rented sector is to generally give permission for pets, acknowledging the benefits of pets for tenants and their families.

2.6.3 Reasonable reasons for refusal/approval, as well as the procedure and information required to submit a request, have still to be decided by Scottish Ministers. This will be done in consultation with relevant stakeholders. Private tenants will also have the right to appeal any unreasonable request through the First-tier Tribunal.

Impact Considerations

2.6.4 Consideration should be given to the suitability of all types of accommodation for different pets and the impact on neighbours, alongside any other factors deemed appropriate and relevant, to ensure a balanced approach between supporting health and wellbeing, access to the private sector (for pet-owners) and safeguards for landlords against damages and adverse impacts. As a council, tenant rights to keep a pet are supported, while acknowledging the fact

that in certain cases, permitting this will not be feasible, such as in multi-storey towers and communal entrance flats.

Making changes to let property

2.6.5 Current legislation relating to the PRS does not address decoration or personalisation, but landlords and tenants are free to negotiate their own terms. Some landlords may agree to specific terms that allow tenants to make changes or impose restrictions.

2.6.6 The Bill seeks to give private tenants with a PRT more freedom to personalise their homes. Minor (Category 1) modifications are permitted without landlord consent, and tenants may request additional modifications (Category 2), after living in the property for six months or more. The changes seek to improve the renting experience by giving tenants more control over personalising their homes, promoting mental health and well-being, aligning their rights with other tenures, and striking a balance between strengthened rights and adequate landlord protections.

2.7 **Part 4: “Other matters relating to tenants”.** This amends tenant-related matters including:

- Allowing unclaimed deposits to be paid to Scottish Ministers to fund private tenant support.
- Reforming the letting agent registration system and notice delivery procedures.
- Allowing single joint tenant to end joint tenancy.
- Giving Scottish Ministers power to convert assured tenancies into private residential tenancies.

Unclaimed tenancy deposits

2.7.1 Since 2012, private landlords must lodge tenancy deposits with one of three approved schemes. However, monitoring has revealed deposits remain unclaimed long after the tenancy ends. Scottish Ministers aim to address this issue by reinvesting unclaimed funds for private rented sector tenants.

2.7.2 When a tenancy ends, landlords or letting agents must arrange the return of deposits, minus reasonable deductions. Unclaimed deposits occur when the landlord has started the process, but the tenant does not respond. Most unclaimed deposits belong to students, particularly overseas students, and some larger deposits relate to tenancies taken out by companies on behalf of their employees. Despite efforts by each scheme, there is around £4 million of unclaimed tenant deposit funds between the three approved deposit schemes.

2.7.3 The evidence suggests that reinvesting unclaimed deposits after a five-year period is reasonable, provided all options have been exhausted. However, the Scottish Government have still to provide a definition of unclaimed deposits, determine the re-use timeframe, define the purposes by which unclaimed deposits can be used, and strengthen requirements on approved schemes to reduce the likelihood of deposits remaining unclaimed.

Registration of letting agents etc.

- 2.7.4 The Scottish Government plans to review and strengthen existing registration and regulation regimes, with minor modifications to improve system coherence and effectiveness.

Ending joint tenancies

- 2.7.5 The main change aims to allow private tenants to end a joint tenancy without mutual agreement. This ensures that no tenant can be indefinitely held to a rental contract against their wishes and ensures a fair process for all tenants. It allows one tenant to give notice to end the tenancy for all tenants following a two-month consultation period. Joint tenants who want to stay can negotiate a new tenancy with the landlord.

Delivery of notices etc.

- 2.7.6 Currently social landlords are required to serve rent increase notices by delivering it in-person, leaving at the tenant's address or by sending it by recorded delivery. The Bill aims to amend legislation to allow notices to be given through a tracked mail service and electronically, provided the tenant agrees. This change is expected to better reflect modern communication methods and benefit both tenants and landlords. Legislation changes could expand delivery options for social landlords, benefiting rent increases, as there is no alternative legislative method for this purpose.

Converting older tenancies

- 2.7.7 The Bill gives the Scottish Government the discretion to set a date for the conversion of existing assured and short assured tenancies to private residential tenancies (PRTs), allowing tenants to benefit from the enhanced protections that PRTs allow; also reducing confusion in the sector.

2.8 Part 5: “Homelessness Prevention”. A summary of the changes include:

- Ask & Act Duty: all public bodies will have a responsibility to ‘ask’ if a person they are working with is homeless or at risk of homelessness and then to ‘act’ upon that information to prevent homelessness from occurring.
- Reforms for those Threatened with Homelessness: amend existing legislation to extend the duty of homelessness from two months to six months to enable early intervention and take reasonable steps to prevent homelessness.
- Tenants Experiencing Domestic Abuse: requiring social landlords to put in place support for tenants if they are overdue on rent because of domestic abuse and having a policy which sets out how they will support tenants who are at risk of homelessness due to domestic abuse.

- 2.8.1 The 'ask and act' duty, will apply to all public bodies such as social landlords, local authorities, health boards, integrated authorities, police, and prisons to be more proactive in preventing homelessness. They are required to inquire about a person's housing situation and take appropriate action if they identify a risk of becoming homeless. This could entail offering assistance, resources, support, or referrals to services. The policy objectives of the ask and act duty is to shift the focus away from multi-agency crisis intervention towards prevention activity and an integrated approach with shared responsibility, eliminating the need for

a household to go through the trauma of homelessness without diluting existing rights.

Impact Considerations

- 2.8.2 The impact of this legislation is likely to lead to an increase in requests for assistance around housing options as well as access to wider services across public bodies. Homelessness is a significant public health issue, and the Health and Social Care Partnership (HSCP) plays a key role in addressing underlying causes. Successful delivery of these actions will be dependent on collaboration, commitment, and effort across all key partners, with the HSCP and RSLs holding a critical role in improving outcomes, alongside the council, for homeless households. These duties whilst welcome, are likely to create additional resource implications for all public services.
- 2.8.3 There are provisions to support renters who are experiencing or at risk of domestic abuse, acknowledging the difficulties faced by victims of this type of abuse. Committee approved the Council's Housing Domestic Abuse Policy in August 2022. Staff have received training on the policy and a domestic abuse forum involving housing partners and domestic abuse agencies has been implemented to improve awareness, recognise, and respond to domestic abuse, whilst exploring opportunities to improve outcomes for survivors of domestic abuse.

Pre-emptive action being undertaken within North Lanarkshire

- 2.9 North Lanarkshire Council has always taken a proactive approach to homeless prevention and sustainability. There have been several pre-emptive actions taken in advance of the housing Bill being published including:
- 2.9.1 A trauma informed service plan is currently in development, which includes, through targeted training, a trauma informed and responsive workforce, creating trauma informed environments, reception hubs and improving approaches for Care Experienced Young People.
- 2.9.2 The council's Rent Deposit Guarantee Scheme ([RDS](#)), which was reviewed and modified to make it easier to apply, is now available to anyone in need of housing who wishes to live in a private rental but cannot afford to raise the deposit.
- 2.9.3 A revised Temporary Accommodation Strategy (TAS) has been developed. The review identified several crucial areas for future development and has informed a better understanding of current and future housing and support needs of homeless households.
- 2.9.4 A review and re-design of housing and support services are underway and aims to create a multi-disciplinary approach with a focus on homeless prevention where possible and ensuring housing and support services effectively meet the needs of people who do experience homelessness and require support.

- 2.9.5 There have been significant strides in tackling homelessness, with successful initiatives such as the RRTP (Rapid Rehousing Transition Plan) and Homes First² project which continue to help meet the needs of customers with complex needs through collaborative working between health, social care, and housing.
- 2.9.6 The rent assistance fund was created to help the most vulnerable, offering immediate support to existing tenants who have fallen behind on their rent. The fund aims to promote early intervention, supporting tenants to sustain their home and prevent homelessness. A network of trained officers is available, offering benefit, debt, budgeting, and advice on cutting cost. All tenants can access help with ensuring that their income is maximised, and they are receiving all benefits/funding that they are entitled too.
- 2.9.7 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.
- 2.9.8 A new North Lanarkshire Home Energy Advice Service has been established with the Wise Group to ensure independent energy advice and advocacy is available to vulnerable and/or fuel poor households who require support. Investment in our homes is ongoing to improve energy efficiency, reduce fuel bills for our tenants and mitigate the impact of fuel poverty as far as possible.
- 2.9.9 Increasing the range of housing stock through our new build programme, home purchase scheme and increasing access to the private rented sector by increasing the availability of the rent deposit scheme.
- 2.10 **Part 6: "Other Housing Matters"**. This section addresses miscellaneous housing matters including changing the way mobile home pitch fees are calculated, changing the reporting and consultation requirements on fuel poverty, and allowing the Scottish Public Services Ombudsman to share information with the new homes ombudsman for the UK.
- 2.11 **Part 7: "Commencement and other subsidiary matters"** sets out that implementation of homelessness prevention provisions will be carried out through secondary legislation, with stakeholder consultation to determine the appropriate timing and phasing.

Summary

- 2.12 The Housing (Scotland) Bill seeks to balance tenant rights, landlord responsibilities, and homelessness prevention in Scotland. It reflects the country's determination to improve housing condition, provide stability for its residents, and deliver wide ranging improvements to the rented sector. However, there remain concerns about how rent control policies will potentially affect the supply of privately rented homes.
- 2.13 The Ask and Act duty is a significant change in Scotland's approach to homelessness, with the council and partners supporting a 'no wrong door' ethos. Whilst these duties are welcomed, they are only part of the solution, with other wider factors impacting on homelessness such as housing supply and demand, wider housing market pressures as well as economic and societal issues. There is an acceptance that collaborative

² <https://www.scottishhousingnews.com/articles/north-lanarkshire-makes-positive-progress-in-tackling-homelessness>

working across the public sector is crucial to delivering improved outcomes for homeless households, however there is already considerable pressure across public services and these proposals are likely to create additional resource implications.

- 2.14 There may be secondary legislation that necessitate further consideration after the final elements of the Bill have been agreed upon and passed into law. The Bill's progress will be closely monitored, and any implications will be addressed as soon as they are known.

3. Measures of success

- 3.1 Compliance with the Bill when implemented which will protect and strengthen tenants' rights and prevent homelessness where possible.

4. Supporting documentation



Stephen Llewellyn
Chief Officer (Housing Management)

5. Impacts

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

5.6	Technology / Digital impact
Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
5.7	Environmental / Carbon impact
Does the report / project / practice contain information that has an impact on any environmental or carbon matters?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.8	Communications impact
Does the report contain any information that has an impact on the council's communications activities?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.9	Risk impact
Is there a risk impact?	
Yes <input 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: BL/CB/CR

Date 08/05/24

Transforming Places - Tower Strategy Update

From Brian Lafferty, Chief Officer (Housing Property Services)

Email barrca@northlan.gov.uk

Telephone MS Teams

Executive Summary

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

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

Recommendations

It is recommended that the Housing Committee:

- (1) Acknowledge the progress of the tower demolition programme (Ambition)
- (2) Acknowledge the progress of the sprinkler installation & fire safety programme
- (3) Acknowledge the progress of major refurbishment projects
- (4) Acknowledge sections 2.3 - 2.5 and the delays/ overspends that are expected on the contracts listed and that a formal overspend report will be presented to a future committee.

The Plan for North Lanarkshire

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

1. Background

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

2. Report

Demolition/Ambition

- 2.1 The programme is progressing on schedule with 1458 (1668 including properties held for displaced citizens) from 1488 (1750 including properties held for displaced citizens) properties identified within phase 1 having been made vacant, although 200 have subsequently been re-purposed to support the Ukraine resettlement programme. Following extensive negotiation with private owners, only one now remains in-situ with the council exploring all options for purchase. Detailed breakdown of the phase one programme as of Feb 2024 is provided in table 1:

Table 1

Tower	Vacant Properties	Status
Northburn Low-Rise, Airdrie	27 (100%)	Complete
Holehills, Airdrie	138 (100%)	Complete
Burnside Court, Coatbridge	44 (100%)	Complete
Gowkthrapple Low-Rise	303 (99%)	On Site
Shawhead Low-Rise	176 (100%)	On Site
Coursington High-Rise	351 (100%)	On Site
Jackson High-Rise	192 (100%)	On Site
Allershaw High-rise	66 (94%)	Design Phase
Dunbeth High-rise	161 (87%)	Re-programmed
High Coats	Ukraine Resettlement	Re-programmed
Birkshaw High-rise	Ukraine Resettlement	Re-programmed

- 2.2 The contract to demolish the 19 low-rise blocks at Gowkthrapple, Wishaw was awarded in February 2023 and the contractor took possession in March 2023. Works are progressing well, although one private owner continues to remain present, and

negotiations are ongoing to purchase the property. This has resulted in a delay in service disconnections for the site and a subsequent delay in the projected completion. Works are in progress to put a temporary measure in place to reduce any delay and allow remaining works to be complete.

- 2.3 The contract to demolish 11 no low-rise blocks at Shawhead, Coatbridge continues. The contract has experienced delays due to continued contractor under-performance. On 25th January 2024 the council terminated the contract with the main contractor and has subsequently engaged a new main contractor to complete the project. It is anticipated that the additional work previously reported as being required to complete the demolition as well as the time and cost to onboard to new main contractor will result in a delay to the project completion and additional costs resulting in an overspend.
- 2.4 Demolition of the three high-rise tower blocks at Coursington, Motherwell is underway with demolition of 12-14 Draffen street being completed first along with the surrounding structures. Careful deconstruction of the first tower superstructures is in progress with mast-climbers in operation and nearby residents are being notified of ongoing works. There have been high levels of previously unknown asbestos found within the structure. This coupled with delays caused by Scottish Power Energy Networks (SPEN) redirecting existing sub-stations located within the footprint of each tower has caused a substantial delay and is likely to result in an overspend on the contract. Delay caused by the additional asbestos has been assessed and an 18-week extension of time has been issued to the contractor. SPEN works are still ongoing. The potential for a further delay is also currently being considered due to the construction methodology used at the time of the towers being built resulting in an alternative method of de-construction now likely to be required. The impact of this new method on the programme is being finalised and will be reported to a future committee.
- 2.5 The contract to demolish Jackson Court, Coatbridge is progressing. Dialogue is ongoing with Virgin Media due to a trunk communications cable being located adjacent to the tower, which requires to be diverted. Initial discussions with Virgin Media suggested that cable protection would enable the contract to continue with minimal impact on the contract, however the updated masterplan for the site requires the cable to now be diverted. The impact of the diversion in terms of time and cost is currently being finalised and an update will be provided to a future committee.
- 2.6 A tender package for the demolition of Allershaw Tower, Wishaw continues to be developed. The last remaining tenants are due to vacate their homes in Quarter 1 2024/25, and following this the refurbishment and demolition surveys can be completed, with the findings included in the tender, scheduled to be issued in Quarter 2 2024/25.
- 2.7 With the consultation for the second phase of the demolition programme being complete and the identified blocks being put forward for reprovisioning, a programme is being developed to deliver these works. The programme contains a mixture of low-rise and tower blocks spanning several years. A report on the findings of the consultation exercise was approved at the Housing Committee in August 2023. It is expected that the vacating of the properties in this phase of the works will begin shortly and updates on the progress will be reported to a future committee.
- 2.8 High Coats, Dunbeth and Birkshaw Towers remain part of the phase 1 demolition programme with proposed dates for demolition to be confirmed in due course. A feasibility proposal for the demolition of Dunbeth Tower as a single contract is being developed for consideration.

Sprinkler / Fire Safety Programme

- 2.9 Phase 1 of the sprinkler installation programme at Burnside, Lodge & Doonside Tower, Motherwell has now reached the end of the defect's liability period.
- 2.10 Phase 2 of the sprinkler installation programme comprising of towers at Glassford, Woodside, Glen, Coltswood & Redbridge is approaching completion. All installation activities are complete, and the systems have been brought online for a monitoring period with the practical completion certificate expected in the coming weeks.
- 2.11 Phase 3 of the sprinkler installation programme is currently being developed and will be undertaken in 2024/25

Major Refurbishment Projects

- 2.12 Refurbishment of the tower blocks at Blairgrove/Merrystone (Lot 1) and Glen/Millbrae (Lot 2) is complete, snagging works continue.
- 2.13 Specialist consultants have been appointed to provide design services in relation to the recladding and internal refurbishment of Whifflet and Calder towers, Coatbridge. Detailed surveys are underway to feed into the overall design proposals. The preparations for a resident's consultation meeting is underway. Upon completion of the survey and consultation events the design team will proceed to develop the tender package and commence procurement of the contract.
- 2.14 In order to support displaced citizens affected by the war in Ukraine, North Lanarkshire Council committed to reinstate circa 200 properties on a temporary basis. The properties, located within tower blocks in Coatbridge (High Coats) and Wishaw (Gowkthrapple) are now refurbished and furniture fit out is complete.

3. Measures of success

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

4. Supporting Documentation

- 4.1 There is no supporting documents with this report.



Brian Lafferty
Chief Officer (Housing Property Services)

5. Impacts

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

5.6	Technology / Digital impact
Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
5.7	Environmental / Carbon impact
Does the report / project / practice contain information that has an impact on any environmental or carbon matters?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Upgrading of external building fabric to current energy standards.	
5.8	Communications impact
Does the report contain any information that has an impact on the council's communications activities?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Reprovisioning of towers and low-rise blocks must be included in regular corporate communications.	
5.9	Risk impact
Is there a risk impact?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?	
Risks are considered, frequently reviewed and recorded on project-specific risk registers. Risks with an inherently high score are escalated to project board/service level.	
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 ☐ 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 Date 08/05/24

Update on the progress of North Lanarkshire Council's involvement in the UK Government's Resettlement and Asylum Dispersal Programme.

From Stephen Llewellyn, Chief Officer (Housing Management)

E-mail llewellyns@northlan.gov.uk **Telephone** 07939280680

Executive Summary

This paper provides information on the progress of North Lanarkshire Council's Resettlement Programme. This report has been remitted from the Member Officer Resettlement Working Group.

Further information includes the progress of Asylum Dispersal, renewed activity with the Afghan Relocation and Assistance Policy (ARAP) Scheme and the introduction of Hong Kong British Nationals Overseas (BNO) to resettlement work.

In addition the UK Government has requested that Local Authorities agree an indicative number of people they are able to accommodate on a yearly basis through the UK Resettlement Scheme (UKRS) and Afghan Citizen Resettlement Scheme (ACRS) as part of the Safe and Legal Routes Cap Consultation. A brief and update is contained within this report and suggested figure for endorsement by Housing Committee.

Recommendations

It is recommended that the Housing Committee:

- (1) Recognise the progress of the resettlement programme.
- (2) Endorse the approach to the resettlement work as described in the report.
- (3) Endorse the North Lanarkshire indicative figure for resettlement through ACRS and UKRS schemes.

The Plan for North Lanarkshire

Priority	Enhance participation, capacity, and empowerment across our communities
Ambition statement	(19) Improve engagement with communities and develop their capacity to help themselves
Programme of Work	Resilient People

1. Background

- 1.1 The Resettlement Team provides housing, social work support and learning and integration for communities in North Lanarkshire who have arrived as part of the UK Government Resettlement Programmes. This includes the UK Resettlement Scheme (UKRS), Afghan Resettlement Schemes and the Ukraine Resettlement Scheme. There is an increased focus on learning and integration, employability and community cohesion across all resettled communities.
- 1.2 More recently the Resettlement Team has been working with COSLA and Mears to fulfil the Council's commitment to the Asylum Dispersal programme, including ESOL provision and the renewed request to provide learning and integration support to Afghan's arriving in the UK from Pakistan under the ARAP Scheme. In addition, there has been an increase in requests for support from the resettled families who have arrived through the Hong Kong British Nationals Overseas (BNO) Scheme.
- 1.3 The UK Government via COSLA has requested that Local Authorities provide a commitment to future resettlement of people through the UKRS and ACRS schemes. COSLA and LA Leaders submitted a proposal to have a collective figure for Scotland that could be allocated on a pro-rata basis similar to that used with previous resettlement schemes. The UK Government has requested that each LA submits an individual indicative number of people it can accommodate on a yearly basis. This is addressed further at 2.11 below.

2. Report

Scottish Super Sponsor Scheme / Homes for Ukraine

- 2.1 The number of Ukrainians living in North Lanarkshire in various arrangements remains steady at around 550. There is less movement than before in terms of new hosting arrangements, but numbers can fluctuate slightly due to families leaving the area and with new families moving in to either properties or hosting arrangements.

Ukraine Permission Extension Scheme (UPE)

- 2.2 The UPE provides a new route for Ukrainians who are here with permission under one of the existing Ukraine schemes to apply for a further 18 months permission to stay in the UK on expiry of their current visa. The period of extension will offer the same rights and entitlements to work, benefits, healthcare and education that Ukrainian's currently benefit from. Eligible Minors will be able to apply.
- 2.3 Applications will open from early 2025 and will be open to those holding or having held permission to remain under Homes for Ukraine Sponsorship scheme, the Ukraine Family scheme and the Ukraine Extension scheme. Applicants may need to evidence that they have made the UK their main place of residence. Individuals will be able to apply within the last three months of their existing visa.

Matching Process

- 2.4 There are 52 Ukrainian people being hosted across 26 hosting arrangements in North Lanarkshire. The majority of these are long standing hosting arrangements and where necessary the Resettlement Team continue to work closely with hosts and guests to support next steps into their own accommodation.

- 2.5 In terms of national matching, there have been no new hosting arrangements since the last meeting. However, following the imminent closure of welcome hub hotels, the team has recently begun receiving enquiries from other local authorities (LAs) looking for hosts in North Lanarkshire.
- 2.6 The Resettlement Team has worked closely with Scottish Government to ensure that North Lanarkshire Council's information held on the Warm Scots Welcome app is up to date and accurate. This updated information includes all current and available hosts. Once it goes live, other LAs will be able to access hosting information directly from the app.

High Coats and Birkshaw Towers

- 2.7 The turnover of properties in High Coats is relatively stable. At present 141 flats are occupied and the remaining unoccupied flat has been offered and the move in date is scheduled for late March.
- 2.8 Birkshaw Tower has 52 occupied properties with 3 of the vacant 6 properties being allocated to South Lanarkshire Council as they work towards implementing the Moving On policy from Welcome Hotels. The Resettlement Team work closely with hosts, other LAs and Scottish Government to reallocate the properties in both Towers.

Unaccompanied Minors from Ukraine

- 2.9 There have been 2 further cases of Unaccompanied Minors referred to the team from Scottish Government's Ukraine Safeguarding Team since last reported. All assessments have been completed, and feedback has been provided to the Safeguarding Team. There are 5 cases in North Lanarkshire currently and these are being case managed by Social Workers from the Resettlement Team.

UKRS/ARAP/ACRS

- 2.10 There are 8 Syrian families being supported having arrived in the last 5 years. The latest family to reach their 5 year anniversary (in March 2024) is being supported by the Resettlement Team to apply for Indefinite Leave to Remain through the Ethnic Minority Law Centre (EMLC) in Glasgow. The team met with the family and facilitated the completion of the necessary paperwork and sent the documents to the EMLC. The further 7 families will reach their 5-year anniversary In November 2024.
- 2.11 There are four Afghan families currently in North Lanarkshire and they continue to be supported by Resettlement staff. Since arrival, 3 children have been born in Scotland with the latest baby being born in December 2023. The adults continue to attend ESOL and childcare is provided in Bellshill, Airdrie and Coatbridge to enable access for all.

Mears ARAP contract with Ministry of Defence (MoD)

- 2.12 The Afghan Relocations and Assistance Policy (ARAP) is for Afghan citizens who worked for, or with, the UK Government in Afghanistan in exposed or meaningful roles. The policy includes an offer of relocation and resettlement to the UK and the MoD has offered Service Family Accommodation (SFA) properties to ARAP families as part of this, providing them with the best possible start to their settled life in the UK.
- 2.13 Due to the size and composition of many of the remaining ARAP families to be relocated, the Home Office has been unable to match them to SFA and so Mears are sourcing more appropriately sized properties in the private rental sector to cater for

those smaller and larger family sizes. The Resettlement Team is liaising with Mears and the team will provide learning and integration support for Afghan families who will resettle in North Lanarkshire as part of this contract. In total 15 properties will be sourced by Mears for either couples or families. The properties will be in the private sector. To date one property has been secured with a 3-year lease awaiting arrival of the Afghan family.

Hong Kong British National Overseas (BNO)

- 2.14 The Hong Kong British National Overseas (BNO) visa route was launched in 2021. The programme enables the successful applicant and their eligible family members to come to the UK to live, study and work.
- 2.15 There have been increasing numbers of learners from Hong Kong attending CLD ESOL classes. To map out the needs of the community, the team hosted a Chinese New Year event in February. It was attended by over 30 people from across North Lanarkshire. Some of the learners are now actively engaged. They attended the New Scots consultation event and some of them joined the ESOL learner's forum. The team is in contact with the Scottish Government and COSLA to access any additional funding to support the BNO visas holders.

Unaccompanied Asylum-Seeking Children / National Transfer Scheme

- 2.16 There are 42 UASC young people supported by the team, including 19 over 18's and 23 under 18's. Many of them are living independently. One young person had 3 University offers, others have had their Leave to Remain granted. Eligible young people are seeking employment, taking driving lessons and travel independently.

Asylum Dispersal

- 2.17 As part of a focus of moving asylum seekers from hotels to other accommodation, a national agreement reached by the Home Office, COSLA and Mears in which North Lanarkshire Council was allocated a proportionate number of asylum seekers. The number allocated is 143 people. Mears hold the contract for this programme and have responsibility for providing accommodation, health and education. The Resettlement Team are working closely with Mears to provide ESOL for individuals when they are relocated. To date there have been 5 properties allocated with a total of 17 people including 9 children. The properties are across North Lanarkshire. Mears have indicated that Asylum Dispersal is likely to be a slow process. The Resettlement Team has engaged with the families who have requested ESOL.

Community Learning, Development and Integration

- 2.18 Across North Lanarkshire, 18 core ESOL classes are offered to all resettled adults with an additional 6 classes taking place in Wishaw area for Birkshaw, and Coatbridge area in High Coats. The classes are well attended, and learners are working towards ESOL SQA accreditation.
- 2.19 To meet the demand of the resettled adults seeking employment, CLD ESOL Project Officers delivered 3 targeted employability ESOL programmes in Wishaw, Coatbridge and Cumbernauld with further three employability courses offered in Airdrie, Bellshill and Motherwell. There is also additional ESOL class offered to UASC young people.
- 2.20 Following the success of volunteer learner recruitment, the ESOL Learner Forum continues to thrive. 17 learners from across North Lanarkshire met again in January

2024. The learners were actively involved in shaping the ESOL learning offer and participated in the New Scots Strategy consultation.
- 2.21 From January, three Support Workers have been appointed to further develop and deliver learning and integration opportunities for resettled communities. With Resettlement CLD colleagues they have organised the community consultation events in February. The Support Workers will be replicate the success of the 'Chat Cafe' in High Coats and deliver similar projects in Airdrie, Bellshill and Wishaw.
- 2.22 In February, the CLD Adult Learning and Resettlement team hosted three community consultation events. The events took place in Chapelside Community Centre in Airdrie, Gowkthrapple Community Centre in Wishaw, and Charlotte Toal Community Centre in Coatbridge. The team shared the North Lanarkshire Council 'Our Lives' Research findings with the participants and asked them about their views on the Scottish Government's New Scots strategy. 43 people attended the events and shared their valuable opinions on how to improve national and local services for the refugee community.
- 2.23 A photography project for resettled families continued in partnership with Summerlee's Photo media studio. One outcome of the project will be a photography exhibition reflecting the various dimensions of resettled people's live in North Lanarkshire. The exhibition is expected to take place in Spring 2024. A digital photobook will be produced after the exhibition to ensure legacy, sustainability and to be easily shared with the wider community and partners.
- 2.24 Both junior and senior Connect Youth Groups continue their weekly meets and 9 young people have successfully gained Dynamic Youth awards; the group is currently participating in John Muir awards. The senior group has signed up for the Duke of Edinburgh (DofE) awards with 5 of them completing their Bronze Awards. A further 3 of the group are progressing to Silver level. With the support from the Project Officer, 3 of the young people from the senior group successfully gained employment with the 2024 CLD Young Adult Programme. There has been overwhelmingly positive feedback from Social Work in terms of how the Connect Youth Group has supported the UASC young people, especially when they first arrive. It is a group where they can meet other young people who have had similar experiences and a safe space to share.
- 2.25 Ten Ukrainians successfully completed their SCQF level 4 Bronze National Navigation Award with 6 of them are moving on to take the nationally recognised Lowland Leader Award training course in April. The goal is to grow fully competent volunteer leaders to plan and organise health walks in North Lanarkshire and beyond. A great achievement that will open the local countryside for newly resettled community members. Furthermore, the qualification can potentially provide employment opportunities for volunteers.
- 2.26 Working in partnership with North Lanarkshire Council's HR department, the team organised two targeted recruitment workshops for New Scots. The workshops were led by staff from HR and the Council's Workforce Development team. Candidates had the opportunity to find out more about working in Early Years and how to apply for jobs. The process was a great success and 17 candidates secured permanent posts ranging from 10 hours to 27 hours, term time and full time. Future workshops are planned and will be offered to the wider community.

Safe and Legal Routes Cap Consultation

- 2.27 At the end of 2023 COSLA engaged with local authorities on the Home Office consultation on the cap on safe and legal routes and it was decided that a collective response from COSLA on behalf of all local authorities was the preferred way forward, although this did not prevent individual councils from submitting individual responses. This position was endorsed by Leaders and a collective response was submitted along with written representations from COSLA's Community Wellbeing Spokesperson, Cllr Chalmers, to the Home Office Minister, Mr Pursglove.
- 2.28 A response was received in January 2024 and the main points were:
- The government is looking to lay down a statutory instrument (SI) in June 2024 which will set the cap for 2025-2026 and, to meet this deadline, civil servants will need to provide ministers with final numbers of local authority pledges by mid-April. COSLA was asked to provide the Home Office with an indicative response from LAs by early March.
 - Ministers are looking to build in a regular 'review' process into the cap, via SI, to enable the number to be adjusted should local authority capacity increase during any given year.
 - Resettlement pledges will remain voluntary and there is no legislative basis for enforcing these. However, through this process the Home Office is seeking to ensure that there is a recognition of the importance of these commitments and the expectation that LAs will deliver on them.
- 2.29 COSLA proposed that each LA responds with one of the following 3 options:
1. Your council's commitment/figure for resettlement in 2025 which has received political approval or is based on an ongoing/pre-existing commitment:
 2. An indicative commitment/figure which still requires political approval (and the date when this would take place):
 3. Your council will not be in a position to submit a commitment/figure, indicative, approved or ongoing/pre-existing, and the reasons why.
- 2.30 Taking into account current numbers of resettled people in North Lanarkshire and the challenges with regard to housing, health services and education placements, an indicative response was agreed for Option 2 and sent to COSLA on 1st March 2024. A brief is attached at Appendix 1 detailing the current numbers, challenges and future concerns.
- 2.31 North Lanarkshire Council's indicative commitment is a total of 10 properties which, dependant on family / property make up, will be a maximum of 44 people.

3. Measures of success

- 3.1 Using the Home Office Indicators of Integration Framework, North Lanarkshire Council can evaluate the success of resettlement. Resettled families and individuals have integrated in respect of the 7 indicators including, work, education, housing, health, leisure and language and communication.
-

4. Supporting documentation

Appendix 1 – Brief on Safe and Legal Routes Cap Consultation

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

Stephen Llewellyn
Chief Officer (Housing Management)

5. Impacts

5.1	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?	
<i>Effective participation within the Resettlement and NTS Scheme and effective support for individuals and families will increase diversity within North Lanarkshire, promote equality and reduce inequalities of outcome for a cohort of adults, families and young people whose circumstances mean they face substantial disadvantage.</i>	
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?	
<i>Programmes are funded by SG and the Home Office.</i>	
5.3	HR policy impact
Does the report contain any HR policy or procedure impacts?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, have all relevant HR impacts been discussed and agreed with People Resources?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.4	Legal impact
Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.5	Data protection impact
Does the report / project / practice contain or involve the processing of personal data?	
Yes <input 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

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

Briefing Note: Resettlement Update

Background

COSLA email dated 16.2. 24 updates the events since they responded to the Cap Consultation on behalf of all Scottish LAs with a collective response at the end of December 2023.

In January Cllr Chalmers received a response from the Minister for Legal Migration and COSLA officers have met with Home Office officials to discuss next steps. Some key points to highlight are:

- The government is looking to lay down a statutory instrument (SI) in June 2024 which will set the cap for 2025-2026 and, to meet this deadline, civil servants will need to provide ministers with final numbers of local authority pledges by mid-April. While there will be scope to provide updated information up to early April (if, for instance, local political processes firm up indicative positions), COSLA has been asked to provide the Home Office with an indicative response from LAs by early March.
- Ministers are looking to build in a regular 'review' process into the cap, via SI, to enable the number to be adjusted should local authority capacity increase during any given year. Work is underway to design this, including looking at what processes civil servants might need to use to amend the cap. Any amendments to the cap would require secondary legislation.
- Resettlement pledges will remain voluntary and there is no legislative basis for enforcing these. However, through this process the Home Office is seeking to ensure that there is a recognition of the importance of these commitments and the expectation that LAs will deliver on them.

COSLA also discussed the possibility of a collective figure/commitment from Scotland based on a proportional share of the UK's total pledges. However, Home Office require a breakdown of commitments per local authority to ensure the cap accurately reflects capacity.

COSLA will continue to engage with officials about the possibility of a regional commitment from Scotland, however, to enable COSLA to provide an indicative response by early March, **they would ask that each local authority responds e-mail to confirm their position by Friday March 1st based on the following options:**

4. **NLC's commitment/figure for resettlement in 2025 which has received political approval or is based on an ongoing/pre-existing commitment:**
5. **An indicative commitment/figure which still requires political approval (and the date when this would take place):**
6. **NLC will not be in a position to submit a commitment/figure, indicative, approved or ongoing/pre-existing, and the reasons why.**

Resettlement in North Lanarkshire

Current numbers across all schemes:

Programme	No. of adults: 18 and over	No. of children	No. of NLC properties inc. RSL	No. other properties	Comments
Ukraine	393	134	192 + 12	32 (hosts)	
UKRS / Syrian	10	112	5		
Afghan ARAP (prior to Mears)	8	13	4		Potentially 15 further properties via ARAP
Asylum Dispersal	9	11		5	Total 143 people agreed
NTS / UASC	18	25	16 + 3 (children's home)		9 in student accom (Soc Work), remainder in kinship or supported care

626 people in total and 229 social housing properties.

Note: **the cap is for UKRS and ACRS only**. Any arrivals via Ukraine, ARAP, Asylum Dispersal, UASC and future emergency situations will be in addition to the cap.

Total Syrian (now UKRS) originally agreed was 180 people. This resulted in 154 people (43 families) settling in North Lanarkshire. ARAP – 24 people (5 families arrived). This was in a period from 2015 – 2022.

ARAP (Mears on behalf of MOD) – Mears are currently sourcing properties in North Lanarkshire to accommodate Afghan nationals who are at present in Pakistan. Met with Mears, MOD and COSLA to determine the process and confirm North Lanarkshire's position on HMOs. Mears have 7 properties at the stage of offer accepted or audit. One property has been leased prior to our meeting, this is in Airdrie and is a 1-bedroom property. Merrystone House has been removed from process. Mears and MOD will take information from NLC into account for future properties and locations.

Challenges

The resettlement of refugees, asylum seekers and displaced people has proved successful in North Lanarkshire with good quality housing, employment, education and community learning and building of new integrated communities. However, this has also proved challenging for internal and external services and there is potential for pressure in the future:

Housing: Several factors to consider in relation to future housing capacity:

- ARAP – MOD are unable to give details of the numbers expected to be re-located to North Lanarkshire but have suggested a maximum of 15 properties. Lease will be for a period of 3 years after which time the individual / family can remain in the property and be responsible for full rent (MOD will meet the shortfall until then). This may result in increased applications for social housing.
- Asylum Dispersal – mainly families arriving in North Lanarkshire so far. Negative decision will result in notice to quit; however, this normally leads to an appeal and Mears will put them

back into the system. Once positive decision made, the family will be given notice to quit. Likely to result in application for social housing.

- Ukraine – although currently Ukrainians cannot apply for Leave to Remain, no decision has been made yet about what will happen when extended visas expire. Ukrainians can apply for visas, etc through normal routes.
- Currently 66 people in 32 hosting arrangements who can potentially be looking for social housing in the future.

Education: In addition to the pressure on early years and school placements required by the resettled communities, there is a limited resource to provide support for English as an Additional Language (EAL). EAL support is often required throughout the education journey and is not fully funded for extended duration through current funding.

Health: With the NHS already under pressure, resources had to be redeployed, especially at the start of the Ukraine resettlement programme. The large number of people who settled in Coatbridge were split across 8 different GP practices due to existing capacity issues. This has created pressure on dental practices and some people have struggled to secure an NHS dentist.

Community Learning and Development: ESOL provision has increased significantly due to the rising demand. Integration support from the Resettlement Team and locality CLD is an ongoing process that can continue over several years. Additional requests would require the current levels to be maintained if not increased.

Social Work: provides intensive support for the most vulnerable individuals and families. This is mainly for NTS / UASC arrivals however, there are people from all resettlement programmes who are within the caseloads. This will only increase with new arrivals who have spent many years in camps after fleeing war torn countries.

Third Sector Organisation: There is also an increasing demand on local third sector organisations, e.g. there is an increasing number of people accessing services provided by food banks, CAB, Diamonds in the Community.

Funding

UKRS / ACRS - £20,520 per person provided over five years for UKRS arrivals and over three years for Afghan Citizens Resettlement Scheme (ACRS). This will also include the current funding rates for ESOL (£850 per adult) and child education (up to £4,500 per child).

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☒ Yes ☐ No

Ref

Date

08/05/24

Strategic Performance Framework - latest performance results for Housing Management

From Stephen Llewellyn, Chief Office (Housing Management)

E-mail LlewellynS@northlan.gov.uk **Telephone** 07939280680

Executive Summary

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

Recommendations

It is recommended that the Housing Committee:

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

The Plan for North Lanarkshire

Priority All priorities

Ambition statement All ambition statements

Programme of Work Statutory / corporate / service requirement

1. Background

- 1.1 There are six inter-related strategic frameworks which are key to assessing the success of The Plan for North Lanarkshire and monitoring delivery towards achieving the overall vision by ensuring each stage is appropriately aligned, planned, guided, implemented, monitored, and governed.
- 1.2 The six frameworks focus on ensuring a corporate one council approach in respect of Policy, Governance, Performance, Self-Evaluation, Project Management, and Demonstrating Improved Outcomes for Communities.
- 1.3 The Strategic Performance Framework comprises performance measurement at three levels (as per the diagram on the right). This aims to collectively provide an overview

of performance to help understand the impact of council activities on improving services and outcomes for the people and communities of North Lanarkshire. The measures in this Framework allow for day to day activities, and progress towards achieving the long-term vision set out in The Plan for North Lanarkshire, to be regularly monitored, reported, assessed, and scrutinised.

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



- (a) A balance in terms of reporting that captures highlights of good performance as well as areas of performance requiring improvement.
- (b) Reporting that is undertaken in a timely manner.
- (c) Easy access to performance information for all citizens and communities.
- (d) Comparisons of performance (i) over time (e.g. compared to previous years), and (ii) with others (e.g. other local authorities or the national average (where available and appropriate)).

The council's comparative performance in Local Government Benchmarking Framework (LGBF) indicators can be viewed through the Improvement Service's online dashboard: <https://www.improvementservice.org.uk/benchmarking/explore-the-data>

- 1.5 A Performance Reporting Schedule supports the timely submission of a range of performance information to ensure fully informed review, reporting, scrutiny, and decision making processes by Elected Members and senior management. This Schedule, endorsed by the Audit and Scrutiny Panel in February 2024, includes Chief Officer's individual Performance Reviews at Service Committees in line with the Strategic Performance Framework.
- 1.6 This report therefore presents the Housing Committee with the latest performance results for Housing Management for Members' further review and scrutiny.

2. Strategic Performance Framework

Housing Committee responsibilities

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

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

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

- 2.3 The information in Appendix 1 comprises the following:

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

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

- *Measurement unit* - for example whether the result is a %, a number, a unit cost (in £), or a ratio.
- *Performance results* for the most recent financial years (depending on availability of data) along with the latest year's target and corresponding RAG status (for indicators where it is appropriate to set targets).

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

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

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

Current context

- 2.5 As the cost of living continues to rise many of our tenants are facing mounting financial pressure. The Rent Assistance Fund, introduced in February 2023, continues to be utilised to help tenants who may be on low incomes or universal credit and who don't currently qualify for any other UK or Scottish Government financial support and are struggling to pay their rent. The fund can help support people who aren't eligible for additional benefit help, through the cost of living crisis and reduce the impact of increased living costs. To date, 1,660 tenants have been assisted with this fund.

Members will be aware that 4 Scottish Councils have recently declared a housing emergency due to the increased pressure on homeless services and temporary accommodation provision. Whilst we are not in the same position as these councils at this time, there has been a marked increase in homeless presentations within our area. We are however still able to meet and discharge our legal obligations in relation to homelessness, and the provision of temporary accommodation for those who require it. We will continue to monitor and assess the levels of homelessness in our area and adjust service provision as required. We have also experienced a significant increase in the level of new CHR applications.

In August 2023, a new tenant survey was completed with our tenants to assess satisfaction with the services that housing provides. Tenants from each council locality occupying all types of housing stock were surveyed to ensure a broad range of

responses in the survey. The results of the 2023 Tenants Survey reveal that the majority of tenants are very or fairly satisfied with the services provided. When compared with the previous survey carried out in 2021, the survey found positive changes in satisfaction levels in the majority of areas.

Recent Performance highlights

- 2.6 The percentage of rent due in the year that was lost due to properties being empty (Void rent loss %) is sitting well below target at 0.82%, significantly below last year's outturn. Our percentage lets to homeless has increased this year at 42.6%, over 2% higher than last year's outturn and over 5% higher than our target of 37%. We continue to achieve high levels of satisfaction with the quality of temporary accommodation at 97.9%, 3.9% above our target of 94%. This satisfaction is due to the continual review of the quality of furnishings and fittings in our accommodations as well as a high level of decoration of the properties.

The percentage of tenants satisfied with the overall service provided by their landlord increased by over 5% to 86.6%, this is 3.4% higher than the Local Authority average of 83.2%. The percentage of existing tenants satisfied with the quality of their home increased to 87.31%, this is 5.51% higher than the Local Authority average of 81.8%. Whilst the percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes was maintained at 96.8%, this is significantly higher than the Local Authority average of 76.5%.

Areas of performance requiring improvement

- 2.7 The percentage of decisions made within 28 days for households presenting as homeless is below our target of 95% at 93.5%. The percentage of decisions made within 28 days for households under 25 years old presenting as homeless is below our target of 95% at 91%. These figures reflect the transient nature of the client group, where maintaining contact to allow staff to make decisions within timescale can be difficult. The increase in workload due to the increase in homeless presentations is also having an impact. Training and support continues to be delivered to our housing advisers and monthly audits are taking place to improve this area of service. Overall there has been a 16.7% increase in homeless applications year to date.

The average number of days to re let properties has increased to 35.1 days due to a number of factors. Regular Liaison between the housing management teams, housing property teams and our main repair contractor is ongoing with weekly and daily monitoring of our vacant properties taking place.

Next steps

- 2.8 As noted in paragraph 1.5, the Strategic Performance Framework is supported by a Performance Reporting Schedule. This sets out the arrangements for service, statutory, and Strategic Performance Framework reporting to committee. In this respect the relevant Committee can expect to receive the following in respect of Housing Management areas of work for 2024 to 2025.

Report	Description	Committee	Committee cycle
Scottish Housing Regulator:	This report presents the annual landlord report published by the Scottish Housing Regulator (SHR) which shows Scotland's	Housing Committee	Cycle 4 in 2024

annual landlord report	<p>social landlords' performance for both Local Authorities and Registered Social Landlords (RSL's) against the Scottish Social Housing Charter (SSHC).</p> <ul style="list-style-type: none"> • Latest report in November 2023: link to report 		
Scottish Housing Regulator: Annual Assurance Statement	<p>Since April 2019, Social Landlords in Scotland are required to advise the Scottish Housing Regulator (SHR) if they meet the regulatory standards and requirements by submitting an Annual Assurance Statement between April and October each year. Each landlord should confirm in its Statement its level of compliance with all of the relevant requirements at section 3 of the Regulatory Framework. The SHR assesses each Statement as part of their regulatory risk assessment and publishes an engagement plan for each landlord. From March 2021, RSL engagement plans include a regulatory status which is the SHR judgment on whether the RSL complies with regulatory standards and requirements.</p> <ul style="list-style-type: none"> • Latest report in August 2023: link to report 	Housing Committee	Cycle 3 in 2024
Annual housing / Scottish Social Housing Charter performance report	<p>The annual performance report to tenants is designed to keep tenants, service users, and other customers informed of council performance and how the council is progressing towards meeting the outcomes of the Scottish Social Housing Charter (SSHC).</p> <ul style="list-style-type: none"> • Latest report published on the website October 2023: link to website 	n/a, published on the council's website in the autumn each year	
Community safety CCTV performance	<p>This report provided a one off update on the performance of the Community Safety Hub following its merger into Housing. Moving forward this report will be incorporated into the service's programme of annual service performance reports.</p> <ul style="list-style-type: none"> • Latest report in May 2023: link to report 	Housing Committee	Cycle 3 in 2024
Homeless performance and processes	<p>This report provided a one off update in terms of performance in relation to the provision of homelessness services which continued to be delivered throughout the pandemic and, despite the challenges the pandemic brought, highlights many areas of improved performance. Moving forward this report will be incorporated into the service's programme of annual service performance reports.</p> <ul style="list-style-type: none"> • Latest report in November 2023: link to report 	Housing Committee	Cycle 4 in 2024

3. Measures of success

3.1 Measures of success include:

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

4. Supporting documentation

Appendix 1 - High-level performance overview



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 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?
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5.4	Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input 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?

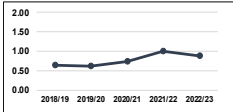
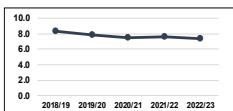
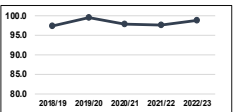
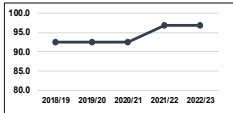
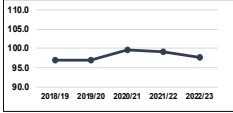
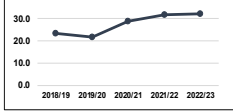
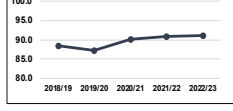
Yes ☐ No ☒

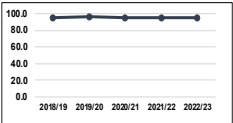
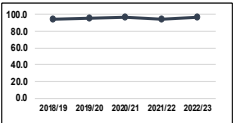
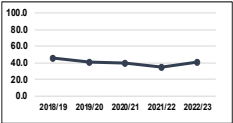
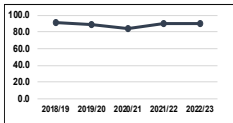
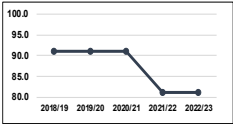
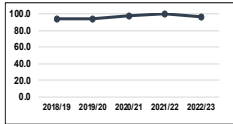
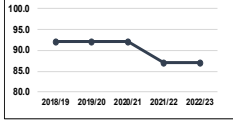
If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).
If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☐

Housing Management

High-level performance overview - as at February 2024

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2022/23 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Rent lost - % of rent due in the year that was lost due to properties being empty	Pi123	lower figure is better	%	0.65	0.63	0.73	1.00	0.89	1.00	blue	0.82	1.00			Performance remains strong and below target as at P12 and is also an improvement on the 22/23 performance.
Rent - arrears @ 31st March each year as a % of total rent due for the reporting year	Pi122	lower figure is better	%	8.3	7.9	7.5	7.6	7.3	9.0	blue	only measured annually	9.0			Performance remains strong in this area
Rent collected - £ collected as a % of the total rent due in the reporting year	Pi121	higher figure is better	%	97.5	99.6	97.9	97.8	98.9	97.5	blue	only measured annually	97.0			Performance remains strong in this area.
Housing services - % satisfied with opportunities to participate in the service's decision making processes	Pi110	higher figure is better	%	92.5	92.5	92.5	96.8	96.8	92.0	green	96.8	93.0			A new survey was completed in August 2023, which showed that satisfaction in this area remains strong and well above the Scottish Local Authority average of 76.5%.
Anti-social behaviour - % cases reported in the last year that were resolved	Pi100	higher figure is better	%	96.9	97.1	99.5	99.1	97.7	98.0	green	only measured annually	99.0			Performance remains strong in this area
Void re lets - average number of days to re-let properties	i013	lower figure is better	number	23.5	21.6	29.1	31.8	32.3	23.0	red	35.1	30.0			Performance remains strong in comparison to peers and the Scottish average of 55.6 days, however performance continues to be impacted due to delays with power companies.
New tenancies - % commenced during previous reporting year and sustained for more than a year	Pi008	higher figure is better	%	88.6	87.3	90.1	90.9	91.0	90.0	green	only measured annually	90.0			Performance remains strong in this area

Households presenting as homeless - % decisions made within 28 days	PI005	higher figure is better	%	94.6	96.3	95.3	94.9	94.7	95.0	green		93.5	95.0				Performance remains strong in this area and far exceeds the national performance. Reduction in performance is in relation to an increase in lost contact decisions and an increase in overall presentations.
Households (under 25 years old) presenting as homeless - % decisions made within 28 days	PI006	higher figure is better	%	94.0	96.3	96.5	94.6	97.0	95.0	green		91.0	95.0				Reduction in performance is in relation to an increase in lost contact decisions and an increase in overall presentations.
Homeless households - % lets to homeless	PI007	higher figure is better	%	45.4	40.7	39.3	34.5	40.5	37.0	green		42.6	37.0				Percentage lets to homeless households has increased as a result of the increase in homeless presentations received.
Housing services - % tenants satisfied with the standard of their home when moving in	i009	higher figure is better	%	91.1	89.0	84.3	90.2	90.1	92.0	green	only measured annually		93.0				Performance remains strong in this area
Housing services - % tenants satisfied with the overall service	i010	higher figure is better	%	91.0	91.0	91.0	81.2	81.2	90.0	red		86.6	90.0				A new survey was completed in August 2023, which showed satisfaction with the housing service has increased by over 5% since our last Bienial survey in 2021 and higher than the Local Authroity avergae of 83.2%.
Housing services - % tenants satisfied with the quality of temporary or emergency accommodation	i011	higher figure is better	%	94.4	94.0	98.0	100.0	96.3	94.0	green		97.9	95.0				The standard and quality of our housing stock is good and satisfaction levels within our homeless accommodation remains high and significantly above the national averages.
Housing services - % tenants satisfied with the quality of their home	i012	higher figure is better	%	92.0	92.0	92.0	87.1	87.1	90.0	green		87.3	90.0				A new survey was completed in August 2023, which showed satisfaction with the quality of our homes has increased by 0.18% since our last Bienial survey in 2021 and significantly higher than the Local Authroity average of 81.8%.

North Lanarkshire Council Report

Housing Committee

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

Ref Date 08/05/24

Strategic Performance Framework - latest performance results for Housing Property Services

From Brian Lafferty, Chief Office (Housing Property Services)

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

Executive Summary

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

Recommendations

It is recommended that the Housing Committee:

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

The Plan for North Lanarkshire

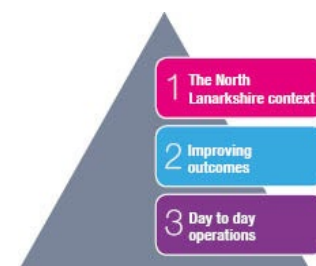
Priority	All priorities
Ambition statement	All ambition statements
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 There are six inter-related strategic frameworks which are key to assessing the success of The Plan for North Lanarkshire and monitoring delivery towards achieving the overall vision by ensuring each stage is appropriately aligned, planned, guided, implemented, monitored, and governed.
- 1.2 The six frameworks focus on ensuring a corporate one council approach in respect of Policy, Governance, Performance, Self-Evaluation, Project Management, and Demonstrating Improved Outcomes for Communities.
- 1.3 The Strategic Performance Framework comprises performance measurement at three levels (as per the diagram on the right). This aims to collectively provide an overview of performance to help understand the impact of council activities on improving services

and outcomes for the people and communities of North Lanarkshire. The measures in this Framework allow for day to day activities, and progress towards achieving the long-term vision set out in The Plan for North Lanarkshire, to be regularly monitored, reported, assessed, and scrutinised.

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



- (a) A balance in terms of reporting that captures highlights of good performance as well as areas of performance requiring improvement.
- (b) Reporting that is undertaken in a timely manner.
- (c) Easy access to performance information for all citizens and communities.
- (d) Comparisons of performance (i) over time (e.g. compared to previous years), and (ii) with others (e.g. other local authorities or the national average (where available and appropriate)).

The council's comparative performance in Local Government Benchmarking Framework (LGBF) indicators can be viewed through the Improvement Service's online dashboard: <https://www.improvementservice.org.uk/benchmarking/explore-the-data>

- 1.5 A Performance Reporting Schedule supports the timely submission of a range of performance information to ensure fully informed review, reporting, scrutiny, and decision making processes by Elected Members and senior management. This Schedule, endorsed by the Audit and Scrutiny Panel in February 2024, includes Chief Officer's individual Performance Reviews at Service Committees in line with the Strategic Performance Framework.
- 1.6 This report therefore presents the Housing Committee with the latest performance results for Housing Property Services for Members' further review and scrutiny.

2. Strategic Performance Framework

Housing Committee responsibilities

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

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

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

↑	A higher figure is better
---	---------------------------

- An *ideal direction* arrow - this

↓	A lower figure is better
---	--------------------------

 indicates whether a higher or lower the preferred direction of travel. figure is
- *Measurement unit* - for example whether the result is a %, a number, a unit cost (in £), or a ratio.
- *Performance results* for the most recent financial years (depending on availability of data) along with the latest year's target and corresponding RAG status (for indicators where it is appropriate to set targets).

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

- The most *recent monthly or quarterly results*, along with the corresponding target and RAG status. Note the inclusion of this information is dependent on the measurement frequency of the indicator and availability of data as at the time of reporting.
 - A *trend graph* - this captures the direction of travel achieved over the years and includes the most recent monthly or quarterly results where available.
 - *Comments* - narrative summarising the current position and providing an explanation for any significant variations in performance. Where applicable, this narrative also highlights any internal or external factors impacting on service delivery as well as any residual effects of the pandemic, e.g. any increase or decrease in the volume of transactions or enquiries processed.
- 2.4 A large volume of data supports the high-level performance overview in Appendix 1. This is outlined in the ***latest performance results for Housing Property Services*** Excel spreadsheet which is available through the following link for Members to carry out a deep dive and review and scrutinise each performance indicator further. The *Menu* on the second tab of the spreadsheet contains built in hyperlinks that automatically take the user to a tab for each performance indicator and therefore provides a useful navigation aid to review the contents of the file.
- [Latest performance results for Housing Property Services.xlsx](#)

Current context

- 2.5 The service continues to deliver and manage their contractors across multiple work disciplines, they engage with multiple stakeholders to discuss any service related matters.

Recent Performance highlights

- 2.6 Our repairs timescale for completing emergency repairs within our housing stock for all 3 linked contractors continues to improve, with a year to date average of 2.19 hours, 1.56 hours less than the 3.75 hours target. Our performance for the non emergency repairs is also above our 2022/23 target of 7 days at 6.4 days. The percentage of reactive repairs carried out in the last year completed right 1st time is also above our target of 95% at 97.7%.

Our corporate property repairs performance continues to improve with the percentage of routine repairs completed within timescale at 98.7% with an average time to complete routine repairs at 9.4 days.

Areas of performance requiring improvement

- 2.7 The Corporate Property Repairs indicator for the percentage of emergency repairs completed within timescale is 97.5%, this is 0.5% lower than the 98% target, however it is an increase of 0.6% in the year end outturn for 2022/23 at 96.9%. The average time in hours taken to complete emergency repairs is 0.5 hours above the 3.1 hour target. Remedial actions include having weekly meetings with contractors where issues are highlighted at the earliest stage to allow proactive resolution.

Next steps

- 2.8 From cycle 3 onwards Strategic Performance Framework reporting for Housing Property Services will be combined within the six-monthly report for Housing Management, with corporate property repairs transferred to Assets and Procurement.

3. Measures of success

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

4. Supporting documentation

Appendix 1 - High-level performance overview



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 ☐ 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>

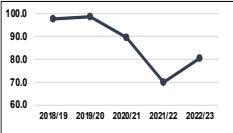
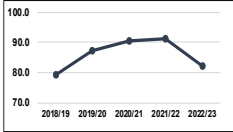
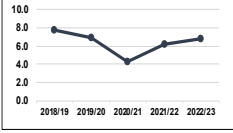

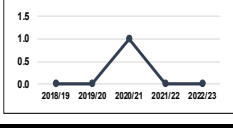
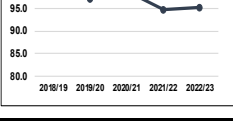
Yes ☐ No ☐

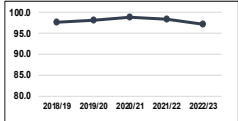
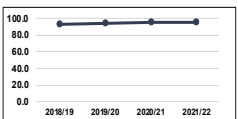
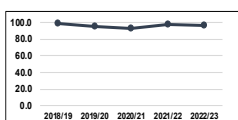
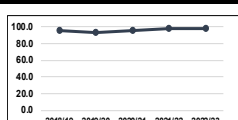

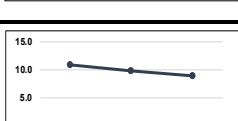
5.2	Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3	HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4	Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5	Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/>
5.6	Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)? Yes <input type="checkbox"/> No <input type="checkbox"/>
5.7	Environmental / Carbon impact Does the report / project / practice contain information that has an impact on any environmental or carbon matters? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?
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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"/>

Housing Property Services

High-level performance overview - as at February 2024

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2022/23 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Scottish Housing Quality Standard (SHQS) - % council dwellings meeting SHQS	i001	higher figure is better	%	97.9	98.8	89.8	70.0	80.4	94.0	red	only measured annually	85.0			In 2021/22 compliance dropped due to 2 significant changes in SHQS. Firstly the introduction of the Electrical Safety Testing and the impact of replacing Section C of the SHQS with EESSH. A new forced entry process for electrical safety testing was implemented and increased our performance from 21/22 to 2022/23 by 10%. This was 13.6% below the target of 94% predominantly due to properties which fail to pass EESSH (see comment below)
Energy efficiency - % of council dwellings that meet the Energy Efficiency Standard for Social Housing (EESH) standard	i002	higher figure is better	%	79.3	87.2	90.4	91.1	82.1	93.0	green	only measured annually	86.0			The 2022/23 target was based on the compliance rates in 2020/21 and 2021/22. However, with the introduction of a new IT system in 2022/23 this enabled us to more accurately measure EESH and identify the measures that are required to ensure compliance
Housing repairs - average number of days taken to complete non-emergency housing repairs	i003	lower figure is better	number	7.7	7.0	4.3	6.2	6.8	7.0	green	6.4	7.0			Performance remains strong and below target in this area and the Scottish average of 8.7 days for 2022-2023.
Housing repairs - average number of hours taken to complete emergency housing repairs	i004	lower figure is better	number	4.38	4.25	3.05	3.18	3.31	3.75	green	2.19	3.75			Performance remains strong and below target in this area, and in comparison to peers and the Scottish Average of 4.2 hours for 2022-23.
Gas safety - number of times statutory obligation to complete gas safety checks in 12 months was not met	i007	lower figure is better	number	new indicator in 2019/20	0	1	0	0	0	blue	only measured annually	0			Performance remains strong in this area with no fails to date in 2023
Housing repairs - % of tenants who have had housing repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	i008	higher figure is better	%	98.6	97.0	98.8	94.8	95.2	95.0	green	only measured annually	95.0			Performance remains strong and above target in this area

Housing repairs - % of reactive repairs carried out in the last year completed right first time	i005	higher figure is better	%	97.6	98.3	98.9	98.5	97.3	95.0	blue		97.7	95.0				Performance remains strong and above target in this area, and in comparison to peers and the Scottish Average of 87.8% for 2022-23.
Housing repairs - % of reactive repairs appointments kept	i006	higher figure is better	%	93.6	94.8	95.6	95.7		95.0			only measured annually	95.0				A new system has been implemented and performance reports are in development. Testing is ongoing with the new system reports, and early indications show that performance is still within the 95% threshold.
Corporate property repairs - % emergency repairs completed within timescale	i103	higher figure is better	%	98.6	95.1	93.6	98.4	96.9	97.0	green		97.5	98.0				Performance remains strong, however slightly below target as at February 2024
Corporate property repairs - % routine repairs completed within timescale	i104	higher figure is better	%	95.5	93.0	95.3	98.6	98.5	97.0	blue		98.7	98.0				Performance remains strong and above target in this area
Corporate property repairs - average time, hours, taken to complete emergency repairs	i118	lower figure is better	number	new indicator in 2020/21	new indicator in 2020/21	12.4	3.5	4.2	3.3	red		3.6	3.1				The corporate property repairs indicator for the average time in hours taken to complete emergency repairs is 0.5 hours above the target of 3.1 hours. Although above target this is an improvement on the outturn in 2022-23 of 4.2.
Corporate property repairs - average time, working days, taken to complete non-emergency repairs	i117	lower figure is better	number	new indicator in 2020/21	new indicator in 2020/21	10.9	9.9	9.0	9.9	green		9.4	9.5				Performance is strong and above target in this area.

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref SL/GT/VR

Date

08/05/24

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 1 March 2024 (Period 12). 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 £3.383m for the financial year which is largely attributable to the increased costs associated with the repayment of borrowing.

However, a significant overspend in relation to Housing Repairs is being fully managed through underspends across the HRA including employee costs resulting from vacancies and through reducing revenue contributions to the Capital programme (CFCR *Capital Funded from Current Revenue*).

For 2024/25 the service will be required to consider greater expenditure controls to ensure financial sustainability of the HRA whilst managing the cost of providing housing repairs with continuing inflationary and demand pressures.

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 £6.384m for the financial year.

Analysis of Significant Variances

- 2.2 It is expected that Employee Costs will underspend by £1.898m as a result of increased turnover/vacancy savings. The position reflects the full year impact of the 2023/24 pay award agreed between COSLA and the Trade Unions.
- 2.3 An overspend of £6.377m is anticipated within Property Costs. This is primarily due to increasing costs associated with repairs (£5.884m) where the HRA have experienced significant increases in demand for housing repairs and maintenance alongside increased costs as a result of volatile inflation. Combined with the added pressure from the current repairs and maintenance contract coming to an end.. The overspend position arising from repairs can in the main be met from underspends across the remainder of the service budget lines including reduced revenue contributions to the capital programme (CFCR *Capital Funded from Current Revenue*). In addition, the property costs overspend incorporates increased costs associated with grounds maintenance (£0.490m) and Void Rent Loss (£0.288m) which are partially offset by underspends within Council Tax for empty properties (£0.151m), close cleaning (£0.065m), letting initiative (£0.050m) and cleaning of open spaces (£0.019m).
- 2.4 An underspend of £0.352m is projected within Administration Costs due to decreased legal activity impacting sheriff officer fees (£0.110m) and legal fees (£0.040m). In addition there are underspends in relation to departmental recharges (£0.100m) and expected credit losses (£0.102m)
- 2.5 An underspend of £0.500m in Apportioned Expenses is projected as a result of lower than anticipated IT recharges to the Housing Revenue Account.
- 2.6 An overspend of £3.383m 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. These additional costs will be met from reserve balances held for repayment of the loan debt holiday.
- 2.7 A reduction in the need for revenue contributions to the HRA Capital programme will result in an underspend of £2.085m within the CFCR budget line. This is as a result of slippage in the New Supply programme where the revenue contributions will be substituted from budgeted borrowing. This will result in a slight increase to revenue

borrowing costs from 2024/25 of approximately £0.140m which will be incorporated into future financial planning assumptions.

- 2.8 An underspend of £0.732m is anticipated within Other Costs due to the release of Ambition funding not required in the current financial year.
- 2.9 An over-recovery of £0.195m is projected within Fees and Charges due to contributions received towards affordable housing through the Council Tax levy (£0.375m). This is offset by under recoveries in court dues/fines (£0.100m) and laundry facility charges (£0.080m).
- 2.10 An over recovery in Rents of £0.167m is anticipated due to increased mainstream rental income.
- 2.11 An over recovery of £0.448m in Interest income is projected as a result of higher than expected interest received on revenue balances associated with increased market rates.
- 2.12 The HRA will be able to support the projected outturn position in the 2023/24 financial year by drawing down from reserves. However, the use of reserves to manage cost pressures is not financially sustainable so the service is likely to have to consider greater expenditure controls in 2024/25 to manage cost pressures.

Earmarked and One-off Resources

- 2.13 HRA reserve balances brought forward from 2022/23 totalled £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 £8.517m will be utilised during 2023/24 as detailed in appendix 2. A review of reserve balances will be undertaken as part of the year end close down in order to ensure suitable reserves are maintained.

2022/23 Budget Savings

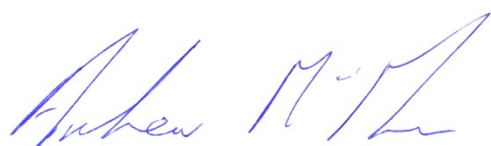
- 2.14 The service uses a variety of information, records and processes to monitor achievement of its approved budget savings of £0.070m. As at Period 12, it is anticipated that 100% approved savings will be delivered by the end of the financial year.

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



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	Technology / Digital impact
Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
5.7	Environmental / Carbon impact
Does the report / project / practice contain information that has an impact on any environmental or carbon matters?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.8	Communications impact
Does the report contain any information that has an impact on the council's communications activities?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.9	Risk impact
Is there a risk impact?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?	
All activities undertaken by the council are subject to risk, and in acknowledging the Council's approved Risk Management Strategy, Services 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.	
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.	
To minimise risk, this report has been prepared by Finance personnel in consultation with budget managers, in accordance with the Financial Regulations.	
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 ☐ 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 1 MARCH 2024 (Period 12)
COMMITTEE: HOUSING

CATEGORY (1)	ANNUAL BUDGET (5) £	PROJECTED OUTTURN (6) £	PROJECTED OUTTURN VARIANCE (7)	% (8)	ANALYSIS (10)
EMPLOYEE COSTS	31,762,510	29,864,510	1,898,000 FAV	6.0%	Underspend due to increased turnover/vacancy savings and includes pay award impact
PROPERTY COSTS	62,279,850	68,656,850	(6,377,000) ADV	(10.2)%	Overspend mainly due to increased repair costs, void rent loss and ground maintenance costs slightly offset by underspends in council tax for empty properties, close cleaning, letting initiative and cleaning of open spaces
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	5,233,040	352,000 FAV	6.3%	Underspend due to decreased legal and sheriff officer fees and savings within departmental recharges and credit losses
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	30,783,280	(3,383,000) ADV	(12.3)%	Overspend due to increased borrowing costs impacting loan charges
C.F.C.R.	27,146,260	25,061,260	2,085,000 FAV	7.7%	Reduced revenue contribution to Capital Programme
OTHER COSTS	765,101	33,101	732,000 FAV	95.7%	Ambition
TOTAL EXPENDITURE	164,056,471	168,249,471	(4,193,000) ADV	(2.6)%	
OTHER GRANTS	0	0	0 -	0.0%	
FEES AND CHARGES	8,881,320	9,076,320	195,000 FAV	(2.2)%	Over recovery due to Council Tax levy slightly offset by overspends in laundry facilities and court dues/fines
RENTS	151,542,404	151,709,404	167,000 FAV	0.1%	Over recovery of mainstream rental income
INTEREST	15,000	463,000	448,000 FAV	2986.7%	Over recovery due to interest received on revenue balances
DEPARTMENTAL CHARGES	538,607	538,607	0 -	0.0%	
SURPLUS	3,079,140	3,079,140	0 -	0.0%	
INCOME	164,056,471	164,866,471	810,000 FAV	0.5%	
NET EXPENDITURE	0	3,383,000	(3,383,000) ADV		

Appendix 2

North Lanarkshire Council
Housing Revenue Account - Earmarked Reserves
01 April 2023 to 1 MARCH 2024 (Period 12)

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	604,361	39.6%	395,639	Balance required in future years
Rent Restructure	334,586	97,028	71.0%	237,558	Balance required in future years
Loan Debt Holiday	9,792,625	3,383,000	65.5%	6,409,625	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	8,517,300	56.0%	10,849,115	
Change Management/Risks & Uncertainty	5,311,595	0	0.0%	5,311,595	
Core Reserve	1,640,000	0	100.0%	1,640,000	
TOTAL	26,318,010	8,517,300	67.6%	17,800,710	

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref GT/JMcG

Date

08/05/24

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 1 March 2024 (Period 12), 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 the Housing 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

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 £0.241m in relation to the Customer Contact Centre/Webcasting and an additional budget allocation of £6.673m in relation to the 2023/24 pay award. Therefore the revised budget for the service totals £159.551m.
- 2.2 Enterprise and Communities is currently forecasting an underspend of £2.335m mainly linked to vacancy savings which the Service is actively seeking to recruit.
- 2.3 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 has been partly offset by £0.050m of Sales, Fees and Charges income on a permanent basis with the remaining £1.961m offset this financial year by utilising grant received in advance of need and also an earmarked reserve.
- 2.4 The following section 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.
- 2.5 The 2023/24 Enterprise and Communities budget incorporated £4.969m of savings with £2.262m of savings (45.52%) 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

- 2.6 The Enterprise and Communities service is currently forecasting an underspend of £2.335m. As at Period 12, the main variances across the divisions are further explained as follows:

Assets and Procurement (£0.384m underspend)

- 2.7 Assets and Procurement is currently forecasting net employee savings of £0.930m 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 (£0.456m).
- 2.8 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 (£0.076m) and also a reduction in the cost of packaging used for school meals where

schools have moved to use more sustainable items rather than disposable packaging (£0.156m).

- 2.9 Office accommodation has increased property costs of £0.361m largely relating implementation of changes to the Hybrid Working model and delayed achievement of office rationalisation savings. These are largely offset by reduced property costs within Community Facilities of £0.140m due to reduction in repairs and rates costs and increased letting income of £0.233m due mainly to NHS's use of the Link facility.

Community Operations (£0.227m underspend)

- 2.10 Community Operations is projecting net employee savings of £1.728m across the service where there have been difficulties in recruiting (£0.283m overspend in Waste offset by underspends in Land Management (£0.711m), Fleet (£0.620m), Protective Services (£0.304m) and Roads (£0.186m)). Within Waste, additional agency costs of £0.373m have been incurred to ensure the service can still run effectively.
- 2.11 There is a projected underspend of £0.686m forecast as a result of reduced disposal costs across both Waste and Land management which is mainly attributable to new contracts for Paper/Card and Glass/Metal/Plastic waste collection, as well as more favourable pricing across other tonnage streams and reduced volume of waste in some areas.
- 2.12 Within Fleet the service anticipates additional costs of £1.091m 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.
- 2.13 There are reduced costs of £0.446m 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). These are fully offset by forecast under-recoveries of building control fees in Built Environment (£0.467m) as external market and economic conditions have caused additional uncertainty and resistance across the market, several additional expenses through the AMEY contract (£0.687m), and special uplift income in Waste (£0.194m) from reduced demand.

Housing Property Services (£0.671m underspend)

- 2.14 It is anticipated that property costs within the division will underspend by £0.666m which reflects the most up to date electricity costs associated with Stair and Close Lighting, as well as the relevant allocation of costs to and from the Housing Revenue Account (£0.455m). In addition, a historic accrual for electricity costs has now been considered no longer relevant and has been released in the current financial year (£0.526m), with HRA receiving their allocation share of (£0.316m).
- 2.15 Whilst central repairs is anticipated to break even over the financial year, there are overspends within Property Costs of £0.111m (included above) that will be offset by an income over-recovery through recharges to Capital.

Housing Management (£0.676m underspend)

- 2.16 Housing Management is projecting net employee cost savings of £0.969m as a result of vacancies across First Stop Shops, Housing Support, Anti Social Behaviour and Business Engagement. In addition, there are underspends within supplies, transport, administration, PTOB & other costs of £0.372m. This position is offset by an under-recovery in income from recharges including First Stop Shop and TCA totalling £0.651m.
- 2.17 It should be noted that within Homeless Property, the expenditure headings of rent, repairs and energy are showing overspends of £0.665m, due to the additional number of homeless presentations. These are offset by an increase in the rental income generated through Housing Benefits.

Place (£0.863m underspend)

- 2.18 Place is currently forecasting net employee savings of £0.641m. The service is also benefiting from additional one-off grant funding supporting core activity (£0.100m) which contributes to the overall projected underspend position.
- 2.19 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 12 the Trading Accounts is forecasting a reduced surplus of £0.486m 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.
- 2.20 Payments to other bodies are detailed in Appendix 3. This expenditure category accounts for £20.881m and is current forecasting to be over budget by £1.382m mainly as a result of agency fees due to difficulties in recruitment and increased Roads contractor costs.

Earmarked and One-off Reserves

- 2.21 Enterprise and Communities was given approval to earmark £16.187m of resources during the completion of the 2022/23 annual accounts. At Period 12 £9.163m of the reserve balance is anticipated to be utilised in 2023/24. A balance of £6.864m 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

- 2.22 The Service uses a variety of information, records and processes to monitor achievement of its approved budget savings of £4.969m. As at Period 12, £2.262m (45.52%) of its approved savings are forecast to be achievable during the year. The gap of £2.707m represents digital savings (£1.960m), 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 (£0.603m) which has been offset this year by an earmarked reserve. The other staffing related saving (£0.117m) are offset by in year vacancy savings.

Management Actions

- 2.23 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

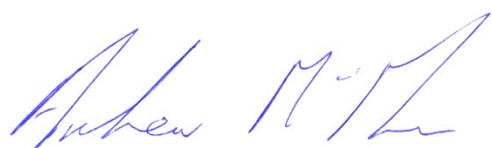
- 2.24 The Service is forecast to utilise £0.218m of the Council's Change Management Fund mainly to support reinstatement at Palacerigg Country Park, the litter bin strategy and voluntary severance costs. Costs within the Change Management Fund are not included in the Service outturn position.

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 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 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 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.
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 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 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 ☐ No ☒

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 ☐ 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?

5.8 Communications impact

Does the report contain any information that has an impact on the council's communications activities?

Yes ☐ No ☒

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

5.9 Risk impact

Is there a risk impact?

Yes ☒ No ☐

If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?

All activities undertaken by the Council are subject to risk, and in acknowledging the Council's approved Risk Management Strategy, Services managed these as part of their overall corporate and service planning processes. The current economic climate, in particular, has the potential to impact upon the Council's ability to provide quality services within 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.

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
Revenue Budget Monitoring Report - Objective Analysis
Period 12 (01 April 2023 - 01 March 2024)
Enterprise & Communities

DIVISION OF SERVICE	ANNUAL BUDGET	PROJECTED OUT-TURN	PROJECTED OUT-TURN VARIANCE	%	PERIOD MOVEMENT SINCE P10	ANALYSIS
[1]	[2]	[3]	[4]	[5]	[6]	[7]
	£	£	£			
Assets & Procurement	44,755,010	44,370,670	384,340 FAV	0.9%	(38,517)	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	91,777,593	91,550,499	227,094 FAV	0.3%	(630,912)	Employee vacancy savings across the service offset by overtime costs, turnover and agency costs. Tonnage costs less than anticipated within Waste and Land Management as a result of favourable contract prices and changes in the waste recycling market. Increased fleet repair and external hire costs from outsourcing as a result of difficulties in recruiting mechanics. Street lighting energy savings as a result of investment in LED lighting. Under-recoveries of Building Standards Income and Special Uplift income in Waste offset by over-recoveries of Active Schools income at Strathclyde
Housing Management	5,918,152	5,241,882	676,270 FAV	11.4%	73,926	Employee vacancy savings and delays in Homeless Strategy, partially offset by under-recovery of income.
Housing Property Services	8,678,438	8,007,881	670,557 FAV	7.7%	584,598	Stair Close Lighting electricity underspend & electricity accrual reversal, with 60% reallocation to HRA.
Place	8,883,706	8,020,997	862,709 FAV	9.7%	255,298	Employee vacancy savings and additional Planning Application Fee income partially offset by external advisor costs.
Trading	(462,202)	23,842	(486,044)	Page 11 of 250	(244,393)	Under recovery in Trade Waste income
NET EXPENDITURE	159,550,697	157,215,769	2,334,927 FAV	1.5%	0	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Subjective Analysis
Period 12 (01 April 2023 - 01 March 2024)
Enterprise & Communities

CATEGORY [1]	ANNUAL BUDGET [2]	PROJECTED OUT-TURN [3]	PROJECTED OUT-TURN VARIANCE [4]	% [5]	PERIOD MOVEMENT SINCE P10 [6]	ANALYSIS [7]
EMPLOYEE COSTS	£ 111,273,217	£ 106,642,973	£ 4,630,244 FAV	4.2%	£ (212,767)	Employee vacancy savings partially offset by increased overtime and turnover.
PROPERTY COSTS	45,228,491	45,100,498	127,993 FAV	0.3%	(82,690)	Lower than anticipated waste disposal costs and release of accrual in relation to Stair and Close Lighting.
SUPPLIES & SERVICES	20,662,999	21,286,499	(623,500) ADV	(3.0%)	1,279,015	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	5,668,504	6,358,216	(689,712) ADV	(12.2%)	(186,385)	Increased Fleet repairs costs
ADMINISTRATION COSTS	12,905,674	13,608,456	(702,782) ADV	(5.5%)	(141,799)	Increased external advisor costs to support key project delivery. Delay in work commissioned on the Homeless Strategy.
PAYMENTS TO OTHER BODIES	20,881,238	22,262,967	(1,381,730) ADV	(6.6%)	(1,254,684)	See appendix 3.
TRANSFER PAYMENTS	586,116	586,116	0	0.0%	0	Balanced Budget
CAPITAL FINANCING COSTS	25,246,880	25,288,455	(41,575) ADV	(0.2%)	(41,574)	Minor variance.
OTHER EXPENDITURE	4,299,862	4,263,695	36,167 FAV	0.8%	28,825	Minor variance.
TOTAL EXPENDITURE	246,752,981	245,397,876	1,355,105 FAV	0.6%	(612,059)	
INCOME	87,202,285	88,182,107	(979,822) FAV	(1.1%)	612,059	Additional one off grant income and paid school meal income. Partly offset by under recovery of capital recharges linked to employee vacancy savings above, reduced Building Standards income and reduced trade waste income.
NET EXPENDITURE	159,550,697	157,215,769	2,334,927 FAV	1.5%	0	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Payments to Other Bodies
Period 12 (01 April 2023 - 01 March 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	£ 13,039,094	£ (686,810) ADV	(5.6%)	Additional APS pension costs following contractual reconciliation of prior year employer contributions costs and also increased roads maintain requirements in 23/24
BUSINESS SUPPORT GRANTS	3,873,901	3,848,536	25,365 FAV	0.7%	Minor Variance
HOMELESS SUPPORT FEES	1,380,920	1,380,920	0	0.0%	Balanced Budget
PAYMENTS TO OTHER BODIES - GENERAL	1,382,230	1,307,111	75,119 FAV	5.4%	Minor Variance
PAYMENTS TO CONTRACTORS - ROADS MAINT	857,221	946,613	(89,392) ADV	(10.4%)	Minor Variance
SUB-CONTRACTOR PAYMENTS	310,778	319,460	(8,682) ADV	(2.8%)	Minor Variance
AGENCY FEES	280,904	965,887	(684,983) ADV	(243.9%)	Increased agency costs to cover key staff vacancies in difficult to recruit posts
PUBLIC ANALYST FEES	267,000	279,347	(12,347) ADV	(4.6%)	Minor Variance
PRIVATE SECTOR HOUSING GRANTS	176,000	176,000	0	0.0%	Balanced Budget
TOTAL EXPENDITURE	20,881,238	22,262,967	(1,381,730) ADV	(6.6%)	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Status of Earmarked Reserves
Period 12 (01 April 2023 - 01 March 2024)
Enterprise & Communities

DESCRIPTION OF EARMARKED RESOURCE	FINANCIAL YEAR - 2023/24									Commentary Regards Usage
	Reserve Allocation 2023/24	Profiled in Future Years	Approved Reserve Total	Spend to Date	Projected Spend		Reprofile to Future Years	No Longer Required	Reserves Required In Year	
	£000	£000	£000	£000	£000	%	£000	£000	£000	
Service Specific Earmarked Reserves:										
Dilapidations	400	124	524	72	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	420	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	0	0.0%	1,500	0	0	Contingency for significant winter event
Open Space Strategy (temp Posts - Park Rangers)	113	0	113	107	113	100.0%	0	0	113	Temporary Staffing
Housing Grants to owner occupiers	176	0	176	28	53	30.1%	123	0	53	Funding for Private Sector Grants
Fleet - Grant for Lease Vehicles	118	0	118	109	118	100.0%	0	0	118	Grant funding for electric vehicles
Bellshill Depot Eco hub	200	0	200	0	0	0.0%	200	0	0	Set up costs for Eco Hub
Service Developments (fleet pressures inc hires)	739	0	739	739	739	100.0%	0	0	739	Contingency for increased fleet pressures
Service Developments - Ash Dieback	300	700	1,000	44	44	4.4%	256	0	44	Works associated with removing ashdieback
Protective Services Environmental Improvements	665	111	776	456	558	71.8%	8	100	558	Environmental Improvements
Park Rangers	35	0	35	0	0	0.0%	25	10	0	Staffing costs
Cemeteries increased demand Bothies	318	0	318	68	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	734	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	55	79	39.5%	121	0	79	Maintenance of renewable heating systems
Electrical Testing	600	0	600	507	557	92.8%	43	0	557	Electrical testing programme
City Deal - Delburn Street / Manse Road	59	0	59	28	59	100.0%	0	0	59	Temporary Property costs as a result of capital programme
Business Recovery	3,172	480	3,652	788	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	5,406	9,163	1374.9%	4,488	110	9,163	

NORTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report - Challenging Savings
Period 12 (01 April 2023 - 01 March 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	197	603	Timing of Office Closures	Ear Marked Reserve & vacancies within the service	603	0	
EC37	Review of staffing within Business Intelligence and Strategic Resourcing team	Housing Mgt	76	0	76	Delays in staff changes	Vacancy savings within Service	76	0	
CE05	Digital Savings	Service Wide	1,960	0	1,960	Service working with Digital Team to identify oppotunities for savings	Increased Sales, Fees and Charges income £0.050m permananet solution. Other in year solution is using funding in advance of need /	1,960	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	223	2,707			2,707	0	

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref VR/GT

Date

08/05/24

HRA Capital Monitoring Report – 1 April 2023 to 1 March 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. An overspend of £0.679m is being reported within the Mainstream Capital programme. This is due to the reassessment of costs within revenue repairs which meet the definition of capital expenditure. This is offset by an over recovery of income resulting in a need for increased borrowing of £0.346m.

The New Build programme is projected to underspend, resulting in decreased borrowing of £1.797m. This is primarily due to project delays for the sites at Lorne Place, Coatbridge, Orrs and Graham Street, all expected to complete next financial year. An extension has also been claimed for the site at Castlehill Road, Wishaw which has now been reprofiled to August 2024.

The Buy Back Programme is projected to overspend, resulting in increased borrowing of £3.515m. This is due to the average price of properties purchased and repairs being higher than anticipated, and a revised acquisition target from 100 to 126 properties.

Recommendations

It is recommended that the Housing Committee:

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

The Plan for North Lanarkshire

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

1. Background

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

- 2.1 A summary of the mainstream working programme and actual spend to 3 March 2024 (Period 12) is included within Appendix 1, highlighting that at this stage in the financial year:

- £56.021m (92% of the original working programme) has been legally committed; and
 - £44.158m (80% of the projected resources) has been spent.
- 2.2 Legal commitments are slightly higher than historic trends (91% - 90%) and spend to date is also slightly higher than previous years (80% - 77%).
- 2.3 An overspend of £0.679m is projected within the Mainstream Capital programme. This is due to the reassessment of costs within revenue repairs which meet the definition of capital expenditure. This is offset by an over recovery of income resulting in a need for increased borrowing of £0.346m

New Build

- 2.4 A summary of projected outturn spend on the new build programme is contained within Appendix 2. Projected spend totals £55.448m, an underspend of £4.547m, and is funded by Prudential Borrowing, CFCR and Scottish Government Funding. Projected Scottish Government grant funding has reduced due to some projects being delayed, resulting in an under-recovery of income of £0.665m. This results in a decrease in borrowing of £1.797m.
- 2.5 There are currently eleven projects on site at 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); Gartferry Road, Chryston (off-the-shelf purchase); and Northburn Avenue Shop, Airdrie (Conversion).
- 2.6 Handover of 16 homes at Northburn Place, Airdrie, took place during the period.
- 2.7 The Former Orrs Building, Airdrie (off-the-shelf purchase) and Graham Street, Airdrie (Asset & Procurement project) will not complete this financial year, and the combined projected expenditure of £3.3m. will move into the 2024/25 financial year.
- 2.8 A retendering exercise is ongoing for the contract at Laburnum Road, Viewpark, to demonstrate best value for money.
- 2.9 To date, 1,333 new build homes have been completed as part of the Council's ambitious new supply programme of 5,000 new homes. Currently, 279 homes are under construction, with a total of 351 homes expected to complete during 2023/24.
- 2.10 Accelerated progress at Glenacre Drive, Airdrie and Lorne Place, Coatbridge is anticipated to enable completion of an additional 28 homes during this financial year.
- 2.11 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.
- 2.12 The Council has appointed contractors and consultants who are progressing layouts and designs for several sites, with site investigations underway.

Council Buy Back Scheme

- 2.13 A summary of projected outturn spend on the Council Buy Back Schemes is also contained within Appendix 2. Projected spend currently totals £15.532m collectively between the Council buy back schemes, £14.929m attributable to EHPS and OMPS and £0.604m to the MTR scheme resulting in an increase in spend of £5.814m. This is funded by Prudential Borrowing, Scottish Government Funding and Subsidy Income.

- 2.14 The overspend is partially offset by a projected over-recovery in Scottish Government grant funding of £1.280m due to an increase in properties being purchased and £0.570m AHP funding. This reduces the overspend, resulting in an increase in borrowing of £3.515m.
- 2.15 To date, 124 properties have been brought back into use as affordable housing in 2023/24, with 126 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.
- 2.16 The final cost of borrowing will equate to a potential drawdown of £0.582m in 2024/25 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 12

Appendix 2 – 2023/24 HRA Capital Programme – New Build / Council Buy Back Scheme Budget Monitoring Period 12



Andrew McPherson
Depute Chief Executive

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? Financial impacts are outlined throughout the report.
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/>

<p>5.6 Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</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)? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>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?</p>
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<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 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.</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 ☐

2023/24 HRA CAPITAL PROGRAMME
Budget Monitoring Report

Period 12 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	12,109	(438)	10,953	12,109	1,424
Window/Door Replacement	5,499	4,428	1,727	3,866	4,428	(1,071)
Decarbonisation	3,750	410	3,787	280	410	(3,340)
Sub Total	19,934	16,947	5,076	15,099	16,947	(2,987)
Major Repairs						
Major Repairs	3,150	4,027	(533)	2,821	4,032	882
Roofing/Rendering	10,103	12,081	(773)	10,916	12,081	1,978
Sub Total	13,253	16,108	(1,306)	13,737	16,113	2,860
Home Safety and Security						
Lead Pipe	650	779	(52)	779	779	129
Entry Systems	1,000	1,404	(285)	1,167	1,404	404
Electrical Works	1,101	1,012	220	863	1,012	(89)
Sub Total	2,751	3,195	(117)	2,809	3,195	444
Tower Strategy						
Tower Strategy	4,825	3,168	7,341	2,501	3,168	(1,657)
Tower Demolitions - Ambition	3,912	4,148	(4,148)	3,665	4,148	236
Tower external upgrades	677	422	(422)	420	422	(255)
Sub Total	9,414	7,738	2,771	6,586	7,738	(1,676)
Internal Upgrading						
Kitchens	1,100	2,811	(1,580)	2,561	2,811	1,711
Bathrooms	2,020	2,247	14	2,045	2,247	227
Sub Total	3,120	5,058	(1,566)	4,606	5,058	1,938
Community Care						
Community Care	1,275	1,299	79	1,080	1,299	24
Sub Total	1,275	1,299	79	1,080	1,299	24
Fees / Miscellaneous						
Fees / Miscellaneous	5,650	5,735	(85)	306	5,735	85
Grants	(100)	(59)	(41)	(65)	(59)	41
Sub Total	5,550	5,676	(126)	241	5,676	126
TOTAL (Mainstream Programme)	55,347	56,021	4,861	44,158	56,026	679
Ukrainian Resettlement Programme						
Ukrainian Resettlement Programme			-	220	220	
	-	-	-	220	220	-
REVISED TOTAL (Mainstream plus Ukrainian Programme)	55,347	56,021	4,861	44,378	56,246	679
Financed by:						
Borrowing (Mainstream)	(28,959)			-	(29,069)	(110)
Borrowing (Ambition)	(3,912)				(4,148)	(236)
Capital Receipts	-			(439)	(450)	(450)
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)			(322)	(56,026)	(679)
Scottish Government Grant - Ukrainian Programme				(207)	(220)	
TOTAL RESOURCES Incl Ukrainian Programme	(55,347)			(528)	(56,246)	(679)
Over(underspend) On Borrowing					(0)	346

Appendix 2

2023/24 HRA CAPITAL PROGRAMME

Budget Monitoring Report

Period 12 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	52,689	(4,636)	45,900	52,573	(4,752)
Fees	2,670	2,759	89	-	2,875	205
TOTAL (New Build Programme)	59,995	55,448	(4,547)	45,900	55,448	(4,547)

Financed by:

Borrowing	(39,978)			-	(38,181)	1,797
CFCR	(4,670)			-	(2,585)	2,085
Scottish Government New Build Grant	(15,347)			(9,143)	(14,882)	665
Sale of Land				-	-	-
Total	(59,995)			(9,143)	(55,448)	4,547

Projected Over/(Underspend) on Borrowing

(1,797)

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	14,507	(5,294)	13,270	14,507	5,294
MTR Scheme	494	604	(110)	319	604	110
Fees / Recharges	422	422	0	0	422	0
TOTAL	10,128	15,532	(5,403)	13,589	15,532	5,403

Number of Properties Settled

124

Financed by:

Scottish Government Grant	(4,000)			(2,065)	(5,280)	(1,280)
AHP (Committed Sums)	0			0	(570)	(570)
Subsidy Income	(298)			(172)	(336)	(39)
Borrowing (MTR)	(198)			0	(268)	(71)
Borrowing (EHPS/OMPS)	(5,634)			0	(9,079)	(3,445)
Total	(10,128)	0	0	(2,237)	(15,532)	(5,404)

Over/(underspend) on Borrowing

3,515

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref GT/JM

Date

08/05/24

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 1 March 2024 (Period 12).

In summary the Service has a total capital budget of £128.449m. At this stage in the financial year the service expects expenditure to be £6.169m 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 Housing 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 £10.803m. Reprofiting 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 £128.449m.
- 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 12 the service is projecting that expenditure will be £6.169m less than budget for the current financial year. Capital budgets and expenditure are summarised into Project/Themes (see Appendix A).

Assets & Procurement (£1.076m over budget)

- 2.2 The Town and Community hubs theme is forecasting to be £1.826m over budget this financial year as the contractor on the Orbiston project has made good progress over the winter months. The project is still projected to be within its budget overall across the whole project life.
- 2.3 There are a number of timing issues where projects will now span into 2024/24 including within Sustainable Estate (£0.800m), where the physical delivery of modular accommodation is now anticipated to be in 2024/25; ASN rationalisation (£0.273m) where Netherton, Children's Houses and Seven Day Centre are expected to move into the 2024/25 financial year; Carbon Management (£0.395m) for NDEE projects which are contractually committed; and Outdoor Education and Outdoor spaces (£0.102m). These are partially offset by increased expenditure in Maintaining Existing Assets (£0.222m), Office Rationalisation (£0.180m) and Design Fees (£0.427m).

Community Operations (£2.186m under budget)

- 2.4 Street Lighting is forecast to £0.494m under budget due to a delay in the procurement for design works resulting in some installation works now completing in 2024/25. The LED Infrastructure works are also now confirmed to be less than the original forecast resulting in a saving of £0.105m. Expenditure on vehicle restraint system has also been delayed due to delays in procurement of designs (£0.408m).
- 2.5 There are a number of projects within Parks Master plan, Country Parks Infrastructure and Bellshill Cycle Gateway which have been committed, but will not be fully spent this financial year, giving rise to projected slippage of £0.394m.

- 2.6 There is a timing variance of £0.637m within the Vehicle Replacement theme. The vehicles will now be procured / delivered in 2024/25.
- 2.7 With the Bellshill Depot nearing completion, £0.296m of expenditure is expected to now be into 2024/25. Additional skips at HWRC sites (£0.106m) will be offset and funded by the Vehicle Replacement Programme.

Place (£5.059m less than budget)

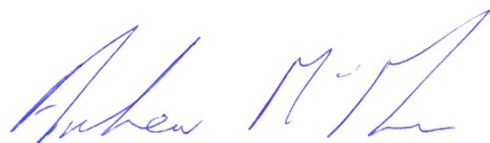
- 2.8 Growth is currently expecting to spend £3.738m less than budget principally at Braidhurst Industrial Estate, where external funding is being maximised this financial year, and Cumbernauld Town Centre where demolition work has slipped into next year.
- 2.9 £1.161m of City Deal works originally planned for 2023/24 will now be completed in 2024/25.
- 2.10 Within the Infrastructure & Transportation theme the main variance relates to Bridge Safety works (£0.103m) which are contractually committed but now forecast to be completed in 2024/25.

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 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? The Service aims to operate within approved funding levels and utilise budget virements to support emerging issues and mitigate variances across budget heads.
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 ☐ No ☒

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 ☐ 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?

5.8 Communications impact

Does the report contain any information that has an impact on the council's communications activities?

Yes ☐ No ☒

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

5.9 Risk impact

Is there a risk impact?

Yes ☒ No ☒

If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?

All activities undertaken by the Council are subject to risk, and in acknowledging the Council's approved Risk Management Strategy, Services managed these as part of their overall corporate and service planning processes. The current economic climate, in particular, has the potential to impact upon the Council's ability to provide quality services within approved budget levels.

5.10 Armed Forces Covenant Duty

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

Yes ☐ 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 ☐

Enterprise & Communities Capital Programme 2023/24
Theme Expenditure Summary
1st April 2023 - 1st March 2024 (PERIOD 12)

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	13,640,231	12,248,558	13,793,993	67,971	13,861,964	(221,733)
Carbon Management	3,546,483	798,605	3,151,462	0	3,151,462	395,021
Office Rationalisation	649,714	650,441	799,483	30,000	829,483	(179,769)
Shared Campus	0	0	0	0	0	0
Leisure Development	1,612,423	1,494,138	1,624,060	0	1,624,060	(11,637)
Health & Wellbeing & Digital Classrooms	528,966	504,769	545,032	25,000	570,032	(41,066)
Rationalisation including ASN & Social Work	1,209,337	845,409	935,790	0	935,790	273,547
Curriculum Development	500,008	421,377	420,043	5,000	425,043	74,965
Sustainable Estate	2,368,025	1,180,208	1,497,474	70,264	1,567,738	800,287
Outdoor Education and Outdoor Spaces	631,824	456,299	529,641	0	529,641	102,183
Future Capital Receipts Investments	831,804	605,514	800,985	0	800,985	30,819
Design Fees	1,279,147	1,575,174	1,706,438	0	1,706,438	(427,291)
1140 Early Learning and Childcare Expansion	299,878	124,923	341,923	0	341,923	(42,045)
Demolitions	741,317	585,268	744,325	0	744,325	(3,008)
TOTAL ASSET & PROCUREMENT SOLUTIONS	27,839,157	21,490,683	26,890,649	198,235	27,088,884	750,273
TOWN AND COMMUNITY HUBS						
Town and Community Hubs	20,923,203	20,565,194	22,660,460	89,233	22,749,693	(1,826,490)
TOTAL TOWN AND COMMUNITY HUBS	20,923,203	20,565,194	22,660,460	89,233	22,749,693	(1,826,490)
COMMUNITY OPERATIONS						
Contaminated Land and Pollution Control	301,752	252,707	266,056	23,944	290,000	11,752
Vehicle Replacement Programme	6,472,931	3,006,995	5,406,458	429,889	5,836,346	636,585
Depot Rationalisation and Investment	5,900,935	4,377,322	5,604,476	-	5,604,476	296,459
HWRC Equipment	269,923	241,532	376,232	-	376,232	(106,309)
Cemeteries/Tree Infrastructure	1,099,994	937,306	1,155,592	-	1,155,592	(55,598)
Road Asset Management including street lighting, road improvements and gateway signage	11,522,578	8,549,532	10,531,224	-	10,531,224	991,354
Greenspace Infrastructure Health & Wellbeing	1,239,719	727,298	1,240,419	4,347	1,244,766	(5,047)
Play Area Equipment and surface renewal	240,485	171,477	171,477	69,008	240,485	0
Bin rationalisation project and replacement	126,955	10,750	10,750	116,205	126,955	0
Replacement of Plant & Machinery	735,531	507,135	646,807	88,309	735,116	415
Parks Masterplans	1,313,833	676,096	897,061	-	897,061	416,772
TOTAL COMMUNITY OPERATIONS	29,224,636	19,458,150	26,306,551	731,702	27,038,253	2,186,383
PLACE						
Economic Regeneration	21,594,471	15,996,435	17,850,205	6,359	17,856,564	3,737,907
City Deal	16,620,277	12,256,845	14,231,876	1,253,522	15,485,398	1,134,879
Enterprise Projects	914,747	651,416	741,623	146,549	888,172	26,575
Infrastructure & Transportation Improvements	11,254,770	8,742,166	10,855,290	239,752	11,095,042	159,728
Antonine Wall Project	30,103	30,103	30,103	-	30,103	0
TOTAL PLANNING & REGENERATION	50,414,368	37,676,965	43,709,098	1,646,182	45,355,280	5,059,089
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	128,448,551	99,215,028	119,590,794	2,688,503	122,279,297	6,169,255

North Lanarkshire Council Report

Housing Committee

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

Ref: SL/KMcG

Date: 08/05/24

Contract Award for Ad-Hoc Garden Works 2024

From Stephen Llewellyn, Chief Officer (Housing Management)

E-mail Llewellyns@northlan.gov.uk

Telephone: 01698 274192 /
07939280680

Executive Summary

Committee is asked to homologate the award of the contract for Ad-Hoc Garden Works 2024 (the 'Agreement') to Tivoli Group Ltd.

The Agreement is for a period of 12 months commencing on 01 March 2024.

The value of the Agreement is Six Hundred and Nine Thousand, Four Hundred and Forty-seven Pounds Sterling (£609,447) exclusive of VAT.

Recommendations

It is recommended that the Housing Committee:

- (1) Homologates the award of the Agreement to Tivoli Group Ltd at the value of Six Hundred and Nine Thousand, Four Hundred and Forty-seven Pounds Sterling (£609,447) exclusive of VAT.

The Plan for North Lanarkshire

Priority Improve the health and wellbeing of our communities

Ambition Statement (17) Ensure we keep our environment clean, safe, and attractive

Programme of Work Resilient People

1. Background

- 1.1 The ad-hoc garden works contract was introduced in 2013 to allow one off works to be carried out to properties to bring them to a standard to enable them to be included on and maintained through the council's Garden Assistance Scheme which is a service provided to clients who are unable to maintain their garden due to age or infirmity. Additionally, the ad-hoc garden contract allows the authority to maintain and improve areas where gardens and other pieces

of land within the housing services portfolio have fallen below and acceptable standard and where other ad-hoc works are deemed necessary. The ad-hoc garden works contract is carried out across all North Lanarkshire areas within council owned tenancies and other areas of land within the housing services portfolio. The purpose of these services is to assist in ensuring the overall environmental and visual amenity of estates is good.

- 1.2 The requirements within the Agreement are currently under contract with Inex Works Ltd. This arrangement is due to expire on 29/02/24 with the Agreement detailed within this report due to supersede it.

2. Report

- 2.1 A group of technical and procurement representatives was formed to develop and agree the procurement strategy for the Agreement to enable the council to achieve maximum benefit for the requirements.
- 2.2 The initial estimated value of the Agreement dictated that the procurement procedure be undertaken in accordance with the Public Contracts (Scotland) Regulations 2015.
- 2.3 The procurement procedure was undertaken as a mini competition from the Garden Assistance Scheme & Ad-Hoc Garden Works, 2021 - 2024 (Lot3 - Ad-Hoc Garden Works) framework agreement (NLC-CPT-20-043) ("Framework Agreement").
- 2.4 Invitation to Tender documentation was issued to three companies appointed to the Framework Agreement with the council receiving two tender submissions.
- 2.5 This recommendation to award the Agreement followed the completion of a procurement procedure where Tivoli Group Ltd has been evaluated as demonstrating Best Value for the council.
- 2.6 Appendix 1 confirms the scoring achieved by each tenderer, further details of the procurement procedure is provided in Appendix 2 and the SME status and location of all tenderers is located within Appendix 3.

Financial / Budget Consideration

- 2.7 The pre-tender wholelife estimate budget for the Agreement was £450,000. Following completion of the procurement procedure, the value of the Agreement to be awarded is Six Hundred and Nine Thousand, Four Hundred and Forty-seven Pounds Sterling (£609,447) exclusive of VAT.
- 2.8 The significant increase in spend associated with this contract is due to increasing labour costs and increases in costs for machinery and materials required to service this contract.
- 2.9 The costs associated with delivery of the Agreement will be contained within the Housing Revenue Account budget for Ad-hoc Garden Works.

Price Stability

- 2.10 A fixed Pricing mechanism has been applied to this contract as this will guarantee the rate for the duration of the contract for the majority of the works undertaken and will allow the service to project spend and manage jobs throughout the year.

Community Benefits

- 2.11 The council is committed to maximising the delivery of community benefits. The procurement included a community benefit requirement, this approach is designed to deliver local community benefits where possible.
- 2.12 Within their tender, Tivoli Group Ltd. committed to deliver the following community benefits within the Agreement:

Community Benefit Type	Quantity Committed
Modern Apprenticeships	1
Work Experience Placement (16+ year Olds)	4
Financial Support for the community	£250k annual spend with local businesses

- 2.13 The community benefits delivered as part of the Agreement includes the creation of jobs or apprenticeships.

Fair Work First

- 2.14 Within their tender submission, Tivoli Group Ltd. advised that they will commit to the following areas of the Scottish Governments "Fair Work First" initiative:
- Payment of the 'Living Wage' with commitment to working towards payment of the 'Scottish Living Wage';
 - Investment in their development programme allowing staff to undertake general/ specialist and more advanced training to provide them with the opportunity to develop within the service;
 - Engagement with staff through awards and rewards programmes;
 - Recognise staff involvement with Trade Unions;
 - Treat all staff fairly and equally and ensure no discrimination within the workplace.

Contract Management

- 2.15 Officers from Housing Solutions will be responsible for managing the Agreement which will be undertaken in accordance with the contract and supplier management conditions applied within the Agreement.

3. Measures of success

The Agreement will deliver the following outcomes;

- 3.1 Best Value has been considered to be demonstrated by placing a higher emphasis on the Pricing Strategy within this procurement. We have awarded a 70% weighting to the pricing element of this contract with 30% weighting being applied to the quality element. In applying these weightings the provider who submitted the most competitive pricing and achieved a higher price score was more likely to be successful in securing the contract.
- 3.2 Making North Lanarkshire 'The place to LIVE' is within the council's business plan, by improving the relationship with communities through the provision of safe and attractive environments that support the wellbeing of communities and by ensuring individual garden areas and any other open plan areas of land within the housing services portfolio within our communities are maintained to an acceptable standard can assist in helping us achieve this vision. The condition of local areas can directly impact on the demand for neighbouring properties therefore in maintaining the upkeep of the land within the housing services portfolio will contribute to the overall aesthetics of the area and effectively assist in minimising void rent loss to the service.
- 3.3 The Ad-hoc garden contract will also contribute one of the Strategic Housing Outcomes highlighted in the Housing strategy which has been developed taking account of the National Outcomes Agenda and also North Lanarkshire Council's Single outcome agreement. Specifically, this contract will contribute to the achievement of Strategic Housing Outcome 2 – Our communities are vibrant, attractive and sustainable. Fundamental to achieving a positive impact in this priority is to ensure that garden areas and open plan areas within the housing services portfolio are maintained to an acceptable standard, the ad-hoc garden contract will be utilised to assist in achieving this.

4. Supporting documents

Appendix 1	Summary of Tender Evaluation Process
Appendix 2	Summary of Procurement Process
Appendix 3	SME Status and Location of All Tenderers



Stephen Llewellyn
Chief Officer (Housing Management)

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 Ad-Hoc Garden Contract is used by the housing service to carry off first cuts in gardens of tenants who are to be included on our Garden Assistance Scheme as a result of age or infirmity/ disability. If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/>

5.6	<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 checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The contract will result in a requirement for the contractor to use vehicles and machinery in the course of their work and will also result in a need for them to dispose of garden waste accumulated through the jobs they carry out. Contractors have provided their processes for ensuring all waste is disposed of appropriately, including where garden waste cannot be disposed of in tenants garden waste bins, and have provided detail on how they will maintain machinery and equipment used within the contract. These processes will be regularly reviewed as part of the contract management monitoring process to ensure agreed processes are being adhered to and any negative carbon / environmental impacts are kept to a minimum.</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>Failure to carry out work through the Ad-Hoc Garden contract could have a negative impact on the overall environmental and visual amenity of our housing estates which could have a direct impact on our ability to allocate houses within these estates, therefore increasing void levels and associated void rent loss. This risk is included on and managed through the Housing Solutions Risk Register.</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 ☐

Appendix 1 – Summary of Tender Evaluation Process

Final Rank	Tenderer Name	Total Tender Score (%)	Recommended for Award (Yes / No)
1	Tivoli Group Ltd	96.05%	Yes
2	Glendale Countryside Ltd	60.36%	No

Appendix 2 – Summary of Procurement Process

	Response			
CPT Contract Reference Allocated:	NLC-CPT-23-087			
Procurement Procedure Utilised:	Mini Competition			
Governing Legislation / Regulations:	Public Contracts (Scotland) Regulations 2015			
Date Contract Strategy Approved:	12 December 2023			
Framework / DPS Owner:	Stephen Llewellyn, Chief Officer (Housing Management)			
Framework / DPS Title:	Garden Assistance Scheme & Ad-Hoc Garden Works 2021/2024			
Framework / DPS Reference Number:	NLC-CPT-20-043			
Lot Reference / Title:	Lot 3 – Ad-Hoc garden Works			
Companies Appointed to Framework / Lot:	Inex Works Ltd Glendale Grounds Management Ltd Tivoli Group Ltd			
Number of Companies Invited to Take Part:	3			
Date ITT Published:	18 December 2023			
Tender Platform Utilised:	PCS-Tender (PCST)			
Tender Return Deadline:	19 January 2024			
Number of Tenders Received:	2			
Tenders from SME's:	2			
Tenders from NLC Based Tenderers:	0			
Tenders from Supported Businesses:	0			
Number of Non-compliant Tenders:	0			
Number of Compliant Tenders:	2			
Number of Recommended Tenderers:	1			
Basis of Award:	Quality:	70%	Price:	30%
Evaluation Team:	Dee Cameron, Price Evaluator Richelle Easton, Price Evaluator			
Anticipated Start Date of the Agreement:	01 March 2024			
Total Agreement Period (Months):	12			
Awarded Value of the Agreement:	£609,447.47			

Appendix 3 – SME Status and location of all Tenderers

Name of Tenderer	Size of Tendering Organisation (Micro, Small, Medium or Large)	Location (Local Authority / Council Area)
Tivoli Group Ltd	Large	Stoke-on-Trent
Glendale Countryside Ltd	Large	Chorley

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved?

☐ Yes ☒ No

Ref JMcK/CPT

Date

08/05/24

Contracts awarded below Committee approval threshold

From James McKinstry - Chief Officer (Assets and Procurement)

E-mail McKinstryJ@northlan.gov.uk

Telephone 07939 281 102

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	Improve the health and wellbeing of our communities
Ambition statement	(5) Grow and improve the sustainability and diversity of North Lanarkshire's economy
Programme of Work	Invest in North Lanarkshire

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-23-097				
	Title	M & E Consultancy for Upgrading of Retirement Housing Complex at Phyllis Jane Court, Drummond Drive, Wishaw				
	Classification	Services				
	Lead Service Area / Chief Officer	Brian Lafferty, Chief Officer (Housing Property Services)				
Competition	Governance by Value	The Framework terms & conditions, with adherence to the council's GCSO 13 on 3rd party frameworks				
	Procurement Route	Direct Award using Third Party Framework				
	No. of Framework Contractors	7				
	No. of Bids Received	1				
	Award Criteria	Direct Award in accordance with the Ranking of Contractors on the Framework Lot				
	Comments	This call-off was made to the first ranked Contractor from the City of Edinburgh Framework agreement for Professional Services (CT2675) Lot 8 M & E Building Services. This approach complies with the Framework call-off procedures.				
Award Details	Value	£52,500.00				
	Contract Duration	30 months				
	Contractor Name	Harley Haddow				
	Contractor Size	SME				
	Contractor Location	Edinburgh				
	Status - Payment of Living Wage?	Yes				
	Status - Living Wage Accredited?	No				
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 checked="" type="checkbox"/>	Environment / Carbon Impact <input type="checkbox"/>	Risk Impact <input type="checkbox"/>	Children's Rights and Wellbeing Impact <input type="checkbox"/>
	Financial Impact <input 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					

