

# Agenda



## Housing and Communities Committee

**Date:** Wednesday, 1 November 2017

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**Time:** 10:00

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**Venue:** Council Chamber,  
Clydebank Town Hall, Clydebank

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**Contact:** Nuala Quinn-Ross, Committee Officer  
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Dear Member

Please attend a meeting of the **Housing and Communities Committee** as detailed above. The business is shown on the attached agenda.

Yours faithfully

**JOYCE WHITE**

Chief Executive

Distribution:-

Councillor Diane Docherty (Chair)  
Councillor Iain McLaren (Vice Chair)  
Councillor Jim Brown  
Councillor Gail Casey  
Councillor Karen Conaghan  
Councillor Ian Dickson  
Councillor Caroline McAllister  
Councillor David McBride  
Councillor Jonathan McColl  
Councillor John Millar  
Councillor John Mooney  
Councillor Sally Page

All other Councillors for information

Chief Executive  
Strategic Director, Regeneration, Environment & Growth  
Strategic Lead, Housing & Employability  
Strategic Lead, Regeneration

Date issued: 20 October 2017

## **HOUSING AND COMMUNITIES COMMITTEE**

**WEDNESDAY, 1 NOVEMBER 2017**

### **AGENDA**

**1 APOLOGIES**

**2 DECLARATIONS OF INTEREST**

Members are invited to declare if they have an interest in any of the items of business on this agenda and the reasons for such declarations.

**3 MINUTES OF PREVIOUS MEETING 7 - 12**

Submit, for approval as a correct record, the Minutes of Meeting of the Housing and Communities Committee held on 9 August 2017.

**4 HOUSING & EMPLOYABILITY DELIVERY PLAN 2017/18: 13 - 20  
MID-YEAR PROGRESS REPORT**

Submit report by the Strategic Lead, Housing and Employability setting out progress to date in delivery of the actions detailed within the Housing & Employability Delivery Plan 2017/18.

**5 MORE HOMES WEST DUNBARTONSHIRE – STRATEGIC 21 - 60  
HOUSING INVESTMENT PLAN 2018/23**

Submit report by the Strategic Lead, Housing and Employability seeking approval for the More Homes West Dunbartonshire Strategic Housing Investment Plan (SHIP) for the period 2018 to 2023, and requesting approval to submit the SHIP to the Scottish Government.

**6 MORE HOMES WEST DUNBARTONSHIRE – COUNCIL 61 - 72  
HOUSE NEW BUILD PROGRESS REPORT**

Submit report by the Strategic Lead, Housing and Employability providing an update on progress with the Council's ambitious New House Building Programme.

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**7 MORE HOMES BETTER HOMES WEST DUNBARTONSHIRE – 73 - 78  
HOUSING CAPITAL PROGRAMME 2017/2018 PROGRESS  
REPORT**

Submit report by the Strategic Lead, Regeneration providing an update on the progress of the Housing Capital Programme 2017/18.

**8 BUILDING SERVICES PERFORMANCE UPDATE 79 - 82**

Submit report by the Strategic Lead, Regeneration providing an update on Building Services performance since the previous report presented to the Committee on 9 August 2017.

**9 SCOTTISH SOCIAL HOUSING CHARTER PROGRESS 83 - 112  
REPORT AND TENANT SATISFACTION SURVEY RESULTS**

Submit report by the Strategic Lead, Housing and Employability providing information on how the Council has performed against the Scottish Social Housing Charter indicators during year four of implementation. The report provides annual benchmarking information.

**10 WEST DUNBARTONSHIRE HOUSING ALLOCATION POLICY 113 - 152  
REVIEW**

Submit report by the Strategic Lead, Housing and Employability seeking approval of the new refreshed West Dunbartonshire Council Housing Allocation Policy.

**11 HOUSING REVENUE ACCOUNT BUDGETARY CONTROL 153 - 166  
REPORT TO 30 SEPTEMBER 2017 (PERIOD 6)**

Submit report by the Strategic Lead, Housing and Employability providing an update on the financial performance to 30 September 2017 (Period 6) of the HRA revenue and capital budgets.

**12 GENERAL SERVICES HOUSING AND COMMUNITIES To follow  
BUDGETARY CONTROL REPORT**

Submit report by the Strategic Lead, Resources on the above.

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**13 WORKING WELL TOGETHER – ATTENDANCE  
MANAGEMENT: QUARTER 2**

**167 - 176**

Submit report by the Strategic Lead, People and Technology providing an update for Quarter 2 2017/18 in respect of sickness absence and providing detailed analysis on the attendance performance for the strategic lead area within the locus of the Committee.

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## HOUSING AND COMMUNITIES COMMITTEE

At a Meeting of the Housing and Communities Committee held in Committee Room 3, Council Offices, Garshake Road, Dumbarton, on Wednesday 9 August 2017 at 10.00 a.m.

**Present:** Councillors Jim Brown, Gail Casey, Karen Conaghan, Ian Dickson, Diane Docherty, Caroline McAllister, David McBride, Jonathan McColl, Iain McLaren, John Mooney and Sally Page.

**Attending:** Richard Cairns, Strategic Director, Regeneration, Environment and Growth; Peter Barry, Strategic Lead, Housing and Employability; Jim McAloon, Strategic Lead, Regeneration; John Kerr, Housing Development and Homelessness Manager; Martin Feeney, Building Services Manager; Alan Young, Housing Asset and Investment Manager; Raymond Lynch, Section Head – Licensing; Sally Michael, Section Head - Contracts and Property; and Nuala Quinn-Ross, Committee Officer.

**Apologies:** An apology for absence was intimated on behalf of Councillor John Millar.

**Councillor Diane Docherty in the Chair**

### CHAIR'S REMARKS

Councillor Docherty welcomed Mikayla Deeley, Housing Strategy, to the meeting, advising that Mikayla is currently undertaking a 12 month internship with West Dunbartonshire Council.

### DECLARATIONS OF INTEREST

It was noted that there were no declarations of interest in any item of business on the agenda.

### MINUTES OF PREVIOUS MEETING

The Minutes of Meeting of the Housing and Communities Committee held on 7 June 2017 were submitted and approved as a correct record, subject to the reference, within the Welcome, to Councillor Bride being amended to Councillor McBride.

## **FIRE SAFETY – HIGH RISE FLATS**

A report was submitted by the Strategic Lead, Housing and Employability providing an update on the Council's response to the tragic fire in the Grenfell Tower in London, in particular, work to provide reassurance to tenants.

After discussion and having heard the Strategic Lead, Housing and Employability in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the report and the work done to date;
- (2) to note that officers will develop an enhanced standard for fire safety for West Dunbartonshire Council's high rise blocks, and submit a report to the Committee in May 2018; and
- (3) to thank staff, tenants and residents for their helpful response following the tragedy in Grenfell Tower.

## **MORE HOMES WEST DUNBARTONSHIRE – COUNCIL HOUSE NEW BUILD PROGRESS REPORT**

A report was submitted by the Strategic Lead, Housing and Employability providing an update on progress with the Council's ambitious New House Building Programme.

After discussion and having heard the Strategic Lead, Housing and Employability and the Housing Development and Homelessness Manager in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the report and the progress made to date; and
- (2) to note that a further progress report would be submitted to the next meeting of the Committee.

## **SCOTTISH SOCIAL HOUSING CHARTER ANNUAL PERFORMANCE REPORT**

A draft report was submitted by the Strategic Lead, Housing and Employability providing details of West Dunbartonshire Council's annual progress report on meeting the requirements of the Scottish Social Housing Charter.

After discussion and having heard officers in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the report and recognise the continued improvements within housing services in West Dunbartonshire; and

- (2) that a further progress report on the Scottish Social Housing Charter would be submitted to the November 2017 meeting of the Committee and to note that this report would include detailed benchmarking information.

### **MORE HOMES WEST DUNBARTONSHIRE – STRATEGIC HOUSING PARTNERSHIP ANNUAL PROGRESS REPORT**

A report was submitted by the Strategic Lead, Housing and Employability providing an update on the progress to date of the Strategic Housing Partnership with the Wheatley Group.

Having heard the Strategic Lead, Housing and Employability in further explanation of the report, the Committee agreed:-

- (1) to note the progress made and achievements to date with regards to the strategic housing partnership including;
  - (a) the delivery of 87 new homes for social rent in West Dunbartonshire to date;
  - (b) an increase in the partnership development programme from an initial 323 homes to 548 homes to be delivered by 2021 assisting in the delivery of Council's strategic housing objectives;
  - (c) developing new social rented units at 25% below benchmark levels helping to maximise Resource Planning Assumptions (RPAs); and
  - (d) the establishment of a town centre office for Cube Housing Association providing a town centre access point for their customers providing tenant and housing advice; and
- (2) to note that a further progress report would be presented to the Committee in May 2018.

### **MORE HOMES BETTER HOMES WEST DUNBARTONSHIRE – HOUSING CAPITAL PROGRAMME 2017/2018 PROGRESS REPORT**

A report was submitted by the Strategic Lead, Regeneration providing an update on the progress of the Housing Capital Programme 2017/18.

After discussion and having heard the Strategic Lead, Regeneration and the Building Services Manager in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the report and the progress made to date; and
- (2) to note that a further progress report would be submitted to a future meeting of the Committee.

## **BUILDING SERVICES PERFORMANCE UPDATE**

A report was submitted by the Strategic Lead, Regeneration providing information on the performance of Building Services and an update on the Council's aspirations for a successful Direct Labour Organisation (DLO).

After discussion and having heard officers in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the objectives the Council had set for Building Services;
- (2) to note the conclusions of the report; and
- (3) to recognise areas of continued improvement and the areas identified where development is required.

## **REVIEW OF WEST DUNBARTONSHIRE COUNCIL BYELAWS PROHIBITING CONSUMPTION OF ALCOHOLIC LIQUOR IN DESIGNATED PUBLIC PLACES**

A report was submitted by the Strategic Lead, Regulatory providing an update on the review carried out on the current West Dunbartonshire Byelaw for the Prohibition of the Consumption of Alcohol in Designated Public Places, which is required on a ten year basis by the Local Government (Scotland) Act 1973.

Having heard the Section Head - Licensing in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- 1) that a consultation be undertaken with all active Community Councils on the Byelaw; and
- 2) that once the consultation has been completed, a report be submitted to the Committee detailing the outcome of the consultation.

## **WORKING WELL TOGETHER - ATTENDANCE MANAGEMENT: QUARTER 1 (APRIL – JUNE 2017)**

A report was submitted by the Strategic Lead, People and Technology advising on attendance levels across the Council for quarter 1 providing detailed analysis on the attendance performance for the strategic lead areas within the locus of this Committee.

After discussion and having heard the Strategic Director and the Building Services Manager in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the report and the Council's attendance results for quarter 1, namely an increase of 0.2 FTE days lost (8.4%) compared to the same period last year;

- (2) to note the attendance performance of the Strategic Lead areas covered by the report for quarter 1, namely an increase of 0.53 FTE days lost (33.1%) compared to the same period last year; and
- (3) to note the contents of the appendices to the report, providing details of the Council's performance for the period, and the results for each relevant Strategic Lead area.

### **HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 30 JUNE 2017 (PERIOD 3)**

A report was submitted by the Strategic Director, Regeneration, Environment and Growth providing an update on the financial performance to 30 June 2017 (Period 3) of the HRA revenue and capital budgets.

Having heard the Strategic Lead, Housing and Employability in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the projected favourable revenue variance of £0.182m (0.4%).
- (2) to note the position advised in relation to the capital budget which is currently projecting an in-year favourable variance of £7.220m (23.6%), of which £5.921m (19.4%) relates to project re-phasing and an in-year underspend of £1.299m (4.2%).

### **FINANCIAL REPORT 2017/18 AS AT PERIOD 3 (30 JUNE 2017)**

A report was submitted by the Strategic Director, Regeneration, Environment and Growth providing an update on the financial performance to 30 June 2017 (Period 3) of those services under the auspices of this Committee.

Having heard the Strategic Lead, Housing and Employability in further explanation of the report, the Committee agreed:-

- (1) to note the contents of the report which showed the revenue budget forecast to underspend against budget by £0.019m (2.8%) at the year-end;
- (2) to note the net projected annual capital underspend of £0.045m (8.2%), which was due to project rephasing ; and
- (3) to note the progress on savings incorporated into budgets for 2017/18.

The meeting closed at 11.05 a.m.





**WEST DUNBARTONSHIRE COUNCIL****Report by Strategic Lead, Housing & Employability****Housing & Communities: 1 November 2017**

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**Subject:     Housing & Employability Delivery Plan 2017/18: Mid-Year Progress Report**

**1     Purpose**

- 1.1**     The purpose of this report is to set out progress to date in delivery of the actions detailed within the Housing & Employability Delivery Plan 2017/18.

**2     Recommendations**

- 2.1**     It is recommended that Committee notes the contents of this report and the progress achieved at mid-year.

**3     Background**

- 3.1**     As has previously been reported, each Strategic Lead has in place a strategic Delivery Plan which sets out actions to address the key issues identified as part of the strategic assessment and planning process. Delivery Plans also provide an overview of the assets and resources, including employees and budgets, available to the Strategic Service Area in delivery of the plan and considers the risks at strategic and service level.
- 3.2**     The Housing & Employability Delivery Plan 2017/18 was approved by the Housing & Communities Committee on 7 June 2017 and a commitment was made to submit a mid-year progress report.

**4     Main Issues**

- 4.1**     The Housing & Employability plan contains a range of actions designed to support delivery of the strategic priorities of the council. At the end of September 2016 all of the 26 actions set out in the delivery plan are either complete or on track. Detail of this can be found in the progress report attached as appendix 1.

- 4.2** The Council has agreed a three year self-evaluation programme using the recently revised West Dunbartonshire Self Evaluation Framework. Within the Housing & Employability strategic area self-evaluation will be undertaken for the Working4U service and Communities team, during year two and three of the programme. The Housing service is not included in the programme as it is evaluated through the Scottish Housing Regulator.

## **5 People Implications**

- 5.1** There are no direct people implications arising from this report.

## **6 Financial & Procurement Implications**

- 6.1** There are no direct financial or procurement implications arising from this report.

## **7 Risk Analysis**

- 7.1** Failure to deliver on the actions assigned to the strategic area may have a direct impact on delivery of the Council Strategic Plan. It is essential that remedial action is taken to ensure strategic delivery plans achieve the commitments detailed and approved.

## **8 Equalities Impact Assessment**

- 8.1** As this report details progress on an action plan already agreed there is no requirement for equalities screening or impact assessment.

## **9 Consultation**

- 9.1** This report provides an update on progress being made across the strategic area, drawing from information provided by officers.

## **10 Strategic Assessment**

- 10.1** The strategic delivery plan provides detail in delivery of actions to support success outcomes across all 5 strategic priorities of the Council.

**Peter Barry**  
**Strategic Lead, Housing & Employability**  
**Date: 6 October 2017**

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**Person to Contact:** Jan McKinley, Business Partner – Strategy & Performance  
E-mail: Jan.McKinley@west-dunbarton.gov.uk











**Appendix:** Appendix 1: Mid Year Progress Report: Strategic Delivery Plan







**Background Papers:** None

**Wards Affected:** All wards






## Appendix 1 - Housing & Employability Delivery Plan 2017/18 – Mid Year Progress Report







Priority Social Mission				
Action Title	Status Icon	Status Progress Bar	Dates Due Date	Notes & History Latest Note
Develop a commission framework for support services to victims of domestic abuse		<div><div>60%</div></div>	31-Mar-2018	Working with Police Scotland and legal profession to develop a commission framework. Draft framework is almost complete and the overall target will be met.
Support local implementation of Community Empowerment (Scotland) Act		<div><div>33%</div></div>	31-Mar-2018	Work progressing as planned, with 1 of 3 milestones delivered to date.
Implement Local Housing Strategy 2017-2022, Year 1 (2017-18)		<div><div>33%</div></div>	31-Mar-2018	Good progress being made in the implementation of the Local Housing Strategy particularly in terms of New Build and Regeneration
Maximise the delivery of new affordable housing in West Dunbartonshire (More Homes Better Homes)		<div><div>40%</div></div>	31-Mar-2018	Action on track and we anticipate meeting our affordable housing target got 2017/18
Successfully manage the implementation of Council's New Build Programme(More Homes Better Homes)		<div><div>40%</div></div>	31-Mar-2018	Action on track, regular progress updates on this work are presented to committee. 2 of 5 milestones have been delivered.
Implement HRA Capital Plan 2017-2022 Year 1 (2017-18)		<div><div>66%</div></div>	31-Mar-2018	Action on track, regular progress updates on this work are presented to committee. 2 of 3 milestones have been delivered.
Refresh HRA 30 Year Business Plan to ensure it continues to support Council New Build and Regeneration		<div><div>25%</div></div>	31-Mar-2018	HRA Business Plan modelling tool has been refreshed and will provide a strategic planning role
Maintain and reinforce WD employability pipeline		<div><div>40%</div></div>	31-Mar-2018	Working with housing and education to become more proactive in engaging with those that wouldn't normally seek employability support.
Maintain and reinforce delivery of community learning and development plan		<div><div>33%</div></div>	31-Mar-2018	Working through the Youth Alliance and Adult learning Partnership to reinforce work with Education service attainment challenges. This includes additional work on family learning and support in primary and secondary schools.
Maintain and develop the Advice And Information Service		<div><div>50%</div></div>	31-Mar-2018	While focussing on service delivery we are reinforcing advice services and support for vulnerable groups through projects like TCAT (Transforming Care after Cancer) and the 'Improving the Cancer Journey' programme.

Action Title	Status Icon	Status Progress Bar	Dates Due Date	Notes & History Latest Note
Tackle and reduce the levels of youth homelessness in West Dunbartonshire		<div><div>50%</div></div>	31-Mar-2018	Action on track with 2 of 4 milestones complete. Demonstration project on Youth Homelessness has now commenced in Clydebank
Produce a report outlining future funding options for provision of Homelessness Services		<div><div>25%</div></div>	31-Mar-2018	Action on track for delivery
Carry out annual review of supported and temporary accommodation provision and ensure provision of appropriate supported accommodation		<div><div>50%</div></div>	31-Mar-2018	Action on track, temp modelling exercise will contribute to outcomes
Carry out a review of the housing Support Service and make recommendations to best delivery service requirements		<div><div>25%</div></div>	31-Mar-2018	Action on track and will meet target timescales
Through effective service delivery minimise incidences of repeat homelessness		<div><div>50%</div></div>	31-Mar-2018	There are 4 milestones attached to this action, 2 of which have been completed. Overall action is due to be completed with timescale and annual target to reduce repeat homelessness is expected to be met.
Introduce a housing options approach		<div><div>28%</div></div>	31-Mar-2022	Action on track with 2 of 7 milestones complete

### Priority Organisational Capabilities

Action Title	Status Icon	Status Progress Bar	Dates Due Date	Notes & History Latest Note
Deliver new Housing asset Management Strategy		<div><div>66%</div></div>	30-Nov-2018	Action on track, the new strategy is currently at consultation draft stage and will be presented to committee in February.
Implement Integrated Housing Project Year 3 (2017-18)		<div><div>33%</div></div>	31-Mar-2018	Action on track, key implementation milestones for 2017/18 will be delivered and project completion expected by late 2018
Develop, implement and evaluate a local action plan, in line with the Council's employee wellbeing strategy		<div><div>33%</div></div>	31-Mar-2018	Our local plan will support the implementation of the Council's Employee Wellbeing Strategy
Support of Be The Best Conversations		<div><div>66%</div></div>	31-Mar-2018	We will continue to support managers and employees to embed the Council's new Be The Best Conversations within Housing & Employability.

## Priority Legitimacy and Support

Action Title	Status Icon	Status Progress Bar	Dates Due Date	Notes & History Latest Note
Implement campaign to challenge domestic abuse in Council homes		<div><div>33%</div></div>	31-Mar-2018	Working group has been identified to deliver this campaign and relevant media message. On target
Implement campaign to tackle ASB		<div><div>33%</div></div>	31-Mar-2018	Promotion of ASB service has taken place and work is being carried out to refresh promotional materials.
Deliver Your Community across West Dunbartonshire		<div><div>66%</div></div>	31-Mar-2018	Progressing as planned with 2 of 3 milestones delivered.
Ensure the success of the Community Budgeting process		<div><div>50%</div></div>	31-Mar-2018	Progressing well with 2 of 4 milestones complete. Final phase of community budgeting will take place by January 2018.
Implement Tenant Participation Strategy 2017-2020 Year 1 (2017-18)		<div><div>66%</div></div>	31-Mar-2018	Action on track - Positive progress identified in terms of new models of engagement with tenants around service improvement and scrutiny
Ensure a consistent and robust approach to customer service improvement across the strategic area		<div><div>0%</div></div>	31-Mar-2018	Action progressing as planned for delivery by March 2018. We review all management information to ensure continuous improvement across all services.





## WEST DUNBARTONSHIRE COUNCIL

### Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 1 November 2017

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**Subject: More Homes West Dunbartonshire – Strategic Housing Investment Plan 2018/23**

#### **1. Purpose**

- 1.1** This report seeks approval for the More Homes West Dunbartonshire Strategic Housing Investment Plan (SHIP) for the period 2018 to 2023, and request approval to submit the SHIP to the Scottish Government.

#### **2. Recommendation**

- 2.1** It is recommended that the Council:

- i) Agree the draft SHIP 2018/23 designed to deliver an ambitious programme of over 1,000 new affordable rented homes during the period of the plan as set out in Appendix 1 and 2 of this report.
- ii) Approve submission of the SHIP to the Scottish Government; and
- iii) Instruct the Housing Development and Homelessness Manager to deliver the Strategic Housing Investment Plan in partnership with all relevant stakeholders and provide the Housing and Communities Committee with regular updates on implementation.

#### **3. Background**

- 3.1** The Scottish Government required local authorities to submit a Strategic Housing Investment Plan (SHIP) by 27 October 2017. The core purpose of the SHIP is to set out the strategic investment priorities for affordable housing over a five year period to achieve the outcomes contained in the Local Housing Strategy.
- 3.2** The SHIP focuses on the delivery of affordable housing by location, type and tenure and indicates how the programme will be resourced, particularly through the Scottish Government's Affordable Housing Supply Programme (AHSP) funding and its Council House Building Programme (CHB) component.
- 3.3** This new Strategic Housing Investment Plan (SHIP) sets out the funding priorities for new affordable housing in West Dunbartonshire for the next five years, 2018/19–2022/23. It complements the new West Dunbartonshire Local Housing Strategy 2017-2022 approved by the Council and submitted to the Scottish Government in November 2016. The plan comes at an exciting period for social housing in Scotland with the development of the Scottish Government's *More Homes Scotland* approach to increasing the supply of new affordable

housing across the country. This initiative sees £3 billion being committed to deliver 50,000 new affordable homes over the next five years, 35,000 of these being for social rent. The SHIP details how the Council will assist in meeting this target through the delivery of around 1,000 new social rented homes in West Dunbartonshire through the More Homes West Dunbartonshire approach.

- 3.4** To assist in advance planning of housing investment, the Scottish Government advises local authorities annually of their minimum Resource Planning Assumptions (RPA). The new RPA shows a significant increase in resources. The West Dunbartonshire RPA to 2020/21 is broken down as follows:

**Table 1: WD RPA to 2022/23 - June 2017 (Showing comparison with December 2016 and assumptions for years 4/5)**

Year	Resource Planning Assumption at 13 December 2016	Resource Planning Assumption at 13 June 2017
2018-2019	£4.59m	£8.634m
2019-2020	£3.06m	£9.768m
2020-2021		£10.421m
2021-2022		£11.119m*
2022-2023		£11.864*
<b>Total</b>		<b>£51.806m*</b>

\*Year 4/5 estimates have assumed a 6.7% uplift in RPA consistent with 2020/21

- 3.5** Given the unprecedented increase in the affordable housing supply programme under the *More Homes Scotland* initiative, the Scottish Government has recommended preparing a programme which significantly exceeds the RPA award and suggests applying a minimum slippage factor of 25% on an annual basis to the AHSP element of the SHIP. This SHIP has taken account of this advice and “over-programmed” on projects listed in the schedules.

## **4. Main Issues**

- 4.1** The purpose of the SHIP is to set out the strategic investment priorities for new affordable housing over a 5 year period to achieve the outcomes contained in the LHS. This SHIP sets out the planned housing investment programme for 5 years, covering the period 2018 – 2023.
- 4.2** The funding for the projects will be from two principal sources:
- the allocation from the Affordable Housing Supply Programme of around £51.806m; and
  - the resources from the housing providers own sources, primarily borrowing, will amount to further estimated investment of over £40m.
- 4.3** The SHIP contains tables which detail the projects included in the proposed programme. The position on the programmes broadly reflects the prioritisation and estimated deliverability of the projects. It must be stressed that inclusion in

the SHIP does not guarantee scheme approval, as each proposal will require to go through a further detailed assessment before funding is committed.

#### 4.4 Progress on the previous SHIP's Priority Projects

The progress on the projects listed as priorities in the previous SHIP is summarised in the table below:

**Table 2: Progress on Previous SHIP 2017/18 – 2021/22**

<b>Projects Completed or Programmed to Complete 2017/18</b>			
<b>Project</b>	<b>Units</b>	<b>Status</b>	<b>Comments</b>
<b>Second Avenue/Singer Street, Clydebank</b>	40	On-site	West Dunbartonshire Council started on-site with this development of 40 units of social housing in January 2017. It is programmed to complete early 2018. The site is adjacent to the Clydebank Housing Association site as below.
<b>Former Bingo Hall, Graham Avenue, Clydebank</b>	44	On-site	Clydebank Housing Association is currently on-site with this 44 unit development. This is an increase of 4 units from the previous SHIP. It is programmed to complete early 2018. The site is adjacent to the West Dunbartonshire Council site as above.
<b>Dumbarton Road, Dalmuir, Clydebank (Phase 3)</b>	30	On-site	Link Housing Association recently completed (October 2017) 30 socially rented homes at the 3 <sup>rd</sup> site they have developed in Dalmuir.
<b>Projects Currently On-Site</b>			
<b>Project</b>	<b>Units</b>	<b>Status</b>	<b>Comments</b>
<b>Bonhill Primary School, Alexandria</b>	44	On-site	Cube Housing Association went on-site during June 2017. The development of 44 social housing units is programmed to be complete in summer 2018.

<b>Carrick Terrace, Castlehill, Dumbarton</b>	31	On-site	Cube Housing Association started on-site with this project for 31 units of social housing in August 2017. This is programmed to complete late 2018. This project also includes a shop to replace an existing unit that will be demolished.
<b>Auld Street, Phase 1, Clydebank</b>	20	On-site	Cube Housing Association started on-site with this social housing project during August 2017. The number of units has reduced from the 27 stated in the previous SHIP. This project is programmed to complete late 2018.
<b>Dumbarton Harbour, Dumbarton</b>	150	On-site	Dunbritton Housing Association has recently gone on-site with this project which plays a large part in transforming the waterfront at Dumbarton Harbour. As well as the social housing, Dunbritton HA will also develop a new office on the site. The programmed completion date for all units is Summer 2019.
<b>Future Planned Sites</b>			
<b>Project</b>	<b>Comments</b>		
<b>St Andrews High School, Clydebank</b>	A joint project between West Dunbartonshire Council and Cube Housing Association. Working towards making a planning application for around 120 social housing units. Project is being designed by WDC. Anticipated that this project will go on-site during Autumn 2018.		
<b>Creveul Court, Alexandria</b>	West Dunbartonshire Council plan to develop 15 units of specialist provision social housing following the demolition of the existing building. It is anticipated that works will begin during 2019.		
<b>Westcliff, Dumbarton</b>	Cube Housing Association plan to make a site start on this project during Summer 2018 subject to a small number of existing residents being re-housed. They will develop 46 units of social housing.		

<b>Queens Quay, Clydebank</b>	Cube Housing Association and Clydebank Housing Association are working on the design of around 160 units of social housing in this key regeneration site.
<b>Stirling Road, Alexandria</b>	Cube Housing Association is in discussions with Barratt Homes about receiving 8 off the shelf units for social housing.
<b>Cottage Hospital, Dumbarton</b>	Dunbritton Housing Association is currently looking at the possibility of developing 10 units of social housing on the site.
<b>Dumbain Road/Carrochan Road, Alexandria</b>	Cube Housing Association is working towards a site start for 35 social housing units between these 2 sites. There is no shared equity as previously stated.
<b>Golfhill Drive, Alexandria</b>	Dunbritton Housing Association is investigating the possibility of developing 7 social housing units on this site at the same time as the Cottage Hospital Site.
<b>Faifley Bowling Club, Clydebank</b>	Knowes Housing Association is looking to devise a workable project for this site of around 15 social housing units.

#### 4.5 SHIP 2018 – 2023: Output and Priority Projects

The priority projects for the period of this SHIP are as listed in the table below:

<b>Site/Developer</b>	<b>Number of Units</b>
<b>Council Housing</b>	
St Andrews High School, Clydebank	60
Creveul Court, Alexandria	15
Haldane Primary School	60
Aitkenbar Primary, Bellsmyre	60
Clydebank East ex MSF site	50
Clydebank Regeneration	50
<b>295 units</b>	
<b>Wheatley Group/Cube HA</b>	
St Andrew's High School, Clydebank	60
Westcliff, Dumbarton	50
Stirling Road, Bonhill	8
Dumbain Road/Carrochan Road, Haldane (2 sites)	35
Queens Quay, Clydebank	139
<b>292 units</b>	
<b>Clydebank Housing Association</b>	
Queens Quay, Clydebank	50
Dumbarton Road, Clydebank	36
<b>86 units</b>	

<b>Link Housing Association</b>	
Littlemill, Dumbarton Road, Bowling	33
<b>33 units</b>	
<b>Dunbritton Housing Association</b>	
Dumbarton Harbour	150
Golfhill Drive, Dalmonach	7
Cottage Hospital, Dumbarton	10
<b>167 units</b>	
<b>Caledonia Housing Association</b>	
Bellsmyre Regeneration Phase 1&2	60
Bellsmyre Regeneration Phase 1&2	20 Shared Equity
Dalquhurn, Renton Phase 4	20
Dalquhurn, Renton Phase 5	10
Dalquhurn, Renton Phase 5	10 Shared Equity
Dalquhurn, Renton Phase 6	20
Dalquhurn, Renton Phase 6	10 Shared Equity
Mitchell Way, Alexandria	24
Muir Road, Bellsmyre	25
Police Station, Alexandria	18
Highdykes Primary	25
<b>242 units</b>	

- 4.6** In total, and including projected buy-back properties, the SHIP shows the development of over 1,000 new affordable homes over the 5-year plan period. This level of development, averaging over 200 per year, would represent a significantly enhanced affordable housing supply programme exceeding the annual target of 80 units. However, as the West Dunbartonshire Local Housing Strategy evidences there remains a continuing high level demand for affordable housing, in particular for social rent, across West Dunbartonshire.
- 4.7** The delivery of this ambitious plan will depend upon appropriate funding from the Scottish Government.
- 4.8** The funding required to deliver the Strategic Housing Investment Plan is estimated to be around £81m. This compares with a Resource Planning Target of £51m for the same period, a required increase of 56%; this has been encouraged by the Scottish Government to help meet ambitious national targets.
- 4.9** While most projects are for social rent, there are a small number proposed for shared equity by Caledonia Housing Association in Dumbarton and Alexandria.
- 4.10** Due to uncertainties over details of some of the proposed projects in the SHIP and the availability of funding, the SHIP requires demonstrating flexibility and will be subject to continual monitoring and evaluation. Monitoring of progress will be carried out through the Council's performance management system and through key structures such as the Strategic Housing Providers Forum, Housing Performance Improvement Board, programme review meetings with the Scottish Government and the More Homes Delivery Group.

- 4.11** The Council has carried out an analysis of potential projects against a Prioritisation Scoring Matrix and scored them accordingly. A number of factors are taken into account including availability of land, type of housing being proposed, compliance with LHS objectives, deliverability and value for money. This analysis has informed this SHIP.

## **5. People Implications**

- 5.1** There are no people implications arising from the information presented in this report.

## **6. Financial and Procurement Implications**

- 6.1** There is a danger that future resource allocation could suffer if the SHIP fails to deliver on the programme contained in this SHIP. In respect of the Council House Build element, financial modelling demonstrates that the new council house building programme is beneficial to the HRA. However, care requires to be taken to ensure that the prudential borrowing required is financially sustainable.
- 6.2** The impact of the additional borrowing and all additional costs have been reviewed in line with the long term business plan and will be submitted for approval a part of the Housing Revenue and Capital Account Budget annually.

## **7. Risk Analysis**

- 7.1** Inevitably, with such a varied programme of projects there are risks that the ambitious outputs set out in the SHIP will not be met. A number of the projects are at an early stage with site investigations not having been carried out or infrastructural constraints fully known.
- 7.2** Concern has been expressed that both locally and nationally, the More Homes targets will put a strain on the building industry's capacity to deliver on the scale required. This should also be considered in the context of progress towards Brexit.
- 7.3** Monitoring of progress will be carried out through the Council's performance management system and through key structures such as the West Dunbartonshire Strategic Housing Providers Forum, the Housing Improvement Board, the More Homes Delivery Group and programme review meetings with the Scottish Government.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** An integrated impact assessment has been carried out on the parent strategy, the Local Housing Strategy 2017 - 2022 which predicted that the strategy would have an overwhelmingly positive impact.
- 8.2** All new housing supported through the programme will be compliant with the West Dunbartonshire Design Standard and will meet the Housing for Varying Needs requirements. The SHIP supports the delivery of specialist housing provision and generally allows for a 10% element in each project.

## **9. Consultation**

- 9.1** The SHIP was drawn up in consultation with potential RSL partners and the Scottish Government More Homes Division. Where an interest has been shown, detailed discussions have taken place with the prospective developer on how the project could be accommodated in the programme. WDC welcomes the growing development interest from RSLs resulting from the recent increase in grant subsidy levels.
- 9.2** The preparation of the SHIP has been a corporate task, involving all relevant departments of the Council and has been carried out in collaboration with colleagues in the Scottish Government More Homes Division.

## **10. Strategic Assessment**

- 10.1** This Strategic Housing Investment Plan presents the priorities for affordable and deliverable housing development for the next five years as set out in the LHS.

It also supports the Council's key strategic priorities to:

- Improve local housing and environmentally sustainable infrastructure
- Improve economic growth and employability
- Improve the well-being of communities and protect the welfare of vulnerable people
- Improve care for and promote independence with older people
- Improve life chances for children and young people.

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 18<sup>th</sup> October 2017**

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**Appendices:**

1. Draft Strategic Housing Investment Plan 2018/23
2. SHIP tables Annexe A/Annexe B

**Background Papers:**

West Dunbartonshire Council's Local Housing Strategy 2017-2022

<http://www.west-dunbarton.gov.uk/media/4311723/housing-strategy-2017-2022-final.pdf>

Local Housing Strategy, Equalities Impact Assessment, November 2016

[http://www.west-dunbarton.gov.uk/media/716927/lhs\\_eia\\_sept\\_2011-revised.pdf](http://www.west-dunbarton.gov.uk/media/716927/lhs_eia_sept_2011-revised.pdf)

More Homes, Better Homes West Dunbartonshire Strategic Housing Investment Plan, Housing Development, November 2016

<http://www.west-dunbarton.gov.uk/media/4312465/ship-2017-22-more-homes-better-homes-west-dunbartonshire-final-version-100117.pdf>

Affordable Housing in West Dunbartonshire, Housing Strategy and Development, July 2015

<http://www.west-dunbarton.gov.uk/media/4308583/brochure-final-website-version.pdf>

Scottish Government Guidance - Preparation of Strategic Housing Investment Plans (MHDGN 2017/03) [www.gov.scot](http://www.gov.scot)

Scottish Government – Affordable Housing Supply Programme (AHSP) Process and Procedures Guidance (HSGN 2014/05) [www.gov.scot](http://www.gov.scot)

Scottish Government SHIP Guidance Note (HSGN 2013/02) [www.gov.scot](http://www.gov.scot)

Scottish Government SHIP Guidance Note (HSGN 2012/06) [www.gov.scot](http://www.gov.scot)

**Wards Affected:**

All





**West Dunbartonshire Council**  
**Draft Strategic Housing Investment Plan**  
**2018/19 – 2022/23**



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## 1. Introduction

- 1.1 The Strategic Housing Investment Plan (SHIP) 2018/19 – 2022/23 sets out the funding priorities for affordable housing in West Dunbartonshire for the next five years.
- 1.2 The main focus of the SHIP is the targeting of the Scottish Government's Affordable Housing Supply Programme Funding (AHSP), including its Council House Building Programme (CHB) component.
- 1.3 The SHIP details how the Council will assist in meeting the Scottish Government's commitment to support new affordable housing, and in particular the 50,000 affordable new housing target by 2021 set by the *More Homes Scotland* initiative, through the delivery of around 1000 new social rented homes in West Dunbartonshire.
- 1.4 This is the first SHIP to be prepared under the new Scottish Government requirement for local authorities to submit a

SHIP on an annual basis. The SHIP has been prepared using the following guidance:

- MHDGN 2017/03 Guidance on the Preparation of Strategic Housing Investment Plans - July 2017
- HSGN 2014/05 Affordable Housing Supply Programme Process and Procedures - June 2014
- MHDGN 2017/02 RSL Social Rent Assumptions - May 2017.

- 1.5 Housing Services has worked with all appropriate service areas and with the West Dunbartonshire HSCP in the preparation of this Plan. Consultation has taken place with the RSLs operating in West Dunbartonshire through the Housing Providers Forum and regular programme/liason arrangements. The Scottish Government More Homes Division Glasgow and Clyde Area Team have contributed significantly to the preparation of this SHIP.

- 1.6 To assist in advance planning of housing investment, the Scottish Government advises local authorities annually of their minimum Resource Planning Assumptions (RPA). The new RPA shows a significant increase in resources. The West Dunbartonshire RPA to 2020/21, with years 4 and 5 of the SHIP added, is broken down as follows:



**Table 1: WD RPA to 2012/21 June 2017 (Showing comparison with December 2016)**

Year	Resource Planning Assumption at 13 December 2016	Resource Planning Assumption at 13 June 2017
2018 – 2019	£4.59m	£8.634m
2019 – 2020	£3.06m	£9.768m
2020 - 2021		£10.421m
2021 - 2022		£11.119m*
2022 - 2023		£11.864m*
<b>Total</b>		<b>£51.806m*</b>

\*Year 4/5 estimates have assumed a 6.7% uplift in RPA consistent with 20/21

1.7 Given the unprecedented increase in the affordable housing supply programme under the *More Homes Scotland* initiative, the Scottish Government has recommended preparing a programme which significantly exceeds the RPA award and recommends applying a minimum slippage factor of 25% on an annual basis to the AHSP element of the SHIP. This SHIP has taken account of this advice and “over-programmed” on projects listed in the schedules. This reflects need, aspiration and deliverability within a local context to meet local requirements together with the clear national targets. The SHIP shows a total grant requirement over the period of **£81.023m**, or around 56% over programming.

1.8 The Clydeplan Strategic Development Plan 2, approved by Scottish Ministers in July 2017 supports the impetus towards meeting the 50,000 target and cautions against any artificial tenure restrictions being placed in the way of delivery of new affordable housing provision.

1.9 Funding shown for projects is an indication only of the spending plans and does not guarantee that these sums will be made available. Each proposal will require going through a further detailed assessment before funding is committed.

1.10 The Scottish Government issued a Strategic Local Programme Agreement to West Dunbartonshire Council (SLPAs) on 29<sup>th</sup> June 2017 which sets out the programme of housing that can expect to be funded through the AHSP over the period to 2019/20. It is anticipated that further detailed discussions will be held at programme meetings over the course of the next 3 months with a view to also drafting the programme for 2020/21. This SHIP accords with the SLPA which will be subject to review and reissued at least annually, enabling a 3 year programme planning horizon to be maintained.



## 2. Purpose of the Strategic Housing Investment Plan

2.1 The principal purpose of the SHIP is to set out the strategic investment priorities for affordable housing over a 5 year period to achieve the outcomes set out in the LHS. This SHIP sets out the planned housing investment programme for 5 years, covering the period 2018/23.

### 2.2 The SHIP:

- Sets out investment priorities for affordable housing
- Demonstrates how these will be delivered
- Identifies the resources required to deliver these priorities
- Enables the involvement of key partners in the delivery of affordable housing.

2.3 Key investment priorities on a site by site basis are set out in the templates attached to this plan. The templates give information on the following:

- The priorities for new affordable housing projects
- Estimated start and completion dates
- Projected funding sources
- The number of units to be provided (by tenure and type)
- Funding requirements of Committed Projects

### 3. Key Objectives

3.1 The overarching objective of the SHIP is to help deliver on the Council's key housing priorities as contained in the recently published Local Housing Strategy, in particular by directing investment to the agreed regeneration areas and on increasing the supply of new affordable housing across West Dunbartonshire. The LHS sets an annual Housing Supply Target of 230 new houses across all tenures, with 80 of these being for Social Rent.



3.2 The Council has welcomed the Scottish Government's commitment to deliver 50,000 new affordable homes over the next 5 years under the *More Homes Scotland* banner supported by measures such as increasing investment, legislative programme to make planning more effective and supporting infrastructure. Under its *More Home West Dunbartonshire* initiative, the Council has announced ambitious plans to deliver 1,000 new Council and RSL homes across West Dunbartonshire in the period of the SHIP, a figure significantly in excess of the Council's Housing Supply Targets.

## 4. Policy Context

- 4.1 The Scottish Government's Joint Delivery Plan, identifies priority actions to ensure housing is able to deliver the strategic objectives set out in Homes Fit for the 21st Century, and other subsequent Scottish Government strategies.
- 4.2 The LHS provides the principal West Dunbartonshire Council policy backdrop to the SHIP.
- 4.3 West Dunbartonshire Council through its representative organisations COSLA and ALACHO will continue to engage with the Scottish Government in identifying more effective and better value processes for the delivery of new affordable housing including on parity between Council and RSL benchmark subsidy rates.
- 4.4 Welfare reform continues to have an impact on the HRA and the financial resources available to deliver all housing related objectives. The policy impacts of the 2017 Local Government and UK elections are unclear at the time of writing.



## 5. Local Housing Strategy 2017 - 2022

- 5.1 The Local Housing Strategy continues to place an emphasis on regeneration, recognising the need to improve many of our neighbourhoods and to provide housing which meets the changing requirements of our communities. In terms of the types of housing which is required, we recognise that physical access to too many of our houses is an issue. We will therefore encourage the provision of more accessible housing and ones which are suitable for wheelchair users. Similarly, we know that there is a size imbalance between the available housing and the demand, with particular shortages of 1-bedroom properties and specifically larger family houses. Developers seeking to access AHSP funding must consult with WDC Housing Development team on how best to contribute to addressing these imbalances and meeting the objectives of the LHS.

5.2 In addition to the regeneration agenda, the Council is keen to encourage an increase in the housing supply more generally across West Dunbartonshire to mitigate an ageing demographic and to stimulate the local economy.

5.3 The Council, as Strategic Housing Authority, has the statutory lead role in setting out the investment priorities for the delivery of affordable housing and through the *“More Homes West Dunbartonshire”* approach, we will be working with our strategic development partners to take forward opportunities to provide a broad range of high quality affordable homes in safe and attractive neighbourhoods that meet the needs of our residents. Our Strategic Housing Partnership with the Wheatley Group brings added value to the delivery of affordable housing and there continues to be significant scope for other housing developer organisations to make a contribution to the programme. We welcome all proposals for future inclusion should resources allow.

5.4 There is a shared recognition that the Housing Sector – through the leadership of the Council – and the West

Dunbartonshire Health and Social Care Partnership (HSCP) must work together closely in supporting the delivery of the health and social care integration agenda. The Local Housing Strategy notes that successful housing and social care support depends on the location, model and range of housing available.

5.5 The HSCP provides knowledge on the health and social care needs of the West Dunbartonshire population and works with the housing sector in developing the new build housing programme, in regeneration planning and in preparing the SHIP. The SHIP supports the policy of shifting the balance of care from institutional settings to tenancy based support in the community.

5.6 A Housing Contribution Statement has been published which acts as the bridge between the HSCP Strategic Plan and the Local Housing Strategy and sets out the important role housing will play in the Health and Social Care integration process. The HCS is reviewed as part of the annual LHS review process.

5.7 Given the local demographic, the prevalent topography and the nature of our housing stock, accessibility to housing for people with a mobility issue is a big concern in West Dunbartonshire. We will continue to encourage developers to prioritise developments which meet the needs of people with mobility issues. All new housing supported by the AHSP is required to satisfy Housing for Varying Needs (HfVN) criteria. We also aim to continue to improve the supply of housing suitable for wheelchair users. In some circumstances the provision of lifts may present a solution to accessibility issues. Where no specific specialist housing provision is included in the project, it will generally be assumed that around 10% on each site will be for this purpose, with the detail being agreed at a later date in consultation with HSCP colleagues.

5.8 An Affordability Analysis carried out for the Council in 2014 did not indicate a strong market for intermediate/mid-market rent products (MMR). However, some RSLs retain an interest in looking at such products and this SHIP contains a small number of shared equity projects. It is

proposed that an update of the 2014 study be carried out over the period of this Plan.



## 6. Project Assessment Methodology

6.1 Projects considered for inclusion in the SHIP are subject to a matrix based scoring analysis to assess their relative merits. Various criteria are employed in assessing and prioritising the projects. These are:

- The strategic priorities of the Council
- Contribution towards meeting the assessed housing need and demand
- Meeting regeneration objectives
- SIMD Scoring
- Affordability
- Deliverability including site constraints
- Level of subsidy required

The results of the exercise are contained in **Annexe B Scoring Matrix**.

6.2 There are information gaps in respect of some projects: these have been listed on the scoring pro-forma as “shadow” projects and will be subject to reassessment when the full information is available. These may feature in future revisions of the SHIP.

## 7. Funding

- 7.1 Funding for the projects in this programme comes from two principal sources:
- the allocation from the Affordable Housing Supply Programme as noted at 1.6 above as **£51.806m** and
  - the resources from the housing providers sources, primarily private borrowing by RSLs and Prudential borrowing by the Council, amounting to around **£40m**.
- 7.2 Unless otherwise known, it has been assumed that RSLs projects will be seeking the current benchmark support figure of £72,000 per unit (3 person equivalent) and that the Council equivalent will be £59,000 (flat rate). It is understood that there is upward pressure on prices and it is felt that this will result in more pressure to equalise the subsidy differences between Local Authorities and RSLs.
- 7.3 Where a Council House Building project is proposed on a Housing Revenue Account site, it is assumed that there will be no acquisition costs to the project.
- 7.4 In collaboration with the Scottish Government More Homes Division, and representative bodies such as ALACHO, the Council will continue to consider alternative and innovative funding proposals for the delivery of affordable housing. In addition, we will seek to explore with partner RSLs any opportunities to support the programme with funding from their financial reserves or other sources.
- 7.5 West Dunbartonshire Council's strategic agreement arrangement with the Wheatley Group requires that WG projects will be provided at 25% under the normal benchmark figure. This arrangement will enable the AHSP funding to go further with a view to delivering more housing during the period of the plan assisting in meeting the ambitions around the Plan.

## 8. Progress on Previous SHIP 2015/16 – 2019/20

8.1 The progress on the SHIP 2017/18 - 2021/22 priority projects is summarised in table 2 below:

**Table 2: Progress on Previous SHIP 2017/18 – 2021/22**

Projects Completed or Programmed to Complete 2017/18			
Project	Units	Status	Comments
<b>Second Avenue/Singer Street, Clydebank</b>	40	On-site	West Dunbartonshire Council started on-site with this development of 40 units of social housing in January 2017. It is programmed to complete early 2018. The site is adjacent to the Clydebank Housing Association site as below.
<b>Former Bingo Hall, Graham Avenue, Clydebank</b>	44	On-site	Clydebank Housing Association is currently on-site with this 44 unit development. This is an increase of 4 units from the previous SHIP. It is programmed to complete early 2018. The site is adjacent to the West Dunbartonshire Council site as above.
<b>Dumbarton Road, Dalmuir, Clydebank (Phase 3)</b>	30	On-site	Link Housing Association recently completed (October 2017) 30 socially rented homes at the 3 <sup>rd</sup> site they have developed in Dalmuir.



<b>Projects Currently On-Site</b>			
<b>Project</b>	<b>Units</b>	<b>Status</b>	<b>Comments</b>
<b>Bonhill Primary School, Alexandria</b>	44	On-site	Cube Housing Association went on-site during June 2017. The development of 44 social housing units is programmed to be complete in summer 2018.
<b>Carrick Terrace, Castlehill, Dumbarton</b>	31	On-site	Cube Housing Association started on-site with this project for 31 units of social housing in August 2017. This is programmed to complete late 2018. This project also includes a shop to replace an existing unit that will be demolished.
<b>Auld Street, Phase 1, Clydebank</b>	20	On-site	Cube Housing Association started on-site with this social housing project during August 2017. The number of units has reduced from the 27 stated in the previous SHIP. This project is programmed to complete late 2018.
<b>Dumbarton Harbour, Dumbarton</b>	150	On-site	Dunbritton Housing Association has recently gone on-site with this project which plays a large part in transforming the waterfront at Dumbarton Harbour. As well as the social housing, Dunbritton HA will also develop a new office on the site. The programmed completion date for all units is Summer 2019.

<b>Future Planned Sites</b>	
<b>Project</b>	<b>Comments</b>
<b>St Andrews High School, Clydebank</b>	A joint project between West Dunbartonshire Council and Cube Housing Association. Working towards making a planning application for around 120 social housing units. Project is being designed by WDC. Anticipated that this project will go on-site during Autumn 2018.
<b>Creveul Court, Alexandria</b>	West Dunbartonshire Council plan to develop 15 units of specialist provision social housing following the demolition of the existing building. It is anticipated that works will begin during 2019.
<b>Westcliff, Dumbarton</b>	Cube Housing Association plan to make a site start on this project during Summer 2018 subject to a small number of existing residents being re-housed. They will develop 46 units of social housing.
<b>Queens Quay, Clydebank</b>	Cube Housing Association and Clydebank Housing Association are working on the design of around 160 units of social housing in this key regeneration site.
<b>Stirling Road, Alexandria</b>	Cube Housing Association is in discussions with Barratt Homes about receiving 8 off the shelf units for social housing.
<b>Cottage Hospital, Dumbarton</b>	Dunbritton Housing Association is currently looking at the possibility of developing 10 units of social housing on the site.
<b>Dumbain Road/Carrochan Road, Alexandria</b>	Cube Housing Association is working towards a site start for 35 social housing units between these 2 sites. There is no shared equity as previously stated.
<b>Golfhill Drive, Alexandria</b>	Dunbritton Housing Association is investigating the possibility of developing 7 social housing units on this site at the same time as the Cottage Hospital Site.
<b>Faifley Bowling Club, Clydebank</b>	Knowes Housing Association is looking to devise a workable project for this site of around 15 social housing units.

## 9. SHIP 2018 – 2023: Priority Projects

- 9.1 Table 1 of the SHIP Templates at Annexe A, Affordable Housing Supply Programme: Years 2018/19 -2022/23, details the projects contained in this SHIP. The priority projects for this period are as shown in table 3 below. All units are social rented unless otherwise stated and unit numbers are draft in most cases.

**Table 3: SHIP 2018- 2023: Priority Projects by Developing Org.**

Site/Developer	Number of Units
<b>West Dunbartonshire Council</b>	
St Andrews High School, Clydebank	60
Creveul Court, Alexandria	15
Haldane Primary School	60
Aitkenbar Primary, Bellsmyre	60
Clydebank East	50
Clydebank Regeneration	50
<b>295 units</b>	

<b>Wheatley Group/Cube (Strategic Partner)</b>	
St Andrew's High School, Clydebank	60
Westcliff, Dumbarton	50
Stirling Road, Bonhill	8 (off the shelf)
Dumbain Road/Carrochan Road, Haldane (2 sites)	35
Queens Quay, Clydebank	139
<b>292 units</b>	

<b>Clydebank Housing Association</b>	
Queens Quay, Clydebank	50
Dumbarton Road, Clydebank	36
<b>86 units</b>	

Link Housing Association	
Littlemill, Dumbarton Road, Bowling	33
<b>33 units</b>	

Dunbritton Housing Association	
Dumbarton Harbour	150
Golfhill Drive, Dalmonach	7
Cottage Hospital, Dumbarton	10
<b>167 units</b>	

Caledonia Housing Association	
Bellsmyre Regeneration Phase 1&2	60
Bellsmyre Regeneration Phase 1&2	20 Shared Equity
Dalquhurn, Renton Phase 4	20
Dalquhurn, Renton Phase 5	10
Dalquhurn, Renton Phase 5	10 Shared Equity
Dalquhurn, Renton Phase 6	20
Dalquhurn, Renton Phase 6	10 Shared Equity
Mitchell Way, Alexandria	24
Muir Road, Bellsmyre	25
Hill Street, Alexandria	18
Highdykes Primary School	25
<b>242 units</b>	

<b>TOTAL PRIORITY PROJECTS</b>	<b>1115</b>
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## 9.2 Reserve Projects

In addition to the projects listed above and designated as priorities, the SHIP contains a number of additional projects which may be able to be carried out towards the end of the plan period. Slippage in the priority programme may allow some of these projects to be brought forward.

Additional projects are as listed below, but these should be considered as a tentative programme with notional numbers at this stage:

**Table 4: Reserve Projects**

Site	Developer	Number of Units
Burnbrae, Gartocharn	Dunbritton HA	6
Dumbarton Road, Old Kilpatrick	Link HA	42
Faifley Bowling Club	Knowes HA	15
Auld St Phase 2, Dalmuir	TBC	30
Station Car Park, Alexandria	Caledonia HA	25
		<b>118 units</b>

9.3 WDC operates a very popular “Buy Back” scheme whereby the Council can re-purchase vacant Right to Buy houses which are on the market, to help meet strategic housing objectives. Demand for this project currently outstrips the availability of funding. The SHIP proposes an annual quota of 10 properties at a £30K AHSP support rate, giving a spend of £300,000 each year on the Buy Back scheme, or £1.5m over a five year period.

9.4 Including the reserve projects, the SHIP shows the development of over 1,200 new rented homes over the 5-year plan period. This level of development, averaging over 200 per year, would represent a significantly enhanced affordable housing supply programme exceeding the annual target. However, as the Local Housing Strategy demonstrates there remains a continuing high level demand for affordable housing, in particular for social rent, across West Dunbartonshire. The delivery of this ambitious plan will depend upon the ongoing support of our developing RSL partners and appropriate funding from the Scottish Government.

9.5 The funding required to deliver this programme is estimated to be around £81.023m. This compares with a Resource Planning Target of £51.806m for the programme, a required increase of just over 56%.

9.6 While most projects contained in this SHIP are for social rent, alternative tenure in the form of shared equity units are proposed by Caledonia HA. The latest LHS contains a proposal to carry out a review of the Affordability Analysis initially published in 2014 with a view to helping inform considerations on alternative tenures such as intermediate/Mid-Market Rent housing options.

9.7 Due to continuing uncertainties over details of some of the proposed projects in the SHIP and the availability of funding, the SHIP will require to show flexibility and be subject to continual monitoring. With the SHIP now moving to an annual cycle monitoring will be more frequent and will be carried out through the Council's performance management system and through key structures such as the More Homes Delivery Group, the Strategic Housing

Providers Forum, Housing Improvement Board and programme review meetings with the Scottish Government.

9.8 The Council has carried out an analysis of potential projects against an objective Prioritisation Scoring Matrix and assessed them accordingly. A number of factors are taken into account including availability of land, type of housing being proposed, compliance with LHS objectives, deliverability and value for money. This analysis has informed this SHIP and is attached as Annex B.

9.9 The SHIP scoring matrix contains a longer list of projects which have been brought forward for consideration. These are considered to be reserve projects. If there is slippage, or if additional funding becomes available, some of these projects may be introduced into the programme. We will remain open to consideration of other projects which may be presented during the course of this plan period, indeed these would be welcomed.

## 10. Consultation

- 10.1 This SHIP has been prepared in consultation with all RSLs operating in West Dunbartonshire who were approached with a “call for sites” for consideration for inclusion in the programme.
- 10.2 The SHIP was the subject of a special meeting of the Housing Providers Forum on 29<sup>th</sup> August 2016 and subsequent individual meetings took place with potential developing associations.



- 10.3 The Scottish Government’s More Homes Division, Glasgow and Clyde Team were involved throughout in the preparation of this SHIP.

## 11. Infrastructure Fund

- 11.1 This is the second year in which an Infrastructure Fund schedule is included in the SHIP. The Infrastructure Fund provides grants for local authorities and RSLs as well as loans to the private sector to help in the delivery sites for new affordable housing.
- 11.2 The schedule indicates some areas where the grant fund might assist in the delivery of the West Dunbartonshire programme by easing some of the constraints.

## **12. Council Tax on Empty and Second Homes**

- 12.1 In West Dunbartonshire funding raised from reducing empty and second hand homes is used to support our Homes Again West (Empty Homes) approach which has led to on average 25 homes in the local authority area being brought back into use.

## **13. Developer Contributions**

- 13.1 At present there is no Affordable Housing Policy in West Dunbartonshire, and therefore no developer contributions providing support to the programme in West Dunbartonshire

## **14. Constraints**

- 14.1 Scottish Government guidance indicates that SHIPs should have an emphasis on deliverability. In preparing the SHIP, every effort has been made to take account of any constraints that may affect the delivery of the projects and this is taken account of in the assessment scoring.
- 14.2 A number of the projects contained in this SHIP are at the early stage of their development and the full issues/constraints are not known at this stage. For example, a number of the projects contained within the SHIP are not at the stage of having Planning consent.



## **15. Local Authority Assistance in the Delivery of the SHIP**

- 15.1 The Council is committed to assist where possible in the delivery of the SHIP projects within the context of the More Homes West Dunbartonshire initiative as outlined in the Local Housing Strategy.
- 15.2 Within the Council, the officers' *More Homes Delivery Group* monitors the delivery of the new council home element of the programme and will continue to seek to identify additional sites to extend the Council's new build programme, supported by prudential borrowing, the AHSP and the Council's rent pooling strengths. The Council's element of the programme will be carried out in-house by our Housing Development, with the assistance of Consultancy Services and other Council service areas, demonstrating efficiency and best value in the process.
- 15.3 Land has previously been made available by the Council at below market value to facilitate the development of affordable housing to meet identified needs. However, there is a need to balance this against the Housing Revenue Account's (HRA) interests and the very significant pressures facing Council budgets.
- 15.4 Vacant sites in the Housing Revenue Account, or areas of surplus stock, will generally be available to support the development of social rented housing. In addition, the Council has identified a series of Strategic Development sites including former school sites, some of which will be made available for affordable housing projects. The costs for acquiring all sites will be reviewed on a case by case basis and the Council as a developing organisation and our partner housing associations will be expected to review their ability to make full use of existing assets and borrowing capacity.

- 15.5 Housing will continue work closely with Planning colleagues to ensure an adequate supply of development land to meet the increased targets within the context of the Local Development Plan and Housing Land Audit.
- 15.6 Throughout the lifetime of this new Strategic Housing Investment Plan, the Council will continue to explore options around innovative delivery mechanisms to expand the supply of affordable housing.



## 16. Delivery

- 16.1 In terms of procurement, the Council is developing a new procurement framework to simplify the procurement process and reduce the amount of time taken to procure the construction of the new build programme. If successful, and aligned with our development services this may allow both the Council and named Housing Association partners to use the framework, reducing cost and time implications for the housing developer.

## 17. Energy Efficiency, Environmental Standards and Sustainability

- 17.1 Local Authorities are among a wide range of public bodies required to meet the duties placed on them by the Climate Change (Scotland) Act 2009. In this context, developments arising from the SHIP must take account of the change agenda. New Build developments must contribute to the Single Outcome Agreement local outcome commitment to reduce fuel poverty.
- 17.2 The Council has introduced a pioneering new higher standard for Council and Housing Association homes being built in West Dunbartonshire. The *West Dunbartonshire Design Standard* applies to all new build projects being supported by the Affordable Housing Supply Programme and requires these homes to meet a higher standard than the statutory minimum. New homes constructed under this scheme will achieve at least an Energy Efficiency Rating of B and an Environmental Impact Rating of B. As well as improving energy efficiency, the policy will also encourage better external design and internal space standards. The Design Standard was shortlisted for the prestigious Chartered Institute of Housing (Scotland) 2016 National Good Practice Excellence Awards in the category “Excellence in Housing Innovation”. The *West Dunbartonshire Design Standard* is currently under review with a view to improving the standard of new affordable housing still further.
- 17.3 The recent Grenfell tragedy has starkly highlighted the importance of fire safety measures. At the time of writing, the Scottish Government was considering introducing

additional measures to improve fire safety. Any requirements arising from the review will be factored into the programme. In addition, the consideration of the *Design Standard* will include looking at the fire safety area.

- 17.4 West Dunbartonshire Council is part of Scotland's Housing Network, a benchmarking and practice exchange organisation covering over 120 local authorities and RSLs across Scotland, representing almost 90% of the sector's stock. We are engaged with the work the SHN is doing, in partnership with the Scottish Government, on a housing development performance framework for benchmarking of new build projects. The work will include looking at value for money in procurement, performance and quality. But it is likely to at least two years to bring the project to its conclusion.
- 17.5 The Council continues to encourage the consideration of district heating systems or other innovative measures which contribute to meeting climate change objectives. The new homes being provided at Queens Quay and the former St Andrew's school site will benefit from the ambitious district heating scheme forming a part of the Clydebank waterfront development.



## 18. Equalities Issues

- 18.1 West Dunbartonshire Council is committed to delivering good quality services which are underpinned by a clear understanding of Equality and Diversity and to promoting and sustaining equality and inclusion, and equality and diversity principles.
- 18.2 An integrated impact assessment was carried out on the recent LHS which predicted that the strategy would have an overwhelmingly positive impact.



## 19. Strategic Environmental Assessment (SEA)

- 19.1 A Strategic Environmental Assessment (SEA) pre-screening report has been carried out in respect of the parent Local Housing Strategy. The Council has determined that a SEA is not required in this instance.

## 20. Monitoring

- 20.1 Monitoring of progress will be carried out through the Council's performance management system and through key structures such as the Strategic Housing Providers Forum, the Housing Improvement Board, the More Homes Delivery Group and programme review meetings with the Scottish Government. A new SHIP will be submitted annually to the Scottish Government each October and will be the subject of a report to the Housing and Communities Committee.

## 21. Feedback

Please provide any comments to:

Mikayla Deeley  
Housing Development Team  
Housing Development and Homelessness  
Housing and Employability  
West Dunbartonshire Council

Phone: (01389) 737721

Email: [Mikayla.deeley@west-dunbarton.gov.uk](mailto:Mikayla.deeley@west-dunbarton.gov.uk) or visit of website  
[www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)

For more information or if you want this information in a different format or language, please phone use contact details above.

MORE HOMES DIVISION

STRATEGIC HOUSING INVESTMENT PLAN 2018/19-2022/23

Table 1 - AFFORDABLE HOUSING SUPPLY PROGRAMME - Years 1-5 2018/19-2022/23

West Dunbartonshire Council																																								
PROJECT	SUB-AREA	PRIORITY	GEOGRAPHIC COORDINATES (X:EASTING Y:NORTHING)	GEOGRAPHIC CODE (Numeric Value - from Drop Down Table Below)	DEVELOPER	UNITS - TENURE					UNITS - BUILT FORM				UNITS - TYPE		Total Units by Type	GREENER	APPROVAL DATE	UNITS SITE STARTS					UNITS - COMPLETIONS					SG AHSP FUNDING REQUIREMENT (£0.000M)										
						Social Rent	Mid Market Rent	LCHO - Shared Equity	LCHO - Shared Ownership	LCHO - Improvement for Sale	PSR	Total Units	Rehab	Off the Shelf	NB	Total Units				GN	Specialist Provision	Specialist Particular Need (If Known)	2018/19	2019/20	2020/21	2021/22	2022/23	TOTAL SITE STARTS OVER PERIOD	2018/19	2019/20	2020/21	2021/22	2022/23	TOTAL COMPLETIONS OVER PERIOD	2018/19	2019/20	2020/21	2021/22	2022/23	TOTAL AHSP FUNDING REQUIRED OVER SHIP PERIOD
St Andrew's High School, Whitecrook Street, Clydebank	Clydebank	High	X250165 Y669660	9	Council	60						60			60	60	51	9	8 wheelchair 1 supported	60	Y	2017/18	30	30				60		60				60	3.540					3.540
St Andrew's High School, Whitecrook Street, Clydebank	Clydebank	High	X250165 Y669660	5	Cube HA	60						60			60	60				60	Y	2017/18	30	30				60		60				60	1.620	1.620			3.240	
Creveul Court, Alexandria	Dumbarton/Vale	High	X239225 Y680114	9	Council	15						15		15	15		15	Older People	15	Y	2019/20		15				15			15				15		0.885			0.885	
Westcliff, Dumbarton	Dumbarton/Vale	High	X237731 Y675766	5	Cube HA	50						50		50	50	45	5	Wheelchair	50	Y	2017/18	50					50		50				50	2.335	2.335			4.670		
Muir Road, Bellsmyre	Dumbarton/Vale	High	X241071 Y676732	5	Caledonia HA	25						25		25	25	23	2	Wheelchair	25	Y	2017/18	25					25	25					25	1.962				1.962		
Aitkenbar Primary School, Bellsmyre	Dumbarton/Vale	High	X241145 Y676251	9	Council	60						60		60	60	54	6	Wheelchair	60	Y	2018/19	60					60		60				60	3.540				3.540		
Bellsmyre Regeneration Phase 1 & 2	Dumbarton/Vale	High	X240580 Y676894	5	Caledonia HA	60						60		60	60	54	6	Wheelchair	60	Y	2018/19		30	30			60			30	30		60		2.289	2.289			4.578	
Bellsmyre Regeneration Phase 1 & 2 SE	Dumbarton/Vale	High	X240580 Y676894	7	Caledonia HA			20				20		20	20	18	2	Wheelchair	20	Y	2018/19		20				20				20				20		1.900		1.900	
Clydebank East and Clydebank Regeneration	Clydebank	High	X250777 Y669222	9	Council	100						100	50	50	100	90	10	Wheelchair	100	Y	2018/19		50	50			100			50	50		100		2.950	1.250			4.200	
Haldane Primary School	Dumbarton/Vale	High	X239810 Y681780	9	Council	60						60		60	60	54	6	Wheelchair	60	Y	2018/19		60				60			60				60	3.540				3.540	
Dumbarton Harbour	Dumbarton/Vale	High	X239853 Y675280	5	Dunbritton HA	150						150		150	150	125	25	20 Supported 5	150	Y	2017/18	50	50	50			150		50	50	50		150		3.768	3.766	3.766		11.300	
Queens Quay, Clydebank	Clydebank	High	X249621 Y670047	5	Cube HA	150						150		150	150	135	15	Wheelchair	150	Y	2017/18	75	75				150		75	75			150		5.000	5.000			10.000	
Queens Quay, Clydebank	Clydebank	High	X249621 Y670047	5	Clydebank HA	50						50		50	50	45	5	Wheelchair	50	Y	2017/18	50					50			50			50	1.800	1.800				3.600	
Dumbarton Road,Clydebank	Clydebank	Medium	X248982 Y670522	5	Clydebank HA	36						36		36	36	32	4	Wheelchair	36	Y	2018/19	36					36			36			36	2.592					2.592	
Dalquhurn Phase 4	Dumbarton/Vale	Medium	X239042 Y677788	5	Cordale HA/Caledonia HA	20						20		20	20	18	2	Wheelchair	20	Y	2017/18	20					20	20					20	1.569					1.569	
Dalquhurn Phase 5	Dumbarton/Vale	Medium	X239042 Y677788	5	Cordale HA/Caledonia HA	10						10		10	10	9	1	Wheelchair	10	Y	2018/19		10				10		10				10	0.784					0.784	
Dalquhurn Phase 5 SE	Dumbarton/Vale	Medium	X239042 Y677788	7	Cordale HA/Caledonia HA			10				10		10	10	9	1	Wheelchair	10	Y	2018/19		10				10		10				10	0.436					0.436	
Dalquhurn Phase 6	Dumbarton/Vale	Medium	X239042 Y677788	5	Cordale HA/Caledonia HA	20						20		20	20	18	2	Wheelchair	20	Y	2019/20			20			20				20			20	1.569					1.569
Dalquhurn Phase 6 SE	Dumbarton/Vale	Medium	X239042 Y677788	7	Cordale HA/Caledonia HA			10				10		10	10	9	1	Wheelchair	10	Y	2019/20			10			10				10			10	0.436					0.436
Stirling Road, Bonhill	Dumbarton/Vale	Medium	X239920 Y678424	5	Cube HA	8						8		8	8	8		Wheelchair	8	Y	2017/18	8					8		8				8	0.505					0.505	
Former Police Station,Alexandria	Dumbarton/Vale	Medium	X238863 Y680326	5	Caledonia HA	15						15		15	15	13	2	Wheelchair	15	Y	2017/18	15					15		15				15	1.170					1.170	
Mitchell Way, Alexandria Town Centre	Dumbarton/Vale	Medium	X239162 Y680035	5	Caledonia HA	24						24		24	24	22	2	tbc	24	Y	2018/19		24				24			24					1.884			1.884		
Station Car Park, Alexandria Town Centre	Dumbarton/Vale	Medium	X239130 Y680164	5	Caledonia HA	25						25		25	25	22	3	Wheelchair	25	Y	2019/20			25			25				25					1.962		1.962		
Golthill Drive, Alexandria	Dumbarton/Vale	Medium	X239840 Y680315	5	Dunbritton HA	7						7		7	7	6	1	Wheelchair	7	Y	2017/18	7					7	7					7	0.550					0.550	
Carrochan Road/Dumbain Road, Haldane 2 sites	Dumbarton/Vale	Medium	X239762 Y681659 X240088 Y682076	5	Cube HA	35						35		35	35	31	4	Wheelchair	35	Y	2016/17	35					35	35					35	2.350					2.350	
Littlemill Distillery, Bowling	Dumbarton/Vale	Medium	X243983 Y673735	5	Link HA	33						33		33	33	30	3	Wheelchair	33	Y	2018/19	33					33		33				33	0.342	2.098				2.440	
High Dykes Primary School, Braehead	Dumbarton/Vale	Medium	X240373 Y678750	5	Caledonia HA	25						25		25	25	22	3	Wheelchair	25	Y	2018/19		25				25			25					1.961			1.961		
Cottage Hospital, Dumbarton	Dumbarton/Vale	Medium	X239964 Y676011	5	Dunbritton HA	10						10		10	10	9	1	Wheelchair	10	Y	2017/18	10					10		10				10		0.780				0.780	
Burnbrae, Gartocharn	Dumbarton/Vale	Medium	X242389 Y685942	5	Dunbritton HA	6						6		6	6	5	1	Wheelchair	6	Y	2018/19		6				6			6				0.500				0.500		
Faifley Bowling Club	Clydebank	Medium	X251024 Y673219	5	Knowes HA	15						15		15	15	13	2	Wheelchair	15	Y	2019/20	15					15				15				1.080			1.080		
Buy Back Properties					Council/HAs	50						50		50	50				50		2018/19						0	10	10	10	10	10	50	0.300	0.300	0.300	0.300	0.300	1.500	
						0						0			0				0								0										0.000			
						0						0			0				0								0										0.000			
Total						1179	0	40	0	0	0	1219	50	58	1111	1219	1080	139	0	1219			549	435	185	0	0	1169	97	451	451	210	10	1219	27.400	27.365	18.850	7.108	0.300	81.023

Drop Down Table Values Numerical Value	Geographic Code	
1	West Highland/Island Authorities/Remote/Rural Argyll	RSL - SR - Greener
2	West Highland/Island Authorities/Remote/Rural Argyll	RSL - SR - Other
3	Other Rural	RSL - SR - Greener
4	Other Rural	RSL - SR - Other
5	City and Urban	RSL - SR - Greener
6	City and Urban	RSL - SR - Other
7	All	RSL - SR - Greener
8	All	RSL - SR - Greener
9	All	RSL - SR - Greener
10	All	Council - SR - Other



	St Andrews School WDC	Carrick Terrace & Hawthornhill Road	Muir Road	Westcliff	Crevue! Court	Aitkenbar Primary School	Bellsmyre Regeneration PH 1& 2 GN	St Andrews School CHA	Bellsmyre Regeneration PH 1& 2 SE	Clydebank East	Queens Quay CHA	Haldane Primary School	Dumbarton Harbour	Queens Quay CBHA	Cable Depot Rd South	Dalquhurn Phase 4,5,6 Social Housing	Dalquhurn Phase 4,5,6 Shared Equity	Stirling Road, Bonhill	Auld St	Former Police Station, Alexandria	Station Carpark, Alexandria TC	Mitchell Way, Alexandria TC	Golfhill Dr	Carrochan Road	Littlemill Bowling	Dumbain Road, Haldane	High Dykes PS	Cottage Hospital, Dumbarton	Burnbrae Gartocharn	Langcraigs Care home	Failliey Bowling Club	Carrochan Road	Dumbarton Road Old kilpatrick	North Mountblow	Raglan St	Croft St	
REGENERATION FACTORS																																					
Priority Regeneration Area	0	30	30	30	30	30	30	0	30	30	30	30	30	30	15	0	0	0	0	0	15	30	30	0	30	0	30	0	0	0							
Masterplan and Feasibility Studies	0	15	15	15	15	15	15	0	15	15	15	15	15	15	15	0	0	0	0	0	15	15	15	0	15	0	15	0	0	0							
Reprovisioning Requirements & Housing Need	50	25	50	50	50	40	50	50	50	25	25	40	15	25	10	0	0	0	25	25	25	0	0	7	0	0	0	0	5	0							
Asset Management Plan Results	5	25	25	25	25	20	20	5	20	15	0	5	0	0	0	0	0	0	0	25	5	5	5	0	0	0	5	0	0	0							
Levels of poverty, deprivation and anti social behaviour	15	50	50	25	5	50	50	20	50	50	0	25	0	0	0	0	0	0	30	5	0	0	0	5	0	25	0	0	0								
Economic Value of a Project	15	10	10	20	5	15	0	15	5	15	25	15	25	15	20	15	5	5	5	5	10	10	5	5	10	10	10	5	5	10							
Receipt to Council/Residual Debt Written Off	0	0	5	0	0	10	0	0	0	0	10	0	0	10	0	0	0	0	0	0	10	10	10	0	0	0	15	5	0								
Maximum Regeneration Factors Score	85	155	185	165	130	180	165	90	170	150	105	130	85	95	60	15	5	5	60	90	70	70	12	55	10	85	25	15	5								
PROJECT FACTORS																																					
Social Rent	25	15	15	30	5	25	25	25	10	25	30	25	30	25	30	25	10	2	10	10	15	15	2	2	20	15	15	5	2	15							
Intermediate Housing	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Particular Needs	25	0	5	5	5	25	10	5	5	5	15	10	10	15	10	10	10	0	10	5	0	0	15	0	15	5	5	0	0								
Equality Agenda	20	5	5	5	5	10	10	5	5	5	10	5	10	10	5	10	10	10	5	0	5	5	5	0	10	5	0	5	5								
Climate Change Agenda	30	5	15	15	5	15	10	30	10	15	30	15	15	30	10	15	15	15	10	15	15	15	10	0	15	5	15	15	15								
Front Funding	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0								
Additional Funding Contribution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0								
Prog % (year) units per project as % of year total	8	5	4	9	1	7	7	7	4	7	10	7	10	7	9	7	4	1	4	4	4	4	1	6	5	4	1	1	1								
Benchmark Requirement	30	25	25	40	25	30	25	25	25	30	40	30	25	25	25	25	25	40	25	25	40	40	40	25	30	25	40	10	25	25							
Revenue Funding Secured (will only be taken into consideration for projects that require support funding)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0								
Cost																																					
Maximum Project Factors Score	138	55	69	104	71	97	77	97	69	102	125	97	105	102	89	92	84	63	59	64	79	79	79	58	43	91	75	49	51	48							
RESOURCES, CAPACITY AND PLANNING																																					
Local Development Plan Compliance	40	40	40	30	40	20	20	40	20	20	40	20	40	40	40	40	40	40	10	30	30	30	40	20	30	0	30	40	0								
Infrastructure Constraint - Ground Issues	20	20	20	10	20	10	20	20	20	10	10	10	10	10	15	20	20	20	5	20	10	10	10	20	5	10	10	15	10	5							
Infrastructure Constraint - Scottish Water/SEPA	20	20	20	10	20	10	20	20	20	10	10	10	10	10	15	20	20	20	5	20	10	10	10	20	5	10	10	15	10	5							
Infrastructure Constraint - Transport	20	20	20	10	20	10	20	20	20	10	10	10	10	10	15	20	20	20	20	20	20	10	10	10	10	10	15	10	5								
Land Ownership Issues	40	40	20	40	40	40	20	40	20	40	10	35	40	10	25	40	40	40	40	20	20	20	40	40	20	20	20	20	10								
Planning Issues	40	40	30	30	40	20	30	40	30	20	20	20	20	20	30	30	40	35	10	20	20	20	35	15	20	0	20	20	10								
Constraint - Other	15	20	5	10	20	10	10	15	10	5	5	10	10	5	15	15	15	20	0	5	10	10	15	20	10	0	10	10	5								
Maximum Resources, Capacity & Planning Score	195	200	155	140	200	120	140	195	140	115	115	115	150	115	145	185	185	200	145	105	110	110	180	125	110	50	125	120	40								
Maximum Total Score Available	418	410	409	409	401	397	382	379	379	367	345	342	340	312	294	292	274	268	264	259	259	259	250	223	211	210	199	186	93	Not Scored	Not Scored	Not Scored	Not Scored	Not Scored	Not Scored		
Estimated Units/Site Capacity	68	30	25	76	15	60	60 GN	58	20 SE	50	150	60	100	50	76	20/10/20	20	8	24	18	25	26	7	9	33	30	25	10	6	30	20	23	42	25	15	12	



## WEST DUNBARTONSHIRE COUNCIL

### Report by the Strategic Lead, Housing and Employability

**Housing and Communities Committee: 1 November 2017**

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**Subject: More Homes West Dunbartonshire – Council House New Build Progress Report**

### **1. Purpose**

- 1.1** This report updates the Housing and Communities Committee on progress with the Council's ambitious New House Building Programme.

### **2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) Note the content of the report and the progress made to date.
  - (ii) Note that a further progress report will be submitted to the next Housing and Communities Committee.

### **3. Background**

- 3.1** Since 2011 the Council's More Homes Delivery Team within the Housing Development Team has been providing West Dunbartonshire Council with new build social housing that is fit for purpose, energy efficient and delivers the size and type of accommodation needed. The Council's new build programme has so far delivered 121 new build homes for social rent in West Dunbartonshire with total investment of over £14m as outlined in the table below. In 2013, the Innovation and Investment Fund (IIF) was replaced by the Scottish Government's Affordable Housing Supply Programme (AHSP) which established Resource Planning Assumptions (RPAs) for each local authority area.

Project	No. of Units	External funding (Scottish Government)	HRA Capital Funding	Completion Date
Granville Street (Phase 1)	24	IIF £0.72m	£1.8m	July 2013
Miller Road	15	IIF £0.45m	£1.2m	October 2013
Granville Street (Phase 2)	9	AHSP £0.414m	£0.576m	February 2014
Central Bellsmyre	36	IIF £1.8m	£2.8m	December 2014
Hillstreet Square	37	AHSP £1.9m	£2.4m	August 2015
<b>Totals</b>	<b>121</b>	<b>£5,284,000</b>	<b>£8,776,000</b>	

- 3.2** In addition to the 121 new Council homes delivered to date. Work to develop 40 new units in Singer Street, Clydebank is currently ongoing and is scheduled to complete in February 2018.
- 3.3** The Strategic Housing Investment Plan (SHIP) outlining the Council's New Build Programme was approved by the Housing and Communities Committee in November 2016 and since then, the Scottish Government have reviewed the document and provided positive feedback in terms of the scale of ambition included within the SHIP.
- 3.4** The More Homes Delivery Team continues to prioritise the new build projects in order to ensure that West Dunbartonshire Council deliver the new Council homes within the agreed budget and timescales.
- 3.5** As part of the Council's More Homes West Dunbartonshire programme a target has been set for 1000 new affordable homes to be built over the next 5 years in West Dunbartonshire between the Council and developing partner Housing Associations. To assist in meeting this target, the Council has ambitious plans which were approved by the Housing and Communities Committee in February 2017 to build over 345 new homes for social rent from 2017–2022. This is further detailed in section 4.9 of this report.

#### **4. Main Issues**

- 4.1** The Council's previous Strategic Housing Investment Plan (SHIP) outlined the plans for future new build projects. This included Hill Street and Napier Crescent, Brucehill which completed in August 2015. This was the first Council designed and managed new build project and the excellent quality of the development has been recognised nationally through both the Chartered Institute of Housing Excellence Awards and the Scottish Homes Awards 2016.

It also included the following project that is now onsite:

Second Avenue/Singer Street, Central/Radnor Park (40 units)

- 4.2** The Council appointed CCG (Scotland) Ltd in December 2016 as the Main Contractor to work with the Council to deliver 40 new council homes following the advertisement of the project on Public Contracts Scotland.
- 4.3** The project went onsite in January 2017 and is scheduled to be completed by February 2018. The progress of this project will continue to be reported to the Housing and Communities Committee.
- 4.4** The housing mix is detailed in the table below. The development will be compliant with the pioneering and sector leading West Dunbartonshire Affordable Housing Design Standard which incorporates Housing for Varying Needs and secure by design.

19 x 1 bedroom flats
7 x 2 bedroom flats
4 x 3 bedroom terraced houses
8 x 4 bedroom townhouses
1 x 2 bedroom wheelchair bungalow
1 x 1 bedroom terraced house

- 4.5** The project has been agreed with the Scottish Government Housing Investment Division through the Strategic Local Programme and will attract funding of £2.36 million based on the provision of 40 new homes for social rent. This will again allow the Council to reach the Silver Standard (greener) achieved in the new properties at Hillstreet Square and meet the requirements of the approved West Dunbartonshire Affordable Housing Design Standard.
- 4.6** A drop in session was held on 1 March 2017 in partnership with Clydebank Housing Association who is developing new housing on an adjacent site. The session was well attended by local residents keen to find out more about the properties on the two sites. Residents are continuing to be updated on the progress with regular newsletters from the Council and CCG.

#### Resource Planning Assumptions

- 4.7** The Scottish Government has made a commitment to deliver 50,000 new affordable homes by 2021 across Scotland within that 35,000 will be social rented homes. In order to assist Councils in planning how they will contribute to meeting this target, the Scottish Government has provided long term minimum Resource Planning Assumptions (RPAs) up to 2020/21. The new RPAs shows a significant increase in resources and provide the certainty to allow the Council to firm up our plans to deliver new affordable housing through the More homes West Dunbartonshire approach to meet the priorities in the West Dunbartonshire area. The West Dunbartonshire RPAs to 2020/21 is broken down as follows:

Year	Resource Planning Assumption at 13 December 2016	Resource Planning Assumption at 13 June 2017
2017 - 2018	N/A	£7.65m
2018 – 2019	£4.59m	£8.634m
2019 – 2020	£3.06m	£9.768m
2020 – 2021	N/A	£10.421m
<b>Total</b>		<b>£36.473m</b>

- 4.8** It should be noted that the RPAs are not set budget allocations, but are instead indicative of how much is likely to be available to spend in the local authority area. The full detail of the affordable housing programme in West Dunbartonshire will be detailed in the Strategic Housing Investment Plan (SHIP) which will also be tabled at the Housing and Communities Committee

meeting of 1 November 2017. This will include priority projects, future development plans and will contain a minimum slippage factor (over-programming) of a minimum 25% consistent with the SHIP guidance.

#### More Homes Better Homes West Dunbartonshire

- 4.9** To assist in meeting the national target of 50,000 new affordable homes by 2021, the Council's More Homes Better Homes West Dunbartonshire programme outlines the local target for a minimum 1000 new affordable homes to be built over the next 5 years in West Dunbartonshire between the Council and developing strategic partnering Housing Associations.

#### Future Council New Build

To assist in meeting this target, the Council has ambitious plans to build over 345 new homes for social rent from 2017 – 2022. The following table outlines the plans for where this will happen. It is important to note that at this stage, the figures against the number of units are estimates and that some of the projects noted below will be carried out in partnership with a Housing Association.

Start Year	Project	No. of New Houses	Total Cost Est	Grant Required
<b>2017</b>	Second Ave/Singer Street, Clydebank	40	£4.88m	£2.36m
<b>2017/18</b>	*St Andrews School, Clydebank	120	£15.6m	£6.98m
<b>2018/19</b>	Alexandria Town Centre, Alexandria	15	£1.95m	£0.885m
<b>2019/20</b>	Bellsmyre Regeneration (Aitkenbar), Dumbarton	60	£7.8m	£3.54m
<b>2020/21</b>	Haldane PS, Alexandria	60	£7.8m	£3.54m
<b>2021/22</b>	Clydebank East, Clydebank	50	£6.5m	£2.95m
<b>Totals</b>		<b>345</b>	<b>£44.53m</b>	<b>£20.255m</b>

\* In partnership with an RSL and as such Grant required is assumed across both organisations

- 4.10** The More Homes, Better Homes West Dunbartonshire programme would see an estimated investment of £44.53m in council house building over the next 5 year period; this would be supported through estimated grant funding of around £20.255m.

- 4.11** To meet the 1000 new homes target the council's ambitious plans will be mirrored by our strategic housing development partners who plan to develop over 800 new homes for social rent within the same 5 year period. These plans are detailed in More Homes Better Homes West Dunbartonshire Strategic Housing Investment Plan (SHIP). The following table extracted from the SHIP summarises the Housing Association new build activity:

<b>Wheatley Group/Cube Housing Association</b>	
St Andrew's High School, Clydebank	60
Westcliff, Dumbarton	50
Stirling Road, Bonhill	8 (off the shelf*)
Dumbain Road/Carrochan Road, Haldane (2 sites)	35
Queens Quay, Clydebank	139
<b>292 units</b>	
<b>Clydebank Housing Association</b>	
Queens Quay, Clydebank	50
Dumbarton Road, Clydebank	36
<b>86 units</b>	
<b>Link Housing Association</b>	
Littlemill, Dumbarton Road, Bowling	33
<b>33 units</b>	
<b>Dunbritton Housing Association</b>	
Dumbarton Harbour	150
Golfhill Drive, Dalmonach	7
Cottage Hospital, Dumbarton	10
<b>167 units</b>	
<b>Caledonia Housing Association</b>	
Bellsmyre Regeneration Phase 1&2	60
Bellsmyre Regeneration Phase 1&2	20 Shared Equity
Dalquhurn, Renton Phase 4	20
Dalquhurn, Renton Phase 5	10
Dalquhurn, Renton Phase 5	10 Shared Equity
Dalquhurn, Renton Phase 6	20
Dalquhurn, Renton Phase 6	10 Shared Equity
Mitchell Way, Alexandria	24
Muir Road, Bellsmyre	25
Hill Street, Alexandria	18
Highdykes, Alexandria	25
<b>242 units</b>	

\*Off the shelf refers to a process where on completion the properties are sold directly to an RSL by a housing developer

- 4.12** The table at 4.9 above includes the forthcoming development at the site of the former St Andrews school in Clydebank.

#### St Andrews School Land (120 est.)

- 4.13** In March 2016 the Infrastructure and Regeneration Committee agreed to the transfer of land where St Andrews School was demolished, from the general services account to the HRA for £200,000. This enabled the Scottish Government to provide the Council with AHSP grant for the acquisition of this site before the end of the financial year 2015/16.
- 4.14** The Council will work in partnership with the Wheatley Group through Cube Housing Association to provide around 120 units of socially rented accommodation on the site. On completion these new units of social rented housing will be shared between both organisations, the final determination of which is still to be detailed but will be reported to a future committee. The Council is the lead developer on the project and the houses are currently being designed in-house. A PAN pre-planning public consultation event was held on Tuesday 13<sup>th</sup> June in Clydebank Town Hall and evidenced strong support for the proposed development.
- 4.15** The Project Group for this development has been established and includes representatives from Housing Development, Planning, Consultancy Services, Roads and Cube Housing Association. The group will continue to meet on a regular basis.

#### Queens Quay (189 units currently projected)

- 4.16** On 31 March 2017, the Council through the Affordable Housing Supply Programme funding purchased 3 sites of land in the Queens Quay development. A range of Council departments, together with Clydebank Housing Association and the Wheatley Group have been working towards developing a suitable affordable housing project over these 3 sites and progress with this will be reported to the next Housing and Communities Committee.

#### Regeneration

- 4.17** All new build Council projects that have been completed have taken place in one of the Councils 10 Priority Regeneration Areas as outlined in the West Dunbartonshire Local Housing Strategy (LHS) 2011-2016.
- 4.18** The LHS 2017-2022 was presented to the Housing and Communities Committee in November 2016. It identified the 10 regeneration areas going forward and these will be continued to be prioritised in affordable new build planning.
- 4.19** The provision of new housing that is the right type and size and that which is needed in accordance with our housing demand lists has contributed to positively regenerating these areas. In addition, the provision of new council housing for rent, along with other housing service led initiatives through our Better Homes West Dunbartonshire approach, such as the implementation of

the Housing Asset Management Strategy, housing management initiatives and the HRA Capital Programme carrying out significant works on existing stock have all contributed positively to the overall regeneration of these priority areas.

- 4.20** As part of our strategic housing approach, tenant satisfaction levels and other contributing indicators to analyse the impact of housing regeneration activities will continue to be tracked and be reported to the Housing and Communities Committee. It will be closely monitored through the Housing Improvement Board, as part of the Housing Services Performance Management Framework.
- 4.21** In addition to its direct role as a developer of new housing, the Council's Housing Service plays a key enabler role through its statutory position as the Strategic Housing Authority.

#### Partnership Approaches

- 4.22** In order to assist the Council to meet their programme of over 300 new units of council housing in the next 5 years and therefore contribute to the overall national target, we are seeking to package all the Council new housing development sites and appoint a main contractor who will work in partnership with the Council's More Homes Delivery Team to deliver the full new build programme. The More Homes Delivery Team is currently investigating the best approach to achieve this and will bring recommendations to the first Housing and Communities Committee meeting of 2018.
- 4.23** In addition to the Council's own new build programme, a number of Housing Associations are currently on-site with their own developments and have plans to develop further as outlined in the table at 4.11. As recognition of the major contribution to the delivery of West Dunbartonshire Council's strategic housing objectives of these Housing Associations, we have engaged with Clydebank Housing Association, Dunbritton Housing Association and Caledonia Housing Association with regards the establishment of strategic housing partnerships with the three organisations similar to the arrangement the Council has with the Wheatley Group. The Council will also continue to support all Housing Associations operating in the area to develop new housing to meet the evidenced need.
- 4.24** In addition to the Council's own new build programme, Clydebank Housing Association is currently developing 44 new build homes in Central Radnor Park, Clydebank; Link Housing Association are about to complete Dalmuir Phase 3 with the imminent delivery of 30 new socially rented homes and Cube Housing Association have commenced the delivery of 44 new social rented homes on the site of the former Bonhill Primary School, 31 new social rented homes at Carrick Terrace, Dumbarton and 20 units of amenity (elderly) social rented housing at Auld Street, Clydebank.
- 4.25** It is a requirement of new housing association developments that they contribute to Local Housing Strategy objectives including those around

housing accessibility and meet the West Dunbartonshire Affordable Housing Design Standard.

## 5. People Implications

5.1 There are no people implications from this report.

## 6. Financial and Procurement Implications

### Financial

6.1 The impacts and ambition of the Council's New Build Programme outlined in 4.9 of this report has been reviewed and assessed through the Council's HRA Business Plan Model and is affordable with no negative impact to the future viability of the HRA. In February 2017 Council approved the Housing Capital Programme 2017-2022 which has profile spend of £40.8m on council new build housing over the 5 year period.

6.2 An announcement was made in January 2016 that the benchmark grant subsidy would be increased. In summary, for the greener standard Councils could receive £50,000 per unit in subsidy. This has now increased by £9,000 to £59,000 per unit. The table below outlines the subsidy available to strategic local programmes in Scotland. It demonstrates that there is still a significant difference between the subsidy levels available for Councils and Housing Associations. Representative bodies for local authorities such as ALACHO (Association for Chief Housing Officers) and COSLA (Convention for Scottish Local Authorities) are in communication with Scottish Government officials on this difference in subsidy.

	West Highland, Island Authorities and remote and/ or rural Argyll	Other rural	City and urban
RSL social rent – greener*	£84,000 (3 person equivalent, benchmark)	£74,000 (3 person equivalent, benchmark)	£72,000 (3 person equivalent, benchmark)
RSL social rent – other	£82,000 (3 person equivalent, benchmark)	£72,000 (3 person equivalent, benchmark)	£70,000 (3 person equivalent, benchmark)
RSL mid-market rent – greener*	£46,000 (3 person equivalent, benchmark)		
RSL mid-market rent – other	£44,000 (3 person equivalent, benchmark)		
Council social rent – greener*	£59,000 (flat rate benchmark for council projects)		
Council social rent – other	£57,000 (flat rate benchmark for council projects)		

6.3 The introduction of the West Dunbartonshire Affordable Housing Design Standard approved by the Housing and Communities Committee in November 2015 will ensure all new affordable housing developments in West Dunbartonshire will be eligible for the higher 'greener' subsidy levels of £72k (RSL) and £59k (Council). This enables the leverage of an additional £2k of



grant funding per unit of affordable housing in West Dunbartonshire. The Design Standard is currently being reviewed.

- 6.4** The future Council new build plan outlined at 4.9 will attract over £20million of Scottish Government Affordable Housing Supply Programme Funding.

#### Procurement

- 6.5** The new build housing project will be a significant contributor in terms of meeting the Council's strategic priorities. Through the contract strategy, other opportunities which contribute to delivery of the Council strategic priorities, for example, community benefits which improve economic growth and employability will be explored.

### **7. Risk Analysis**

- 7.1** All Council new build projects have their own Risk Register which highlights the risk within and out-with the project team's control. These are maintained and adjusted on an on-going basis.
- 7.2** With any new build project there is a risk that as the projects develop the cost increases beyond the estimated contract cost. Any additional borrowing requirements, or conversely, cost savings will be reported to future meetings of the Housing and Communities Committee.

### **8. Equalities Impact Assessment (EIA)**

- 8.1** The proposal does not alter any existing policy or pattern of service delivery and so is not considered to require an equalities impact assessment.

### **9. Consultation**

- 9.1** As part of our rent consultation exercise (January 2017), 92% of respondents indicated their support for the Council's ambitious plans to deliver the Housing Revenue Account (HRA) new council house build programme.
- 9.2** Regular updates on new build development are provided to the West Dunbartonshire Tenants and Residents Organisation at the bi-monthly liaison meetings.
- 9.3** As detailed at 4.6, an open session on the Second Avenue housing development in Clydebank was held on 1 March and was well attended by local residents supportive of the new build development and the positive regeneration that it would bring to the wider community.
- 9.4** As referenced in 4.14, of this report a PAN pre-planning public consultation event was held on Tuesday 13<sup>th</sup> June in Clydebank Town Hall and evidenced strong support for the proposed development.

## **10. Strategic Assessment**

- 10.1** The Local Housing Strategy is the overarching document setting out the strategic direction for housing across all tenures and informs the future investment in housing and related services across West Dunbartonshire.
- 10.2** Having considered all the Council's strategic priorities, this report and the provision of new supply social housing for rent contributes greatly to all five strategic priorities and significantly to improving local housing and environmentally sustainable infrastructure.

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 18<sup>th</sup> October 2017**

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<b>Appendices:</b>	None
<b>Background Papers:</b>	<p>West Dunbartonshire Council's Local Housing Strategy 2017-2022 <a href="http://www.west-dunbarton.gov.uk/media/4311723/housing-strategy-2017-2022-final.pdf">http://www.west-dunbarton.gov.uk/media/4311723/housing-strategy-2017-2022-final.pdf</a></p> <p>Local Housing Strategy, Equalities Impact Assessment, November 2016 <a href="http://www.west-dunbarton.gov.uk/media/716927/lhs_eia_sept_2011-revised.pdf">http://www.west-dunbarton.gov.uk/media/716927/lhs_eia_sept_2011-revised.pdf</a></p> <p>More Homes, Better Homes West Dunbartonshire Strategic Housing Investment Plan, Housing Development, November 2016 <a href="http://www.west-dunbarton.gov.uk/media/4312465/ship-2017-22-more-homes-better-homes-west-dunbartonshire-final-version-100117.pdf">http://www.west-dunbarton.gov.uk/media/4312465/ship-2017-22-more-homes-better-homes-west-dunbartonshire-final-version-100117.pdf</a></p> <p>Affordable Housing in West Dunbartonshire, Housing Strategy and Development, July 2015</p>

<http://www.west-dunbarton.gov.uk/media/4308583/brochure-final-website-version.pdf>

**Wards Affected:**

All



## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by the Strategic Lead - Regeneration**

**Housing and Communities Committee: 1 November 2017**

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**Subject: More Homes Better Homes West Dunbartonshire - Housing Capital Programme 2017/2018 Progress Report.**

#### **1. Purpose**

- 1.1** The purpose of this report is to provide the Housing and Communities Committee with an update on the progress of the Housing Capital Programme 2017/18.

#### **2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) Notes the content of the report and the progress made to date; and
  - (ii) Notes that a further progress report will be submitted to a future Housing and Communities Committee meeting.

#### **3. Background**

- 3.1** At the meeting of West Dunbartonshire Council on 22 February 2017, Council agreed a report entitled "Housing Revenue Account (HRA) Estimates 2017/2018". The report sets out the proposed five year capital programme of work for period 2017/18 to 2021/22, which includes the capital expenditure plan for 2017/2018.
- 3.2** At the meeting of the Housing and Communities Committee on 9 August 2017, Members noted a report entitled "More Homes Better Homes West Dunbartonshire - Housing Capital Programme 2017/2018 Progress Report".
- 3.3** The HRA capital programme is derived from data from the current stock condition survey and, where appropriate, technical assessment of officers. The main objectives of the programme are:
- the Council meets the requirements of the Scottish Housing Quality Standard (SHQS);
  - the Council achieves the Energy Efficiency Standard for Social Housing (EESH); and

- the Council meets its landlord obligations and health and safety responsibilities.

In addition to the core stock, the programme includes approved funding in 2017/18 to support the Council's new house build programme.

- 3.4** The Housing Capital Programme for 2017/18 is presently being implemented and a significant body of work is already in progress delivering the programme incrementally. Key objectives are summarised and outlined in the Main Issues below.

#### **4. Main Issues**

##### Progress in SHQS compliance

- 4.1** The target for compliance for 2016/17 was 87.6% and the compliance rate was 88.2% as at 31<sup>st</sup> March 2017; this was an improvement from 85.9% as at 31<sup>st</sup> March 2016. There were 682 properties in abeyance as at 31<sup>st</sup> March 2017 – a reduction from 864 as at 31<sup>st</sup> March 2016. In addition there were 567 exempt properties as at 31<sup>st</sup> March 2017 – a reduction from 650 as at 31<sup>st</sup> March 2016.

The target for compliance for 2017/18 is 89.8% and the actual compliance rate will be calculated on 31 March 2018. It is anticipated that the programmes of work planned will maintain this position and contribute to improving the compliance rate. The compliance rate will be calculated and tracked at the mid-year point.

##### Progress in EESSH compliance

- 4.2** The EESSH compliance rate is 54.7% as at 31<sup>st</sup> March 2017; this has improved from 53.6% at 31<sup>st</sup> March 2016. The target for compliance for 2017/18 is 57.9% and the actual compliance rate will be calculated on 31 March 2018. It is anticipated that the programmed energy improvement projects targeted for EESSH would achieve this target; however the difficulties being experienced and highlighted below in 4.5 will have a bearing on this.

##### New Build Housing

- 4.3** The next phase of Council new build is underway at Second Avenue/Singer Street, Central/Radnor Park delivering 40 units and is scheduled to be completed by February 2018 on time and on budget.

##### Expenditure Performance

- 4.4** Housing Capital Budget - £30,577,559  
Forecast Outturn at P5 - £22,019,644  
Forecast Variance at P5 - £8,557,915

As can be seen there is currently a projection of underspend this year, based on current knowledge, the key issues are reported below.

Key Issues:

- 4.5** As noted above, a number of projects are experiencing issues in meeting budgeted phased spend targets in 2017/18 contributing to the forecast outturn and variance noted above. The following table summarises the current position, main issue and actions planned to mitigate this position.

Project	Main Issue
<p>Targeted EESSH (insulated render)</p> <p>Budget: £4.06m</p> <p>Projected Spend: £0.800m</p>	<p>Building Services have been experiencing significant problems in securing the number of skilled operatives to deliver this project, despite repeated rounds of recruitment. This has impacted severely on their ability to deliver the level of work required.</p> <p>Back-up contractors for this type of work have been procured however there is a limitation on the value of work they can undertake which is far below the level needed to deliver the programme</p>
Action	
	<p>Building Services will continue to drive recruitment in efforts to increase the number of appropriately skilled operatives. Procurement officers are currently scoping out the Scotland Excel framework to establish its suitability to deliver this work. In the meantime the project will continue with Building Services and the current back-up contractors in order to maximise progress. The next phase of over 100 addresses is being scheduled for site start.</p>
Project	Main Issue
<p>Modern Facilities (Kitchens/Bathrooms)</p> <p>Budget: £0.590m</p> <p>Projected Spend: £0.250m</p>	<p>Condition information identifies addresses for bathroom and kitchen renewal, however gaining tenant agreement is an obstacle to meeting planned targets. Uptake is less than needed to meet the programme. At this time a reasonable projection of completion numbers would be 50 bathrooms and 60 kitchens. This position is fluid and subject to change dependent upon access.</p>
Action	
	<p>Officers continue to contact tenants by letter</p>

	and telephone call in efforts to encourage uptake. The Housing Improvement Board has agreed to add showers to the bathroom specification, we are hopeful that this will increase desirability and uptake.
<b>Project</b>	<b>Main Issue</b>
<p>Non Traditional and Traditional Improvements (Risk St)</p> <p>Budget: £2.460m</p> <p>Projected Spend: £0.800m</p>	<p>This project has taken considerable time to liaise and negotiate with owners to take this forward. The majority of owners in each block, including WDC owned shares have voted in favour of the improvement proposal (external insulation). The inclusion of external insulation enables access to energy efficiency grant support for owners in order to reduce their financial burden. The project also incorporates necessary works to the roof, external walls and balustrades.</p>
<b>Action</b>	
	<p>Communications have been issued to all owners advising the result of the vote and next steps. Officers are working to complete the building warrant process. Tender acceptance and contract confirmation will be taken forward upon building warrant receipt. Customer Liaison Officer and Project Team are coordinating the open drop in session for residents with project design details and information presentations. The project is estimated for completion by end of 18/19.</p>
<b>Project</b>	<b>Main Issue</b>
<p>New House Build</p> <p>Budget: £5.698m</p> <p>Projected Spend: £4.849m</p>	<p>The overall new build budget includes all current and future planned developments. Regular progress on these is reported to the Housing and Communities Committee. While the programme delivery and milestones are closely monitored through strong internal processes new housing developments are planned and phased over a longer period than a financial year. Therefore, at various stages including acquisition, design, procurement and delivery key milestones may be amended and spend has to be re-phased.</p>



Action	
	This budget has been projected to re-phase to 18/19 at this time, and will continue to be closely monitored.

#### Customer Satisfaction

- 4.6** Customer satisfaction surveys are carried out regularly following the agreed corporate template.

The end of year summary for 2016/17 shows an average of 94.7% satisfaction over 11 satisfaction areas.

The target satisfaction rate for 2017/18 is 95%. The 2017/18 Q1 customer satisfaction is 90%. Q2 surveys are underway at the time of writing.

Any problems highlighted from the survey feedback are recorded and reported to the respective project delivery teams to action and resolve the problem. Customer Liaison Officers monitor these for any recurring problem themes in order to highlight and action with the delivery teams to reduce the likelihood of re-occurrence.

### **5. People Implications**

- 5.1** There are no personnel issues.

### **6. Financial and Procurement Implications**

- 6.1** Other than the financial position noted above, there are no financial implications of this report. There are no direct procurement implications from this report.

### **7. Risk Analysis**

- 7.1** To achieve the objectives of the housing capital programme each year requires effective delivery, monitoring, management and reporting. Scrutiny of the progress report positively contributes to this.
- 7.2** On-going investment, in line with the 30 year HRA Business Plan, will assist the Council to meet its investment objectives for Council housing including; housing quality, energy efficiency, landlord obligations, health and safety and the new house build programme.
- 7.3** Underperformance in delivery of the programme increases the risk of expenditure re-phasing and in turn may impact on a lower quantity of completions than planned.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** This report does not alter the existing policy or pattern of service delivery in connection with the overarching report approved by Council on 22<sup>nd</sup> February 2017 in relation to the Housing Capital Programme and so is not considered to require any additional equalities impact assessment.

## **9. Consultation**

- 9.1** Finance and Legal services have been consulted regarding the contents of this report.

## **10. Strategic Assessment**

- 10.1** The Council's strategic priorities have been considered and the works arising from this report will have a positive impact on the priorities, in particular "improving local housing and environmentally sustainable infrastructure"

**Jim McAloon**  
**Strategic Lead – Regeneration**  
**Date: 29 Sep 2017**

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**Appendices:** None

**Background Papers:** Report by The Strategic Lead - Regeneration on More  
Homes Better Homes West Dunbartonshire - Housing  
Capital Programme 2017/2018 Progress Report to the  
Housing and Communities Committee on 9 August 2017

Report by The Strategic Lead - Housing and Employability  
for the Housing Revenue Account (HRA) Estimates  
2017/2018 to West Dunbartonshire Council on 22  
February 2017

**Wards Affected:** All

**WEST DUNBARTONSHIRE COUNCIL****Report by Strategic Lead - Regeneration****Housing and Communities Committee: 1 November 2017**

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**Subject: Building Services Performance Update****1. Purpose**

- 1.1** The purpose of this report is to provide members with an update on Building Services performance since the previous report presented to the Committee on 9 August 2017.
- 1.2** The report provides details on performance such as attendance management, growth of the business and other areas of importance on Building Services transformation journey to meet Council, Clients and Customers' aspirations.

**2. Recommendations**

- 2.1** It is recommended the Housing and Communities Committee:
- notes the contents of the report and progress made since the previous report; and
  - recognises areas of continued improvement and areas identified where development is required.

**3. Background**

- 3.1** Building Services, the Council's in-house DLO is responsible for delivering a wide range of services to West Dunbartonshire communities from offices and depots in Dumbarton and Clydebank.
- 3.2** Building Services has many clients and customers, both within and outwith the Council and will aim, over coming years, to become a more commercial operation widening its customer base to generate additional income to help protect jobs and support the delivery of the Council's front line services.
- 3.3** Building Services continues to modernise its service delivery model and an example of this is home start working; where craft workers report straight to their work site each morning and at the end of shift go directly home which increases the on-site activity time, reduces unnecessary trips to depots and reduces non-productive time.

#### **4. Main Issues**

##### Recruitment of Craft Workers

- 4.1** Steady progress was made in 2016/2017 to recruit craft workers for leavers and additional posts identified for new and increased workstreams. Unfortunately in 2017/18 it has and remains difficult to attract specific trade groups including electricians, slaters / roofers and rough casters. The recruitment drive will be relaunched in October / November with an objective to fill as many of the current vacancies as possible before the end of the financial year.

##### Attendance Management

- 4.2** The absence rate for Building Services in 2016/2017 was poor and we are working closely with HR and employees to help support them maintain an acceptable level of attendance. Data up to 31 August 2017 show there has been a reduction in absence of 11% with 195 fewer days' absence than in the corresponding period in 2016/2017.

##### Building Services Procurement Pipeline

- 4.3** The supply of material, back-up sub-contractors and specialist contractors required to support Building Services deliver an efficient and effective service continue to make significant progress. Officers from Building Services and Consultancy Service have worked with the Corporate Procurement Team to let further contracts including the maintenance of firefighting equipment. Other tenders being prepared include gas services for housing and schools and other public buildings, lift maintenance, kitchen unit supply, installation of floor finishes and digital TV equipment maintenance.

##### Commercial Activity

- 4.4** Internal large scale projects include:
- the refurbishment of Balloch Public Toilets has commenced and is due for completion by December and;
  - refurbishment of the grade 2 listed Mountblow Football Pavilion has commenced and is due for completion by March 2018.

New external client works completed within the period include disabled adaptations completed for Knowes Housing Association.

##### Financial Information and Performance at Period 5, 31 August 2017

##### Housing Maintenance Trading Account

- 4.5** Budget - £21,765,700; spend to date - £8,032,017; forecast spend £21,765,700  
Surplus target £1,518,249; actual to date (£602,683), forecast £1,546,264

## **5. People Implications**

- 5.1** Growing Building Services by increasing works and projects delivered for the Council and becoming more successful in securing external commercial contracts will serve to protect front line jobs and contribute to Council's operational and administrative costs.
- 5.2** Following the successful implementation of an appropriate technology platform; the service will become more efficient in future years increasing productivity. It is noted however, it may be necessary to increase Craft Worker establishment levels to accommodate and expedite increased and new workstreams in future.

## **6. Financial and Procurement Implications**

- 6.1** There are no additional financial and procurement implications in relation to this report. All costs and resources have been included within appropriate budget and financial reports.
- 6.2** All procurement activity carried out by the Council in excess of £50,000 is subject to a contract strategy. The contract strategy for the projects in 4.3 above will be produced by the Corporate Procurement Unit in close consultation with Building Services Officers. The contract strategy will include but may not be limited to: contract scope, service forward plan, the market, procurement model and routes – including existing delivery vehicles, roles and responsibility, risks, issues and opportunities and ongoing contract management.

## **7. Risk Analysis**

- 7.1** The Council's strategic risks have been considered by Building Services in providing services as outlined within this report. Although there are some additional risks associated by providing services to external customers; these are nominal and will be mitigated by effective contract management procedures and practice.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** Equalities legislation requires new or significant changes to services or policies or financial decisions should be subject to an assessment of the impact on wellbeing of certain groups of people.
- 8.2** Equalities Impact Assessment screening has been carried out which did not identify any significant issues. The report does not alter any existing policy or pattern of service delivery.

## **9. Consultation**

**9.1** Finance and legal teams have been consulted on the contents of the report.

**9.2** We are committed to effective consultation with tenant and resident groups and Building Service attend and provide information on performance and other points of interest to West Dunbartonshire Scrutiny Panel and other groups from WDTRO.

## **10. Strategic Assessment**

**10.1** This report contributes to the Council's Strategic Priorities and in particular towards:

- improving economic growth and employability;
- improving local environmentally sustainable infrastructure; and
- improving wellbeing of communities.

**Jim McAloon**  
**Strategic Lead Regeneration**  
**Date: 4 October 2017**

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**Person to Contact:** Martin Feeney – Building Services Manager, 57 Cochno Street, Clydebank, Telephone: 01389 738200, e-mail: [mfeeney@west-dunbarton.gov.uk](mailto:mfeeney@west-dunbarton.gov.uk).

**Appendices:** None

**Background Papers:** Building Services Performance Update Report – presented to the Housing and Communities Committee on 9 August 2017

**Wards Affected:** All.

## WEST DUNBARTONSHIRE COUNCIL

### Report by the Strategic Lead, Housing and Employability

**Housing and Communities Committee: 1 November 2017**

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**Subject: Scottish Social Housing Charter Progress Report and Tenant Satisfaction Survey Results**

#### **1. Purpose**

- 1.1** The purpose of this report is to provide members with information on how the Council has performed against the Scottish Social Housing Charter indicators during year four of implementation. The report provides annual benchmarking information.
- 1.2** The report also highlights the results of a Tenant Satisfaction Survey carried out in Summer 2017 which will be used to inform our Annual Return on the Charter for 2017/18.

#### **2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) notes the contents of this report and recognises the continued improvements within Housing Services in West Dunbartonshire including the recent improved tenant satisfaction levels; and
  - (ii) notes that a full annual progress report on the Scottish Social Housing Charter be submitted to the August 2018 meeting of the Housing and Communities Committee.
  - (iii) notes the Council's approach in communicating performance to tenants and service users has again been cited for excellence through being nominated for the TPAS (Scotland) National Good Practice Awards for the second successive year.

#### **3. Background**

- 3.1** The Scottish Government's Scottish Social Housing Charter came into force in April 2012. The Charter sets out the standards and outcomes which:
- tenants can expect in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them;
  - homeless people can expect in terms of access to help and advice, the quality of temporary accommodation, and continuing support to help homeless people access and keep a home;
  - owners can expect from the property management services they receive; and

- Gypsies/Travellers can expect in terms of the maintenance and management of sites.

**3.2** The Charter lists the standards and outcomes that social landlords should achieve for their customers. The 16 Charter outcomes and standards were reported to the Housing, Environment and Economic Development Committee on 8 May 2013.

**3.3** The agreed reporting timetable for the Scottish Social Housing Charter is shown below:

When	Who	What
Throughout year	Landlord	Assesses performance against the Charter
31 May each year	Landlord	Completes and submits Annual Return on the Charter (ARC) to Scottish Housing Regulator
31 Aug each year	Scottish Housing Regulator	SHR publishes a report about each landlord with key data from its ARC on their website
31 Oct each year	Landlord	Reports its performance to all its tenants and other customers
31 Mar each year	Scottish Housing Regulator	Contributes to Local Scrutiny Plan based on performance against Charter Indicators
31 Mar each year	Scottish Housing Regulator	Publishes a report on the analysis of the sector's performance in achieving the Charter Outcomes

**3.4** On 8 May 2013, Members of the Housing, Environment and Economic Development Committee agreed that twice yearly reports be provided as follows:

- August Committee - Scottish Social Housing Charter Annual Performance Report; and
- November Committee - Annual Benchmarking Report. and Scottish Social Housing Charter Mid-Year Progress Report

## **4. Main Issues**

**4.1** The key areas of focus in relation to the Scottish Social Housing Charter highlighted in this report are as follows:

- Tenant Satisfaction Survey 2017 results;
- an assessment of our performance against the Charter Outcomes;
- the production of a Charter Performance Report for tenants and other customers; and
- the development of effective tenant scrutiny arrangements in conjunction with tenants and other customers.

### Tenant Satisfaction Survey 2017

**4.2** In order to fulfil our obligations in terms of the Scottish Social Housing Charter members of the Housing, Environment and Economic Committee agreed on 6









November 2013 that a comprehensive tenant satisfaction survey be carried out on an annual basis.

**4.3** This 2017 survey was carried out during July and August 2017 and the full survey report and improvement plan is available as a background paper to this report. Key findings include;

- 84% of tenants satisfied with the overall service provided (from 72% in 2014);
- all satisfaction levels across the main indicators submitted as part of the Annual Return on the Charter (ARC) have improved since 2013/14; and
- there has been a significant improvement in the percentage of tenants who feel satisfied with the opportunities to participate, up 27% since 2014, and up 12% since last year.

**4.4** The table below summaries satisfaction rates against the key Scottish Social Housing Charter Indicators:

	Charter Indicator	2014	2015	2016	2017	Change 2014-17
<b>Indicator 1</b> 	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by WDC?	72%	81%	84%	84%	+12%
<b>Indicator 3</b> 	How good or poor do you feel WDC is at keeping you informed about their services and decisions?	73%	76%	87%	84%	+11%
<b>Indicator 6</b> 	Satisfaction with the opportunities given to you to participate in WDC's decision making process?	52%	59%	67%	79%	+27%
<b>Indicator 10</b> 	Overall, how satisfied or dissatisfied are you with the quality of your home?	74%	80%	81%	86%	+12%
<b>Indicator 17</b> 	To what extent do you think that the rent for this property represents good or poor value for money?	67%	73%	68%	75%	+8%
<b>Indicator 29</b> 	Overall, how satisfied or dissatisfied are you with WDC Council's management of the neighbourhood you live in?	76%	78%	80%	80%	+4%

### Assessment of Performance against the Charter Outcomes

#### Annual Return on the Charter (ARC)























**4.5** The Scottish Housing Regulator (SHR) uses 37 Charter Performance Indicators to monitor the performance of all social landlords against the Charter outcomes and standards.





























**4.6** West Dunbartonshire Council successfully submitted the Annual Return on the Charter (ARC) to the SHR within the agreed timescales.

- 4.7** An annual report based on 2016/17 performance was reported to Committee in August 2017. This report included key data from the ARC and compared our performance with that of the previous year. In the main, this report highlighted the on-going performance improvement trend among housing services in West Dunbartonshire, with 70% of the key indicators showing an improvement trend.

#### Benchmarking of key performance indicators

- 4.8** Both our ARC submission and our annual submission of performance information to Scotland's Housing Network (SHN) provide opportunities to compare our performance against other landlords (all Scottish local authorities and, where appropriate, Glasgow Housing Association) and to identify areas for improvement. This process is known as "benchmarking".
- 4.9** In August 2017, SHN provided a report and feedback session for senior staff, members of the WDTRO and members of the West Dunbartonshire Scrutiny Panel, commenting on our performance in comparison with our peer group which comprised of those organisations highlighted in section 4.8 of this report.
- 4.10** The key findings are outlined below:

Status Key				SHN Benchmarking data 2016/17			
							
Top quartile	2nd quartile	3 <sup>rd</sup> quartile	4 <sup>rd</sup> quartile				
Customer Satisfaction				2015/16 Value	2016/17 value	2015/16 Rank	2016/17 Rank
Percentage of tenants satisfied with the overall service				83.5%	84.1%		
Percentage of tenants who feel their landlord is good at keeping them informed				87.2%	84.5%		
Percentage of tenants satisfied with the opportunities given to participate				67.1%	79.1%		
Percentage of existing tenants satisfied with the quality of their home				81.03%	86.3%		
Quality of Housing				2015/16 Value	2016/17 value	2015/16 Rank	2016/17 Rank
Percentage of tenants satisfied with the standard of their home when moving in				84%	86.6%		
Percentage of properties meeting the SHQS				85.9%	88.2%		
Repairs, Maintenance and Improvements				2015/16 Value	2016/17 value	2015/16 Rank	2016/17 Rank
Average length of time taken to complete emergency repairs				3.81 hours	3.9 hours		
Average length of time taken to complete non-emergency repairs				10.58 days	7.17 days		
Percentage of reactive repairs carried out completed right first time				94.5%	87.8%		

Percentage of repairs appointments kept	92.3%	85.4%		
Percentage of tenants satisfied with the repairs and maintenance service	92.7%	93.6%		
<b>Neighbourhood and Community</b>	<b>2015/16 Value</b>	<b>2016/17 value</b>	<b>2015/16 Rank</b>	<b>2016/17 Rank</b>
Percentage of tenants satisfied with the management of the neighbourhood they live in	80.4%	80.3%		
Percentage of tenancy offers refused	62%	52.1%		
Percentage of anti-social behaviour cases resolved within locally agreed target times	81.9%	70.5%		
Percentage of those housed who maintained their tenancy for at least 12 months	86.8%	88.4%		
The average time to complete applications for medical adaptations	38.3 days	92.3 days		
<b>Homeless People</b>	<b>2015/16 value</b>	<b>2016/17 value</b>	<b>2015/16 Rank</b>	<b>2016/17 Rank</b>
Percentage of households requiring temporary accommodation to whom an offer was made	99.9%	100%		
Percentage satisfied with the quality of temporary or emergency accommodation	90.2 %	77.8%		
Percentage of temporary accommodation offers refused	4.2%	5.1%		
<b>Value for Money</b>	<b>2015/16 value</b>	<b>2016/17 value</b>	<b>2015/16 Rank</b>	<b>2016/17 Rank</b>
Average time to re-let properties	50 days	46 days		
Rent loss due to voids expressed as a percentage of the total amount of rent due	1.47%	1.05%		
Rent collected as a percentage of total rent due	102.4%	100.2%		
Gross rent arrears as a percentage of total rent due	9.55%	10.15%		

















- 4.11** A full assessment of 2016/17 performance has been carried out in partnership with the Tenant Scrutiny Panel and has informed the development of a Charter Improvement Plan. This is currently being implemented across all areas of the housing service with the objective of continuing to improve services for our tenants and customers.
- 4.12** The table outlined below provides a more local analysis comparing West Dunbartonshire Council's performance against comparable neighbouring housing organisations (4 neighbouring local authorities Renfrewshire, East Dunbartonshire, Stirling and River Clyde Homes operating in Inverclyde Council).

Indicator	West Dunbartonshire Council	East Dunbartonshire Council	Renfrewshire Council	Stirling Council	River Clyde Homes
<b>HOMES AND RENT</b>					
Total Number of Homes					
	10,580	3,561	12,220	5,646	5,878
Average weekly rent					
2 APT	£71.79	£65.68	£68.11	£61.23	£77.11
3 APT	£73.92	£70.57	£76.98	£63.42	£81.32
4 APT	£78.52	£74.44	£86.05	£66.00	£87.41
5 APT	£83.89	£78.33	£92.65	£67.68	£93.17
<b>TENANT SATISFACTION</b>					
% of overall satisfaction with the service					
	84.1%	81.6%	82.2%	93.2%	93.6%
<b>QUALITY AND MAINTENANCE OF HOMES</b>					
% of homes meeting the SHQS (excluding exemptions and abeyances)					
	88.2%	98.2%	91.4%	98.1%	89.4%
Average Number of hours – Emergency Repairs					
	3.9 hours	5.3 hours	6.9 hours	6.2 hours	10.4 hours
Average Number of Days – Non Emergency Repairs					
	7.2 days	9.7 days	7.4 days	6.8 days	7.5 days
Repairs – Right First Time					
	87.8%	85.1%	94.8%	88.7%	88.3%
% of tenants who have had repairs carried out on the last 12 months who were satisfied with repairs and maintenance service					
	93.6%	75.0%	91.4%	82.9%	89.0%
<b>HOUSING MANAGEMENT</b>					
Cases of anti-social behaviour, per 100 homes, reported in the last year					
	2.3	1.1	4.8	10.8	8.0
% of anti-social behaviour cases resolved within locally agreed targets in the last year					
	70.4%	80.0%	96.4%	52.2%	87.9%
<b>VALUE FOR MONEY</b>					
Rent collected as % of rent due					
	100.2%	99.1%	100.1%	99.8%	100.6%
% of Rent due not collected through homes being empty					
	1.05%	1.4%	1.5%	0.7%	2.4%
Average length of time in days taken to re-let homes in the last year					
	46.1 days	71.6 days	37.9 days	36.1 days	83.0 days

- 4.13** As part of the requirements of the Scottish Social Housing Charter all performance information is publicly available via the Scottish Housing Regulator's website.

## Mid-year progress against Scottish Social Housing Charter Indicators

- 4.14** Of the 37 Charter Indicators, 24 are reported on an annual basis and 13 on a six monthly basis to the Housing and Communities Committee.
- 4.15** Performance improvement targets for 2017/18 for all the Charter Indicators have been agreed based on robust benchmarking information and previous performance where applicable.
- 4.16** A summary of performance for the period April 2017 – September 2017 for those indicators reported on a 6 monthly basis is outlined in the table below:

Status Key			Scottish Social Housing Charter Mid-year Performance Report (Apr 2017 – Sep 2017)		
 Target Met or exceeded	 Target narrowly missed (within agreed range)	 Target missed			
Estate Management, Anti Social Behaviour, Neighbour Nuisance and Tenancy Disputes			Mid-year Target	Mid-year Value	Status
Percentage of tenancy offers refused			50%	56%	
Percentage of anti-social behaviour cases resolved within locally agreed target times			50%	40.2%	
Repairs, Maintenance and Improvements			Mid-year Target	Mid-year Value	Status
Average length of time taken to complete emergency repairs			3.8 hours	3.58	
Average length of time taken to complete non-emergency repairs			6.8 days	8.05 days	
Percentage of reactive repairs carried out completed right first time			94.8%	87.4%	
Percentage of properties which had a gas check completed by the anniversary date			100%	100%	
Percentage of tenants satisfied with the repairs and maintenance service			93.6%	91.4%	
Homeless People			Mid-year Target	Mid-year Value	Status
% of repeat homelessness presentations*			5%	5%	
Percentage of households requiring temporary accommodation, to whom an offer was made			100%	100%	
Vale for Money			Mid-year Target	Mid-year Value	Status
Average time to re-let properties			38 days	40 days	
Rent collected as a percentage of total rent due			101%	99.2%	
Gross rent arrears as a percentage of total rent due			8%	8%	
Tenancy Sustainability			Mid-year Target	Mid-year Value	Status
Percentage of new tenants who maintained their tenancy for at least 12 months			91%	88%	

\*not Charter Indicator but clear strategic indicator for service

- 4.17** The indicator where performance has not met target and the improvement actions designed to improve performance is highlighted below. It is anticipated that the indicators where target has been narrowly missed will improve within Q3/4 to ensure that the annual targets will be met and this will be monitored through the Housing Improvement Board:-

Repairs, Maintenance and Improvements	
Indicator	Improvement Action
Average length of time taken to complete non-emergency repairs	<p>Performance in 2016/2017 was significantly improved with the average time taken to complete non –emergency repairs reducing from 10.6 days in 2015/16 to 7.17 days in 2016/17. As a result of this we set a more challenging target of 6.8 days for 2017/2018.</p> <p>Actions taken so far to improve performance include:</p> <ul style="list-style-type: none"> <li>• reviewing 2016/2017 performance and identify areas for improvement,</li> <li>• Develop a corrective action plan and strategy; distribute this and brief teams ensuring all understand the importance of completing non-emergency repairs as appointed or in target date as appropriate,</li> <li>• Monitor support team activity to ensure accurate categorisation of newly introduced priorities,</li> <li>• Review appointment process to ensure appointed work is recorded on systems and closely monitored to ensure the best opportunity of achieving our target for 2017/2018.</li> </ul>

#### Charter Performance Report

- 4.18** The Scottish Housing Regulator requires all social landlords to produce an Annual Charter Performance Report for their tenants and other customers no later than 31 October each year.
- 4.19** The Regulator states that that this report should include:
- an assessment of performance in delivering the Charter Outcomes;
  - relevant comparisons – with previous years, other landlords and national performance; and
  - how and when the landlord intends to address areas for improvement.
- 4.20** A working group of tenants and officers was established and successfully:
- agreed with tenants how they wished to be involved;

- agreed with tenants which indicators will feature in the report; and
- agreed the best style and format to use to ensure that the report is user friendly and easy to understand.

**4.21** The report is attached as Appendix 1 of this report and will be made available online. In addition, a copy will be circulated to all members. A summary of the report will be sent to every tenant with the winter edition of the Housing News (December). The full report has also been sent to all tenants groups and interested tenants, partner organisations and the Scottish Housing Regulator. Hard copies are available from the Housing Development Team.

#### Tenant Scrutiny Arrangements

**4.22** The Scottish Housing Regulator places the statutory requirement that tenants are involved in scrutinising landlords' performance against the Charter and requires that:

- the form of involvement has been agreed with tenants;
- involvement is effective and meaningful and that tenants have a real say in assessment of performance;
- the approach is publicised to tenants; and
- landlords can demonstrate the agreed approach was actually implemented.

**4.23** Developing effective tenant scrutiny is therefore a challenging process, however, following support from the Scottish Government's "Stepping Up to Scrutiny" training programme in which elected members took part, these requirements were successfully met and in November 2014 the Housing and Communities Committee approved the establishment of our Tenant Scrutiny Panel with clear terms of reference.

**4.24** The Panel has recently concluded its third annual exercise looking at the Tenancy Sustainment, specifically at the New Tenant Visit process. A report making a number of recommendations will be presented to the Housing Improvement Board on 30 October 2017 for approval. If approved all of the recommendations will be adopted and implemented within 2017/18.

**4.25** Based on our 2016/17 ARC submission and the outcomes of our Charter self-assessment exercise, the Scrutiny Panel are currently agreeing the focus of their activities for 2017/18.

**4.26** The WDTR continue to be heavily involved in the scrutiny of the Housing Service and continuing work of the Joint Rent Group comprising tenants, Council officers and the Convener of the Housing and Communities Committee, looking at the rent setting process and the guidance in relation to the Housing Revenue Account (HRA) is important in ensuring the Housing Service provides best value for current and future tenants.

## **5. People Implications**

- 5.1** Delivery on the requirements of the Scottish Social Housing Charter is managed from within existing staffing resources within the Housing Development Team within Housing and Employability Service area.

## **6. Financial and Procurement Implications**

- 6.1** There are no direct financial or procurement implications in relation to this report.

## **7. Risk Analysis**

- 7.1** There is a significant risk that failure to respond appropriately to the introduction of the Scottish Social Housing Charter would attract an adverse reaction from the Scottish Housing Regulator and may have wider consequences for the Council in the context of Best Value.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** Equalities legislation requires that new or significantly changing policies or services and financial decisions should be subject to an assessment of their impact on the wellbeing of certain groups of people. The recommendations within this report do not alter any existing policy or pattern of service delivery and so is not considered to require an equalities impact assessment.

## **9. Consultation**

- 9.1** The Council has in place a well-established and proactive tenants and residents organisational structure. The WDTRO meet with the Council (chaired by the Convener of the Housing and Communities Committee) on a bi-monthly basis to discuss all issues relating to the Housing Service.
- 9.2** There remains a strong appetite among tenants and customers to continue to participate actively to improve housing services in West Dunbartonshire. This is reflected in the successful partnership approach adopted to develop the Charter Performance Report and the on-going activities of the WDTRO and the West Dunbartonshire Scrutiny Panel.
- 9.3** The Council is committed to ensure effective consultation continues and will support arrangements to increase tenant scrutiny activities and assess our performance in line with the statutory requirements under the Scottish Social Housing Charter and the regulatory framework introduced by the Scottish Housing Regulator.
- 9.4** Our approach has been commended via an external validation exercise by TPAS (Tenant Participation Advisory Service) Scotland which awarded West Dunbartonshire Council, a silver accreditation for excellence in tenant participation. West Dunbartonshire Council was the first local authority in Scotland to receive such an accreditation. This has been further strengthened as our approach has been shortlisted in the TPAS (Scotland) National Good Practice Awards in the Best Practice in Communicating Landlord's



Performance Information category for the second year running following winning the award in 2016.

## **10. Strategic Assessment**

- 10.1** Having considered the Council's strategic priorities, this report contributes significantly to all five strategic priorities and specifically to improve local housing and environmentally sustainable infrastructure.

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 19<sup>th</sup> October 2017**

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- Person to Contact:** John Kerr – Housing Development and Homelessness Manager, Housing and Employability, Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737889, email: [john.kerr@west-dunbarton.gov.uk](mailto:john.kerr@west-dunbarton.gov.uk)
- Stefan Kristmanns – Housing Development Co-ordinator, Housing Development Team, Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737545. email: [stefan.kristmanns@west-dunbarton.gov.uk](mailto:stefan.kristmanns@west-dunbarton.gov.uk)
- Dawn Brady, Housing Development Officer, Housing Development Team, Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737545. email: [dawn.brady@west-dunbarton.gov.uk](mailto:dawn.brady@west-dunbarton.gov.uk)
- Appendices:** 1. Annual Charter Performance Report for Tenants and Other Customers 2016/17, West Dunbartonshire Council, October 2017
- Background Papers:** Scottish Housing Regulator West Dunbartonshire Council Landlord Report, Scottish Housing Regulator, August 2017
- The Scottish Social Housing Charter: Indicators and Context Information, Scottish Housing Regulator  
[http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Charter%20Indicators%20Document%20-%20Final%20Draft%20-%2027%20September\\_0.pdf](http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Charter%20Indicators%20Document%20-%20Final%20Draft%20-%2027%20September_0.pdf)
- West Dunbartonshire Council Tenant Satisfaction Survey Report and Improvement Action Plan, October 2017
- West Dunbartonshire Council Scottish Social Housing Charter Self-Assessment Improvement Plan
- West Dunbartonshire Scrutiny Panel, Report to the Housing Improvement Board October 2017, Scrutiny Exercise: Tenancy Sustainment, New Tenant Visit process

West Dunbartonshire Tenant Participation Strategy 2017-2020  
“Involving You”

Scottish Social Housing Charter Performance Report,  
Report by Executive Director of Infrastructure and  
Regeneration, Housing and Communities Committee, 8  
August 2017

**Wards Affected:** All

# West Dunbartonshire Council

## Housing Services



### Annual Charter Performance Report for Tenants and other Customers 2016/17







# Foreword



Welcome to our Annual Charter Performance Report for tenants and other customers. This report outlines how we performed during 2016/17 against the Outcomes and Standards set out in the Scottish Social Housing Charter. Both the content and the style of the report were chosen in partnership with tenants and I hope that it is received as positively as previous reports were.

This past year has been another busy and challenging period across housing services as we continue to respond positively to the challenges of Welfare Reform and continue to deliver improved services.

Over the past 12 months housing services has been undergoing a structural and operational transformation with a renewed focus and energy on providing excellent and appropriate housing and related services.

Some of our key achievements during the past year include investment of more than £14m to meet our housing supply targets, the housing led regeneration of our communities has resulted in the delivery so far of 121 new council homes for rent, our new Homelessness Strategy “More than a Roof” is being delivered and we have improved the support we provide in order to help tenants succeed in their homes.

In addition to this, we rolled out a Rent Campaign aimed at increasing housing benefit take-up and reduce rent arrears and are also now about to embark on a public campaign titled No Home for Domestic Abuse to protect the interests of those experiencing abuse.

This report looks at our performance during 2016/17 and outlines how we have continued to deliver the standards and outcomes that tenants and other customers can expect in terms of the quality and value for money of the services they receive. As well as highlighting areas where we have performed well, the report also highlights areas where we still need to improve. The report sets out some of the actions we will be taking during 2017/18 in order to respond positively to the challenges we face and ensure that our tenants and other customers are provided with good quality homes and other services.

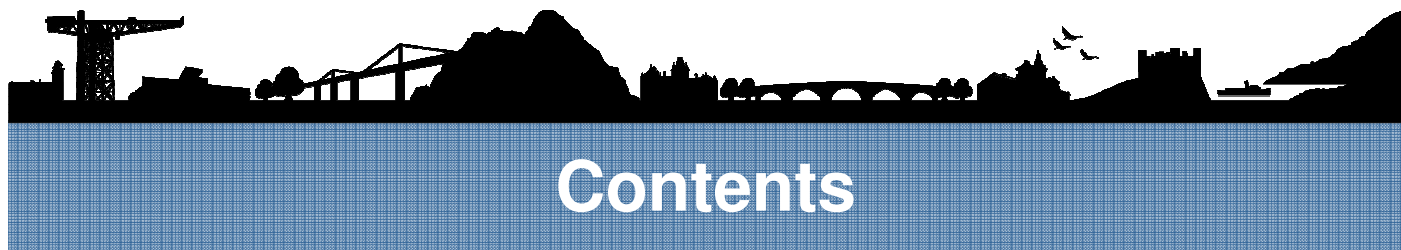
We continue to strive to ensure that our service compares well and we become the top performing landlord across all the Charter Outcomes, delivering both value for money and excellent customer service.

As always we welcome your opinion and would be happy for you to provide your views via the Housing Development team at [HousingStrategy@west-dunbarton.gov.uk](mailto:HousingStrategy@west-dunbarton.gov.uk)

Peter Barry

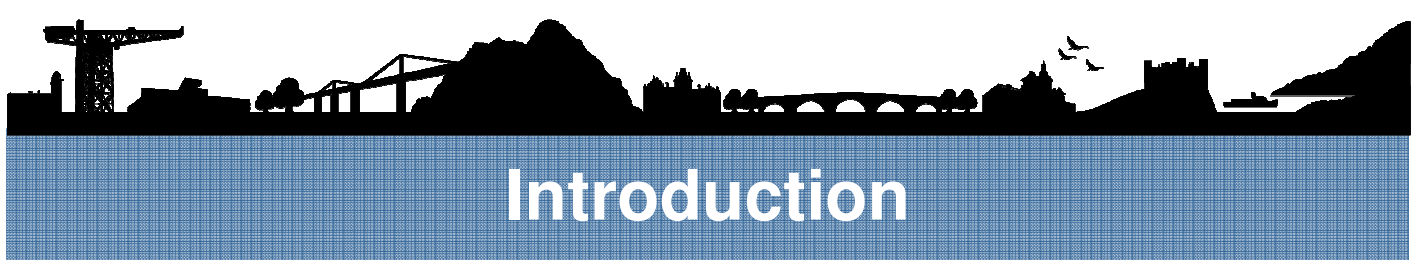
Strategic Lead, Housing and Employability





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# Introduction

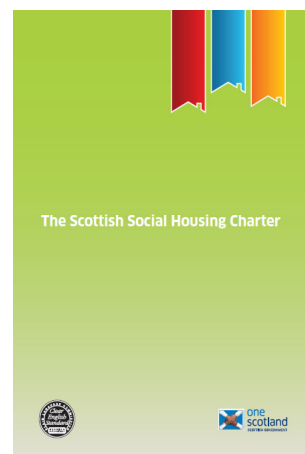
In April 2012, the Scottish Government introduced the new Scottish Social Housing Charter. The Charter sets out 16 outcomes and standards that the Scottish Government expects landlords should be delivering to their tenants and other service users.

From 2012 onwards, landlords have been expected to annually self-assess their performance against each of the Charter outcomes and report this to the Scottish Housing Regulator in May. This is called the Annual Return on the Charter or the 'ARC'.

In addition to reporting to the Regulator, the Council must also report its performance to its tenants and other service users by 31 October each year. This is our fourth annual report, and it tells you how Housing Services performed between April 2016 and

It doesn't cover all 16 outcomes and standards, it focuses on those areas tenants have told us they are most interested in. The purpose of our report is to provide you with clear, accurate information about areas of our performance which you want to know about. We hope that it will encourage you to ask more detailed questions and provide more comments to help improve housing services.

A review of the Charter has recently been carried out and an updated Charter was published by the Scottish Government on April 2017. During 2017/18 we will consult with tenants about the content and format of future performance reports.



We are keen to hear your views about the content and style of this report and you can do this by completing the form on page 19 or on our website at <https://www.surveymonkey.co.uk/r/NPV5KYM> or alternatively by using the QR code below




## Key Achievements during 2016-17

- ◆ Delivered investment of more than £14m to meet the targets and ambition set by the Local Housing Strategy to increase housing supply to satisfy demand and housing need;
- ◆ Housing led regeneration of communities has resulted in the delivery so far of 121 new council homes for rent;
- ◆ During 2016/17 the service developed and consulted on a strong new Local Housing Strategy (LHS) for the period 2017-22;
- ◆ The new Homelessness Strategy “More than a Roof” has been developed, building on our strong strategic focus around this significant issue within West Dunbartonshire;
- ◆ Following the introduction of the Housing (Scotland) Act 2014, we are reviewing and updating our allocations policy and we are committed to ensure that people find it easy to apply for the widest choice of housing available and that sustainable solutions are found;
- ◆ We have delivered a comprehensive improvement programme at the Dennystoun Forge site and will continue to work in conjunction with residents to ensure the satisfaction continues to rise;
- ◆ We have taken steps to ensure there is more transparency in terms of explaining to tenants how their rent money is spent
- ◆ Undertook development and commissioning work for the Integrated Housing Management System which will update and improve how we provide services
- ◆ The roll out of a Rent Campaign designed to change the culture of rent collection, reduce arrears and increase the number of tenants claiming housing benefit



Fire Scrutiny Panel





# Tenant and Customer Involvement in this Report

The Scottish Social Housing Charter gives tenants a central role in assessing landlords performance. We share performance information with tenants throughout the year through our quarterly newsletter Housing News and on our website.

Our initial Charter Performance Report was created with the help of a tenant working group. This working group reviewed each area of housing performance and discussed what areas the report should focus on. The working group also helped us decide on the colour, the symbols and the way the report is set out.






Tenant’s input has remained central, with readers of the report also able to have a say in relation to which performance areas they were most interested in and what changes should be made to the content and format of the report.

Based on this feedback we have made small changes to this years report, including reducing the use of jargon as much as possible. We have also slightly reduced the length of the report after feedback. The format of the annual report will continue to evolve by taking account of the feedback tenants give us each year. You have an opportunity again this year so use the comment sheet at the end of the report and have your say, or use the QR code on page 3 or 19 to give us your views.

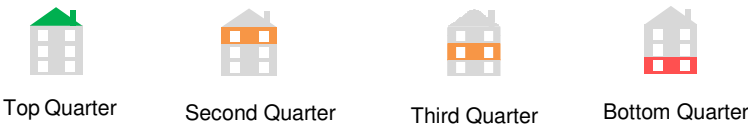
We have received positive feedback about this report from tenants., as well as receiving a commendation from the Scottish Housing Network as a good example of a clear and accessible report, We have also received an award from TPAS Scotland for Best Practice in communicating performance information to tenants.

This report is based on an open and honest assessment about how housing services are performing in West Dunbartonshire. The West Dunbartonshire Scrutiny Panel have been closely involved in the development of the report and examined a draft version of this year’s report and asked for clarification and for more information in certain areas. If you are interested in joining our Scrutiny Panel or would like to comment on the report please use the contact details at the end of this report.

Tenants were involved in choosing a range of symbols used in our report to tell you how we are performing over time and compared to other landlords.

performance improved  performance declined  no change in performance 



ranking is shown in quarters ranging from top (best) to bottom (poor).



## Outcomes 2,3

# Communication and Participation

**What we aim for:** Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides. Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.

Performance Indicator	2015/16	2017*	Trend	Rank
% of tenants who feel that we are good at keeping them informed about services and decisions	87.2%	84.5%	↓	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	67%	79.1%	↑	

Developments in the last year have included carrying out a comprehensive Tenant Satisfaction Survey and using the feedback provided to improve how we deliver services. We have also reviewed and updated the housing content on the West Dunbartonshire Council website.

In addition, we also developed and updated our Tenant Participation Strategy called "Involving You", which aims to strengthen and add to the opportunities which exist for tenants and other customers to participate in, and influence our decision making processes.



The West Dunbartonshire Scrutiny Panel completed their third annual scrutiny activity and produced a report which made several recommendations in relation to the services we provide to new tenants, all of which have been adopted and will be implemented during 2017/18.

### Developments in 2017/18

We will implement Year 1 of our Tenant Participation Strategy

We will take action to improve our Complaints Handling processes

We will implement an improvement plan based on the feedback provided from the Tenant Satisfaction Survey carried out in 2017






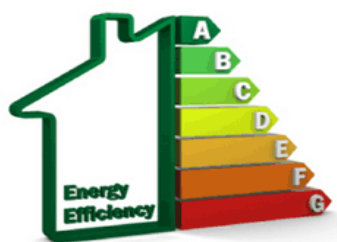
	Stage 1	Stage 2
Complaints received	168	15
Complaints upheld	86	5
Complaints responded to within target timescale	6 days (5 days)	18 days (20 days)



## Outcome 4 The Quality of Housing

**What we aim for:** tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015, and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair

Performance Indicator	2015/16	2016/17	Trend	Rank
% of Council's housing stock meeting the Scottish Housing Quality Standard	86%	88.2%	↑	
% of existing tenants satisfied with the quality of their home	81%	81%	↔	
% of tenants satisfied with the standard of their home when moving in	84%	86.6%	↑	



We continue to invest in our housing stock and develop our Capital Investment Programme with the aim of ensuring that our housing stock meets the Scottish Housing Quality Standard, as well as the new Energy Efficiency Standard for Social Housing by 2020.


The majority of properties not meeting the Scottish Housing Quality Standard are properties where works are not being carried out due to owner or tenant refusals and we have a targeted programme to encourage those to reconsider refusals and ensure that works are completed to reduce this number.



### Developments in 2017/18






We will consult on and deliver a new Housing Asset Management Strategy

We will continue to invest in our housing stock by delivering our Housing Capital Investment Plan



## Outcome 5 Repairs, Maintenance and Improvements

**What we aim for:** *Tenants' homes are well maintained; with repairs and improvements carried out when required, and tenants are given reasonable choices when work is done*

Performance Indicator	2015/16	2016/17	Trend	Rank
Average length of time taken to complete emergency repairs	3.81 hours	3.9 hours	↓	
Average length of time taken to complete non-emergency repairs	10.58 days	7.17 days	↑	
% of reactive repairs carried out in the last year completed right first time	94.5%	87.8%	↓	
% of repairs appointments kept	92.3%	85.4%	↓	
% of tenants satisfied with the repairs and maintenance service	92.7%	93.6%	↑	

Building Services delivers a wide range of services from offices and depots in Dumbarton and Clydebank, providing a dedicated repairs and maintenance service which is customer focused through a range of professional, technical and front line services.

We will continue to modernise the service delivery model introducing new ways of working and preparing the service for the implementation of new technologies including within the Integrated Housing Management System. Throughout 2016/2017 we have worked on several key initiatives and projects to help meet the Council's strategic priorities and objectives and these will continue in 2017/2018.

Generally we perform well in comparison with peers and the introduction of new technologies will improve performance from mid-2018. In the interim, we will implement changes to the way we do things and have plans in place to help ensure our performance continues to improve.



### Developments in 2017/18



We will develop and implement further actions aimed at reducing the average time taken to carry out non-emergency repairs





## Outcome 6 Managing our estates, anti-social behaviour, neighbour nuisance and tenancy disputes

**What we aim for:** Tenants and other customers live in well maintained neighbourhood where they feel safe.

Performance Indicator	2015/16	2016/17	Trend	Rank
% of tenants satisfied with the management of the neighbourhood they live in	80%	80%	↔	
% of anti-social behaviour cases resolved within locally agreed targets	82%	70.45%	↓	

Ensuring that tenants live in well maintained neighbourhoods where they feel safe is a key objective. Whilst the level of tenant satisfaction with the management of the neighbourhood remains high, the percentage of cases of anti-social behaviour resolved within our target timescale of 12 weeks fell slightly during 2016/17. We have already taken measures to resolve this and we expect the measure to improve during 2017/18.

We acknowledge that a positive outcome is crucial in terms of resolving anti-social and in the vast majority of cases the activities undertaken result in the behaviour in question ceasing to be a concern

### Developments in 2017/18

- We will take action to ensure the percentage of cases resolved within our target timescales rises
- We will implement a campaign to challenge domestic abuse
- We will increase the use of criminal anti-social behaviour orders where this is appropriate
- We will develop a campaign aimed at highlighting anti-social behaviour and the measures being taken to address this across our communities



During 2016/17 we implemented new plans to improve how we tackle fly-tipping, dog fouling and litter offences and we continue to take immediate action against those who discard items of waste irresponsibly within our estates.



**What we aim for:** people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Local Indicators	2015/16	2016/17	Trend
Average time to assess housing applications	4 days	3.9 days	↑
% of medical assessments assessed within 28 day target	54%	42.5%	↓

We are committed to ensuring that people find it easy to apply for the widest choice of housing available and which meets their needs. In addition to being given information about their prospects of being housed by the Council, our application pack provides information about how homes are allocated and information about a range of housing options.

We are currently undertaking a review of our Housing Allocations Policy which is due to be completed by November 2017 and we are updating the Nominations Agreement in place with local housing associations.

During 2016/17, the average time taken for applications to become active on the housing waiting list reduced to under 4 days, however disappointingly, the percentage of medical applications being assessed within our 28 day target decreased and as a result we will take actions to ensure this improves during 2017/18.




## Developments in 2017/18

We will take action to reduce the time taken to assess applications for medical points


We will improve the way we provide housing advice to tenants to ensure more people have a face to face discussion about their housing needs

	2016/17
Total number of properties	10580
Total number of lets in the year	909
Total number on waiting list	3459



## Outcome 11 Helping People Stay in their Homes

**What we aim for:** that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and other organisations.

Performance Indicator	2015/16	2016/17	Trend	Rank
% of all new tenants housed in 2015/16 who were still in their tenancy 12 months later	86.8%	88.4%	↑	

Recent initiatives, such as introducing new tenant visits and annual tenant visits, have helped to increase the numbers of tenants being able to sustain their tenancy.

During 2016/17 the overall number of tenancies ending reduced and encouragingly the number of abandoned properties fell by 36%.

### Developments in 2017/18

We will take action to reduce time taken to complete medical adaptations

Providing support to those who need it to remain in their homes is a key priority and we will continue to develop initiatives to ensure that recent improvements are sustained.





Last year we carried out a large number of major adaptations and the overall average time to complete adaptations increased. We will look at ways that this can be reduced and aim for this to improve during 2017/18.



Performance Indicator	2015/16	2016/17	Trend
Number of tenancies ending — with notice given	745	675	↑
Number of tenancies ending — being abandoned	132	84	↑
% of WDC tenancies ending with notice, ended for negative reasons	19%	20%	↓
Average time to complete medical adaptations	38 days	92 days	↓



**What we aim for:** *homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed, and are offered continuing support to help them get and keep the home they are entitled to.*

Performance Indicator	2015/16	2016/17	Trend	Rank
% of people satisfied with the quality of temporary accommodation	90.2%	77.8%		
% of households requiring temporary accommodation to whom an offer was made	99.9%	100%		

During 2016/17 we identified and implemented a range of actions aimed at reducing the repeat homelessness applications. These had a positive impact with the rate reducing from 10.5% in 2015/16 to 5.6% last year.

Our new Homelessness Prevention and Temporary Accommodation Strategy 2017–2020 ‘More than a Roof’ was also approved during 2016/17 and this sets out our assessment of homelessness in West Dunbartonshire and our approaches for both the prevention and mitigation of homelessness.




The strategy sets out a number of key actions and future developments that will be taken in order to meet new challenges around welfare reform and the need to continue to prevent and alleviate homelessness.

Examples include the provision of services to tackle youth homelessness, increasing the range of housing accommodation options, reviewing supported and temporary accommodation provision and continuing to reduce repeat homelessness.

**Developments in 2017/18**






We will carry out annual review of supported and temporary accommodation provision and ensure provision of appropriate supported accommodation

We will implement newly developed Temporary Accommodation Standards aimed at increasing the levels of satisfaction with temporary accommodation

Local Indicator	2015/16	2016/17	Trend
Number of young people presenting as homeless in West Dunbartonshire	381	360	
% of homeless cases re-assessed within 12 months (repeat homelessness)	10.5%	5.6%	
% of homeless applications given a decision within 28 days	86%	99%	



**What we aim for:** *tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay. Social Landlords set rents and service charges in consultation with their tenants and other customers*

Performance Indicator	2015/16	2016/17	Trend	Rank
% of tenants who feel that the rent for their property represents good value for money.	68%	68%	↔	
Rent collected as percentage of total rent due in the reporting year.	102.4%	100.2%	↓	
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	10.89%	10.15%	↑	
% of rent due lost through properties being empty during the last year.	1.47%	1.05%	↑	
Average length of time taken to re-let properties in the last year.	50 days	46 days	↑	

During 2016/17 we implemented a rent collection campaign which contributed to a reduction in the overall level of arrears owed to the Council.

We also reduced the average length of time taken to re-let empty properties and the rental income lost as a result of properties being empty.

We have developed detailed action plans which aim to deliver continued improvements and will monitor these closely to assess their effectiveness.

However, Welfare Reform continues to pose a challenge and we continue to maximise the use of Discretionary Housing Payments to assist those affected, as we continue to prepare for the roll out of Universal Credit.



#### Developments in 2017/18

Housing Officers will pilot further early intervention initiatives aimed at tackling arrears

We will review the procedures for tenants signing-up for new tenancies to ensure rental income can be paid via direct payments where appropriate

We will strengthen our pre-tenancy service to include a discussion about budgeting and referrals for income maximisation where appropriate

**What we aim for:** *social landlords set rents and service charges in consultation with their tenants and other customers.*

	2 Apt	3 Apt	4 Apt	5 Apt
WDC average rent	£71.79	£73.92	£78.52	£83.89
Scottish average rent	£71.67	£73.13	£79.42	£88.02

All tenants want to live in good quality, energy efficient homes in well maintained neighbourhoods, where they feel safe. For this reason, we continue to invest heavily in both our housing capital programme and our new council house building programme and employ housing officers to manage estates, promote successful tenancy sustainment and tackle anti-social behaviour.

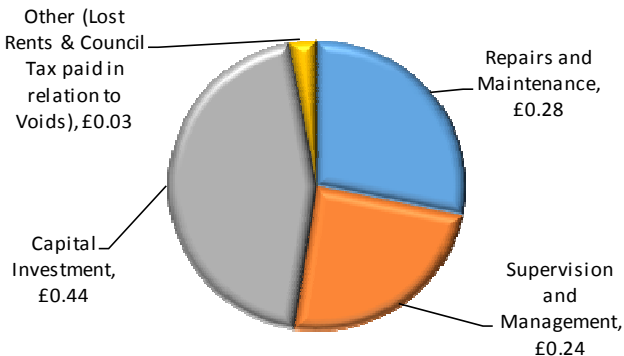
We strive to keep our costs as low as possible and carry out a rent consultation process annually in conjunction with tenants.

This consultation focuses on the Council’s plans to both meet and maintain the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing, alongside our ambitions to improve our communities.

Last year various options were looked at and discussed with tenants and proposals were developed which were then agreed by the Council.

We aim to improve the involvement and influence of tenants in this process year on year and if you would like to become involved contact Jane Mack on 01389 737281 or [Jane.Mack@west-dunbarton.gov.uk](mailto:Jane.Mack@west-dunbarton.gov.uk).

How we spent each £1 of your money in 2016-17



**Supervision and Management:** employee costs, administration costs (this also includes payments to other departments for example financial services, computer systems, human resources, corporate communications, architectural services) and property costs.

**Repairs and maintenance:** the costs for day to day jobbing repairs carried out across all properties and costs associated with adaptations.

**Other expenditure including voids:** costs associated with arrears and the collection of rents, bad debt provision (funds required to account for rents and debt accounts which are not paid to the Council) and Council Tax on empty homes.

**Capital Investment:** the interest and principal repayments on money we have borrowed to carryout major works and improvements (e.g. cladding, kitchens, bathrooms, roofs).



# What do you think of this report?

Tell us online at <https://www.surveymonkey.co.uk/r/NPV5KYM>

Use the QR code on the right or complete this page and return it to the address overleaf



- 1. **How satisfied are you with the design and layout of this report?**  
Very satisfied/Fairly satisfied/Neither or/ Fairly dissatisfied/Very dissatisfied
- 2. **How satisfied are you that this report is easy to read and understand?**  
Very satisfied/Fairly satisfied/Neither or/ Fairly dissatisfied/Very dissatisfied
- 3. **How satisfied are you that this report informs you about how we are performing?**  
Very satisfied/Fairly satisfied/Neither or/ Fairly dissatisfied/Very dissatisfied
- 4. **Which information did you find particularly useful or not useful?**

.....

.....

- 5. **What other information would you like to see in a future annual report?**

.....

.....



West Dunbartonshire Council  
Housing Development Section  
Housing & Employability  
**FREEPOST SCO6367**  
Dumbarton



This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

If you need this information in a different format please do not hesitate to contact us.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے فونٹ کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by the Strategic Lead, Housing and Employability**

**Housing and Communities Committee: 1 November 2017**

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**Subject: West Dunbartonshire Housing Allocation Policy Review**

#### **1. Purpose**

- 1.1** Following the introduction of the Housing (Scotland) Act 2014 and subsequent guidance published by the Scottish Government in November 2016, a full review of West Dunbartonshire Council's Housing Allocation Policy has been carried out and this report seeks approval for the new refreshed West Dunbartonshire Council Housing Allocation Policy.

#### **2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) approves the new West Dunbartonshire Council Housing Allocation Policy subject to any final amendments as a result of the completion of the comprehensive consultative process which concluded on 24<sup>th</sup> October 2017;
  - (ii) instructs the Strategic Lead for Housing and Employability to ensure the successful implementation of the new Housing Allocation Policy and report back to Committee on progress; and
  - (iii) note that an annual review of the Allocation Policy will be carried out and reported to Committee.

#### **3. Background**

- 3.1** The Housing (Scotland) Act 2014 introduced statutory amendments to rules around the allocation of social housing by all social housing landlords, including local authorities.
- 3.2** The changes included in the 2014 Act are intended to promote the flexibility available to social landlords and allow them to make the best use of social rented housing.
- 3.3** In August 2015, the Housing and Communities Committee agreed a number of interim changes to the Allocation Policy and following the delayed publication of guidance by the Scottish Government in November 2016, a full review and consultation exercise has now been carried out.

#### 4. Main Issues

4.1 The main changes being proposed are outlined below:

##### Groups given reasonable preference

4.2 The 2014 Act changes the categories that are to be given reasonable preference in the allocations process. There are now three categories of applicants who social landlords must give reasonable preference to, these are:

- People who are homeless or threatened with homelessness and are in housing need;
- People living in unsatisfactory housing conditions and are in housing need; and
- Social housing tenants who are currently under occupying their property.

4.3 In addition to these categories, landlords are also able to specify additional groups who can be given reasonable preference (*as long as they don't get more preference than those groups set out in the Act*).

4.4 As a result of the consultation process and in-depth discussion with key partners including West Dunbartonshire Health and Social Care Partnership (HSCP) it is being proposed that Young Care Leavers should be recognised as a group to be given reasonable preference to in terms of the provision of West Dunbartonshire Council housing.

4.5 The main benefits of this proposal are:

- Improved service provision for some of the most vulnerable members of our communities;
- Consistent with the Scottish Care Leavers Covenant (of which West Dunbartonshire is a signatory), which states that "*Corporate parents must take action to ensure that care leavers do not have to make a 'homeless application' in order to access suitable accommodation/housing*"; and
- Supports the objectives of the Local Housing Strategy '*More Homes Better Homes West Dunbartonshire*' and Homelessness Strategy '*More Than a Roof*', particularly the aim to reduce youth homelessness.

4.6 This proposed change will add value to a "Care Leavers Protocol", which is currently being developed between Housing Development and the Health and Social Care Partnership, which will be a statement of best practice and sector leading in terms of the Council's role as a corporate parent and providing young care leavers with the most appropriate and secure pathway to accommodation during the transition from Care and into adulthood.

### Lettings Plans & Initiatives

- 4.7** Lettings Plans and Letting Initiatives are tools to help tackle the issue of empty properties and to combat neighbourhood decline. The interim changes to the Allocation Policy approved in August 2015 introduced an element of Choice Based Lettings in areas where there is low or no demand for housing.
- 4.8** In areas where such initiatives have been developed and where clear aims and objectives have been outlined, these initiatives have proved successful and it is therefore being proposed that this approach is strengthened by continued use of an element of Choice Based Lettings and also ensuring that additional incentives aimed at stimulating demand for some properties are made available where appropriate.
- 4.9** The main benefits of this proposal are:
- Wider use of Choice Based Lettings approach for housing with low or no demand which has already proved successful;
  - Allows the Council to make best use of our housing stock by being flexible in considering the most sustainable option for an empty property;
  - Ability to address issues of empty homes quickly and effectively at a local level; and
  - Will contribute to increasing tenancy sustainment rates.

### Allocation of Adapted Housing

- 4.10** The Council has used this review to promote a more effective method of allocating adapted housing. The 2014 Act provides landlords the ability to take possession of an adapted property where the tenant no longer requires the adaptation (or did not require the adaptation in the first place).
- 4.11** The Council will use this power where appropriate (for example, where there is an over-whelming Value for Money assessment and when suitable alternative accommodation can be found).
- 4.12** In addition, the Council will use the flexibilities available to ensure that adapted properties are allocated to those who require them and when no suitable household is on the list when an adapted property becomes available, consider using the property as temporary accommodation unit until someone requiring the adaption needs rehoused.

### Use of Short Scottish Secure tenancies to help address Anti-social behaviour

- 4.13** The 2014 Act provides the Council with wider scope to use a short Scottish Secure Tenancy (SSST) to address anti-social behaviour (ASB). Tenants can now be given a SSST in cases where ASB can be evidenced within the past 3 years, without the need for an ASBO or previous eviction.

- 4.14** Whilst this lowers the threshold where landlords can use a SSST, the length of time of this type of tenancy has increased from 6 months to 12 months, which is intended to allow more time for landlords to work with tenants to deliver positive changes in behaviour.
- 4.15** Addressing and resolving anti-social behaviour is a key area of focus for the Council and these additional powers will be used where appropriate to deliver positive outcomes for individuals and the wider community.

#### Tenancy Management

- 4.16** The Act applies restrictions on assignments, subletting and joint tenancies, with the aim of helping landlords make the best use of their housing stock.
- 4.17** The main change is the qualifying period now being 12 months, where previously for assignments it was 6 months and applications for subletting or joint tenancy required no qualifying period.

### **5. People Implications**

- 5.1** Meeting the requirements to adopt the proposed Housing Allocation Policy will be taken forward and managed from within existing staff resources.

### **6. Financial Implications**

- 6.1** There are no direct financial implications within this report.

### **7. Risk Analysis**

- 7.1** The reviewed and updated Housing Allocation Policy provides the Council with the opportunity to improve the existing system and more adequately reflect the demand for housing and the need to use flexibilities available to ensure that tenancies are as sustainable as possible.
- 7.2** If the Council were not to use these opportunities there would be a risk to achieving our wider strategic objectives. Including a commitment to an annual review of the Policy will ensure that it is operating as expected and that changes can be proposed where appropriate.

### **8. Equalities Impact Assessment (EIA)**

- 8.1** The policy was subject to a full Equalities Impact Assessment and no significant issues were identified. As part of the proposed annual review of the policy, equalities issues will be assessed.

### **9. Consultation**

- 9.1** The Council has in place a well-established and proactive tenants and residents organisational structure and this has been a key element of the consultation process. The review of the Housing Allocation Policy was



undertaken in close consultation with tenants, applicants for social housing, members of staff, key internal and external partners and elected members. The process which was developed and followed is outlined below:

- 2016 - Series of Scottish Government guidance papers published;
- November 16 – Early consultation with tenants/information workshops;
- December 16 – Early engagement with partners, including HSCP;
- January-May 17 – staff working groups developing proposals for draft policy/regular papers to Housing Improvement Board;
- June-July 17 – draft policy produced for wider consultation;
- August-October 17 – main consultation involving tenants, applicants, partners/stakeholders, elected members;
- November 17 - Housing and Communities Committee approval; and
- Annual Review of policy and report to Housing and Communities Committee

**9.2** A detailed Consultation Recording Sheet provides the detail of the Consultation process, including the impact feedback has had on the Policy being proposed.

## **10. Strategic Assessment**

**10.1** This Housing Allocation Policy sets out how the Council intends to let its houses. It lays out a hierarchy of need, in order to best allocate a limited supply of housing. The allocation of properties has a crucial part to play in promoting sustainable communities, in which people will want to live and work. These proposed changes will aim to best allocate this limited supply of housing as effectively as possible.

**10.2** Having considered the Council's strategic priorities, the Housing Allocation Policy will contribute to all five strategic priorities, and specifically through the improvement of housing services within West Dunbartonshire will contribute significantly to the following priority:-

- improve local housing and environmentally sustainable infrastructure.

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 18<sup>th</sup> October 2017**

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<b>Appendices:</b>	Appendix 1 – West Dunbartonshire Draft Allocation Policy
<b>Background Papers:</b>	Equalities Impact Assessment – Housing Allocation Policy  Housing Allocation Policy Consultation Recording Sheet
<b>Wards Affected:</b>	All



# Allocations Policy



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# **1. Introduction**

## **1.1 Allocation Objectives**

This Allocations Policy sets out how the Council intends to let its houses. It lays out a hierarchy of need, in order to best allocate a limited supply of housing. The allocation of properties has a crucial part to play in promoting sustainable communities, in which people will want to live and work. The Allocations Policy ties in with objectives from the Local Housing Strategy and the Homelessness Strategy to provide a holistic approach to addressing housing need in the area.

## **1.2 Background Information for applicants selecting areas of choice**

The total Council house stock has decreased by around 845 properties over the last five years. Much of the decrease has been due to properties which have been demolished as part of regeneration programmes and properties which have been lost through the Right to Buy legislation. However, (taken together) the new build, mortgage to rent and the buy-back programmes have resulted in an additional 138 properties in Council ownership.

The Council's housing stock is split into three main population areas - Clydebank, Dumbarton and the Vale of Leven. Over half of the Council's housing stock is located in Clydebank, 27% is located in the Vale of Leven area and 20% is in Dumbarton.

The Council's housing stock is largely 2 bedroom properties (46%), followed by 1 bedroom and 3 bedroom properties which each account for 25%. 4 bedroom properties make up around 3% of the Council's housing stock, with even smaller amounts of bedsits, and larger sized homes.

Across the whole of the West Dunbartonshire area, flatted accommodation including duplex flats, maisonettes, four in a block accommodation, tenement flats and multi-story accommodation makes up 70% of Council accommodation. Four-in-blocks make up nearly 29% of the Council's housing stock. Houses account for 25% and 2% of the stock is provision for sheltered accommodation.

# **2. Legal Framework**

## **2.1 Housing Act 2014**

The allocation of social housing in Scotland is governed by the provisions within the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001 and again by the Housing (Scotland) Act 2014. The legislation sets out the principles that should guide the practice of social landlords in relation to holding and managing a housing list, the extent to which circumstances and needs should be assessed and the applicant characteristics that should be prioritised in the assessment of housing need.

The Housing (Scotland) Act 2014 changes certain aspects of the law on social housing allocations and management:

- The Right to Buy was abolished for all social housing tenants in Scotland by this Act.
- The Act also made changes to allocation rules for social landlords, to increase flexibility and allow them to make best use of their stock.
- The Act also allows landlords to issue Short Scottish Secure Tenancies (Short SSTs) to address anti-social behaviour.

The other legislative provisions surrounding the allocation of social housing in Scotland relate to meeting the needs of homeless households set out in the Housing (Scotland) Act 2001 and Homelessness etc. (Scotland) Act 2003.

## **2.2 Applicable Legislation**

There is a framework of rights based legislation which also influences the allocation of housing and with which the Councils must comply with. These are,

- Human Rights Act 1998;
- Data Protection Act 1998;
- Matrimonial Homes (Family Protection)(Scotland)Act 1981;
- Children Scotland Act 1995;
- Civil Partnership Act 2004;
- Immigration & Asylum Act 1999;
- Protection from Harassment Act 1997;
- Domestic Abuse (Scotland) 2011;
- Management of Offenders etc. (Scotland) Act 2005;
- Equality Act 2010; and
- Adult Support & Protection (Scotland) Act 2007

## **3. Equal Opportunities**

Access to housing is available to everyone aged 16 or more. This does not give applicants a right to receive an offer of housing however, as offers are dependent on the priority given to each individual application. In accordance with the Equality Act 2010, the Council will ensure that no individual is discriminated against on the grounds of sexual or marriage status, on racial grounds, disability, age, sexual orientation, transgender, language or social origin, faith or religion, or political opinion. This allocations policy is designed to allocate houses on a needs basis but recognises that need outstrips supply. The policy has been equality impact assessed.

## **4. Other Related Policies**

### **4.1 Local Housing Strategy**

The Local Housing Strategy (LHS) sets out how West Dunbartonshire Council and its partners plan to address housing and housing related issues over the next five year period 2017/18 – 2021/2022.

The LHS is a wide ranging and all tenure document covering:

- Housing ;
- Homelessness and Housing Options;
- Housing Support Services; and
- Fuel Poverty.

The Allocation Policy has a vital part to play across a number of policy areas to help in the delivery of the LHS outcomes. The strategy highlights how local lettings planning and other demographic tools can help to make best use of our housing stock to achieve individual tenancy and broader community sustainment and social cohesion.

## **4.2 Homelessness Strategy**

Applicants who are homeless or threatened with homelessness are treated separately within the Allocations Policy, to make sure that their needs are met as quickly as possible and we comply with legal requirements. Applicants who want more information on homelessness in WDC can refer to the homelessness strategy named, 'More Than a Roof'. This is the Councils fourth strategy relating to homelessness covering the period of 2017-22.

The 5 key objectives of the strategy are that:

- People at risk of losing their homes get advice on preventing homelessness;
- People looking for housing get information that helps them make informed choices and information about the range of housing options available to them;
- Homeless people get prompt and easy access to help and advice;
- Homeless people are provided with suitable, good quality temporary or emergency accommodation when this is needed; and
- Homeless people are offered continuing support to help them keep the home they are entitled to.

The Council is committed to developing a housing options approach as an action under the homelessness strategy which will improve access to housing for all applicants. A person centred approach will be created and all different options for housing will be looked at to allow applicants to make an informed choice about their living situation.

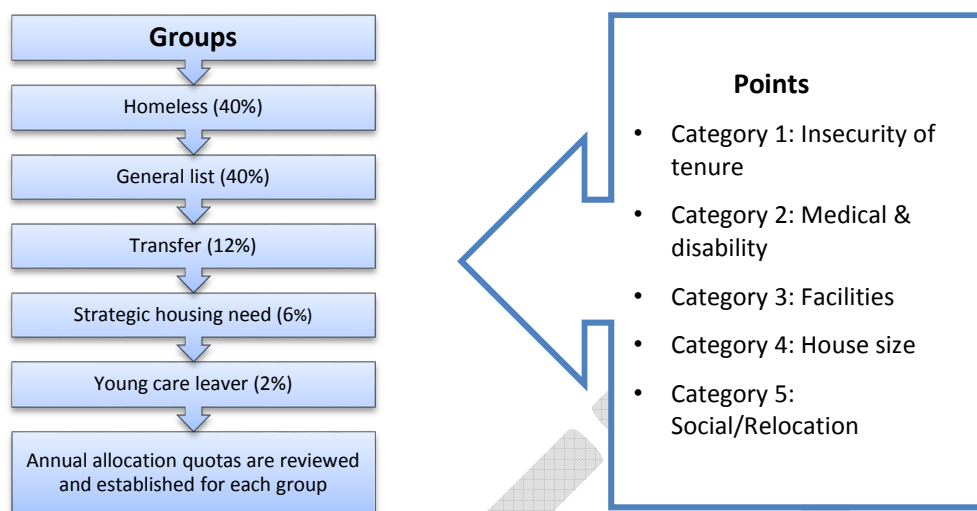
## **5. Allocation of Houses**

### **5.1 Groups plus points system**

The Council uses a group plus points system to allocate its properties; this breaks the housing register down to clearly defined groups. A housing need assessment based on the application is carried out and then the applicant is placed in one of the following groups and pointed accordingly. If an applicant shares the same level of points with another applicant within that group, the applications will be prioritised



based on the date of application. Percentage lettings targets for each group are based on housing need and available stock.



The five groups are:

- Homeless Applicants – all applicants assessed as having a duty to house under Homeless legislation;
- Transfer Applicants – all current WDC tenants;
- Strategic Housing Need/Redevelopment Applicants – all WDC tenants and tenants of landlords working in partnership with the council, affected by regeneration/redevelopment programmes;
- Young Care Leavers – Looked after children leaving care; and
- General Housing List Applicants – all other applicants

## 5.2 Reasonable Preference Groups

The Council legally must give reasonable preference to certain groups when letting houses. The groups to which reasonable preference must be given are:

- Homeless persons and people threatened with homelessness with unmet housing needs;
- People living in unsatisfactory housing conditions with unmet housing needs; and
- Tenants of houses which are held by a social landlord and we consider them to be under-occupied as defined in this policy

The Council would consider that a person has unmet housing needs if they have a need which is not capable of being met by their current housing circumstances.

In practice, the Council will explore housing options with all applicants so that they can make informed decisions regarding their housing preferences.

Unsatisfactory housing conditions, as mentioned in the reasonable preference groups, is a wide term which within this policy covers the physical condition of the house, such as the property being below tolerable standard, as well as its unsuitability due to a medical condition or disability of the occupant. Unsatisfactory living arrangements, problems with neighbours, harassment and domestic abuse can all also be covered within this the term.

Below tolerable standard is defined as the lowest acceptable standard of housing in any tenure that anyone should be expected to occupy. A house is deemed to be below tolerable standard if it fails any of the 12 criteria as set out by the Housing (Scotland) Act 1987 and amended by the Housing (Scotland) Act 2006.

The Council can also decide what other groups of applicants can also be given priority status in response to local circumstances.

### **5.2.1 Young Care Leavers**

In Scotland the Staying Put Scotland Guidance (2013) and Housing Options Protocols Guidance (2013) were produced to inform and share best practice and bring consistency to the options and support available to care leavers. Policy and legislation recognises and highlights the fundamental importance of safe, secure and sustainable accommodation in helping care leavers attain and achieve.

In addition West Dunbartonshire Council is a supporter of the Scottish Care Leavers Covenant which includes a section dedicated to Housing and Accommodation. A key action within the Covenant is that,

*“Corporate parents must take action to ensure that care leavers do not have to make a ‘homeless application’ in order to access suitable accommodation/housing”.*

Therefore the Council has wishes to give priority status to young care leavers also. This links in with the Homelessness Strategy as it has been highlighted that in West Dunbartonshire Council youth homelessness continues to account for over a third of all incidences of homeless. Part of the vision is to change the approach to how young care leavers are dealt with regarding housing; this is also in line with GIRFEC (Getting It Right For Every Child). Recognising young care leavers as a group means that this group does not have to always access housing via the homeless route. Young care leavers are any looked after or accommodated child within West Dunbartonshire, through the reasonable preference group. The Throughcare team work very closely with each young person and will create a pathway plan to support young people’s transition from care into their own tenancy to achieve maximum tenancy sustainment. A Young Care Leavers Protocol has also been created which lays out in detail the accommodation pathway options available to young care leavers working with Throughcare.

### **5.2.2 Matters to disregard when selecting applicants**

The Council must disregard certain matters when selecting; these are,

- The length of time that applicants have resided in our area;

- Any debt related to a tenancy not owed by the applicant, as a tenant or former tenant, or any housing debt since paid back;
- Any outstanding debt not attributable to the tenancy, for example, council tax arrears (this also applies to anyone else that it is proposed will reside with the applicant);
- The age of the applicant unless a) housing has been designed or substantially adapted for persons of a particular age or b) the housing is for persons who are, or will be, in receipt of housing support services for a particular age group; and
- The income of applicants, including income of other household members.

The law now does enable Councils to take property ownership into account in certain circumstances. However the Council is not taking account of any property owned by applicants or their family members when selecting tenants. The policy is based on housing need and applicants may have various forms of housing need irrespective of home ownership.

When letting houses, the Council must also take no account of whether or not an applicant resides in our area if they:

- Are employed, or have been offered employment in our area;
- Want to move into our area to look for employment and we are satisfied that this is their purpose;
- Want to move into our area to be close to a relative or carer;
- Have special social or medical reasons for being re-housed in our area; and
- Want to live in our area to avoid harassment or runs the risk of domestic abuse and wishes to move into the area.

In law, there are specific conditions that the Council cannot impose, namely:

- Applications must be active for a minimum period before considering applicants for housing (except if that tenant has been informed that their application has been suspended),
- A judicial separation or divorce should be obtained, or dissolution of a civil partnership or a decree of separation of civil partners be obtained,
- That applicants should no longer be living with, or in the same house, as someone else before they can be considered for housing.

When letting houses, the Council must also disregard any arrears or other tenancy related debt which is less than one twelfth of the annual rent amount payable. For example, any rent arrears of less than one month will not stop an offer of housing being made.

If rent arrears are more than one month's rent this will not stop an offer of housing being made if applicants:

- Agree an arrangement with the Council to repay the debt
- Pay the amount as agreed for at least three months; and

- Continue to pay this amount

### 5.3 Mutual Exchanges

A tenant that is looking to swap their Scottish Secure Tenancy with another tenant within the Council or any of the Local Housing Associations within West Dunbartonshire can register with Homeswapper to exchange their property. Homeswapper is an online service that holds details of mutual exchanges within WDC and elsewhere.

Reasonable grounds for refusing a mutual exchange can include:

- The property is subject to a proceedings of recovery;
- The exchange would mean that a property designed or adapted for occupation by someone with special needs was no longer occupied by a person with these needs;
- The mutual exchange would lead to overcrowding, under occupation or one household living in a property that is not suitable to their needs;
- Failure by the tenant to adhere to existing tenancy terms such as anti-social behaviour;
- Having rent arrears or any other housing related debt where there is no arrangement in place to repay the debt;
- The condition of the property is unacceptable;
- Failure by all joint tenants to apply for an exchange; and
- The property is a tied house that has been provided by the landlord for employment purposes.

The above list is not a definitive list and each case will be considered and other reasons may exist for refusing exchange applications. The tenant will have to have been in the tenancy they wish to consider swapping for a year before they will be granted a mutual exchange. The Council will aim to give you a response on a decision no longer than one month after the application is received.

### 5.4 Subletting

Existing WDC tenants may apply to sublet their property. However, before a tenant can sublet their home they must apply in writing to the Council and get written consent. Tenants must also notify the Council of any proposed rent increase. The rent cannot be increased if the Council does not consent to the increase.

The 2014 Act makes the following changes:

- The tenant must have had the tenancy for the past 12 months immediately before they apply for permission to sublet; and
- If they were not the tenant throughout that period their only or principle home during those 12 months, and the Council must have been informed by the tenant at the time that the person who is now the tenant was living there, eg the tenant has succeeded the tenancy and now wishes to sublet.

A request to sublet can be for a variety of reasons and can include tenants who have received a custodial sentence for less than one year. Notification of a tenant receiving a custodial sentence can be received from Criminal Justice/Prison Social Worker/tenant/or a representative for the tenant themselves. The actual time likely to be spent in custody should be established as generally sublets are not granted for more than one year.

If the tenant has indicated that they wish to return to their tenancy on their release, the Housing Officer can consider their application to sublet their tenancy for the duration of the tenants' time in prison. They can liaise with the Resettlement Officer to ensure they know when the tenant is due for release.

#### **5.4.1 Grounds for Refusing a Sublet**

The Council will only refuse an application to sublet a tenancy if it has reasonable grounds for doing so.

Each application must be considered on its own merits to determine whether it is reasonable to grant the request. Some specific reasons where it may be reasonable to refuse consent are listed below.

- An eviction process has been served that specifies any of grounds 1 to 7 in Schedule 2 of the Housing (Scotland) Act 2001;
- An eviction order has been made against the tenant;
- The rent proposed is not deemed to be reasonable by West Dunbartonshire Council;
- The deposit proposed is not deemed to be reasonable;
- The subletting would cause statutory overcrowding;
- Proposed works by the landlord that would affect the accommodation to be used by the subtenant, or other person living in the house as a result of the transaction;
- Where the tenant is leaving for an indefinite period and unable to specify when he/she will return. In this case, each application should be considered on an individual, circumstantial basis;
- Where another person's occupancy rights are likely to be adversely affected if permission is granted;
- Where the sublet would lead to substantial under occupation;
- Where the subtenant is unable to understand the terms of the sublet;
- The subtenancy is likely to be problematic, due to previous anti-social behaviour of the proposed subtenant that is likely to continue if the sublet is granted;
- Where the proposed subtenant has an unsatisfactory reference for former tenancies, both WDC & Non WDC;
- Where the property would not be deemed suitable for the subtenant for medical reasons.

#### **5.4.2 Withdrawing Permission**

The Council has the right to withdraw permission if there are complaints of anti-social behaviour as a result of the property being sublet.

#### **5.5 Assignment**

Before a tenant can assign their home to someone else, they must apply in writing to the Council. Once a tenant assigns their interest in the tenancy they no longer have a contractual relationship with the Council. The tenancy is transferred to the assignee and they take on all the responsibilities and liabilities of the tenancy, including any debt related to the tenancy.

Section 12(2) of the 2014 Housing (Scotland) Act makes the following changes:

- The house must have been the tenants only or principle home during the 12 months immediately prior to the tenant applying for written permission to pass their tenancy on to someone else;
- The person the tenant wishes to pass their tenancy on to (assignee) must have lived at the property as their only or principle home for the 12 months prior to the application; and
- The tenant, joint tenant or person the tenant wished to assign the tenancy to must have notified the Councils (Housing Officer) that they are living in the house that they wish to take the tenancy over for. The 12 month period does not start unless the landlord has been told that the person is living in the property as their only or principle home.

The Council can refuse permission to assign a tenancy if it is reasonable to do so, each case will be assessed individually and consent will not be withheld unreasonably. Specific grounds where it is reasonable to withhold consent are as follows:

- Where the house has been adapted and the person wishing to take over the tenancy does not require these adaptations.
- A notice of proceedings has been served on the tenant under the Housing (Scotland) Act 2002;
- Where the Council is seeking to regain possession of the property;
- The assignment would lead to statutory overcrowding;
- The Council proposes to carry out work to the building that would affect the accommodation to be occupied by the assignee;
- Where the assignee would not be given reasonable preference under the Allocations Policy;
- Where the assignment would result in the property being under occupied;

- Where the proposed assignee(s) have arrears / former tenancy arrears or other housing related debt and an arrangement to pay has not been kept to in accordance with the Allocations Policy;
- Where the existing tenant(s) have arrears (and no Notice / Court order is in place) and an arrangement to pay has not been kept to in accordance with the Allocation Policy;
- Where the proposed assignee(s) have an unsatisfactory tenancy reference;
- Non consent of a spouse with occupancy rights;
- Other legal orders in force, for example an anti-social behaviour order which does not permit the proposed new tenant to be in the area.

## **5.6 Joint Tenancies**

All applicants may apply to have a joint tenancy with someone who is staying with them or intending to stay with them. Applications should be made in writing to the Council. The person the tenant wishes to add as joint tenant must have lived at the property as their only or principle home for the 12 months prior to the tenant applying for them to become a joint tenant. The Council must also have been notified that the person wishing to apply for a joint tenancy has been living in the house, again the Housing Officer should be informed of this. The 12 month period does not start unless the Council has been told that the person has been living there as their only or principle home. An existing joint tenant can terminate their interest in the tenancy by providing the Council and the other joint tenants with 4 weeks written notice.

The Council must consent to an application for a joint tenancy unless there are reasonable grounds for refusing. Possible grounds for refusal would be:

- Where agreeing to the joint tenancy would lead to the household being overcrowded;
- Where the proposed joint tenant would not be granted a tenancy under the Allocations Policy for reasons such as anti-social behaviour or housing related debt; and
- Where the existing tenant had rent arrears and no suitable arrangement was in place for repayment.

## **5.7 Succession**

The Housing (Scotland) Act 2014 introduces a 12 month qualifying period and notification requirement before qualifying persons have the right to succeed to a Scottish Secure Tenancy on the death of the tenant. A succession can only take place where a tenant dies and there is a relevant qualifying person who wishes to succeed to the tenancy. Two rounds of succession can take place, on the death of a Scottish Secure Tenant, the tenancy passes to the qualifying person. On the death of a qualifying person who succeeded to the tenancy after the first death, the tenancy then passes to another qualifying person; this would be the second succession. There is no qualifying period under the new rules for the tenants spouse, civil partner or joint tenant provided that the house in question was that persons only or principle home at the time of the tenant's death.

The new rules apply to the following 'qualifying persons' where the house has been their only or principle home throughout the 12 months prior to the tenants death:

- Partners (cohabitants of either sex, including same sex cohabitants);
- Members of the tenants family aged 16 and over; and
- Carers aged 16 or over who have given up a previous or principle home.

Under the new Act the 'qualifying person' must also have notified the Council (Housing Officer) that they are living in the property as their only or principle home. The qualifying period does not start until the Council has received this notification. If the property has been adapted for the needs of the tenant who has deceased, and these adaptations are not required by the person wishing to succeed to the tenancy, a like for like property will be sought for this person to ensure that adaptations are available for those tenants who have a medical need for them.

## **5.8 Suspensions from The Housing Register**

A suspension is where a new or transfer applicant will not be eligible to be offered accommodation for a defined period of time. The Council cannot suspend people from applying for a house and joining the housing list but can from receiving offers of accommodation. This section highlights specific circumstances where it is legitimate for WDC to suspend offers.

Suspensions should only occur in instances relating to conduct or eligibility of applicants and are only used as a temporary measure.

Reasons for a suspension are as follows:

- Anti-social behaviour - the Council may seek to suspend an applicant on the basis of anti-social behaviour if the applicant or a member of their household has engaged in anti-social behaviour, including in the vicinity of the house; harassment of others or anti-social behaviour towards a Council employee when applying for housing;
- Has a conviction for using their home for immoral or illegal activity or any other offence punishable by imprisonment committed in the locality of their home, this can also apply to someone who has resided with the applicant;
- Has had a court grant an eviction notice against the applicant;
- If an applicant has previously abandoned a tenancy or neglecting a let property. A suspension can be put in place where an applicant's house was previously repossessed due to abandonment or where a house was repossessed due to abandonment of a joint tenant or where a property was repossessed due to neglect and ill treatment. The Scottish Secure Tenancy requires tenants to leave a tenancy in a clean and tidy condition and make sure it is in good decorative order at the end of a tenancy. However, this does not have to occur throughout the tenancy and is not a breach of tenancy condition unless there is a nuisance or hazard caused. Suspensions due to tenancy condition should therefore only be used for a serious breach of tenancy and the tenant's ability to maintain the property should also be taken into consideration with this;



- Where there have been rent arrears or other tenancy related debt. Unless the debt is not more than one month's rent, the and the applicant has made an arrangement to repay the debt and has maintained this arrangement for more than 3 months. Historic debt that had previously been written off by the Council can be taken into consideration also; and
- Where there has been a false statement made on an application for housing. This will be looked at on a case by case basis according to whether this information was intended to be misleading for fraudulent purposes or was a simple omission on the applicant's part.

Suspensions, when in place, will be for a period of a year but each case will be reviewed in case the circumstances of the tenant change, i.e. rent arrears being paid off or an arrangement made and maintained. The council cannot vary a suspension where it would increase its length and applicants have the right to appeal.

### **5.8.1 Three Reasonable Offers**

The number of reasonable offers of housing an applicant can receive before their application is suspended from receiving further offers of housing has been limited to three. If a tenant refuses three reasonable offers their application will be suspended for 12 months. On the refusal of one or more offers of housing the applicant should be contacted to review their preferences in terms of area choice and house type, to ensure they are up to date.

### **5.8.2 Managing and Monitoring Suspensions**

A person's behaviour will only be considered back as far as 3 years. In exceptional circumstances the Council can consider behaviour back as long as 5 years ago but the reasons for doing this would have to be justifiable. The Council however wishes to minimise / prevent homelessness and provide services for all, so the use of suspensions should be minimal and alternative approaches will be considered wherever possible.

The Council however aims to provide a service that is inclusive and accessible for all to help those who are vulnerable therefore any applicant who has been classified with a critical housing need with medical A points will not be prevented from receiving suitable offers of housing that becomes available even if they fall into a category which would warrant a suspension. The Council will work with these applicants to take a proactive approach to manage the problem.

The Council will monitor and manage all cases that have been suspended and anyone who falls into one of the suspensions categories will be informed of their suspension, the length of time it is in place, reasons for the suspension and how this suspension will have an impact on them, i.e. no offers of housing for 12 months.

## **5.9 Removal from the Housing Register**

The Council will only cancel applications for the following three reasons and remove applicants from the Housing Register for the following reasons:

- Death of an applicant – if notification of death of an applicant is received the application will be removed from the housing list;
- At an applicant's request – the Council will require notice from an applicant that they wished to be removed either via telephone, email or in writing; and
- Failure to Re-Register – the Council will carry out an annual review of its housing list. This review will ask applicants to confirm that the information on their application form is still correct and that they would like to remain on the housing list. If an applicant fails to respond to this review, a reminder letter will be sent and if no response the applicant will be removed. A letter confirming their removal from the list will then be sent.

## **5.10 Short Scottish Secure Tenancies**

The Council generally lets its properties as Scottish Secure Tenancies (SST's) wherever possible, to maximise the rights which tenants can enjoy. However in specific circumstances, as laid out below, it may not be appropriate to offer a SST. In these defined circumstances, the Council can offer a Short Scottish Secure Tenancy (SSST):

As part of the 2014 Act, new or existing tenants can be given Short Scottish Secure Tenancies in cases where the tenant, household member or visitor has been involved in anti-social behaviour in or near their property within the last 3 years.

Previously the Council would firstly have had to obtain an eviction order for anti-social behaviour or an anti-social behaviour order (ASBO). SSST's in these circumstances will be put in place for 12 months to allow for sufficient time for support to be put in place to help address the anti-social behaviour. However, the Council does have the authority to extend the time up to 18 months in extreme cases. The Council will work with tenants who have been placed on SSST's to ensure that support is available to them to prevent any instances of anti-social behaviour occurring in the future. SSST's for the above reasons will automatically convert to a Scottish Secure Tenancy (SST) after the 12 month period (or 18 months in certain cases). If during this period, the behaviour of the tenant does not improve, the Council will seek to evict the tenant.

Other circumstances where a SSST may be used are where:

- Temporary accommodation is provided for people taking up employment in the area;
- A property is to be let on a temporary basis pending development work which will result in a material change to the building;
- Accommodation is let to a homeless person on a temporary basis for 6 months or more where they are 'intentionally homeless' and therefore under homelessness legislation there is 'no duty to house';
- Accommodation is let on a temporary basis to someone requiring or in receipt of housing support services; and
- Properties are leased from another body by West Dunbartonshire Council.

In these five circumstances the SSST does not automatically convert to a SST, the tenancy will continue as a SSST on a rolling basis.

Tenants with a SSST have less tenancy rights than those with a SST. These restrictions include:

- No provision for succession;
- More limited security of tenure; and
- Limited rights to assign and sublet the tenancy.

The Council will work jointly with the appropriate services and agencies, both internal and external to the Council, in order to maximise the opportunities that will ensure a positive outcome for the tenant, their household and the wider community. The Council will work jointly with HSCP in instances where there is a household containing children or vulnerable adults.

### **5.11 Economic Migrants and Persons Subject to Immigration Control**

The Council has separate procedures that cover the rights of Economic Migrants and Persons Subject to Immigration Control. Economic Migrants and Refugees would be considered separately. EU Migrants need to satisfy the habitual residency test and also need to satisfy certain conditions before they can access social housing, other migrants subject to immigration control need to satisfy that they have a right to remain. Asylum seekers once given their refugee status can approach any Local Authority for assistance. The Councils procedures cover access to the housing register and the rules outlining the allocation of properties.

### **5.12 Applicants Serving in the Armed Forces**

Applications from people serving in the armed forces will be reviewed and processed on receipt of written confirmation from either the applicant or their commanding officer that they will be leaving the armed forces by a specific date. If an applicant has been seriously injured and requires adapted housing the application will be assessed and points awarded accordingly. Applicants in these circumstances can also apply directly to Homeless services.

### **5.13 Housing References**

When applying for housing with the Council, references will be sought from previous landlords for the past 3 years. Tenancy references are sought to establish whether the applicant, or anyone wishing to be housed with them, has been subject to an Anti-Social Behaviour Order or has a history of anti-social behaviour, has any previous housing related debt with no repayment arrangement in place or has breached other tenancy conditions. If any of these is the case, the application will be suspended – see section 5.8 on Suspensions for more information on this.

## 5.14 Tenancy Conditions

When a tenant is offered and accepts a WDC house, a legally binding contract is signed between the tenant and the Council. This is known as mentioned in section 5.9 as a Scottish Secure Tenancy (SST). This tenancy agreement sets out the tenants' rights and responsibilities and the Councils as a landlord. The Council makes every effort to fulfil its part of the agreement and expects tenants to do the same. If a tenant fails to keep to this agreement, action can be taken to have them removed from the property.

## 6. Points Categories & Points Structure

### 6.1 Points Categories

#### Category 1- Insecurity of Tenure

- Notice to Quit - points can be awarded to an applicant if the landlord has served a valid notice to quit.
- Tied Accommodation – points can be awarded to applicants if they reside in a house that is part of their conditions of employment. This is known as a tied tenancy. If an applicant who resides in one of these tenancies employment ends, it is recognised that they no longer have a right to reside in this tenancy, and points are therefore awarded in the following circumstances:
  - If they are a tied tenant retiring on ill health grounds or having to leave tied accommodation through loss of employment
  - If they are the spouse or partner of a tied tenant who has died in service and you are required to move out of the tied accommodation.
- Regeneration – points can be awarded to applicants if they are required to move to allow redevelopment or demolition works to take place. These points will however only apply to comprehensive redevelopment schemes approved by West Dunbartonshire Council, or where the Council has agreed to rehouse applicants if they are displaced by other landlords working in partnership with the Council.

#### Category 2 - Medical Needs and Disability

- Medical Needs and Disability – points can be awarded to applicants if they have a permanent or long lasting medical condition or physical disability which is made worse by their current accommodation. A disability is a physical or mental condition, which has a substantial and long term adverse effect on normal day to day activities. This is not an assessment of the severity of the medical condition or disability but an assessment of the need for another house that would alleviate the medical condition or disability. These points can be awarded to the applicant or any member of their household. A separate medical application form will need to be completed to be considered for this award. Application forms are available from local housing offices.

The process is one of self-assessment. A number of questions are asked regarding health problems. Applicants are not required to submit a letter from their doctor, however, can submit any other information considered appropriate, such as a letter

from a consultant, clinic or support provider. Applicants will also be required to supply evidence of any disability benefits, medication or treatment received. Upon receipt of the application, a member of the housing operations team or the occupational therapist may call you to discuss the application and assess the property.

If it is determined that their medical condition may change, the application will be reviewed after an appropriate period determined by a medical professional.

Medical awards will be removed if the condition has improved to the extent that the applicant's current accommodation is no longer medically unsuitable.

Once your application has been assessed by the occupational therapist housing staff, a letter will be sent from the housing operations team advising whether medical points have been awarded and if so, the number of points awarded.

If the applicant is dissatisfied with the category of medical priority, or the medical award has been refused, they can appeal against this decision.

If an applicant wishes to defer their housing application their medical award will be removed, unless due to circumstances out with their control they need to defer, i.e. hospital admittance. If they wish again to be considered for offers of housing, a new medical assessment form will be required to be completed.

Medical and disability points will be awarded based on the medical needs of each household. A single award of points will be made to the applicant with the most severe medical condition. This is to ensure that applicants with the greatest medical need are matched to suitable accommodation. Medical awards are split into 3 categories:

- Medical Award A: (Urgent) – Current accommodation is causing extreme aggravation to medical condition or disability
- Medical Award B: (Serious) – Current accommodation is causing serious aggravation to medical condition or disability
- Medical Award C (Significant) – Current accommodation is causing significant aggravation to medical condition or disability.

#### Category 3 – Facilities

- Sharing Amenities – Points can be awarded if an applicant is sharing amenities with anyone other than the people listed on their application to be rehoused with them, as they are considered as the direct household, you should not have to share amenities with anyone other than those in your direct household. Applicants who share amenities – bathrooms and kitchens with other members of their household do not receive sharing amenities points, nor does it apply to applicants who have sublet part of their property or have taken in lodgers. Points will be awarded to sub-tenants, lodgers, or if an applicant is living with parents, friends or relatives; and
- Lacking Amenities – points can be awarded to applicants if they lack basic amenities – i.e. a bathroom and a kitchen located within the household. This is

defined by current housing legislation and these facilities should be available to all occupants. Points will be awarded if an applicant does not have access to these facilities to reflect the fact that their accommodation is below tolerable standard.

#### Category 4 - House Size

- Overcrowding – points can be awarded to applicants if they are living in accommodation which is too small for their needs. This is calculated by how many bedrooms an applicant should have for the household and how many bedrooms the applicant has at their current location.

Living rooms are not considered suitable for sleeping accommodation although some applicants may have to use these rooms due to the level of overcrowding in their present homes.

Children over 10 or older will be assessed as needing a room of their own regardless of gender. Also, a physically disabled child or children should have their own bedroom irrespective of age.

Different generations (grandparent, children, and grandchildren) living together should have separate bedrooms. Expectant mothers will be assessed as 2 persons from 3 months prior to the expected date of birth.

Overcrowding points will be given if a household member has a medical condition that requires an extra bedroom to accommodate an overnight carer or considerable medical equipment.

- Under Occupation – points can be awarded if an applicant who is occupying a larger house wishes to move to smaller accommodation that is more suitable to their needs. The Council wishes to encourage people who are occupying larger houses to move to smaller accommodation that is more suitable to their needs. This also helps tenants that are suffering from the effects of welfare reform changes. Applicants can apply for under occupation points if they are occupying a property that has more bedrooms than you needed to accommodate themselves and members of their household. Also to mitigate against the effects of welfare reform the Council can in certain circumstances offer incentives to tenants wishing to move to smaller accommodation, i.e. decoration packages for the new flat; and
- Living in Multi Story Flats – points can be awarded to applicants if they live in a multi storey flat and have children under the age of 16 and wish to move to alternative accommodation.

Overcrowding and Under Occupation points are awarded in varying degrees according to the level of over or under occupation the applicant is experiencing.

#### Category 5 - Social/Relocation Points

- Relationship Breakdown – points can be awarded to applicants if they have suffered a relationship breakdown and are having to move house as a result of this;
- Social/Family support – points can be awarded to applicants if they require to be near family member/social network to give or receive support. Applicants will be required to provide evidence from the person giving or receiving the support; and
- Incoming Worker – points can be awarded to applicants if they are experiencing difficulty in travelling to work and live more than 30 miles from their place of work in West Dunbartonshire.

## 6.2 Points Structure

Categories	Circumstances	Points
Category 1 <b>Insecurity of Tenure</b>	• Notice to Quit	<b>25</b>
	• Tied Accommodation	<b>25</b>
	• Regeneration	<b>25</b>
Category 2 <b>Medical and Disability</b>	• A	<b>100</b>
	• B	<b>60</b>
	• C	<b>10</b>
Category 3 <b>Facilities</b>	Lacking Amenities	
	○ No bathroom	<b>10</b>
	○ No kitchen facilities	<b>10</b>
	Sharing Amenities	
	○ Kitchen	<b>10</b>
Category 4 <b>House Size</b>	○ Bathroom	<b>10</b>
	Overcrowded by 1 bedroom	<b>20</b>
	Overcrowded by 2 bedrooms	<b>25</b>
	Overcrowded by 3 bedrooms	<b>30</b>
	Under Occupying by 1 bedroom	<b>20</b>
	Under Occupying by 2 bedrooms	<b>25</b>
	Under Occupying by 3 or more bedrooms	<b>30</b>
Category 5 <b>Social / Relocation</b>	Multi Story Flats for Children Under 16	<b>10</b>
	Relationship Breakdown	<b>25</b>
	Social / Family Support	<b>10</b>
	Incoming Worker	<b>10</b>

## 1.3 Verification of Information

To ensure that applications are correctly assessed, applicants will be required to provide information to verify your circumstances. It is recognised that in some cases the information required may be sensitive and of a personal nature, so in these circumstances a position of belief and trust will be adopted. The application form will highlight to applicants what information is required to be evidenced.

## 1.4 Eligible House Size

The Council aims to make best use of its housing stock and applicants will be eligible for a particular size of house based on the size of their household.

Household Size	Accommodation Size
Single person	Bedsit or 1 Bedroom property
Couple	1 or 2 Bedroom property
Single parent or couple with one child	2 Bedroom Property
Single parent or couple with two children	
<b>-both aged under 10</b>	2 Bedroom property
<b>-one or both aged 10 or over</b>	3 Bedroom property
Single parent or couple with three children	
<b>-if two able to share a room (under 10)</b>	3 Bedroom property
<b>-none able to share a room</b>	4 Bedroom property
Single parent or couple with four children	
<b>-if all children are able to share rooms</b>	3 Bedroom property
<b>-if two children able to share a room</b>	4 Bedroom property (maximum size available)
Expectant Mother	
<b>-treated as two or more dependant of number of unborn children</b>	2 Bedroom property

Where a member of your household is temporarily living away from home, for instance in further education or in the armed forces, they will be included as part of the household if the individual provides written confirmation that they intend to live with you.

Each application will be considered on an individual basis, however in order to make best use of housing stock and maximise tenants choice there are circumstances where a larger house maybe allocated.

These are listed as below:

- Where there is a medical reason for requiring a separate or additional bedroom. This will be considered on an individual basis;
- Where a separated spouse has access rights to child/children. An additional bedroom will generally be allowed to be used by the child/children during the access period;
- Where children are close to the threshold of requiring their own bedroom. This is to maximise tenancy sustainment, larger properties to accommodate the growing household will be considered; and
- Where there is no stock of a suitable size. In some areas where there are no properties of a suitable size, households can be considered for the next suitable size.

Applicants need to bear in mind, however, the effects of Welfare Reform where tenants can have their entitlement of Housing benefit reduced if they are under



occupying their home. For more information on this topic see section 11 on Welfare Reform. Due to the shortage of larger style family properties, if a tenant is occupying a property that is now substantially under occupied (after children have moved out etc.), the Council will encourage a move to a more suitable sized property for the household, to allow the much needed larger style homes to be able to be allocated to those families requiring them – See page 20 on Under Occupation.

## **7. Sheltered and Adapted Housing**

### **7.1 Allocation of Adapted Housing**

WDC wants to move toward effective allocation of adapted housing to aim to tackle the inequality experienced by disabled people in accessing suitable housing. An adapted property would be one that would enable a person (s) with a disability to live independently at home for as long as possible. Necessary adaptations help a tenant achieve personal independence and good use of adaptations can have a major impact on a tenant's wellbeing and quality of life. They can make daily tasks easier and help tenants stay in their home for longer.

To achieve this, the Council needs to make best use of existing stock, while meeting the needs of tenants. Instances where adaptations are removed from void properties as no tenant has required the adaption should be avoided. Carrying out adaptations for tenants in properties which would not be suitable for their longer term housing needs, will also be avoided.

Where tenants live in properties with adaptations which are no longer required, the Council will support these tenants to find a mutual exchange, if they are in agreement. The Council will not take possession back of adapted housing for those who have no need for it, but simply highlight the importance of the adaptations being for those in most need of them and encourage an exchange where possible.

Due to the changes in the Housing Act, the Council has the flexibility to make better use of adapted properties as short term temporary accommodation, where at the point of allocation there is no applicant requiring the adapted property. Adapted properties would therefore only be allocated to those applicants who need them and if no applicant on the list requires that adaption at that point, to avoid creating lengthy void times for adapted properties, they will be held and utilised for temporary accommodation until a suitable applicant is on the list.

The Council will therefore keep a record of how many properties it has that are adapted and where they are. Moving forward these properties will flag up as adapted and can be ring fenced for allocation this way. The Council will also explore alternatives to adaptations, as adapting an existing property for the tenant may not always be the best long term housing solution.

When a tenant requires a major adaptation to their household, the Housing Occupational Therapist can work together with the Housing Officer and tenant to explore the housing options available and whether a move to an already suitably adapted property would be the best option. The Housing Occupational Therapist will understand the long term prognosis of the tenant's illness and the impact this will

have on their future housing needs. The Housing Occupational Therapist will also be able to assess adapted stock which becomes void and identify people who would be suitable for the adaptations and ensure that the allocation of adapted housing meets the long term needs of the tenant, thus minimising the need for future rehousing. If a tenant or residents current house does not meet their particular needs there maybe aids or adaptations that can be made to their existing house to enable them to remain there, if that is their preference. Owner Occupiers can request an assessment from Occupational Therapy or the HSCP; the request can be made personally, by family, GP or hospital etc. An assessment will then be carried out by the Occupational Therapist which if needed will result in a referral for equipment or an adaptation or both. Referrals for adaptations are then sent to Care and Repair who carry out the full grant application process, this is then sent to Private Sector Housing Grants Section for assessment.

## **7.2 Allocation of Sheltered Housing**

Sheltered Housing is the name given to grouped housing particularly aimed at people of retirement age or for those with a disability approaching retirement age who would benefit from this type of housing. Anyone of retirement age, or anyone with a disability who is approaching retirement age and would benefit from this type of accommodation, can apply. To apply for sheltered housing applicants can complete a sheltered housing application form; this form will consist of general housing questions and questions relating to the applicants current circumstances and level of mobility etc. An information leaflet is available on the Sheltered Complexes which details the facilities they all have and support they can offer. The layout of each complex is very varied so applicants should consult the information leaflet when completing an application form to see if the needs that are wished/ required can be met by the applicants preferred complex.

Based on the information within the sheltered housing information leaflet applicants should then make their choices depending on which housing complex best suits their needs and rate them in order of preference. The supply of sheltered housing is limited within West Dunbartonshire and demand outstrips supply. The community alarm service is an option that is available for residents within their own current home, it is not just specific to properties within sheltered complexes, so may work for those who simply would like to reassurance of help being at hand, applicants should take this into consideration when completing the form and matching their needs with the complexes.

The allocation of sheltered accommodation and adapted houses will therefore be made on the recommendation of qualified HSCP (Health and Social Care Partnership) professionals and/or Occupational Therapists in order to achieve the best match possible according to the assessment process and will not be determined solely by the number of points awarded.

**Please refer to our Sheltered Housing Policy for further details on the allocation of Sheltered Properties.**

## **8. High Risk Offenders**

The Council has a duty to consider the housing requirements of all applicants over the age of 16 but procedures are in place to manage and minimise the risk posed to communities by high risk offenders. The Council adopts a multi-agency approach to housing high risk offenders and works with a number of different agencies such as Police Scotland, Criminal Justice Social Work and the Scottish Prison Service. Multi Agency Public Protection Arrangements (MAPPA's) are in place, where all agencies decide jointly on risk management. The Council and RSL's in the area do not therefore carry the principle responsibility of managing risk relating to high risk offenders. An information sharing protocol is in place, which sets out the processes for information sharing and co-operation. The information sharing helps to assist with the management of risk but it cannot eliminate it entirely. All available properties are profiled to ensure their suitability before an offer would be made.

## **9. Domestic Pets**

Pets are generally not permitted within Sheltered Housing Complexes, with the exception of working guide dogs and assistance dogs. In main stream accommodation the Council generally allows tenants to keep pets, subject to written permission being granted and specific conditions being adhered to. However, dogs are not permitted in multi-story flats, unless again that it is a working guide dog, or assistance dog. More information on keeping pets is available in the Council's Pets Policy.

## **10. Gypsy Travellers Site**

West Dunbartonshire has one travelling persons site located at Dennystoun Forge in Dumbarton. The site has a total of 20 bays and is open all year round. To apply for a pitch, applicants can complete a standard waiting list application form. Applicants simply tick the box option 'Gypsy Travellers Site' under the heading 'House Type'. Applications will be assessed and placed in the appropriate group based on their present housing circumstances, and points will be awarded accordingly. Gypsy Travellers who have nowhere to site their caravan will be referred to the Homeless Team.

The facilities for each pitch includes:

- A hard standing for a caravan;
- Space to park a car or other vehicle;
- Toilets, showers and baths;
- A mailbox; and
- A designated Housing Officer for the area

## **11. Welfare Reform**

The Welfare Reform Act 2012 came into effect in April 2013. This introduced measures such as the under occupation deduction, otherwise known as the 'spare room subsidy or bedroom tax'. This means that a tenant in receipt of housing benefit will have their entitlement reduced by up to 25% if they are under occupying their home. Prospective tenants will need to bear this in mind when applying for accommodation and consider how many bedrooms they need, Welfare Reform room allowances are different from the Councils room allowances. Reasonable preference is now therefore given to social housing tenants who are under occupying their home so points are awarded if a tenant wishes to move due to this. The increase in need for smaller properties means that supply is outstripped by demand, therefore tenants have limited suitably sized accommodation to move to. To aim to mitigate this priority will be given to those who can fully occupy the property, couples will be considered for a 2 bedroom property. For those tenants who currently find themselves affected by aspects of Welfare Reform, Discretionary Housing Payments (DHP), are available to mitigate and assist. This will continue to be the case, however the DHP budget is cash limited and it is likely that future applications may be assessed on a needs and Income/Expenditure basis.

## **12. Homelessness**

Applicants who are homeless or threatened with homelessness are treated separately within the Allocations policy to make sure that their needs are met as quickly as possible.

Applicants assessed as homeless are housed under the provisions of the homelessness legislation and not through our Allocations Policy. The Council has a statutory duty to secure permanent accommodation for applicants who have been assessed as being in priority need and unintentionally homeless. We aim through our homeless assessment process to treat homeless applicants fairly and equitably, having regard to the urgency of their individual circumstances, their housing and medical needs and the constraints of current stock availability.

We operate a 24 hour service for homeless people and can provide emergency temporary accommodation if required. During our normal office hours, please contact the Homeless service in Clydebank, Alexandria or Dumbarton. Out of office hours, at weekends, during public holidays etc. please contact the standby service. **Emergency Phone Number 0800 197 1004**

If anyone threatened with homelessness or homeless requires to contact the Council out of hours, and are unable to access or use a telephone, they can contact the local police station and they will contact the emergency service on their behalf. If this contact number should change, the Council will publish details in the local press, in our guide to council services and also display the new number in the Councils One Stop Shops.

## **13. Domestic Abuse**

If anyone is experiencing domestic abuse (including emotional, physical, financial or sexual abuse), there are a number of housing options available:

- A housing application can be made; points are given for relationship breakdown.
- Anyone experiencing or fleeing domestic abuse is also entitled to statutory protection and has a legal entitlement to a homeless assessment and housing.

The situation can be discussed with a member of staff at one of the local area offices at Clydebank, Dumbarton or Alexandria in complete confidence. Applicants can request a same sex interview. Interviews will be held in a private interview room and all interviews will be carried out in the strictest of confidence. The Council is also developing a specific campaign entitled 'No Home for Domestic Abuse' to tackle this issue also.

## **14. Housing Support**

Housing support services are defined by the Housing (Scotland) Act 2001 as including any service that provides support, assistance, advice or counselling to an individual with particular needs, with a view to enabling that individual to occupy or continue to occupy their home.

If it is felt that a tenant requires support in sustaining their tenancy they can be referred to support services who will work with the tenant to enable them to remain living in their tenancy.

Tenants can also be signposted to HSCP services and referrals can be made to HSCP when it is felt that there is a vulnerable adult or child in the tenancy. Tenants can also be referred to Working 4 U if they are experiencing financial difficulties. Working 4 U can offer support with benefits and money / debt issues and assist people overcoming barriers to entering employment.

## **15. Lettings Plans & Initiatives**

Lettings Plans and Letting Initiatives are tools to help tackle the issue of empty properties and to combat other signs of neighbourhood decline.

Lettings Plans refer to how properties are allocated, whilst Lettings Initiatives refer to incentives to stimulate or increase demand for particular properties or areas.

### **15.1 Lettings Plans**

Lettings Plans can be an important tool to enable the Council to respond to and tackle a range of specific circumstances in specific lettings areas and support wider strategic objectives initiatives.

These could include,

- Tackling low demand areas and difficult to let properties
- Tackling antisocial behaviour
- The need to creating balanced and mixed communities

- The need to protecting existing stable communities
- The desire to improving community stability and cohesion

The Council will ensure that houses are let sensitively in a way which gives reasonable preference to those in housing need, makes best use of existing stock, reflects the local needs and circumstances that have been identified and contributes to more sustainable communities.

The Council will use triggers to highlight the need for a local Lettings Plan to be developed and will ensure that tenants, residents and other relevant stakeholder groups are consulted in the preparation of any such plan. The Council can be flexible in their approach for considering the best applicant for a void property by utilising the three lists that are available to them and also by optimising the Homelessness and Young Care Leavers lists.

## **15.2 Lettings Initiatives**

Lettings Initiatives are a reflection of best practice to tackle areas where there are high levels of empty houses, small or non-existent housing lists, high refusal rates and low levels of tenancy sustainment.

Where the Council needs to intervene to help to promote sustainable communities and generate demand for areas, a range of initiatives will be available at a local level to address help tackle this.

Such Initiatives or incentives could include,

- advertising of properties on the Council's Homefinder website
- the development of show flats for prospective tenants to view
- offering of incentives such as decoration allowances, white goods or carpets.

The success of Lettings Initiatives used will be monitored and assesses to ensure that the aims outlined are achieved.

## **16. Exceptional Circumstances**

It is important for the Allocations Policy to be flexible in some cases so there will be circumstances where the Council considers it appropriate to make an offer of housing to an applicant who may not fit in with the main stream criteria within this policy.

When exceptional circumstances arise and warrant an offer of housing out with this policy, the Allocations Panel will review the case and decide the priority of the referral, and, where necessary can also decide on the size, type and location of the property to be offered through the Panels priority decision. The Panel will be monitored, decisions recorded and best practice will be adopted. Exceptional

circumstances cannot be predicted but having the Allocations Panel in place provides a mechanism for such cases to be assessed in a fair and transparent manner. The panel will focus on the following points:

- Applicants having exceptional level of need where circumstances are so unusual that the allocation policy cannot adequately assess and prioritise; and
- The number of cases being presented to the panel must be minimal, and individual cases will be monitored to highlight any growing patterns.

## **17. Monitoring and Review**

### **17.1 Review of Policy**

We will review the Housing Allocations Policy every year or if required; for example to comply with any legislative changes. We will consult tenants, applicants and other relevant stakeholders when carrying out a review. The group plus points system can be reviewed through the year also to ensure that quotas for all groups receive an equitable share of all allocations and that this is clearly reflected in the demand of housing across the different groups. The percentage quota can also be reviewed annually and can change depending on the analysis of patterns of housing need and demand.

### **17.2 Appeals Process**

Complaints can be made to the service area directly and an applicant can appeal any decision made during the processing of the housing application in writing by telephone and/or in person. An area co-ordinator who has not been involved with the initial decision will investigate the appeal and send a written reply within 14 days.

If not satisfied with the outcome of the above or an applicant does not feel comfortable going directly to the service area, complaints can be made to the Customer Relations Team. See the 'How to Complain' section of the Council's website where online forms can be completed or alternatively contact Customer Relations by phone or email on the details provided on the website. Complaints can relate to the way in which an application for housing has been dealt with, staff conduct, any aspect of the allocations of particular properties, or on the Council policy relating to the allocation of housing within West Dunbartonshire.

The Complaints Handling Process has 2 stages:

- Stage 1 allows five working days or less to respond to the complaint, unless there are exceptional circumstances; and
- Stage 2 deals with complaints that have not been resolved at Stage 1 and those that are complex and require detailed investigation. Complaints handled at Stage 2 should be responded to within 20 working days.

If after receiving the Council's final response at Stage 2 a complainant is still not happy they have the right to ask for the complaint to be independently reviewed by the

Scottish Public Services Ombudsman, their contact details will be provided in the Council's final response.

Queries about the Complaints Handling Procedure or any aspect of the above information should be directed to the Council's Customer Relations Team.

## **18. Scottish Social Housing Charter**

The Scottish Social Housing Charter came into force in 2012 and sets out the standards that tenants and residents can expect from the Council. Key standards relevant to allocation practice are:

### Outcome 1: Equalities

The Council is committed to promoting equality in delivering its Allocation Policy by ensuring that it does not discriminate on any grounds.

### Outcome 2: Communication

The Council recognises the importance of communication with customers by the service objective 'to be open with applicants at the different stages of the allocation process' and providing customers with the opportunity to provide feedback or complaints about the services received.

### Outcomes 7, 8 and 9: Housing options

Social landlords work together to ensure that:

- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- Tenants and people on housing lists can review their housing options.  
Social landlords ensure that:
- People at risk of losing their homes get advice on preventing homelessness.

These outcomes cover landlords' duties to provide information to people looking for housing and advice for those at risk of becoming homeless. These duties include helping tenants and people on housing lists to review their options to move within the social housing sector or to another sector.

### Outcome 10: Access to social housing

Social landlords ensure that:

- People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

This outcome covers what social landlords can do to make it easy for people to apply for the widest choice of social housing that is available and suitable and that meets their needs. It includes actions that social landlords can take on their own and in partnership with others, for example through Common Housing Registers or mutual exchange schemes, or through local information and advice schemes.



### Outcome 11: Tenancy sustainment

Social landlords ensure that:

- Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

This outcome covers how landlords can help tenants who may need support to maintain their tenancy. This includes tenants who may be at risk of falling into arrears with their rent, and tenants who may need their home adapted to cope with age, disability, or caring responsibilities.

### Outcome 12: Homeless people

Local councils perform their duties on homelessness so that:

- Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

This outcome describes what councils should achieve by meeting their statutory duties to homeless people.

The Council then has to report on these outcomes each year to the Housing Regulator and make this information available to the public each year in October.

## **18.1 Satisfaction Monitoring**

The Council itself also has the following performance monitoring mechanisms in place to ensure that a quality service is delivered across all aspects of the allocations and lettings service.

The Council therefore monitors numbers of the following issues under the headings below.

### Access to the housing register

- Applicants on the housing register, including tenants seeking to transfer or exchange houses;
- New applications to the housing register, including processing applications against set timescales; and
- Deletions from the housing register.

### Offers and lets of accommodation

- Numbers of offers to applicants, including information on accepted and refused offers;

- Offers suspended and reasons, as well as appeals against suspensions and outcomes;
- Allocations to each housing group against targets; and

#### Equality monitoring

- Equality information to identify applications, offers and lets by reference to factors such as age, disability, ethnicity and race and gender.

#### Appeals and complaints

- Numbers of appeals and complaints, including outcomes.

#### Other monitoring

This type of monitoring includes activities such as:

- The quality of our verbal advice and information about allocation matters; and
- The quality of our public information relating to written and electronic formats.

This includes meeting corporate quality standards such as producing information, as appropriate, that is:

- Accurate;
- In plain language; and
- Accessible to the needs of individual service users.

We also monitor specific issues to inform practice such as reasons why tenants are seeking to transfer to other houses or to exchange homes with other tenants.

## **19. Working with other Housing Providers**

The Council has Nomination Agreements with Registered Social Landlords (RSL's) within West Dunbartonshire. These arrangements provide the Council with the right to nominate applicants from the housing waiting list for vacancies that arise within RSL housing stock. However these arrangements do not give the Council the right to allocate such vacancies and any allocations are made in accordance with individual RSL's allocations policies and procedures.

Within the terms of the homelessness legislation, the Council has a Section 5 protocol in place with local RSL's. This provides the formal framework within which the RSL's, in partnership with the Council, provide permanent accommodation for homeless people within West Dunbartonshire.

## **20. Role of Councillors**

The role of Councillors in making decisions about housing is restricted by the Housing (Scotland) Act 1987. Councillors are responsible for approving the Allocations Policy and monitoring its effectiveness but not for the allocation of properties. Councillors are, however, entitled to provide information in support of an application on the applicant's behalf.

## **21. Allocations to Members of the Council and Housing Staff**

To ensure transparency in the allocations procedures, approval from the Housing Operations Manager will be sought if a house is being allocated to housing services staff, elected members or members of their immediate family. Any such allocation will be processed an Area Co-ordinator and approved by the Housing Operations Manager.

## **22. Publicity**

The Council will publish details of the Allocations Policy and how it assesses priority for housing. The policy will be circulated to other Council departments, registered residents and tenants associations, external partner organisations and other relevant stakeholder groups.

## **23. Access to Information on Applicants**

If an applicant would like to check the details held on their application at any time they can contact the local area office at Clydebank, Alexandria or Dumbarton. Only the applicant is allowed access to the information held under the terms of data protection legislation. If, however, a tenant appoints a representative information can be passed on to them. Applicants should consider when accessing information on their position on the lists that the policy is a needs based policy so positions can regularly change.

## **24. Lock Up Garages and Garage Sites**

Residents of West Dunbartonshire can apply for lock ups or garage sites. The Council allocates WDC lock ups and garage sites according to the date of application. Preference when allocating lock ups is given to disabled applicants who have a 'blue badge' for their vehicle. Proof that an applicant is a blue badge holder will have to be given.

Tenants of WDC may be refused an application on the following grounds:

- Rent arrears amounting to more than 4 weeks rent and no agreement in place to repay the debt;
- Not keeping to the arrangement to repay the outstanding housing related debt; or
- Had previously been a tenant of a WDC lock-up or garage site and the tenancy had to be terminated for any reason.

Appeals will be dealt with in line with appeals section in 17.2. Housing Officers will be able to provide applicants with more information on lock-ups/garage site locations, rent and other charges. Only one tenancy for a WDC lock up can be held at at any time.

DRAFT

## WEST DUNBARTONSHIRE COUNCIL

### Report by the Strategic Lead Housing and Employability

Housing and Communities Committee: 1 November 2017

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**Subject:     Housing Revenue Account Budgetary Control Report  
                 to 30 September 2017 (Period 6)**

#### **1.     Purpose**

- 1.1**     The purpose of the report is to provide members with an update on the financial performance to 30 September 2017 (Period 6) of the HRA revenue and capital budgets.

#### **2.     Recommendations**

- 2.1**     Members are asked to:

- i)     Note the projected favourable revenue variance of £0.253m (0.6%).
- ii)    Note the position advised in relation to the capital budget which is currently projecting an in-year favourable variance of £8.718m (28.5%), of which £6.180m (20.2%) relates to project re-phasing and an in-year underspend of £2.538m (8.3%).

#### **3.     Background**

##### Revenue

- 3.1**     At the meeting of West Dunbartonshire Council on 22 February 2017, Members agreed the revenue estimates for 2017/2018 and a total budget of £42.912m.
- 3.2**     At the meeting of Council on 22 February 2017, Members also agreed the updated Capital Plan for 2017/18 which has been augmented by re-phasing from 2016/17 to produce a total planned spend for 2017/18 of £30.578m. The funding of this is shown within Appendix 6.

#### **4.     Main Issues**

##### Revenue Budget

- 4.1**     The current budgetary position for HRA Revenue is summarised in Appendix 1 with information regarding projected variances valued at greater than £50,000 being provided as Appendix 2. The analysis shows the projected variance for HRA Revenue is a surplus of £0.253m

##### Capital Budget

- 4.2** The HRA capital summary position is shown in Appendix 3. Information on projects that are highlighted as being within the red and amber categories and green category over £50K is provided in Appendices 4 to 6. A summary of anticipated resources is shown in Appendix 7. The analysis shows that for the in-year planned spend there is currently a favourable variance of £8.718m, of which £6.180m relates to project re-phasing and an in-year underspend of £2.538m.

## **5. People Implications**

- 5.1** There are no people implications.

## **6. Financial and Procurement Implications**

- 6.1** Other than the financial position noted above, there are no financial implications of the budgetary control report. There are no procurement implications arising from this report.

## **7. Risk Analysis**

- 7.1** The main financial risks to the ongoing financial position relate to unforeseen cost being identified between now and the end of the financial year. This can affect all service areas.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** The report is for noting and therefore no Equalities Impact Assessment was completed for this report.

## **9 Consultation**

- 9.1** The views of both Finance and Legal services have been requested on this report and both have advised there are neither any issues nor concerns with the proposal. As the report is for noting no further consultation is envisaged.

## **10. Strategic Environmental Assessment**

- 10.1** Proper budgetary control and sound financial practice are cornerstones of good governance and support Council and officers to pursue the five strategic priorities of the Council's Strategic Plan. This report forms part of the financial governance of the Council. This report is for noting and, therefore, does not directly affect any of the strategic priorities.

**Peter Barry**  
**Strategic Lead – Housing and Employability**

**Date: 16 October 2017**

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**Person to Contact:** Janice Rainey - Business Unit Finance Partner (HEED),  
Garshake Road, Dumbarton, G82 3PU, telephone: 01389  
737704, e-mail [janice.rainey@west-dunbarton.gov.uk](mailto:janice.rainey@west-dunbarton.gov.uk)

**Appendices:** Appendix 1 - Budgetary Position (Revenue)  
Appendix 2 - Variance analysis (Revenue)  
Appendix 3 - Budgetary Position (Capital)  
Appendix 4 - Variance analysis Red Projects (Capital)  
Appendix 5 - Variance analysis Amber Projects (Capital)  
Appendix 6 – Resources (Capital)

**Background Papers:** None

**Wards Affected:** All





**HRA BUDGETARY CONTROL REPORT**  
**MONITORING PERIOD : 1 APRIL 2017 to 30 SEPTEMBER 2017**

Appendix 1

<b>2016/2017 Outturn</b>		<b>2017/2018 Estimate</b>	<b>Actual To Date</b>	<b>% actual to date</b>	<b>Forecast Outturn</b>	<b>forecast Variance (fav)/adv</b>	<b>% Forecast Variance</b>
<b>£000s</b>		<b>£000s</b>	<b>£000s</b>		<b>£000s</b>	<b>£000s</b>	
	<b>EXPENDITURE</b>						
5,157	Employee Costs	5,506	2,393	43%	5,473	(33)	-1%
1,801	Property Costs	1,819	804	44%	1,837	18	1%
102	Transport Costs	105	70	67%	105	0	0%
424	Supplies, Services And Admin	327	142	44%	313	(14)	-4%
2,164	Support Services	2,141	1,082	51%	2,164	23	1%
257	Other Expenditure	157	150	95%	239	82	52%
11,542	Repairs & Maintenance	11,716	5,283	45%	11,504	(212)	-2%
999	Bad Debt Provision	1,113	557	50%	1,113	0	0%
349	Council Tax On Void Houses	326	184	57%	369	43	13%
924	Lost Rents	901	356	39%	815	(86)	-10%
17,942	Loan Charges	18,800	9,400	50%	18,800	0	0%
<b>41,661</b>	<b>GROSS EXPENDITURE</b>	<b>42,912</b>	<b>20,421</b>	<b>48%</b>	<b>42,734</b>	<b>(179)</b>	<b>-0.4%</b>
	<b>INCOME</b>						
39,641	House Rents	40,205	18,977	47%	40,246	(41)	0%
229	Lockup Rents	227	106	47%	213	14	6%
1,119	Factoring/Insurance Charges	1,136	556	49%	1,123	13	1%
124	Other rents	143	65	46%	143	(0)	0%
70	Interest on Revenue Balance	46	0	0%	70	(24)	-51%
137	Miscellaneous income	143	26	19%	143	(0)	0%
1,085	Reallocated salaries	1,012	525	52%	1,050	(37)	-4%
<b>42,405</b>	<b>GROSS INCOME</b>	<b>42,912</b>	<b>20,256</b>	<b>47%</b>	<b>42,987</b>	<b>(75)</b>	<b>0%</b>
<b>(744)</b>	<b>NET EXPENDITURE</b>	<b>0</b>	<b>165</b>		<b>(253)</b>	<b>(253)</b>	

MONTH END DATE **30 September 2017**

PERIOD **6**

Budget Details		Project Life Financials					
Subjective Analysis	Budget Holder	Budget	Actual to Date	% Spend to Date	Forecast Spend	forecast Variance	RAG Status
		£000	£000	%	£000	£000	%

Other Expenditure		157	150	95%	239	82	52%	↓
<b>Service Description</b>								
This budget covers strategy expenditure as well as legal fees, bank charges, rent abatements,tenancy sustainment work and factor's commission								
<b>Variance Narrative</b>								
<b>Main Issues</b>	Tenancy Sustainment element of payment to Women's Aid is now being met from the HRA rather than the general fund following review of where it was appropriate to pay this from.							
<b>Mitigating Action</b>	Management will ensure that this overspend will be offset by underspends within other areas within the HRA							
<b>Anticipated Outcome</b>	An overspend will be incurred on this line							

Budget Details		Project Life Financials					
Subjective Analysis	Budget Holder	Budget	Actual to Date	% Spend to Date	Forecast Spend	forecast Variance	RAG Status
		£000	£000	%	£000	£000	%

Repairs & Maintenance		11,716	5,283	45%	11,504	(212)	-2%	↑
<b>Service Description</b>								
This budget covers all repair and maintenance expenditure to houses and lockups								
<b>Variance Narrative</b>								
<b>Main Issues</b>	This favourable variance is mainly due to cost of gas/ ventilation/ lift repair and maintenance costs being less than budgeted . A large part of the budget for these costs are demand led so can fluctuate significantly from year to year.							
<b>Mitigating Action</b>	No mitigating action is required as the variance is favourable							
<b>Anticipated Outcome</b>	A year end underspend of is anticipated.							

Budget Details		Project Life Financials					
Subjective Analysis	Budget Holder	Budget	Actual to Date	% Spend to Date	Forecast Spend	forecast Variance	RAG Status
		£000	£000	%	£000	£000	%

Lost Rents		901	356	39%	815	(86)	-10%	↑
<b>Service Description</b>								
Rents lost on void houses and lockups								
<b>Variance Narrative</b>								
<b>Main Issues</b>	There has been an improvement in lost rental due to management action to improve processes around voids to achieve faster turnaround and improve the appeal of harder to let properties.							
<b>Mitigating Action</b>	No mitigating action is required as the variance is favourable							
<b>Anticipated Outcome</b>	A year end underspend of is anticipated.							

WEST DUNBARTONSHIRE COUNCIL  
GENERAL SERVICES CAPITAL PROGRAMME  
OVERALL PROGRAMME SUMMARY

APPENDIX 3

MONTH END DATE 30 September 2017

PERIOD 6

Project Status Analysis	Project Life Status Analysis				Current Year Project Status Analysis			
	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status
Red								
Projects are forecast to be overspent and/or experience material delay to completion	3	10.7%	25,568	85.8%	3	10.7%	2,059	33.6%
Amber								
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	4	14.3%	957	3.2%	4	14.3%	845	13.8%
Green								
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	21	75.0%	3,281	11.0%	21	75.0%	3,229	52.6%
TOTAL EXPENDITURE	28	100%	29,806	100%	28	100%	6,134	100%

Project Status Analysis	Project Life Financials				Current Year Financials					
	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Re-Phasing £000	Over/ (Under) £000
Red										
Projects are forecast to be overspent and/or significant delay to completion	72,772	25,568	71,984	(788)	11,311	2,059	6,086	(5,225)	(4,264)	(961)
Amber										
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	7,001	957	5,525	(1,476)	6,890	845	3,497	(3,393)	(1,659)	(1,733)
Green										
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	18,528	3,281	18,428	(100)	12,377	3,229	12,277	(100)	(257)	157
TOTAL EXPENDITURE	98,302	29,806	95,937	(2,364)	30,578	6,134	21,859	(8,718)	(6,180)	(2,538)
TOTAL RESOURCES	(98,302)	(29,806)	(95,938)	2,364	(30,578)	(6,134)	(21,859)	8,718		
NET EXPENDITURE	(0)	0	0	0	(0)	0	(0)	(0)		

MONTH END DATE

30 September 2017

PERIOD

6

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%

1 Targeted EESSH compliance works

Project Life Financials	4,062	133	3%	4,062	0	0%
Current Year Financials	4,062	133	3%	800	(3,262)	-80%

Project Description Low Rise Works

Project Lifecycle Planned End Date 31-Mar-18 Forecast End Date 31-Mar-19

**Main Issues / Reason for Variance**

Building Services continue to experience problems in resourcing sufficient skilled operatives for this work stream (despite the recruitment drive) which has impacted severely on their ability to deliver the level of work required. Back-up contractors for this type of work have been procured, however there is a limitation within the tender award on the value of work they can undertake which is far below the level we would need them to deliver to meet the programme. Building Warrants have now been received allowing the scheduling of 4 project areas representing 117 addresses. Scheduling of this works and pre-start march in surveys are underway. A new process has begun to procure via the Scotland Excel framework for additional contractor support to deliver the level of work desired - the framework covers the type of work required and the procurement officer has completed an initial comparison of framework rates. This is now being compared against Building Services rates to determine financial suitability. At this stage a reasonable projection of spend in this financial year would be £0.800m which is approximately 20% of budget. It is anticipated that this projection may change positively over the next few months as work progresses.

**Mitigating Action**

Building Services will continue to drive recruitment to increase the number of appropriately skilled operatives whilst progressing the programme via current resources and existing back-up contractors.

**Anticipated Outcome**

Project to complete within budget and amended timescales.

MONTH END DATE

30 September 2017

PERIOD

6

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%

**2 Regeneration/Demolition of Surplus Stock**

Project Life Financials	8,774	7,519	86%	8,058	(716)	-8%
Current Year Financials	1,550	122	8%	429	(1,121)	-72%

Project Description Regeneration/Demolition of Surplus Stock

Project Lifecycle Planned End Date 31-Mar-18 Forecast End Date 31-Mar-19

**Main Issues / Reason for Variance**

At this time it is anticipated that there will be a in year underspend of £1.121m which includes underspends in relation to unallocated budget (£0.639m) and Glenside/Muir Road (£0.286m) and slippage of £0.233m (£0.100m Creveul Court, £0.130m Homeloss payments and £0.003m Glenside/Muir Rd retentions). Projects are progressing as follows: O'Hare/Alexander St - Property clearances, asbestos surveys and service disconnections are currently being arranged followed by tender preparations and issue which is anticipated for end of October; Creveul Court - Officers are working to re-house remaining tenant which is unlikely to be in 17/18. Slippage of £0.100m anticipated at this time; Homeloss and Disturbance Payments - At this time re-phasing of £0.130m is anticipated; Second Avenue / Singer Street / Crown Avenue - Project is complete and final payments are under review; Glenside / Muir Road - Project is complete and is subject to processing of final payment. It is anticipated that £0.003m will be required to slip into 18/19.

**Mitigating Action**

In relation of Creveul Court legal officers are following procedures to re-house remaining tenant working with other Council departments. Officers are following procedures to bring the contract to a close in connection with Second Avenue / Singer Street and Crown Avenue.

**Anticipated Outcome**

Tenant will be re-housed and demolition contractor will be procured during 2018/19.

**3 New house build**

Project Life Financials	59,936	17,917	30%	59,863	(73)	0%
Current Year Financials	5,699	1,805	32%	4,857	(842)	-15%

Project Description New house build

Project Lifecycle Planned End Date 31-Mar-23 Forecast End Date 31-Mar-23

**Main Issues / Reason for Variance**

This project is currently forecasting an in year underspend of £0.849m which includes £0.769m slippage (£0.074m Second Avenue, £0.300m Creveul Court and £0.395m Haldane requisition), £0.085m underspend in relation to Haldane acquisition and overspend of £0.012m (£0.005m in relation to Bellsmyre New Build houses and £0.007m in relation to Queen's Quay). Projects are progressing as follows: Second Avenue - Progressing well and forecast to complete by year end; St Andrews - It is anticipated that there will only be preparatory design, planning and legal expenses in 17/18; Creveul Court Officers working to re-house remaining tenant; Haldane Acquisition - This budget is fully funded by the Scottish Government with a grant of £0.480m anticipated, however valuation has resulted in a transfer value of £0.395m and a subsequent underspend of £0.085m which will be offset by an adverse variance in grant income. Spend is unlikely to complete by year end resulting in re-phasing of £0.395m into 2018/19; Central Bellsmyre - This project is complete with current year spend being for retention payment.

**Mitigating Action**

In relation to St Andrews officers are working to complete the legal and development agreement to allow appointment of the consultant while at Creveul Court officers are following procedures to re-house remaining tenant working with other Council departments. At Haldane site officers are working to keep the new build on programme to progress to clearance of existing site as soon as possible.

**Anticipated Outcome**

In relation to Second Avenue the anticipated outcome will be that the contract will fully complete following agreement. With regards to Creveul Court the tenant will be re-housed and demolition contractor will be procured during 2018/19.

Project Life Financials	72,772	25,568	35%	71,984	(788)	-1%
Current Year Financials	11,311	2,059	18%	6,086	(5,225)	-46%

MONTH END DATE

30 September 2017

PERIOD

6

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%
<b>1 Integrated Housing Asset Management</b>						
Project Life Financials	876	214	24%	795	(81)	-9%
Current Year Financials	765	103	13%	427	(338)	-44%
Project Description	Integrated Housing Management System					
Project Lifecycle	Planned End Date	31-Aug-18	Forecast End Date	03-Dec-18		
<b>Main Issues / Reason for Variance</b>						
The project has been delayed by identifying potential shared service opportunities, finalising the contract documentation with the supplier and delays from incumbent system provider in the provision of access to Saffron data (which is still an ongoing issue, anticipating to be resolved beginning October 2017). Project has been re-phased with go-live date planned at end of 3rd December 2018, therefore budget of £0.257m is required to be re-phased into 18/19. As a result of the delay in completion of project, staffing is being considered to be extended to 31st March 2019 in order to support implementation of new system. At this time we are anticipating an underspend of £0.081m.						
<b>Mitigating Action</b>						
Officers will continue to seek opportunities to mitigate any further delays to the project.						
<b>Anticipated Outcome</b>						
Project is to delivered in-line with rephased project timeline with an anticipated underspend of £0.206m.						
<b>2 Building external component renewals</b>						
Project Life Financials	3,076	661	21%	2,000	(1,076)	-35%
Current Year Financials	3,076	661	21%	2,000	(1,076)	-35%
Project Description	Building external component renewals					
Project Lifecycle	Planned End Date	31-Mar-18	Forecast End Date	31-Mar-18		
<b>Main Issues / Reason for Variance</b>						
Tile stocks are readily available at this time, although suppliers have cautioned that stock could go low again. Analysis of overall completions rates are projecting less completions by year end. Building Services manager has raised the issue of output and rate of completions with his team and working to increase output. Therefore, at this time it is anticipated that there will be an underspend of £1.076m.						
<b>Mitigating Action</b>						
Officers are working to maintain tile stock availability to meet demand and adjusting the programme for certain renewals to maintain a consistency of tile type and colour to be fitted. Building Services officers are conscious of the impact on completions and working to manage the impact of tile availability and overall output.						
<b>Anticipated Outcome</b>						
Overall project may not meet spend targets, and is anticipated to underspend by £1.076m.						
<b>3 Modern facilities and services</b>						
Project Life Financials	590	74	12%	270	(320)	-54%
Current Year Financials	590	74	12%	270	(320)	-54%
Project Description	Bathrooms and Kitchens					
Project Lifecycle	Planned End Date	31-Mar-18	Forecast End Date	31-Mar-18		
<b>Main Issues / Reason for Variance</b>						
Condition information identifies addresses for bathroom and kitchen renewals. Tenant agreement and uptake is less than needed to meet the programme and remains a challenge, however officers continue to contact tenants by letter and telephone call in efforts to encourage uptake with brochures having been developed to show the range of options and finished examples to try and persuade them to agree. In addition the Housing Improvement Board has agreed to add showers to the bathroom specification and it is hoped that this will increase desirability and uptake. Recent response has seen an increase in uptake and projections have been adjusted to reflect this. At this time a reasonable projection of numbers would be 70 bathrooms and 60 kitchens, reporting an anticipated forecast spend of £0.270m; an underspend of £0.320m.						
<b>Mitigating Action</b>						
Officers are contacting tenants with new brochure information and shower inclusion in efforts to increase uptake. Tenants are offered additional support and assistance if required to help and mitigate with the disturbance e.g. packing up kitchens, ensuring water and cooking facilities available as soon as possible, etc.						
<b>Anticipated Outcome</b>						
Number of completions to be less than programme resulting in an anticipated underspend of £0.340m against budget.						

MONTH END DATE

30 September 2017

PERIOD

6

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%

4

Non Traditional and Traditional Improvement Works						
Project Life Financials	2,459	8	0%	2,459	0	0%
Current Year Financials	2,459	8	0%	800	(1,659)	-67%
Project Description	Risk Street Overclad					
Project Lifecycle	Planned End Date		31-Mar-19	Forecast End Date		31-Mar-19
Main Issues / Reason for Variance						
<p>This project has taken considerable time to liaise and negotiate with owners to take this forward. Owners voting process has now concluded with the majority of owners in each block (including WDC owned shares) having voted in favour of the external insulation improvement. The result has been communicated to owners. Officers are now progressing the project in terms of contract acceptance and necessary permissions to commence work (tender has been returned and was placed on hold). At this time it is anticipated that the site start will be in November/December, following receipt of building warrant. The preferred bidder is assisting with key construction information which is required to complete the Building Warrant process, officers in Procurement and Consultancy Services are in liaison with the preferred bidder to progress this. As the contract is planned to be completed over an 18 month period, there is a resulting re-phasing of £1.660m into 2018/19. Although significant re-phasing is required at this time the main issues surrounding the ability to start this project have been resolved therefore this project is awarded Amber Status to inform of project update rather than Red Status to indicate material project concerns.</p>						
Mitigating Action						
<p>Communications have been issued to all owners with result of vote and next steps. Officers are working to complete the building warrant process. Tender acceptance and contract confirmation will be taken forward upon BW receipt. The preferred bidder is assisting with key construction information which is required to complete the Building Warrant process, officers in Procurement and Consultancy Services are in liaison with the preferred bidder to progress this. Customer Liaison officer and Project Team are coordinating the open drop in session for residents with project design details and information presentations, however this will not be finalised until the receipt of the building warrant allowing award of the contract.</p>						
Anticipated Outcome						
<p>Works anticipated be completed over 2017/18 and 2018/19, estimated for completion by end of 2018/19 delivering an major external upgrade of 6 blocks in Risk St, Dumbarton for 72 tenants and 63 owners within budget.</p>						
Project Life Financials	7,001	957	14%	5,525	(1,476)	-21%
Current Year Financials	6,890	845	12%	3,497	(3,393)	-49%

WEST DUNBARTONSHIRE COUNCIL  
HRA CAPITAL PROGRAMME  
ANALYSIS OF PROJECTS AT GREEN STATUS

Appendix 6

MONTH END DATE

30 September 2017

PERIOD

6

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%

1	<b>Contingencies</b>						
	Project Life Financials	100	0	0%	0	(100)	-100%
	Current Year Financials	100	0	0%	0	(100)	-100%
	Project Description	Contingency budget for unforeseen works					
	Project Lifecycle	Planned End Date	31-Mar-18	Forecast End Date	31-Mar-18		
	<b>Main Issues / Reason for Variance</b>						
	This is a contingent budget for unforeseen matters which may arise during the year, however at this time in is anticipated that this will not be required						
	<b>Mitigating Action</b>						
	None required						
	<b>Anticipated Outcome</b>						
	Under spend in this financial year						



MONTH END DATE

30 September 2017

PERIOD

6

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Forecast Variance	
	£000	£000	%	£000	£000	%

1 New Build Grant

Project Life Financials	(26,095)	(8,440)	32%	(26,405)	(310)	1%
Current Year Financials	(2,996)	(1,244)	42%	(2,911)	85	-3%

Project Description Grant to facilitate the building of new build housing

Project Lifecycle Planned End Date 31-Mar-22 Forecast End Date 31-Mar-22

**Main Issues / Reason for Variance**

Grant income relating to the Haldane acquisition £0.480m was received late 2016/17 and has been held on the balance sheet. It will not be applied until 2018/19 when the transfer of the site will take place, however the transfer value has been agreed at a value of £0.395m resulting in an underachievement of grant income of £0.080m (although this is offset by purchase cost being £0.080m less than budgeted). Grant income anticipated to be received in 17/18 includes £1.716m (Singer Avenue/Second Street), £0.500m (St Andrew's High School site) and £0.300m (Creveul Court).

**Mitigating Action**

None Required as income has already been received and this is purely an accounting/timing adjustment

**Anticipated Outcome**

Grant income will be applied in 2018/19

2 Prudential Borrowing

Project Life Financials	(64,907)	(18,473)	28%	(60,034)	4,873	-8%
Current Year Financials	(23,762)	(1,997)	8%	(12,930)	10,832	-46%

Project Description Prudential borrowing to finance capital expenditure not already funded from grants/contributions, revenue contributions or capital receipts

Project Lifecycle Planned End Date 31-Mar-23 Forecast End Date 31-Mar-23

**Main Issues / Reason for Variance**

Prudential Borrowing is impacted by the both the total level of capital spend and the level of other capital resources. The level of prudential borrowing in 2017/18 and overall is likely to be less than anticipated for reasons identified within each project that shows re-phasing requirements in the red and amber analysis

**Mitigating Action**

Mitigating actions are detailed in the red and amber analysis

**Anticipated Outcome**

Prudential Borrowing overall likely to be less than anticipated.

MONTH END DATE

30 September 2017

PERIOD

6

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Forecast Variance	
	£000	£000	%	£000	£000	%

3

Capital Receipts						
Project Life Financials	0	(2,171)	100%	(2,171)	(2,171)	100%
Current Year Financials	0	(2,171)	100%	(2,171)	(2,171)	100%
Project Description	Capital receipts from the sale of land or application to purchase houses under Right to Buy Legislation prior to end of scheme					
Project Lifecycle	Planned End Date	31-Mar-18	Forecast End Date	31-Mar-18		
Main Issues / Reason for Variance						
Capital receipts were not anticipated to be received due to the closure of the Right to Buy Scheme, however receipts are still being received for applications submitted prior to the end of the scheme resulting in unbudgeted income being received.						
Mitigating Action						
None required due to favourable variance						
Anticipated Outcome						
Unbudgeted income received						

## WEST DUNBARTONSHIRE COUNCIL

### Report by Strategic Lead – People and Technology

#### Housing and Communities Committee: 1 November 2017

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**Subject: Working Well Together - Attendance Management: Quarter 2 (1 June – 30 September 2017)**

#### **1. Purpose**

- 1.1** The purpose of this report is to provide Committee with an update for Quarter 2 2017/18 in respect of sickness absence and to provide detailed analysis on the attendance performance for the strategic lead area within the locus of this Committee.

#### **2. Recommendations**

- 2.1** It is recommended that the Committee note the content of the report and the attendance performance of the Strategic Lead area covered by this report for Quarter 2, namely an increase of 0.46 FTE days lost (14.49%) compared to the same period last year as outlined in appendix 2.
- 2.2** The Committee is further asked to note, the Council's attendance results for Quarter 2, namely an increase of 0.37 FTE days lost (17%) compared to the same period last year. The Councils' attendance is outlined in appendix 1.

#### **3. Background**

- 3.1** The Council is committed to improving attendance levels by setting ambitious targets for reducing days lost for all employees, supporting attendance at work and improving the health and wellbeing of all employees.

#### **4. Main Issues**

##### Service Performance

- 4.1** In Quarter 2 2017/18, in the Strategic Lead area covered by this Committee 805 FTE days were lost due to sickness absence, an increase of 384.55 FTE days lost compared to the same period last year.

Table 1 below shows individual targets by Strategic Lead and the annual result for each area in 2016/17. The areas highlighted are those covered by this committee.

Table 1 – Council / Strategic Lead Targets (FTE days lost per employee) (strategic lead areas covered by this committee)

<b>Strategic Lead</b>	<b>2017/18 Target</b>	<b>Year End Result 2016/17</b>
<b>Council Wide</b>	<b>7</b>	<b>10.47</b>
Housing and Employability	7	8.86

Table 2 shows the results for the strategic lead within the locus of this committee and compares to the same period last year. Also shown is the Council wide result for Quarter 2. Housing and Employability's performance is higher than the Council average at 2.43 FTE days lost per FTE employee however the percentage variance in comparison to the same period last year is less than that of the Council.

Table 2 – Local performance (period)

<b>Strategic Lead Area</b>	<b>Quarter 2 – 2017/18 FTE</b>	<b>Quarter 2 – 2016/17 FTE</b>	<b>Variance (%)</b>
Council	2.53	2.16	+17%
Housing and Communities	2.86	2.43	+14.49%

#### Absence Duration – Local Performance

- 4.3** Table 3 shows the duration profile for the strategic lead area within the locus of this committee and compares to the Council duration profile. Long term absence accounts for almost 70% of absence Council wide and for 83% of absence recorded within Housing and Employability. There has been a significant reduction in absence due to short term sickness when compared to the same period last year, resulting in a corresponding increase in days lost due to long term absence.
- 4.4** The areas which have predominantly seen an increase in long term absence are Housing Operations and Communities. There are significant, complex long term absence cases within these sections impacting upon performance at this time.
- 4.5** The reasons for the long term absence are MSK, back pain, recurring medical conditions, acute medical conditions and work-related stress all which have a tendency to lead to long term sickness absence.

Table 3 – Absence Duration – Local performance

<b>Quarter 2</b>	<b>Short Term</b>		<b>Long Term</b>	
	<b>2016</b>	<b>2017</b>	<b>2016</b>	<b>2017</b>
Council	45.86%	31.51%	54.14%	68.49%
Housing and Employability	41.33%	16.96%	58.67%	83.04%

- 4.6** In order to continue to reduce the periods of long-term absence, managers are in early discussions with employees and referring them to Occupational Health for medical guidance on how to effectively support employees to return to work at the earliest opportunity.

#### Absence Reasons – Local Performance

- 4.7** Appendix 2 gives a detailed breakdown of the reasons for absence for the Strategic Lead area within the locus of this Committee. Table 4 shows the top 3 reasons for the Strategic Lead area and compares to Council results.
- 4.8** Work Related Stress has increased significantly within Housing and Employability and is accountable for 264 days lost during Quarter 2. There were six employees off on long term sick leave, five of which have now returned to work due to the successful management of cases.
- 4.9** Given our earlier commentary regarding known and managed long term cases, Acute Medical Conditions as the second reason is not unexpected however given long term is attributable for 80% of absence it is surprising that Minor Illness continues to be one of the three highest reasons for absence.

Table 4 – Reasons analysis – Local performance

	<b>1</b>		<b>2</b>		<b>3</b>	
	<b>Reason</b>	<b>%</b>	<b>Reason</b>	<b>%</b>	<b>Reason</b>	<b>%</b>
Council	Minor Illness	19.47	Acute	16.27	MSK	15.68
Housing & Employability	Stress	32.8	Minor Illness	19.63	Acute	12.42

- 4.10** The reasons for absence in quarter 2 (for Housing and Employability) are consistent with last years' performance with Minor Illness and Acute Medical Conditions being two of the top reasons for absence however there has been a significant increase in work related stress.

#### Council Performance - Quarter 1 2017/18

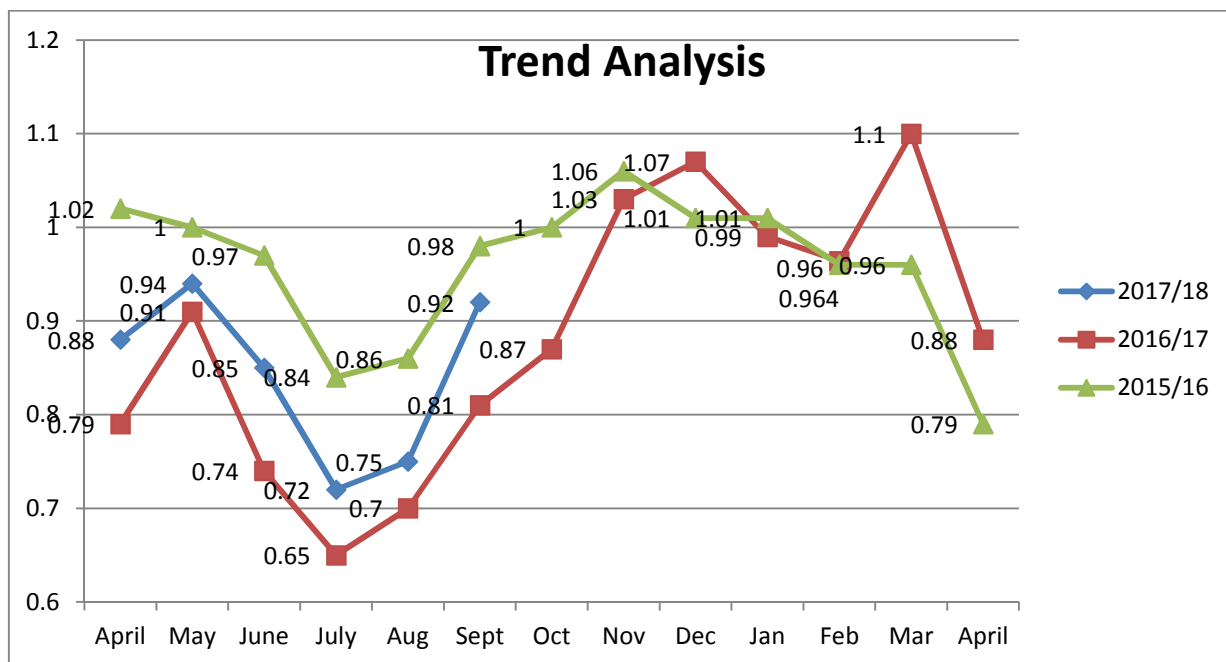
- 4.11** In Quarter 2 2017/18 a total of 11,749 FTE days were lost across the Council due to sickness absence, an increase of 1,998 FTE days lost compared to the same period last year.
- 4.12** Council Wide Absence was reported as 2.53 FTE days lost per employee representing a 17% increase on the same period last year.

Chart 1 below shows the absence for the last 2 years and includes year to date data for 2017/18 to allow trend analysis.

In 2016/17, the Council's absence performance improved by 11.3%, however this was largely due to a positive performance in the first half of the year. In

the latter half of the year, the performance deteriorated leading to a declining picture which appears to have carried forward into this financial year.

Chart 1 – Absence Trends



#### 4.13 Employee Wellbeing Group

The Employee Wellbeing Group has been established to oversee the development, implementation and evaluation of the Council's Employee Health and Wellbeing strategy (and supporting delivery plans). The membership of this group includes representatives from Strategic HR, the Trades Unions, OD & Change, Occupational Health, Health & Safety, Health Improvement and Corporate Communications as well as a nominated service manager from each Strategic Lead area. All group members will participate in a range of working groups.

A Core Group has also been established and will meet every other month to review progress in implementing the agreed action plans according to identified timescales, as well as evidence to support their effectiveness in delivering against strategic aims.

The Employee Wellbeing Core Group met on 28<sup>th</sup> September 2017 where Council Wide Action plans were reviewed. Short term actions were also identified that could be implemented before the end of the year. The action plans will be presented to the Performance and Monitoring Review Group.

## **5. People Implications**

- 5.1** Housing and Employability has reported an increase in absence compared to the same period last year. It is vital that effective and robust management of absence continues, as early intervention can have a positive impact upon employees, promoting early return to good health. However, there is still a risk that if the focus and attention by all stakeholders is not maintained, absence rates could rise making it difficult to achieve the Council's target of 7 FTE days (for Local Government Employees) for 2017/18.

## **6. Financial Implications**

- 6.1** Based upon the estimated cost of a day's absence (£123 in 2017/18), table 5 provides the estimated cost of absence across the Council and the Strategic Lead area.

Table 5 – Cost of absence

<b>Strategic Lead Area</b>	<b>£</b>
Housing and Communities	99,015
<b>Council</b>	<b>1,445,160</b>

## **7. Risk Analysis**

- 7.1** Management are taking necessary steps such as early referrals to occupational health for advice on supporting employees to return to work at the earliest opportunity and to support employees sustain their attendance upon a return to work, however there is still a significant amount of work to do to continue to reduce absence.
- 7.2** Without maintaining and continuing to improve attendance there continues to be a potential risk of loss of productivity, reduced team performance and importantly, a detrimental impact to service delivery.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** This report is for noting only, therefore no EIA is required. Any associated policies are subject to Equalities Impact Screening and Assessment if required.

## **9. Consultation**

- 9.1** Consultation is on-going with trades unions in the main through joint working on the Wellbeing Group and thereafter through the local Joint Consultative Committees, Employee Liaison Group and for more strategic matters through Joint Consultative Forum.
- 9.2** Strategic Leads continued to be consulted through regular meetings with HR Business Partners.

## **10. Strategic Assessment**

- 10.1** Effective attendance management will support the Council's aim to make best use of both financial and human resources resulting in a positive impact upon service provision.

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**Victoria Rogers**  
**Strategic Lead, People and Technology**  
**Date:**

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People & Technology

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Email: [annemarie.cosh@west-dunbarton.gov.uk](mailto:annemarie.cosh@west-dunbarton.gov.uk).

**Appendices:** Appendix 1 – Council Wide Q2 2017/18 Absence  
Summary  
Appendix 2 – Housing and Communities Q2 2017/18  
Absence Summary.

**Background Papers:** None

**Wards Affected:** None



## WDC Absence Statistics

Department: Council-Wide

Period: Q2 2017/18

<b>TABLE 1 - Headline Figure</b>	<b>Q2 2017/18</b>	<b>2.53</b>	<b>Q2 2016/17</b>	<b>2.16</b>	<b>Year on Year +/-</b>	<b>17.0%</b>
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TABLE 2 - Days Lost per

Department	FTE Employees	ACTUAL WORKING DAYS LOST				Total Working Days Lost	Total FTE Days Lost	Total FTE Days Lost by FTE Employees
		Intermittent 1-3 days	Short Term 4-5 days	Medium Term 6 days - 4 weeks	Long Term over 4 weeks			
<b>Strategic Management</b>	<b>14.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>
Child Healthcare & Criminal Justice	236.63	45	42	176	644	907	852.58	3.60
Community Health & Care	744.75	201	129	830.5	3,797.5	4,958	3,789.86	5.09
Finance & Resources	4.40	0	0	0	0	0	0.00	0.00
Mental Health, Addiction & Learning Disabilities	138.79	36.5	19	129	397	581.5	463.98	3.34
Strategy, Planning & Health Improvement	25.61	2	4	14	66	86	77.63	3.03
<b>Health &amp; Social Care Partnership</b>	<b>1,150.18</b>	<b>284.5</b>	<b>194</b>	<b>1,149.5</b>	<b>4,904.5</b>	<b>6,532.5</b>	<b>5,184.05</b>	<b>4.51</b>
Environment & Neighbourhood	673.09	106	92	462	1,312	1,972	1,972.00	2.93
Housing & Employability	242.57	19.5	47	70	668.5	805	805.00	3.32
Regeneration	426.98	51.5	82	312	622	1,067.5	1,067.50	2.50
<b>Regeneration, Environment &amp; Growth</b>	<b>1,342.64</b>	<b>177</b>	<b>221</b>	<b>844</b>	<b>2,602.5</b>	<b>3,844.5</b>	<b>3,844.50</b>	<b>2.86</b>
Communications, Culture & Communities	152.21	31.5	21	107	196	355.5	317.03	2.08
Education Learning & Attainment	617.06	101	105	352	917	1,475	1,057.96	1.71
People & Technology	99.92	5	4	38	53	100	83.50	0.84
Regulatory	213.67	24	22	124.5	236	406.5	358.63	1.68
Resources	169.25	18	21.5	51	279	369.5	290.29	1.72
<b>Transformation &amp; Public Service Reform (Excl. Teachers)</b>	<b>1,252.11</b>	<b>179.5</b>	<b>173.5</b>	<b>672.5</b>	<b>1,681</b>	<b>2,706.5</b>	<b>2,107.41</b>	<b>1.68</b>
<b>LOCAL GOVERNMENT EMPLOYEES TOTAL</b>	<b>3,758.93</b>	<b>641</b>	<b>588.5</b>	<b>2,666</b>	<b>9,188</b>	<b>13,083.5</b>	<b>11,135.96</b>	<b>2.96</b>
<b>Transformation &amp; Public Service Reform (Teachers)</b>	<b>889.01</b>	<b>136</b>	<b>99</b>	<b>223</b>	<b>276.5</b>	<b>734.5</b>	<b>613.31</b>	<b>0.69</b>
<b>COUNCIL-WIDE TOTAL</b>	<b>4,647.94</b>	<b>777</b>	<b>687.5</b>	<b>2,889</b>	<b>9,464.5</b>	<b>13,818</b>	<b>11,749.27</b>	<b>2.53</b>

TABLE 3 - Breakdown of Days Lost by Duration Category

Duration	Working Days Lost	Percentage of Lost Days
Intermittent (1-3 days)	777.0	5.62%
Short Term (4-5 days)	687.5	4.98%
Medium Term (6 days-4 weeks)	2,889.0	20.91%
Long Term (over 4 weeks)	9,464.5	68.49%
<b>TOTAL</b>	<b>13,818.0</b>	<b>100%</b>

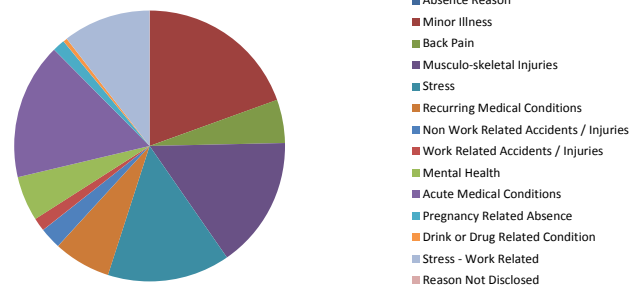
TABLE 4 - Absence Reasons

Department	FTE Employees	Absence Reasons													Total Working Days Lost	FTE Days Lost	Total FTE Days Lost by FTE Employees
		Minor Illness	Back Pain	Musculo-skeletal Injuries	Stress	Recurring Medical Conditions	Non Work Related Accidents / Injuries	Work Related Accidents / Injuries	Mental Health	Acute Medical Conditions	Pregnancy Related Absence	Drink or Drug Related Condition	Stress - Work Related	Reason Not Disclosed			
Strategic Management	14.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Child Healthcare & Criminal Justice	236.63	235	33	99	24	262	13	40	0	106	11	0	84	0	907	852.58	3.60
Community Health & Care	744.75	610	268	845.5	939	341.5	84	30	444	698	59	0	639	0	4,958	3,789.86	5.09
Finance & Resources	4.40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Mental Health, Addiction & Learning Disabilities	138.79	101.5	1	204	12	84	0	5	67	42	65	0	0	0	581.5	463.98	3.34
Strategy, Planning & Health Improvement	25.61	6	0	54	26	0	0	0	0	0	0	0	0	0	86	77.63	3.03
Health & Social Care Partnership	1,150.18	952.5	302	1,202.5	1,001	687.5	97	75	511	846	135	0	723	0	6,532.5	5,184.05	4.51
Environment & Neighbourhood	673.09	519	167	307	160	16	97	52	79	566	0	0	9	0	1,972	1,972.00	2.93
Housing & Employability	242.57	158	98	53	46	83	3	0	0	100	0	0	264	0	805	805.00	3.32
Regeneration	426.98	203.5	83	141	293	0	91	0	0	256	0	0	0	0	1,067.5	1,067.50	2.50
Regeneration, Environment & Growth	1,342.64	880.5	348	501	499	99	191	52	79	922	0	0	273	0	3,844.5	3,844.50	2.86
Communications, Culture & Communities	152.21	139.5	8	51	0	16	0	0	0	88	11	0	42	0	355.5	317.03	2.08
Education Learning & Attainment	617.06	341	31	178	161	39	62	89	100	191	20	66	197	0	1,475	1,057.96	1.71
People & Technology	99.92	8	0	0	40	20	0	0	0	32	0	0	0	0	100	83.50	0.84
Regulatory	213.67	51.5	0	1	162.5	12	0	0	22	54	32.5	0	71	0	406.5	358.63	1.68
Resources	169.25	31	9	5.5	65	55	5	0	26	67	0	0	106	0	369.5	290.29	1.72
Transformation & Public Service Reform (Excl. Teachers)	1,252.11	571	48	235.5	428.5	142	67	89	148	432	63.5	66	416	0	2,706.5	2,107.41	1.68
LOCAL GOVERNMENT EMPLOYEES TOTAL	3,758.93	2,404	698	1,939	1,928.5	928.5	355	216	738	2,200	198.5	66	1,412	0	13,083.5	11,135.96	2.96
Transformation & Public Service Reform (Teachers)	889.01	286.5	18	228	94	16	0	2	0	48	6	0	36	0	734.5	613.31	0.69
COUNCIL-WIDE TOTAL	4,647.94	2,690.5	716	2,167	2,022.5	944.5	355	218	738	2,248	204.5	66	1,448	0	13,818	11,749.27	2.53

TABLE 5 - Days Lost by Absence Category

Absence Reason	Working Days Lost	Percentage of Lost Days
Minor Illness	2,690.5	19.47%
Back Pain	716.0	5.18%
Musculo-skeletal Injuries	2,167.0	15.68%
Stress	2,022.5	14.64%
Recurring Medical Conditions	944.5	6.84%
Non Work Related Accidents / Injuries	355.0	2.57%
Work Related Accidents / Injuries	218.0	1.58%
Mental Health	738.0	5.34%
Acute Medical Conditions	2,248.0	16.27%
Pregnancy Related Absence	204.5	1.48%
Drink or Drug Related Condition	66.0	0.48%
Stress - Work Related	1,448.0	10.48%
Reason Not Disclosed	0.0	0.00%
TOTAL	13,818.0	100%

Working Days Lost



## WDC Absence Statistics

Department: Housing &amp; Employability

Period: Q2 2017/18

TABLE 1 - Headline Figure

Q2 2017/18

3.12

Q2 2016/17

1.73

Year on Year +/-

80.5%

TABLE 2 - Days Lost per Employee

Section / Team	FTE Employees	ACTUAL WORKING DAYS LOST				Total Working Days Lost	Total FTE Days Lost	Total FTE Days Lost by FTE Employees
		Intermittent 1-3 days	Short Term 4-5 days	Medium Term 6 days - 4 weeks	Long Term over 4 weeks			
Communities Team	13.41	3	5	11	132	151	141.83	10.58
<b>Community Planning &amp; Development TOTAL</b>	<b>13.41</b>	<b>3</b>	<b>5</b>	<b>11</b>	<b>132</b>	<b>151</b>	<b>141.83</b>	<b>10.58</b>
Homeless & Prevention	41.03	4	0	7	92	103	68.00	1.66
Housing Development	14.60	2	0	0	0	2	2.00	0.14
Int Housing Project	1.00	0	0	0	0	0	0.00	0.00
<b>Housing Development &amp; Homelessness TOTAL</b>	<b>56.63</b>	<b>6</b>	<b>0</b>	<b>7</b>	<b>92</b>	<b>105</b>	<b>70.00</b>	<b>1.24</b>
Housing Operations	103.91	8.5	38	47	444.5	538	534.74	5.15
<b>Housing Operations TOTAL</b>	<b>103.91</b>	<b>8.5</b>	<b>38</b>	<b>47</b>	<b>444.5</b>	<b>538</b>	<b>534.74</b>	<b>5.15</b>
Adult Employability	19.18	2	0	0	0	2	2.00	0.10
Adult Learn & Literacies	8.14	0	0	5	0	5	5.00	0.61
Financial Inclusion	18.80	0	4	0	0	4	4.00	0.21
Skills, Compliance & Dev	3.37	0	0	0	0	0	0.00	0.00
Working4U	3.00	0	0	0	0	0	0.00	0.00
Youth Employ&Literacies	8.07	0	0	0	0	0	0.00	0.00
Youth Learning	8.06	0	0	0	0	0	0.00	0.00
<b>Working4U TOTAL</b>	<b>68.62</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>11</b>	<b>11.00</b>	<b>0.16</b>
<b>Housing &amp; Employability TOTAL</b>	<b>242.57</b>	<b>19.5</b>	<b>47</b>	<b>70</b>	<b>668.5</b>	<b>805</b>	<b>757.58</b>	<b>3.12</b>

TABLE 3 - Breakdown of Days Lost by Duration Category

Duration	Total Working Days Lost	Percentage of Lost Days
Intermittent (1-3 days)	19.5	2.42%
Short Term (4-5 days)	47.0	5.84%
Medium Term (6 days-4 weeks)	70.0	8.70%
Long Term (over 4 weeks)	668.5	83.04%
<b>TOTAL</b>	<b>805.0</b>	<b>100.00%</b>

TABLE 4 - Absence Reasons

Section / Team	FTE Employees	Absence Reasons													Total Working Days Lost	FTE Days Lost
		Minor Illness	Back Pain	Musculo-skeletal Injuries	Stress - Personal	Recurring Medical Conditions	Non Work Related Accident / Injuries	Work Related Accidents / Injuries	Mental Health	Acute Medical Conditions	Pregnancy Related Absence	Drink or Drug Related Condition	Stress - Work Related	Not Disclosed		
Communities Team	13.41	8	0	0	0	66	0	0	0	11	0	0	66	0	151	141.83
Community Planning & Development TOTAL	13.41	8	0	0	0	66	0	0	0	11	0	0	66	0	151	141.83
Homeless & Prevention	41.03	8	0	51	24	17	3	0	0	0	0	0	0	0	103	68.00
Housing Development	14.60	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2.00
Int Housing Project	1.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Housing Development & Homelessness TOTAL	56.63	10	0	51	24	17	3	0	0	0	0	0	0	0	105	70.00
Housing Operations	103.91	138	98	2	22	0	0	0	0	80	0	0	198	0	538	534.74
Housing Operations TOTAL	103.91	138	98	2	22	0	0	0	0	80	0	0	198	0	538	534.74
Adult Employability	19.18	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2.00
Adult Learn & Literacies	8.14	0	0	0	0	0	0	0	0	5	0	0	0	0	5	5.00
Financial Inclusion	18.80	0	0	0	0	0	0	0	0	4	0	0	0	0	4	4.00
Skills, Compliance & Dev	3.37	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Working4U	3.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Youth Employ&Literacies	8.07	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Youth Learning	8.06	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Working4U TOTAL	68.62	2	0	0	0	0	0	0	0	9	0	0	0	0	11	11.00
Housing & Employability TOTAL	242.57	158	98	53	46	83	3	0	0	100	0	0	264	0	805	757.58

TABLE 5 - Days Lost by Absence

Absence Reason	Total Working Days Lost	Percentage of Lost Days
Minor Illness	158.0	19.63%
Back Pain	98.0	12.17%
Musculo-skeletal Injuries	53.0	6.58%
Stress - Personal	46.0	5.71%
Recurring Medical Conditions	83.0	10.31%
Non Work Related Accidents / Injuries	3.0	0.37%
Work Related Accidents / Injuries	0.0	0.00%
Mental Health	0.0	0.00%
Acute Medical Conditions	100.0	12.42%
Pregnancy Related Absence	0.0	0.00%
Drink or Drug Related Condition	0.0	0.00%
Stress - Work Related	264.0	32.80%
Not Disclosed	0.0	0.00%
<b>TOTAL</b>	<b>805.0</b>	<b>100.00%</b>

Total Working Days Lost

