

# Agenda



## Housing and Communities Committee

**Date:** Wednesday, 14 August 2019

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**Time:** 10:00

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**Venue:** Civic Space, Council Offices, 16 Church Street, Dumbarton

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**Contact:** Gabriella Gonda, Committee Officer  
Tel: 01389 737183 Gabriella.Gonda@west-dunbarton.gov.uk

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 Caroline McAllister (Vice Chair)  
Councillor Gail Casey  
Councillor Karen Conaghan  
Councillor Ian Dickson  
Councillor David McBride  
Councillor Jonathan McColl  
Councillor Iain McLaren  
Councillor Marie McNair  
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: 1 August 2019

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## **HOUSING AND COMMUNITIES COMMITTEE**

**WEDNESDAY, 14 AUGUST 2019**

### **AGENDA**

#### **1 STATEMENT BY CHAIR – AUDIO STREAMING**

The Chair will be heard in connection with the above.

#### **2 APOLOGIES**

#### **3 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.

#### **4 MINUTES OF PREVIOUS MEETING 7 – 10**

Submit for approval as a correct record, the Minutes of Meeting of the Housing and Communities Committee held on 1 May 2019.

#### **5 OPEN FORUM**

The Committee is asked to note that no open forum questions have been submitted by members of the public.

#### **6 WEST DUNBARTONSHIRE RAPID RE-HOUSING TRANSITION PLAN “HOME AT THE HEART” UPDATE REPORT 11 – 17**

Submit report by the Strategic Lead, Housing and Employability providing an update on our initial Rapid Re-housing Transition Plan (RRTP) for the period 2019/20 – 2023/24 entitled ‘Home at the Heart’.

#### **7 MORE HOMES WEST DUNBARTONSHIRE – WEST DUNBARTONSHIRE COUNCIL HOUSE NEW SUPPLY PROGRAMME 19 – 26**

Submit report by the Strategic Lead, Housing and Employability providing an update on progress with West Dunbartonshire’s Council House New Supply Programme.

**8 SCOTTISH SOCIAL HOUSING CHARTER/REGULATION OF SOCIAL HOUSING IN SCOTLAND ANNUAL UPDATE REPORT 27 – 36**

Submit report by the Strategic Lead, Housing and Employability providing Members with West Dunbartonshire Council's annual progress report on meeting the requirements of the Scottish Social Housing Charter.

**9 MORE HOMES BETTER HOMES WEST DUNBARTONSHIRE - LOCAL HOUSING STRATEGY 2017 – 2022 SECOND ANNUAL PROGRESS REPORT 37 – 52**

Submit report by the Strategic Lead, Housing and Employability providing a progress report on the More Homes Better Homes West Dunbartonshire Local Housing Strategy which covers the period 2017 – 2022.

**10 SCOTTISH GOVERNMENT CONSULTATION ON TEMPORARY ACCOMMODATION STANDARDS 53 – 68**

Submit report by the Strategic Lead, Housing and Employability providing an overview of West Dunbartonshire Council's response to the Scottish Government's consultation into Temporary Accommodation Standards for homeless households and seek Housing and Communities approval for the response to be submitted.

**11 DELIVERING NEW HOUSING IN WEST DUNBARTONSHIRE - STRATEGIC HOUSING PARTNERSHIPS 69 – 72**

Submit report by the Strategic Lead, Housing and Employability seeking approval for the establishment of further Strategic Housing Partnerships to recognise the role of Caledonia Housing Association, Clydebank Housing Association and Dunbritton Housing Association in assisting West Dunbartonshire Council to achieve its aim of developing new affordable housing to meet housing need and to assist in the regeneration of our communities.

**12 GLASGOW AIRPORT AIRCRAFT NOISE MITIGATION TRIAL INITIATIVE 73 – 77**

Submit report by the Strategic Lead, Housing and Employability seeking approval to develop in partnership with Glasgow Airport a noise mitigation trial initiative in the context of Glasgow Airport's Noise Action Plan.

**13 PROCUREMENT OF THE PROVISION OF CLEANING SERVICES AND THE PROVISION OF FURNITURE FOR SUPPORTED AND TEMPORARY ACCOMODATION 79 – 81**

Submit report by the Strategic Lead, Housing and Employability seeking approval to initiate a procurement process for the provision of cleaning services and the provision of furniture for the Council's supported and temporary accommodation.

**14      PROCURING EMPLOYABILITY**

**83 – 86**

Submit report by the Strategic Lead, Housing and Employability seeking approval to proceed with the procurement detailed in the report.

**15      HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 30 JUNE 2019 (PERIOD 3)**

**87 – 99**

Submit report by the Strategic Lead, Housing and Employability providing members with an update on the financial performance to 30 June 2019 (Period 3) of the HRA revenue and capital budgets.

**16      FINANCIAL REPORT 2019/20 AS AT PERIOD 3 (30 JUNE 2019)**

**101 – 111**

Submit report by the Strategic Lead, Regeneration and Strategic Lead, Housing and Communities providing an update on the financial performance to 30 June 2019 (Period 3) of those services under the auspices of the Housing and Communities Committee.



## **HOUSING AND COMMUNITIES COMMITTEE**

At a Meeting of the Housing and Communities Committee held in the Council Chamber, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday, 1 May 2019 at 10.00 a.m.

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

**Attending:** Richard Cairns, Strategic Director – Regeneration, Environment and Growth; Jim McAloon, Strategic Lead – Regeneration; John Kerr, Housing Development and Homelessness Manager; Edward Thomas, Housing Operations Manager; Martin Feeney, Building Services Manager; Alan Young, Housing Asset and Investment Manager; Michelle Lynn, Assets Co-ordinator; Sally Michael, Principal Solicitor and Craig Stewart, Committee Officer.

**Apology:** An apology for absence were intimated on behalf of Councillor John Millar.

**Councillor Diane Docherty in the Chair**

### **STATEMENT BY CHAIR – AUDIO STREAMING**

The Chair advised that the meeting was being audio streamed and broadcast live to the internet and would be available for playback.

### **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 6 February 2019 were submitted and approved as a correct record.

## **OPEN FORUM**

The Committee noted that no open forum questions had been submitted by members of the public.

### **HOUSING AND EMPLOYABILITY DELIVERY PLAN 2019/20**

A report was submitted by the Strategic Lead, Housing and Employability presenting the 2019/20 Delivery Plan for Housing and Employability and the year-end progress report for the 2018/19 Delivery Plan which had been agreed by the Committee at its meeting on 9 May 2018.

After discussion and having heard the Strategic Lead in further explanation and in answer to Members' questions, the Committee agreed to approve the 2019/20 Delivery Plan and note progress made on delivery of the 2018/19 plan.

### **MORE HOMES WEST DUNBARTONSHIRE – WEST DUNBARTONSHIRE COUNCIL HOUSE NEW SUPPLY PROGRAMME**

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

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

- (1) to note the content of the report and the progress made to date in the delivery of the Council's More Homes West Dunbartonshire approach;
- (2) to note that the report and the delivery of the Council's ambitious plans to deliver new homes to meet housing needs would include significant member involvement in its delivery and as such a regular update report would be provided to each meeting of the Housing and Communities Committee; and
- (3) to the increased spend on security at Clydebank East as noted at paragraph 6.10 of the report which takes the spend to date above Procurement limits.

### **'INVOLVING YOU' – WEST DUNBARTONSHIRE COUNCIL'S TENANT PARTICIPATION STRATEGY 2017-2020 ANNUAL PROGRESS REPORT**

A report was submitted by the Strategic Lead, Housing and Employability providing details of the annual progress on the implementation of West Dunbartonshire Council's Tenant Participation Strategy 'Involving You' which covers the period 2017-2020.



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

- (1) to note the progress and achievements made in relation to the implementation of the second year of the Strategy's action plan, including the key role played by tenant representatives; and
- (2) to note and celebrate the Council's Gold Accreditation award from TPAS (Tenant Participation Advisory Service) Scotland highlighted in section 3.5 of the report.

### **'MORE THAN A ROOF' – WEST DUNBARTONSHIRE COUNCIL'S HOMELESSNESS PREVENTION AND TEMPORARY ACCOMMODATION STRATEGY 2017-2020: ANNUAL REPORT**

A report was submitted by the Strategic Lead, Housing and Employability providing details of the annual progress report in relation to achieving the aims and objectives of the Homelessness Prevention and Temporary Accommodation Strategy entitled 'More Than a Roof'.

It was noted that with regard to the table in Paragraph 4.3 of the report, the Performance Indicator for 2018/19 in respect of "The incidences of youth homelessness in West Dunbartonshire is reduced", should read '240' and not '280'.

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

- (1) to note the progress and achievements made in implementing the second year of the 'More Than A Roof' strategy; and
- (2) to note the direction of travel which was set within the context of an ongoing re-design of housing access and homelessness services and influenced by the Scottish Government's desire to move towards Rapid Rehousing and Housing First Models as part of their Ending Homelessness Together agenda.

### **COMMUNITY EMPOWERMENT AND DEVELOPMENT OF THE COMMUNITY ALLIANCE**

A report was submitted by the Strategic Lead, Housing and Employability providing an update in respect of the decision taken by Council at its meeting on 27 March 2019 to invest in additional resources to deliver on Community Empowerment, and specifically the development of the Community Alliance.

After discussion and having heard the Strategic Lead in further explanation and in answer to Members' questions, the Committee agreed to note the contents of the report.

## **EMPLOYEE WELLBEING: ATTENDANCE MANAGEMENT ANNUAL UPDATE 2018-2019**

A report was submitted by the Strategic Lead, People and Technology providing a detailed analysis on employee wellbeing and annual attendance performance for 2018/19.

After discussion and having heard the Strategic Director in further explanation, the Committee agreed:-

- (1) to note the increase in Council wide sickness absence of 2,932.45 FTE days lost compared to the same period last year as outlined in Appendix 1 to the report;
- (2) to note the increase in sickness absence of 132.94 FTE days lost compared to the same period last year for Housing and Employability as outlined in Appendix 2 to the report; and
- (3) to note that, for the purpose of annual absence reporting, 'FTE employees' was calculated at a point in time (31 March 2019) as opposed to being an average FTE over the 12 month period (2018/19).

## **BUILDING SERVICES PROCUREMENT PROVISION UPDATE**

A report was submitted by the Strategic Lead, Regeneration advising of updated tender requirements information for Building Services and seeking approval to initiate necessary procurement and tender processes.

After discussion and having heard the Strategic Lead, Regeneration and the Building Services Manager in further explanation, the Committee agreed:-

- (1) to approve the procurement processes to tender the requirements listed within the table in section 4.3 of the report;
- (2) that once the tender processes have been completed the outcomes would be reported to a future meeting of the Tendering Committee for approval to award contracts to successful bidders; and
- (3) otherwise to note the contents of this report.

The meeting closed at 10.56 a.m.

**WEST DUNBARTONSHIRE COUNCIL****Report by the Strategic Lead, Housing and Employability****Housing and Communities Committee: 14 August 2019**

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**Subject: West Dunbartonshire Rapid Re-housing Transition Plan “Home at the Heart” update report**

**1. Purpose**

- 1.1** The purpose of this report is to provide an update on our initial Rapid Re-housing Transition Plan (RRTP) for the period 2019/20 – 2023/24 entitled ‘Home at the Heart’.

**2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:

- (i) Note the contents of this report and acknowledge the revisions made to our RRTP;
- (ii) Approve the use of the funding allocation from the Scottish Government to meet the objectives of the West Dunbartonshire Rapid Rehousing Transition Plan, as amended; and
- (iii) Note that an annual update and progress report will be provided to the Housing and Communities Committee.

**3. Background**

- 3.1** A key recommendation from the short-life Homelessness and Rough Sleeping Action Group (HARSAG) and adopted by the Scottish Government was for Local Authorities to develop and submit a Rapid Rehousing Transition Plans by 31 December 2018.
- 3.2** A report outlining our approach was provided to the Housing and Communities Committee in November 2018, our RRTP was submitted to the Scottish Government by the 31 December 2018 timescale and our RRTP was subsequently approved by the Housing and Communities Committee on 6 February 2019.
- 3.3** The Committee also provided approval for the use the £63,000 awarded to assist with the development and implementation of the RRTP to dedicate a new staffing resource within the Housing Development Team to ensure the effective implementation of our RRTP.

**4. Main Issues**

- 4.1** Following submission of the RRTP’s the Scottish Government provided all Local Authorities with written feedback by end of March 2019. This was

followed up with a face to face meeting with a Scottish Government official on 8 May 2019.

**4.2** The feedback received from the Scottish Government was positive and highlighted a number of areas of good practice including:

- The comprehensive temporary accommodation modelling undertaken as part of our wider “More than a Roof” approach;
- The strategic approach to tackling homelessness;
- The introduction of the supported tenancy model
- Prioritising Housing First
- Our award winning Leaving Care Housing Protocol; and
- The fact that we have largely managed to avoid using bed and breakfast type accommodation for homeless households and as a result have never breached the unsuitable accommodation order.

**4.3** Some further information and detail was requested in some areas including the following:

- How we are going to achieve our projections for the reduction in time being spend in temporary accommodation over the next 5 years;
- More detail around some of the costings included within our plan, which seemed relatively high against the Scottish Government benchmark figures; and
- More detail in terms of engaging partners in the delivery of Housing Options.

**4.4** A review of the plan was subsequently carried out and a second iteration of our RRTP, including revised costings, was submitted to the Scottish Government at the end of May 2019 after discussion with the Convener of Housing and Communities Committee. The revised plan is publicly available through the West Dunbartonshire Council website.

**4.5** The key outcome of this review is that we have managed to reduce the overall cost within the plan from £4.63m to £3.54m over the course of the 5 years. This has been done by taking into account the availability of cost benchmark information and using this to update the projected set-up costs of Housing First tenancies and the overall cost of our Conversion Programme.

**4.6** The revised funding being requested from the Scottish Government to deliver our 5-year vision is set out below:

Rapid rehousing costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total Costs
Housing First West Dunbartonshire	132,500	241,833	363,833	494,067	584,600	£1,816,833
Additional Housing Support Service		33,250	183,750	175,000	157,500	£549,500
Additional Resettlement Support Service	35,000	35,000	35,000	70,000	70,000	£245,000
Additional proactive Homelessness Prevention Service	35,000	35,000	35,000	35,000	35,000	£175,000
Conversion programme	100,000	125,000	150,000	175,000	200,000	£750,000
<b>Total Costs per year</b>	<b>£302,500</b>	<b>£470,083</b>	<b>£767,583</b>	<b>£949,067</b>	<b>£1,047,100</b>	<b>£3,536,333</b>

**4.7** The Scottish Government and COSLA announced on 17 July 2019 that funding available for Scotland's transition to Rapid Rehousing had been increased from £15 million to £24 million and the £24m will be distributed over a 3 year period, with £8m being distributed in 2019/20. The agreed formula for the distribution of the remaining £16 million for the RRTP implementation will be subject to further consideration of potential options between the Scottish Government and COSLA. This will be agreed through the Settlement and Distribution Group and COSLA Leaders. The funding will be for 2020/21 and 2021/22 so will enable local authorities to plan further in the future and ensure that rapid rehousing transition plans achieve their ambition.

**4.8** Discussions are still ongoing with the Scottish Government and Local Government around the total required to fully transition to rapid rehousing and develop Housing First. These discussions will inform planned funding arrangements for Years 4 and 5 of the RRTP transition period.

**4.9** The funding distribution of the initial £8m for 2019/20 from the £24m allocation was agreed by COSLA Leaders on 28 June 2019, following consideration by the Joint Scottish Government and COSLA Settlement and Distribution Group (SDG). The distribution was calculated on the basis of a three year average of homeless assessments covering the period up to March 31<sup>st</sup> 2017 sourced from the published national homeless statistics.

**4.10** West Dunbartonshire accounts for approximately 3.3% of homelessness assessments during this timeframe and as such £265,000 funding has been awarded to cover the period of the implementation of 'Home at the Heart' West Dunbartonshire Council's Rapid Rehousing Transition Plan, which equates to a shortfall of approximately £37,500 to fully implement Year 1 of the RRTP.

**4.11** The allocation of the initial £265k funding is scheduled below, and will fund the introduction of two additional services within the Homelessness and Housing Options Team, that are outlined within 'Home at the Heart' namely the introduction of a authority wide Resettlement Support Service which will provide a cross tenure full resettlement support to all new tenants housed

through the homeless service for a minimum initial 8 weeks aimed at improving tenancy sustainment and combatting repeat homelessness. The other additional service will be the introduction of a prevention service will deliver a proactive response to those households threatened with homelessness in West Dunbartonshire.

- 4.12** The funding will allow our planned scaling up of our Housing First Service which we introduced earlier this year, and as a result of the our shortfall in terms of the funding allocation for 2019/20 we have reviewed our target number of conversions to be funded from the Scottish Government RRTP funding, as we have revised our projected costings our overall target for the number of conversions will remain at 60 for 2019/20.

Rapid rehousing costs	Year 1
Housing First West Dunbartonshire	132,500
Additional Resettlement Support Service	35,000
Additional proactive Homelessness Prevention Service	35,000
Conversion programme	62,500

- 4.13** It is expected that RRTP's will become an integral part of the Strategic Housing Investment Plan (SHIP) and be reviewed and updated on an annual basis. An annual update outlining the progress being made will be reported to the Scottish Government, the Council's Housing and Communities Committee and the Health and Social Partnership Integrated Joint Board.
- 4.14** Responsibility for the implementation of the RRTP will rest with the Housing Solutions Partnership which is chaired by the Housing and Communities Committee Convener.

## **5. People Implications**

- 5.1** The implementation of the RRTP, notably the introduction of the Resettlement Support Service and the Homelessness Prevention Service will require the introduction of two new posts for an initial 1 year period, to be reviewed based on future funding announcements.
- 5.2** Approval was granted in February 2019 to extend the role of a dedicated resource to review and implement the RRTP until December 2021 from the initial funding allocation received from the Scottish Government during a service redesign this post has been made permanent.

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

- 6.1** The revised West Dunbartonshire plan has identified that an additional £3,536,333 is required in order to facilitate a transition to rapid rehousing over next 5 year period, with £302,500 required in Year 1.

- 6.2** It is now known that West Dunbartonshire will be allocated £265,000 in 2019/20, therefore this represents a shortfall of £37,500 in Year 1 of our RRTP, as such we have revised our conversions target within the funding allocation outlined in 4.12 of this report.
- 6.3** RRTPs were produced to be implemented over a 5 year period, however at present funding only covers a 3 year period which creates some uncertainty about being able to deliver on our ambitious targets.

## **7. Risk Analysis**

- 7.1** There are financial and regulatory risks associated with delivering the Rapid Rehousing Plan and in Housing First approaches, which require to be managed successfully during implementation.
- 7.2** Specifically, there is significant risk that West Dunbartonshire will not receive the full funding identified to make the full transition to Rapid Rehousing. This would lead to West Dunbartonshire Council being unable to provide the level of service identified to provide a transition to rapid rehousing for homeless households in West Dunbartonshire within the 5 year target timescales. If the current funding formula was applied to 2020/21 and 2021/22 allocations to local authorities there would be an estimated significant shortfall of £707,666 to West Dunbartonshire, however there is a level of assurance with the announcement that the agreed formula for the distribution of the remaining £16 million for the RRTP implementation will be subject to further consideration of potential options between the Scottish Government and COSLA to ensure that rapid rehousing transition plans achieve their ambition.
- 7.3** There is a financial risk posed by the Scottish Governments change to the initial proposed funding period from 5 years to 3 years, albeit with an increase to the total funding available. There is therefore a misalignment between the funding available and the timeframe proposed to make the transition to Rapid Rehousing. However the discussions referenced in 4.8 of this report between COSLA and the Scottish Government around the total funding required to fully transition to rapid rehousing and develop Housing First will hopefully provide some certainty in terms of funding arrangements for Years 4 and 5 of the RRTP transition period.
- 7.4** There is a financial and regulatory risk posed by the Scottish Government and COSLA's decision to award funding in Year 1 based on a formula and not the content of the RRTP's. This formula will therefore benefit larger local authorities who receive a higher proportion of homeless assessments and discourage local authorities from eradicating homelessness if funding continues to be based on the number of assessments they receive.

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

- 8.1** Preventing and responding to homelessness has a significant impact on individuals and communities. Our overall strategy 'More Than a Roof' for homelessness aims to tackle current health and other inequalities. Through an initial screening within the RRTP we highlighted some key groups where homelessness and housing challenges exist. A full Equality Impact Assessment

has been undertaken and submitted to the Scottish Government as part of this plan.

## **9. Consultation**

- 9.1** The first draft of our RRTP was developed in collaboration with key partners, including the Health and Social Care Partnership, local Registered Social Landlords and third sector organisations, via a series of well attended stakeholder events held in November and December 2018.
- 9.2** Consultation and communication have continued since the submission of the first iteration of the RRTP through the Housing Solutions Partnership. Further engagement has also taken place with other local landlords via the Strategic Housing Providers Forum, engagement has continued with the Health and Social Care Partnership and also a dialogue with the WDTRO regarding the implementation of the RRTP and Housing First has also taken place.

## **10. Strategic Assessment**

- 10.1** Having considered the Council's strategic priorities, this report contributes significantly to all strategic priorities.

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

**Date: 31 July 2019**

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**Person to Contact:** John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team, Housing and Employability, Church Street, Dumbarton, G82 1QL, telephone: 01389 737889, email: [john.kerr@west-dunbarton.gov.uk](mailto:john.kerr@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** West Dunbartonshire Council's Revised Rapid Rehousing Transition Plan including Action Plan, [Home at the Heart](#)

West Dunbartonshire Homelessness Strategy More Than a Roof 2017-2021 [More Than A Roof](#)

Housing and Communities Committee Report 7<sup>th</sup> November 2018 "Rapid Rehousing Transition Paper position paper"

Joint letter from Kevin Stewart, MSP, Minister for Local Government, Housing and Planning and Councillor Elena Whitham, Community and Wellbeing Spokesperson, COSLA on Distribution of Funding for Rapid Rehousing Transition Plans (RRTPs) for 2019/20



West Dunbartonshire Rapid Rehousing Transition Tool,  
December 2018

Ending Homelessness Together – High Level Action Plan;  
Scottish Government/COSLA December 2018

<https://www.gov.scot/binaries/content/documents/govscot/publications/publication/2018/11/ending-homelessness-together-high-level-action-plan/documents/00543359-pdf/00543359-pdf/govscot%3Adocument>

**Wards Affected:**

All



## **WEST DUNBARTONSHIRE COUNCIL**

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

**Housing and Communities Committee: 14 August 2019**

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**Subject: More Homes West Dunbartonshire – West Dunbartonshire Council House New Supply Programme**

#### **1. Purpose**

- 1.1** This purpose of this report is to provide the Housing and Communities Committee an update on progress with West Dunbartonshire's Council House New Supply 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 in the delivery of the Council's More Homes West Dunbartonshire approach;
  - (ii) Note that the report and the delivery of the Council's ambitious plans to deliver new homes to meet housing need will include significant member involvement in its delivery and as such a regular update report will be provided to each Housing and Communities Committee

#### **3. Background**

- 3.1** In West Dunbartonshire the Affordable Housing Supply Programme (AHSP) is delivered through the More Homes West Dunbartonshire strategic approach which was initially tasked with delivering over 1000 new affordable homes in West Dunbartonshire by 2021 and includes the Council's ambitious New House Building Programme.
- 3.2** As part of the Council's More Homes West Dunbartonshire programme a target has been set for 1000 new affordable homes to be built within a 5 year period up to March 2021 between the Council and developing partner Housing Associations. To assist in meeting this target, the Council has ambitious plans which were approved by Council in February 2018 to build around 400 new homes for social rent from 2018–2021, the first of which were delivered in Spring 2018 in Second Avenue, Clydebank.

- 3.3** The Council have now delivered 161 new council homes as outlined in Table 1 below:

**Table 1: Completed Council New Build**

Project	No. of Units	Completion Date
Granville Street (Phase 1), Clydebank	24	July 2013
Miller Road, Alexandria	15	October 2013
Granville Street (Phase 2), Clydebank	9	February 2014
Central Bellsmyre, Dumbarton	36	December 2014
Hillstreet Square, Dumbarton	37	August 2015
Second Avenue, Clydebank	40	April 2018
<b>Totals</b>	<b>161</b>	

- 3.4** The Strategic Housing Investment Plan (SHIP) 2018-2023, outlining West Dunbartonshire's Affordable Housing Supply Programme through the More Homes West Dunbartonshire approach was approved by the Housing and Communities Committee in November 2018.
- 3.5** The More Homes Delivery Team continues to prioritise the new build projects in order to ensure that West Dunbartonshire Council delivers the new Council homes within the agreed budget and timescales.
- 3.6** As part of the Council's More Homes West Dunbartonshire programme a target has been set for 1000 new affordable homes to be built up to March 2021 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 and March 2018 to develop around 400 new council homes for rent (this figure is inclusive of buyback properties). Partner Housing Associations have a combined target of over 800.
- 3.7** The Council's Tendering Committee approved the appointment of a Strategic Delivery Partner on 29 August 2018. The reaching of this key milestone will see CCG Scotland Ltd work with the Council to deliver five of our new build developments inclusive of enabling and construction works.

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

- 4.1** The Scottish Government has a key national target to deliver a minimum of 50,000 new supply affordable homes in Scotland by March 2021 supported by over £3bn of investment. All local authorities have a significant role in terms of the delivery of Strategic Housing Investment Plans (SHIPs) to assist in meeting the 50,000 target. In West Dunbartonshire, our More Homes Better Homes West Dunbartonshire approach outlines the local target for a minimum 1000 new affordable homes to be built by 2021 in West Dunbartonshire between the Council and developing strategic partnering Housing Associations.
- 4.2** On February 19<sup>th</sup> 2018, the Minister for Local Government and Housing wrote to all Scottish Local Authorities reminding them of their responsibilities to

accelerate and ensure the delivery of the Affordable Housing Supply Programme; the Council's More Homes West Dunbartonshire approach strongly supports such an aim. This has been strengthened through the formation of a More Homes West Dunbartonshire Project Board chaired by the Strategic Lead for Housing and Employability which will provide strong governance and leadership to ensure the ambitions are achieved.

- 4.3** The Strategic Housing Investment Plan and HRA Capital Plan outlined the plans the Council have for meeting their targets. These revised new build targets for the Council are outlined below:

**Table 2: Council New Build**

<b>Site/Developer</b>	<b>Number of Units</b>
St Andrews High School, Clydebank	126
Dumbarton Harbour	45
Creveul Court, Alexandria	22
Haldane Primary School	59
Aitkenbar Primary, Bellsmyre	55
Clydebank East ex MSF site	50
Queens Quay, Site B/C, Clydebank	60*
<b>417 units</b>	

\*Includes 29 units at Site b and a projected 31 units at Site C

- 4.4** The Housing and Communities Committee in February 2019 approved the addition of Queens Quay, Site C to the Council's new build programme, although it should be noted that this site would not necessarily contribute to the 2021 target; rather it may be included as a future development site post 2021 and consistent with the Council's stated intention to develop beyond 2021. The site would only be taken forward if a financially viable project that meets housing need can be developed and would be funded from the future projects element prescribed within the HRA Capital Plan and therefore not requiring any additional budget provision.
- 4.5** The More Homes, Better Homes West Dunbartonshire programme would see an estimated investment of over £70m in council house building to deliver the current programme; this would be supported through initial estimated grant funding of around £25m (table 3, 6.3 below).
- 4.6** All the new build Council Programme is managed and delivered by our Housing Development Team supported by Consultancy Services, this includes the design which is undertaken by our own architectural officers, with the exception of Dumbarton Harbour, Creveul Court and Clydebank East which is being developed through a design and build arrangement, with the design arrangements in accordance with WDC requirements.

#### 4.7 Progress on each of the Council new build projects is outlined below:-

##### St Andrews School Update

This development will provide 126 units in total. This site will now fully be developed by the Council and all units used for council housing.

This project is now on site as of 3<sup>rd</sup> June 2019 and is anticipated to complete in March 2021.

Due to unforeseen ground conditions which required a detailed remediation strategy, the costs for this project did not include any abnormal provision and as such are anticipated to be above budget; however we expect that this will be offset by saving across the programme. This issue is noted at 6.3 of this report.

##### Dumbarton Harbour

The Housing Development Team are engaged with Turner Townsend and have agreed the design specification for the delivery of the 45 units. An element of enabling works has already commenced and full planning permission is already secured. A recent issue with site levels across this site and neighbouring projects was identified and work is ongoing to resolve this which will benefit the entire harbour area. This has had the effect of slightly delaying the site start which will now be September 2019.

##### Creveul Court, Alexandria Town Centre

Following a Design Panel Meeting, planning permission has been sought for a 22 unit development of flats with lifts and bungalows a key principle for the design is to build on the housing need already satisfied through the adjacent Caledonia/Dunbritton Housing Association's Kippen Dairy development and meet any unmet need particularly in relation to older persons accommodation.

The demolition of the existing Creveul Court building is complete with the demolition contractor still onsite to clear and prepare the land for the new build to get underway before the end of 2019.

##### Haldane Development

The demolition of Haldane Primary School is now complete and work is underway to carry out post demolition site investigations. Planning Permission was received at the June 2019 Planning Committee. We anticipate a site start by the end of 2019.

A PAN consultation event took place on 3 October 2018 at Mill Park. Draft plans were on display for residents to come along and help influence the design before a planning application is made. Members of staff from Consultancy Services, Housing Development and Housing Operations were in attendance to answer questions. The event received positive feedback to the initial plans.

#### Bellsmyre Regeneration (Aitkenbar)

Planning Permission was received for this project at the May 2019 Planning Committee.

A PAN consultation event took place on 18 September 2018 at the Cutty Sark Centre. Draft plans were on display for residents to come along and help influence the design before a planning application is made. Members of staff from Consultancy Services, Housing Development and Homelessness and Housing Operations were in attendance to answer questions.

In advance of the site start the demolition of the site. The Council has served notice on the existing community groups who are still utilising the Longcrags facility and are making arrangements for them to move into the agreed alternative accommodation. A verbal update to Committee will be provided.

A site start has been programmed for Autumn 2019 with completion in early 2021.

#### Clydebank East

A masterplanning design approach is being developed which could oversee the development of around 140 new homes within this site. While we have previously reported a minimum of 50 new Council homes within this site, we are currently researching opportunities to introduce alternative tenures within the wider regeneration approach. The research will conclude in Autumn with a view to bring proposals to a Housing and Communities Committee within 2019/20.

The demolition company is now onsite and the demolition is underway and will take around a year, completing next May 2020.

#### Queens Quay, Site B, Clydebank

A Planning Application for Site A and B comprising of a total of 149 flatted units (29 WDC units included within this) was made in December 2018 and planning approval was received from the March 2019 Planning Committee.

Council, at the 26 June 2019 meeting approved the use of the Council's General Services capital Regeneration Fund to fund the construction of the four commercial units within the affordable housing development to assist with the delivery of this project.

#### Queens Quay, Site C, Clydebank

The Council is currently developing a design to deliver a projected 31 family type homes on this site to complement the housing mix within sites A and B. It is anticipated more detail will be available for the November meeting of the Housing and Communities Committee.

- 4.8** 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.

- 4.9** 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 More Homes Project Board.
- 4.10** In addition to its direct role as a developer of new housing, the Council's Housing Development Team plays a key enabler role through its statutory position as the Strategic Housing Authority.

## **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 has been reviewed and assessed, together with the revised target cost, increased abnormal element and inclusion of the development of Queens Quay Site C, through the Council's HRA Business Plan Model and is affordable with no negative impact to the future viability of the HRA.
- 6.2** The Strategic Housing Investment Plan (SHIP) 2018-2023, outlining West Dunbartonshire's Affordable Housing Supply Programme (AHSP) through the More Homes West Dunbartonshire approach was approved by the Housing and Communities Committee in November 2018 with an updated budget being approved at Council on 14 February 2019.
- 6.3** At this point, costings for the various sites within the AHSP are being finalised as part of the procurement processes for these sites. Current projections of costs are showing that the St Andrew's site is expected to be over budget by around £0.900m, whilst others are currently projected to underspend. Currently the underspends projected don't fully match the St Andrew's projected overspend. Once the costing exercise is complete it may be necessary to seek Council permission to vire funds between budgets within the ASHP and/or to accelerate funds from planned future years spend within the ASHP
- 6.4** In February 2019 Council approved the Housing Capital Programme 2019-2024 which has gross profile spend of £96.924m on council new build housing over that 5 year period year period. This includes some £8m per annum from 21/22 provision for future new build projects. The Housing team has already



commenced developing the feasibility of future development and these will be reported to future Housing and Communities Committees. As highlighted in 4.4 of this report the first future project identified is the development of new homes within Queens Quay Site C.

- 6.5** The introduction of the West Dunbartonshire Affordable Housing Design Standard approved by the Housing and Communities Committee in November 2015 and updated in February 2019 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.

#### Procurement

- 6.6** As highlighted in section 3.7 of this report, a robust contract strategy resulted in the appointment of CCG Scotland Ltd to deliver five of our new build development sites inclusive of enabling and construction works.
- 6.7** Further opportunities to maximise the positive social, economic and environmental impact for the Council through this contract will also 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. However, this is mitigated through a target cost model approach.

### **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 recent rent consultation exercise, 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.

## **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.

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 1 August 2019**

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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 2017</p> <p>Affordable Housing in West Dunbartonshire, Housing Strategy and Development, July 2015 <a href="http://www.west-dunbarton.gov.uk/media/4308583/brochure-final-website-version.pdf">http://www.west-dunbarton.gov.uk/media/4308583/brochure-final-website-version.pdf</a></p>
<b>Wards Affected:</b>	All

## **WEST DUNBARTONSHIRE COUNCIL**

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

**Housing and Communities Committee: 14 August 2019**

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**Subject: Scottish Social Housing Charter/Regulation of Social Housing in Scotland Annual Update Report**

#### **1. Purpose**

- 1.1** To provide Members of the Housing and Communities Committee with West Dunbartonshire Council's annual progress report on meeting the requirements of the Scottish Social Housing Charter.

#### **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;
- (ii) Note the new regulatory requirements detailed within this report and in particular the briefing sessions to be held to look at the Annual Assurance Statement; and
- (iii) Agrees that a further progress report on the Scottish Social Housing Charter be submitted to the November 2019 meeting of the Housing and Communities Committee. This report will include detailed benchmarking information.

#### **3. Background**

- 3.1** The Scottish Government's first Social Housing Charter (SSHC) came into force in April 2012 and this was reviewed during 2016. A revised Charter was subsequently approved by the Scottish Parliament and came into effect in April 2017.
- 3.2** The purpose of the Charter is to help improve the quality and value of the services that social landlords provide by:
- Stating clearly what tenants and other customers can expect from social landlords and helping them to hold landlords to account;
  - Focusing the efforts of social landlords on achieving outcomes that matter to their customers; and
  - Providing the basis for the Scottish Housing Regulator (SHR) to assess and report on how well landlords are performing.

**3.3** A revised Regulatory Framework and reporting timetable for the SSHC came into effect on 1<sup>st</sup> April 2019 is shown below:

When	Who	What
Throughout year	Housing Development/Tenants	Assess performance against the Charter Outcomes
May each year	Housing Development	Submission of Annual Return on the Charter (ARC) to Scottish Housing Regulator
August each year	Scottish Housing Regulator	Publishes a report about each social landlord with key data from its ARC on their website
October each year	Convener of Housing and Communities Committee	Submission of Annual Assurance Statement (AAS) to the Scottish Housing Regulator
October each year	Housing Development	Publication of annual Charter Performance Report for tenants and other customers
by April each year	Scottish Housing Regulator	Publishes an Engagement Plan for each landlord, based on performance against Charter Indicators and outcomes
by April each year	Scottish Housing Regulator	SHR will publish a report on the analysis of the sector's performance in achieving the Charter

**3.4** The main changes introduced as part of this revised framework are the introduction of the Annual Assurance Statement which needs to be submitted to the Regulator by the end of October each year and also the introduction of an Engagement Plan published by the Regulator each year and based on performance against the Charter indicators and outcomes.

**3.5** On the 6 August 2014, Members of the Housing and Communities Committee agreed that twice yearly reports be provided as follows:

- August Committee - Scottish Social Housing Charter Annual Update Report; and
- November Committee - Scottish Social Housing Charter Annual Benchmarking Report and Mid-Year Progress Report – (April-September).




















## **4. Main Issues**

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









- an assessment of our progress in relation to achieving the Charter Outcomes;
- submission of an Annual Assurance Statement to the SHR;
- production and publications of an Annual Charter Tenants Report for tenants and other customers;
- the development of effective tenant scrutiny arrangements in conjunction with tenants and other customers; and
- the publication by the Regulator of an Engagement Plan for every social landlord

## Assessment of Performance against the Charter Outcomes Annual Return on the Charter (ARC) and Landlord Report

- 4.2** West Dunbartonshire Council has successfully submitted our Annual Return on the Charter (ARC) to the SHR within the agreed timescales. This process included both internal and external validation processes. The Housing Service engaged with the Scottish Housing Network (SHN) in terms of a robust external validation.
- 4.3** The SHR uses these Charter Performance Indicators to monitor the delivery of housing and homelessness services of all social landlords against the Charter outcomes and standards. A copy of the full list of indicators can be accessed via the link included as part of the background papers.
- 4.4** The SHR will publish a Landlord Report on their website for each Scottish social housing landlord on 31 August 2019 and this report will contain key data from the ARC (18 key indicators) and will compare our performance with a Scottish average figure across all social housing landlords.
- 4.5** Performance in 2018/19 against those 18 key indicators and an additional 11 indicators that our customers have informed us are important to them are outlined in the table below.

Table Key Index					
	Annual Target Achieved		Positive Performance Trend		
	Annual Target Almost Achieved		Negative Performance Trend		
	Annual Target Not Achieved	No updated values for 2018/19 as no further comprehensive tenant survey require to be carried out until 2019/20.			
Customer Satisfaction					
Indicator Description	2017/18 Value	2018/19 Value	2018/19 Target	Trend	Target met
% of tenants satisfied with the overall service	84.1%	84.1%	84%		
% of tenants who feel their landlord is good at keeping them informed about their services	84.5%	84.5%	84%		
% of tenants satisfied with the opportunities given to participate in decision making process	79.1%	79.1%	78%		
% of existing tenants satisfied with the quality of their home	86.25%	86.25%	85%		
% of tenants satisfied with the management of neighbourhood	80.3%	80.3%	80%		
% of tenants who feel that the rent represents good value for money	75.3%	75.3%	75%		
% of factored owners satisfied with the factoring service they receive	33.1%	33.1%	33%		

Quality of Housing					
Indicator Description	2017/18 Value	2018/19 Value	2018/19 Target	Trend	Target met
% of stock meeting the SHQS	90.23%	91.92%	91.3%	↑	✓
% of tenants satisfied with the standard of their home moving in	94.87%	88%	94.9%	↓	⚠
Repairs and maintenance					
Indicator Description	2017/18 Value	2018/19 Value	2018/19 Target	Trend	Target met
Average length of time taken to complete emergency repairs	3.67 hours	3.41 hours	3.6 hours	↑	✓
Average length of time to complete non-emergency repairs	7.08 days	5.7 days	6.8 days	↑	✓
% of reactive repairs carried out in the last year Right First Time	88.1%	90.48%	90%	↑	✓
% of repairs appointments kept	86.05%	86.13%	90%	↑	⚠
% of properties which had a gas safety check by anniversary date	99.13%	100%	100%	↑	✓
% of tenants satisfied with the repairs and maintenance service	92.31%	88.51%	93%	↓	⚠
Estate management, Antisocial behaviour					
Indicator Description	2017/18 Value	2018/19 Value	2018/19 Target	Trend	Target met
% of Anti Social Behaviour cases resolved within locally agreed targets	81.37%	80.42%	82%	↓	⚠
Tenancy sustainment					
Indicator Description	2017/18 Value	2018/19 Value	2018/19 Target	Trend	Target met
% of new tenancies sustained for more than a year, by source of let	88.5%	87.1%	89%	↓	⚠
tenancy termination - notice given by tenant	701	752	680	↓	⚠
tenancy termination – abandoned property	61	67	60	↓	⚠
The average time to complete medical adaptations	90.3 days	67.54 days	43 days	↑	✗
Homelessness					
Indicator Description	2017/18 Value	2018/19 Value	2018/19 Target	Trend	Target met
% of homeless cases with decision within 28 days of presentation	100%	99%	95%	↓	✓
% of all homeless cases re-assessed within 12 months (repeat homeless)	5%	4.9%	4.9%	↑	✓
% of households requiring temporary accommodation to whom an offer was made	100%	100%	100%	–	✓
Incidences of homelessness in West Dunbartonshire	1048	1037	1099	↑	✓
% satisfied with the quality of temporary accommodation	82.97%	76.3%	85%	↓	⚠
Value for Money – Rent Collection					
Indicator Description	2017/18 Value	2018/19 Value	2018/19 Target	Trend	Target met

Rent collected as a % of total rent due	98.63%	98.61%	100%		
Gross rent arrears as a % of rent due	8.83%	9.71%	8.4%		
<b>Value for Money – Void Management</b>					
Indicator Description	2017/18 Value	2018/19 Value	2018/19 Target	Trend	Target met
% of rent due lost through properties being empty	0.9%	0.73%	0.88%		
Average length of time taken to re-let properties	35.56 days	23.33 days	25 days		

- 4.6** The table above outlines a journey of continued improvement, with 27 of the 29 indicators, or 93% of the key indicators either meeting or almost achieving target.
- 4.7** Over the past 12 months the Housing Improvement Board (HIB) has monitored closely key work-streams aimed at improving areas of weakness around gas safety checks, services to factored owners, the time taken to complete aids and adaptations and rent collection. The West Dunbartonshire Better Homes Group also monitored compliance with the Energy Efficiency Standard for Social Housing (EESH) and compliance with the Gypsy Traveller Site Standards.
- 4.8** There have been sustained improvements in relation to gas safety checks being carried out within statutory timescales, progress in terms of reducing the time taken to carry out medical adaptations and actions taken to improve services to factored owners. EESH compliance has risen from 55.9% to 77.3% and progress made in terms of ensuring compliance with the remaining elements of the Gypsy Traveller Site Standards. Universal Credit was rolled out across West Dunbartonshire during 2018/19 and the level of rent arrears remains a concern.
- 4.9** The HIB have agreed annual targets for 2019/20 which were set using benchmarking information and challenge the housing service to meet their ambition to be one of Scotland's top performing landlord organisations.
- 4.10** At the HIB meeting on 27 May 2019, annual performance was discussed and it was agreed that in addition to quarterly performance reports covering the whole service, the HIB would monitor key work-streams aimed at driving improvements in the following areas:
- rent collection/arrears;
  - medical adaptations/tenancy sustainment;
  - compliance with Gypsy Traveller site standards; and
  - homelessness services
- 4.11** EESH compliance will remain a key work-stream area within the remit of the Better Homes West Dunbartonshire Group.
- 4.12** A comprehensive assessment of performance against the Charter has been carried out and has informed a further series of actions to drive continued

improvement. This wider Charter Improvement Plan was approved at the July meeting of the HIB and there are a number of key improvement actions contained within the Housing and Employability Delivery Plan approved by the Housing and Communities Committee in May 2019.

#### Annual Assurance Statement

- 4.13** A new aspect of the Regulatory Framework which came into effect in April 2019 is the requirement for all social landlords to prepare an Annual Assurance Statement (AAS), outlining how regulatory requirements and guidance are being met and highlighting any areas of non-compliance, with actions being taken to address this.
- 4.14** The guidance states that the AAS should be completed and agreed by the Housing and Communities Convener on behalf of the full committee.
- 4.15** We propose to hold two briefing sessions for members of the Housing and Communities Committee on the Annual Assurance Statement, and these will be arranged shortly.

#### Charter Performance Report

- 4.16** The SHR requires all social landlords to produce an Annual Charter Tenants Report for their tenants and other customers no later than 31 October each year.
- 4.17** The Regulator states that it 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.
- 4.18** In preparation for our first report in 2014, a working group of tenants and officers was established and successfully:
  - agreed how tenants wished to be involved;
  - agreed which indicators will feature in the report; and
  - agreed the best style and format to ensure that the report is user friendly and easy to understand.
- 4.19** Engagement is planned with tenant representatives during August and September to review and update this report in line with the revised Charter coming into effect.
- 4.20** The narrative in the report is based on the annual self-assessment exercise of our performance and the report will be published online, with a summary being sent to every tenant with the winter edition of the Housing News. The full report will be sent to tenants groups and interested tenants, partner



organisations and elected members. Hard copies will be made to any tenant who requests a copy.

#### Tenant Scrutiny Arrangements

- 4.21** The Scottish Housing Regulator demands 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.
- 4.22** 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.
- 4.23** The Scrutiny Panel has subsequently carried out the following scrutiny exercises:
- 2014/15 looking at our Anti-Social Behaviour Service;
  - 2015/16 looking at our Repairs Service;
  - 2016/17 looking at tenancy sustainment, specifically the new tenant visit process; and
  - 2017/18 looking at SHQS compliance, specifically the number and reasons that properties that are held in abeyance.
- 4.24** All of the recommendations made in the Panel's first 4 reports were approved by the HIB and progress in terms of implementing these are a standing agenda item at the monthly meetings of the HIB.
- 4.26** The Scrutiny Panel are also now focusing on our 2018/19 ARC submission and our assessment of performance and will agree an area of activity based on this performance to focus on during 2019/20. We will inform a future Committee on the basis of this scrutiny activity and its outcome.
- 4.27** The WDTR0 continue to be heavily involved in the scrutiny of the Housing Service and the formation of the Joint Rent Group comprising of 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 a further mechanism in ensuring the Housing Service provides best value for current and future tenants.

## Engagement Plan

- 4.28** The SHR continues to operate a risk based approach to inform its engagement with social landlords. As part of the new Regulatory Framework the Regulator now publishes an Engagement Plan for all landlords based on our ARC submission and our homelessness submissions to the Scottish Government.
- 4.29** Our first Engagement Plan was received on 1 April 2019 and is available on our website and also the Scottish Housing Regulators website. Our Engagement Plan identifies the following areas where the Regulator requires further information:
- services for people who are homeless; and
  - progress in terms of compliance with Gypsy Traveller site standards.
- 4.30** The Engagement Plan states that the Regulator will meet with West Dunbartonshire biannually to discuss progress being made in these areas; these meetings will be programmed after August.
- 4.31** The high social and political focus on homelessness within Scotland, including the SHR's commitment to prioritise the regulation of homelessness services in light of the requirement to develop and implement Rapid Rehousing Transition Plans has resulted in the majority of Scottish local authorities being required to provide further information in relation to services to homeless people. We will engage positively with the SHR in that respect, inclusive of the implementation of our Rapid Rehousing Transition Plan.
- 4.32** We are aware that the only area of non-compliance in respect of meeting fully the Gypsy Traveller site standards is the provision of adequate street lighting to be located in the access road to the site. The access road is not in the ownership of the Housing Revenue Account (HRA) and such the HRA cannot financially contribute to the provision of adequate street lighting. However, we have engaged with a number of stakeholders to ensure that the provision of adequate street lighting is prioritised to ensure that the Council is not subject to any regulatory intervention and reputational damage.

## **5. People Implications**

- 5.1** None.

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

- 6.1** There are no direct financial or procurement implications in relation to this report. The improvement plan which will result from the Charter self-assessment exercise will be delivered from within existing budgets. These are detailed in the Resources section of the Housing and Employability Delivery Plan, which was approved by the Housing and Communities Committee in May 2019.

## **7. Risk Analysis**

- 7.1** There is a risk that failure to respond appropriately to the requirements 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.
- 7.2** In addition to above, the risk highlighted in paragraph 4.32 of this report requires a speedy and positive resolution to ensure that we meet the prescribed Gypsy Travelers site standards and avoid significant reputational damage and possible regulatory intervention. The ongoing engagement with key stakeholders is designed to ensure this significant risk is eliminated.

## **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 consultation continues and will support arrangements to increase tenant scrutiny activities and assess our performance in line with the requirements under the Scottish Social Housing Charter and the new regulatory framework introduced by the Scottish Housing Regulator. Our approach was again commended in 2019 via an external validation exercise by TPAS (Tenant Participation Advisory Service) Scotland which awarded West Dunbartonshire Council, a Gold Accreditation for excellence in tenant participation.

## **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 & Employability**  
**Date: 31 July 2019**

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**Appendices:** None

**Background Papers:** West Dunbartonshire Council's Engagement Plan, Scottish Housing Regulator, June 2019

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%202017.pdf>

Scottish Housing Regulator, Landlords Report – West Dunbartonshire Council, August 2018  
<http://www.west-dunbarton.gov.uk/council/performance-and-spending/housing-services-performance-information/landlord-report-20172018/>

West Dunbartonshire Scrutiny Panel, Report to the Housing Improvement Board March 2018, Scrutiny Exercise: SHQS, properties held in abeyance

West Dunbartonshire Scrutiny Panel, Report to the Housing Management Team March 2015, Scrutiny Exercise: Anti-social behaviour

West Dunbartonshire Scrutiny Panel, Report to the Housing Improvement Board June 2016, Scrutiny Exercise: Repairs and Maintenance

**Wards Affected:** All

## **WEST DUNBARTONSHIRE COUNCIL**

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

**Housing and Communities Committee: 14 August 2019**

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**Subject: More Homes Better Homes West Dunbartonshire -  
Local Housing Strategy 2017 – 2022 Second Annual Progress  
Report**

#### **1. Purpose**

- 1.1** This report provides the Housing and Communities Committee with a progress report on the More Homes Better Homes West Dunbartonshire Local Housing Strategy which covers the period 2017 - 2022.

#### **2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:-
- (i) acknowledges the progress made in meeting the aims and objectives of the More Homes Better Homes West Dunbartonshire Local Housing Strategy 2017 – 2022; and
  - (ii) notes the contents of the Local Housing Strategy Progress Report - attached as appendix 1 to this report.

#### **3. Background**

- 3.1** Under the Housing (Scotland) Act 2001 Local Authorities are required to carry out a comprehensive assessment of housing needs and conditions and to produce a Local Housing Strategy (LHS) to address the issues identified.
- 3.2** The West Dunbartonshire LHS was approved by Housing and Communities Committee and submitted to the Scottish Government in November 2016 and covers the period 2017– 2022.
- 3.3** West Dunbartonshire Council are required to submit a new Local Housing Strategy to the Scottish Government in 2021, the preparation of this strategy has already commenced and is supported by new Scottish Government guidance which will be published this Autumn.

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

- 4.1** This annual Progress Report provides an update on progress on the five key themes contained in the Local Housing Strategy, namely:
- Housing Need and Demand;

- Promoting Good Quality Housing;
- Homelessness and Housing Options;
- Sustainable and Supportive Communities; and
- Addressing Particular Housing Needs.

**4.2** A performance management report has been drawn up to monitor progress on the delivery of the key actions arising from the LHS and this is attached to this report as Appendix 1: LHS 2017 -2022 Progress Report. Key elements of the report are described below.

### **4.3 Housing Need and Demand**

**4.3.1** A key aim of the LHS is to maximise the delivery of new affordable housing in West Dunbartonshire including increasing the Council's own new build programme. Overall it is proposed to deliver over 1000 new affordable homes through the More Homes West Dunbartonshire approach within the lifespan of the plan in support of the Scottish Government's target of 50,000 new homes by 2021.

**4.3.2** To assist in meeting the ambitious target outlined above, West Dunbartonshire Council have secured Scottish Government grant assistance through their Resource Planning Assumption (RPA) of around £50m to support the More Homes West Dunbartonshire approach. In 2018/19 one hundred and forty two new social housing units were completed to meet housing need and demand.

**4.3.3** The LHS has informed the development of the West Dunbartonshire Local Development Plan 2 (LDP 2) and set the Housing Supply Targets to be met. The LDP 2 sets out the land use strategy, policies and proposals for the period and identifies opportunities for housing development to meet the targets. The LDP aims to achieve a satisfactory tenure balance and sufficient land supply for all required housing provision. Consultation on the new LDP 2 Main Issues Report closed in September 2017. The Proposed Plan was submitted to the Department of Planning and Environmental Appeals (DPEA) on 30th May 2019 for its examination.

**4.3.4** The Clydeplan Strategic Development Plan (SDP) was approved by the Scottish Government as robust and credible in July 2017. Key findings of the Housing Need and Demand Assessment (HNDA) which formed part of the SDP include:

- WDC continues to have a reducing and ageing population;
- Household numbers are rising but not as quickly as across Scotland generally; and
- Household size is falling.

**4.3.5** The Planning (Scotland) Bill was approved by the Scottish Government in June 2019. It retains regional planning and directs one or more local

authorities to prepare a Regional Spatial Strategy. The Bill is likely to receive Royal Assent Summer/Autumn 2019. It should be noted that the transitional arrangements are currently unknown on how we will transition between the current and new Acts.

- 4.3.6** WDC has set annual Housing Supply Targets of 150 for the private sector and 80 for the affordable sector, figures which are higher than the housing estimates shown in the SDP. This reflects the Council's overarching strategic objective to grow the population of West Dunbartonshire.
- 4.3.7** The LHS highlights the Council's main strategic housing regeneration projects which includes developments at Dumbarton Harbour and Queens Quay, Clydebank. Dumbarton Harbour is now on site with first units to be completed in 2019 while work on Queens Quay, Clydebank is scheduled to start in Autumn 2019.
- 4.3.8** The West Dunbartonshire Council Strategic *More Homes Better Homes Housing Investment Plan 2019/ 20 – 2023/24*, which augments the LHS by setting out the funding priorities for affordable housing, was approved by Council and published in November 2018. An updated plan will be submitted to the Housing and Communities Committee in November 2019.
- 4.3.9** West Dunbartonshire's Affordable Housing Supply Programme is determined by the priorities established within the LHS. Since 2013, when the Council resumed building Council homes after a gap of more than 25 years, 794 new social rented homes have started development of which 475 have completed including 161 new Council homes (34% of the overall total). These are shown in the table below:

Affordable Housing Supply Programme – New Build Completions 2013/14 -2019/20			
Project	Developer	Units	Completion Date *Estimated Completion Date
Miller Road, Haldane	WDC	15	October 2013
Granville Street, Clydebank	WDC	33	February 2014
Central Bellsmyre, Dumbarton	WDC	36	December 2014
Brucehill, Dumbarton	WDC	37	August 2015
The Scholars, Clydebank	Cube HA	33	June 2014
Glenfinnan Gardens, Dumbarton	Bield HA	33	February 2015
Beardmore Place, Clydebank	Cube HA	54	August 2015
Central Alexandria	Caledonia/Dunbritton HA	69 (63/6)	February 2017
Dalmuir Phase 3	Link HA	30	October 2017
Second Ave/Singer St, Clydebank	WDC	40	April 2018

Bingo Hall Site Clydebank	Clydebank HA	44	June 2018
Carrick Terrace, Dumbarton	Cube HA	31	March 2019
Auld St, Dalmuir	Cube HA	20	March 2019
Dumbain Road /Carrochan Road	Cube HA	35	July 2019*
Stirling Road, Bonhill	Cube HA	8	July 2019*
Dumbarton Harbour	Dunbritton HA	150	March 2020*
St Andrews, Clydebank	WDC	126	February 2021*
<b>Total</b>		<b>794</b>	

**4.3.10** The Council has secured a Resource Planning Assumption (RPA) from the Scottish Government's AHSP of more than £29m for the 3 years to 2020/21, rising to around £50m for the five years to 2023/24. This funding supports all new affordable housing delivery across West Dunbartonshire, including development by Housing Associations.

**4.3.11** The Council's innovative Affordable Housing Design Standard, first introduced in 2015, was updated in February 2019 and will apply to new SHIP projects from April 2020.

#### **4.4** Promoting Good Quality Housing

**4.4.1** The Council maintains compliance of its stock with the SHQS and continues to reduce the number of abeyances.

**4.4.2** The Council has strengthened its asset based approach to managing, maintaining investing in its housing portfolio through:

- the delivery of the Council's Strategic Asset Management Strategy – Better Homes West Dunbartonshire through the Better Homes Delivery Group
- managing the stock across all relevant departments to a high standard whilst meeting and aiming to exceed all specified standards
- identifying housing stock that requires intervention and carrying out appropriate actions to address this
- building quality affordable accommodation of the right size and type that is energy efficient and meets needs, including particular needs
- ensuring all actions contained in the Housing Asset Management Strategy provide best value for existing tenants and future customers and are affordable to the HRA.

**4.4.3** The Council continues to contribute to meeting the Scottish Government's vision for lower carbon consumption, reducing the impacts of climate change and improving energy efficiency standards across all housing sectors. We are on target to meet the December 2020 deadline for compliance with the Energy Efficiency Standard for Social Housing (EESH). However, we are aware of the fast moving agenda around energy efficiency and it is an area that we will



prioritise in terms of research and development throughout 2019/20.

**4.4.4** The LHS notes the growing importance of the Private Rented Sector and its role in meeting housing need and has committed to adopting a more holistic approach to the issues in this sector. It is the intention that this will be delivered throughout the lifespan of this LHS

**4.4.5** WDC published its Empty Homes Strategy in February 2017 and we continue to strengthen our partnership approach to combatting empty homes within the private housing market. WDC has a target to bring back into use 25 empty homes each year which was again achieved in 2018/19. The Empty Homes work also seeks to support the Town Centre Regeneration Strategy by bringing back into use vacant flats above shops where possible.

#### **4.5** Homelessness and Housing Options

**4.5.1** The *More Than a Roof* West Dunbartonshire Homelessness, Prevention and Temporary Accommodation Strategy was adopted by West Dunbartonshire Council in February 2017. Its vision is that:

*“Our residents succeed and live a fulfilled life in their choice of home, and if they have to face the crisis of homelessness they do so with access to quality information, advice and support which will afford them choice to live successfully in their home”.*

**4.5.2** The 5 key objectives of *More than a Roof* 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 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;
- Homeless people are offered continuing support to help them get and keep the home they are entitled to.

**4.5.3** Our *More Than a Roof* strategic approach was consistent with the Scottish Government’s re-energised approach to tackling homelessness and specifically rough sleeping and the establishment of the Homelessness and Rough Sleeping Action Group (HARSAG). A key recommendation from the short-life working group (HARSAG) and adopted by the Scottish Government was for Local Authorities to develop and submit a Rapid Rehousing Transition Plans (RRTP) by 31 December 2018.

**4.5.4** A report outlining our approach was provided to the Housing and Communities Committee in November 2018, our RRTP was submitted to the Scottish Government by the 31 December 2018 timescale and our RRTP was

subsequently approved by the Housing and Communities Committee on 6 February 2019. A full update on the implementation of our Rapid Rehousing Transition Plan has been submitted to the Housing and Communities Committee meeting of 14 August 2019

**4.5.5** Following submission of the RRTP's the Scottish Government provided all Local Authorities with written feedback by the end of March 2019. This was followed up with a face to face meeting with Scottish Government officials on 8 May 2019.

**4.5.6** The feedback received from the Scottish Government was positive and highlighted a number of areas of good practice including:

- The comprehensive temporary accommodation modelling undertaken as part of our wider "More than a roof" approach;
- The introduction of the supported tenancy model
- Prioritising Housing First
- Our award winning Leaving Care Housing Protocol; and
- The fact that we have largely managed to avoid using bed and breakfast type accommodation for homeless households.

**4.5.7** The Scottish Government and COSLA announced on 17 June 2019 that funding available for Scotland's transition to Rapid Rehousing had been increased from £15 million to £24m and will be distributed over a 3 year period. An initial £8m has been allocated to Councils to cover 2019/20, and a further £16m is for years 2 and 3 (2020/21, 2021/22). Funding for years 4 and 5 of the plan is not yet known.

**4.5.8** As West Dunbartonshire accounts for approximately 3.3% of homelessness assessments in Scotland an allocation of £265,000 funding has been awarded to cover the period 2019/20 to West Dunbartonshire.

**4.5.9** The initial allocation of the £265k will fund the Year 1 activities outlined within the RRTP and highlighted in the table below. More detailed information is provided to this Housing and Communities Committee in the West Dunbartonshire Rapid Re-housing Transition Plan "Home at the Heart" update report

Rapid rehousing costs	Year 1
Housing First West Dunbartonshire	132,500
Additional Housing Support Service	From identified existing
Additional Resettlement Support Service	35,000
Additional proactive Homelessness Prevention Service	35,000
Conversion programme	62,500

**4.5.10** The allocation of funding will also ensure our proposed scaling up of our Housing First Service which was been introduced this year in line with projected service targets.

**4.5.11** As part of the development of the Rapid Rehousing Transition Plan the Council has undertaken a review of supported and temporary accommodation and determined future need and ensures there is an adequate supply to meet demand.

**4.5.12** Joint work streams with the West Dunbartonshire Health and Social Care Partnership and Employability Services have strengthened partnership working in areas such as Community Justice to deliver the new Criminal Justice National Outcomes.

#### **4.6     Sustainable and Supportive Communities**

**4.6.1** Tenancy sustainment within the social rented sector has been a key area of work for all landlord services during 2018/19; the Annual Return on the Charter (ARC) will hopefully demonstrate higher levels of tenancy sustainment across all social landlords when published in August 2019, alongside more localised information.

**4.6.2** A comprehensive action plan to reduce rent arrears and increase rent collection was introduced in late 2017. This includes developing pre-tenancy work, improved early intervention, enhancing procedures for vulnerable tenants in conjunction with Health & Social Care colleagues and reviewing provisions for households in severe hardship including as a result of Welfare Reforms.

**4.6.3** West Dunbartonshire has one of the highest incidence rate of domestic abuse in Scotland. In partnership with Police Scotland and the legal profession Housing and Employability launched the 'No Home for Domestic Abuse' policy which has been seen as sector leading approach to this issue since its launch in June 2018.

#### **4.7.    Addressing Particular Housing Needs**

**4.7.1** Joint working continues with the West Dunbartonshire HSCP in support of the principle of shifting the balance of care from institutional settings to tenancy based support in the community. The principles of the collaborative working are set out in the Housing Contribution element of the HSCP Strategic Plan 2019-2022.

**4.7.2** Colleagues from the HSCP were involved throughout in the preparation of the LHS and the Strategic Housing Investment Plan. Each new affordable housing project contained in the programme must now include a minimum of 10% specialist provision, the nature of which is agreed with the HSCP. The HSCP has been a key participant in the review of the West Dunbartonshire Design Standard, with a particular interest in areas around accessibility,

adaptability and specialist housing.

**4.7.3** Following the completion of the Council's new older people's care home at Crosslet House, Dumbarton, work is ongoing at the second care home site at Queens' Quay, Clydebank.

**4.7.4** Housing and HSCP have worked together over the past two years to improve understanding of each agencies roles and the needs of our looked after young people. This improvement is having a direct impact on the outcomes experienced by our young people. There is now greater consideration to what type of accommodation a young person requires, the location and what supports are needed to enable the young person to access and successfully sustain their tenancy.

**4.7.5** Work is ongoing to develop a project for service users with more complex needs as part of the new WDC housing development at St Andrew's school. This development is particularly relevant for those service users currently living out with West Dunbartonshire, enabling them to return to their local community and support networks.

#### **4.8** Forthcoming Local Housing Strategy Guidance 2019

**4.8.1** New Scottish Government guidance on future Local Housing Strategies has been circulated in draft form and has been reviewed by relevant officers within the Council's Housing Service. It is proposed that this guidance will be formally issued in Summer 2019.

**4.8.2** While the main requirements of the LHS look unlikely to change, the following areas will have greater emphasis;

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Implications of the new Planning (Scotland) Bill: better alignment between the LHS and the Development Plan, especially in areas such as the use of surplus land and the setting of Housing Supply Targets. It seems likely that the Strategic Development Plan will now remain though on a 10- year time frame and that there will be a greater role for the National Planning Framework.

Equalities Impact Assessment: In keeping with wider Government policy, issues around equality are to be given a higher profile. More evidence will be required that an EIA has been carried out at an early stage of the LHS process.

Place-Making and Communities: more emphasis on supporting new and existing neighbourhoods based on the 6 principles set out in Creating Places – A Policy Statement on Architecture and Place for Scotland. The LHS should reflect use of the Place Standard Tool

Gypsy/Travellers: the guidance will strengthen the requirements around understanding and addressing the needs of Gypsy/Travellers. The East Lothian Council approach is highlighted as good practice.

Homelessness and Rapid Rehousing Transition Plans: LHS should have a clear focus on the Housing Options Approach and a more joined up approach with RRTP,

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including in respect to people leaving custody. The LHS should be clear on the needs for temporary and supported accommodation.

**Key Workers/Armed Forces Communities:** The LHS should note any consideration given to these areas, particularly in locations with large military services establishments or where there is evidence to suggest that action to support key workers housing may be required.

**Specialist Provision and Independent Living:** More emphasis on the Public Sector Equality Duty to ensure that equality issues are fully considered in the LHS. In particular a new guidance for setting LHS targets on Wheelchair Accessible housing has been issued (MHDGN 2019/02).

**Fuel Poverty, Energy Efficiency and Climate Change:** While the draft does not propose any changes of LHS coverage in these areas at this point, it is likely that further guidance will be issued separately given that there is mention of a Bill expected in late 2019 to introduce ambitious new fuel poverty targets.

- 4.8.3** These points have been taken into consideration through the development of the new Local Housing Strategy which will be required to be submitted to the Scottish Government in 2021.

## **5. People Implications**

- 5.1** There are no direct implications associated with this report.

## **6. Financial Implications**

- 6.1** There are no direct financial implications in relation to this report, although the delivery of the LHS will require the bringing together of a number of resource streams from the Council and partner organisations.

## **7. Risk Analysis**

- 7.1** Despite recent mitigation efforts, Welfare Reform and in particular the Universal Credit element remains a concern. These, together with the ongoing prevalence of fuel poverty, pose a significant risk to the delivery of a number of the outcomes.
- 7.2** The Scottish Government has set a date of 31<sup>st</sup> March 2021 as the deadline for delivery of the 50,000 new affordable homes and project funding may be at risk if they cannot be completed by this date.

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

- 8.1** An Equalities, Health and Human Rights Impact Assessment was carried out on the Local Housing Strategy and found no substantive negative impacts. The assessment is available on the Council's website.

## **9.1 Consultation**

- 9.1** The West Dunbartonshire Local Housing Strategy 2017 – 2022 was the subject of a widespread consultation exercise which is summarised in a report on the Council’s website, the implementation of the LHS is also subject to regular updates to the West Dunbartonshire Tenants and Residents Organisation (WDTRO)

## **10. Strategic Assessment**

- 10.1** The ongoing implementation of the West Dunbartonshire Local Housing Strategy contributes greatly to all five strategic priorities but particularly to the priority to improve local housing and environmentally sustainable infrastructure.

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 31 July 2019**

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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)

**Appendices:** 1. Annual Progress Report Summary

**Background Papers:** [West Dunbartonshire Local Housing Strategy 2017 2022](#)

**Wards Affected:** All

# Local Housing Strategy 2017-22 Annual Progress Summary Report




Icon	Name
	1. Housing Need and Demand


Icon	Name
	Ensuring people have access to affordable housing of all tenures, which is in the right location and is suitable for their needs










Performance Indicator	2018/19			Assigned To
	Value	Target	Status	
Number of new supply social housing for rent	142	80		John Kerr

Action	Status	Progress	Due Date	Assigned To
Exceed the annual Housing Supply Target of delivering 80 Social Rented homes and 150 new Private Sector homes		<div><div>50%</div></div>	31-Mar-2022	John Kerr; Antony McGuinness
Deliver 1000 new affordable homes within the lifespan of the strategy by delivering on the More Homes initiative with an emphasis on promoting accessibility		<div><div>50%</div></div>	31-Mar-2022	John Kerr
Ensure a generous supply of suitable housing sites		<div><div>100%</div></div>	16-Mar-2022	Antony McGuinness
Deliver on the Council's main strategic housing regeneration priorities at Dumbarton Harbour and Queens' Quay		<div><div>33%</div></div>	31-Mar-2021	John Kerr
Make best use of resources including the Scottish Government's new Infrastructure Fund to help meet the More Homes Scotland targets		<div><div>50%</div></div>	31-Mar-2022	John Kerr
Carry out an update of the 2014 Affordability Review.		<div><div>25%</div></div>	31-Mar-2020	John Kerr

## Appendix 1

Icon	Name
	2. Promoting Good Quality Housing

Icon	Name
	All residents live in good quality housing regardless of tenure

Action	Status	Progress	Due Date	Assigned To
Ensure the Council's housing is fit for the future through the Better Homes initiative		<div><div></div>25%</div>	31-Mar-2022	John Kerr
Maintain SHQS compliance and minimise abeyances		<div><div></div>25%</div>	31-Mar-2022	Alan Young
Comply with EESSH by December 2020		<div><div></div>33%</div>	31-Dec-2020	Alan Young
Contribute to meeting the vision for lower carbon consumption and improving energy efficiency		<div><div></div>25%</div>	31-Mar-2022	John Kerr
Target HRA funding at improving energy efficiency of Council Homes		<div><div></div>33%</div>	31-Mar-2022	John McKenna
Continue to provide the home energy advice and information service		<div><div></div>25%</div>	31-Mar-2022	John McKenna
Adopt a holistic approach to addressing issues in the Private Rented Sector		<div><div></div>25%</div>	31-Mar-2020	John Kerr
Continue to engage with owners in mixed tenure blocks and ensure all measures available are utilised in these areas		<div><div></div>25%</div>	31-Dec-2019	Alan Young
Refresh the Council's Housing Asset Management Strategy		<div><div></div>100%</div>	31-Mar-2022	John Kerr



## Appendix 1







Icon	Name
Th	3. Homelessness and Housing Options

Icon	Name
Ob	Homelessness is minimised through prevention and early intervention methods

Performance Indicator	2018/19			Assigned To
	Value	Target	Status	
% of all homeless cases re-assessed within 12 months (repeat homelessness)	4.9%	5%	✓	John Kerr
The number of incidences of homelessness in West Dunbartonshire is reduced - presentations	1,037	1,099	✓	John Kerr
The number of incidences of youth homelessness in West Dunbartonshire is reduced	280	292	✓	John Kerr

Action	Status	Progress	Due Date	Assigned To
Review approach to ensuring that children are not adversely affected by homelessness	✓	<div><div>100%</div></div>	31-Mar-2020	Jennifer MacMahon
Work with Community Justice Partners to deliver the new Criminal Justice National Outcomes	▶	<div><div>33%</div></div>	31-Mar-2020	Jennifer MacMahon
Tackle and reduce the levels of youth homelessness in West Dunbartonshire	✓	<div><div>100%</div></div>	31-Mar-2018	Joanne Sutherland
Roll out the new Housing, Homelessness, Addiction, Partners Referral Pathway	✓	<div><div>100%</div></div>	31-Mar-2018	Joanne Sutherland






## Appendix 1

Action	Status	Progress	Due Date	Assigned To
Carry out annual review of supported and temporary accommodation provision and ensure provision of appropriate supported accommodation		<div><div>100%</div></div>	31-Mar-2018	Jennifer MacMahon
Carry out a review of the housing Support Service and make recommendations to best delivery service requirements		<div><div>100%</div></div>	31-Mar-2018	Joanne Sutherland
Mitigate the effects of aspects of welfare reform where this is appropriate		<div><div>33%</div></div>	31-Mar-2020	John Kerr
Identify and implement appropriate actions to increase the tenancy sustainment rate of homeless households		<div><div>50%</div></div>	31-Mar-2020	Joanne Sutherland
Develop / Implement a new West Dunbartonshire Homelessness Strategy 2017-2020		<div><div>100%</div></div>	31-Mar-2018	John Kerr
Strengthen HSCP / Employability Service partnership		<div><div>33%</div></div>	31-Mar-2022	John Kerr

## Appendix 1

Icon	Name
Th	4. Sustainable and Supportive Communities








Icon	Name
Ob	We provide good quality neighbourhoods and housing services where all people feel safe and secure

Action	Status	Progress	Due Date	Assigned To
Reduce the number of empty homes in the social rented sector		<div><div>33%</div></div>	31-Mar-2022	Stefan Kristmanns
Improve tenancy sustainability, including improving pre-tenancy advice e.g. on income maximisation, to achieve sustainment		<div><div>33%</div></div>	31-Mar-2022	Edward Thomas
Improve rent collection and set targets for income maximisation and recovery of arrears		<div><div>25%</div></div>	31-Mar-2022	Ryan Chalmers
Work within a multi-agency partnership to tackle domestic abuse		<div><div>50%</div></div>	31-Mar-2022	Edward Thomas
Contribute to the development and implementation of the Community Justice Outcome Improvement Plan		<div><div>33%</div></div>	31-Mar-2020	John Kerr

## Appendix 1

Icon	Name
Th	5. Addressing Particular Housing Needs

Icon	Name
Ob	People with particular needs have access to suitable housing withn any necessary support, to optimise their independence and well-being

Action	Status	Progress	Due Date	Assigned To
Develop housing support service to enable long term clients to be supported within West Dunbartonshire		<div><div>50%</div></div>	31-Mar-2022	Jo Gibson
Develop plans for new and refurbished housing		<div><div>50%</div></div>	31-Mar-2022	Jo Gibson
Develop Services at Points of Transition		<div><div>50%</div></div>	31-Mar-2022	Jo Gibson
Provide preventative interventions and supports		<div><div>50%</div></div>	31-Mar-2022	Jo Gibson
Ensure rapid access to assessment, and provision of aids and adaptations		<div><div>50%</div></div>	31-Mar-2022	Jo Gibson
Seek to develop supported housing solutions for younger adults with complex needs		<div><div>50%</div></div>	31-Mar-2022	Jo Gibson
Supporting the housing sector to sustain the tenancies of vulnerable households through early social work interventions, promoting payment of rent, signing up for benefits and other assistance.		<div><div>50%</div></div>	31-Mar-2022	Jo Gibson

## **WEST DUNBARTONSHIRE COUNCIL**

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

**Housing and Communities Committee: 14 August 2019**

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**Subject: Scottish Government Consultation on Temporary Accommodation Standards**

#### **1. Purpose**

- 1.1** The purpose of this report is to provide an overview of West Dunbartonshire Council's response to the Scottish Government's consultation into Temporary Accommodation Standards for homeless households and seek Housing and Communities approval for the response to be submitted.

#### **2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) Approve West Dunbartonshire Council's submission to the Scottish Government's consultation and instruct the Housing Development and Homelessness Manager to submit the full response to the consultative exercise attached as Appendix 1 to this report; and
  - (ii) Consider the implications of the proposed changes to the current legislation and guidance relating to temporary accommodation standards and unsuitable accommodation orders.

#### **3. Background**

- 3.1** Following key recommendations from the short-life Homelessness and Rough Sleeping Action Group (HARSAG), the Scottish Government invited views on taking forward the commitment made in the High Level Action Plan published in November 2018, to transform temporary accommodation by:
- extending the definition of unsuitable accommodation so that it applies to all homelessness households;
  - limiting the maximum time a person spends in unsuitable accommodation to 7 days for all households (subject to current exemptions);
  - introducing new standards for all types of temporary accommodation; and
  - enforcing and monitoring the new standards when they are introduced.
- 3.2** The consultation period opened on 22 May 2019 and all responses must be submitted by 14 August 2019.
- 3.3** The consultation is open to everyone and responses are encouraged from both service providers and service users with lived experience of temporary accommodation.

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

- 4.1** The definition of what constitutes unsuitable accommodation currently only applies when the household includes dependent children or when someone within the household is pregnant. The unsuitability also then relates to the location of the accommodation, the quality of the accommodation and the facilities that are available there.
- 4.2** A property would be deemed as unsuitable if it was located:
- out-with the area of the local authority where the homeless presentation was made; or
  - away from facilities and services for the purposes of health and education which would be used by the household members.
- 4.3** A property would also be deemed as unsuitable if it:
- was not wind and watertight;
  - was unsuitable for occupation by children;
  - lacked adequate toilet and personal washing facilities for the exclusive use of the household;
  - lacked adequate bedrooms for the exclusive use of the household;
  - lacked adequate cooking facilities and use of a living room; or
  - was not usable by the household for 24 hours a day.
- 4.4** There are exemptions where the Unsuitable Accommodation Order does not apply:
- where the household has become homeless as a result of an emergency, such as flood, fire or disaster;
  - where a household has been offered alternative accommodation but wishes to stay in 'unsuitable' accommodation; or
  - where the accommodation is a women's refuge or is local authority supported accommodation, which provides services to a household for the purposes of health, child care or family welfare.
- 4.5** The exemptions for refuges and local authority supported accommodation exist to ensure that a barrier does not arise that may prevent a household accessing emergency accommodation, accessing supported accommodation or fleeing domestic abuse.
- 4.6** West Dunbartonshire Council has never breached the unsuitable accommodation order and has also only used of bed and breakfast type accommodation on 5 separate occasions since April 2016. Throughout Scotland, the most common type of accommodation which would be categorised as unsuitable accommodation is bed and breakfast type accommodation.
- 4.7** Our full consultation response is attached as Appendix 1 and some of the keys views included are outlined below:

- Support for the key proposal to extend the Unsuitable Accommodation Order so that it applies to all homeless households;
- Support for the proposal that this extension should be introduced incrementally to allow LA's to realign their provision and in line with our own transition to Rapid Rehousing.
- Support for the proposal to continue to limit the maximum time a household spends in unsuitable accommodation to 7 days (this was reduced in 2017 from 14 days);
- Support for the view that the current definition of unsuitable accommodation remains appropriate, as do the current exemptions;
- Opposition to the suggestion of sanctions for local authorities that breach the unsuitable accommodation order as this could have a detrimental knock-on effect for service provision; (the type of sanction proposed is to limit housing development funding to local authorities found to be in breach of the order, this would limit the ability to provide new housing and could as a result exacerbate a homelessness problem)
- Support for the view that the existing standards provided by CIH Scotland and Shelter Scotland are an appropriate basis for a Scottish Government advisory standards framework, as they are comprehensive and robust, including both physical and social aspects of daily living within temporary accommodation; and
- Support for the proposition that the Scottish Housing Regulator should take a more active role in the monitoring and enforcing the new temporary accommodation standards through the Annual Return of the Charter and Engagement Plans.

## **5. People Implications**

- 5.1** It is not anticipated that the proposed changes will require any changes to current staffing arrangements.
- 5.2** There is a potential for additional training for staff to raise awareness of, and ensure compliance with, any changes made to temporary accommodation standards and unsuitable accommodation orders.

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

- 6.1** There is a potential for an increased need for temporary and supported accommodation, including the decoration and furnishing of temporary and supported accommodation, in order to avoid the use of unsuitable accommodation for all homeless households. However, due to West Dunbartonshire's previous success at limiting the use of these types of accommodation and having never breached the unsuitable accommodation order, West Dunbartonshire is well placed to adhere to the proposed changes to temporary accommodation standards.

## **7. Risk Analysis**

- 7.1** There are financial and regulatory risks associated with any changes to temporary accommodation standards and these will need to be managed when implemented.

- 7.2 Specifically, there is financial risk if there is a requirement to provide additional or different temporary accommodation and / or accommodation to a standard will have a significant cost implication, however this is mitigated by funding from the Scottish Government as part of the annual settlement,
- 7.3 There are regulatory risks associated with not meeting any changes made to temporary accommodation standards and unsuitable accommodation orders as a result of this consultation. These will be managed by the Housing Development and Homelessness Team.
- 8. Equalities Impact Assessment (EIA)**
- 8.1 This consultation response does not propose changes to any service provision and does not require an Equalities Impact Assessment.
- 9. Consultation**
- 9.1 There has been extensive consultation in terms of our response to this consultative exercise through our Housing Solutions Partnership.
- 9.2 Glasgow Homelessness Network (GHN) have received funding from the Scottish Government in order to carry out a survey with service users with lived experience of temporary accommodation as part of the consultation process.
- 9.3 We are currently working with GHN in order to facilitate a survey in West Dunbartonshire, this will include carrying out face to face or telephone questionnaires with our clients regarding their experience of temporary accommodation and will contribute to the overall service user response.
- 10. Strategic Assessment**
- 10.1 Having considered the Council's strategic priorities, this report contributes significantly to all strategic priorities.

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

**Date: 31 July 2019**

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**Person to Contact:** John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team, Housing and Employability, 16 Church Street, Dumbarton, G82 1QL, telephone: 01389 737889, email: [john.kerr@west-dunbarton.gov.uk](mailto:john.kerr@west-dunbarton.gov.uk)

**Appendices:** Appendix 1 West Dunbartonshire Council's Draft response to Scottish Government Consultation on Temporary Accommodation Standards



**Background Papers:** West Dunbartonshire Homelessness Strategy More Than a Roof 2017-2021 [More Than A Roof](#)

West Dunbartonshire Rapid Rehousing Transition Plan 2019-2024 [Home at the Heart](#)

A Consultation of Improving Temporary Accommodation Standards, May 2019 <https://consult.gov.scot/housing-services-policy-unit/a-consultation-on-temporary-accommodation-standard/>

Section 24 of the Housing (Scotland) Act 1987

Section 9 of the Homelessness etc. (Scotland) Act 2003

Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014

Article 2 of the Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2017

CIH/Shelter guidance on standards for temporary accommodation in full:  
[https://scotland.shelter.org.uk/\\_data/assets/pdf\\_file/0009/322677/Temporary\\_Accommodation\\_Guidance.PDF/nocache](https://scotland.shelter.org.uk/_data/assets/pdf_file/0009/322677/Temporary_Accommodation_Guidance.PDF/nocache)

**Wards Affected:** All



West Dunbartonshire Council  
Consultation Response :-  
Scottish Government Consultation –  
A Consultation on Improving Standards in Temporary  
Accommodation

August 2019



The following questions are seeking your view on some of the proposals presented above:

**1. Scottish Ministers have used their powers under the Homelessness etc. (Scotland) Act 2003 to limit the use unsuitable temporary accommodation for families and children to a maximum of 7 days via The Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2017. HARSAG has recommended that this restriction be extended to all people experiencing homelessness. Do you think we should:**

**OPTION A - Extend the restriction to all homeless people from an agreed date.**

**OPTION B - Extend the restriction to all homeless people but introduced incrementally over a period of time. ✓**

**OPTION C - Not extend the restriction to all homeless people.**

**2. If the consensus for extension is option A what date would you suggest as the legal date for implementation?** 1<sup>st</sup> April 2024 – Aligns with end of RRTP transition period.

**3. If the consensus for extension is option B:**

**• What types of experiences, circumstances or characteristics would you prioritise in the incremental extension?**

At West Dunbartonshire Council, we would align an incremental introduction to the restriction of unsuitable accommodation to a maximum of 7 days with the transition to Rapid Rehousing. Therefore we would initially prioritise clients with complex needs, medium to high needs and our pathway groups before moving onto extending the restrictions to all homeless households in West Dunbartonshire.

**• Would you prefer a consistent national approach to the transition or for local authorities to take forward based on their own local circumstances?**

As we propose to align the restriction of unsuitable accommodation to our Rapid Rehousing Transition Plan we believe that a sensible approach would be to allow local authorities to take this forward based on their own local circumstances and their own individual transition plans. We also believe that there are widespread disparities between local authorities in relation to breaches of unsuitable accommodation orders meaning that it may be difficult for some local authorities to comply with a set national approach within a set timescale.

**• By what date do you consider it would be reasonable for all homeless households to be covered by the extended Order?** 1st April 2024 – Aligns with end of RRTP transition period.

**4. In your opinion is option A or B the best way to avoid an increase in the number of breaches of the Order? Please explain your answer.**

At West Dunbartonshire Council we support option B and believe this is the best option to avoid an increase in the number of breaches of the Unsuitable Accommodation Order. As previously stated we believe that there are widespread disparities between local authorities in relation to breaches of unsuitable

accommodation orders, it may therefore be difficult for some local authorities to comply to a set national approach within a set timescale. We also believe that due to the disparities between local authorities that some local authorities will require more support than others in order to achieve the extension of restrictions to all people experiencing homelessness even if this is applied incrementally.

**5. Please tell us about positive impacts that extending the restriction to all homeless people may have.**

Extending the restriction of unsuitable accommodation orders to all homeless people will undoubtedly have a positive impact on homeless people as this is a fairer system and will ensure that all homeless people are treated equally in accessing temporary accommodation.

**6. Please tell us about any negative implications that may result from us extending the restriction to all homeless people.**

Extending the restriction of unsuitable accommodation orders to all homeless people may create a risk to local authorities in avoiding breaches of the unsuitable accommodation order. Reducing the use of accommodation such as hostels and Bed and Breakfast will place pressure on local authorities to have readily available temporary accommodation which meets the criteria set out by the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014. It is likely there will be a surge in breaches of this order if temporary accommodation is not readily available as under the current rules of applying the restrictions to families with children and pregnant women only, only a small proportion of homeless applicants are protected with the vast majority of homeless applicants being single persons.

The extension may also have an adverse impact on local authorities' transition to rapid rehousing which aims to reduce the need for and therefore the availability of temporary accommodation. We would therefore suggest that the transition to rapid rehousing and the associated timescales are given consideration if extending the restriction of unsuitable accommodation orders to all homeless people.

**7. Do you believe the current definition of unsuitable accommodation set in 2004 as set out in legislation (Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014), which focusses on the location of the accommodation and the facilities the accommodation offers, is still the most appropriate or are there any factors you would like to see changed? Please explain.**

We believe that the current definition of unsuitable accommodation set in 2004 as set out in legislation (Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014), which focusses on the location of the accommodation and the facilities the accommodation offers, is still the most appropriate definition. We feel that this definition is robust and sets out clear guidance as to when accommodation would be unsuitable for use as temporary accommodation for homeless people. In addition, the current definition allows for exemptions where the Unsuitable Accommodation Order does not apply and we believe that these exemptions are appropriate and should still apply.

**8. In extending the Order do you think the same definition should apply to all homeless households as it currently does to families with children and pregnant women? If not, please provide an explanation of how you feel the definition should be amended to take account of the extension.**

Yes

**9. The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 contains exemptions for certain types of refuges and supported accommodation.**

**With the extension of the Order to all homeless households, should these exemptions still apply and do you think any other exemptions should be considered?**

We believe these exemptions are appropriate and should still apply.

**10. We have already outlined that some local authorities have breached the current UAO, so that may mean it is likely that some local authorities will face challenges in meeting the extension of the UAO to all homeless households. We are interested to hear your views on whether additional measures should be introduced to help ensure local authorities do not continue to breach the UAO.**

**• What additional support should be in place for local authorities to minimise the number of breaches of the Order?**

It is our view that local authorities tend to breach the unsuitable accommodation order due to a lack of suitable temporary accommodation, therefore support to avoid these breaches should centre around the availability of suitable accommodation. This could be in the form of increasing a pool of temporary accommodation stock for homeless households to access or by increasing the number of transitions to secure and affordable accommodation for homeless households thus freeing up temporary accommodation more frequently. Local authorities who are experiencing difficulties in minimising breaches could be given support to assist their homeless clients in widening their options beyond social housing and accessing other forms of affordable housing, such as private lets and shared ownership.

We also believe that the introduction of Rapid Rehousing Transition Plans will impact on the challenges faced by local authorities in meeting the extension of the Unsuitable Accommodation Order as this aims to reduce the need for, and therefore the availability of, temporary accommodation by moving homeless people into settled accommodation more quickly.

**• Would sanctions provide an appropriate mechanism to encourage compliance?**

We do not believe that sanctions are an appropriate mechanism to encourage compliance with the order. It is our view that breaches of the order do not occur through choice but rather as an unavoidable consequence of a lack of access to suitable, affordable housing in the local authority area. In addition it is our opinion that monetary sanctions imposed on local authorities who breach the order would have a detrimental knock-on effect on the local authorities service provision, potentially leading to further breaches of the order.

**• If so, what sanction would you consider to be an appropriate one?**

We do not support the use of sanctions being imposed on local authorities who breach the order and instead believe these authorities should be subject to greater

scrutiny and review in order to establish causes of breaches and support the authority to avoid breaches in future.

**11. The performance of local authorities against their obligation to comply with the UAO will continue to be monitored, including any extension if introduced, by the Scottish Housing Regulator (SHR) as part of its role in assessing performance on discharging of their statutory duties.**

**Would you like to see the SHR gain any enhanced responsibilities in order to effectively monitor and assess the implementation of the extended Order?  
Please explain your answer.**

We would support the continued monitoring of the performance of local authorities by the Scottish Housing Regulator (SHR) including any extension of the Unsuitable Accommodation Order if introduced. However, we feel that the current powers of SHR are sufficient in order to perform this task, where local authorities breach the unsuitable accommodation order the SHR should seek assurance of the authority's willingness to comply and steps being taken to achieve this through the use of engagement plans.

### Section 3:

The following questions in this section are seeking your view on some of the proposals mentioned above:

**1. HARSAG recommended that we build on the existing standards and to work with stakeholders to produce new standards for temporary accommodation to ensure a consistent standard of provision across the country. As a first step in this process we are looking to adopt and update the standards contained within the guidance CIH/Shelter guidance on standards for temporary accommodation in full: published by CIH Scotland and Shelter Scotland to produce an advisory standards framework for all types of temporary accommodation.**

**Please confirm whether you agree that the existing CIH Scotland/Shelter Scotland standards provide an appropriate basis for a Scottish Government advisory standards framework. If not, please explain your answer.**

At West Dunbartonshire Council, we feel that the existing standards provided by CIH Scotland and Shelter Scotland are comprehensive and robust, including both physical and social aspects of daily living within temporary accommodation. We therefore agree that these standards provide an appropriate basis for a Scottish Government advisory standards framework.

**2. A summary of the standards that we propose to include in the advisory framework is shown earlier in this section with further detail contained with the CIH Scotland/Shelter guidance. Do you think these standards are still relevant and fit for purpose and explain your answer?**

As previously stated, at West Dunbartonshire Council, we agree that the existing standards provided by CIH Scotland and Shelter Scotland provide an appropriate basis for a Scottish Government advisory standards framework as these standards are comprehensive and robust. We believe that these standards are still relevant and fit for purpose.

**3. Please tell us whether there are any additional standards that you consider should be added to this framework and explain your reasons.**

We would suggest that access to technology should perhaps be included in any updated standards. This is due to an increased need to be able to access services such as Universal Credit online, homeless households should not therefore be penalised whilst living in temporary accommodation.

**4. On page 15 of this document we suggest that it would be appropriate for the agreed new standards for temporary accommodation to be included in the refreshed Code of Guidance on Homelessness which is due to be published later this year.**

**Please tell us if you:**

- **Agree that it would be appropriate to include new standards for temporary accommodation within the refreshed Code of Guidance and explain your answer;**

At West Dunbartonshire Council we believe that it would be sensible to include the new standards for temporary accommodation within the refreshed Code of Guidance this is because the Code of Guidance is aimed at homeless services. The Code of Guidance would therefore provide a practical “capture-all” resource for homeless professionals to refer to.

- **Think that the new standards should also be published elsewhere and explain your answer.**

**5. Do you have suggestions on how local authorities could/should be supported or encouraged to adopt the new standards for temporary accommodation?**

As previously stated, we do not agree that sanctions will encourage compliance in avoiding breaches of the unsuitable accommodation order and would therefore suggest that a more supportive role is also taken in encouraging local authorities to adopt the new standards for temporary accommodation. We would suggest that funding to provide suitable accommodation that meets the new standards should be considered, this could be manifested in a variety of ways such as adjustments to the Local Housing Allowance, levelling/capping of private sector rents or an increase in mid-market rents in pressurised areas to make the private rental market more affordable to those on low incomes, a bigger commitment from private house builders to provide a portion of affordable housing and renovation grants to bring properties currently failing the new standards up to standard including technological standards.

Increased information and guidance could also be provided to both homeless services and service users in order to ensure that all parties are aware of the new standards and create greater accountability in achieving the new standards.



This consultation paper also discusses the role of the Scottish Housing Regulator in the monitoring and enforcement of temporary accommodation standards and breaches along with a working group to take forward the production of a new standards framework, we would suggest that local authorities are supported and encouraged to adopt the new temporary accommodation standards through robust monitoring by the Scottish Housing Regulator who should seek assurances from local authorities who are not meeting the new standards as part of their engagement plans.

Lastly we would also suggest that any changes made to either the unsuitable accommodation order or temporary accommodation standards are aligned with Rapid Rehousing Transition Plans and timescales to ensure that any changes to temporary accommodation compliments the work of Rapid Rehousing Transition Plans to support homeless households on their journey to settled accommodation.

**6. Page 9 of this consultation advises that there are already a number of other legislative standards relating to housing, that can apply to some or all types of temporary accommodation. Do you agree that a reference to these other legislative and regulatory mechanisms is made within the new set of accommodation standards? Please explain your answer.**

We agree that reference should be made to other legislative and regulatory mechanisms within the new set of accommodation standards in order to ensure full awareness of the various other legislative standards relating to housing is achieved. At West Dunbartonshire we also believe that recognition of legislative standards relating to housing is a “two-way-street” and therefore by highlighting this it will also create greater communication and transparency between the various areas of legislation that inter-relate to housing and temporary accommodation.

#### Section 4

**1. HARSAG recommended we work with the Scottish Housing Regulator to explore options for enforcing new TA standards. In order to enforce standards it is likely this will need to be achieved through the introduction of legislation. We propose that rather than trying to create legislation that seeks to set a uniform standard across all types and tenures of temporary accommodation, that we develop a standards framework that recognises the existing legislation and regulation and seeks to fill in the gaps, utilising appropriate legislative mechanisms.**

**Do you agree with this approach? Please explain your answer.**

We support the Scottish Housing Regulator’s in enforcing new Temporary Accommodation Standards and suggest that the SHR should seek assurances from local authorities that are not meeting the new standards through the use of engagement plans. However we feel that developing a framework that seeks to fill gaps whilst taking account of current legislation has the potential to become piecemeal and laborious, and therefore not achieving the intended outcome creating a uniform standard.

**2. We want to better understand how local authorities currently monitor the standard of temporary accommodation that is used to place homeless households.**

**Please can you tell us what sort of processes and procedures are in place to:**

- **assess the standards of these types of property;**

At West Dunbartonshire Council our temporary accommodation/ support staff currently carry out regular visits to our temporary accommodation to assess the condition of the property and ensure it continues to meet the desired standard whilst occupied by a homeless household. We also carry out checks to each property after a homeless household has exited to assess for any necessary remedial work to bring it back up to a lettable standard, these checks are carried out again before any homeless household enters the property.

In addition to this, our temporary accommodation is dispersed within the community to ensure that our homeless clients are able to remain with communities that they have links and support in. We discuss location of temporary accommodation available with all clients before issuing any accommodation and provide our clients with a copy of their lease advising them of their rights and responsibilities in relation to the property.

Furthermore, as our temporary accommodation is dispersed within the community, and we recognise that temporary accommodation standards cross over with other areas of legislation, we therefore ensure effective communication between departments in order to ensure our temporary accommodation is of a good quality and standard.

We also survey all clients leaving temporary accommodation and monitor refusals of temporary accommodation to gauge satisfaction levels and to ensure that our temporary accommodation meets the needs of our clients.

Our service is also registered with the Care Commission which sets a standard that our service must adhere to and this is also taken into consideration when assessing the standard of our temporary accommodation.

- **address issues where standards are not being met;**

Due to close internal working relationships at West Dunbartonshire Council we are able to address any issues where standards are not being met quickly and efficiently. In addition to this, as our temporary accommodation is dispersed throughout our existing housing stock, clients in temporary accommodation are able to access many services in a similar way to all other tenants.

- **monitor ongoing issues.**

We report internally on the satisfaction levels of our clients leaving our temporary accommodation, we also monitor refusals of temporary accommodation to gauge customer satisfaction levels and any issues raised are dealt with quickly and efficiently.

In addition to this, as our service is also registered with the Care Commission we are also monitored by the Care Commission to ensure that we are abiding by the standards and guidelines that they set.

**3. It is possible that some local authorities may not be able to meet new standards on temporary accommodation when introduced. Do you think that there should be sanctions, such as penalties or fines applied to those local authorities failing to meet the new standards? Please explain your answer.**

At West Dunbartonshire Council we agree that some local authorities may experience challenges in achieving the new temporary accommodation standards when introduced, however we do not agree that sanctions such as penalties or fines will resolve this issue. Instead we feel that local authorities who are failing to meet the new standard should be supported in order to achieve the desired standard. In addition, we would be concerned that penalties or fines will have an adverse impact on the local authority's ability to deliver their service thus further preventing the authority from reaching the desired standard of temporary accommodation.

**4. Please tell us about any other approaches or options that you consider are appropriate to implement to ensure that local authorities adhere to new temporary accommodation standards.**

We would consider it more appropriate to carry out reviews and audits of authorities who are failing to meet the desired standard of temporary accommodation to establish why they are failing and address the root causes as opposed to simply inflicting penalties or fines. Penalties and fines may be more appropriate if an authority has not taken note of guidance or supports put in place in order to achieve the new standards and continues to breach the new standards.

Furthermore, we would suggest that the Scottish Housing Regulator take a more active role in this process of monitoring and enforcing the new temporary accommodation standards through the Annual Return of the Charter Report and engagement plans.

We would also suggest that local authorities register their temporary accommodation with the Care Commission where applicable to ensure that standards are being met in relation to the guidance issued by the Care Commission.

**5. In line with the HARSAG recommendation, we also envisage a role for the Scottish Housing Regulator (SHR) in monitoring and assessing performance in meeting new standards.**

**Do you agree that it would be appropriate for SHR to take on this role utilising their current powers or by extending their current powers? Please explain your answer.**

As previously stated, we would suggest that the Scottish Housing Regulator take a more active role in this process of monitoring and enforcing the new temporary accommodation standards through the Annual Return of the Charter Report and engagement plans. However, we feel that the SHR's current powers are sufficient in

order to allow them to monitor performance in meeting the new standards and seek assurances through engagement plans where the new standards are not being met.

In addition to this, we would also suggest that there is a joint role for the Care Commission in ensuring that standards of temporary accommodation are being met where the service has been registered with the Care Commission.

**6. In establishing up a Working Group to take forward the production of a new standards framework we will set terms of reference which will define their purpose, aims and objectives. In setting the remit of the group, what do you think the Group need to take into account as they develop a new standards framework for temporary accommodation?**

In setting the remit of the Working Group to take forward the production of a new standards framework we would strongly suggest they take Rapid Rehousing Transition Plans into consideration as any changes to unsuitable accommodation orders and standards of temporary accommodation should not undermine Rapid Rehousing Transition Plans or an authority's ability to achieve their transition to rapid rehousing.

In addition, we would also suggest that they take into consideration local authority groups such as ALACHO or the Housing Options Hubs as each local authority area will have different demographics leading to different challenges and resources meaning that they would benefit from local solutions for local problems under a new standards framework.

We would also suggest that the Working Group also take into consideration the views of service users when producing a new standards framework to ensure that the new standards framework is fit for purpose and delivers what is important to service users.



## WEST DUNBARTONSHIRE COUNCIL

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

**Housing & Communities Committee: 14 August 2019**

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**Subject: Delivering New Housing in West Dunbartonshire - Strategic Housing Partnerships**

#### **1. Purpose**

- 1.1** The purpose of this report is to seek Committee approval for the establishment of further Strategic Housing Partnerships to recognise the role of Caledonia Housing Association, Clydebank Housing Association and Dunbritton Housing Association in assisting West Dunbartonshire Council to achieve its aim of developing new affordable housing to meet housing need and to assist in the regeneration of our communities.

#### **2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) approves the Strategic Partnerships with Caledonia Housing Association, Clydebank Housing Association and Dunbritton Housing Association to assist in the delivery of the Council's strategic housing objectives including new housing for rent; and other affordable housing solutions.

#### **3. Background**

- 3.1** The Strategic Housing Investment Plan (SHIP) sets out the funding priorities for new affordable housing in West Dunbartonshire for the next five years, 2019/20 – 2023/24. This was approved by Housing and Communities Committee on 7 November 2018. It complements the West Dunbartonshire Local Housing Strategy 2017 – 2022 (LHS) approved by Council and submitted to the Scottish Government in November 2016.
- 3.2** We are approaching the final 2 years of the Scottish Government's *More Homes Scotland* approach to increase the supply of new affordable housing across the country. This initiative sees £3 billion being committed to deliver 50,000 new affordable homes by April 2021, 35,000 of these being for social rent. The SHIP details how the Council and local Housing Associations will assist in meeting this target through the delivery of more than 1,000 new social rented homes in West Dunbartonshire.
- 3.3** Although the majority of focus is currently upon the 2021 target, it is important to forward plan and formalise the Council's ambition to have an Affordable Housing New Build Programme for West Dunbartonshire beyond 2021. The Council are currently working on this in partnership with developing Housing Associations.

- 3.4** The West Dunbartonshire LHS is a key corporate plan which provides the strategic direction for housing across all tenures and provides the framework for investment in affordable housing and related service.
- 3.5** West Dunbartonshire's LHS places an emphasis on regeneration reflecting the recognition of the need to improve many of our neighbourhoods and to provide affordable housing which meets the changing requirements of our communities. Alongside this aim the Council is keen to increase the housing supply more generally across West Dunbartonshire particularly in terms of affordable housing for rent.
- 3.6** West Dunbartonshire Council in its role as the strategic housing authority has the responsibility to develop and deliver a Strategic Local Programme (SLP) which will deliver the provision of new affordable housing to meet local need. This includes detailing both Council and Housing Association development projects
- 3.7** The Council is committed to working with Housing Associations who wish to develop affordable housing and since 2015 has had a strategic partnership with the Wheatley Group.

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

- 4.1** As mentioned above the Council has been in a Strategic Partnership with the Wheatley Group since 2015. This was a recognition of the key role that the Wheatley Group had in working with the Council to meet our strategic housing priorities. Since this time, the Housing Associations noted at 1.1 have also played and continue to play a key role in the provision of affordable housing in West Dunbartonshire.
- 4.2** All three housing associations have contributed greatly to the provision of new affordable housing in West Dunbartonshire since the announcement of the Scottish Governments More Homes Scotland initiative and significantly feature in Affordable Housing Development Plans going forward.
- 4.3** It is proposed that the Strategic Housing Partnerships between the Council and the three housing associations would have the clear main strategic objectives:-
- to assist in the delivery of the Council's strategic housing objectives;
  - to facilitate the delivery of a minimum 5 year housing development programme;
  - to support the Council's housing and wider regeneration activities;
  - to ensure that Resource Planning Assumptions (RPAs) are fully maximised to meet affordable housing supply targets; and
  - to assist in the delivery of new build housing for social rent in areas identified through the Strategic Housing Investment Plan to address housing need (including particular needs).

**4.4** While, work to develop the Council's Strategic Housing Investment Plan is ongoing we would anticipate in excess of 800 new homes being delivered in the West Dunbartonshire area through the new strategic partnerships over the next 5 year period.

**4.5** This anticipated investment will not only fund much needed affordable housing but will generate much needed construction jobs, training places and apprenticeships through all the organisation's approach to community benefits within their development contracts.

## **5. People Implications**

**5.1** There is a requirement for ongoing Housing input into this project.

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

**6.1** There are no direct financial implications within this report. However the effective development of the strategy will have a positive financial impact on the Council through increased council tax revenue

**6.2** There are no procurement implications as a result of this report.

## **7. Risk Analysis**

**7.1** There is a risk that the outputs set out in the LHS will not be met, including the affordable housing supply target. This has been mitigated by the additional powers local authorities have in terms of their role as the strategic housing authority through the delivery of the Scottish Governments Affordable Housing Supply Programme (AHSP).

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

**8.1** An Equality Impact Screening did not indicate any further action required in relation to any recommendations. The provision of modern, adaptable social housing enhances the Councils provision for disadvantaged groups

## **9. Consultation**

**9.1** There is continuous consultation and information sharing for the Affordable Housing Programme through various internal mechanism and on a project by project basis through pre planning consultation sessions, drop in sessions, newsletters etc.

**9.2** The proposals contained within this report have also been discussed in detail with the Scottish Government.

## **10. Strategic Assessment**

**10.1** 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.

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 30 July 2019**

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**Person to Contact:** John Kerr – Housing Development and Homelessness Manager, Housing and Employability, 16 Church Street, Dumbarton, G82 3PU, telephone: 01389 737889, email: [john.kerr@west-dunbarton.gov.uk](mailto:john.kerr@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** West Dunbartonshire Local Housing Strategy  
EIA Screening, June 2019

**Wards Affected:** All



**WEST DUNBARTONSHIRE COUNCIL****Report by the Strategic Lead, Housing and Employability****Housing and Communities Committee: 14 August 2019**

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**Subject: Glasgow Airport Aircraft Noise Mitigation Trial Initiative****1. Purpose**

- 1.1** The purpose of this report is to seek Housing and Communities Committee approval to develop in partnership with Glasgow Airport a noise mitigation trial initiative in the context of Glasgow Airport's Noise Action Plan.

**2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:

- (i) agree that the Council should participate in the Glasgow Airport Aircraft Noise Mitigation Trial Initiative including a Council contribution of £96k subject to formal agreement with Glasgow Airport;
- (ii) note that the trial project will be funded from within the existing HRA capital plan and that officers intend to seek Scottish Government financial contribution to the project which may reduce the Council contribution; and
- (iii) note that the outcomes of the trial would be reported back to a future Housing and Communities Committee, alongside a number of recommendations for future action.

**3. Background**

- 3.1** Glasgow Airport published their revised Noise Action Plan 2018-2023 following a period of consultation. The plan sets out how the Airport authorities manage, and where sustainable, reduce the adverse effects of aviation noise. The Noise Action Plan is a requirement of the European Union's Environmental Noise Directive 2002/49/EU and the Environmental Noise (Scotland) Regulations 2006.
- 3.2** Aviation is not a devolved matter, and as such the UK Government's current aviation policy is set out in the Aviation Policy Framework (APF). The policies set out within the Consultation Response on UK Airspace Policy provide a recent update to some of the policies on aviation noise contained within the APF, and is considered to represent the current UK Government policy. The policy now requires financial assistance to be offered towards the noise insulation of residential properties in the 63dB LAeq, 16h noise contour or above.
- 3.3** In response to the UK Government policy, Glasgow Airport has committed to develop and implement a Noise Insulation Policy within 2019/20 to mitigate noise for residents most affected by aviation noise in line with the policy highlighted in 3.2 of this report. This policy will be developed through

engagement with all key stakeholders, inclusive of West Dunbartonshire Council and local community organisations and will be implemented as part of a range of measures that will be used to minimise and, where practical, reduce the adverse impacts of aircraft/aviation noise.

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

- 4.1** While, Glasgow Airport falls outwith the West Dunbartonshire Council boundaries, there has been a long standing community issue within the Whitecrook area of Clydebank in terms of aircraft noise.
- 4.2** In response, the Council and Glasgow Airport authorities have held a series of meetings to develop a partnership response in the context of the Noise Action Plan and the development of the Noise Insulation Policy to assist to alleviate the aircraft noise problems currently experienced by the residents of Whitecrook area in Clydebank. The issue has been the subject of some extensive research by the local MSP which has highlighted the issue nationally, including a recent debate at the Scottish Parliament.
- 4.3** Current UK Government policy within the Aviation Policy Framework (APF) now requires financial assistance to be offered towards the noise insulation of residential properties in the 63dBLAeq,16h noise contour or above. We have mapped the properties within West Dunbartonshire that fall within this qualifying zone.
- 4.4** The qualifying zone in terms of housing is a familiar mixed tenure area, comprising of 563 addresses in total and a combination of social and private housing. In total there are 212 Council homes, 63 in the ownership of Clydebank Housing Association and 313 in private ownership. The large number of Council homes provides a strong justification for the Council to take a more prominent role in attempting to develop a sustainable resolution to this long standing issue.
- 4.5** There is no legal or statutory requirement for the Council to undertake such works. However as a housing provider committed to benefiting the health and wellbeing of our tenants we are keen to maximise this role and provide added value to our tenants. It is worth noting all properties within the area meet the Scottish Housing Quality Standard (SHQS) in terms of glazing the Council properties all exceed this through double glazing. Again, in terms of loft insulation all properties meet SHQS standard although within the SHQS this refers to heat rather than sound, no such measure currently exists within the SHQS in terms of sound.
- 4.6** In addition, the research sponsored by the local MSP has generated positive responses from the Scottish Government and Airport authorities and has also suggested a series of actions, some of which relate directly to the Council as the largest housing provider within that area, including looking at introducing a noise insulation element within their renewal programmes.
- 4.7** The Glasgow Airport authorities are also keen to tackle this issue and have engaged with West Dunbartonshire Council and local communities and have committed to working in partnership to develop a suitable response, this

commitment is evidenced in the development of a Noise Mitigation Trial Initiative detailed in 4.8 of this report:-

#### **4.8 Proposal**

- 4.8.1** As a housing provider we are committed to benefiting the health and wellbeing of our tenants, and as such have responded positively to the issue proposed the following trial initiative proposal.

The proposal is that:-

- Jointly develop a trial programme to deliver measures to mitigate the issues with aircraft noise to 12 Council homes in the affected areas within Whitecrock. (addresses have been proposed subject to tenant agreement based on a variety of house type, construction type and size)
- The maximum projected costs in terms of the trial would be £192k (£16k per property). It is proposed both organisations would contribute 50% to the overall funding.
- These costs have assumed the joint procurement of a leading expert in the field to manage the trial on behalf of our collective organisations. The procurement route which requires to be agreed between both parties, however as these are Council homes the Council would take the lead role.
- The full specification of works and ongoing monitoring would be agreed in partnership and this is assumed within the projected costs based on the most recent research available to both parties.
- The purpose of the trial would inform our future response, i.e.; If the measures were deemed successful after a full evaluation, we would develop a phased programme of works in parallel with existing window replacement and insulation programmes

- 4.8.2** The proposal was received positively by the Glasgow Airport authorities and they have committed their support, inclusive of their financial contribution subject to a formal agreement. If the Housing and Communities Committee is minded to also approve participation, both organisations would be keen to undertake the above proposed trial project.

- 4.8.3** It is also intention to seek funding from the Scottish Government's Better Homes Division as the learning from the trail initiative will inform future practice across other local authority areas.

- 4.9** It is anticipated that this project will commence at some point during 2019/20 and that the cost can be accommodated from within the 2019/20 HRA capital budget for targeted SHQS Compliance Works of £200k.

#### **5. People Implications**

- 5.1** It is not anticipated that the proposed initiative will require any changes to current staffing arrangements.

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

- 6.1** The total cost of the Glasgow Airport Aircraft Noise Mitigation Trial Initiative has been estimated at a maximum £192k. Glasgow Airport authorities have committed to meeting 50% of this cost. The Council contribution would be funded from within

the existing HRA capital plan for SHQS works. It is also the intention to seek some funding from the Scottish Government's Better Homes Division as the learning from this trial initiative could be shared with other local authority areas. It is proposed that a joint letter is issued to seek Scottish Government funding.

- 6.2** It is envisaged that the works will be procured following the Council's procurement processes. In such instances all procurement activity carried out in excess of £50,000 is subject to a contract strategy. The contract strategy will be produced by the Corporate Procurement Unit, in close consultation with Consultancy Services and Housing. The contract strategy shall include, but may not be limited to: contract scope, the market, procurement model and routes to market.

## **7. Risk Analysis**

- 7.1** There are risks associated with a trial initiative such as this, that some of the methods explored may not result in positive results, the procurement of external expertise in noise insulation will help alleviate this risk. In addition, one of the key purposes of the initiative is that it will inform future practice and therefore mitigate future risk.
- 7.2** All partnership approaches have an element of risk, and as such it would be prudent on the basis of the joint commitments from both organisations that we formalise the proposal and would seek legal advice to how best this can be achieved.

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

- 8.1** An EIA screening has been carried out as part of the development process and it detailed an improved standard would have an entirely positive equalities impact given that the emphasis would be on sustainability.

## **9. Consultation**

- 9.1** There has been extensive consultation between Council officers and elected members with Glasgow Airport authorities in regards the development of the trial initiative.

## **10. Strategic Assessment**

- 10.1** Having considered the Council's strategic priorities, this report contributes significantly to all strategic priorities.

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

**Date: 1 August 2019**

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**Person to Contact:** John Kerr – Housing Development and Homelessness  
Manager, Housing Development and Homelessness Team,  
Housing and Employability, 16 Church Street, Dumbarton,

G82 1QL, telephone: 01389 737889, email: [john.kerr@west-dunbarton.gov.uk](mailto:john.kerr@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** Glasgow Airport Noise Action Plan, November 2018

**Wards Affected:** 6



## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by Strategic Lead – Housing and Employability**

**Housing & Communities Committee: 14 August 2019**

**Subject: Procurement of the Provision of Cleaning Services and the Provision of Furniture for Supported and Temporary Accommodation**

#### **1. Purpose**

- 1.1** This report seeks Committee approval to initiate a procurement process for the provision of cleaning services and the provision of furniture for the Council's supported and temporary accommodation.

#### **2. Recommendations**

- 2.1** The Committee is asked to approve the initiation of a procurement process for the provision of cleaning services and the provision of furniture for supported and temporary accommodation and note that, on conclusion of the procurement process, a further report will be submitted to the Tendering Committee with recommendations on the award of the contracts.

#### **3. Background**

- 3.1** The Homeless and Homelessness Prevention Service requires a cleaning service for in excess of 220 homes used for the provision of supported and temporary accommodation and for the 22 bed spaces provided within the Ashton View supported accommodation project. The service also requires the provision of furniture, flooring and household items when new homes are brought into use and where there is wear and tear in existing accommodation.
- 3.2** After the previous provider of cleaning and furniture went into administration in November 2018 and therefore are no longer a part of the Scotland Excel Framework Agreement (FA), the service has not received an acceptable level of service from the other providers on the same FA to provide both the cleaning and furniture provision.
- 3.3** As a result, a pilot project which separated the provision of cleaning and the provision of furniture between two suppliers was implemented. A non-compliant supplier was used to deliver cleaning services and a FA provider to supply furnishings for the supported and temporary homes. The pilot was first rolled out in Dumbarton and Alexandria and proved to be successful in the aspects of service delivery, quality and cost.
- 3.4** The providers have delivered an excellent standard of service but, in view of the spend and in compliance with Standing Orders and Financial Regulations, it is necessary and proper to initiate a formal procurement process.

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

- 4.1** The Homeless and Homelessness Prevention Service requires competent and suitably qualified provider(s) to ensure the cleaning and furnishing of supported and temporary accommodation is carried out to meet the Council's requirements.
- 4.2** The efficient and effective turnaround of homeless accommodation is business critical. Delays can impact on income and the provision of emergency and temporary accommodation to allow the Council to meet its full statutory homeless duties which provides the strong justification for the Homelessness and Homelessness Prevention Service to manage any future contract.
- 4.3** The successful provider(s) will receive a schedule of services outlining the type of clean and/or provisioning/re-provisioning required for each property. The cleaning provider will be responsible for the co-ordination of the furniture deliveries from the furniture provider.
- 4.4** In order to ensure compliance with Standing Orders and Financial Regulations and demonstrate best value, the cleaning and furniture provisions requires being subject to a competitive tendering exercise and formal contracts awarded to the most economically advantageous tenderer(s).

#### **5. People Implications**

- 5.1** There are no people implications associated with this report.

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

- 6.1** All procurement activity carried out in excess of £50,000 is subject to a contract strategy. The contract strategy for the procurement of a cleaning service for homeless accommodation will be produced by the Corporate Procurement Unit, in close consultation with the Capital Investment Scoping Officer and Homeless and Homelessness Prevention Services. The contract strategy shall include, but may not be limited to; contract scope, service forward plan, the market, procurement model and routes to market.
- 6.2** This contract will contribute to the delivery of the Council's strategic priorities by supporting the efficient and effective frontline services that improve the everyday lives of residents. Further opportunities to maximise the positive social, economic and environmental impact for the Council through the contract will also be explored e.g. through the use of Social Benefit Clauses.

#### **7. Risk Analysis**

- 7.1** Under the current arrangements, there is a risk in terms of rising costs and reduction in service as a consequence of the rising costs, but these will be mitigated by the tendering process and management of the new contract.

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

- 8.1** After screening, no Equalities Impact Assessment (EIA) is required for this supply contract.



## **9. Consultation**

- 9.1** Homeless and Homelessness Prevention Services, Finance, Legal and Procurement have been consulted in relation to the content of this report.

## **10. Strategic Assessment**

- 10.1** This contract will contribute towards the Council's strategic priority of supporting the efficient and effective frontline services that improve the everyday lives of residents

**Peter Barry**

**Strategic Lead – Housing and Employability**

**Date: 31 July 2019**

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**Person to Contact:** Joanne Sutherland, Homelessness and Homelessness Prevention Co-ordinator, Housing Development and Homelessness Team, Housing & Employability, 16 Church Street, Dumbarton, Telephone- 01389 776951; E-mail [Joanne.Sutherland@west-dunbarton.gov.uk](mailto:Joanne.Sutherland@west-dunbarton.gov.uk)

Sarah Walsh, Capital Investment Scoping Officer  
Bridge Street Offices, Dumbarton  
Tel: 01389 737624 [Sarah.Walsh@west-dunbarton.gov.uk](mailto:Sarah.Walsh@west-dunbarton.gov.uk)

**Appendix 1:** None

**Background Papers:** EIA Screening, June 2019

**Wards Affected:** All



## WEST DUNBARTONSHIRE COUNCIL

### Report by Strategic Lead – Housing & Employability

**Housing & Communities Committee: 14 August 2019**

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**Subject: Procuring Employability**

#### **1 Purpose**

- 1.1** The renewal of national employability priorities (No One Left Behind) and introduction of the Local Employability Service Delivery model being promoted jointly by Local Authorities and the Scottish Government requires action to manage the process.
- 1.2** This includes the development of a framework for procuring specialist employability services and a modification of the current client information management system.
- 1.3** The purpose of this paper is to seek approval to proceed with this procurement.

#### **2 Recommendations**

- 2.1** It is recommended that the committee approve the planned approach for managing significant change in the employability service provision environment.

#### **3. Background**

- 3.1** The publication of the national review of employability services, 'No one Left Behind' (NOLB), commits the Scottish Government and local government to work in partnership to develop and deliver a locally based approach to employability services.
- 3.2** As a result of this new partnership approach six employability support funds currently managed by SDS will be rolled into one 'No One Left Behind' Fund. The management of these funds will be transferred to local authority employability services.
- 3.3** The funds will be transferred in a planned migration over the next two to three years. The funds that will be subject to this change in 2019- 2020 are:
  - **Activity Agreements** – currently delivered by West Dunbartonshire Council Education Services; and
  - **Scottish Employer Recruitment incentive** – Currently managed and delivered by Working 4U;
- 3.4** Subsequent to this the remaining funds will be transferred from 2020 onwards. This will include the transfer of:

- **The Employability Fund** – currently delivered by a range of organisations in West Dunbartonshire;
- **Community Jobs Scotland** – currently delivered by third sector organisations in West Dunbartonshire.
- **14-19 Fund** – delivered by community based organisations.
- **Discovering Your Potential** delivered by local authority, development agencies and third sector.

**3.5** The funds will be managed collaboratively between Scottish and Local Government and will involve other key stakeholders, including the third sector and private training providers, in the planning and delivery of local services. The aim is to develop shared aims and principles, and deliver mutually agreed outcomes.

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

**4.1** Although the Scottish Government has agreed to adopt a light touch approach to compliance for the management and distribution of the funds, it is important that West Dunbartonshire Council has appropriate processes and controls in place.

**4.2** To ensure we secure these services in an effective manner the Employability Team will work with central procurement to establish a lotted call-off framework for acquiring the services. The Lots will centre on services that will support local residents to overcome barriers to opportunity, improve vocational and non vocational skills and specialist services to overcome health related barriers to employment.

**4.3** The framework value will be determined by the value of the 'No One Left Behind' funding provided by the Scottish Government for the delivery of these services. It is anticipated that the value will grow as the 'No One Left Behind' partnership and programme grows.

**4.4** Working 4U currently manages working relationships with service users through the use of the Westlink client information database. This is used to confirm eligibility, record interventions and establish the progress from unemployment to sustained employment made by service users.

**4.5** In order to meet the reporting requirements placed on us by the Scottish Government for the No One Left Behind approach we will require the system to be adaptable for use by service providers supporting service delivery objectives.

#### **5. People Implications**

**5.1** The changes may require a re-alignment of activities within organisations currently delivering employability services in West Dunbartonshire. These issues will be resolved through discussion and managed within the context of the proposed procurement process.

## **6. Financial & Procurement Implications**

- 6.1** Future Procurement Exercise: All procurement activity carried out by the Council in excess of £50K is subject to a contract strategy. The contract strategy for the employability framework and the client information system will be produced by the Corporate Procurement Unit in close consultation with Working 4U officers.
- 6.2** The contract strategy shall include but may not be limited to; contract scope, service forward plan, the market, procurement model and routes – including existing delivery vehicles, roles and responsibilities, risks, issues and opportunities and ongoing contract management.

## **7. Risk Analysis**

- 7.1** Without a framework of specialist employability service providers from the third and private sector, West Dunbartonshire Council may not gain access to the funding from the Scottish Government and vital employability services for local residents will be lost.
- 7.2** Without an accompanying review and, if necessary, upgrade of the client information management system, West Dunbartonshire Council (as lead accountable body) will require extensive paper based compliance paperwork and will face challenges meeting the data and information requirements required to manage the programme effectively.

## **8. Equalities Impact Assessment**

- 8.1** Equalities issues are built into service provision including the need to ensure that we clearly demonstrate support provided for people who have a minimum of two barriers to opportunity. The service is also required to demonstrate actions that will improve the quality of life for families facing poverty. This includes specific information and action to support families where a member of the family is affected by equalities issues.

## **9. Consultation**

- 9.1** The development and delivery of employability services is based on a clear understanding of the barriers that prevent people in West Dunbartonshire from capitalising on employment and training opportunities. This includes information gathered through action planning with individuals, ad hoc evaluations and participation surveys.
- 9.2** We have also carried reviews of available services for inclusion on the West Dunbartonshire Employability Pipeline. This will be reinforced through consultation (focus groups and development sessions) with service providers to gain a clear understanding of what services are and, importantly, are not available.

**9.3** Through these processes we will establish a framework that is responsive to the needs of local people when seeking support to capitalise on opportunities.

## **10 Strategic Assessment**

**10.1** The procurement of specialist employability services and associated client information management system will contribute to the development of a strong local economy with improved access to employment opportunities.

**10.2** The framework of specialist providers, complementing the work carried out by Working 4U will contribute to the delivery of efficient and effective frontline services that improve the everyday lives of residents.

**10.3** This will include services that contribute to community learning and development aims; the delivery of actions within our child poverty report and the provision of access to overcome barriers to economic opportunities.

**10.4** Further opportunities to maximise the positive social, economical and environmental impact for West Dunbartonshire through the contract will also be explored, e.g. through the use of Community Benefit Clauses

**Peter Barry**  
**Service Lead – Housing & Employability**  
**August 2019**

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**Person to Contact:** Stephen Brooks  
Working 4 U Manager  
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### **Appendix:**

**Background Papers:** None

**Wards Affected:** All

## WEST DUNBARTONSHIRE COUNCIL

### Report by the Strategic Lead Housing and Employability

**Housing and Communities Committee : 14 August 2019**

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**Subject:      Housing Revenue Account Budgetary Control Report  
to 30 June 2019 (Period 3)**

#### **1.      Purpose**

- 1.1**      The purpose of the report is to provide members with an update on the financial performance to 30 June 2019 (Period 3) of the HRA revenue and capital budgets.

#### **2.      Recommendations**

- 2.1**      Members are asked to:

- i)      note the contents of this report which shows the revenue budget forecast to underspend against budget by £0.035m (0.1%) at the year-end; and
- ii)     note the net projected annual position in relation to relevant capital projects which is showing no projected variance.

#### **3.      Background**

##### Revenue

- 3.1**      At the meeting of West Dunbartonshire Council on 14 February 2019, Members agreed the revenue estimates for 2018/2019 and a total budget of £43.204m.

##### Capital

- 3.2**      At the meeting of Council on 14 February 2019, Members also agreed the updated Capital Plan for 2019/20 which has been augmented by slippage from 2018/19 to produce a total planned spend for 2019/20 of £62.316m.

#### **4.      Main Issues**

##### Revenue

- 4.1**      The budgetary position for HRA Revenue is provided in Appendix 1 with information on projected variances valued at more than £50,000 being provided as Appendix 2, and shows a projected underspend of £0.035m.

##### Capital

- 4.2**      The HRA capital summary position is shown in Appendix 3. There are no projects categorised as either “red” or “amber” and Appendix 4 provides

information on two projects within the “Green” category. A summary of anticipated resources is shown in Appendix 5. At present projections are showing no variance or slippage within 2019/20.

- 4.3** The Strategic Housing Investment Plan (SHIP) 2018-2023, outlining West Dunbartonshire’s Affordable Housing Supply Programme (AHSP) through the More Homes West Dunbartonshire approach was approved by the Housing and Communities Committee in November 2018 with an updated budget being approved at Council on 14 February 2019. An update on the programme and progress on each site will be provided, in a separate report, to this Committee meeting. At this point costings for the various sites within the AHSP are being finalised as part of the procurement processes for these sites. Current projections of costs are showing that the St Andrews site is expected to be over budget by around £0.900m, whilst others are currently projected to underspend. Currently the underspends projected don’t match the St Andrews projected overspend. Once the costing exercise is complete it may be necessary to seek Council permission to vire funds between budgets within the ASHP and/or to accelerate funds from planned future years spend within the ASHP.

## **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 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: 24 July 2019**

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**Person to Contact:** Janice Rainey - Business Unit Finance Partner (HEED),  
16 Church Street, Dumbarton, G82 1QL,  
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**Appendices:** Appendix 1 - Budgetary Position (Revenue)  
Appendix 2 - Variance analysis (Revenue)  
Appendix 3 - Budgetary Position (Capital)  
Appendix 4 - Variance analysis Green Projects (Capital)  
Appendix 5 - Resources (Capital)

**Background Papers:** None

**Wards Affected:** All



**WEST DUNBARTONSHIRE COUNCIL**  
**HRA REVENUE BUDGETARY CONTROL 2019/2020**

Appendix 1

PERIOD END DATE

30 June 2019

Subjective Summary	Total Budget 2019/20 £000	Spend to Date 2019/20 £000	Forecast Spend £000	Forecast Variance 2019/20 £000 %		Annual RAG Status
Employee Costs	5,232	1,155	5,277	45	1%	↓
Property Costs	1,776	471	1,822	46	3%	↓
Transport Costs	83	10	83	0	0%	→
Supplies, Services And Admin	308	51	306	(2)	-1%	↑
Support Services	2,557	639	2,557	0	0%	→
Other Expenditure	404	144	431	27	7%	↓
Repairs & Maintenance	12,088	2,622	12,104	16	0%	↓
Bad Debt Provision	1,060	256	1,060	0	0%	→
Void Loss (Council Tax/Lost Rents)	870	194	754	(116)	-13%	↑
Loan Charges	18,826	4,707	18,826	0	0%	→
<b>Total Expenditure</b>	<b>43,204</b>	<b>10,249</b>	<b>43,220</b>	<b>16</b>	<b>0%</b>	<b>↓</b>

House Rents	41,517	9,860	41,566	(49)	0%	↑
Lockup Rents	231	53	228	3	1%	↓
Factoring/Insurance Charges	1,170	298	1,191	(21)	-2%	↑
Other rents	123	28	112	11	9%	↓
Interest on Revenue Balance	62	15	62	0	0%	→
Miscellaneous income	101	26	96	5	5%	↓
<b>Total Income</b>	<b>43,204</b>	<b>10,280</b>	<b>43,255</b>	<b>(51)</b>	<b>0%</b>	<b>↑</b>

<b>Net Expenditure</b>	<b>0</b>	<b>(31)</b>	<b>(35)</b>	<b>(35)</b>
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MONTH END DATE	30 June 2019
PERIOD	3

Budget Details		Variance Analysis			
Subjective Analysis		Budget	Forecast Spend	forecast Variance	RAG Status
		£000	£000	£000	%
VOID LOSS		870	754	(116)	-13% ↑
<b>Service Description</b>					
This budget covers the rents lost on void houses and lockups and the cost of council tax on void properties.					
<b>Variance Narrative</b>					
<b>Main Issues</b>		One of the main reasons for this favourable variance relates to an underspend on the cost of void council tax. This budget has been set too high, since it included properties which were previously identified for demolition.			
<b>Mitigating Action</b>		No mitigating action is required.			
<b>Anticipated Outcome</b>		A year end underspend is anticipated.			



WEST DUNBARTONSHIRE COUNCIL  
HRA CAPITAL PROGRAMME  
OVERALL PROGRAMME SUMMARY

MONTH END DATE 30 June 2019

PERIOD 3

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	0	0.0%	0	0.0%	0	0.0%	0	0.0%
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	0	0.0%	0	0.0%	0	0.0%	0	0.0%
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	27	100.0%	28,516	100.0%	27	100.0%	4,954	100.0%
TOTAL EXPENDITURE	27	100%	28,516	100%	27	100%	4,954	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
Red								
Projects are forecast to be overspent and/or significant delay to completion	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0
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	208,779	28,516	208,679	(100)	62,316	4,954	62,316	0
TOTAL EXPENDITURE	208,779	28,516	208,679	(100)	62,316	4,954	62,316	
TOTAL RESOURCES	208,779	28,516	208,679	100	62,316	4,954	62,316	0
NET EXPENDITURE	0	0	0	0	0	0	0	0





WEST DUNBARTONSHIRE COUNCIL  
HRA CAPITAL PROGRAMME  
ANALYSIS OF PROJECTS AT GREEN STATUS OVER £50,000

APPENDIX 4

MONTH END DATE

30 June 2019

PERIOD

3

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

1	Targeted SHQS Compliance Works						
	Project Life Financials	1,200	17	1%	1,100	(100)	-8%
	Current Year Financials	300	17	6%	300	0	0%
	Project Description	This budget is to focus on work required to maintain the SHQS compliance with WDC housing stock.					
	Project Lifecycle	Planned End Date	31-Mar-24	Forecast End Date	31-Mar-24		
	Main Issues / Reason for Variance						
	This budget anticipates the amount of work required to those properties in abeyance, in order to make them SHQS compliant. The overall project life budget required to meet this need, is less than anticipated and therefore the project shows an overall favourable variance of £0.100m.						
Mitigating Action							
None required at this time.							
Anticipated Outcome							
Project to complete as planned and under budget.							

2 Affordable Housing Supply Programme						
Project Life Financials	96,924	4,123	4%	96,924	0	0%
Current Year Financials	33,984	183	1%	33,984	0	0%
Project Description	Affordable Housing Supply Programme					
Project Lifecycle	Planned End Date	31-Mar-24	Forecast End Date	31-Mar-24		
Main Issues / Reason for Variance						
The Strategic Housing Investment Plan (SHIP) 2018-2023, outlining West Dunbartonshire's Affordable Housing Supply Programme through the More Homes West Dunbartonshire approach was approved by the Housing and Communities Committee in November 2018. An update on the programme and progress on each site will be reported to the Housing and Communities Committee on the 14th August 2019. At this point costings for the various sites within the AHSP are being finalised as part of the procurement processes for these sites. Current projections of costs are showing that the St Andrews site is expected to be over budget by around £0.900m, whilst others are currently projected to underspend. Currently the underspends projected don't match the St Andrews projected overspend. Once the costing exercise is complete it may be necessary to seek Council permission to vire funds between budgets within the ASHP and/or to accelerate funds from planned future years spend within the ASHP.						
Mitigating Action						
Progress on this programme will be closely monitored on a regular basis through the More Homes Project Board and reported to the Housing and Communities Committee on a quarterly basis.						
Anticipated Outcome						
The Affordable Housing Supply Programme will be delivered on time and within the overall project life budget.						

<b>TOTAL GREEN</b>						
Project Life Financials	208,779	28,516	14%	208,679	(100)	0%
Current Year Financials	62,316	4,954	8%	62,316	0	0%



MONTH END DATE

30 June 2019

PERIOD

3

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

1

<b>New Build Grant</b>						
Project Life Financials	(35,623)	(3,774)	11%	(35,508)	115	0%
Current Year Financials	(20,175)	0	0%	(20,175)	0	0%
Project Description	Grant to facilitate the building of new build housing					
Project Lifecycle	Planned End Date	31-Mar-24	Forecast End Date	31-Mar-24		
<b>Main Issues / Reason for Variance</b>						
The Scottish Government grant funding is awarded based upon the cost of providing the properties required by those most in housing need. In general, as a Local Authority we are providing properties that directly deal with housing need and there are approximately 4,000 applicants currently on the housing list. There is an under supply of larger family accommodation, however most of the projects will increase the number of 3, 4 and 5 bedroom properties. These properties cost more to develop and take up a greater proportion of each site thus reducing the number of units on each site. It is anticipated that there will be a small under recovery of funding of £0.115m (0.03%).						
<b>Mitigating Action</b>						
It is the intention to have discussions with the Scottish Government to secure additional Affordable Housing Supply Programme funding. Progress on the programme will be closely monitored on a regular basis and reported to the Housing and Communities Committee on a quarterly basis.						
<b>Anticipated Outcome</b>						
It may be possible to bring the resource budget back in line, should additional funding become available.						

<b>TOTAL RESOURCES</b>						
Project Life Financials	(208,779)	(28,516)	14%	(208,679)	100	0%
Current Year Financials	(62,316)	(4,954)	8%	(62,316)	0	0%



## WEST DUNBARTONSHIRE COUNCIL

### Joint Report by Strategic Leads – Housing and Communities and Regeneration

**Housing and Communities Committee: 14 August 2019**

**Subject: Financial Report 2019/20 as at Period 3 (30 June 2019)**

#### **1. Purpose**

- 1.1** The purpose of the report is to provide the Committee with an update on the financial performance to 30 June 2019 (Period 3) of those services under the auspices of the Housing and Communities Committee.

#### **2. Recommendations**

**2.1** Members are asked to:

- i) note the contents of this report which shows the revenue budget forecast to underspend against budget by £0.066m (1.8%) at the year-end;
- ii) note the net projected annual position in relation to relevant capital projects which is showing no projected variance; and
- iii) note the progress on efficiencies incorporated into budgets for 2019/20.

#### **3. Background**

**3.1** Revenue Budget

At the meeting of West Dunbartonshire Council on 27 March 2019, Members agreed the revenue estimates for 2019/20.

A total net budget of £3.519m was approved for services under the remit for Housing and Communities services at that time. An adjustments has been made since that date and the revised budget now under the remit of Housing and Communities is £3.559m as per below.

<b>Description</b>	<b>£m</b>
<b>Starting Position</b>	<b>3.519</b>
Allocation of Foodshare / Food4thought payment	0.050
<b>Revised budget</b>	<b>3.559</b>

### Capital

- 3.1.1 At the meeting of Council on 5 March 2018, Members also agreed the updated 10 year General Services Capital Plan for 2019/2020 to 2028/29. The next three years from 2019/20 to 2021/22 have been approved in detail with the remaining 7 years being indicative at this stage. The total project life budget approved for projects that have either commenced or are due to commence in that period total for Housing and Communities services was £1.624m.

## **4. Main Issues**

### Revenue Budget

- 4.1 Appendix 1 shows the probable outturn for the services at £3.565m. As the annual budget is £3.599m there is a projected favourable variance currently projected of £0.066m. A more detailed analysis by service is given in Appendix 2. Comments are shown in Appendix 3 when there are projected net annual variances greater than £0.050m and also where the net variance is below £0.050m but there are offsetting variances of over £0.050m within the service. Appendix 4 shows progress on the achievement of saving options adopted as part of the 2019/20 budget.

### Capital Budget

- 4.2 The overall programme summary report is shown in Appendix 4. The analysis shows that for the in-year planned spend there is currently no projected variance.

## **5. People Implications**

- 5.1 There are no people implications.

## **6. Financial Implications**

- 6.1 Other than the financial position noted above, there are no financial implications of the budgetary control report.
- 6.2 Agreed management adjustments for 2019/20 are monitored with current indications being that the saving of £0.136m will be achieved. (see Appendix 3).

## **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 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.

**Jim McAloon**  
**Strategic Lead, Regeneration**

**Peter Barry**  
**Strategic Lead, Housing and Communities**

**Date: 1 July 2019**

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**Person to Contact:** Janice Rainey - Business Unit Finance Partner, 16 Church Street, Dumbarton, G82 1QL, telephone: 01389 737707, e-mail [janice.rainey@west-dunbarton.gov.uk](mailto:janice.rainey@west-dunbarton.gov.uk)

**Appendices:** Appendix 1 - Summary Budgetary Position (Revenue)  
Appendix 2 - Detailed Budgetary Position (Revenue)  
Appendix 3 - Variance Analysis (Revenue)  
Appendix 4 - Monitoring of Savings Options

**Background Papers:** None

**Wards Affected:** All





WEST DUNBARTONSHIRE COUNCIL  
REVENUE BUDGETARY CONTROL 2019/2020  
HOUSING & COMMUNITIES SUMMARY

APPENDIX 1

MONTH END DATE

30 June 2019

Actual Outturn 2018/19	Service / Subjective Summary	Total Budget 2019/20	YTD Spend 2019/20	Forecast Spend 2019/20	Annual Variance 2019/20	Annual RAG Status	
£000		£000	£000	£000	£000	%	
2,693	Working 4 U	2,997	426	2,989	(8)	0%	↑
786	Communities	866	186	867	1	0%	↓
72	Homeless Persons	141	400	138	(3)	-2%	↑
47	Private Sector Housing	43	11	43	0	0%	→
64	Private Sector Housing Grant	83	22	85	2	2%	↓
485	Anti Social Behaviour	529	65	521	(9)	-2%	↑
5	Housing Asset and Investment	49	0	0	(49)	-100%	↑
(552)	Housing Maintenance Trading A/c	(1,078)	(162)	(1,078)	0	0%	→
3,599	Total Net Expenditure	3,631	948	3,565	(66)	-1.8%	↑



YEAR END DATE **30 June 2019**  
PERIOD **3**

Actual Outturn 2018/19	Service Summary	Total Budget 2019/20	YTD Spend 2019/20	Forecast Spend 2019/20	Annual Variance 2019/20	RAG Status
<b>£000</b>	<b>All Services</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
17,423	Employee	17,939	4,311	17,769	(168)	-1%
2,184	Property	2,126	388	2,110	(15)	-1%
1,146	Transport and Plant	1,160	285	1,160	0	0%
9,914	Supplies, Services and Admin	12,219	2,956	12,223	4	0%
2,355	Payments to Other Bodies	2,750	327	2,751	1	0%
811	Other	835	209	835	0	0%
<b>33,831</b>	<b>Gross Expenditure</b>	<b>37,029</b>	<b>8,476</b>	<b>36,849</b>	<b>(178)</b>	<b>0%</b>
<b>(30,237)</b>	<b>Income</b>	<b>(33,399)</b>	<b>(7,528)</b>	<b>(33,284)</b>	<b>112</b>	<b>0%</b>
<b>3,594</b>	<b>Net Expenditure</b>	<b>3,631</b>	<b>948</b>	<b>3,565</b>	<b>(66)</b>	<b>-2%</b>
<b>£000</b>	<b>Working 4 U</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
2,262	Employee	2,420	622	2,408	(12)	0%
1	Property	0	0	-	0	0%
28	Transport and Plant	29	5	28	(1)	-4%
78	Supplies, Services and Admin	102	51	105	3	3%
1,044	Payments to Other Bodik	1,467	120	1,468	2	0%
0	Other	0	0	-	0	0%
<b>3,412</b>	<b>Gross Expenditure</b>	<b>4,018</b>	<b>798</b>	<b>4,010</b>	<b>(8)</b>	<b>0%</b>
<b>(719)</b>	<b>Income</b>	<b>(1,021)</b>	<b>(372)</b>	<b>(1,021)</b>	<b>(0)</b>	<b>0%</b>
<b>2,693</b>	<b>Net Expenditure</b>	<b>2,997</b>	<b>426</b>	<b>2,989</b>	<b>(8)</b>	<b>0%</b>
<b>£000</b>	<b>Communities</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
479	Employee	539	123	524	(15)	-3%
493	Property	284	61	285	1	0%
4	Transport and Plant	4	0	5	0	0%
3	Supplies, Services and Admin	5	1	5	0	0%
205	Payments to Other Bodies	159	0	159	0	0%
0	Other	0	0	0	0	0%
<b>1,185</b>	<b>Gross Expenditure</b>	<b>991</b>	<b>186</b>	<b>978</b>	<b>(14)</b>	<b>-1%</b>
<b>(399)</b>	<b>Income</b>	<b>(125)</b>	<b>0</b>	<b>(110)</b>	<b>15</b>	<b>12%</b>
<b>786</b>	<b>Net Expenditure</b>	<b>866</b>	<b>186</b>	<b>867</b>	<b>1</b>	<b>0%</b>
<b>£000</b>	<b>Homeless Persons</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
1,573	Employee	1,786	432	1,772	(14)	-1%
1,359	Property	1,498	353	1,481	(16)	-1%
17	Transport and Plant	24	3	24	0	0%
69	Supplies, Services and Admin	20	11	20	0	0%
636	Payments to Other Bodies	637	129	636	(1)	0%
0	Other	0	0	0	0	0%
<b>3,654</b>	<b>Gross Expenditure</b>	<b>3,965</b>	<b>928</b>	<b>3,933</b>	<b>(32)</b>	<b>-1%</b>
<b>(3,582)</b>	<b>Income</b>	<b>(3,824)</b>	<b>(528)</b>	<b>(3,795)</b>	<b>29</b>	<b>1%</b>
<b>72</b>	<b>Net Expenditure</b>	<b>141</b>	<b>400</b>	<b>138</b>	<b>(3)</b>	<b>-2%</b>
<b>£000</b>	<b>Private Sector Housing</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
40	Employee	40	11	40	0	0%
0	Property	0	0	0	0	0%
1	Transport and Plant	0	0	0	0	0%
6	Supplies, Services and Admin	0	0	0	0	0%
19	Payments to Other Bodies	27	0	27	0	0%
0	Other	0	0	0	0	0%
<b>66</b>	<b>Gross Expenditure</b>	<b>67</b>	<b>11</b>	<b>67</b>	<b>0</b>	<b>0%</b>
<b>(19)</b>	<b>Income</b>	<b>(24)</b>	<b>0</b>	<b>(24)</b>	<b>0</b>	<b>0%</b>
<b>47</b>	<b>Net Expenditure</b>	<b>43</b>	<b>11</b>	<b>43</b>	<b>0</b>	<b>0%</b>

YEAR END DATE **30 June 2019**  
PERIOD **3**

Actual Outturn 2018/19	Service Summary	Total Budget 2019/20	YTD Spend 2019/20	Forecast Spend 2019/20	Annual Variance 2019/20	RAG Status
<b>£000</b>	<b>Private Sector Housing Grant</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
34	Employee	34	9	36	2	6%
246	Property	261	(46)	261	0	0%
0	Transport and Plant	1	0	1	0	0%
0	Supplies, Services and Admin	2	0	2	0	0%
231	Payments to Other Bodies	231	59	231	0	0%
0	Other	0	0	0	0	0%
<b>511</b>	<b>Gross Expenditure</b>	<b>529</b>	<b>22</b>	<b>531</b>	<b>2</b>	<b>0%</b>
<b>(447)</b>	<b>Income</b>	<b>(446)</b>	<b>0</b>	<b>(446)</b>	<b>(2)</b>	<b>0%</b>
<b>64</b>	<b>Net Expenditure</b>	<b>83</b>	<b>22</b>	<b>85</b>	<b>2</b>	<b>2%</b>
<b>£000</b>	<b>Anti Social Behaviour</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
303	Employee	306	61	301	(4)	-1%
0	Property	0	0	0	0	0%
6	Transport and Plant	5	1	6	1	26%
30	Supplies, Services and Admin	60	2	54	(6)	-10%
147	Payments to Other Bodies	159	1	159	1	0%
0	Other	0	0	0	0	0%
<b>485</b>	<b>Gross Expenditure</b>	<b>529</b>	<b>65</b>	<b>521</b>	<b>(9)</b>	<b>-2%</b>
<b>0</b>	<b>Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>485</b>	<b>Net Expenditure</b>	<b>529</b>	<b>65</b>	<b>521</b>	<b>(9)</b>	<b>-2%</b>
<b>£000</b>	<b>Housing Asset and Investment</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
303	Employee	465	87	345	(120)	-26%
0	Property	0	0	0	0	0%
5	Transport and Plant	5	1	5	0	0%
0	Supplies, Services and Admin	0	0	0	0	0%
5	Payments to Other Bodies	0	0	0	0	0%
0	Other	0	0	0	0	0%
<b>313</b>	<b>Gross Expenditure</b>	<b>470</b>	<b>88</b>	<b>350</b>	<b>(120)</b>	<b>-26%</b>
<b>(308)</b>	<b>Income</b>	<b>(421)</b>	<b>(88)</b>	<b>(350)</b>	<b>71</b>	<b>17%</b>
<b>5</b>	<b>Net Expenditure</b>	<b>49</b>	<b>0</b>	<b>0</b>	<b>(49)</b>	<b>-100%</b>
<b>£000</b>	<b>Housing Maintenance Trading A/c</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
12,733	Employee	12,349	2,965	12,342	(7)	0%
84	Property	83	21	83	0	0%
1,090	Transport and Plant	1,092	273	1,092	0	0%
9,728	Supplies, Services and Admin	12,030	2,892	12,037	7	0%
73	Payments to Other Bodies	71	18	71	0	0%
811	Other	835	209	835	0	0%
<b>24,519</b>	<b>Gross Expenditure</b>	<b>26,460</b>	<b>6,378</b>	<b>26,460</b>	<b>0</b>	<b>0%</b>
<b>(25,071)</b>	<b>Income</b>	<b>(27,538)</b>	<b>(6,540)</b>	<b>(27,538)</b>	<b>0</b>	<b>0%</b>
<b>(552)</b>	<b>Net Expenditure</b>	<b>(1,078)</b>	<b>(162)</b>	<b>(1,078)</b>	<b>0</b>	<b>0%</b>

WEST DUNBARTONSHIRE COUNCIL  
REVENUE BUDGETARY CONTROL 2019/2020  
ANALYSIS FOR VARIANCES OVER £50,000

APPENDIX 3

YEAR END DATE

30 June 2019

Budget Details	Variance Analysis			
	Total Budget	Annual Spend	Variance	RAG Status
	£000	£000	£000	%

Housing Asset and Investment	49	0	(49)	-100%	↑
Service Description	This service manages strategic investment in council and some private sector housing.				
Main Issues / Reason for Variance	This favourable variance is due to vacant posts being held. The employee cost saving are offset by a reduced staffing recharge to the HRA. The vacancies are not impacting on service delivery.				
Mitigating Action	No mitigating action required as variance is favourable.				
Anticipated Outcome	Underspend will be achieved				



Efficiency reference	Efficiency Detail	budgeted Amount £	Projection of Total Saved £	Projection of Total Not Saved £	Comment
MA26	Increased charge to Renfrewshire Council for management of Empty Homes Service	3,000	3,000	-	
MA27	Budget for Internships reduced	15,000	15,000	-	
MA28	Homelessness (Housing Solutions) Service Redesign	25,000	25,000	-	
MA29	30+ employment grant to be incorporated into EU funded programme	35,000	35,000	-	
MA31	Restructure of Anti-Social Behaviour & Estate Caretaking Services	57,528	57,528	-	
		135,528	135,528	-	