

Agenda



Housing and Communities Committee

Date: Wednesday, 3 February 2021

Time: 14:00

Venue: Zoom Video Conference

Contact: Lynn Straker, Committee Officer
Email: lynn.straker@west-dunbarton.gov.uk

Dear Member

Please attend a meeting of the **Housing and Communities Committee** as detailed above.

The Convener has directed that the powers contained in Section 43 of the Local Government in Scotland Act 2003 will be used and so Members will attend the meeting remotely.

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
Chief Officer - Housing and Employability
Chief Officer - Regulation and Regeneration
Chief Officer - Supply, Distribution and Property

Date issued: 21 January 2021

HOUSING AND COMMUNITIES COMMITTEE

WEDNESDAY, 3 FEBRUARY 2021

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 - 13

Submit for approval as a correct record the Minutes of Meeting of the Housing and Communities Committee held on 4 November 2020.

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 EMPTY HOMES STRATEGY (PRIVATE SECTOR) 2021-2024

15 - 33

Submit report by the Chief Officer for Housing and Employability to seek approval from Committee for the Empty Homes Strategy (Private Sector) for the period 2021-2024.

7 RAPID RE-HOUSING TRANSITION PLAN AND NEW APPROACHES TO HOMELESSNESS UPDATE REPORT 35 - 42

Submit report by the Chief Officer for Housing and Employability to provide Committee with an update in terms of Scottish Government funding received to deliver our Rapid Rehousing Transition Plan (RRTP), "Home at the Heart" and provide an update relating to our local response to the new recommendations made by the Homelessness and Rough Sleeping Action Group (HARSAG).

8 MORE HOMES WEST DUNBARTONSHIRE – WEST DUNBARTONSHIRE COUNCIL AFFORDABLE HOUSING SUPPLY DELIVERY PROGRAMME 43 - 51

Submit report by the Chief Officer for Housing and Employability to provide the Committee an update on progress with West Dunbartonshire Council's More Homes Programme which oversees the strategic delivery of the Council's new homes.

9 "INVOLVING YOU", WEST DUNBARTONSHIRE COUNCIL'S TENANT PARTICIPATION STRATEGY 2021-2024 53 - 112

Submit report by the Chief Officer for Housing and Employability to highlight to the Committee the Council's statutory obligations in relation to tenant participation and to seek approval for the new Tenant Participation Strategy for the period 2021-2024.

10 BUDGETARY CONTROL REPORT – P9 HOUSING REVENUE ACCOUNT 113 - 134

Submit report by the Chief Officer for Resources to provide an update on the financial performance to 31 December 2020 (Period 9) of the Housing Revenue Account revenue and capital budgets for 2020/21.

11 HOUSING AND COMMUNITIES BUDGETARY CONTROL REPORT FOR P9 FINANCIAL PERFORMANCE 135 - 145

Submit report by the Chief Officer for Resources to provide the Committee with an update on the financial performance to 31 December 2020 (Period 9) of those services under the auspices of the Housing and Communities Committee.

12 SCRUTINY REPORTS

(A) POLICE SCRUTINY REPORT

147 - 150

Submit report by the Divisional Commander, Police Scotland to provide members of the Housing and Communities Committee with an update on Quarter 3 2020/21 performance against the Local Police Plan.

(B) FIRE AND RESCUE SCRUTINY REPORT

151 - 162

Submit report by Local Senior Officer, Scottish Fire and Rescue Service to allow the Local Senior Officer to provide the Housing and Communities Committee with appropriate performance data measured against priorities in the West Dunbartonshire Local Fire and Rescue Plan for the period 01 October 2020 – 31 December 2020.

HOUSING AND COMMUNITIES COMMITTEE

At a Meeting of the Housing and Communities Committee held by Zoom Video Conference on Wednesday, 4 November 2020 at 10.05 a.m.

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

Attending: Peter Barry, Strategic Lead, Housing and Employability; John Kerr, Housing Development and Homelessness Manager; Edward Thomas, Housing Operations Manager; Martin Feeney, Building Services Manager; Janice Rainey, Finance Business Partner; Sally Michael, Principal Solicitor; Alan Young, Housing Asset and Investment Manager; Michelle Lynn, Asset Coordinator and Lynn Straker, Committee Officer.

Apologies: Apologies for absence were intimated on behalf of Councillors Karen Conaghan, John Millar and John Mooney.

Councillor Diane Docherty in the Chair

STATEMENT BY CHAIR – AUDIO STREAMING

Councillor Docherty, Chair, welcomed everyone to the November meeting of the Housing and Communities Committee which was being held remotely, in terms of Section 43 of the Local Government in Scotland Act 2003.

Accordingly, the Chair advised that a process/procedure had been developed for the meeting (a copy of which had previously been circulated to Members). Thereafter, the Committee agreed to note the procedure in place for the conduct of the meeting and the meeting then continued by video conferencing.

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 2 September 2020 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 ASSET MANAGEMENT STRATEGY UPDATE – MORE HOMES BETTER HOMES

A report was submitted by the Strategic Lead, Housing and Employability providing an update on progress in delivering the More Homes Better Homes Housing Asset Management Strategy 2018-2023 approved by the Committee in February 2018.

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

- (1) to note the progress made in the implementation of the Strategy;
- (2) to note the results of the Asset Management Database assessment and proposed future action; and
- (3) to note that the Strategic Lead, Housing and Employability would provide an update on this matter to the Committee early in 2021.

ENHANCED STANDARD FOR HIGH RISE FLATS

A report was submitted by the Strategic Lead, Housing and Employability providing an update on the Council's work to develop the enhanced standard for high rise flats and provide reassurance to our tenants that these properties are as safe and desirable as conventional dwellings.

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

- (1) to note the content of the report and the draft specification of works towards enhancing standards for high rise flats;
- (2) to note that officers would consult the Ministerial Working Group for Building and Fire Safety regarding the specification;
- (3) to invite officers to prepare a Capital plan for enhancement works based on the draft specification and feedback from the working group for approval at a future meeting of the Committee.
- (4) to request a Briefing Note with an update on the fire doors at Burnside Court and the ongoing safety concerns.

MORE HOMES WEST DUNBARTONSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2021/2022 -2025/2026 UPDATE REPORT

A report was submitted by the Strategic Lead, Housing and Employability seeking approval for the More Homes West Dunbartonshire Strategic Housing Investment Plan (SHIP) for 2021/22 – 2025/26 which requires to be submitted to the Scottish Government.

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

- (1) to approve the draft the Strategic Housing Investment Plan (SHIP) for 2021/22 - 2025/26 as appended to the report; and
- (2) to invite the Strategic Lead, Housing and Employability to implement the SHIP in partnership with relevant key stakeholders.

APPROVAL FOR SUBCONTRACTOR PROCUREMENT FOR BUILDING SERVICES

A report was submitted by the Strategic Lead, Regeneration seeking approval to authorise Subcontractor Procurement for Building Services for Kitchen, Bathroom and Shower Works and Supply and Installation of UPVC Windows and Doors.

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 authorise Subcontractor Procurement for Building Services for Kitchen, Bathroom and Shower Works and Supply and Installation of UPVC Windows and Doors; and
- (2) to note that, on conclusion of the procurement exercise, a further report would be submitted to the Tendering Committee with recommendations on the award of the contracts.

BUILDING SERVICES ACTIONS TO IMPROVE TENANTS SATISFACTION WITH THE SERVICE

A report was submitted by the Strategic Lead, Regeneration advising of actions being taken to improve tenants' satisfaction with the Council's Maintenance and Repairs Services delivered by Building Services.

After discussion and having heard from Building Services Manager, the Housing Asset and Investment Manager and the Strategic Lead, Housing and Employability in further explanation and in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the report;
- (2) to note updates on progress would be monitored; and
- (3) that the Building Services Tenant Satisfaction performance would be reported within the Scottish Social Charter Update Report presented to the Committee for 2020/2021.
- (4) to note that the Building Services Manager would arrange for a Briefing Note to be issued to Elected Members detailing plans for the Employment structure once agreed.

WEST DUNBARTONSHIRE – HOUSING ALLOCATION POLICY REVIEW

A report was submitted by the Strategic Lead, Housing and Employability seeking approval for some technical updates to the Housing Allocations Policy and providing a timetable for a full update and review of the policy to be carried out.

After discussion and having heard from the Housing Development and Homelessness Manager in further explanation and in answer to a Member's question, the Committee agreed:-

- (1) to approve the technical changes to the Housing Allocations Policy outlined in this report and proposed Annex to the policy;
- (2) to note that these changes could be implemented immediately; and
- (3) to note the timetable for delivery of a full review and update of the West Dunbartonshire Allocation Policy being proposed.

SCOTTISH SOCIAL HOUSING CHARTER/REGULATION OF SOCIAL HOUSING IN SCOTLAND PROGRESS REPORT

A report was submitted by the Strategic Lead – Housing and Employability providing Members with benchmarking information relating to how the Council has performed against the Scottish Social Housing Charter indicators and providing an update into how we are meeting the requirements of the Scottish Housing Regulator's Regulatory Framework

After discussion and having heard from the Strategic Lead, Housing and Employability and in answers to a Members' question, the Committee agreed:-

- (1) to note the contents of this report and recognise the continued improvements across Housing and Homelessness Services in West Dunbartonshire;

- (2) to note that a Charter Improvement Plan had been developed based on a comprehensive assessment of performance and had informed on the production and publication of the Council's annual Charter Performance Report;
- (3) to approve the Council's Annual Assurance Statement, and for this to be submitted to the Scottish Housing Regulator as per the regulatory requirement; and
- (4) to note that a full annual progress report on the Scottish Social Housing Charter would be submitted to the August 2021 meeting of the Housing and Communities Committee.

MORE HOMES – WEST DUNBARTONSHIRE COUNCIL AFFORDABLE HOUSING SUPPLY DELIVERY PROGRAMME

A report was submitted by the Strategic Lead, Housing and Employability providing an update on progress with West Dunbartonshire's More Homes Programme which oversees the strategic delivery of the Council's new homes.

After discussion and having heard from the Strategic Lead, Housing and Employability and the Housing Development and Homelessness Manager and Asset Coordinator 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 including the first handovers of the new homes at the Haldane development;
- (2) to note that the report and the delivery of the Council's ambitious plans to deliver new homes to meet housing need would include significant Member involvement in its delivery and as such a regular update report would be provided to the Housing and Communities Committee;
- (3) to approve the continuing discussion regarding acquisition of available land at Willox Park, Dumbarton (former care home site) and Bank Street, Alexandria by the HRA from General Services subject to the valuation figures once they are available and subject to a viable housing scheme being deliverable with detailed progress on the project provided at each future Housing and Communities Committee as part of this report;
- (4) to authorise the Strategic Lead, Regeneration and Strategic Lead, Housing and Employability to conclude negotiations; and
- (5) to authorise the Strategic Lead, Regulatory to conclude the transaction on such conditions as were considered appropriate.

HOUSING AND EMPLOYABILITY DELIVERY PLAN 2019/2020 YEAR END PROGRESS REPORT AND 2020/2021 DELIVERY PLAN

A report was submitted by the Strategic Lead, Housing and Employability providing Members with the final position against the 2019/20 Delivery Plan and presenting the 2020/21 Delivery Plan.

After discussion and having the Strategic Lead, Housing and Employability in further explanation, the Committee agreed:-

- (1) to note the progress made on the delivery on the 2019/20 plan; and
- (2) otherwise to note the 2020/21 Delivery Plan.

HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 30 SEPTEMBER 2020 (PERIOD 6)

A report was submitted by the Strategic Lead, Housing and Employability providing an update on the financial performance to 30 September 2020 (Period 6) of the HRA revenue and capital budgets for 2020/21.

After discussion and having heard the Strategic Lead, Housing and Employability in further explanation, the Committee agreed:-

- (1) to note that the revenue account currently showed a projected annual favourable variance of £1.807m (4.09% of the total budget), of which £1.773m was COVID related; and
- (2) to note the net projected annual position in relation to relevant capital projects which was highlighting an in-year variance of £10.695m (17.85%) due to projected slippage of £11.675m (19.59%) and an overspend of 0.980m (-1.64%).

FINANCIAL REPORT 2020-2021 AS AT PERIOD 6 (30 SEPTEMBER 2020)

A joint report was submitted by the Strategic Lead, Housing and Communities and Strategic Lead, Regeneration providing an update on the financial performance to 30 September 2020 (Period 6) of those services under the auspices of the Housing and Communities Committee.

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

- (1) to note the contents of the report which showed the revenue budget forecast to overspend against budget by £0.008m (0.15%) at the year-end;
- (2) to note the net projected annual position in relation to relevant capital projects which was showing no projected variance; and

- (3) to note the progress on efficiencies incorporated into budgets for 2020/21.

SCRUTINY REPORTS

(A) POLICE SCRUTINY – QUARTER 1 2020/2021 REPORT

A report was submitted by the Divisional Commander, Police Scotland providing an update on Quarter 1 2020/21 performance against the Local Police Plan.

After discussion and having heard from the Divisional Commander, John Paterson, Police Scotland in further explanation and in answer to Members' questions, the Committee agreed to note the update given on the progress against the Local Police Plan.

(B) FIRE AND RESCUE SCRUTINY QUARTER 2 REPORT – 01 JULY 2020 TO 30 SEPTEMBER 2020

A report was submitted by the Local Senior Officer, Joe McKay, Scottish Fire and Rescue Service providing appropriate performance data measured against priorities in the West Dunbartonshire Local Fire and Rescue Plan.

Having heard the Local Senior Officer, Fire and Rescue Service, the Committee agreed to note the contents of the SFRS West Dunbartonshire Council Year to Date Report covering the period 1 July – 30 September 2020.

The meeting closed at 12:30 p.m.

WEST DUNBARTONSHIRE COUNCIL**Report by the Chief Officer, Housing and Employability****Housing and Communities Committee: 3 February 2021**

**Subject: West Dunbartonshire Empty Homes Strategy (Private Sector)
2021-24**

1. Purpose

- 1.1** This purpose of this report is to seek approval from members of the Housing and Communities Committee for our Empty Homes Strategy (Private Sector) for the period 2021-24.

2. Recommendations

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) Note the progress and achievements made in implementing our previous Empty Homes Strategy for the period 2016-19 including the positive impact of the Council's dedicated Empty Homes Officer; and
 - (ii) Approve our new Empty Homes Strategy to cover the period 2021-24.

3. Background

- 3.1** According to the Scottish Household Survey 2019, there are around 130,000 households on housing waiting lists in Scotland and it is estimated that 23,000 new homes will need to be built each year to keep up with the growing number of households in Scotland.
- 3.2** In the year ending December 2019, 22,386 were completed across the country. At the same time Scotland has 40,000 long term Empty Homes in the private sector.
- 3.3** The Scottish Government has recognised and prioritised the issue of empty properties by asking Local Authorities to demonstrate in their Local Housing Strategies how the issue of empty homes is being addressed.
- 3.4** In July 2020 the Scottish Empty Homes Partnership released a paper "Providing Homes, Helping Recovery" and expect that due to the Covid-19 pandemic the number of long-term empty properties is projected to increase, both as a result of more properties becoming empty, either through the deaths of owners, or downturns in the rental market, and fewer existing long-term empty properties being purchased and brought back to use.

4. Main issues

- 4.1 The most recent data published by the Scottish Government showed that West Dunbartonshire had 352 properties recorded as being empty for over 6 months at the end of 2020. This is a reduction from 439 properties at the end of 2019. The location of the empty properties is highlighted below.

Town	Number of Empty Homes (Privately Owned)
Alexandria	105
Clydebank	145
Dumbarton	102

- 4.2 The positive downward trend can be attributed to the role of West Dunbartonshire Council's Empty Homes Officer (EHO). This post has been in place since August 2012 and the EHO also provides a service for Renfrewshire Council and works closely with Shelter Scotland who run the Scottish Empty Homes Partnership.
- 4.3 A system has been set up to allow Empty Homes to be tackled in a targeted manner using information provided from Council Tax records. The officer also attends national Best Practice Group meetings where best practice ideas are shared and knowledge developed.
- 4.4 Our previous strategy outlined the aim of bringing 25 Empty Homes per year back into use per year through direct engagement. Progress in relation to this target, with positive impact on council tax income is outlined below:

Properties brought back into use via direct engagement			
Year	Amount of empty homes	Council Tax - Band D	Accumulated figure
2013/14	2	£1,163.00	£2,326.00
2014/15	6	£1,163.00	£9,304.00
2015/16	20	£1,163.00	£32,564.00
2016/17	16	£1,163.00	£51,172.00
2017/18	0 (post vacant)	£1,163.00	£51,172.00
2018/19	19	£1,233.83	£74,614.77
2019/20	31	£1,293.55	£114,714.82
Total of all years			£335,867.59
Total amount of properties returned to use			94
Works in progress to bring property back into use			
2020	34		

- 4.5** Renovating empty homes will help local economies. Covid-19 has severely affected sole traders, independent businesses and local retailers working in building and construction. Where someone is repairing or renovating an empty home, they are likely to hire local builders and contractors who purchase materials from local suppliers. Scottish Government figures show that every £1 spent on renovating property in Scotland generates an additional £1.60 for the economy.
- 4.6** Empty Homes Officers can work with owners to help to bring these properties back to use and it is important that the work being done in relation to Empty Homes continues and that opportunities to bring properties back into use are expanded on.
- 4.7** The proposed Empty Homes Strategy 2021-2024 has the following key objectives:
- Maximise the re-use of empty homes;
 - Reduce the number of long term empty problem properties;
 - Help to alleviate the effects of homelessness and waiting list in WDC; and
 - Support Town Centre regeneration.
- 4.8** Owners of Empty Homes will be identified from the information sources and via individual engagement a tailored approach to the empty homes service will be developed.
- 4.9** The Empty Homes Officer will take an approach to engaging with owners that involves:
- Advice and information;
 - Financial and practical assistance; and
 - Enforcement.
- 4.10** The Scottish Government have said they intend to legislate to introduce a Compulsory Sale Order Power for vacant land and buildings. This would allow local authorities to force long term empty homes onto the open market. This would give the EHO an additional tool in those instances where all other means of engaging with the owner have been exhausted. The intended legislation that would introduce these powers has been delayed because of BREXIT and has further been delayed because of the COVID-19 pandemic. While no date has been set we anticipate the legislation will be introduced in 2021.
- 4.11** Our approach is outlined in detail in the proposed Empty Homes Strategy 2021-24 attached as Appendix 1 and we will continue to aim to meet the target to bring a minimum of 25 Empty Homes back into use every year in West Dunbartonshire.

5. People Implications

- 5.1** There are no people implications, as the strategy will be implemented by the Council's existing Empty Homes Officer.
- 5.2** As outlined, demand for Empty Homes work may increase due to the Covid-19 pandemic and the resources available to carry out this work will continue to be reviewed.

6. Financial and Procurement implications

- 6.1** Actions required to take the Empty Homes Strategy forward will be delivered within current budgetary provision and the Empty Homes Officer will maximise potential income streams.
- 6.2** There are no procurement implications contained within the report.

7. Risk Analysis

- 7.1** The Scottish Government have a vision of a Scotland where every home is occupied and no homes are left empty for significant periods of time without good reason. There is a clear ambition to see empty homes services operating in every area of Scotland and for existing services to be enhanced where possible. Not having a Empty Homes Strategy appropriately resourced risks reputational damage to the Council, a growing number of Empty Homes not being tackled and leading to neighbourhood decline and impacting on our affordable homes targets.

8. Equalities Impact Assessment

- 8.1** The Empty Homes Strategy has had an initial equality impact screening carried out. This identified that all correspondence used by the Empty Homes Officer should be reviewed to ensure that it is informed by best communication practise and that equalities monitoring in terms of owners engaging with the service would be beneficial. Actions have been taken to implement both of these recommendations.

9. Consultation

- 9.1** The Empty Homes Officer provides regular Empty Homes updates at both the Strategic Housing Providers Forum and the Landlord Forum.
- 9.2** A draft of the new strategy has been circulated to Shelter Scotland who run the Scottish Empty Homes Partnership. Positive feedback was provided and some changes made to the strategy as a result.
- 9.3** The new strategy was highlighted and consulted with all local housing providers at the Strategic Housing Providers Forum on 6 October 2020 and relevant officers in Legal and Finance have also been consulted.

10. Strategic Assessment

- 10.1 The implementation of the Empty Homes Strategy will continue to support all of the Council's key strategic priorities.

Peter Barry
Chief Officer, Housing and Employability
Date: 20 January 2021

Person to Contact:	John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team, Housing and Employability, telephone: 07793717981, email: john.kerr@west-dunbarton.gov.uk
Appendices:	1. Draft Empty Homes Strategy 2021-24.
Background Papers:	Empty Homes in Scotland, a report by the Local Government and Communities Committee, 10 November 2019 Empty Homes Strategy EIA Screening, October 2020 West Dunbartonshire Empty Homes Strategy 2016, West Dunbartonshire Council, https://www.west-dunbarton.gov.uk/media/4313439/empty-homes-strategy-update-2016-2019.pdf
Wards Affected:	All

West Dunbartonshire Empty Homes Strategy (Private Sector) 2021/24

DRAFT February 2021



CONTENTS

Introduction	2
1. Policy context and key objectives.....	3
2. Impact of Empty Homes and benefits of bring them back into use	4
3. Options for owners	6
4. West Dunbartonshire approach to Empty Homes	8
5. Monitoring and review of strategy	10
Action Plan.....	12

Introduction

Scottish Empty Homes Partnership

The Scottish Empty Homes Partnership is funded by the Scottish Government and hosted by Shelter Scotland. The partnership exists to encourage Scotland's approximately 40,000 privately-owned long-term empty homes back into use. At a time of a housing emergency we know that every home matters.

The partnership was first formed in 2010, after the review of the private rented sector identified that empty homes can play an important part in meeting our housing challenges.

The aim of the Scottish Empty Homes Partnership is to bring as many privately-owned empty homes back into use as possible by meeting the following four objectives:

Encourage every council in Scotland to have a dedicated Empty Homes Officer

In local authority areas where owners can access advice and information, more homes are unlocked;

Support the national network of Empty Homes Officers

Empty Homes Officers give advice and information on a range of issues and the partnership support them with tailored training, workshops and facilitated best practice meetings;

Encourage registered social landlords, community groups and other private bodies to engage in empty homes work

A single empty home can cause a nuisance to a community and clusters of empty homes can lead to a spiral of decline. The partnership aims to make sure that other organisations recognise the importance and value of bringing derelict properties back into use.

Encourage councils to mainstream empty homes work

It doesn't make financial sense to allow properties to remain empty and deteriorate.

What is an Empty Home and why are they empty?

An Empty Home is considered to be one that has been sitting empty for 6 months or more. There are a number of reasons why properties become empty including:

- The property is difficult to sell or let;
- The property is being renovated;
- The owner does not have the finances, motivation or time to deal with the property;
- The property has been re-possessed;
- Probate issues; and/or
- The owner is in care/hospital or has moved out of the country.

Section 1 – Policy context and key objectives

National context

Scotland has more than 40,000¹ long term empty homes in the private sector. It is estimated that 23,000 new homes will need to be built each year to keep up with the growing number of households in Scotland. The reuse of empty homes would help towards achieving this goal.

According to the 2019 Scottish Household Survey, covering 2.50m households, the private rented sector accounts for 14% of the housing market (up from 5% in 1999), whilst in the same time the social rented sector accounts for around 24% of the market (down from 32% in 1999).

The number of households living in the private rented sector has increased from 120,000 in 1999 to 340,000 in 2019, this is an increase of 283%. There are 130,000² households on waiting lists in Scotland, with 22,386³ homes being completed across the country over the year ending June 2019.

Therefore, the empty homes problem is an issue that needs addressing. Through empty homes work the Council can provide an added boost to local housing supply and help regenerate communities. The Scottish Government has recognised and prioritised the issue of empty properties by asking Local Authorities to demonstrate in their Local Housing Strategies how the issue of empty homes is being addressed.

Local context

West Dunbartonshire Council currently employs an Empty Homes Officer (EHO) that is a shared service with Renfrewshire Council. This post has been in place since August 2012 and the EHO also works closely with Shelter Scotland, who run the Scottish Empty Homes Partnership. This involves attending Best Practice Group meetings with fellow Empty Homes Officers, where best practice ideas are shared and knowledge developed. A system has been set up to allow Empty Homes to be tackled in a targeted manner using a number of information sources including Council Tax records. The most recent data, published by the Scottish Government, showed that West Dunbartonshire had 352⁴ properties recorded as being empty for over 6 months, 246 of which had been empty for longer than 12 months.

Strategic links and key objectives

The Scottish Government has included Empty Homes within the scope of the Local Housing Strategy. West Dunbartonshire Council's Local Housing Strategy 2017/22 recognises the part that bringing empty properties back into use can play in increasing housing supply. It is important therefore that we can demonstrate the measures the Council is taking to get empty homes back into use and our Empty Homes Strategy has the following key objectives:

- Maximise the re-use of empty homes;
- Reduce the number of long term empty problem properties;
- Help to alleviate the effects of homelessness and waiting list in WDC; and
- Support Town Centre regeneration.

¹ <https://emptyhomespartnership.scot/about-us/>

² <https://www.gov.scot/publications/scottish-household-survey-2019-annual-report/>

³ <https://news.gov.scot/news/11-percent-rise-in-number-of-new-build-homes-completed-in-2019>

⁴ <https://www.gov.scot/publications/housing-statistics-empty-properties-and-second-homes/>

Section 2 – Impact of Empty Homes and benefits of bringing them back into use

Impact of Empty Homes

When a property remains empty for a significant period of time, or is attracting unwanted attention, it could be considered to be a problematic long term empty property. Engaging with the owners of these properties and encouraging them to tackle the specific challenges that exist, can be a lengthy process that requires persistence to achieve a successful end result of 'back in use'.

Empty properties can also become an eyesore for a local community and can attract unwanted antisocial behaviour. People who live next to or in sight of empty homes tend to suffer from increased stress and anxiety, and can be shown to have decreased levels of trust in their Council. Bringing these homes back into use not only helps alleviate these impacts but also helps restore faith in the Council.

Benefits of bring Empty Homes back into use

Bringing Empty Homes back into use can help address housing need. At the end of 2019/20, there were 4876 households on the Council's housing list and during that year there were 1021 homeless presentations made in West Dunbartonshire. Increasing the number of properties that can be used for affordable housing is beneficial as it increases the housing options for the most vulnerable members of our community.

Another key benefit of empty homes work will often be Council Tax retrieval. This occurs in a number of ways. Firstly, there is the fact that many empty homes are being charged a discounted rate of Council Tax for the first year (between 50% and 90% of the full charge), so if those properties are brought back into use quicker, then the owner is paying full Council Tax quicker, and therefore the Council increases the revenue generated.

An owner may also not have realised they are being charged Council Tax for an empty home, they may not be able to afford to pay and some disagree with the principle that they should be paying.

Providing assistance to bring these properties back into use has a positive impact in terms of debt recovery, as owner will often clear their arrears once their house is sold or let and new owners/tenants tend to pay their Council Tax more promptly.

There are also social benefits of having less empty homes in an area. These include greater pride in an area, which can lead to less crime, particularly vandalism. Empty homes are more prone to anti-social behaviour than an occupied home because there is nobody living in the house keeping it secure. Consequently, they can be entered more easily either by squatters or people looking to use the property for anti-social purposes or to commit anti-social acts.

As well as locking communities into a spiral of decline, areas with concentrations of empty homes can trap local authorities and other public services into a spiral of reactive spend as a result of this activity.

A high number of empty homes in an area reduces the confidence of investors in that area, whereas the sight of a number of formerly empty dwellings springing back to life gives confidence that an area is recovering and will be a safe and desirable place in which to invest.

There are other benefits which are less direct but no less important. When a home is occupied, the household will, depending on its size, spend thousands, potentially tens of thousands of pounds in the local community. This could be anything from buying groceries locally, going to local pubs/restaurants, and buying clothes, furniture and other goods locally.

It is sometimes better when thinking of this particular benefit to consider the costs of these houses remaining empty rather than the benefits of them being occupied; lots of empty homes in a particular area cost local businesses a huge amount of money. These companies could then go out of business and therefore make the area less desirable and actually increase the chances of there being more empty homes in that area.

Then there are the benefits that might be accrued from having empty homes bought by new owners who want to spend money on them. Those owners are likely to hire local builders to do remedial works, often using local building supplies. This creates job opportunities for people both in the building trade and the building supply industry. They are more than likely to spend money on decorating supplies and furnishings too, and again are likely to source these locally. This has obvious positive impacts for the local economy.

Finally, there are environmental benefits. According to the Scottish Government; *“The Empty Homes Agency has calculated that each new home in its study generated 50 tonnes of GHG (CO₂e) compared with 15 tonnes of GHG (CO₂e) for bringing an empty home back into use. Renovating an existing property removes the need for the energy locked into new build materials and construction”*.

More recently, The Royal Institute of Chartered Surveyors (RICS) has estimated that for residential premises 51% of the lifecycle carbon is emitted before the building is even completed. These calculations suggest it will be decades before some new buildings pay back their carbon debt by saving more emissions than they created.⁵

Reducing the impact on the environment is a key consideration for the Council, as is increasing the supply of affordable housing, so to be able to do both at the same time is incredibly beneficial.

⁵ <https://www.bbc.co.uk/news/business-53642581>

Section 3 – Options for owners

The Empty Homes Officer uses an approach to engaging with owners that involves:

- Advice and information;
- Financial and practical assistance; and
- Enforcement.

Advice and Information

The reasons for homes becoming and remaining empty are varied. In many cases, the provision of advice and information is enough to encourage an owner to bring their property back into use. Advice and information is made available through a suite of leaflets that are available on the Council's dedicated Empty Homes webpage. The EHO will go out to meet with a homeowner at their empty property if necessary, work out why the property is empty and explain the various options that are available to them to assist getting the property back into use. The EHO will then maintain regular contact with the owner to see what stage the property is at and continually provide support and assistance until the property is brought back into use.

Maintaining contact with an owner and achieving the aim of getting the property back into use can be a long process due to problems getting owners to engage and then getting them to address the problems associated with their property. Since the initiative began in 2012 and to March 2020, 94 properties have successfully been brought back into use in West Dunbartonshire through the advice and information route. More than half of these have been in the last two years. Some of these cases being in progress for a year or more before they could finally be closed off.

Financial and practical assistance

Financial assistance is available to Empty Homes owners in the form of the Empty Homes Loan Fund. The Council has a £150,000 fund from the Scottish Government to enable us to offer loans of up to £15,000 to owners of properties that have been empty for over 6 months and currently do not meet the repairing standard.

Once renovated to an acceptable standard, properties can be used as affordable housing for a minimum of 5 years. The rental income will run at approximately 10% below current Local Housing Allowance (LHA) rates. This income will be used initially to pay off loans then subsequently as income to the landlord.

Loan repayments to the Council are recycled allowing for the fund to be used to provide further loans to upgrade more empty properties until repayment by the Council to the Scottish Government is required.

Some owners are reluctant to let their properties and do not want to fall into the role of being an 'accidental landlord'. The Council also participates in the "Loan to Sell" option available via this fund. This is designed to target owners of empty properties who wish to refurbish their property and subsequently sell them, as opposed to renting them out.

When participating in the Loan to Sell scheme, the owner can borrow up to the £15,000 then sell the property, in line with Scottish Government LIFT (Low cost Initiative for First Time buyers) prices, known as the Open Market Shared Equity Scheme (OMSE), where the prices are based on the number of bedrooms.

When an owner wishes to participate in either loan scheme the council carries out a Schedule of Works for the owner which highlights to them the necessary works required for the property to be brought up to the repairing standard.

BEFORE RENOVATION



AFTER RENOVATION



To date, the take up of each loan fund option has been relatively low with owners being put off by the tight regulations placed upon them, criteria includes renting at 10% less than the Local Housing Allowance rate, selling at the restricted OMSE rate and also that a charge is secured against the title of the property as security of the loan. The Council is looking at options to try to make the Loan Fund a more viable option and has submitted a request to the Scottish Government to vary the conditions of the loan to include the option of loan to occupy and to ease the restrictions on selling and renting.

The Scottish Government expected 60% of the empty homes loan fund to be repaid by March 2019. However the Empty Homes Loan fund is being reviewed and this repayment has been delayed. The Scottish Government has intimated that the fund may now have to be paid in full by 2023. The Scottish Government have said that they would consider changes to the loan fund to allow participating Councils to use unspent money in conjunction with Registered Social Landlords (RSL's) for buying properties. RSL's have been briefed about this potential funding stream and they have been asked to contact the EHO if they wish to express an interest.

The Council revised the Buy Back Policy in October 2019 and it is hoped that this will also help more suitable family homes being brought back into use. The Buy Back Scheme is financed through the Housing Revenue Account and is regularly monitored. One of the key aims of the Buy Back Policy is to potentially assist with empty homes. To date 40 properties in total have been bought back via the Council's Buy-Back Scheme, 15 of these have been empty properties. Should more empty properties be able to be purchased through this scheme, the Council could then use the existing Empty Homes Loan Fund to refurbish these properties if necessary, and have more family homes available for social rent for perpetuity.

The EHO keeps up to date with any other funding streams that become available and prepares bids for any that the Council could benefit from.

Enforcement

The Council has powers to use a Compulsory Purchase Order to try and force an owner into action and, if they don't act, to take possession of the property so the Council can sell it and then recover their costs. This is a very costly and time consuming process and there is no guarantee that the Council would be able to actually recoup their losses (as this would depend on the value of the property).

The Scottish Government have said they intend to legislate to introduce a Compulsory Sale Order Power for vacant land and buildings. This would allow local authorities to force long term empty homes onto the open market so someone else can reuse them. This would give the EHO an additional tool in those instances where all other means of engaging with the owner have been exhausted. The intended legislation that would introduce these powers was delayed because of BREXIT and has further been delayed because of the COVID-19 pandemic.

Section 4 – West Dunbartonshire approach to Empty Homes

Investigating Empty Homes

Letters and surveys are sent out to all registered empty homes owners dependant on the Council Tax discount they are receiving. Surveys are returned and the EHO acts on the results accordingly and tailors the empty homes service offered to the owner. Follow up letters are also sent to those who do not reply to initial enquiries about their empty properties. A database of information has been collated from these surveys and this outlines the properties that have been targeted and the progress to date. Through close working with other Council departments properties that are empty but not recorded as such can also be targeted. These are usually highlighted through neighbour complaints, Councillor enquires or referrals from other council departments such as Environmental Health.

As mentioned, a property may become empty for various reasons such as, reluctance to let out, probate, bankruptcy, long term care, or simply a lack of awareness on the owners part. The surveys help the EHO find out why the property is empty and help point out the best course of action to bring a property back into use.

Empty homes can be a financial drain on owners and can cause unnecessary stress and anxiety. The impact is exacerbated by the current financial climate, due to an increasing number of owners being unable to sell their properties for the desired price. The EHO acts as a point of contact for these owners who in some cases feel they have no one to turn to and cannot see other options available to them.

Challenges include owners who do not want to engage with the EHO over their property, as it is privately owned and they do not see it as the Council's business regarding what they do with their property. Some measures have been initiated to try to mitigate this type of response from owners but additional powers that could help to force these owners into action would certainly help empty homes work.

Not all empty properties are located in run down areas, nor are they always semi derelict, boarded up and causing a problem. A large number of properties naturally become empty, such as for periods of time between buying and selling and in between tenancies. These properties can be viewed as 'quick win' properties, where with a little intervention from the EHO they can quickly be turned around and brought back into use.

Council Tax

An owner may also not have realised they are being charged Council Tax for an empty home, they may not be able to afford to pay and some disagree with the principle that they should be paying. Providing assistance to bring these properties back into use has a positive impact in terms of debt recovery as owner will often clear their arrears once their house is sold or let and new owners/tenants tend to pay their Council Tax more promptly.

On the 1 April 2013, the Local Government Finance (Unoccupied properties etc.) (Scotland) Act 2012 came into force. This allows local authorities to charge increased Council Tax on certain homes that have been empty over a year.

On 6 February 2014 the Council approved the following changes which came into effect on 1 April 2014:

- to reduce the Council Tax discount for empty and unfurnished properties from 50% to 10% after 6 months;
- to remove the 10% current discount currently awarded after 12 months; and
- to charge the full Council Tax liability for the property plus an additional 100% charge for properties which have been empty for more than 12 months, except where the liable party can produce evidence of the property being actively marketed for sale or rent at realistic market price.

Supplementary Guidance on Local Authority Discretion was released by the Scottish Government in March 2015, to highlight to Local Authorities that a blanket approach to the increased charge can be too punitive to force upon all empty home owners. The Scottish Government confirmed that they would keep the guidance under review and the guidance was reviewed again in April 2018. This guidance provided clarification on the flexibility local authorities have in applying a council tax increase on long-term empty homes.

West Dunbartonshire Council implemented the following discretionary element to the increased charge in 2015:

- Introduction of a discretionary element for a maximum of 3 months for new owners that have purchased a property and where the property has exhausted all previous exemptions and discounts. This provides a safeguard for new owners who have purchased empty properties that require work to be completed, that is not structural or major, to bring the property up to a suitable standard for habitation;
- A further discretionary period of up to 9 months will be considered to bring the property back into use if the owner has agreed with the Council to:
 - a. take positive steps to occupy their property and
 - b. agree to an 8 weekly inspection to review progress.

The introduction of this 200% Council Tax charge on properties empty over a year, means that owners who are not actively working on their empty property or have it for sale or let, have this additional financial burden. In some instances, council tax may have been in arrears prior to the 200% charge being imposed, or go into arrears as a result of the charge being imposed. If the owner cannot afford to pay council tax, the money is a debt that the council may find hard to recover⁶.

⁶ Scottish Empty Homes Partnership Empty Homes Value Tool 2020

Owners that wish to receive the discretionary element for their increased Council Tax are signposted to the EHO by Council Tax staff. These owners then must allow the EHO to carry out 8 weekly inspections to see if works are being carried out on the property to bring it back into use, in order to be eligible for this discretion.

The EHO also works closely with Council Tax and Corporate Debt regarding empty properties that are sitting with high levels of council tax debt in order to try to get these back into use and address the debt levels. This has achieved significant returns in council tax debt that may otherwise have remained uncollected. A report was submitted to the Housing Improvement Board in October 2018 advising that 3 cases had resulted in the collection of over £41,000 in council tax arrears. At April 2020, there were 121 properties being charged the 200% levy, with 24 properties receiving the discretionary discount.

This cooperation also provides the benefit of data cleansing, as the engagement of EHO helps Council Tax to reclassify properties correctly through correspondence with owners. This usually involves a transition from being classified as empty to being correctly updated to now being back in use, which some owners either forget to do or assume it will be done automatically when they update the electoral register.

Section 5 – Monitoring and review of strategy

Monitoring

The Council has developed ways of working in relation to Empty Homes that enables targets to be monitored. Homes that have been brought back into use through local authority involvement count towards a target of bringing 25 properties per year back into use. In instances where the EHO is working directly with owners to bring a property back in use, these also count towards being back in use.

Without the intervention of the Empty Homes Officer these properties may not have been brought back into use. Based on an average Council Tax band D, the table below provides details of the annual financial gain to the local authority by bringing properties back in to use.

Properties brought back into use via direct engagement			
Year	Amount of empty homes	Council Tax - Band D	Accumulated figure
2013/14	2	£1,163.00	£2,326.00
2014/15	6	£1,163.00	£9,304.00
2015/16	20	£1,163.00	£32,564.00
2016/17	16	£1,163.00	£51,172.00
2017/18	0 (post vacant)	£1,163.00	£51,172.00
2018/19	19	£1,233.83	£74,614.77
2019/20	31	£1,293.55	£114,714.82
Total of all years			£335,867.59
Total amount of properties returned to use			94
Works in progress to bring property back into use			
2020	34		

Review of strategy

The first Empty Homes Strategy covered the period 2012-2016, with the second covering the period 2016–2019. This updated strategy covers the period 2021-2024 and reflects changes that have occurred in empty homes work since the previous strategies were written and also outlines progress that has been made to date.

The Covid-19 pandemic may lead to more properties being left empty and it is important the work being done in relation to Empty Homes continues and that opportunities to bring properties back into use are expanded on.

Empty Homes Strategy 2021/24 action plan

1. Maximise the re-use of empty homes

Action	Assigned To	Due date
Bring over 75 empty homes back into use across West Dunbartonshire across the period of the Empty Homes Strategy	Empty Homes Officer	March 2024
Maintain a private sector empty homes database for West Dunbartonshire	Empty Homes Officer	March 2024
Provide information and practical assistance to owners of empty homes to encourage them to bring their properties back into use	Empty Homes Officer	March 2024
Respond to any changes that may be introduced in legislation and ensure good practice is adopted to aid Empty Homes Work in West Dunbartonshire	Empty Homes Officer	March 2024
Continue to capture learning and ensure the work carried out over the term of the period of the strategy leaves a lasting legacy in West Dunbartonshire by embedding policies in mainstream activities.	Empty Homes Officer	March 2024
Review and update the Empty Homes portal on an annual basis	Empty Homes Officer	March 2024
Report progress to the Scottish Empty Homes Partnership and the Housing and Communities Committee and other stakeholders as appropriate	Empty Homes Officer	March 2024

2. Reduce the number of long term empty problem properties

Action	Assigned To	Due date
Continue to Manage the Empty Homes Loans Fund	Empty Homes Officer	March 2024
Where negotiation fails, identify the most appropriate course of action to address the issues and in appropriate cases instigate	Empty Homes Officer	March 2024
Influence the development of West Dunbartonshire's Local Housing Strategy with regard to the value in tackling empty homes in the private sector	Empty Homes Officer	March 2024
Continue to build on existing empty homes and empty homes related work in WD	Empty Homes Officer	March 2024
Identify and pursue potential sources of funding to develop further the empty homes incentive scheme, including with external organisations and partners	Empty Homes Officer	March 2024

3. Help to alleviate the effects of homelessness and waiting list in WDC

Action	Assigned To	Due date
Continue to review and update the operation of Help to Rent within WDC	Empty Homes Officer	March 2024

4. Support Town Centre regeneration

Action	Assigned To	Due date
Develop of list of priority properties in line with Town Centre regeneration	Empty Homes Officer	March 2024

WEST DUNBARTONSHIRE COUNCIL**Report by the Chief Officer, Housing and Employability****Housing and Communities Committee: 3 February 2021**

Subject: Rapid Re-housing Transition Plan and new approaches to homelessness update report

1. Purpose

- 1.1** The purpose of this report is to provide members with an update in terms of Scottish Government funding received to deliver our Rapid Rehousing Transition Plan (RRTP), “Home at the Heart” and provides an update relating to our local response to the new recommendations made by the Homelessness and Rough Sleeping Action Group (HARSAG).

2. Recommendations

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

- (i) Approve additional funding allocation that has been awarded for 2020/21 (£156k), and the funding awarded for 2021/22 (£234k), to meet the objectives of the West Dunbartonshire Rapid Rehousing Transition Plan;
- (ii) Note the ongoing review of RRTP year 2 activities and some of the priority workstreams highlighted within section 4.7 of this report;
- (iii) Note the progress being made in developing a local response to the new HARSAG recommendations;
- (iv) Note the developments in relation to the proposed changes to the “local connection” provisions within the homelessness legislation;
- (v) Note the current position in terms of the new Unsuitable Accommodation Order; and
- (vi) Note that an annual update and progress report will be provided to the next Housing and Communities Committee in May 2021, including an updated Year 3 plan.

3. Background

- 3.1** An update report to the Housing and Communities Committee in September 2020 outlined the progress made during Year 1 of our Rapid Rehousing Transition Plan “Home at the Heart”.
- 3.2** The report detailed that we had refreshed the costings and assumptions within our RRTP based on Year 1 activity and sought approval for the main objectives and activities based on available Year 2 funding.

3.3 The report noted that a substantial shortfall in funding was still expected in terms of being able to deliver Years 3 to 5 of our plan in full.

3.4 The report also noted that in response to the Covid-19 pandemic, HARSAG had reconvened and made a set of 105 recommendations outlining what should be done to tackle homelessness right now and into the future.

4. Main Issues

Rapid Rehousing Transition Plan and funding update

4.1 The feedback received from the Scottish Government in relation to the first iteration of our RRTP 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 as a housing solution;
- Our award winning Leaving Care Housing Protocol; and
- The fact that WDC has never breached the Unsuitable Accommodation Order.

4.2 All local authorities were asked to provide the Scottish Government with a written report outlining how they had spent their allocation of Year 1 funding and progress to date.

4.3 West Dunbartonshire Council submitted this report in June 2020, which included our refreshed RRTP for 2020/21 based on the funding available. These plans were approved by the Housing and Communities Committee in September 2020.

4.4 In December 2020, it was confirmed that nationally an additional £5 million of RRTP funding for 2020/21 would be made available by the Scottish Government to support the increased pace of work around local rapid rehousing transition plans and the Council was being awarded a further £156,000, as per the existing distribution formula.

4.5 This current formula used to allocate funding is based on the number of homeless assessments made in a local authority area over a three year period. There has been some criticism of this approach, as it does not take into account homelessness prevention work within the assessment and there are still perceived inconsistencies in how each local authority records and reports such homelessness prevention activity.

4.6 The Scottish Government and COSLA have again looked at alternative formulas to distribute the £8 million funding available for Year 3 (2021/22), however, no agreement was reached and therefore the same formula has

been used for the funding allocation for 2021/22 (with the addition of a £50,000 “floor” of funding for local authorities with low levels of homelessness). This formula has resulted in an allocation for West Dunbartonshire Council of £234,000 to deliver Year 3 of our RRTP.

4.7 Whilst the additional funding is welcome, a shortfall for Year 3 is still being projected. Work is currently being undertaken to fully review Year 2 activities and refresh our plan for Year 3, which will include the following:-

- acceleration of commissioning a full review of our provision of temporary and supported accommodation, within the context of the updated Unsuitable Accommodation Order;
- the increase in staff resource to scale up our Housing First initiative by three fixed term Housing First Support Worker (18 months) from 1st April 2021;
- the establishment of a Senior Supported Accommodation worker post which will replace the proposed additional Supported Accommodation Worker proposed to have been established in Year 2, because of resources deployed in dealing with the housing and homelessness consequences of the pandemic this had not been progressed.

Developing a local response to the new HARSAG recommendations

4.8 HARSAG2 developed and published a detailed set of 105 recommendations in response to the following four questions:

1. What needs to be in place right now for the ongoing emergency?
2. What do we need to do so that people don't get back to sleeping on the streets or staying in homeless shelters?
3. How can we accelerate the pace of work to prevent homelessness?
4. What needs to change in the national Action Plan to end homelessness to recognise the changing circumstances caused by coronavirus?

4.9 The Scottish Government agreed in principle to all the recommendations within the HARSAG report and subsequently published an updated Ending Homelessness Together Action Plan on 8 October 2020.

4.10 The Scottish Government's Homelessness Prevention and Strategy Group will oversee the implementation of this plan. Whilst some of the key recommendations are directed towards Scottish Government future policy, some recommendations, such as those around benefits and support for people regardless of their immigration status, are urgent requests of the UK Government.

4.11 In addition, many of the recommendations will require to be delivered by each individual local authority. Work has been on-going to develop and implement an action plan in response to these recommendations and the current version of our “HARSAG2 recommendations tracker” is available as a background paper to this report.

- 4.12** Progress in terms of the on-going development and implementation of this comprehensive response will be reported regularly to the Housing and Communities Committee and to the Housing Solutions Partnership to ensure the full delivery of these recommendations.

Changes to the Local Connection provisions

- 4.13** Local Authorities currently have the power to refer homeless households who do not have a local connection with them to another local authority where they do have such a connection
- 4.14** In 2019, the Scottish Government issued a consultation paper inviting views on a recommendation from the original sitting of HARSAG to give Scottish Ministers the power to modify, by statutory order, referrals for local connection. HARSAG also recommended that Ministers use the new power to suspend referrals between local authorities in Scotland.
- 4.15** Following the consultation, the Homelessness etc. (Scotland) Act 2003 (Commencement No. 4) Order 2019 commenced the local connection provisions, giving Scottish Ministers the power to modify the operation of referrals between local authorities within Scotland. The provisions also required that Scottish Ministers must publish a statement setting out the circumstances and general criteria by reference to which modifications will take place.
- 4.16** A further consultation on preparing the ministerial statement was planned to launch in May 2020, however this was postponed to allow local authorities and others time and space to respond to the immediate impacts of the Coronavirus pandemic.
- 4.17** The Scottish Government subsequently launched this consultation on 3 August 2020. The consultation paper invited views on the commitment to address barriers for people facing homelessness by taking forward the power to modify local connection referrals, in particular the proposal to suspend local connection referrals.
- 4.18** Normally, such a consultation response would be approved by the Housing and Communities Committee however this was not possible because of timeframes.
- 4.19** As proposed in the report to Committee in September 2020 the Council's response has however factored in the views of all members of the Housing and Communities Committee.
- 4.20** An initial draft response was shared for comment on 7 September 2020, an Elected Member briefing note was provided with the final response and a further briefing was provided for the Convenor and Vice Convenor by the then Strategic Lead, Housing and Employability before our response was submitted within the consultation timeframe.

- 4.21** In addition, the initial draft was circulated to members of the Housing Solutions Partnership and to specific contacts within the HSCP and Education and feedback received has been supportive.
- 4.22** It was expected that changes will be introduced around May 2021; however we were notified by Scottish Government officials on 14th January as a consequence of the coronavirus pandemic, the legislation to modify local connection would be laid in the next session of parliament rather than prior to the Scottish Parliamentary elections scheduled for May this year.
- 4.23** The policy intention of suspending local connection referrals between Scottish local authorities is to remove barriers to support for people who are homeless or rough sleeping so they can resettlement successfully, and avoid repeat homelessness. If people are living in an area of their choosing, they are more likely to integrate successfully into a local community and access the services and support they require.
- 4.24** The Scottish Government will monitor the impact of these changes and respond to any local authorities that report undue pressure on service provision.

Unsuitable Accommodation Order 2020

- 4.25** The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 (UAO) ensured that families with children and pregnant women did not have to stay in unsuitable accommodation such as B&Bs for more than a 7 day period.
- 4.26** In September 2019 the Scottish Government announced in the Programme for Government that they would extend this order to all homeless households. In late April 2020, a Scottish Statutory Instrument was laid in parliament which brought forward the previously agreed date of May 2021 to 5 May 2020, upon which the Unsuitable Accommodation Order would be applied to all homeless households.
- 4.27** The date was brought forward in response to the Coronavirus pandemic and included two exemptions to ensure physical distancing. These exemptions were scheduled to expire 31 September 2020. In September 2020 an additional Scottish Statutory Instrument was laid in parliament which extended the current exemption period until 31 January 2021. It also introduced an additional exemption which acknowledged the impacts of coronavirus on temporary accommodation supply in the area. These exemptions have now been extended till the end of May 2021.
- 4.28** Comprehensive guidance relating to the provisions within the updated Unsuitable Accommodation Order has been developed by a joint Scottish Government and COSLA working group and this will be useful for Local Authorities in providing clarity around the requirements of the new Order.
- 4.29** The guidance outlines the detail around the extension of the Order, defines what accommodation is deemed Unsuitable and outlines where

exemptions can apply. The guidance also includes definitions and case studies around three models of shared accommodation which is deemed suitable; rapid access accommodation, shared tenancies and community hosting.

- 4.30** West Dunbartonshire Council has not reported any Breaches of the Unsuitable Accommodation Order in recent years and the extension to all homeless households has not resulted in any Breaches being reported to date in 2020/21.

5. People Implications

- 5.1** The additional posts referred to within 4.7 of this report will be recruited in line with the Council's existing recruitment policy.

6. Financial and Procurement Implications

- 6.1** The Minister for Local Government, Housing and Planning wrote to West Dunbartonshire on 10th December advising of the Council's Rapid Rehousing Transition Plan funding allocation for 2021/22 of £234k. Subsequently The Minister also wrote on the 18th December to inform the Council of their allocation of £156k of the additional £5m funding to support the delivery of Rapid Rehousing Transition Plans. This additional funding will be paid to the Council as a redetermination of the General Revenue Grant in the last 2 weeks of this financial year.
- 6.2** There remain some financial uncertainty remains in terms of our wider RRTP as at present Scottish Government funding only covers a 3 year period up to and including 2021/22 whilst the RRTP covers a period of 5 years. However, we aware of some national discussions looking at reviewing funding to deliver homelessness and housing option services which would include future funding to deliver the RRTP outcomes.
- 6.3** The delivery of the wider Rapid Rehousing Transition Plan will be within existing budgets noting the increases in such as a result of the additional Scottish Government funding for years 2020/21 and 2021/22.
- 6.4** There are no procurement implications in terms of this report,

7. Risk Analysis

- 7.1** There are financial and regulatory risks associated with not being able to fully deliver our Rapid Rehousing Transition Plan, including the Housing First element of the approach.

8. Equalities Impact Assessment (EIA)

- 8.1** There are no equalities impacts due to this update report however preventing and responding to homelessness has a significant positive impact on individuals and communities. Our overall strategy 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 WDTRRO 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
Chief Officer, Housing and Employability

Date: 10 January 2021

Person to Contact:	John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team, Housing and Employability, telephone: 07793717981, email: john.kerr@west-dunbarton.gov.uk
Appendices:	None
Background Papers:	<p>HARSAG2 recommendations tracker, West Dunbartonshire Council Housing Development and Homelessness Team, January 2021</p> <p>West Dunbartonshire Council's Revised Rapid Rehousing Transition Plan including Action Plan and Equalities Impact Assessment, Home at the Heart</p> <p>Housing and Communities Committee Report 2nd September "Rapid Rehousing Transition Plan and new approaches to homeless update" Report</p> <p>Letter from Kevin Stewart, MSP, Minister for Local Government, Housing and Planning on Distribution of Funding for Rapid Rehousing Transition Plans for 2021/2; 10 December 2020</p>

Letter from Kevin Stewart, MSP, Minister for Local Government, Housing and Planning on Additional Funding for Rapid Rehousing Transition Plans for 2020/1; 18 December 2020

Ending Homelessness Together – High Level Action Plan; Scottish Government/COSLA
<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 Chief Officer, Housing and Employability

Housing and Communities Committee: 3 February 2021

Subject: More Homes West Dunbartonshire – West Dunbartonshire Council Affordable Housing Supply Delivery 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 More Homes Programme which oversees the strategic delivery of the Council's new homes.

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 including the first handovers of the new homes at the Haldane development;
 - (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** The Council have now delivered 161 new council homes to date 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
Totals	161	

- 3.3** The Strategic Housing Investment Plan (SHIP) 2020-2025, 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 2020.
- 3.4** 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.
- 3.5** The Council's Tendering Committee approved the appointment of a Strategic Delivery Partner on 29 August 2018. CCG Scotland Ltd is working with the Council to deliver five of our new build developments inclusive of enabling and construction works.
- 3.6** As part of the Council's More Homes West Dunbartonshire programme a target had 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. Progress was good with both Council and RSL developments until March 2020
- 3.7** In March 2020, the country was placed in lockdown due to the Covid-19 pandemic. This ceased all activity on each of the Council's six active new build sites and one demolition site. The March 2021 target is no longer fully achievable and revised plans are outlined below.

4. Main Issues

- 4.1** 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

Site/Developer	Number of Units	Est Completion Date
St Andrews High School, Clydebank	126	July 2021
Dumbarton Harbour	45	July 2021
Creveul Court, Alexandria	22	January 2021
Haldane Primary School	58	March 2021
Aitkenbar Primary, Bellsmyre	55	May 2021
Clydebank East ex MSF site	50	July 2022
Queens Quay, Site B/C, Clydebank	60*	July 2022
416 units		

*Includes 29 units at Site b and a projected 31 units at Site C which was not a March 2021 project

- 4.3** Before lockdown in March 2020, the Council's new build programme had 335 new homes at construction stage; these sites ceased immediately following the national announcement. All sites were secured.
- 4.4** As lockdown measures eased, a Construction Industry 6 Stage Roadmap was devised in consultation with the Scottish Government. The following phases were included along with dates that these could go ahead:

Phase	Description	Date
Phase 0	Planning	29/5/20
Phase 1	COVID-19 pre-start site preparation	29/5/20
Phase 2	Soft start (only where physical distancing can be maintained)	11/6/20
Phase 3	Steady state (only where physical distancing can be maintained)	22/6/20
Phase 4	Steady state (where physical distancing can be maintained and/or with PPE use)	15/7/20
Phase 5	Increasing density/productivity	tbc

- 4.5** Activity in the six Council new build sites has now re-started in line with the Construction Roadmap above. All the sites are now at Phase 4 and whilst this is great progress in terms of the re-start, social distancing is having an impact on timescales for completing certain elements of work especially where that work takes place inside a property, these invariably are most significant close to the completion of the new homes.
- 4.6** Updates for each site are noted below with a reminder of the original start dates before lockdown:

St Andrews School:

Originally on-site on 3rd June 2019 to develop 126 new council homes and was anticipated to complete by March 2021 before lockdown. CCG are reporting an estimated 11 week delay to the original programme taking full completion of the site to July 2021. Handovers have begun and 21 properties now have tenants signed up to them. The remainder of the properties will be handed over in a phased manner until July 2021. A demonstration flat is available to assist staff in familiarising themselves with the various features of the property and provide an area to safely work from when signing tenants up to the properties; this is also providing the opportunity to show tenants any features they are unsure of without the need for any unnecessary visits to their property. This is working extremely well.

Aitkenbar Primary School:

Originally on-site on 14 October 2019 to develop 55 new council homes and was anticipated to complete by March 2021 before lockdown. As above, this project will experience Covid-19 related delays. CCG have reported that completion will now be in May 2021. This site also has a demonstration property on the same basis as described under St Andrews. Handovers have also begun and will carry on in a phased manner until May 2021.

Haldane Development:

Originally on-site on 21 October 2019 to develop 58 new build council homes and was anticipated to complete by March 2021 before lockdown. CCG are reporting that this site will still complete before the end of March 2021 with handovers from October 2020 to this point. A demonstration property is also available for this project. Handovers have begun and will carry on in a phased manner until March 2021.

Creveul Court, Alexandria Town Centre:

Originally on-site on 4 November 2019 to develop 22 new build council homes and was anticipated to complete by September 2020 before lockdown. This development has been designed using a number of dementia friendly design features and will be the first fully completed development within our current development programme. The development has attracted some national interest and CIH Scotland plan to use the development as a positive case study. All properties will be handed over to new tenants by early February.

Dumbarton Harbour:

Originally on-site on 20 November 2019 to develop 45 new build council homes. Due to delays caused by the liquidation of the original construction company it was unlikely that this project would have completed fully by March 2021. Cullross Ltd, having taken on the Main Contractor role, managed to resume on site activity following the collapse of the original contractor very quickly, however lockdown occurred immediately after this. It is likely that the handover process will begin in late spring with the whole development being complete by July 2021.

Clydebank East:

The demolition of 339 multi storey flats and maisonettes was well underway on this site before lockdown. As with the other sites, the site closed immediately. Work has now resumed and the demolition is now complete as of 12th October. The design of this site is still underway with total numbers to be finalised but as indicated to the previous Housing and Communities Committee there is now sufficient scope to increase the provision of social housing.

Queens Quay, Site B, Clydebank:

A joint project with Wheatley Group and Clydebank Housing Association, the Council had 29 out of the 146 properties in total on site just before lockdown. As with the other sites, this site is progressing again. It is likely that the Council will take handover of their properties in a phased manner towards the end of 2021, completing in March 2022.

Buy Back Scheme:

Since 2015 the Council has operated a Buy Back Scheme that assists the Housing Team in purchasing properties of formally Council homes that were sold through the Right to Buy Scheme. Not only does this Scheme assist with tackling homelessness and housing need and some common capital works, it also contributes towards the More Homes agenda by adding additional stock to the Council's portfolio that is the right type and size and in the right location.

The Scheme continues following lockdown albeit at a slower pace with social distancing and virtual viewings in place. Since lockdown the Council has managed to complete the purchase of 10 properties and continues to progress a number of others.

- 4.7** A large number of the properties will be handed over to the Council at the same time in 2021. The Housing Development team is currently being put together to strategy to plan how to deal with this and at the same time taking into consideration the way that Covid-19 has changed how we deal with viewings, sign ups, house moves etc. This will be done in partnership with the Health and Social Care Partnership, Homelessness and Housing Options service and the Housing Operations Service.

Future New Build – West Dunbartonshire

- 4.8** Building new affordable homes has an important role to play in revitalising local economies and assisting with post-pandemic recovery plans. It is also clear that the need for affordable homes is and will increase. *Future New Build – West Dunbartonshire* is an ambitious plan that aims to continue the positive momentum of the More Homes West Dunbartonshire programme.
- 4.9** As an affordable housing developer West Dunbartonshire Council has identified potential future sites for new council homes to address existing and new housing need. The design of these homes will endeavour to further develop, improve and exceed current best practice, providing sustainable homes using innovative technology and delivering on our low carbon ambitions including passivhaus and other net zero carbon opportunities. We have identified the Pappert development site as the optimum site to develop our planned passivhaus pilot. We are currently finalising this approach and will provide a further update to the next Housing and Communities Committee.
- 4.10** The current Covid 19 crisis has highlighted that housing and health outcomes are interconnected. We must build on our recent progress if we are to address health inequalities within our communities. As early adopters of the Dementia Framework at Creveul Court, West Dunbartonshire Council are at the forefront of Dementia Design best practice. The fundamentals of Dementia Design have been embedded in West Dunbartonshire's Design Standard as a further commitment to respond to the varying housing needs of our residents.
- 4.11** One of the ambitions through the future new build plan we will address housing inequalities, tackle fuel poverty and improve health outcomes for future generations within West Dunbartonshire.
- 4.12** In order to contribute to future new build, the Housing Development team have been working on investigating potential sites that affordable housing can be developed on. In addition to investigating increased provision of social/affordable at Clydebank East which is also planned to be our first zero carbon social housing development the following sites are currently being looked at as future affordable new build sites:

Queens Quay, Site C, Clydebank

The Council is currently developing a design to deliver a projected 20/30 family type homes on this site to complement the housing mix within sites A and B. This development will also be designed to meet low/zero carbon principles.

Willox Park, Doveholm, Dumbarton

Discussions have been taking place between officers from Housing Development and Asset Management over the potential purchase of the former care home site which neighbours the Council's existing sheltered housing complex. Early discussions with HSCP have taken place. In order to progress with this project, the HRA will require to complete the purchase of the land from general services.

Bank Street, Alexandria

In addition to above discussions are at detailed stage between officers from Housing Development and Asset Management over the potential transfer of the Council owned site at Bank Street, Alexandria, the Housing Team are working to develop a suitable affordable scheme that will meet evidenced housing need within his area.

- 4.13** The additional potential sites outlined below are at a very early feasibility stage and more detail on the outcome of these will be provided as soon as possible. Outlined below are general locations and estimated unit numbers:

Location	Unit Numbers - Est
Bonhill	50
North Mountblow	18
Alexandria Town Centre 1	20
Alexandria Town Centre 2	20
Dumbarton Town Centre	40
Clydebank Central	40
Willox Park, Dumbarton	20

- 4.14** The provision of much needed new housing has contributed to positively regenerating local communities. In addition, other initiatives through our Better Homes 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.

5. People Implications

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

6. Financial and Procurement Implications

Financial

- 6.1** As with all financial projections and plans, the affordable new build budget within the Capital Programme has been impacted by Covid-19. The full effect of this is still being assessed, however the notified additional costs for St Andrews, Aitkenbar, Creveul and Haldane are around £474,000 which equates to around £1,800 per property. These additional costs have still to be fully assessed and no additional payments will be made at present and the Council continue to liaise with the Scottish Government and CCG.
- 6.2** The Housing Development Team has been in advanced discussions with the Scottish Government at a national and local level regarding the impact of Covid-19 on the overall new build programme, financial considerations and how to assist in the recovery and will continue to do this. In addition detailed discussions around the award of additional grant funding to support the increased costs within the Dumbarton Harbour development previously reported to the Housing and Communities Committee should soon be concluded. The outcome of this will be reported to the Housing and Communities Committee.
- 6.3** 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. As noted above, the Housing team has already commenced developing the feasibility of future development and these will be reported to future Housing and Communities Committees.
- 6.4** 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

- 6.5** Following a robust contract strategy CCG Scotland Ltd were appointed to deliver five of our new build development sites inclusive of enabling and construction works.
- 6.6** Further opportunities to maximise the positive social, economic and environmental impact for the Council through this contract will also be explored.

Community Benefits

- 6.7** As part of each project, the contract has incorporated an element of Community Benefits that can support a wide range of social, economic and environmental benefits for communities including jobs, apprenticeships and local charity and community initiatives. A summary of the community benefits

achieved through the first phase of the More Homes West Dunbartonshire approach is outlined in the table below:-

Community Benefit Value	Total
Work placement opportunities (16 plus years) – no. individuals	30
Construction Curriculum support activities – no. individuals	16
Graduates - no. individuals	1
Apprenticeship starts - no. individuals	17
Existing Apprenticeships - no. individuals	17
Apprenticeships completed - no. individuals	22
New jobs created on construction project - no. individuals	16
Community Engagement/Investment	£55k

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.
- 7.3** Risk associated with the impact of and ongoing Covid-19 pandemic will be incorporated within the Risk Registers going forward.

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. Regular updates on new build development are provided to the West Dunbartonshire Tenants and Residents Organisation at the bi-monthly liaison meetings. As detailed at 6.10 above, each project will have their own element of Community Benefits. This will provide opportunities for the community to become involved and participate whether this is pupils at the local school or interested community members.

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. 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
Chief Officer, Housing and Employability
Date: 20th January 2020

Person to Contact:	John Kerr – Housing Development and Homelessness Manager, Housing and Employability, telephone: 07793717981, email: john.kerr@west-dunbarton.gov.uk
Appendices:	None
Background Papers:	West Dunbartonshire Council's Local Housing Strategy 2017-2022 http://www.west-dunbarton.gov.uk/media/4311723/housing-strategy-2017-2022-final.pdf More Homes, Better Homes West Dunbartonshire Strategic Housing Investment Plan, Housing Development, November 2017
Wards Affected:	All

WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Officer, Housing and Employability

Housing and Communities Committee: 3 February 2021

Subject: “Involving You”, West Dunbartonshire Council’s Tenant Participation Strategy 2021- 2024

1. Purpose

- 1.1** This purpose of this report is to highlight to the Housing and Communities Committee the Council’s statutory obligations in relation to tenant participation and to seek approval for our new Tenant Participation Strategy for the period 2021-2024.

2. Recommendations

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) note the progress and achievements made in relation to the implementation of the previous Tenant Participation Strategy 2017–2020, including the key role played by tenant representatives;
 - (ii) approve the draft West Dunbartonshire Tenant Participation Strategy 2021-2024 and associated action plan, developed in conjunction with tenants; and
 - (iii) Invite the Chief Officer, Housing & Employability to ensure the effective implementation of the Strategy and associated action plan and to provide annual update report to the Housing and Communities Committee.

3. Background

- 3.1** The Council has a statutory obligation under the Housing (Scotland) Acts 2001 and 2010, to produce and adequately resource a Tenant Participation Strategy. We also need to be able to evidence our commitment to involving tenants in shaping and improving housing services.
- 3.2** In addition to being a legislative requirement, involving tenants and other service users in decisions about their homes and communities is now accepted as best practice for all social housing providers. The Tenant Participation Strategy supports this Council’s commitment to deliver positive outcomes for our tenants and wider communities.
- 3.3** Involving You – West Dunbartonshire Council’s Tenant Participation Strategy 2021-2024 replaces our previous strategy covering the period 2017-2020 and builds on the positive developments of previous strategies successfully implemented since 2001.

- 3.4** Annual progress reports have been provided to Committee, with progress also reported to the West Dunbartonshire Tenants and Residents Organisation (WDTRO – the umbrella organisation for tenant groups in WD) and an annual TP Performance report produced to demonstrate the impact tenant participation can have.
- 3.5** West Dunbartonshire Council continues to be an exemplar organisation in supporting tenant participation activities and can evidence a strong commitment to involving tenants in shaping and improving housing services.
- 3.6** Some of the key achievements and improvements in tenant participation delivered over the period of our previous strategy includes:
- Awarded Gold Accreditation for Tenant Participation by The Tenant Participation Advisory Service (TPAS) an improvement from our Silver award in 2016;
 - The establishment of the West Dunbartonshire Scrutiny Panel, who play an important role in our performance monitoring framework. The Panel is made up of tenants and factored owners who independently scrutinise performance across the Housing Services to help improve services and ensure there is a person centred focus to improving our performance. The Panel have recently completed their 5th scrutiny exercise and produced a report and recommendations on improving the Medical Adaptation process;
 - The work of the Scrutiny Panel was recognised by the Chartered Institute for Housing in 2019 when they were finalists in the CIH Awards for ‘Most Inspiring Scrutiny Panel’;
 - Our Joint Rent Group (JRG) is made up of tenant volunteers, Housing and Finance staff as well as the Housing Convenor to jointly scrutinise the Housing Revenue Account (HRA) and make sure it complies with the Scottish Government’s HRA Guidance. The group continues to meet regularly and have contributed significantly to improving transparency around how the Housing Revenue Account is spent;
 - The work of the JRG has also helped improve the transparency of our rent setting consultation and increased tenant participation in rent setting with 845 tenants taking part last year, up from 263 the previous year. The work of the JRG has been commended in TPAS’s Good Practice Awards when they won the ‘Involving Tenants in Rents’ category in 2018 and were runners up in 2019;
 - The TP Facebook page has helped raise our profile on social media and has a continuous increase in followers with regular engagement. Particularly during the lockdown this has been a crucial way of keeping in touch with many tenants and been used to help spread valuable community information about support and services; and
 - TP Updates are distributed to Tenants and Residents Associations (TRAs), tenants on the Interested Tenants Register, Sheltered Housing Forum members, Scrutiny Panel members as well as housing staff and

elected members to share information and raise awareness of tenant participation activities.

4. Main Issues

4.1 Involving You – West Dunbartonshire Council's Tenant Participation Strategy 2021-2024 (attached as Appendix 1) sets out:

- West Dunbartonshire Council's approach to involving our tenants in the development and aims of the Strategy;
- How tenants can be involved in tenant participation in West Dunbartonshire;
- The resources available and the support required for effective tenant participation; and
- How the Strategy will be delivered, monitored and reported.

4.2 The aims of the Strategy are to:

1. Improve the culture and practice of involving tenants across housing and homelessness services;
2. Improve our feedback to tenants so that we can evidence where our tenants and other service users have influenced or shaped the housing service;
3. Continue to promote and provide a wide range of options for tenants to get involved with us. Even post-COVID pandemic this will include more interactive online networks and virtual meetings to help people be involved from home;
4. Continue to encourage involvement of under- represented groups such as young people, homeless people, people with disabilities and minority ethnic groups;
5. Make sure that tenants are aware of the options available to them to shape housing and homelessness services;
6. Promote the difference tenants can make and the positive benefits of participation to them personally as well to their community;
7. Continue to develop tenants' involvement in monitoring and improving performance through our Scrutiny Panel as well as individual tenants holding us to account;
8. Ensure that the resources we put in place and practices we carry out are adequate to support and develop tenant involvement; and
9. Ensure that we communicate effectively with tenants and provide good quality, accessible information that tenants want.

4.3 'Involving You' is underpinned by the following strategic vision:-

"West Dunbartonshire's Housing Services' vision for tenant participation is one of sharing information with our tenants, future tenants and other service users in a variety of ways; providing opportunities for them to express their views in a way that suits them; listening and acting to tenants' views to improve the housing services we provide and allowing our tenants to scrutinise our performance."

4.4 The Strategy also addresses the Council's tenant participation and tenant scrutiny requirements under the Scottish Social Housing Charter, monitored by the Scottish Housing Regulator. In terms of the Scottish Social Housing Charter a separate section outlining how we measure and report performance to tenants and how we use tenant scrutiny activities to inform service development and improve performance is included within the strategy document.

5. People Implications

5.1 There are no people implications from this report. There are 2 dedicated staff members funded from the HRA, focused on the development and delivery of tenant participation within the Housing Development and Homelessness Team. In addition, supporting tenant participation is part of the remit of all Housing and Homelessness staff. The Strategy will therefore be delivered by input from staff across all of Housing and Homelessness Services.

6. Financial and Procurement implications

6.1 Actions required to take the Strategy forward in 2021/24 will be aligned to current budgetary provision. The tenant participation budget for 2021/22 has been provisionally set at £87,436 which includes an additional funding specifically to develop digital engagement in light of the impacts of the pandemic. Any additional funding for future years will be identified for consideration through the budgetary process for 2022/23 and beyond.

6.2 There are no procurement implications.

7. Risk Analysis

7.1 The Council has a statutory responsibility to develop, publish and implement a Tenant Participation Strategy. Our "Involving You" strategy reflects the priorities and aspirations of tenants and tenant representatives, therefore there is a risk that its key aims are not be achieved, then this would produce an adverse reaction from tenants, tenant representatives and from the Scottish Housing Regulator.

7.2 Our Tenant Participation Strategy builds on the achievements made in developing good working relationships with tenants over the years, improving transparency and a joint working approach to involving tenants. The continued delivery of a new Tenant Participation Strategy is therefore essential in demonstrating the Council's on-going commitment to continuous improvement across Housing Services and putting tenants at the centre of our activities.

8. Equalities Impact Assessment

- 8.1** An Equality, Health and Human Rights Impact Assessment has been carried out on the draft TP Strategy and found no substantive negative impacts.

9. Consultation

- 9.1** An independent review of our 2017-2020 TP Strategy was carried out by TPAS and they commended the style and use of clear language of the Strategy and made a number of suggestions to bring it up to date and these have been incorporated into the new Strategy. The use of the 'involving you' name and logo has been retained to emphasise the purpose of the Strategy.
- 9.2** A survey was developed to gather views on developments since the last Strategy and to measure its effectiveness in terms of:
- culture and practice;
 - how we feedback to tenants;
 - how we could increase tenant involvement; and
 - how satisfied with current tenant participation opportunities.
- 9.3** The survey showed that the majority of respondents (73.9%) overwhelmingly though we had improved the culture and practice of involving tenants which is slightly up from the 2016 survey when it was 72%. In relation to whether we promote involving tenants as an important part of how we deliver housing services there was a reduction in respondents who thought we did – 64.4% as apposed to 79.3% in 2016 and so this is a key area to be addressed and will need full commitment from all of Housing Services to address effectively.
- 9.4** Two virtual discussion groups were also arranged after the survey closed to further explore issues identified in the survey. These discussions gave great insight into what tenants want from participation and making a difference was seen as key to getting people involved and keeping them involved. The recommendations from these discussion groups are also included in the action plan in section 13 of the strategy.

10. Strategic Assessment

- 10.1** The Tenant Participation Strategy is the overarching document setting out the strategic direction for engagement with tenants and future tenants. Having considered all the Council's strategic priorities, this report and the provision of high quality Council housing for rent contributes greatly to all five strategic priorities.

Peter Barry
Chief Officer, Housing and Employability
Date: 20 January 2021

Person to Contact:	John Kerr – Housing Development and Homelessness Manager, Housing and Employability, telephone: 07793717981, email: john.kerr@west-dunbarton.gov.uk
Appendices:	1. Draft West Dunbartonshire Council Tenant Participation Strategy 2021-2024
Background Papers	Tenant Participation Strategy 2017-2020 Involving You: www.west-dunbarton.gov.uk/tenantparticipation
Wards Affected:	All



INVOLVING YOU

**West Dunbartonshire Council's Draft Tenant Participation Strategy
2021-24**



Contents

- Foreword** **Councillor Diane Docherty, Housing Convener and Frances McGonagle, Chairperson of the WDTRO**
- Section 1** - **Introduction – what is tenant participation?**
- Section 2** - **Background and key principles**
- Section 3** - **How can you get involved in West Dunbartonshire?**
- Section 4** - **Benefits of tenant participation – for you, your neighbourhood and for Housing Services**
- Section 5** - **Achievements**
- Section 6** - **How we developed the Strategy**
- Section 7** - **Aims of the Strategy**
- Section 8** - **Scottish Social Housing Charter and tenant scrutiny of performance**
- Section 9** - **Consultation and feedback- seeking your views and influencing decisions**
- Section 10** - **Keeping you informed**
- Section 11** - **Resourcing and supporting tenant participation activity**
- Section 12** - **Measuring Tenant Participation**
- Section 13** - **The Action Plan**

Appendices

- Appendix 1** - **Jargon Buster**
- Appendix 2** - **Who's who in Housing Services**
- Appendix 3** - **List of Tenants and Residents' Associations**
- Appendix 4** - **Making a complaint**
- Appendix 5** - **Scottish Social Housing Charter Outcomes**
- Appendix 6** - **Tenant Participation Strategy Consultation Summary**

Foreword

Councillor Diane Docherty, Convener of the Housing and Communities Committee.

Welcome to Involving You, our new Tenant Participation Strategy for the period 2021 to 2024. This strategy builds on the positive developments of previous strategies successfully implemented since 2001, reaffirms our commitment to involving tenants in shaping and improving housing services and supports our commitment to deliver positive outcomes for our tenants and wider communities.



West Dunbartonshire Council has a strong track record of supporting tenant participation activities and has been nationally recognised in numerous awards, including the Tenant Participation Advisory Service Scotland (TPAS Scotland) Good Practice Awards for Communicating Performance Information to Tenants and Involving Tenants in Rents. Our Scrutiny Panel were also finalists in the Chartered Institute of Housing Awards for 'Most Inspiring Scrutiny Panel'.

In addition, the Council has been awarded Gold Accreditation for its Tenant Participation service by TPAS Scotland, which found 'an excellent provision of tenant participation with outstanding sector leading strengths in the majority of standards'.

Of course, these successes have been built on a strong commitment by many tenants who continue to give up their own time and demonstrate a real desire to shape housing services and improve our communities.

As the Convener of the Housing and Communities Committee, it has been a pleasure to work in partnership with our tenants over recent years. Whether this has been through the activities of the West Dunbartonshire Tenants and Residents Organisation (WDTRO), the work of our Joint Rent Group or the many other opportunities that exist for tenants to have real influence, I have been able to witness first hand the fantastic influence they have.

This past year has been a difficult one for all of us as we deal with the significant challenges of the Covid-19 pandemic. The commitment that has been shown by involved tenants throughout this period highlights the strong, positive desire that exists to help create homes and communities that people are proud of.

I'm certainly proud of what we have achieved together and I hope that this new refreshed strategy will continue to strengthen existing tenant involvement and encourage an even wider group of tenants to become involved in making our housing services the best in Scotland.

Cllr Diane Docherty

Convener, Housing and Communities Committee

Frances McGonagle, WDTRO Chairperson



The West Dunbartonshire Tenants and Residents' Organisation (WDTRO) gives tenants a stronger voice and we welcome this Strategy as it sets out how we can continue to develop tenant participation in decision making and improving the housing services we receive. The WDTRO is the umbrella group for all Tenant & Resident Associations and we work to make our neighbourhoods better places to live.

We have developed a good working relationship with the Council and appreciate the partnership approach taken to ensure that we are heard. We want to make sure that tenants get value for their rent money and we want to improve the quality and fuel efficiency of our homes. These topics need tenant involvement to get them right and we look forward to jointly addressing them.

We appreciate that not everyone has the time or interest in getting involved and we work hard to be a representative organisation so that we can do that on peoples' behalf. We want more tenants to get involved and help ensure that there is a strong tenant voice in West Dunbartonshire. This Strategy encourages that involvement and sets out the resources and support available for tenants getting involved either individually or in a group through training and expenses, which can be very rewarding. So whether for yourself or for your neighbourhood, you can make a difference and together we can give tenants a stronger voice.



[Section One]

Introduction – What is tenant participation?

Welcome to our Tenant Participation Strategy 2021-24 which was produced in partnership with tenants and tenant representatives. It sets out our commitment to develop effective consultation and participation so that by working with our tenants we can continuously improve the homes and housing services we provide.

The aims and objectives of the Strategy have been built around the views of our tenants, residents, staff and elected member who helped us identify what we are doing well and where we need to make improvements.

This Strategy tells you how we will achieve good tenant participation in housing services. You can find out about the range of ways you can get involved, how we are going to provide you with information, how we are going to consult with you and use your views and how we are going to work with you so that you can influence what we do and hold us to account.

We have set out:

- our aims for tenant participation for 2021-24;
- an action plan for the period 2021-24 which tells you how we are going to achieve our aims;
- how we will assess our progress and measure the impact of the Strategy; and
- information about the resources and support we make available to support tenant involvement

What is tenant participation?

‘It’s about tenants and tenants and residents groups taking part in decision making processes and influencing decisions about housing policies, conditions and related services. It is a two way process, which involves the sharing of information, ideas and power. Its aim is to improve housing conditions and services’.

(‘Partners in Participation, A National Strategy for Tenant Participation’ produced by the Scottish Executive in 1999.)

This definition is useful because it tells us what **tenant participation is, what needs to happen to make it work and what the outcome should be.** Tenant representatives agreed that it is a clear definition and emphasises the 2 way process.

Our Vision

West Dunbartonshire's Housing and Homelessness Services' vision for tenant participation is one of, 'sharing information with our tenants, future tenants and other service users in a variety of ways; providing opportunities for them to express their views in a way that suits them; listening and acting to views to improve the housing services we provide and allowing our tenants to scrutinise our performance.'

As well as the annual tenant report required by the Charter, we have also created a range of actions to ensure that the aims of 'Involving You' can be put into practice and tenant impact can be measured. Being able to demonstrate outcomes achieved by tenant involvement is one of the best ways of encouraging more people to get involved and the main feedback from tenants is that they want to make a difference so it's vital that we can make that happen. 'Involving You' is the name we have used for this Strategy and that is exactly what we want and need to do.

For more information on this Strategy or if you are interested in getting involved please contact our Tenant Participation officers within the Housing Development and Homelessness Team,

Jane Mack, 01389 737281, 0798 354 2993 or jane.mack@west-dunbarton.gov.uk

Hanne Thijs, 01389 737281, 0782 366 247 or hanne.thijs@west-dunbarton.gov.uk

Background and key principles

Involving tenants and other service users in decisions about their homes and communities is good practice in West Dunbartonshire Council. We are committed to continually improve and the best way to do that is to put tenants at the heart of our service and listen to them. We have a legal duty to involve tenants and service users, but more importantly we have a long history of active tenant involvement and are committed to ensuring that continues.

The **Housing (Scotland) Act 2001** introduced the first legal framework for tenant participation by giving tenants the rights to participate and be consulted. The Act also put new duties on all Local Authorities and Registered Social Landlords (RSLs) in Scotland which all still apply.

Your rights:

- to form independent representative organisations and apply for registration and funding;
- to access information about housing policies and related services;
- be consulted on issues that affect your homes; and
- participate in decisions that affect the services you receive and have enough time to consider draft proposals and put forward views

The Council's duties:

- to comply with equal opportunity legislation and involve often forgotten groups such as Gypsy Travellers and disabled tenants
- consult individual tenants as well as tenants and residents groups before making any decision that would change,
 - how we manage our housing properties
 - the standard of service we provide
 - any proposals to sell, transfer or demolish our housing
- take on board tenants' views **before** decisions are taken
- develop a Tenant Participation Strategy and put it into practice, ensuring that it complies with equal opportunity requirements
- put the Tenant Participation Strategy into practice and measure performance against the agreed action plan
- provide resources and support to make sure tenant participation is effective
- regularly review how well tenant participation is working
- set up arrangements for registering tenants groups

We must also ensure we meet the standards set out in the **Scottish Social Housing Charter** which was introduced by the Housing (Scotland) Act 2010 and reviewed in 2017. The Charter sets out the standards and outcomes that all tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.

There are currently 16 standards and all landlords need to publicise their performance against these every year. This means tenants can review their landlords performance and is a useful tool for helping tenants hold their landlord to account.

Other Relevant Publications

It is important that our Tenant Participation Strategy links into and contributes to other Council plans and policies, for example:

- West Dunbartonshire Council Strategic Plan 2017-2022 <https://www.west-dunbarton.gov.uk/media/4314005/strat-plan-2017-22.pdf>
- Housing and Employability Delivery Plan <https://www.west-dunbarton.gov.uk/media/4319762/he-delivery-plan-2020-21-v2.pdf>
- Housing Asset Management Strategy 2018-23 -[Housing Asset Management Strategy 2018-23](#)
- Local Housing Strategy 2017-2022 <https://www.west-dunbarton.gov.uk/media/4311723/housing-strategy-2017-2022-final.pdf> (will be updated this year)
- Tenant Communication Strategy https://www.west-dunbarton.gov.uk/media/3884123/tenants_communication_strategy_landscape_final.pdf
- Community Empowerment Strategy and Action Plan <https://www.west-dunbarton.gov.uk/council/strategies-plans-and-policies/cw-strategy-and-action-plan/>
- WDC Communicating Effectively - a guide to inclusive communication Updated July 2020 -

As an organisation, we recognise the benefits of tenant involvement not solely where statutory requirements exist within Housing Services, and so places are made available for the West Dunbartonshire Tenants & Residents Organisation (WDTRO) on the Council's Community Alliance so they can be involved in community wide issues.

The Your Community approach to delivering services at a local level to improve neighbourhoods also opens up community opportunities through Community Budgeting. All housing staff closely with the Communities Team to encourage tenants to get involved in Your Community activities and other related community activities.

The Community Empowerment (Scotland) Act 2015 has also created rights for communities to have greater influence or control over how land and buildings are managed and used.

Our Principles

Our Principles reflect those of the Scottish Government's National Strategy for Tenant Participation "Partners in Participation" (April 1999)

Trust, respect and partnership

It is important that tenants, Councillors and Council staff trust and respect each other and work together in partnership to improve housing services and conditions.

Sharing information, ideas and power

Everyone taking part in involving tenants will share information and ideas. It is important that we have a shared understanding of the issues so that we can work towards a joint solution to take these forward.

Setting the agenda together

We want to jointly agree with you the agenda for involving tenants. We will make sure that everyone has the information they need to consider issues properly. We will provide information that is clear and easy to understand and is available in a variety of formats.

Allowing time to consider issues properly

We will share information in a way that allows everyone time to make an informed decision. Individual tenants and tenants and residents groups will have enough time to work out a common view before they meet Council representatives.

Openness and accountability in decision making

We will make decisions in a way that is open, clear and accountable. We will provide feedback following all consultations.

Recognition for tenants' organisations

The Council recognise that tenants and residents groups are independent organisations that provide a valuable role in shaping housing services.

Good working relationships

The Council will build good working relationships with individual tenants and tenants and residents groups. These relationships require to be flexible to meet local needs and circumstances.

Including people

We will take account of equal opportunities law and good practice. We will promote approaches and work in ways that are appropriate to different people and differing needs within our communities.

Equal Opportunities

We are committed to equal opportunities and will comply with all Equality and Human Right legislation.

- We want to get rid of discrimination, harassment and victimisation
- We want to encourage equal opportunities
- We want to encourage good relations between all people

We will make sure that specifically in regard to tenant consultation and participation all tenants are treated equally, irrespective of their sex or marital status, race, disability, age, sexual orientation, language or social origin, or other social attributes including beliefs or political opinions.

We will promote inclusive approaches and work in ways that are appropriate to different people and differing needs within our communities. We have also carried out an equality impact assessment on this Strategy to minimise any barriers that tenants may experience.

Our Tenants and Residents Associations also have to show their commitment to equal opportunities to meet our registration conditions to become registered tenant organisations.

We will continue to use a number of ways to give all tenants the opportunity to get involved and influence decisions about housing services, policies and standards . We will provide information in a range of formats (e.g. large print, BSL signers) and various languages to suit our tenants and prospective tenants' needs on request. We also refer to "WDC Communicating Effectively", the Council guide to inclusive communication.

Public meetings will always be held in accessible buildings with LOOP system facilities. We will also provide transport or cover transport costs and cover reasonable care costs to support people attending meetings or to get involved.

How you can get involved

We want to encourage all tenants to get involved in shaping our services and provide you with as many opportunities as possible to do this.

If you want to find out more or have any comments you want to make then please get in touch – phone 01389 737281, text 0798 354 2993 or email tenant.participation@west-dunbarton.gov.uk

We have a long history of active tenant involvement through Tenants and Residents Associations. While our Associations have an important part to play and we continue to support them, we recognise that not all tenants want to or have the time to get involved in this way.

It's important that we offer **all tenants** a choice so that they can get involved at a level that suits their interest and their individual circumstances.

Housing News

We use the Housing News magazine to provide you with information on Housing Service developments and to invite you to get involved in consultations. It gets posted to all WDC tenants 4 times a year and available online. We also promote community activities and showcase what impacts tenants are having in their area. Tenants can write or email Housing News if they have a question about Housing Services or if they would like to comment on the Housing News magazine. We make the Housing News as interactive as possible and also include regular performance information so all tenants can see how well we are performing and question performance levels.

Completing surveys or questionnaires

We use a number of satisfaction surveys which ask tenants about specific areas of our housing service, for example customer satisfaction surveys used by our repairs service or when tenants first move into a tenancy.

Consultation surveys will also be carried out from time to time and we will promote them through the Housing News magazine, our website and Facebook <https://www.facebook.com/West-Dunbartonshire-Council-Tenant-Participation> to make them available to individual tenants as well as TRA members.

The Council will also carry out an bi-annual tenant satisfaction survey to capture tenants' views and provide feedback on improvements put in place.

New tenants

Housing staff advise new tenants on their rights to participate as part of the process of signing a tenancy agreement. They will use this and the new tenant visit to explain the opportunities available for tenants to get involved in their particular area as well as an individual tenant.

Tenant Participation staff also send out a follow-up post card to encourage each new tenant to get involved and provide their contact details.

Interested Tenant Register

Many of our tenants don't want to be involved in a group or don't have a group in their area but still want to have their say so we have an 'Interested Tenant Register'.

Tenants on the Register are given the same information shared with our Tenants and Residents Associations and receive direct invites to get involved in consultations and other events. They don't have to attend regular meetings but can still keep up to date with what's happening in Housing and Homelessness Services and can be involved in topics that they are interested in. Any tenant can join our Interested Tenant Register by contacting the Tenant Participation staff.

Attending conferences and events

We host annual information / fun days or conferences designed to attract individual tenants to engage with Housing Services and to develop existing groups. These events raise awareness about the services provided, ask tenants and other customers for their views on different areas of the housing service and provide an opportunity to ask questions. Representatives from our registered tenant organisations are invited to be involved in planning these events with us. We also provide funding for tenants to attend conferences and events run by TPAS, CIH or any other relevant organisation.

Attending focus groups and public meetings

From time to time we will set up focus groups or public meetings which look at a particular part of the housing service, for example if we review our Allocations Policy or the Joint Rent Group set up to scrutinise the Housing Revenue Account (HRA). We let tenants know about these meetings by promoting widely and by a range of methods like publishing the details in the Housing News, by putting information onto the Council's website, social media or by putting up posters. Representatives from Tenants and Residents Associations, our Interested Tenant Register, Sheltered Housing Forum and Scrutiny Panel members are invited directly to attend these meetings too.

Sheltered Housing Forum

Housing Services and Health and Social Care Partnership (HSCP) have developed a joint approach to supporting the Sheltered Housing Forum. The Forum gives representatives from all nine sheltered complexes an opportunity to get together with Housing and HSCP staff to discuss the Sheltered Housing Service Standards, raise issues directly with staff and monitor developments.

The Forum meets every 3 months and each complex takes a turn in hosting the meeting to make sure as many tenants can attend. Tenant Participation staff work with the Care at Home staff to provide minutes, agenda and transport for all Forum members.

Scrutiny Panel

Our Scrutiny Panel is open to all tenants or owners who receive a factoring service from the Council and they take an independent look at Housing performance. They choose what area they want to scrutinise and once they have reviewed performance and the processes involved, they make recommendations for improvements which Housing and Homelessness Services have committed to implementing. Thus the

Panel can directly influence improvements . Depending on what topic they look at, their work can be quite in-depth but they are supported by tenant participation staff, training, by each other and their work can be very rewarding .

Tenants and Residents' Associations

Tenants and Residents' Associations are made up of local tenants and residents who represent their area to bring about improvements in housing and other related services. We recognise the independence of these Associations and the contribution they make in improving services for all tenants and in representing the area they live in.

Tenants and Residents 'Associations have opportunities to be involved in developing our services in many ways:

- regular local meetings
- area walkabouts
- responding to consultations
- attending consultation meetings, focus groups and working groups
- completing surveys
- training events and information sessions
- open days and other tenant events
- by acting as a link to a wider range of tenants and providing feedback about tenants' housing and related issues

A full list of all Tenants and Residents Associations is in Appendix three.

Groups can apply for a Tenant Participation Grant if at least half of the elected committee (50%) are West Dunbartonshire Council tenants. This is because the grants are funded from the Housing Revenue Account (HRA). The Tenant Participation Grant can be used to cover all the administration costs of running a TRA e.g. hall hire and printing costs etc. Groups that do not wish to apply for funding can still become a registered tenant organisation (RTO) with West Dunbartonshire Council.

Registered Tenant Organisations

Tenants and Residents' Associations that meet the criteria set out by the Scottish Government are able to register with West Dunbartonshire Council as a **registered tenant organisation**. Registration is easy and doesn't require the Associations to do much more than they are already required to do under their constitution. The key difference between an Association and a registered group is that by registering with the Council, Associations have a recognised role in the decision making process.

West Dunbartonshire Tenants and Tenants and Residents Organisation



West Dunbartonshire Tenants and Residents Organisation is an umbrella organisation which acts to co-ordinate the activities of all registered tenant organisations (RTOs). They have operated since 2008 and their aim is to make sure that the RTOs work together to improve housing services and standards. This includes:

- working together with all Tenants and Residents Associations across West Dunbartonshire
- encouraging and supporting tenants/residents wishing to set up a Tenants and Residents Association
- providing information to all Tenants and Residents Associations on the work of the WDTRO
- working jointly with West Dunbartonshire Council and other agencies to make sure that they have as much influence as possible over decisions taken about their homes and community
- working jointly with the Council through the WDC/WDTRO Liaison meetings with Councillors and Council officers to influence and improve housing services, policy and performance.

You can contact the WDTRO through their website at www.wdtro.org.uk ,by email (harrymccormack.wdtro@gmail.com) or by Facebook www.facebook.com/WestDunbartonshireTRO

WDC/WDTRO Liaison Meetings

The Council and the WDTRO have regular bi-monthly meetings so that tenant representatives, Councillors and senior housing staff can work together to support the delivery of the housing service. This ensures that our tenant representatives have direct access to those with decision making authority. Objectives are agreed and driven jointly by tenants and Council representatives with both being able to put items on the agenda. Minutes of these meetings are distributed to all RTOs and made available on the Council's website and the WDTRO website. The meetings are chaired alternatively by the Housing Convenor and the WDTRO chairperson or their deputies to reflect this key partnership approach.

Pre-HACC Tenants Forum

The Housing and Communities Committee (HACC) sets the policies and strategies for the work of the Housing Service. Decisions are taken by the committee after Councillors have had the opportunity to consider and discuss reports by the Council's professional officers.

Prior to each of the quarterly HACC meetings, tenant representatives from tenant groups and individual tenants have an opportunity to meet with the Housing Convenor and officers who wrote the reports. The purpose of the meeting is to exchange views on the reports going before the HAC Committee and to allow

tenants direct access to the Housing Convener prior to issues being discussed at the HAC Committee. The Housing Convener then presents these views as part of the Committee's discussion which forms part of the decision making process, so this Forum gives real power to tenants to influence the committee's decisions.

Representing all Tenants

We are aware that there are groups of tenants that are often under -represented in tenant participation. For example, young people, travelling people, homeless service users, people with disabilities, black and minority ethnic groups and lesbian, gay, bisexual and transgender groups.

We will look to develop different ways to involve tenants so that groups of people are not excluded and our action plans sets out more detail on what we will do to achieve inclusive participation.

Local engagement

Since 2016 our Housing Operations team have been organised into 3 operational teams to focus housing management resources at a local area. Housing Officers have smaller areas to manage and are involved in all aspects of tenancy management . This model allows them to build up relationships with the tenants within their patch and has been welcomed by tenants as it provides a valuable opportunity for working together locally.

Walkabouts

An estate walkabout is a planned and publicised walk around your neighbourhood or street. It is a good way to highlight what could be improved and can be done with tenant participation and housing officers so that issues are recorded and then actioned. The Council's Housing and Homelessness Services want to make our estates good places to live and involving tenants who live in areas is an ideal way to do that and gives individual tenants an opportunity to influence issues in their street or area.

Complaints and compliments

West Dunbartonshire Council is committed to providing the best quality services it can afford and aims constantly to improve services. Our complaints procedure lets you tell us what you feel has gone wrong and helps us improve our services for everyone. Our complaints procedure is set out in *Appendix Five*.

It is also good to hear when things work well and any compliments are passed onto the staff involved so they are aware of the difference they are making.

Benefits of tenant participation – for you, your neighbourhood and for Housing Services

Ultimately we want to improve all Council housing services but there is much to be gained personally and for your neighbourhood from tenant participation.

Benefits for you

Tenant Participation has a number of benefits, both for you as an individual and for tenants in general:

- Improve the services you and all tenants receive
- Improve your home and neighbourhood
- Ensures tenants get good information about the Council's Housing Services
- Gives tenants better knowledge and understanding of Housing processes
- Empowers tenants to influence decision-making on changes to Housing Services
- Gives tenants the opportunity to scrutinise performance and processes
- Helps people build confidence
- Can develop new skills and knowledge
- Add volunteering experience to your CV
- Reduce social isolation and improve mental health
- Can give people a purpose and help them make a positive contribution to their community
- Make new friends and can even be fun !

Benefits to Housing Services

- Tenants provide knowledge to officers about how things are working on the ground
- Helps ensure Housing Services are responsive to tenants' needs and aspirations
- Improves performance through tenant insight, scrutiny and suggestions
- Tenant volunteers bring with them a lifetime of skills and experience, and can make a positive contribution to the work of the Council
- Improves relationships between tenants and Council officers
- Allows for communications, policies and procedures to be considered and reviewed by tenants to ensure they meet tenants' needs and are effective

Benefits to the wider community

- Better neighbourhoods through improved services

- Offers a stronger voice to the wider community
- Provide the Council with an insight into how services work with and for the community
- Ensures the community is better informed about Council services
- Makes sure that tenants and other customers' views are heard

Valuing your time

Without tenants who volunteer their time to get involved, we can't have tenant participation and we value the time that tenants give to get involved with us. We hope that any involvement will be personally rewarding but we also provide transport or cover travelling expenses for any tenant attending a meeting arranged by Housing Services and our TP Grants cover out of pocket expenses for tenant and resident group members as well as the running costs of the group.

We will provide support and training to help tenants get involved. Volunteering in any tenant participation activity can be a good way to help people get into or back into employment and we will provide references for any tenant who has been actively involved for at least 6 months.

Achievements

Since the last TP Strategy was agreed in 2017 we have made some key improvements in tenant participation, for example:

- TPAS accreditation is a national mark of excellence for participation activities and we achieved a gold award in 2019.
- Increased tenant involvement in rent setting. In 2019 there was a 229 % increase in the number of tenants having their say on rent setting. 845 tenants responded to the public vote for their preferred rent option as part of the consultation. Information provided has been made easier to understand and voting options and promotion has helped make tenants aware that they can influence the outcome of this vital decision.
- Our quarterly newsletter to all our tenants called 'Housing News' has increased in popularity. In the tenant satisfaction survey carried out in September 2019, 92% said they read the Housing News to keep up to date so it is an important way to communicate with all WDC tenants. As well as housing updates, we include community news and the WDTR have a regular column to help give a tenants point of view.
- We have developed clear, understandable performance information which we regularly include along with Housing News to increase tenant awareness around Housing Services 'performance and to help tenants scrutinise our performance.
- Our Scrutiny Panel, made up of tenants and factored owners, independently scrutinise performance across the Housing Services to ensure there is a person focus to our performance monitoring. They have now completed 5 scrutiny exercises and monitor actions to ensure they are happy that their recommendations are implemented.
- Our Joint Rent Group, made up of tenant volunteers, Housing and Finance staff as well as the Housing Convenor jointly scrutinises the Housing Revenue Account (HRA) and make sure it complies with HRA Guidance. Their work has helped increase transparency around the HRA, monitor how rent money is spent and ensure tenants get value for money.
- Regular information on a range of housing issues and TP Updates are distributed to Tenants and Residents Associations(TRAs), tenants on the Interested Tenants Register, Sheltered Housing Forum members, Scrutiny Panel members as well as housing staff and elected members to share information and raise awareness about tenant participation activities.
- Continued support to local TRAs and helped establish new TRAs where there is demand
- Provision of funding through Tenant Participation Grants to support the work of the WDTR and registered Tenant and Residents' Associations
- Developed an annual performance report on TP activities –a "report card" on how tenants are involved and the outcomes of that involvement to help evidence the positive impact tenant participation can have.

- The WDC/WDTRO Liaison meetings regularly resolve a range of issues brought up by tenants from concerns about difficulties getting through to Repairs on the phone which resulted in actions being taken to improve the situation and through recruitment increased call handling capacity. Issues like energy efficiency are also dealt with and the WDTRO concerns over fuel poverty are ongoing and have kept pressure on the Council to ensure that District Heating systems are prioritised and incorporated into housing plans.
- The Tenant Priority Budget is an effective participatory budget that gives tenants the opportunity to decide how this annual £800,000 budget is spent. Any tenant can make a proposal and tenants publically decide which proposals are value for money and should go ahead. The Budget is promoted in the Housing News and gives tenants a great opportunity to see improvements happen in their neighbourhood.
- We continually review the content of our TP webpages and update it with meeting notes from the Joint Rent Group, WDC/WDTRO Liaison meetings, Sheltered Housing Forum and Pre HACC Forum so that all tenants can get access to this information. Our number of followers on Facebook continue to increase and we post regularly with community information as well as housing and TP information.

How we developed the Strategy

This Strategy builds on previous TP Strategies and action plans. The progress on the Strategy action plan is given regularly at the WDC/WDTRO Liaison meetings and through the Housing News and TP webpages.

In April 2020 we invited TPAS to carry out an independent review of our 2017-2020 TP Strategy and to consider it in line with current Good Practice. They commended the style and use of clear language of the Strategy and made a number of suggestions to bring the new Strategy up to date and these have been incorporated into this document. The use of the 'involving you' logo has been retained to emphasise the purpose of the Strategy.

Tenant and staff involvement

We developed a survey to gather views on developments since the last Strategy and to measure its effectiveness in terms of

- culture and practice
- how we feedback to tenants
- how we could increase tenant involvement
- how satisfied with current tenant participation opportunities

We used a number of ways to promote the survey to tenants

- an article and link to survey included in the Summer 2020 edition of the 'Housing News' sent to all tenants
- due to working from home restrictions, the survey could only be promoted directly to TRA members, Interested Tenant Register, Scrutiny Panel members and Sheltered Housing Forum members with email addresses.
- The online survey was also promoted to tenants through the Council's webpages, TP webpages and TP Facebook.

Views from other Council staff were also gathered as well as elected members.

A full breakdown of the survey responses was reviewed and the majority of respondents (73.9%) overwhelmingly thought we had improved the culture and practice of involving tenants which is slightly up from the 2016 survey when it was 72%. In relation to whether we promote involving tenants as an important part of how we deliver Housing Services there was a reduction in respondents who thought we did – 64.4% as apposed to 79.3% in 2016 so a number of action are included in the action plan in section 14 to address this.

2 virtual discussion groups were also arranged after the survey closed to further explore issues identified in the survey. These discussions gave great insight into what tenants want from participation and making a difference was seen as key to getting people involved and keeping them involved. The recommendations from these discussion groups are also included in the action plan in section 13.

Aims of the strategy

Our aim is to improve Council Housing Services by working in partnership with tenants to develop and influence how these services are provided.

Our aims reflect important legislative and regulatory requirements but also reflect the views of tenants and staff collected in our consultation survey.

We will:

- improve the culture and practice of involving tenants across housing services
- improve our feedback to tenants so that we can evidence where our tenants and other service users have influenced or shaped the housing service
- continue to promote and provide a wide range of options for tenants to get involved with us. Even post –COVID pandemic this will include more interactive online networks and virtual meetings to help people be involved from home.
- continue to encourage involvement of under- represented groups such as young people, homeless people, people with disabilities and minority ethnic groups
- make sure that tenants are aware of the options available to them to shape housing services
- promote the difference tenants can make and the positive benefits of participation to them personally as well to their community
- continue to develop tenants' involvement in monitoring and improving performance through our Scrutiny Panel as well as individual tenants holding us to account
- make sure that the resources we put in place and practices we carry out are adequate to support and develop tenant involvement
- make sure that we communicate effectively with tenants and provide good quality, accessible information that tenants want

Our Action Plan in Section 13 sets out how we will meet these aims.

Scottish Social Housing Charter and tenant scrutiny of performance

The Scottish Social Housing Charter came into effect on 1st April 2012. Tenants across Scotland were involved in its creation and also in its review in 2017 to ensure it is still fit for purpose and focuses on performance that tenants are most interested in. The Charter aims to improve the quality and value of services provided by social landlords and sets out 16 outcomes and standards that social landlords should aim to achieve when performing its housing activity. You can see the full list of Charter Outcomes in Appendix five.

The Scottish Housing Regulator is an independent body responsible for monitoring, reporting and assessing how well social landlords, like West Dunbartonshire Council, are achieving the Charter's outcomes and standards. Each year the Council must gather evidence to demonstrate to the Regulator and to tenants and service users that it is meeting the outcomes of the Charter. Tenants can also use the Regulator's website to compare how well the Council is performing against other social landlords. This helps tenants understand if their landlord is performing well or not.
<https://www.scottishhousingregulator.gov.uk/>

How we measures performance

We measure performance to make sure we are improving the services we provide and to identify where we can make improvements, for example we measure how long it takes to allocate a house when a tenant leaves and number of repairs done right first time. We have a performance monitoring framework which makes sure that all the necessary performance information is being recorded and that authorised officers are monitoring and accountable for that performance.

How tenants are involved in monitoring performance

We have developed clear, understandable performance information which we regularly include along with Housing News to increase tenant awareness around Housing Services performance and to help tenants scrutinise our performance. Tenants are able to raise any questions on the performance information and contact details are given on the reports. There is also a performance section on the Council's website which all tenants can look at and monitor.

How tenants are involved in Scrutiny

Involving tenants in scrutinising our performance is essential for improvements to be made and to ensure that tenant involvement is meaningful. Tenant scrutiny is the name given to the activities that offer tenants an opportunity to get involved in assessing our performance. It allows tenants to influence and hold their landlord to account by focusing specifically on how housing services perform.

WD Scrutiny Panel

Our Scrutiny Panel was set up in 2014. The Panel is open to all tenants or owners who receive a factoring service from the Council and training and out of pocket expenses are provided. The Panel developed their own terms of agreement and

aims and are independent from the Council although supported by the Housing Development team to access information and assist with their meetings.

A training tool called 'Stepping up for Scrutiny' was developed nationally and is used to introduce volunteers to scrutiny. On-going training and support is also available for Panel members as their involvement in tenant scrutiny activity develops. The Scrutiny Panel form part of the Council's formal performance monitoring framework and there is a commitment to action all reasonable recommendations from the Panel's scrutiny exercises. The Panel's reports and recommendations are reported through the Housing News and made public on the TP webpages.–

<https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/west-dunbartonshire-scrutiny-panel/>

They have carried out 5 scrutiny exercises so far:

- Medical adaptation process 2020
- Scottish Social Housing Quality Standard (SHQS) Compliance 2019
- New tenant visit process 2017
- 'Right First time' repairs 2016
- Anti-social behaviour complaint process 2015

The Panel monitor the implementation of their recommendations so they are assured that they are put in place. It is the Panel who decide what performance area they want to look at and focus on ensuring processes are improved from the tenants point of view.

If you'd like to join the Scrutiny Panel or find out more please contact them as they welcome new members. Email scrutinypanel2014@gmail.com or give the TP team a phone on 0798 354 2993.

How performance is reported to tenants

In addition to submitting annual performance information to the Regulator, the Council is also required to produce a **Tenants Report** to show progress in meeting the Charter outcomes to tenants, other customers and service users. Tenants played a key role in creating the look and content of our report to ensure that the performance information included is what they are interested in. Each year the report is reviewed involving tenants to ensure it continues to reflect tenant's priorities. Last year's review highlighted that tenants also wanted a focus on actions being taken to improve performance which are now included in the report. The tenants report also gives us an opportunity to encourage tenants to get involved in performance monitoring and ask questions about performance and contact details are included in each report.

We also have a regular performance insert that gets delivered to all tenants along with the Housing News

Consultation and feedback- seeking your views and influencing decisions

Consultation must be meaningful and the outcome of consultations must direct changes in policy or service delivery as a result. This distinguishes consultation from asking your views. The Council will always follow good practice and use the Tenant Communication Strategy and the WDC's Communicating Effectively framework to ensure all consultation are meaningful and effectively deliver change ;

- We will bring tenants and tenant organisations into the consultation and participation process from the start
- We will use a number of approaches to consulting, for example, the Housing News, leaflets / posters, public meetings, conferences / seminars, open days, home visits, focus groups, questionnaires/surveys and through our web-site and social media to collect views from as wide a range of tenants possible
- The method of consultation will depend on the scale and significance of the project and we will take into account the views of tenant organisation on the consultation methods used
- We will give detailed information to tenants and tenant groups on any proposals we are consulting on, including:
 - how the proposal will affect tenants,
 - how and within what timescales tenants can make their views known to us,
 - how and when the final decision will be taken,
 - the contact officer dealing with the consultation and,
 - information on how and where to complain.
- Where possible, individual tenants and tenant organisations will be given a minimum of 8 weeks to respond to any consultation
- If we want to do this in less than eight weeks, Council officers must seek permission from the Housing Development and Homelessness Manager. If permission is granted we will explain why the consultation must be carried out within a shorter timescale.

We will consult you on:

- 1. Annual Rent levels**
- 2. Any changes to housing policies or services** eg Allocation policy, relet standard for empty properties, repairs and maintenance services and standards.

Feedback

We use the views of tenants and service users to shape and improve the housing services you receive. It is important that we provide feedback so that you know we have listened to and acted on your feedback. Providing feedback is also important as it encourages others to get involved. Most respondents of our consultation survey (70%) agreed that we had improved feedback but that is less than in the previous survey (90%) so this is an important area that needs to be focused on to give tenants confidence that getting involved makes a difference.

Seeking your views

We use a range of methods to seek your views. This might be because we want to know if you are satisfied with a service, because we are reviewing a policy or the way that we deliver a service or it might be because we are considering some other action which will affect a lot of tenants.

Influencing decisions

When we ask you for your views we report them back to senior decision makers and include them in committee reports which are prepared for Council meetings or in other draft documents.

We will make sure that we tell you how we used your views. We can do this by public meeting, by letter or through our webpages and social media. We will also share these outcomes with TRAs, the WDTR and publicise it in the Housing News to show you how we are using your views and suggestions. This includes the results of surveys or questionnaires which tenants have taken part in.

Consultation and participation activity with tenants and service users



Views are reported and reflected in committee reports and other documents



Outcomes demonstrated to participants, RTO's and in the Housing News

Keeping you informed

We know how important it is that we provide you with good quality, up to date information which is accessible to everyone and free of jargon. Some of the methods we use include:

- Letters, phone and email
- surveys and questionnaires
- briefing notes and TP Updates
- face to face meetings
- home visits where a need is identified
- Tenants and Residents Associations and registered tenant organisations
- through the Register for Interested Tenants
- focus groups
- public meetings
- tenant handbook
- tenant conferences or other public events
- Housing News or local tenant newsletters
- notice boards in our multi-storey blocks or tenement flats
- one-stop-shops and other council offices
- website and social media - <https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/> and <https://www.facebook.com/WestDunbartonshireCouncilTenantParticipation>



We produce 4 editions of our tenant newsletter 'Housing News' each year and send it to all our Council tenants, local Councillors, local libraries and to all our Tenants and Residents Associations. Electronic copies are also sent to all housing staff.

In our consultation survey, 86.7% of respondents said they read the Housing News so it remains a valuable way to keep tenants updated with developments and to feedback how they have influenced or shaped services. In particular respondents made very positive comments about Housing News,

‘Do enjoy reading it’

‘Informative and keeps you updated with local events and general news’

‘Love it - it's colourful, easy to read plenty of photographs so It's not boring’
(quotes taken from TP Strategy survey responses 2020).

The Housing News is also put onto audiotape for visually impaired tenants via Rockvale Rebound (talking newspapers) and made available in accessible format on the Council’s website.

We encourage tenants groups as well as staff to use Housing News as a way of communicating with all our tenants.

As set out in the Council’s Tenants Communication Strategy, we provide all written information in a clear, accessible and easy to understand format, using plain language and where necessary in community languages. This includes making information available on request in other formats such as Braille, large print as well as audiotape.

Tenants Handbook

Our tenant handbook is an important part of our commitment to providing our tenants with detailed information about our housing services and their tenancy. We regularly review the handbook with the help of tenants to make sure that it is in a style and format which is useful, accessible and attractive to you. <https://www.west-dunbarton.gov.uk/housing/council-housing/tenancy-and-allocations/tenant-handbook/>

The Sheltered Housing Tenant Handbook

Tenants in Sheltered Housing accommodation have a specific tenant handbook which set out their tenancy rights and responsibilities as well as support arrangements. The Sheltered Housing Forum members helped produce their tenant handbook and its regular review. <https://www.west-dunbarton.gov.uk/media/4318309/sheltered-housing-booklet.pdf>

Tenants and Residents Associations Handbook

A Basic Guide designed to support new and existing TRAs has been developed to cover all aspects of running and managing a group. It includes how to register with the Council as a registered tenant organisation, provides information and contact details about Council services and how to get independent help and advice. The TRA Handbook is available on our TP webpages along with useful forms to help TRAs be independent while still having the support of TP staff when needed. <http://www.west-dunbarton.gov.uk/media/4307905/basic-guide-website-version.pdf>

Briefing Notes

Housing staff produce information or briefing notes for Associations and tenants on the Interested Tenants Register which contain information about housing issues or topics which have been raised by tenants or by the Council.

Digital Technology

The Council has invested in a new Integrated Housing Management System (IHMS) to help develop how we provide services to tenants and to give tenants greater access to reporting and monitoring requests to us. The system also provides options to send text reminders to tenants about appointments or meetings, or to carry out short surveys so will be utilised to help improve tenant communication.

The Tenant Participation section on the Council's website is kept up to date with information and minutes from meetings so they are available to any tenant at a time that suits them and to encourage involvement. <https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/>

The Council also has a Facebook page and Twitter Account which tenants can use to obtain information and provide comment. There is also a TP Facebook page which we use to promote consultations and provide information about local events and issues which may be more attractive to our younger tenants.

Tenants' Communication Strategy

The Council's Tenants' Communication Strategy sets out how we will provide information, the types of information to be provided and how we will provide feedback. It is due to be reviewed again to ensure it keeps up to date with digital progress and this is included as part of the action plan set out in section 13.

How we will resource and support tenant participation activity

To make the process of involving tenants successful, we provide a range of resources which both individual tenants and TRAs have access to.

Housing and Employability Staff

All housing staff are responsible for encouraging and supporting tenants to get involved. This can include practical support such as help with photocopying, providing information about Council services, attendance at meetings, providing training or information sessions and delivering consultation events. Tenants should be advised of the opportunities to get involved when they sign up for a WDC tenancy but also at other times during their tenancy as people's circumstances and interests change.

Tenant Participation Staff

Within the Housing Development and Homelessness Team there is a Senior Housing Development Officer (Tenant Participation) and a Housing Development Officer (Tenant Participation) who are responsible for supporting and developing tenant participation activity across West Dunbartonshire.

The Senior Housing Development Officer is specifically responsible for developing, implementing and reporting on the aims of this Strategy and the Housing Development Officer for encouraging new ways to get involved, supporting existing TRA's and help create new groups where there is a demand.

They also provide encouragement, training and support to individual tenants and tenants on our Interested Tenant Register, the Scrutiny Panel, Sheltered Housing Forum to participate and develop.

Funding Tenants and Residents Associations

TRAs play a vital part in making sure our services reflect the needs of local communities. We are committed to providing support and resources to make sure Associations are in a position to fully participate and be representative.

Start-up grants are available for new Associations and annual grants are available to existing Associations to cover their administration and running costs funded from the HRA (Housing Revenue Account). For example, to pay for photocopying, telephone calls, the hire of local community halls, postage or travelling expenses. One-off expenses to provide equipment to groups, such as laptops, printers are made available to groups which are well established.

There are currently 4 Associations who have a community flat to base their activities from. Their use of premises varies, but is primarily used as office and meeting space, Housing Officer and local Councillor Surgeries and can be used to provide meeting space for other community activities. The rent, insurance and utility charges are met by TP Grants given to groups from the TP Budget.

Information, training and support

All TRAs are offered support and training from the Housing Development Team. Tenant Participation staff usually attend meetings to support the committee until they are happy to proceed on their own. Formal training covering all aspects of running and managing an Association and guidance to become registered tenant organisations is offered. Our Associations will also be offered assistance to carry out action planning to assist them to achieve their objectives and demonstrate their achievements.

Tenant Participation training is also made available to all housing staff to ensure that we can put our tenant participation strategy into practice effectively.

Associations have access to a TRA Basic Guide which covers all aspects of running and managing an Association, provides information and contact details about Council services and how to get independent help and advice.

Our range of information notes keep tenants on our Interested Tenant Register and Associations informed about housing policy and about housing services.

Information sessions are arranged as and when required in response to developments, in support of consultation events or to discuss housing topics requested by TRAs.

The Housing News is distributed to all tenants and TRAs four times a year and used as our main way of sharing information with all tenants. We also use regular TP Updates and briefing notes to share good practice and information.

Training and encouragement is made available to all tenants to help them get involved. As an additional incentive to encourage more involvement, we also provide references for anyone who has volunteered for at least a 6 month period to help them get into or back into, employment.

Financial support is available to ensure that no one is out of pocket by getting involved in improving Housing Services and we can cover travelling expenses and reasonable care costs. We also offer transport and can arrange taxis to assist people making meetings.

Conferences and events

Tenants who are represented by a Tenants and Residents Association or who are on the Council's list of interested tenants can attend annual conferences and events carried out by the Council, the Chartered Institute of Housing, the Tenants Information Service or the Tenant Participation Advisory Service. Costs for participation, transport and crèche facilities are met through the tenant participation budget.

Including everyone

Our resources and support services are there for everyone to get involved. We use the principles set out in the National Standards for Community Engagement to ensure that where possible there are no practical barriers to any tenant being fully involved. This includes:

- suitable transport to attend meetings
- general assistance
- access to premises
- communication aids (such as loop systems, advocacy and interpreting services)
- opportunities to meet at a time and a place that suits

Access to other sources of information, support and advice

Scottish Government Social Housing Services Team

Contact: 0131 244 0710 or email: anne.cook@gov.scot

Tenants Information Service (TIS)

Contact: 0141 248 1242

www.tis.org.uk

Tenant Participation Advisory Service Scotland (TPAS Scotland)

Contact: 0141 552 3633

www.tpasscotland.org.uk

Equality Advisory and Support Service

Contact: 0808 800 0082; text/phone: 0808 800 0084

www.equalityadvisoryservice.com

FREEPOST Equality Advisory Support Service FPN4431

The Tenant Participation Budget

All direct funding to support tenant participation activity, such as information, grants to groups or transport costs come from the rent and benefits tenants pay into the Housing Revenue Account. Therefore we need to ensure that we spend our Budget effectively and for the benefit of tenants.

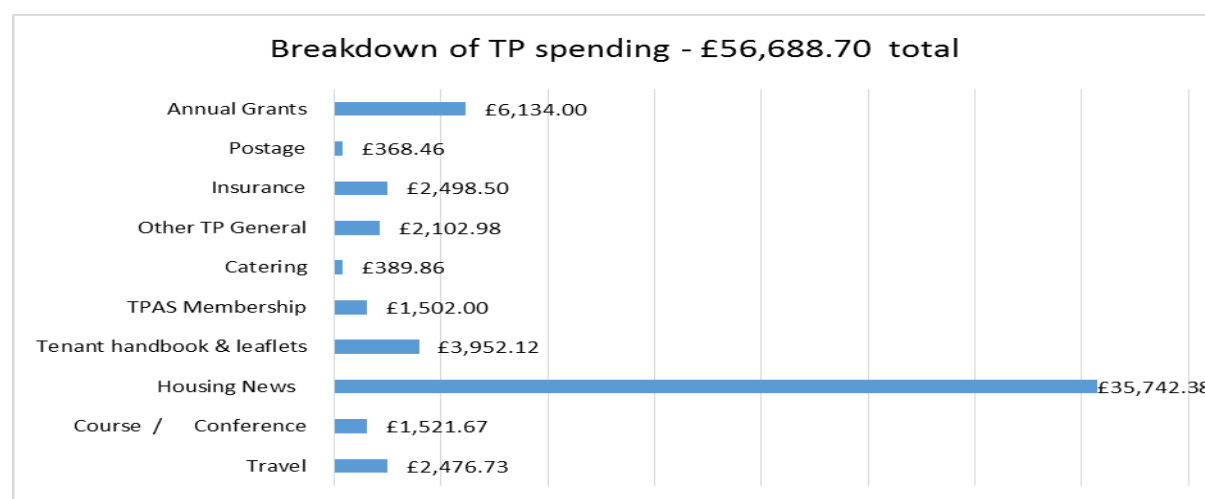
In 2019/20, we spent £56,688.70 on tenant participation activities. That's approximately £5.79 per tenant per year (based on 9571 active tenancies at 31/3/20). Our allocated TP Budget was £71,216 for 2019/20 and our spending was less than anticipated mainly due to less TP Grants being needed but the TP Budget has remained at £71,216 to ensure that we can continue to develop tenant participation.

The chart below splits up how the Budget was spent. We financially supported 10 TRAs, the WDTR, Sheltered Housing Forum, Pre-HACC Forum and Scrutiny Panel to help them all function effectively.

The cost of producing the Housing News also comes out of our Tenant Participation Budget and this takes up the majority of our communication costs. We also have 4 TRAs who have community flats that they operate from and the running costs for these are included in the costs for supporting TRA's, along with annual and top up grants to cover their running costs. Public liability insurance is also paid for each active TRA.

Transport costs to and from meetings are also covered to ensure no-one is put off attending meetings by costs and that no tenant volunteer is out of pocket. Our postage

costs are from providing pre-paid postage envelopes to encourage people to return surveys, tenant priority budget proposal forms etc.



The tenant participation budget for 2020-21 is £71,216. We will spend this funding on:

- grant support to TRAs
- running costs of community flats used by TRAs
- provision of tenant events
- the Housing News magazine
- new tenant handbooks
- consultation events
- provision of information (leaflets, guidance notes etc.)
- new Tenant Participation Strategy and associated publicity material to promote tenant participation
- training, capacity building and conference events for tenants provided by other organisations
- travel expenses, care costs and crèche facilities
- surveys or questionnaires
- tenant scrutiny activities

Measuring Tenant Participation

We have created a range of actions to ensure that the aims of 'Involving You' can be put into practice and tenant impact can be measured. Being able to demonstrate outcomes achieved by tenant involvement is one of the best ways of encouraging more people to get involved and also to ensure that we are a continually improving organisation.

We will continue to provide regular progress reports to the WDTR0 via the Liaison meetings as well as the Sheltered Housing Forum, through the Housing news and our TP webpages.

We will also produce an annual tenant participation performance report and share it with all members of TRA's and tenants on the Interested Tenants Register, and make it available on the Council's website and TP social media to help emphasise the outcomes of involvement.

Of the 16 Charter outcomes there are four main ones that are particularly relevant to our activity of involving tenants:

Outcome 2 – Communication Social landlords manage their businesses so that:

- *Tenants and other customers (i.e. residents) find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services the landlord provides.*

Outcome 3 – Participation Social landlords manage their businesses so that:

- *Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.*

Outcome 14 & 15 - Rents and Service Charges Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- A balance is struck between level of service provided, the costs of the services, and how far current and prospective tenants and service users can afford them.
- Tenants get clear information on how rents and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

We will report how well we are achieving these outcomes as well as measuring what we spend the TP Budget on, what we produce as a result and the outcomes for tenants. This will be reported to both the WDTR0 and to the Housing and Communities Committee on an annual basis in the format of an annual committee report.

The action plan

[Section thirteen]

Our action plan sets out how we will meet the aims of this Strategy.

What we will do	How we will do it	When we will do it	Outcomes
<p>1. We will improve the culture and practice of tenant participation across housing services</p> <p>We will carry out good practice in tenant participation across all parts of the Housing Service.</p>	<ul style="list-style-type: none"> continue to deliver tenant participation training for all housing services staff produce quarterly TP updates for elected members, housing and related services staff to raise awareness of TP activities record outcomes from involving tenants and publicise them through the Housing news and other TP communication channels publish an Involving You annual report each year 	<p>On-going</p> <p>quarterly</p> <p>on-going</p> <p>annually</p>	<p>Increased awareness and understanding of tenant participation practice and requirements across all council services.</p> <p>All housing staff promote and support tenant participation and we are able to evidence tenant involvement.</p>
What we will do	How we will do it	When we will do it	Outcomes
<p>2. We will improve our feedback to tenants so that we can demonstrate where our tenants and other service users have influenced or shaped the housing service</p>	<ul style="list-style-type: none"> when consulting with tenants we will tell them how their views will be used and how decisions will be made outcomes from consultations will be communicated to participants and will be publicised via the Housing News, webpages and social media support TRAs to 	<p>on-going</p> <p>on-going</p>	<p>Tenant participation is working and tenants are encouraged to get involved.</p> <p>Individual tenants and TRAs are encouraged to get involved.</p> <p>Direct, up-to-date</p>

<p>We will demonstrate that tenants' views are considered as part of the decision making process.</p> <p>The outcome(s) of tenant involvement will be promoted regularly and widely to ensure that tenants can see where they are making a difference.</p>	<p>demonstrate their achievements locally</p> <ul style="list-style-type: none"> publish annual tenant involvement outcomes as part of TP performance report demonstrate the outcome(s) of tenant involvement in tenant scrutiny activities support tenants and TRA representatives to review papers going to the HAC Committee and encourage them to participate in the Pre-HACC Forum 	<p>on-going</p> <p>annually</p> <p>on-going</p> <p>quarterly</p>	<p>evidence of the impact of tenant involvement is shared with tenants</p>
What we will do	How we will do it	When we will do it	Outcomes
<p>3. We will promote and provide a wide range of options for tenants to get involved with us.</p> <p>We will promote existing methods available to tenants to get involved both as individuals and as part of more formal structures.</p> <p>We will continue to introduce new methods so that we</p>	<ul style="list-style-type: none"> promote the range of options and support in place to encourage tenants to get involved produce a leaflet version of the TP Strategy 2021-2024 to make the TP Strategy more accessible and user-friendly support TRAs to produce leaflets and or websites promoting the work that they do and how to get involved continue to deliver an annual tenant conference or event explore new methods 	<p>on-going</p> <p>2021/22</p> <p>on-going</p> <p>annually</p>	<p>Increase tenants awareness and understanding of options and support available to help them get involved</p> <p>Increase the number of tenants getting involved</p> <p>Increase number of local TRA operating across area so it is easier for people to get involved locally.</p> <p>Increase the</p>

increase the ways tenants can get involved and provide methods which may be more attractive to under-represented groups.	<p>to provide information and obtain tenants' views (social media, IHMS,</p> <ul style="list-style-type: none"> • develop a digital hub, mightynetworks as a more interactive and accessible option to increase tenant participation • develop use of virtual meetings as option for people with limited time as well as for those with mobility issues as an attractive option to get involved from comfort of own home. • promote the personal as well as community benefits of getting involved /volunteering • imbed walkabout process for tenants to inspect their local area and produce action plans for improvements along with Housing staff 	<p>on-going</p> <p>2021/22</p>	<p>number of tenants getting involved</p> <p>evidence the impact of tenant involvement can have locally</p>
What we will do	How we will do it	When we will do it	Outcomes
4. We will encourage involvement of under-represented groups such as young people, homeless people, people with	<ul style="list-style-type: none"> • explore opportunities to develop a youth housing forum to involve tenants aged 16-25 • explore opportunities to link up with local youth groups like YSORTIT, Youth Council to raise 	<p>2021/22</p> <p>2021/22</p>	<p>Increase the involvement of groups of people who are under-represented in tenant participation</p>

<p>disabilities and minority ethnic groups.</p>	<p>awareness of participation opportunities</p> <ul style="list-style-type: none"> • explore opportunities to develop a forum for people in temporary/supported accommodation • Consult and offer dialogue opportunities with tenants at Dennystoun Forge in a way they are comfortable with • Continue membership of West Dunbartonshire Equality Forum and develop opportunities to promote tenant participation to wider groups • Develop links with support charities to promote TP as an option for people to do online (even post COVID pandemic) • Provide additional support for people with learning difficulties and make that clear on any information about training and on webpages. 	<p>ongoing</p> <p>on-going</p> <p>ongoing</p> <p>2021/22</p> <p>2022/23</p>	
What we will do	How we will do it	When we will do it	Outcomes
<p>5. Ensure tenants are aware of the options available to them to shape housing service plans and budgets</p>	<ul style="list-style-type: none"> • produce and promote an annual consultation calendar • carry out an annual consultation on rents increases and provide clear information for tenants to be able to 	<p>annually</p> <p>annually</p>	<p>Tenants know in advance about different options which are open to them to influence housing services</p> <p>Tenants can get</p>

	<p>make informed choices</p> <ul style="list-style-type: none"> develop tenant involvement in Housing Revenue Account scrutiny and work towards full compliance with the Scottish Government's 2014 HRA Guidance develop tenant involvement in the decision – making process of setting rents, Capital programmes and agreeing Business plans 	<p>on-going</p> <p>on-going</p>	involved in influencing housing across West Dunbartonshire and how their rent is spent.
What we will do	How we will do it	When we will do it	Outcomes
<p>6. Assess our performance in line with the Scottish Social Housing Charter and involve tenants in our annual Tenant Report.</p>	<ul style="list-style-type: none"> agree with tenants what Charter indicators they want included in the Tenant Report. review the best style to use to ensure the report is accessible and easy to understand support scrutiny activity by offering formal training for staff and tenants taking part recruit new members onto the WD Scrutiny Panel 	<p>Annually</p> <p>Annually</p> <p>On-going</p> <p>on-going</p>	<p>Ensure that West Dunbartonshire Council complies with requirements under the Scottish Social Housing Charter.</p> <p>Performance information is made available to tenants in a format which is useful and easy to understand</p> <p>Opportunities for tenants to test and improve housing services performance.</p>
What we will do	How we will do it	When we will do it	Outcomes

7. Ensure that the resources we put in place and practices we carry out are adequate to support and develop tenant participation activity	<ul style="list-style-type: none"> Develop an online training section for tenants as well as staff to access . promote training opportunities as an incentive to encourage more tenants to get involved 	<p>2022/23</p> <p>ongoing</p>	<p>Sufficient resources for tenant participation activity and tenant scrutiny requirements.</p> <p>Increase take-up of training opportunities</p>
What we will do	How we will do it	When we will do it	Outcomes
8. We will ensure we communicate effectively with tenants and provide good quality, accessible information that tenants want	<ul style="list-style-type: none"> review and improve the content on the TP web pages and use of social media. Promote TP webpages as resources available 24/7 continue to produce regular editions of the Housing News to all tenants keeping them up to date with housing investment, service developments and outcomes from consultations assess interest in a Reader's Panel as a way of making sure communication is clear , accessible information that tenants want assess interest in creating an editorial group with tenants to develop Housing News Review and update Tenant Communication Strategy 	<p>annually</p> <p>on-going</p> <p>on-going</p> <p>2022/23</p> <p>2021/22</p> <p>2022/23</p>	<p>Increase use of TP webpages and social media</p> <p>Improved information and communication for all tenants</p> <p>Provide information that tenants and TRAs want</p>



Appendix One - Jargon Buster

Key Initial	
SHQS	Scottish Housing Quality Standard
TIS	Tenant Information Service
TP	Tenant Participation
TPAS	Tenant Participation Advisory Service
TRA	Tenant & Resident Association
WDTRO	West Dunbartonshire Tenants and Residents Organisation

Key Organisation	
Federation	The collective name given to WDTRO which represents all TRA's.
Scottish Government	This is a collective term for the Scottish Government, which includes Ministers and civil servants based in Holyrood.
Scottish Housing Regulator	Regulates all Registered Social Landlords and the landlord and homelessness services of Local Authorities, protects the interests of current and future tenants and other service users.
Sheltered Housing Forum	Tenants from sheltered housing complexes across West Dunbartonshire who have formed a group to represent the interests of tenants living in sheltered housing accommodation owned and managed by West Dunbartonshire Council.
Tenants Information Service (TIS)	A national organisation run by a board of tenant and landlord directors which provides information, advice and training to tenants across Scotland.
Tenant Participation Advisory Service (TPAS)	The national tenant and landlord participation advisory service for Scotland which promotes good practice in tenant participation throughout Scotland. TPAS works with tenants' organisations, Housing Associations and Local Authorities.
West Dunbartonshire Council	The statutory provider of housing in West Dunbartonshire.
West Dunbartonshire Tenants and Residents Organisation	The umbrella organisation which acts to co-ordinate the activities of registered tenant organisations across West Dunbartonshire.

Key word	
Accountability	Assurance that a landlord organisation, or tenants and resident's organisation, will be measured on their performance or behavior related to the things they are responsible for.
Action Plan	A list of things a landlord or tenants organisation must do to meet its aims and objectives.
Annual General Meeting (AGM)	A mandatory yearly gathering of an organisation's interested members or shareholders. The procedure for holding this meeting and the agenda to be followed will usually be set out in the organisation's constitution.
Annual Return of the Charter (ARC)	A yearly report produced by social landlords to show how they compare. It legally must be submitted to the SHR and published for tenants.
Asset management	Looking after Council properties to make sure they are well maintained and improved.
Capital programme	The programme of planned improvements that a landlord undertakes to keep its housing stock in good quality (such as kitchen and bathroom replacements, window replacement etc).
Consultation	Tenant consultation means having a chance to comment on proposals prepared by the landlord before a decision is taken.
Communications strategy	A document developed by West Dunbartonshire Council and tenant representatives that sets out how the Council will communicate and inform tenants, tenants and residents groups and the WDTRO
Corporate Plan	A document that sets out West Dunbartonshire Council's aims and objectives and how it plans to deliver its services.
Community Engagement Strategy	Document produced by West Dunbartonshire Council outlining how it will involve the wider community in the planning and delivery of all Council services.
Data protection Act 2018	The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). The Act controls how personal information is used by organisations, businesses, or the government.
The Equality Act 2010	A piece of legislation which protects the rights of individuals from unfair treatment. Protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Equal opportunities	Not discriminating against a person on the basis of protected characteristics as noted in the Equality Act (2010). All landlords and tenants' organisations are required to have a commitment to equal opportunities under the Housing (Scotland) Act 2001.
Energy Efficiency Standard for Social Housing (EESH)	The Energy Efficiency Standard for Social Housing aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty, and the emission of greenhouse gases.
Estate inspections	Also referred to as 'walkabouts'. Joint inspections of local area by members of tenant and residents groups, individual tenants, housing staff and representatives of other interested organisations with an aim to identifying and addressing issues.
General Data Protection Regulations (GDPR)	Legislation which dictates how businesses and public sector organisations handle the information of customers.
Housing policies	Documents that explain how landlords will deliver its services such as allocations, repairs etc.
Housing (Scotland) Act 2001	A piece of housing legislation introduced by the Scottish Government in 2001 which introduced the right to participate and a legal duty for RSLs to keep a Register of Tenant Organisations.
Housing (Scotland) Act 2010	A piece of housing legislation introduced by the Scottish Government in 2010 which includes SHR becoming independent regulator, introduces self-assessment for landlords and tenant scrutiny of performance
Housing (Scotland) Act 2014	Legislation on housing introduced by the Scottish Government in 2014. Key changes include changes to allocation rules and ending the Right To Buy in Scotland.
Interested Tenants Register	A list of tenants who want to be contacted about events and consultations but don't want to be part of a group.
Local Authority	A local council that owns and manages public services, including council houses. In Scotland some local authorities have transferred the ownership of their houses to an alternative landlord.
Local Housing Strategy	A statutory document produced by all local authorities that assesses the housing need and resources required to meet that need in their areas.
Local Plan	This plan identifies areas where new housing will be built
Monitoring and evaluation framework	Measures that will be used by West Dunbartonshire Council and tenant representatives to check how tenant participation is being delivered

Mystery Shopping	Tenants volunteer to act as 'mystery shoppers' to test the housing service and record their experience and impressions. This helps the Council to ensure that standards of customer service are maintained and improved where necessary.
National Strategy for Tenant Participation 1999	National strategy for tenant participation agreed by the Scottish Government, tenants and landlords about how tenant participation should work in Scotland.
National standards for Community Engagement	Good practice standards issued by Communities Scotland to provide a framework to help people influence the planning and delivery of services in their local area
Participation	This is when the Council, tenants, tenants and residents groups and the Federations come together and work as equal partners in making improvements to Council housing services
Partnership working	Landlords, tenants and other agencies working together to get things done
Registered Social Landlord (RSL)	A non-profit landlord that is registered and monitored by the Housing Regulator including local authorities, housing associations and co-operatives.
Registered Tenants Organisation (RTO)	A tenants and residents group that has registered with its landlord and can demonstrate that it is democratic and represents the views of tenants.
Register of Tenants Organisations	A public register a registered social landlord has to keep up-to-date which lists the number of Registered Tenants Organisations.
Resources	Money or "in-kind" support that is made available to tenants and tenants and residents groups.
Scottish Housing Regulator (SHR)	The independent regulator of social housing services. They are responsible for assessing and reporting on how all landlords are performing (including local authority landlords), and the financial wellbeing and standard of governance of RSLs.
Scottish Housing Quality Standard	The Scottish Housing Quality Standard (SHQS) is the main measure of housing quality that is used to establish if properties reach the required minimum set out by the Scottish Government.
Scottish Social Housing Charter	Created under the Housing (S) Act 2010 the Charter sets out 16 standards and outcomes which all social landlords must achieve.
Service standards	A set of indicators that outlines the acceptable level of service that can be expected
Social landlords	Organisation such as housing associations and local authorities who provide social rented housing.

Tenant Scrutiny	Tenants volunteer to get involved in reviewing and inspecting the Council's services and make recommendations on how services can be improved. Tenants decide which services they want to inspect and the process should lead to better services and therefore better outcomes for tenants.
Tenants and residents groups	Local groups that are set up to represent the views of tenants and residents and to influence services in the area. They are made up of local people who are democratically elected at the group's Annual General Meeting
Tenant Participation Officer	Council officers with specific responsibility for supporting tenant participation and delivering the tenant participation strategy
Tenant Scrutiny Panel	A formal group set up to hold their landlord to account by scrutinizing and assessing performance.

Appendix 2 – Who's Who in Housing Services



Appendix Three

List of registered tenant organisations (RTOs) and tenants and residents associations and federations

Registered Tenant Organisations

- Central Alexandria Tenants and Residents Association
- Central Radnor Park Tenants and Residents Association
- Dalmuir Multi-Storey Flats Tenants and Residents Association
- Littleholm Tenants and Residents Association
- North & South Drumry Tenants and Residents Association
- Risk Street Tenants and Residents Association
- Tullichewan Tenants and Residents Association
- Westbridgetend Tenants and Residents Association
- Willox Park Tenants Association

Federation

- **WDTRO**- West Dunbartonshire Tenants and Residents Organisation
(representing all groups across West Dunbartonshire)

Contact details of all Tenants and Residents Associations can be obtained from the Housing Development and Homelessness Team by calling 01389 737 281 or by email to tenant.participation@west-dunbarton.gov.uk

Appendix Four

West Dunbartonshire Council's Complaints procedure

In West Dunbartonshire Council we are committed to providing the best quality services which we can afford and we aim constantly to improve those services. In all big organisations like ours, things sometimes go wrong. With your help, we aim to identify problems, to solve them quickly and efficiently and to prevent them happening again. Our complaints procedure lets you tell us what you feel has gone wrong and helps us improve our services for everyone.

When to use our complaints procedure

You should use the complaints procedure if you believe that:

- We have done something wrong.
- We have failed to do something that you expected.
- We have not treated you with courtesy.

How to complain

Step 1

Contact the Service area direct, a member of staff will try to sort things out for you on the spot.

It is easier to resolve complaints if made quickly and directly to the service area concerned, Staff will try to resolve the matter for you on the spot or if they cannot and further action is required they will let you know and pass this to our Citizen Relations Team to take forward.

Step 2

If they are unable to resolve the matter for you or you did not feel comfortable going directly to the service area, please contact the Citizen Relations Team

By phone: 01389 738273

Online: <https://www.west-dunbarton.gov.uk/external-links/online-forms/council-and-government/complaints/>

By E-mail: customer.relations@west-dunbarton.gov.uk

In Writing: West Dunbartonshire Council, Citizen Relations, 6-14 Bridge Street, Dumbarton, G82 1NT

Our complaints process has 2 stages

Stage 1 allows five working days or less to resolve your complaint, unless there are exceptional circumstances.

Stage 2 deals with two types of complaint: those that have not have been resolved at Stage 1 and those that are complex and require a detailed investigation.

We will:

- treat your complaint fairly and ensure we thoroughly investigate it.
- tell you the name of the officer handling your complaint.
- acknowledge receipt of your complaint within two working days
- discuss the complaint with you if necessary to understand why you remain dissatisfied and what outcome you are looking for
- provide you with a full response to your complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, the Citizen Relations Team will tell you and agree revised time limits, we will keep you updated on progress where possible.

Step 3

If you are still unhappy once you have a final reply from us you can then contact [Scottish Public Services Ombudsman](#).

You must make any such complaint within twelve months of the problem arising. The Ombudsman also expects you to have made a formal complaint to the Council and have received our final response.

Single-line address, no stamp required:

Freepost SPSO

Telephone: 0800 377 7330

Fax: 0800 377 7331

Text: 0790 049 4372

Web: www.spsso.org.uk

The Ombudsman is happy to receive enquiries by phone, post, email or even in person, and their complaints form can also be downloaded and submitted online via their website.

Who else can help?

You always have the option of contacting the following elected representatives at any stage:

- Your local Councillor,
- Member of Scottish Parliament,
- Member of UK Parliament,
- or your European Member of Parliament.

Appendix Five

The Scottish Social Housing Charter

The Scottish Social Housing Charter for all social housing landlords in Scotland was introduced in 2012 and revised in 2017.

The Charter sets out national outcomes and standards that all social landlords should aim to achieve and was developed in consultation with landlords, tenants, residents and other interested groups. It has 16 main outcomes and includes areas such as participation, quality of housing, repairs and maintenance and communication.

West Dunbartonshire Council will report against these outcomes to demonstrate our performance and how we are meeting the needs of our tenants and other service users.

Charter Outcomes and Standards

Outcome 1: Equalities, Social landlords perform all aspects of their housing services so that:

Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

This **outcome** describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender, reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords finding ways of understanding the needs of different customers and delivering services that recognise and meet these needs.

Outcome 2: Communication Social landlords manage their businesses so that:

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides.

This outcome covers all aspects of landlords' communication with tenants and other customers. This could include making use of new technologies such as web-based tenancy management systems and smart-phone applications. It is not just about how clearly and effectively a landlord gives information to those who want it. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.

Outcome 3: Participation Social landlords manage their businesses so that:

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

This **outcome** describes what landlords should achieve by meeting their statutory duties on tenant participation. It covers how social landlords gather and take account of the views and priorities of their tenants, other customers, and bodies representing them such as registered tenant organisations; how they shape their services to reflect these views; and how they help tenants, other customers and bodies representing them such as registered tenant organisations to become more capable of involvement – this could include supporting them to scrutinise landlord services.

Outcome 4: Quality of Housing Social landlords manage their businesses so that:

Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

This **standard** describes what landlords should be achieving in all their properties. It covers all properties that social landlords let, unless a particular property does not have to meet part of the standard. If, for social or technical reasons, landlords cannot meet any part of these standards, they should regularly review the situation and ensure they make improvements as soon as possible.

Outcome 5: Repairs, maintenance and improvements Social landlords manage their businesses so that:

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

This **outcome** describes how landlords should meet their statutory duties on repairs and provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales; setting repair standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.

Neighbourhood and Community

Outcome 6: Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure that:

Tenants and other customers live in well maintained neighbourhoods, where they feel safe.

This **outcome** covers a range of actions that social landlords can take on their own and in partnership with others. It covers landlord action to enforce tenancy conditions relating to estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed.

It also covers the role landlords can play in partnership with others to address antisocial behaviour.

Access to Housing and Support **Outcomes 7, 8 and 9: Housing options**

Social landlords work together to ensure that:

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

- *Tenants and people on housing lists can review their housing options*
- *People at risk of losing their homes get advice on preventing homelessness.*

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

Outcome 10: Access to social housing Social landlords ensure that:

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

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

Outcome 11: Tenancy sustainment Social landlords ensure that:

Tenants get the information they need on how to access support options to help them to remain in their home and can get suitable support including services provided directly by the landlord and by other organisations.

This **outcome** covers what landlords can achieve for tenants who may need support to help them maintain their tenancy. It includes tenants who may be at risk of getting into arrears with their rent and tenants who may need to have their home adapted to cope with age, or disability, or caring responsibilities if they are to remain there.

Outcome 12: Homeless people Local authorities perform their duties on homelessness so that:

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

This **outcome** describes what local authorities should be achieving by meeting their statutory duties to homeless people.

Getting Good Value from Rents and Service Charges

Outcome 13: Value for money Social landlords manage all aspects of their businesses so that:

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

This **standard** covers the efficient and effective management of the services that social landlords provide. It includes landlords' ability to minimise the time houses are empty; to manage arrears and all resources effectively; control costs; get value out of the contracts they let; and deliver improving value for money by increasing the quality of services with minimum additional cost to tenants, owners and other customers.

Outcomes 14 and 15: Rents and Service Charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- *A balance is struck between level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them*
- *Tenants get clear information on how rents and other money is spent, including details of individual items of expenditure above thresholds agreed between landlords and tenants.*

These **outcomes** reflect a landlord's legal duty to consult tenants about rent setting, the importance of landlords taking account of what their current and prospective tenants and other customers are likely to be able to afford, and the importance that many tenants place on being able to find out about how their money is spent.

Whether information about expenditure above a particular level is published and in what form and detail is a matter for each landlord to decide in discussion with their tenants. What matters is that discussions take place and the decisions made reflect the views of tenants and other customers.

Other Customers

Outcome 16: Gypsies/Travellers

Local authorities and social landlords with responsibility for managing sites for gypsies and travellers should manage the sites so that:
Sites are well maintained and managed.

This **outcome** applies only to those local authorities and other social landlords that are responsible for managing these sites.

Appendix Six

Housing Services - Consultation Recording Sheet

Housing Service ...Housing Development

Person responsible: Jane Mack, Snr Housing Development Officer (Tenant Participation)

Consultation Start date: 25/6/20 End Date: 20/11/20

1.	The name of consultation / participation exercise?	TP Strategy review
2.	Its aims and objectives?	Review existing TP Strategy and assess priorities for 2021-2024 Strategy
3.	Who did you invite/include? (e.g. all tenants, tenant from the interested tenants register, RTOs, staff)	All tenants and members of WDTR, TRAs, Scrutiny Panel, Sheltered Housing Forum and Interested Tenant Register. As well as staff, elected members and TPAS.
4.	What methods did you use to promote/invite stakeholders to get involved? (e.g. letters, posters, website)	<p>Due to COVID pandemic consultation plans could not include face to face meetings.</p> <p>An online survey was developed and promoted by email to all TRA members with known email addresses and through the WDTR, TP Facebook page and summer TP update. Paper copies of the survey were made available and tenants offered phone contact to assist with survey or to give comments direct.</p> <p>The Council's website was used to advertise the consultation as well as social media. It was also promoted with reminders on our TP Facebook account.</p> <p>2 virtual discussions group were also arranged after the survey closed to further explore issues identified in the survey. 1 session was at 7pm and the other at 10:30am to offer options to suit more people. A thankyou £10 shopping voucher was given to each participant.</p>
5.	Who actually took part? (Number of individuals and or number of tenant organisations represented)	48 survey responses were received and 10 tenants took part in the discussion groups.
6.	What method(s) did you use to obtain their views? (e.g. focus/working group,	A presentation was provided for the WDTR to summarise what had been achieved and open discussion about priorities for the next Strategy.

	<p>newsletter, survey)</p> <p>Why did you choose this method(s)?</p>	<p>A survey was developed to collect specific views on progress from the last Strategy and how the new Strategy could be developed. Some set questions were used to help build up trend information.</p> <p>The 2 discussion groups gave an opportunity to get more indepth views and hear directly about participating experiences from active tenants.</p> <p>These methods were chosen to gather a range of views and to develop effective actions to be included in the redrafted Strategy.</p>
7.	<p>What good practice or minimum standards can you evidence as part of your consultation?</p>	<p>Prolonged consultation period was used to collect views to account for impact lockdown had on many people.</p> <p>Online nature of consultation was unavoidable due to COVID restrictions but paper copies and verbal updates were promoted to help ensure no-one who wanted to give their views missed out.</p>
8.	<p>What was the outcome of the consultation?</p>	<p>Views from 48 survey respondents and 10 discussion group members were used in draft TP Strategy going to Feb HACC.</p>
9.	<p>How did you feedback to participants the outcome?</p>	<p>Survey report to be sent to all respondents leaving contact details and outcome of consultation will be included in Spring Housing News article.</p>
10.	<p>How did tenant involvement influence your consultation?</p>	<p>Paper going to HACC outlines the consultation results and the draft TP Strategy and action plan are based on tenant and staff views.</p> <p>Tenants will also have an opportunity at the Pre- HACC Forum to add any final comments on the final draft Strategy and they will be conveyed to the committee by the Housing Convenor.</p>
11.	<p>Are you able to demonstrate this?</p>	<p>Yes – survey results, notes from discussion groups and references in the TP Strategy.</p>
12.	<p>How have you demonstrated to tenants that involvement made a difference?</p>	<p>Strategy and action plan have been developed based on tenant views and refer to them in the Strategy .</p> <p>Progress on achieving the Strategy action plan will also be regularly reported to the WDC/WDTRO Liaison meetings and through the TP webpages.</p>
13.	<p>Did you check with participants that they were happy with the opportunities</p>	<p>Not directly. Many of the survey responses and focus group comments included positive comments about current TP practices. A number of focus group members</p>

given to make their views known and that they felt that we listened and acted upon them?	contacted afterwards and expressed what a positive experience it had been and glad to have been involved.
--	---

What worked well, what didn't work well – or any other comments you have.

Comments: COVID restrictions dictated the consultation plan and ideally more would have been done to promote the survey and encourage views by advertising in public buildings and through the TRA meetings but as they not taking place this opportunity not available. Facebook was used to promote particularly the discussion groups and tried to target people who followed TP FB page but not active in any other way to get their views – a few showed interest but didn't join discussion. FB followers and engagement with posts have increased throughout lockdown so still been able to raise awareness of TP.

WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Officer - Resources

Housing and Communities Committee: 3 February 2021

**Subject: Housing Revenue Account Budgetary Control Report
to 31 December 2020 (Period 9)**

1. Purpose

- 1.1** The purpose of the report is to provide an update on the financial performance to 31 December 2020 (Period 9) of the HRA revenue and capital budgets for 2020/21.

2. Recommendations

- 2.1** Members are asked to:

- i) note that the revenue account currently shows a projected annual favourable variance of £1.911m (4.33% of the total budget), of which £2.029m is COVID related; and
- ii) note the net projected annual position in relation to relevant capital projects which is highlighting an in-year variance of £13.945m (23.28%) due to projected slippage of £14.928m (24.92%) and an overspend of £0.983m (-1.64%).

3. Background

Revenue

- 3.1** At the meeting of West Dunbartonshire Council on 4 March 2020, Members agreed the revenue estimates for 2020/2021 and a total budget of £44.152m.

Capital

- 3.2** At the meeting of Council on 4 March 2020, Members also agreed the updated Capital Plan for 2020/21 which has been augmented by slippage from 2019/20 to produce a total planned spend for 2020/21 of £59.818m.
- 3.3** Since then, the Council have received additional Scottish Government funding of £0.091m to invest in Gypsy/Traveller site improvements over and above the minimum standard for Gypsy/Traveller accommodation. This revises the 2020/21 annual budget to £59.908m.

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 £0.050m being provided as Appendix 2, and shows a projected underspend of £1.911m. The projected favourable variance is made up of an underspend of £2.029mm due to the current projected impact of COVID, and an overspend of £0.118m. The COVID-19 impact projection is based upon a range of assumptions as to how services will restart over the remainder of this financial year.

The restrictions imposed from 23rd march 2020 lockdown due to COVID-19 has had an impact on housing service delivery activities and costs. The main points affecting revenue spend are: -

- Repairs underspend - only emergency repairs were able to be attended to, so reduced cost of repairs charged from Housing Maintenance Trading Account reflecting less work. Senior Management are working closely together to work through the optimum solution to get the backlog of work completed subject to Risk Assessments and COVID-19 management processes to ensure operative and tenant safety.
- Void rent loss - house moves were not allowed between April and June so not possible to re let available properties which resulted in increased void rent loss for April to June. These restrictions have now been lifted and properties are being re-let.
- Rent Income - house building programme was suspended so rent income from houses expected to be completed in 20/21 will not be realised until 21/22.

Capital

- 4.2 The HRA capital summary position is shown in Appendix 3. Information on projects that are highlighted as being within the red and amber categories are provided in Appendices 4 & 5. Appendix 6 provides information on all the remaining projects which are categorised as being within the Green category. A summary of anticipated resources is shown in Appendix 7. The analysis shows that there is currently a projected in-year favourable variance of £14.928m which relates to anticipated slippage. COVID-19 restrictions have delayed construction and improvement works which is reflected in the slippage figures in this report.
- 4.3 From the analysis within appendix 4 and appendix 5, it can be seen that there are 17 projects with forecast material slippage, as listed as follows:

Project Name	Slippage (£m)	Slippage at period 8 (£m)	Movement (£m)
Targeted SHQS compliance works	0.100	0.050	0.050

Heating improvement works	0.108	0.123	-0.015
Better Homes Priority Budget	0.122	0.122	-
Improvement works (Risk St)	0.147	-	0.147
Defective structures/component renewals	0.153	0.153	-
Special needs adaptations	0.176	0.282	-0.106
Secure entry component renewals	0.161	0.181	-0.020
Airport Noise Insulation scheme	0.192	0.192	-
Environmental renewal works	0.259	0.259	-
MSF Fire Risk Assessment works	0.500	0.333	0.167
Capitalised minor works	0.545	0.515	0.030
Statutory/regulatory compliance works (lifts/electrical/legionella/fire etc.)	0.533	0.533	-
Modern facilities and services	0.677	0.400	0.277
Buy Backs	0.972	0.780	0.192
Building external component renewals	1.197	1.197	-
Doors/Window component Renewals	2.125	1.975	0.150
Affordable Housing Supply Programme	5.673	4.947	0.726

- 4.4** The Strategic Housing Investment Plan (SHIP) 2019-2024, 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 2019. An update on the programme and progress on each site will be provided, in a separate report, to this Committee meeting.
- 4.5** In March 2020, the country was placed in lockdown due to the COVID-19 pandemic. This ceased all activity on each of the Council's 6 active new build sites and 1 demolition site. Following the re-start of sites as lockdown measures have eased, social distancing is having an impact on timescales for completing certain elements of work especially where that work takes place inside a property and will result in slippage into 21/22. Moreover, complications resulting from the liquidation of the original construction company for the Dumbarton Harbour site has increased the financial pressure on the project life budget, with additional costings estimated at £0.980m.
- 4.6** With any new build project, there is a risk that as the projects develop the cost increases beyond the estimated contract costs; the contractor liquidation, as mentioned above, being one such reason. However, 2020/2021 has brought with it the additional increased complexities such as the delays on site associated with the pandemic and the continuing difficulties associated with adhering to the new restricted working conditions. Revised cost projections, as detailed within Appendix 8, have been completed for each site and indicate an overall overspend of £5.948m.
- 4.7** There are a number of assumptions included within these projections which are highly subject to change as we continue to navigate our way through the current pandemic. However, to ensure that the project completes on budget overall and to offset the overspends within the current programme, it will be

necessary to limit the plans to spend the future development budget. The Housing Development Team have also had positive conversations with the Scottish Government and will look to increase the grant award for this project to try and offset some of the additional costs, though the outcome of these discussions will not be known until early 2021.

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.

The projected cost of COVID-19 is based upon a variety of assumptions flexibilities; demand; timing of nationally agreed changes through the phasing out of lockdown. These assumptions change regularly and therefore there is a significant risk that the projected year end budgetary position will change from that reported.

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.

Stephen West
Chief Officer – Resources
Date: 15 January 2021

Person to Contact: Janice Rainey - Business Unit Finance Partner (HEED),
16 Church Street, Dumbarton, G82 1QL,
telephone: 01389 737704, e-mail janice.rainey@west-dunbarton.gov.uk

Appendices: Appendix 1 - Budgetary Position (Revenue)
Appendix 2 - Variance analysis (Revenue)
Appendix 3 - Budgetary Position (Capital)
Appendix 4 - Variance analysis Red Projects (Capital)
Appendix 5 - Variance analysis Amber Projects (Capital)
Appendix 6 - Variance analysis Green Projects (Capital)
Appendix 7 - Resources (Capital)
Appendix 8 - Analysis of Affordable Housing Supply
Programme (Capital)

Background Papers: None

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL
HRA REVENUE BUDGETARY CONTROL 2020/2021

Appendix 1

PERIOD END DATE

31/12/2020

Subjective Summary	Total Budget 2020/21 £000	Spend to Date 2020/21 £000	Forecast Spend £000	Forecast Variance 2020/21 £000 %		Annual RAG Status	Net Variance attributable to covid £000	Underlying Variance excluding Covid £000
Employee Costs	5,559	4,116	5,790	231	4%	↓	48	183
Property Costs	1,837	1,363	1,832	(5)	0%	↑	0	(5)
Transport Costs	80	61	80	0	0%	→	0	0
Supplies, Services And Admin	316	255	341	25	8%	↓	(17)	42
Support Services	2,661	1,970	2,626	(35)	-1%	↑	0	(35)
Other Expenditure	464	357	463	(1)	0%	↑	(68)	67
Repairs & Maintenance	12,516	7,438	10,020	(2,496)	-20%	↑	(2,276)	(220)
Bad Debt Provision	1,060	783	1,060	0	0%	→	0	0
Void Loss (Council Tax/Lost Rents)	740	797	1,062	322	44%	↓	214	108
Loan Charges	18,919	14,189	18,919	0	0%	→	0	0
There are two reasons for this adverse	44,152	31,329	42,193	(1,959)	-4%	↑	(2,099)	140

House Rents	42,432	31,775	42,362	70	0%	↓	70	0
Lockup Rents	209	150	207	2	1%	↓	0	2
Factoring/Insurance Charges	1,202	907	1,211	(9)	-1%	↑	0	(9)
Other rents	115	68	113	2	2%	↓	0	2
Interest on Revenue Balance	93	53	71	22	24%	↓	0	22
Miscellaneous income	101	70	140	(39)	-39%	↑	0	(39)
Total Income	44,152	33,023	44,104	48	0%	↓	70	(22)

Net Expenditure	0	(1,694)	(1,911)	(1,911)			(2,029)	118
------------------------	----------	----------------	----------------	----------------	--	--	----------------	------------

MONTH END DATE

31/12/2020

PERIOD

9

Budget Details	Variance Analysis			
Subjective Analysis	Budget	Forecast Spend	forecast Variance	RAG Status
	£000	£000	£000	%

EMPLOYEE COSTS	5,559	5,790	231	4%	↓
Subjective Description					
This budget covers all employees charged directly to the HRA including caretakers.					
Variance Narrative					
Main Issues	There are two reasons for this adverse variance. The first reason relates to a reduction in the recharge of salaries to HRA Capital due to changes in the workload as a result of the Covid-19 working restrictions (£0.048m). The other main reason relates to the proportion of staff being recharged to other services being less than budgeted (£0.237m). However, this is partly offset by a reduction in recharges from other services (£0.056m).				
Mitigating Action	No mitigation possible. Any overspend will be contained within the overall HRA Budget.				
Anticipated Outcome	A year end overspend is anticipated.				

Budget Details	Variance Analysis			
Subjective Analysis	Budget	Forecast Spend	forecast Variance	RAG Status
	£000	£000	£000	%

REPAIRS & MAINTENANCE	12,516	10,020	(2,496)	-20%	↑
Service Description					
This budget covers all repair and maintenance expenditure to houses and lockups					
Variance Narrative					
Main Issues	The projected underspend is attributable to 2 main factors, namely a saving (£0.207m) on the gas maintenance contract, as a result of a procurement exercise and a backlog in jobbing repairs as a result of covid. Buildings Service management are currently reviewing options to catch-up with backlog repairs, should this be successful then this underspend is likely to reduce as the year progresses. Ongoing repairs may be affected adversely by any further widespread covid infection in the future.				
Mitigating Action	HMTA will continue to seek appropriate ways to catch up with repairs				
Anticipated Outcome	A year end underspend is anticipated.				

Budget Details	Variance Analysis			
Subjective Analysis	Budget	Forecast Spend	forecast Variance	RAG Status
	£000	£000	£000	%

VOID LOSS	740	1,062	322	44%	↓
Service Description					
This budget covers the rents lost on void houses and lockups and the cost of council tax on void properties.					
Variance Narrative					
Main Issues	The main reason for this adverse variance relates to the void rent loss. House moves were not permitted between April and June, therefore it was not possible to relet available properties during this time. Despite restrictions being lifted and best efforts to relet properties, the current expectation is that recovery to normal numbers won't occur until later in the year. A short-life working group is being established to project manage the issues between now and then, with practicalities straddling Housing Operations and HMTA.				
Mitigating Action	Any overspend will be contained within the overall HRA Budget.				
Anticipated Outcome	A year end overspend is anticipated.				

WEST DUNBARTONSHIRE COUNCIL
HRA REVENUE BUDGETARY CONTROL 2020/2021
ANALYSIS FOR VARIANCES OVER £50,000

APPENDIX 2

MONTH END DATE

31/12/2020

PERIOD

9

Budget Details		Variance Analysis			
Subjective Analysis	Budget	Forecast Spend	forecast Variance	RAG Status	
	£000	£000	£000	%	
HOUSE RENTS	(42,432)	(42,362)	70	0%	↓
Service Description					
Rental income from houses					
Variance Narrative					
Main Issues	This budget is based on the expected numbers of stock available for rent. The 20/21 budget assumed a provision for some of the new builds becoming available to rent part way through the financial year. However, the temporary halt of work and delays to the progress on site due to covid, will mean that some of these properties will not be ready for let within 2020/21.				
Mitigating Action	No mitigation possible. Any income shortfall will be contained within the overall HRA Budget.				
Anticipated Outcome	There will be a shortfall in rental income.				

WEST DUNBARTONSHIRE COUNCIL
HRA CAPITAL PROGRAMME
OVERALL PROGRAMME SUMMARY

MONTH END DATE 31 December 2020

PERIOD 9

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	4	14.8%	68,246	70.7%	4	14.8%	25,051	73.0%		
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	17	63.0%	14,122	14.6%	17	63.0%	4,351	12.7%		
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	6	22.2%	14,135	14.6%	6	22.2%	4,906	14.3%		
TOTAL EXPENDITURE	27	100%	96,503	100%	27	100%	34,308	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	Slippage £000	Over/ (Under) £000
Red										
Projects are forecast to be overspent and/or significant delay to completion	168,511	68,246	167,479	(1,032)	44,674	25,051	35,559	(9,115)	(10,098)	983
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	45,090	14,122	44,808	(283)	10,535	4,351	5,705	(4,830)	(4,830)	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	31,766	14,135	31,766	0	4,699	4,906	4,699	0	0	0
TOTAL EXPENDITURE	245,367	96,503	244,053	(1,315)	59,908	34,308	45,963	(13,945)	(14,928)	983
TOTAL RESOURCES	245,367	96,503	244,053	1,315	59,908	34,308	45,963	13,945		
NET EXPENDITURE	0	0	0	0	0	0	0	0		

MONTH END DATE

31 December 2020

PERIOD

9

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

1 Affordable Housing Supply Programme						
Project Life Financials	105,348	51,432	49%	105,348	0	0%
Current Year Financials	33,245	20,327	61%	28,555	(4,690)	-14%
Project Description	Affordable Housing Supply Programme					
Project Lifecycle	Planned End Date	45,747.00	Forecast End Date	31-Mar-25		

Main Issues / Reason for Variance

The current year position shows a favourable variance of £4.690m. This is made up of £5.673m of slippage resulting from the additional increased complexities associated with the pandemic. This is offset by an in year overspend of £0.980m as a result of the liquidation of one of the original contractors at Dumbarton Harbour and a small overspend of £0.003m relating to the residual costs of previous demolitions. The overall project life budgets have been reviewed and revised and it is anticipated that there will be an overall project overspend of £5.948m. The details of this is provided within appendix 8. These projections include a number of assumptions which are subject to change as we continue to navigate our way through the current pandemic. However, to compensate for this, there will be the equivalent underspend on the development of future sites which means that there will be no adverse impact on the project budget overall. Site updates are as follows :-

St Andrews - CCG are reporting an estimated 11 week delay to the original programme taking full completion of the site to July 2021. Handovers have begun and 21 properties now have tenants signed up to them. The remainder of the properties will be handed over in a phased manner until July 2021.

Creveul Court - Project will complete early 2021. Slippage of £0.014m will require to be carried forward into 21/22.

Aitkenbar Primary School - CCG have reported that completion will now be in May 21. Slippage of £1.120m will be required to be carried forward into 21/22.

Haldane - CCG are reporting that this site will still complete before the end of March 2021. Slippage of £0.706m will require to be carried forward into 21/22.

Clydebank East - Demolition is now complete. The design of this site is still underway with total numbers to be finalised but as indicated to the previous Housing and Communities Committee there is now sufficient scope to increase the provision of social housing. Slippage of £0.706m will require to be carried forward into 21/22.

Dumbarton Harbour Ph 3 - Due to delays caused by the liquidation of the original construction company, it was unlikely that this project would have completed fully by March 2021. Cullross Ltd, having taken on the Main Contractor role, managed to resume on site activity following the collapse of the original contractor very quickly, however lockdown occurred immediately after this. The project is at a less advanced stage than the other sites, however, early indications of a revised programme suggest it could be complete by July 2021. However, as a result of the liquidation of the original contractor, followed so soon by the Covid-19 lockdown the project has experienced significant increased costs of £0.980m due to Cullross having to re-visit the market for costs which have increased even more as a result of the pandemic.

Queen Quay (Sites B) - A joint project with Wheatley Group and Clydebank Housing Association, the Council had 29 out of the 146 properties in total on site just before lockdown. As with the other sites, this site is progressing again. It is likely that the Council will take handover of their properties in a phased manner towards the end of 2021, completing in March 2022. Slippage of £2.557m will require to be carried forward into 21/22.

Demolition costs associated with properties at Alexander Street and O'Hare - a residual cost of £0.003m will result in a small increase to the anticipated overspend expected in within the current year.

Future Development Sites -this budget is for the development of further new build sites. Given the current pressure on the existing budgets for the current new build programme, it is anticipated that this budget will be used to fund the overspends elsewhere and therefore is likely to underspend by £5.948m. Slippage of £1.826m will require to be carried forward into 21/22.

MONTH END DATE

31 December 2020

PERIOD

9

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%
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. The temporary halt of work and delays due to Covid-19, will mean that slippage is unavoidable within the current financial year however this will be minimised wherever possible.						
Anticipated Outcome						
The Affordable Housing Supply Programme will be delivered on time and within the overall project life budget.						

2

Targeted EESSH compliance works						
Project Life Financials	30,579	9,268	30%	29,547	(1,032)	-3%
Current Year Financials	5,228	2,894	55%	4,125	(1,103)	-21%
Project Description	This budget enables the council's continued commitment to achieving the Government's standards in relation to energy efficiency.					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
Works, having previously been paused due to COVID, is now back underway and progressing well. Additional sub-contractor support for delivery has been arranged and is underway. Although recent progress overall has been good, cold weather and Tier 4+ restrictions may have an adverse impact on progress to year end.						
Mitigating Action						
Officers will work with contractor to maximise output and spend.						
Anticipated Outcome						
Slippage anticipated and required to be carried forward into 21/22. Project to completed under project life budget due to underspend achieved last year.						

3

Building external component renewals, roofs/chimneys/flashings/fascias/gutters/svp						
Project Life Financials	21,503	5,483	25%	21,503	0	0%
Current Year Financials	3,726	1,667	45%	2,529	(1,197)	-32%
Project Description	Building external component renewals					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
Works, having previously been paused due to COVID, is now back underway and progressing well. Additional sub-contractor support for delivery has been arranged and is underway. Although recent progress overall has been good, cold weather and Tier 4+ restrictions may have an adverse impact on progress to year end.						
Mitigating Action						
Building Services will work to manage resources and restart to maximise output and spend.						
Anticipated Outcome						
Slippage anticipated and required to be carried forward into 21/22.						

MONTH END DATE

31 December 2020

PERIOD

9

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

4

Doors/window component renewals						
Project Life Financials	11,082	2,063	19%	11,082	0	0%
Current Year Financials	2,475	163	7%	350	(2,125)	-86%
Project Description	Doors/Windows Component Renewals					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
Performance and supply from the delivery contractor is improving due to the Building Services Manager and Programme manager, supported by the Procurement team working to resolve and improve this with the supplier. However the earlier poor supply performance has adversely affected the outturn position. Work is in an advanced position to procure a shelf ready alternative install and supply contractor from existing frameworks to bolster this programme and to help maximise delivery, installs and spend on this programme. This additional support will now not commence in January due to Tier 4+ restrictions and Outturn has been reduced to reflect the position.						
Mitigating Action						
Building Services will continue work to manage resources and delivery to maximise output and spend.						
Anticipated Outcome						
Slippage anticipated and required to be carried forward into 21/22.						

TOTAL RED						
Project Life Financials	168,511	68,246	40%	167,479	(1,032)	-1%
Current Year Financials	44,674	25,051	56%	35,559	(9,115)	-20%

MONTH END DATE

31 December 2020

PERIOD

9

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%
Special needs adaptations						
Project Life Financials	3,229	800	25%	3,229	0	0%
Current Year Financials	462	221	48%	286	(176)	-38%
Project Description	Adaptations to Housing for Special Needs					
Project Lifecycle	Planned End Date	45,747.00	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
This workstream is still in a gradual return to normal activity, as this work mainly involves those citizens in the most vulnerable groups who are reticent to permit operatives and works access to their homes.						
Mitigating Action						
None available at this time.						
Anticipated Outcome						
Slippage anticipated and required to be carried forward into 21/22.						
Capitalised minor works						
Project Life Financials	3,560	1,218	34%	3,560	0	0%
Current Year Financials	615	34	6%	70	(545)	-89%
Project Description	This is a budget to undertake specific minor ad hoc capital projects that arise on demand throughout the financial year.					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
The current restrictions and pressure on existing resources due to the pandemic has meant that there has been limited spend within this budget.						
Mitigating Action						
None available at this time.						
Anticipated Outcome						
Slippage anticipated and required to be carried forward into 21/22.						
Better Homes Priority Budget						
Project Life Financials	1,144	99	9%	1,144	0	0%
Current Year Financials	245	0	0%	123	(122)	-50%
Project Description	Priority projects as prioritised by the Better Homes Group					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
Works, having previously been paused due to COVID, are now being planned/progressed, subject to risk assessments and COVID management processes to ensure operative and tenant safety.						
Mitigating Action						
None available at this time.						
Anticipated Outcome						
Slippage anticipated and required to be carried forward into 21/22.						

MONTH END DATE

31 December 2020

PERIOD

9

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

4 Targeted SHQS compliance works

Project Life Financials	400	17	4%	117	(283)	-71%
Current Year Financials	100	0	0%	0	(100)	-100%

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-21 Forecast End Date 31-Mar-22

Main Issues / Reason for Variance

This budget is to address work required for those properties in SHQS abeyance. Covid working restrictions, owner refusals and tenant response/accessibility have implications on the ability to spend within this budget.

Mitigating Action

None available at this time.

Anticipated Outcome

Slippage anticipated and required to be carried forward into 21/22. Project to completed under project life budget due to underspends achieved in previous financial years.

5 External stores/garages/bin stores/drainage component renewals

Project Life Financials	430	125	29%	430	0	0%
Current Year Financials	131	44	34%	72	(59)	-45%

Project Description This budget is to focus on external stores/garages/bin stores etc. component renewals as identified and recommended from the housing stock condition survey.

Project Lifecycle Planned End Date 31-Mar-25 Forecast End Date 31-Mar-25

Main Issues / Reason for Variance

This programme of works, having previously been paused due to COVID, has restarted in conjunction with the environmental programme.

Mitigating Action

Building Services will work to manage resources and restart to maximise output and spend.

Anticipated Outcome

Slippage anticipated and required to be carried forward into 21/22.

6 Secure entry component renewals

Project Life Financials	446	90	20%	446	0	0%
Current Year Financials	181	11	6%	20	(161)	-89%

Project Description This budget is to focus on secure door entry component renewals as identified and recommended from the housing stock condition survey and appropriate council officer referrals.

Project Lifecycle Planned End Date 31-Mar-25 Forecast End Date 31-Mar-25

Main Issues / Reason for Variance

Works continue to be delayed due to the impacts and restrictions of COVID and the prioritising of resources on other work areas.

Mitigating Action

None available at this time.

Anticipated Outcome

Slippage anticipated and required to be carried forward into 21/22.

MONTH END DATE

31 December 2020

PERIOD

9

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

- 7 Heating improvement works:**
- | | | | | | | |
|-------------------------|-------|-------|-----|-------|-------|------|
| Project Life Financials | 6,049 | 1,645 | 27% | 6,049 | 0 | 0% |
| Current Year Financials | 923 | 734 | 80% | 815 | (108) | -12% |
- Project Description Carry out works to renew inefficient boilers/full systems as identified from the stock condition survey and renewal of obsolete/damaged boilers.
- Project Lifecycle Planned End Date 31-Mar-25 Forecast End Date 31-Mar-25
- Main Issues / Reason for Variance**
- Works have resumed on this programme, however, progress will be subject to the impact of COVID, should a tenant decline access due to isolation etc. Progress may be adversely impacted due to Tier 4+ restrictions in quarter 4.
- Mitigating Action**
None available at this time.
- Anticipated Outcome**
Slippage anticipated and required to be carried forward into 21/22.
- 8 Modern facilities and services**
- | | | | | | | |
|-------------------------|-------|-------|-----|-------|-------|------|
| Project Life Financials | 4,795 | 1,721 | 36% | 4,795 | 0 | 0% |
| Current Year Financials | 707 | 11 | 2% | 30 | (677) | -96% |
- Project Description New Kitchens, Bathrooms and Showers
- Project Lifecycle Planned End Date 31-Mar-25 Forecast End Date 31-Mar-25
- Main Issues / Reason for Variance**
- This workstream is still in a gradual return to normal activity. Progress may be impacted by COVID, where some tenants are reticent to permit operative and works access to their homes. Resources from this area of work were also diverted to assist in clearing the backlog of reactive repairs from lockdown. Work has been undertaken to procuring additional back-up external contractor to increase installs and programme spend on kitchens and bathrooms. Planning underway to commence in January. Progress may be adversely impacted due to Tier 4+ restrictions in quarter 4.
- Mitigating Action**
Building Services will work to manage resources and restart to maximise output and spend.
- Anticipated Outcome**
Slippage anticipated and required to be carried forward into 21/22.
- 9 Defective structures/component renewals**
- | | | | | | | |
|-------------------------|-------|-------|-----|-------|-------|------|
| Project Life Financials | 4,295 | 1,202 | 28% | 4,295 | 0 | 0% |
| Current Year Financials | 615 | 312 | 51% | 462 | (153) | -25% |
- Project Description Defective structures
- Project Lifecycle Planned End Date 31-Mar-25 Forecast End Date 31-Mar-25
- Main Issues / Reason for Variance**
- Work has now resumed on two blocks, albeit with reduced working numbers to meet COVID management procedures. There will be a lag in spend until valuations catch up.
- Mitigating Action**
Building Services will work to manage resources and restart to maximise output and spend.
- Anticipated Outcome**
Slippage anticipated and required to be carried forward into 21/22.

MONTH END DATE

31 December 2020

PERIOD

9

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

- 10 Environmental renewal works, paths/fences/walls/parking area's**
- | | | | | | | |
|-------------------------|---|-----------|-------------------|-----------|-------|------|
| Project Life Financials | 7,634 | 2,704 | 35% | 7,634 | 0 | 0% |
| Current Year Financials | 1,004 | 547 | 54% | 745 | (259) | -26% |
| Project Description | Environmental renewal works, paths/fences/walls/parking areas | | | | | |
| Project Lifecycle | Planned End Date | 31-Mar-25 | Forecast End Date | 31-Mar-25 | | |
- Main Issues / Reason for Variance**
Work has now resumed on this programme whilst maintaining COVID management procedures. There will be a lag in spend as charging process catches up.
- Mitigating Action**
Building Services will work to manage resources and restart to maximise output and spend.
- Anticipated Outcome**
Slippage anticipated and required to be carried forward into 21/22.
- 11 Airport Noise Insulation Scheme**
- | | | | | | | |
|-------------------------|--------------------------|-----------|-------------------|-----|-------|-------|
| Project Life Financials | 192 | 0 | 0% | 192 | 0 | 0% |
| Current Year Financials | 192 | 0 | 0% | 0 | (192) | -100% |
| Project Description | Noise Insulation Project | | | | | |
| Project Lifecycle | Planned End Date | 31-Mar-21 | Forecast End Date | TBC | | |
- Main Issues / Reason for Variance**
Glasgow Airport has committed to develop and implement a Noise Insulation Policy to mitigate noise for residents most affected by aviation noise. To develop this the Council has committed to working jointly with the Airport to procure a leading expert in the field to manage the trial on behalf of our collective organisations and ultimately develop a phased programme of works in parallel with existing window replacement and insulation programmes to mitigate the noise experienced by tenants within a specified area. The current situation with Covid-19, means that this project has now been postponed.
- Mitigating Action**
None required at this time.
- Anticipated Outcome**
Project faces delay, with slippage anticipated to be carried forward into 21/22.
- 12 Gypsy Travellers Site**
- | | | | | | | |
|-------------------------|------------------------------------|-----------|-------------------|-----------|------|------|
| Project Life Financials | 91 | 0 | 0% | 91 | 0 | 0% |
| Current Year Financials | 91 | 0 | 0% | 20 | (71) | -78% |
| Project Description | Gypsy/ Traveller Site improvements | | | | | |
| Project Lifecycle | Planned End Date | 31-Mar-21 | Forecast End Date | 31-Mar-21 | | |
- Main Issues / Reason for Variance**
The current restrictions and pressure on existing resources due to the pandemic, will mean that full spend is now not possible.
- Mitigating Action**
None available at this time.
- Anticipated Outcome**
Project faces delay, with slippage anticipated to be carried forward into 21/22.

MONTH END DATE

31 December 2020

PERIOD

9

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

- 13 Energy improvements/energy efficiency works**
- | | | | | | | |
|-------------------------|-----|-----|-----|-----|------|-------|
| Project Life Financials | 399 | 125 | 31% | 399 | 0 | 0% |
| Current Year Financials | 55 | 0 | 0% | 0 | (55) | -100% |
- Project Description Energy improvements/ efficiency works (e.g. loft insulation, pipe/tank insulation, draught exclusion)
- Project Lifecycle Planned End Date 31-Mar-25 Forecast End Date 31-Mar-25
- Main Issues / Reason for Variance**
- This was to be incorporated into energy improvement works under the HEEPS programme. This may be adversely affected by Tier 4+ restrictions.
- Mitigating Action**
- None required at this time.
- Anticipated Outcome**
- Project to complete as planned and meet spend targets.
- 14 Improvement works (Risk St)**
- | | | | | | | |
|-------------------------|-------|-------|-----|-------|-------|------|
| Project Life Financials | 2,452 | 2,255 | 92% | 2,452 | 0 | 0% |
| Current Year Financials | 197 | 12 | 6% | 50 | (147) | -75% |
- Project Description Risk Street Over clad
- Project Lifecycle Planned End Date 31-Mar-25 Forecast End Date 31-Mar-25
- Main Issues / Reason for Variance**
- COVID this year has impacted upon full contract financial completion. £0.050m is anticipated to pay out to contractor by year end with the remainder falling to next year for retention settlement.
- Mitigating Action**
- None required at this time.
- Anticipated Outcome**
- Project to complete as planned and meet spend targets.
- 15 MSF Fire Risk Assessment Works**
- | | | | | | | |
|-------------------------|-----|---|----|-----|-------|-------|
| Project Life Financials | 500 | 0 | 0% | 500 | 0 | 0% |
| Current Year Financials | 500 | 0 | 0% | 0 | (500) | -100% |
- Project Description High Rise Fire Safety Measures
- Project Lifecycle Planned End Date 31-Mar-21 Forecast End Date 31-Mar-22
- Main Issues / Reason for Variance**
- Slippage has occurred within the action plan. An update and progress on the project was provided at the Committee meeting held on 4 November 2020.
- Mitigating Action**
- None required at this time.
- Anticipated Outcome**
- Slippage anticipated and required to be carried forward into 21/22.

MONTH END DATE

31 December 2020

PERIOD

9

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

16	Statutory/regulatory compliance works (lifts/electrical/legionella/fire etc)						
	Project Life Financials	3,605	766	21%	3,605	0	0%
	Current Year Financials	2,403	1,539	64%	1,870	(533)	-22%
	Project Description	This budget will be used to upgrade / replace components / installations in order to comply with the relevant standards / legislation / health and safety in relation to housing stock.					
	Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
	Main Issues / Reason for Variance						
	Work contributing to this programme has been continuing in connection with gas heating annual servicing and continues to gather pace.						
Mitigating Action							
Building Services will work with support contractor to maximise output and spend.							
Anticipated Outcome							
Slippage anticipated and required to be carried forward into 21/22.							

17

Buy Backs						
Project Life Financials	5,870	1,355	23%	5,870	0	0%
Current Year Financials	2,114	887	42%	1,142	(972)	-46%
Project Description	This is a budget to undertake specific projects that will deliver housing policies/strategies, example: Ex local authority and mortgage to rent buy-back scheme					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
The main objective of the Buy Back Scheme is to bring former council properties that were sold through the RTB scheme, back into council use. These properties must assist the council with reducing housing need on the waiting list and where appropriate assist with external capital works. For these reasons, any purchase is subject to stringent criteria to ensure accountability and value for money for existing tenants. With several key stakeholders involved, this does mean that there is potential for slippage. Whilst, house sales are still permitted within the current covid restrictions, the restrictions are slowing the process down somewhat and has additional implications on the level of slippage.						
Mitigating Action						
The policy has recently been refreshed and expanded to help achieve the key strategic aim. Officers will increase efforts to maximise buy-backs, in an effort to increase delivery of the scheme and positively impact and minimise slippage.						
Anticipated Outcome						
Budget unlikely to meet full spend. Officers will endeavour to maximise spend and minimise slippage. Remaining balance will be required to be rephased into 2021-22.						

TOTAL AMBER						
Project Life Financials	45,090	14,122	31%	44,808	(283)	-1%
Current Year Financials	10,535	4,351	41%	5,705	(4,830)	-46%

MONTH END DATE

31 December 2020

PERIOD

9

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%
QL Development						
Project Life Financials	75	0	0%	75	0	0%
Current Year Financials	25	25	100%	25	0	0%
Project Description	This budget relates to the costs associated with the development of the Integrated Housing Management System					
Project Lifecycle	Planned End Date	45,016.00	Forecast End Date	31-Mar-23		
Main Issues / Reason for Variance						
No Issues.						
Mitigating Action						
None required at this time.						
Anticipated Outcome						
Project to complete as planned and meet spend targets.						
Community safety projects						
Project Life Financials	98	81	83%	98	0	0%
Current Year Financials	17	0	0%	17	0	0%
Project Description	Community Safety Projects					
Project Lifecycle	Planned End Date	31-Mar-21	Forecast End Date	31-Mar-21		
Main Issues / Reason for Variance						
No Issues.						
Mitigating Action						
None required at this time.						
Anticipated Outcome						
Project to complete as planned by year end and meet spend targets.						
Void house strategy programme						
Project Life Financials	13,594	8,913	66%	13,594	0	0%
Current Year Financials	2,050	2,853	139%	2,050	0	0%
Project Description	Spend on Void Properties to bring them up to letting standard					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
No Issues.						
Mitigating Action						
None required at this time.						
Anticipated Outcome						
Project to complete as planned and meet spend targets.						
Contingencies						
Project Life Financials	700	206	29%	700	0	0%
Current Year Financials	100	88	88%	100	0	0%
Project Description	This is a contingent budget for unforeseen matters which may arise during the year.					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
No Issues.						
Mitigating Action						
None required at this time.						
Anticipated Outcome						
Project to complete as planned and meet spend targets.						

MONTH END DATE

31 December 2020

PERIOD

9

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%
Salaries/central support/offices						
Project Life Financials	15,822	4,384	28%	15,822	0	0%
Current Year Financials	2,302	1,758	76%	2,302	0	0%
Project Description	Allocation of costs from other WDC services who support the HRA capital programme					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
No Issues.						
Mitigating Action						
None required at this time.						
Anticipated Outcome						
Project to complete as planned and meet spend targets.						
Asbestos management works						
Project Life Financials	1,478	550	37%	1,478	0	0%
Current Year Financials	205	183	89%	205	0	0%
Project Description	This budget is to fund work associated with the management of current asbestos legislation and the Council's asbestos policy within housing stock.					
Project Lifecycle	Planned End Date	31-Mar-25	Forecast End Date	31-Mar-25		
Main Issues / Reason for Variance						
No Issues.						
Mitigating Action						
None required at this time.						
Anticipated Outcome						
Project to complete as planned and meet spend targets.						
TOTAL GREEN						
Project Life Financials	31,766	14,135	44%	31,766	0	0%
Current Year Financials	4,699	4,906	104%	4,699	0	0%

WEST DUNBARTONSHIRE COUNCIL
HRA CAPITAL PROGRAMME
ANALYSIS OF RESOURCES

APPENDIX 7

MONTH END DATE

31 December 2020

PERIOD

9

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

1

NEW BUILD GRANT						
Project Life Financials	(38,942)	(23,599)	61%	(36,940)	2,002	-5%
Current Year Financials	(3,995)	(2,640)	66%	(3,145)	850	-21%
Project Description	Grant to facilitate the building of new build housing					
Project Lifecycle	Planned End Date		Forecast End Date			
Main Issues / Reason for Variance						
<p>The in-year adverse variance reflects the 20/21 Scottish Government grant in relation to future developments which cannot be drawdown prior to spend. Overall, there is an adverse project life variance of £2.002m. The project does benefit from £0.102m additional grant income as successfully negotiated by Officers. However, this is offset by an adverse variance of £2.104m which reflects the fact that we are unable to drawdown 100% of the budgeted grant for the future development sites; which is being used to offset the projected overspend as mentioned in appendix 4 and detailed in appendix 8. However, discussions have taken place with the Scottish Government on potential further increased grant levels for Dumbarton Harbour and we anticipate a positive outcome. This will reduce the overall adverse project life position.</p>						
Mitigating Action						
<p>Progress on the programme will be closely monitored on a regular basis and reported to the Housing and Communities Committee on a quarterly basis.</p>						
Anticipated Outcome						
<p>The project life overall variance will be an under recovery of £2.002m.</p>						

TOTAL RESOURCES						
Project Life Financials	245,367	96,503	39%	244,053	1,314	1%
Current Year Financials	59,908	34,308	57%	45,963	13,945	23%

WEST DUNBARTONSHIRE COUNCIL
HRA CAPITAL PROGRAMME
ANALYSIS OF AFFORDABLE HOUSING SUPPLY PROGRAMME

APPENDIX 8

MONTH END DATE

31 December 2020

PERIOD

9

Site	Project Life Financials					
	Budget	Spend to Date	Forecast Spend	Variance		RAG Status
	£000	£000	£000	£000	%	
St Andrews	20,705	17,412	22,647	1,942	9%	↓
Haldane PS	10,740	8,671	11,573	833	8%	↓
Aitkenbar PS	10,140	7,459	10,669	529	5%	↓
Clydebank East	12,640	3,274	12,789	149	1%	↓
Creveul Court	3,825	3,673	3,811	14	0%	↑
Dumbarton Harbour	6,235	6,290	8,264	2,029	33%	↓
Queens Quay (site B)	5,984	3,778	6,461	477	8%	↓
Demolition Costs (previous sites)	-	3	3	3		↓
Future Developments	31,566	2	25,618	5,948	-19%	↑
Fees and Staffing Costs	3,513	870	3,513	-	0%	→
Total Expenditure	105,348	51,432	105,348	0		→

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Officer – Resources

Housing and Communities Committee: 3 February 2021

Subject: Financial Report 2020/21 as at Period 9 (31 December 2020)

1. Purpose

- 1.1** The purpose of the report is to provide the Committee with an update on the financial performance to 31 December 2020 (Period 9) 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 overspend against budget by £0.434m (8.56%) at the year-end. The adverse variance due to COVID-19 is £0.471m therefore the underlying variance after COVID-19 is £0.037m favourable;
- 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 2020/21.

3. Background

3.1 Revenue Budget

At the meeting of West Dunbartonshire Council on 4 March 2020, Members agreed the revenue estimates for 2020/21.

A total net budget of £3.418 was approved for services under the remit for Housing and Communities services at that time. Adjustments have been made since that date and the revised budget now under the remit of Housing and Communities is £5.072m as per below.

Description	£m
Starting Position	3.418
Staff transfer from contact centre	0.024
ICT virement	(0.004)
Procurement savings	(0.224)
COVID-19 adjustments	1.551
Recurring variances	(0.097)
Grant income - RRTP	0.251

Homeless winter RRTP allocation	0.153
Revised budget	5.072

Capital

- 3.2** At the meeting of Council on 4 March 2020, Members also agreed the updated 10 year General Services Capital Plan for 2020/21 to 2029/30. The next three years from 2020/21 to 2022/23 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 £0.900m.

4. Main Issues

Revenue Budget

- 4.1** The restrictions imposed from lockdown and ongoing social interaction measures due to COVID-19 have had a financial impact on services. The earlier projected COVID-19 related impact (£1.551m) has been transferred to the Corporate central cost centre for the financial monitoring of COVID-19 issues. The main area affected has been housing repairs and renewals activities which has had an affect on the achievable surplus of the housing maintenance trading operation (HMT0). Officers will continue to manage the budgets as closely as possible throughout the year and it is hoped that by tight budgetary control and ongoing recovery actions that the financial impact can be minimised. Scottish Government has agreed that appropriate lost income can continue to be charged to HRA, however the Council is working to minimise any such position.
- 4.2** Appendix 1 shows the probable outturn for the services at £5.506m. As the annual budget is £5.072m there is a projected adverse variance currently projected of £0.434m. The adverse variance still showing in the current budgets due to COVID-19 is £0.471m therefore the underlying variance after COVID-19 is £0.037m favourable. 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 2020/21 budget.

Capital Budget

- 4.3** The overall programme summary report is shown in Appendix 5. 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 2020/21 are monitored with current indications being that the saving of £0.123m will be achieved (see Appendix 4).
- 7. Risk Analysis**
- 7.1** The present variances should be viewed in the knowledge that there are a number of variable factors which could arise between now and 31 March and which could affect the year end results for both the revenue and capital budgets – particularly in light of COVID-19.
- 7.2** Assumptions around service demand and timing of nationally agreed changes through the phasing out of lockdown change regularly and therefore there is a significant risk that the projected year end budgetary position will change from that reported.
- 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.

Stephen West
Chief Officer, Resources

Date: 19 January 2021

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

Appendices: Appendix 1 - Summary Budgetary Position (Revenue)
Appendix 2 - Detailed Budgetary Position (Revenue)
Appendix 3 - Variance Analysis (Revenue)
Appendix 4 - Monitoring of Savings Options (Revenue)
Appendix 5 - Budgetary Position (Capital)
Appendix 6 - Variance Analysis Green (Capital)

Background Papers: None

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2020/2021
HOUSING & COMMUNITIES SUMMARY

Appendix 1

MONTH END DATE **31 December 2020**

Actual Outturn 2019/20	Service / Subjective Summary	Total Budget 2020/21	YTD Spend 2020/21	Forecast Spend 2020/21	Annual Variance 2020/21	Annual RAG Status	Net Variance Attributable to Covid	Underlying Variance Excluding Covid
£000		£000	£000	£000	£000	%	£000	£000
2,839	Working 4 U	2,728	1,994	2,755	27	1%	30	(3)
842	Communities	876	581	865	(11)	-1%	0	(11)
336	Homeless Persons	535	223	519	(16)	-3%	0	(16)
42	Private Sector Housing	42	31	42	0	0%	0	0
94	Private Sector Housing Grant	11	(35)	(48)	(59)	-540%	(59)	0
429	Anti Social Behaviour	492	395	530	38	8%	0	38
1	Housing Asset and Investment	49	1	3	(46)	-94%	0	(46)
13	Housing Maintenance Trading A/c	340	686	840	500	-147%	500	0
4,596	Total Net Expenditure	5,072	3,877	5,506	433	8.54%	471	(38)

YEAR END DATE

31 December 2020

PERIOD

9

Actual Outturn 2019/20	Service Summary	Total Budget 2020/21	YTD Spend 2020/21	Forecast Spend 2020/21	Annual Variance 2020/21	RAG Status
£000	All Services	£000	£000	£000	£000	%
18,446	Employee	17,973	12,677	17,157	(818)	-5% ↑
2,144	Property	2,484	1,179	2,392	(92)	-4% ↑
1,179	Transport and Plant	1,086	761	1,045	(42)	-4% ↑
13,005	Supplies, Services and Admin	11,140	6,721	9,674	(1,466)	-13% ↑
2,795	Payments to Other Bodies	3,115	1,766	3,067	(49)	-2% ↑
796	Other	860	641	855	(5)	-1% ↑
38,365	Gross Expenditure	36,658	23,745	34,188	(2,472)	-7% ↑
(33,768)	Income	(31,586)	(19,868)	(28,682)	2,904	9% ↓
4,596	Net Expenditure	5,073	3,877	5,506	433	9% ↓
£000	Working 4 U	£000	£000	£000	£000	%
2,401	Employee	2,311	1,732	2,346	35	2% ↓
2	Property	2	0	2	0	0% →
26	Transport and Plant	20	3	13	(7)	-35% ↑
127	Supplies, Services and Admin	168	69	151	(17)	-10% ↑
1,420	Payments to Other Bodies	1,690	743	1,668	(22)	-1% ↑
0	Other	0	0	0	0	0% →
3,976	Gross Expenditure	4,191	2,547	4,180	(11)	0% ↑
(1,137)	Income	(1,463)	(553)	(1,425)	38	3% ↓
2,839	Net Expenditure	2,728	1,994	2,755	27	1% ↓
£000	Communities	£000	£000	£000	£000	%
514	Employee	604	449	612	7	1% ↓
300	Property	288	184	287	(1)	0% ↑
5	Transport and Plant	4	3	6	2	52% ↓
3	Supplies, Services and Admin	3	5	6	3	91% ↓
145	Payments to Other Bodies	125	24	104	(20)	-16% ↑
0	Other	0	0	0	0	0% →
967	Gross Expenditure	1,024	665	1,014	(10)	-1% ↑
(125)	Income	(148)	(84)	(149)	(2)	-1% ↑
842	Net Expenditure	876	581	865	(12)	-1% ↑
£000	Homeless Persons	£000	£000	£000	£000	%
1,804	Employee	2,059	1,518	2,108	49	2% ↓
1,530	Property	1,935	962	1,912	(23)	-1% ↑
16	Transport and Plant	21	15	22	1	5% ↓
282	Supplies, Services and Admin	75	39	75	0	0% →
783	Payments to Other Bodies	787	616	780	(7)	-1% ↑
0	Other	0	0	0	0	0% →
4,416	Gross Expenditure	4,876	3,151	4,898	22	0% ↓
(4,080)	Income	(4,341)	(2,928)	(4,379)	(38)	-1% ↑
336	Net Expenditure	535	223	519	(15)	-3% ↑
£000	Private Sector Housing	£000	£000	£000	£000	%
43	Employee	0	0	0	0	0% →
0	Property	0	0	0	0	0% →
0	Transport and Plant	0	0	0	0	0% →
0	Supplies, Services and Admin	0	0	0	0	0% →
22	Payments to Other Bodies	42	31	42	0	0% →
0	Other	0	0	0	0	0% →
65	Gross Expenditure	42	31	42	0	0% →
(23)	Income	0	0	0	0	0% →
42	Net Expenditure	42	31	42	0	0% →

YEAR END DATE

31 December 2020

PERIOD

9

Actual Outturn 2019/20	Service Summary	Total Budget 2020/21	YTD Spend 2020/21	Forecast Spend 2020/21	Annual Variance 2020/21	RAG Status
---------------------------	-----------------	----------------------------	----------------------	------------------------------	----------------------------	---------------

£000	Private Sector Housing Grant	£000	£000	£000	£000	%
36	Employee	37	29	38	1	3%
231	Property	175	(25)	115	(60)	-34%
0	Transport and Plant	0	0	0	0	0%
(0)	Supplies, Services and Admin	0	(0)	0	0	0%
246	Payments to Other Bodies	245	181	245	0	0%
0	Other	0	0	0	0	0%
513	Gross Expenditure	457	185	398	(59)	-13%
(419)	Income	(446)	(220)	(446)	0	0%
94	Net Expenditure	11	(35)	(48)	(59)	-540%

£000	Anti Social Behaviour	£000	£000	£000	£000	%
298	Employee	307	263	353	46	15%
0	Property	0	0	0	0	0%
6	Transport and Plant	4	0	1	(4)	-84%
22	Supplies, Services and Admin	27	16	23	(4)	-14%
105	Payments to Other Bodies	154	116	154	0	0%
0	Other	0	0	0	0	0%
430	Gross Expenditure	493	395	531	38	8%
(1)	Income	(1)	0	(1)	0	0%
429	Net Expenditure	492	395	530	38	8%

£000	Housing Asset and Investment	£000	£000	£000	£000	%
310	Employee	475	261	355	(120)	-25%
0	Property	0	0	0	0	0%
5	Transport and Plant	5	1	1	(4)	-80%
1	Supplies, Services and Admin	0	1	2	2	0%
0	Payments to Other Bodies	0	0	0	0	0%
0	Other	0	0	0	0	0%
315	Gross Expenditure	480	263	357	(123)	-26%
(315)	Income	(431)	(261)	(355)	76	18%
1	Net Expenditure	49	1	3	(47)	-95%

£000	Housing Maintenance Trading A/c	£000	£000	£000	£000	%
13,040	Employee	12,180	8,425	11,344	(836)	-7%
81	Property	85	58	77	(8)	-9%
1,122	Transport and Plant	1,032	738	1,002	(30)	-3%
12,571	Supplies, Services and Admin	10,867	6,592	9,417	(1,450)	-13%
74	Payments to Other Bodies	73	55	73	0	0%
796	Other	860	641	855	(5)	-1%
27,682	Gross Expenditure	25,096	16,509	22,768	(2,328)	-9%
(27,669)	Income	(24,757)	(15,822)	(21,928)	2,829	11%
13	Net Expenditure	340	686	840	500	147%

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2020/2021
ANALYSIS FOR VARIANCES OVER £50,000

Appendix 3

YEAR END DATE 31 December 2020

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

Private Sector Housing Grant	11	(48)	(59)	-540%	↑
Service Description					
Main Issues / Reason for Variance	Reduced throughput of applications and work being carried out due to the impact of managing internal works during COVID.				
Mitigating Action	None required				
Anticipated Outcome	Underspend anticipated.				

Housing Asset and Investment	49	3	(47)	-95%	↑
Service Description	This service manages capital investment across council and private sector housing stock.				
Main Issues / Reason for Variance	Vacant posts are being held pending service restructure. The vacancies have no impact on service delivery and are partially offset by reduced recharge of salaries				
Mitigating Action	None Required				
Anticipated Outcome	Small surplus at year end				

Housing Maintenance Trading A/c	340	840	500	147%	↓
Service Description	This service delivers maintenance and investment services to the council's housing stock.				
Main Issues / Reason for Variance	Business interruption during the 4Q because of the new tier 4 restrictions will reduce income and lead to greater losses than previously forecast.				
Mitigating Action	Business interruption during the 4Q because of the new tier 4 restrictions will reduce income and lead to greater losses than previously forecast.				
Anticipated Outcome	Business interruption during the 4Q because of the new tier 4 restrictions will reduce income and lead to greater losses than previously forecast.				

WEST DUNBARTONSHIRE COUNCIL
MONITORING OF EFFICIENCIES AND MANAGEMENT ADJUSTMENTS 2020/21

Appendix 4

Efficiency reference	Efficiency Detail	Budgeted Amount £	Projection of Total Saved £	Projection of Total Not Saved £	Comment
MA10	Consolidation of posts	123,574	123,574	-	Achieved

WEST DUNBARTONSHIRE COUNCIL
GENERAL SERVICES CAPITAL PROGRAMME
OVERALL PROGRAMME SUMMARY

APPENDIX 5

MONTH END DATE

31 December 2020

PERIOD

9

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%		
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	2	100%	701	100%	2	100%	99	100%		
TOTAL EXPENDITURE	2	100%	701	100%	2	100%	99	100%		
	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	Slippage £000	Over/ (Under) £000
Red										
Projects are forecast to be overspent and/or significant delay to completion	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
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	900	701	900	0	108	99	108	0	0	0
TOTAL EXPENDITURE	900	701	900	0	108	99	108	0	0	0

WEST DUNBARTONSHIRE COUNCIL
GENERAL SERVICES CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN ALERT STATUS

APPENDIX 6

PERIOD END DATE 31 December 2020

PERIOD 9

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

1

Invest in "Your Community Initiative"						
Project Life Financials	880	700	80%	880	0	0%
Current Year Financials	98	98	100%	98	0	0%
Project Description	Capital budget to support the roll out of Your Community, an initiative designed to achieve coordinated service delivery in response to community need. This is complimented by community capacity building, empowering WD citizens to do more for their own communities (leading to less reliance on council). Also included is the implementation of participatory budgeting to support and build capacity in communities.					
Project Manager	Elaine Troup					
Lead Officer	Peter Barry					
Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date	31-Mar-23		
Main Issues / Reason for Variance						
The Improvement Fund (IF) budget has been rephased to extend to financial year 2022/23. This allows community groups time to develop their projects and where possible source additional funding to match any IF support. The fund has supported a range of capital improvements across West Dunbartonshire including the India Street art-work project delivered in partnership with Central Alexandria Tenants and Residents Association (CATRA), improvements to the Rock Community Church in Castlehill and most recently approval to invest in a project that aims to create a physical link from Whitecrook to connect to the National Cycle Route 754. This project has been led by Centre 81 with engagement with the local community on the potential benefits a new link to the cycle path could provide. A modest contribution from the IF has allowed a significant amount of external funding to be levered into the Whitecrook area. Prior to the COVID-19 pandemic various projects were in the development phase. As we move through recovery, communities may take the opportunity to re-assess their local need. As a result some projects may change or new priorities may come forward. Your Community partners will continue to support communities with their local ambitions and at this time it is hopeful that full current year budget spend will be incurred.						
Mitigating Action						
At a recent Your Community Delivery Group meeting the decision was taken to provide local groups with targeted support to develop their funding bids. The aim is to reduce the need to refer back to the applicants for further information and to streamline the process.						
Anticipated Outcome						
Full budget spend anticipated albeit later than originally planned.						

2

Integrated Housing Management System - new project 2020/21						
Project Life Financials	20	1	3%	20	0	0%
Current Year Financials	10	1	6%	10	0	0%
Project Description	Development of IHMS system.					
Project Manager	Graham Watters					
Lead Officer	Peter Barry					
Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	21-Mar-22		
Main Issues / Reason for Variance						
No issues to report with budget spend anticipated in 2020/21.						
Mitigating Action						
None required.						
Anticipated Outcome						
Development of IHMS system.						

Report by the Divisional Commander, Police Scotland**Housing and Communities Committee: 03 February 2021**

Subject: Police Scrutiny – Quarter 2 2020/2021 Report**1. Purpose**

- 1.1** The purpose of this item is to provide members of the Housing and Communities Committee with an update on Quarter 2 2020/21 performance against the Local Police Plan.

2. Recommendations

- 2.1** It is recommended that the Housing and Communities Committee note the update given on progress against the Local Police Plan.

3. Background

- 3.1** As part of the Police & Fire Reform (Scotland) Act 2013 new arrangements were put in place for local scrutiny and engagement. These arrangements place a requirement on Local Authorities to scrutinise local police and fire and rescue services. In West Dunbartonshire, due to some conflict issues a decision was taken to transfer this accountability from the Community Planning Partnership to the Housing and Communities Committee.

4. Main Issues

- 4.1** The report attached details performance against the Local Police Plan for 2020-23, covering the period April – June 2020. The content focuses on performance against the local police priorities; Violent Crime, Acquisitive Crime, Public Protection, Serious Organised Crime and Road Safety. As lockdown restrictions were eased during Quarter 2, we experienced an increase in reported incidents and crimes more consistent with pre-COVID levels. Whilst setting restrictions and recovery from the pandemic is coordinated through the Scottish Government Route map, Police Scotland continues to respond to restrictions as required but remains committed to delivering against local policing plans.
- 4.2** The report is provided for the noting and consideration by the Housing and Communities Committee.

5. People Implications

- 5.1** There are no personnel issues.

6. Financial & Procurement Implications

- 6.1** The commitments made in the local plans will be delivered within available resources.

7. Risk Analysis

- 7.1** There may be risks associated with not taking actions to deliver on the key priority areas as detailed in the plans. These are picked up through the strategic risk register of Police Scotland.

8. Equalities Impact Assessment (EIA)

- 8.1** Any equalities impacts arising from this report, and associated Equalities Impact Assessment, will be carried out by Police Scotland.

9. Consultation

- 9.1** The performance report is presented for discussion and review. Both local plans were developed in consultation with communities and key partner agencies.

10. Strategic Assessment

- 10.1** This report details performance and local actions taken by Police Scotland in relation to the West Dunbartonshire Local Police Plan 2020 - 2023.

John Paterson
Divisional Commander, Police Scotland

Person to Contact: Brian Gibson (Superintendent), Police Scotland
01389 822002

Appendices: Appendix 1: Local Police plan 2020/23 Q1 update

Background Papers: None

Wards Affected: All

Keeping People Safe in West Dunbartonshire

Our Purpose:- To improve the safety and wellbeing of people, places and communities in Scotland

Violent Crime & Antisocial Behaviour

In Quarter 2 violent crime reduced by 32.3% with 67 crimes recorded versus 99 last year. Serious assaults reduced to 28 from 55 last year and attempted murder crimes decreased from 5 to 3. One murder has been recorded YTD which took place in Quarter 1. COVID-19 lockdown restrictions are likely to have continued to contribute to the reduction in recorded crime.

52.3% of all violent crimes occurred in a private space

On average 113.7 stop search have been carried out each month in WDC

Public reported ASB incidents increased by 33.5% (n=1929) in Quarter 2 and complaints relating to disorder by 31.8% (n=943). These increases appear largely due to increased public concern relating to reports of persons alleged to be breaching Covid-19 restrictions. ASB crimes also increased marginally by 0.3% (n=4), despite a 7% (n=34) decrease in common assault. The increase comes largely from a 19.8% (n=34) rise in drinking in public offences and a 57.1% increase in racially aggravated conduct by from 14 to 22.

The detection rate for violent crime has increased from 62.6% to 70.1%, with the 3 attempted murder crimes and murder having been detected. The detection rate for Serious Assault is at 82.1%, up from 67.3% last year.

Public Protection

At the end of Qtr 2, Group 2 sexual crimes had decreased by 4.5% with 107 crimes recorded versus 112 last year. Rape crimes remain unchanged year on year with 26 crimes recorded, while indecent / sexual assaults reduced from 40 to 30. Crimes relating to indecent images / communications have recorded the biggest increase YTD from 20 to 40, 30 of these involved children aged 8 – 16 years and 96.7% involved use of the internet.

40% of crimes relating to indecent communication / images involve persons known to the victim

Approx. 24.3% of all sexual crimes recorded have been non recent reports.

Compared to figures recorded at the end of Qtr 2 last year, the detection rate for Group 2 sexual crime overall has decreased from 47.3% to 41.1%. However, the detection rate for rape crime has improved from 44% to 73.9%.



105 missing persons incidents had been recorded within West Dunbartonshire by the end of Qtr2 2020-21. Around 38% of these involved Children or Looked After Children.

Overall the number of unique incidents resulting in an Adult / Child Concern reduced by 1.2% (n=27). Child Concerns have increased by 14.5% (n=261) however Adult concerns (inc. Domestic Abuse) have reduced by 1.2% (n=11).

At the end of Qtr 2 the total number of domestic abuse incidents recorded had reduced by 7% (n=47) compared to last year. Crimes had also reduced by 3.4% (n=12). It is likely however that there has been under reporting as a result of the COVID-19 lockdown.

At the end of Qtr 2, user satisfaction results show that levels of public confidence in Argyll & West Dunbartonshire remain high at 67%. Furthermore, figures also indicate 81% of persons were satisfied with how police dealt with their incident.

In total, 29 complaints about the Police have been received in WDC YTD, most of which relate to irregularity of procedure or quality of service.

Serious & Organised Crime



Across Argyll & West Dunbartonshire 36 persons linked to serious and organised crime have been arrested and over £35,058.54 seized under POCA.

At the end of Quarter 2, detections for drugs supply had decreased by 24.3% YTD from 74 to 56. Drug possession had also reduced by 9.8% from 584 to 535.



YTD there has been a total of 145 cyber enabled crimes recorded within West Dunbartonshire when compared to 30. The most commonly recorded types of cyber enabled crimes are crimes involving threatening behaviour (n=47), indecent comms/images (n=39) and fraud (n=60). To date 36 crimes have been detected.

Acquisitive Crime



Vehicle crimes reduced by 38.3%



Housebreaking increased by 16.5%

Acquisitive crime decreased by 20.8% in Qtr 2 which equates to 184 fewer crimes recorded. Despite an overall reduction, fraud crimes continue to show an increase of 74.6% (n=50). Housebreaking crimes have also increased slightly from 91 to 106, largely due to rise in crimes at domestic properties (n=19). These increases have been offset by a 62.9% reduction in shoplifting (n=210), a 14.6% reduction in common theft (n=35) and a 38.3% reduction in vehicle crime (n=36). The overall detection rates have reduced slightly from 38.5% to 29.4%, for housebreaking it has reduced from 24.2% to 12.3% while for vehicle crime it has increased from 27.7% to 56.9%.



At the end of Qtr 2, 25 bogus crimes had been recorded which is a slight increase on 21 recorded last year. Social engineering frauds account for 18 of these crimes, followed by bogus workmen (n=4), bogus callers (n=2) and distraction theft (n=1). To date 4 crimes have been detected.

Road Safety & Road Crime



At the end of Q2 no fatal road collisions had been recorded within West Dunbartonshire which is a reduction from 1 last year. Serious injuries have also reduced from 15 to 7 and slight injuries from 41 to 4. It is highly likely that this reduction has resulted from the travel restrictions imposed during the COVID-19 lockdown.

Vehicle related offences recorded within West Dunbartonshire were 3.1% higher than last year (n=38). Increased crime levels are largely due to proactive policing with drink, drug driving offences increasing from 66 to 142, and driving without insurance, which increased from 112 to 233 YTD, while speeding offences have reduced from 309 to 224, and driving without a seatbelt has fallen from 74 to 29 YTD.

West Dunbartonshire

Local Policing Plan (2020 – 2023) Quarterly Report (Qtr 2 – 2020/21)

Tackling Online Sexual Exploitation

The Police Scotland Online CSA campaign entered its second phase during November and aims to reduce online offending in relation to child sexual abuse, by challenging perpetrator behaviour and encouraging them to seek help via Stop It Now! Scotland. The campaign is supported by various media products including a hard hitting film. #GethelporGetCaught – Further information is available at [www.scotland.police.uk / What's Happening / Campaigns](http://www.scotland.police.uk/What'sHappening/Campaigns).

Disrupting Serious & Organised Crime

Local Problem Solving teams have developed intelligence to successfully execute a number of warrants relating to Misuse of Drugs and Weapon offences. This has resulted in significant recoveries of dealer quantities of controlled substances. These proactive activities have also led to several large scale Cannabis cultivations being recovered, a POCA seizure from an individual known to be involved in Serious and Organised Crime and potential victims of human trafficking have been found and appropriate safeguarding measures put in place.

Road Safety and Road Crime

Local and Divisional Road Policing officers continue to carry out visible patrols of our road networks, focusing on areas of concern and engaging with drivers whilst taking cognisance of current COVID safety measures. These patrols have resulted in drivers detected for Drink Driving and other road traffic offences, whilst influencing driver behaviour.

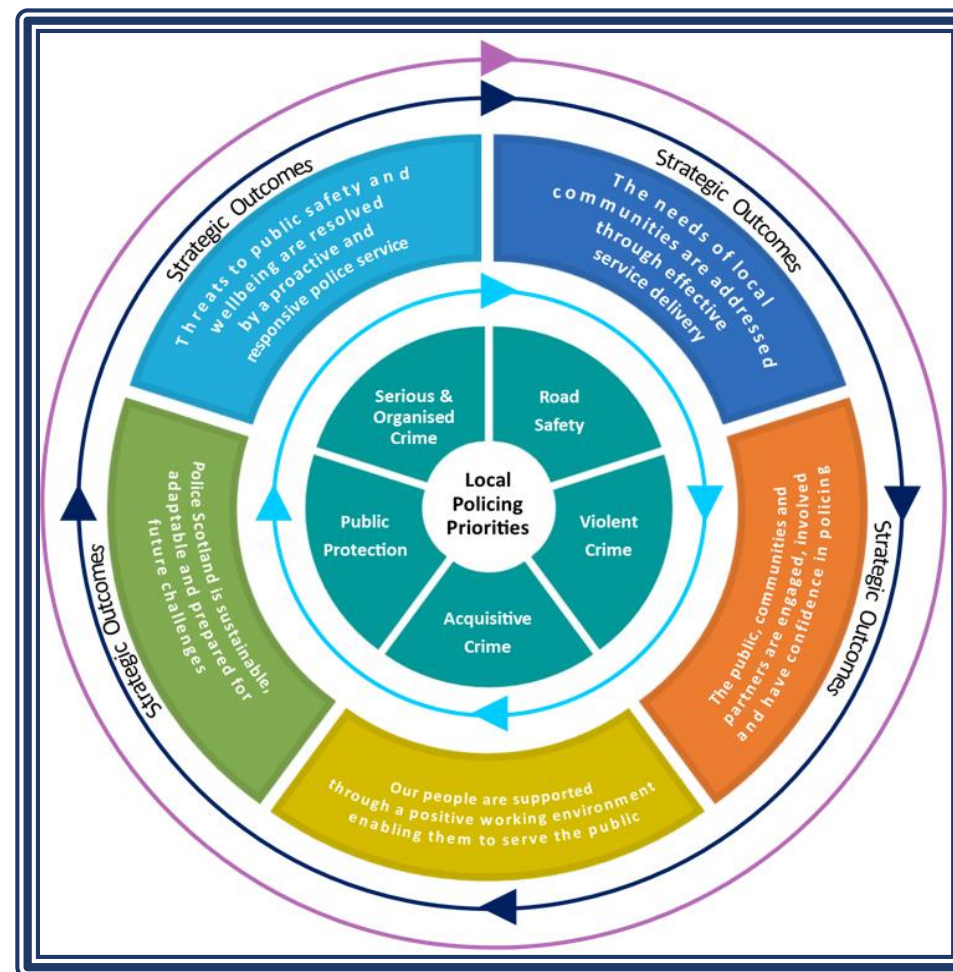
Domestic Abuse

In response to concerns that COVID – 19 restrictions place victims of Domestic Abuse at greater risk, with less opportunities to escape or get help, the Police Scotland Domestic Abuse – COVID campaign was launched promoting lines to report domestic abuse whilst signposting help and support services and charities. Posters and leaflets were distributed to maximise exposure in retail premises at a time when people's social habits are changing to comply with restrictions.

Violence and Public Protection

Local officers including Divisional Problem Solving Teams have carried out default patrols in areas experiencing the highest levels of anti-social behaviour to deter further ASB or escalation to violent crime, in particular during periods of good weather, in evenings and weekends. Visible patrols along with visits to local off licenced premises intended to prevent and tackle consumption by young people and associated wellbeing concerns, anti-social behaviour and violent crime. Appropriate use of stop search and enforcement were used to tackle these issues, whilst sharing any wider concerns with relevant support agencies. Local officers continue to apply the 4E's approach to current COVID restrictions, whilst communicating and using enforcement where required.

Effective partnership activity continues to manage high risk offenders, working collectively to prevent reoffending and risk of harm to wider community.



Tackling Fraud Crime

We are committed to tackling fraud and increasing frequency of the use of the internet and telephone in the commission of these crimes. These are often elaborate crimes designed to confuse and force the concerned victim to provide bank details or transfer cash. Senior detectives in the Division have been working with local media to ensure fraud trends are circulated alongside messages to reinforce safety advice for online banking. During December, in the lead up to Christmas, our Festive Winter Safety Campaign will provide guidance on shopping online safely.

Disability Hate Crime

Dumbarton and Clydebank PSYV have had a session with I Am Me, a charity which focuses on changing attitudes and behaviours so that disabled and vulnerable people can feel safe in their homes. In the coming months, our PSYV will be thinking about how they can take some of the learning from this session into the community.

The Dumbarton and Clydebank PSYV also had a session with Fearless.org. Fearless is a site where young people can access non-judgemental information and advice about crime and criminality. They also provide a safe place for young people to give information about crime - 100% anonymously.

Police Scotland Fleet Strategy

The Police Scotland Fleet Strategy supports the rollout of Ultra Low Emissions Vehicle's (ULEV) throughout the Force and is set to see Police Scotland become the UK's first Ultra-low emission blue light fleet. This strategy has received government support through the provision of £5m of capital funding to begin the transition towards ULEV technology. Around 179 ULEVs will be delivered and operational across the Force area by March 2021, bringing the total number of new generation electric vehicles to 300.

Development Forum

During November the Division held a Specialisms Development Event for officers and staff from across the Division and elsewhere. This was the latest in a series of development events which have been held this year, but the first to be held online. The event was targeted towards officers who might be considering career development in a Specialist Role. The event was run in conjunction with the Scottish Women's Development Forum. The event attracted over 50 online attendees and was opened by the Divisional Commander Chief Superintendent Paterson.

Police Scotland Youth Volunteers

Police Scotland Youth Volunteers in Dumbarton and Clydebank are now meeting virtually and have a comprehensive programme of activity. Their work is attracting attention nationally with the good practice being shared with other Local Authority areas. Their programme of activity has included meeting the Divisional Commander Chief Superintendent Paterson for a Q&A session and a virtual fundraising event where they challenged themselves to walk a 1,000,000 steps to raise funds for a local Toy Bank.

Report by the Local Senior Officer Joe McKay - Scottish Fire and Rescue Service

Housing and Communities Committee: 03 February 2021

Subject: Fire and Rescue Quarter 3 Scrutiny Report for the period 1st October – 31 December 2020.

1. Purpose

- 1.1 The purpose of this report is to allow the Local Senior Officer to provide the Community Planning West Dunbartonshire Management Group with appropriate performance data measured against priorities in the West Dunbartonshire Local Fire and Rescue Plan

2. Recommendations

- 2.1 Community Planning West Dunbartonshire Management Group is asked to note the contents of the attached Scottish Fire and Rescue Service West Dunbartonshire Council Year to Date Report covering the period 01 October 2020 – 31 December 2020.

3. Background

- 3.1 As part of the Police & Fire Reform (Scotland) Act 2013 new arrangements were put in place for local scrutiny and engagement. These arrangements place a requirement on Local Authorities to scrutinise local police and fire and rescue services. In West Dunbartonshire, due to some conflict issues a decision was taken to transfer this accountability from the Community Planning Partnership to the Housing and Communities Committee.

4. Main Issues

Local Fire Plan

- 4.1 Scottish Fire and Rescue Services (SFRS) for West Dunbartonshire report on performance against key local priorities on a quarterly basis. The report attached at appendix 1 details the SFRS performance for Quarter 3 covering the period of 01 October 2020 to 31 December 2020. It details performance against the key local priorities detailed in the local fire plan for West Dunbartonshire and shows trends over time for these priorities.
- 4.2 As can be seen from page 4 of the report, primary and secondary fires have increased by 11%, the overall total number of incidents has decreased by 3%. There has been a 14% decrease in the number of Special Service type

incidents and the number of fire and non-fire casualties has decreased by 48%. We have seen a reduction in the number of false alarms by 9% from the same period in 2019/20.

5. People Implications

5.1 There are no personnel issues.

6. Financial & Procurement Implications

6.1 The commitments made in the local plans will be delivered within available resources.

7. Risk Analysis

7.1 There may be risks associated with not taking actions to deliver on the key priority areas as detailed in the plans. These are picked up through the strategic register of SFRS.

8. Equalities Impact Assessment (EIA)

8.1 Any equalities arising from this report, and associated Equalities Impact Assessments, will be carried out through SFRS.

9. Consultation

9.1 The performance report is presented for discussion and review. The local plan was developed in consultation with communities and key partner agencies.

10. Strategic Assessment

10.1 This report details performance and local actions taken by SFRS in relation to priority areas of West Dunbartonshire Community Planning Partnership.

Person to Contact:

Joe McKay
Local Senior Officer, West Dunbartonshire, SFRS

Appendices:

Appendix 1 - Local Fire Plan Quarter 3 Progress Report – (01 October 2020 – 31 December 2020)

Background Papers: None

Wards Affected: All



**West Dunbartonshire
Performance Report Q3 -
1st October - 31st December 2020**



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

**Working together
for a safer Scotland**

West
Dunbartonshire
COUNCIL

West Dunbartonshire Performance Report

Table of Contents

Local Fire and Rescue Service Plan Priorities	3
West Dunbartonshire Activity Summary	4
Domestic Safety - Accidental Dwelling Fires	5
Domestic Safety - Accidental Dwelling Fire Casualties	6
Unintentional Injury and Harm	7
Deliberate Fire Setting	8
Non-Domestic Fire Safety	9
Unwanted Fire Alarm Signals	10

Local Fire and Rescue Service Plan Priorities

The Local Fire and Rescue Service Plan has been developed to set out the priorities and objectives within West Dunbartonshire and allows our local authority partners to scrutinise the performance outcomes of these priorities. We will continue to work closely with our partners in West Dunbartonshire to ensure we are all **"Working Together for a Safer Scotland"** through targeting risks to our communities at a local level.

The plan has been developed to complement key partnership activity embedded across West Dunbartonshire's Community Plan and associated Delivery and Thematic plans. Through partnership working we will seek to deliver continuous improvement in our performance and effective service delivery in our area of operations.

The Local Fire and Rescue Plan for West Dunbartonshire identified six areas for demand reduction and is subject to regular monitoring and reporting through the Police & Fire and Rescue Committee. A summary of the priorities and current activity is detailed below with further detail and analysis contained within this performance report.

	Accidental Dwelling Fires	Accidental Dwelling Fire Casualties	Unintentional Injury and Harm	Deliberate Fire Setting	Non-Domestic Fire Safety	Unwanted Fire Alarm Signals
Clydebank Central Ward	7	0	1	30	2	22
Clydebank Waterfront Ward	5	0	1	32	3	23
Dumbarton Ward	4	0	1	11	2	16
Kilpatrick Ward	1	1	1	19	0	15
Leven Ward	3	0	1	8	0	13
Lomond Ward	0	0	2	6	1	7
Total Incidents	20	1	7	106	8	96

Year on Year Change	▲ 0%	● -83%	● -30%	◆ 16%	● -11%	● -9%
3 Year Average Change	● -17%	● -17%	● -15%	◆ 16%	▲ 0%	● -5%
5 Year Average Change	● -9%	▲ 0%	▲ -2%	◆ 8%	● -15%	▲ -2%

About the statistics within this report

The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change as a result of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

- Activity levels have reduced by more than 5%
- ▲ Activity levels have reduced by up to 5%
- ◆ Activity levels have increased overall

West Dunbartonshire Activity Summary



143

fires
primary &
secondary



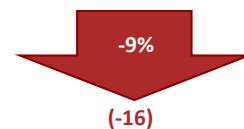
48

special
services



163

false
alarms



354
total number of
incidents

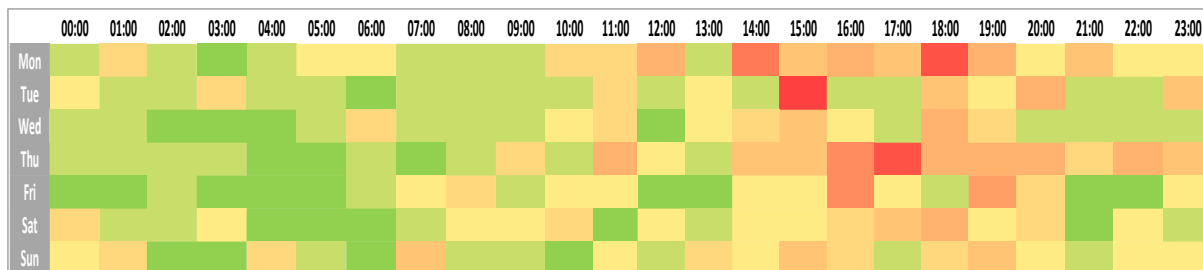


11
fire & non-fire
casualties

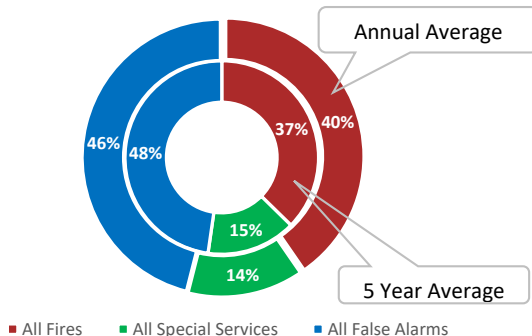


£189,120
economic cost of
ufas incidents

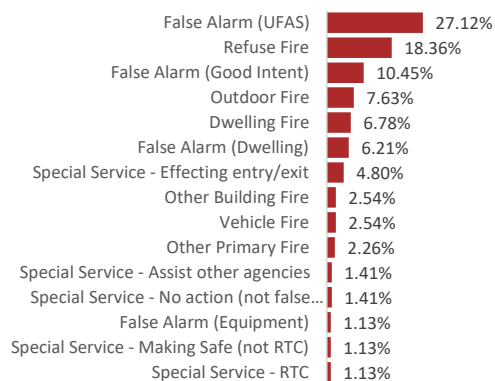
Activity by Time of Day



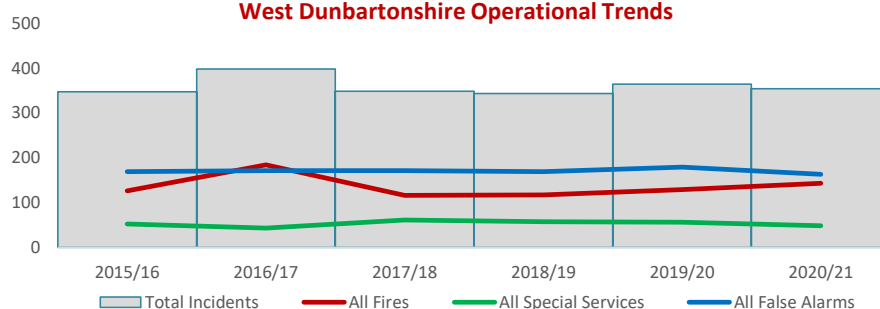
Incidents by Classification



Top 15 Incident Types by % of Total Incidents



West Dunbartonshire Operational Trends



	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
All Fires	134	184	116	117	129	143
All Special Services	45	43	61	57	56	48
All False Alarms	154	171	171	169	179	163
Total Incidents	333	398	348	343	364	354

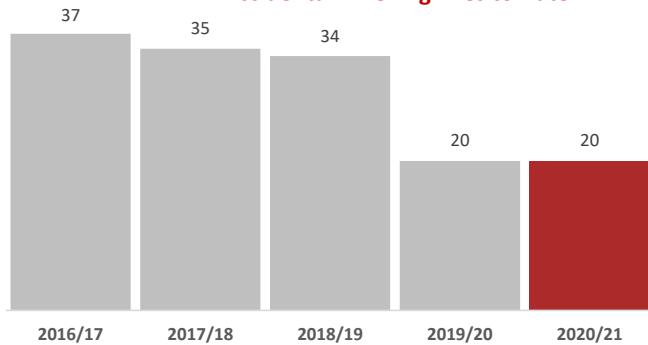
Domestic Safety - Accidental Dwelling Fires



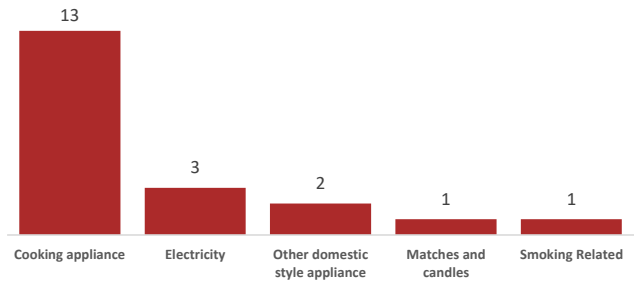
Performance Summary

Year on Year	3 Year Average	5 Year Average
▲ 0%	● -17%	● -9%

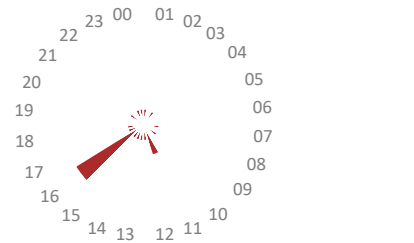
Accidental Dwelling Fires to Date



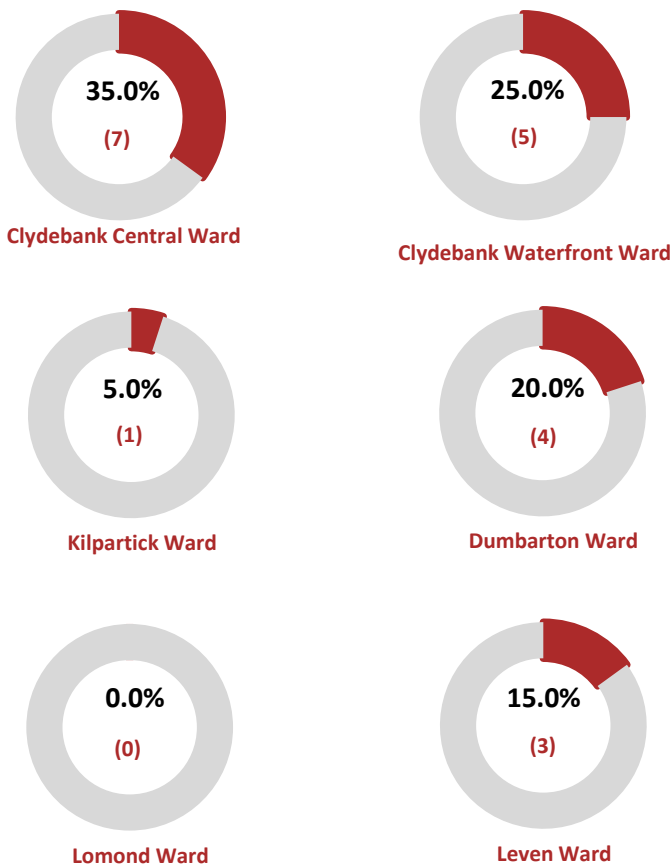
Main Source of Ignition



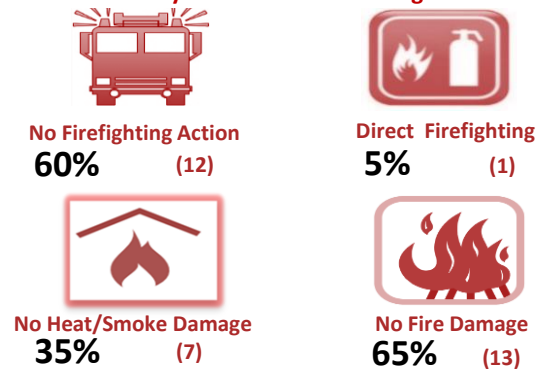
Accidental Dwelling Fires by Time of Day



Accidental Dwelling Fires Activity by Ward (% share)



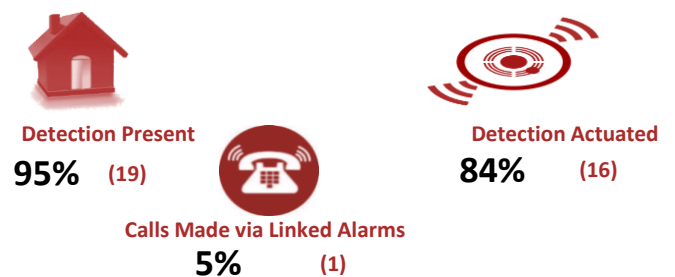
Severity of Accidental Dwelling Fires



Human Factors



Automatic Detection & Actuation



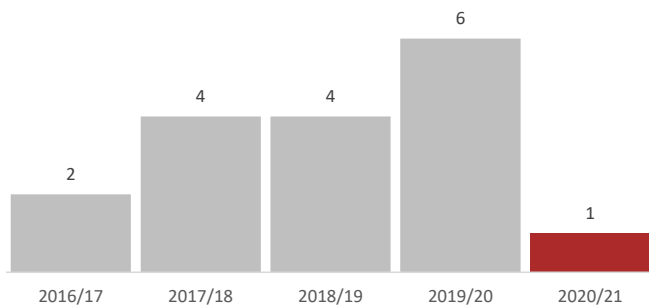
Domestic Safety - Accidental Dwelling Fire Casualties



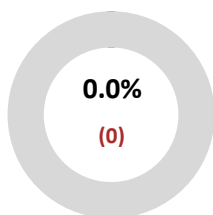
Performance Summary

Year on Year Average: -83%
 3 Year Average: -17%
 5 Year Average: 0%

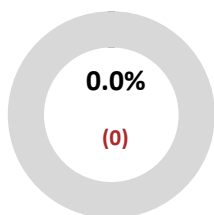
Accidental Dwelling Casualties



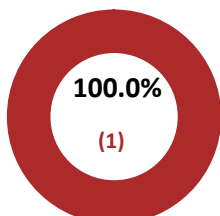
Accidental Dwelling Fire Casualties by Ward (% share)



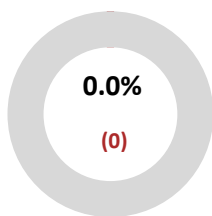
Clydebank Central Ward



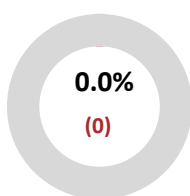
Clydebank Waterfront Ward



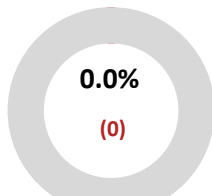
Kilpartick Ward



Dumbarton Ward

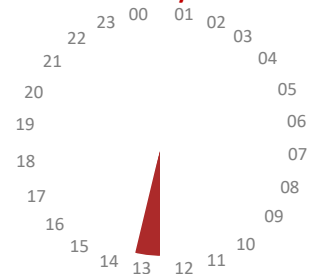


Lomond Ward



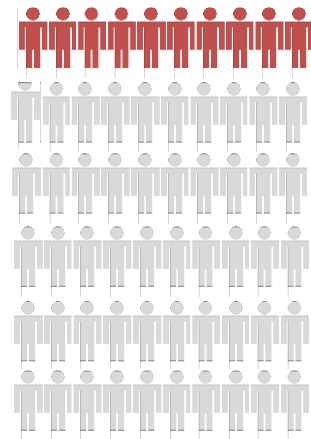
Leven Ward

Fire Casualties by Time of Day

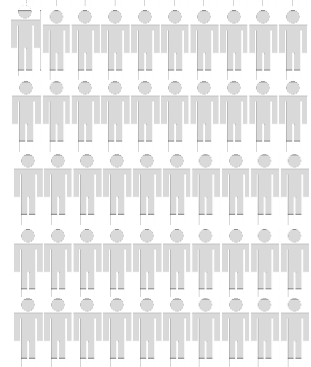


Nature of Injury

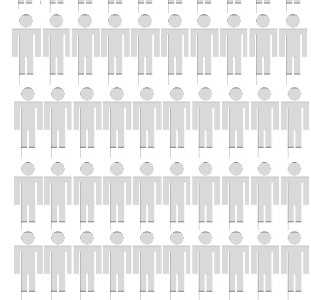
Combination of burns and



100%



0%



0%

0%

Extent of Harm



Fatality

0% (0)



Hospital - Serious Injuries

0% (0)



Hospital - Slight Injuries

100% (1)



First Aid at Scene

0% (0)

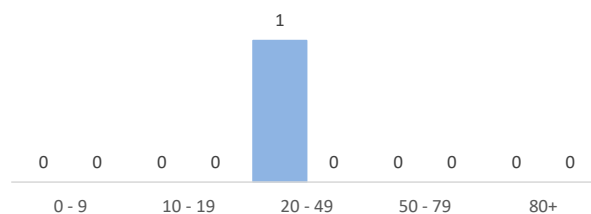
Age / Gender Profile



Male
100%



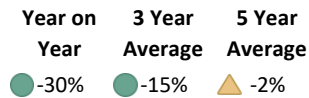
Female
0%



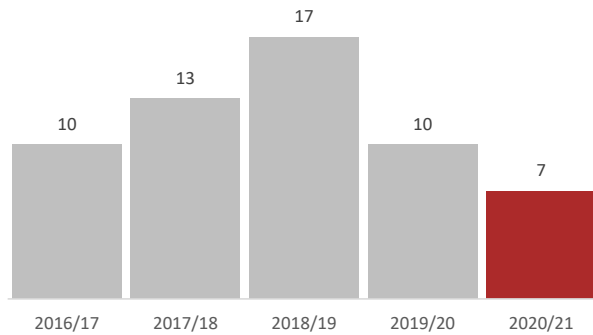
Unintentional Injury or Harm



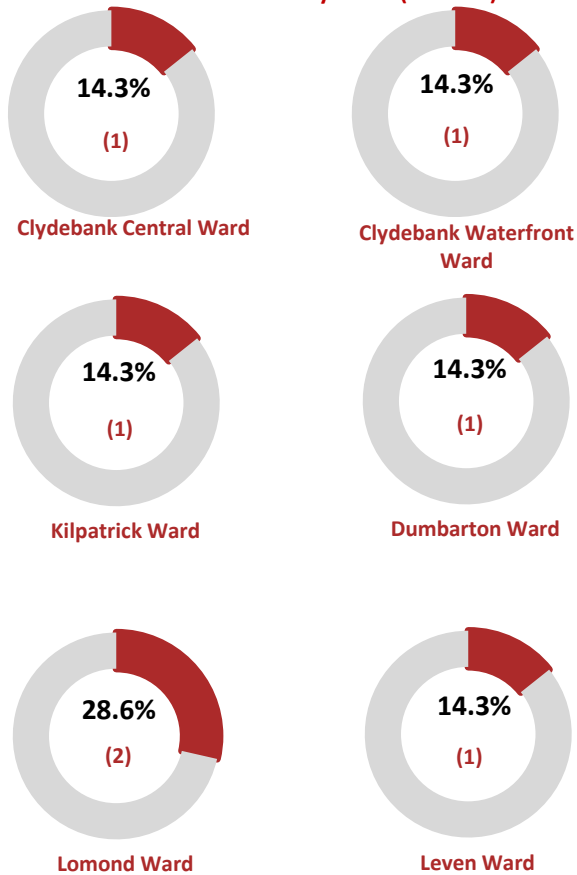
Performance Summary



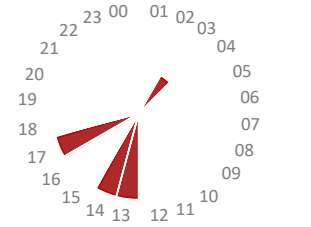
Non-Fire Casualties



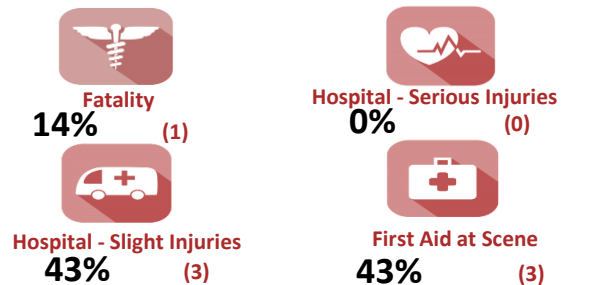
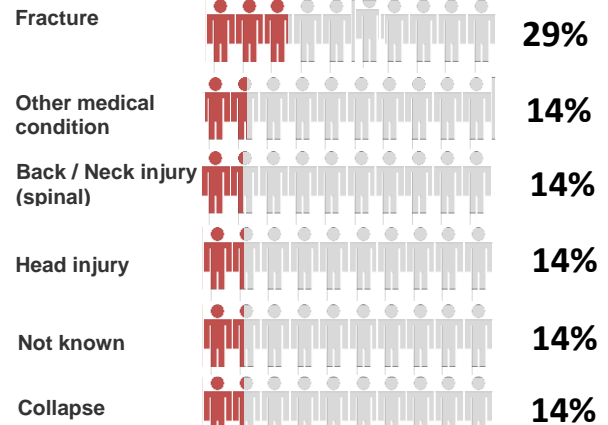
Non-Fire Casualties by Ward (% share)



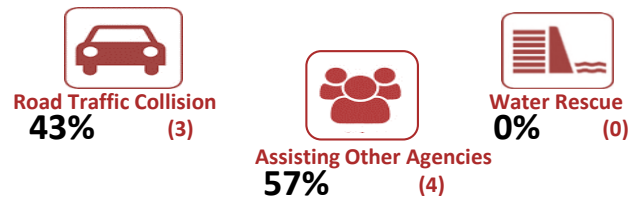
Non-Fire Casualties by Time of Day



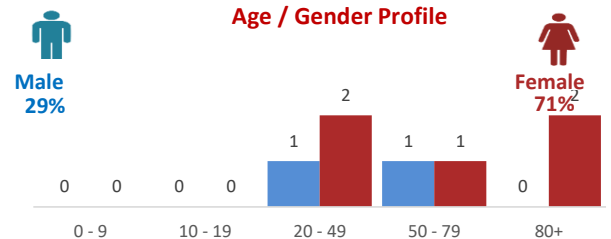
Nature of Injury



Non-Fire Emergency Activity



Age / Gender Profile



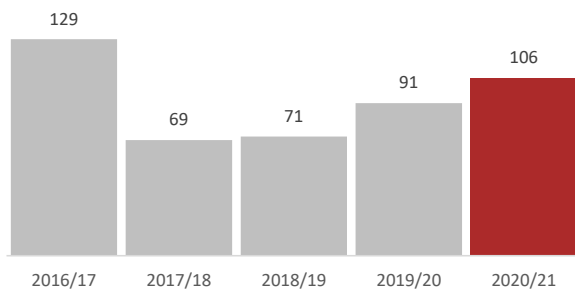
Deliberate Fire Setting



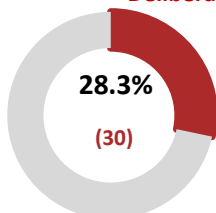
Performance Summary

Year on Year	3 Year Average	5 Year Average
16%	16%	8%

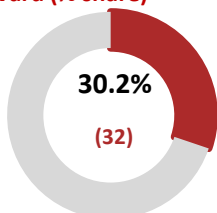
Deliberate Fires



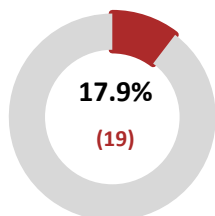
Deliberate Fires by Ward (% share)



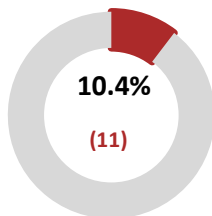
Clydebank Central ward



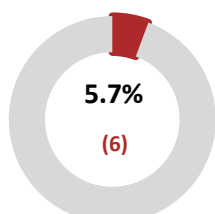
Clydebank Waterfront Ward



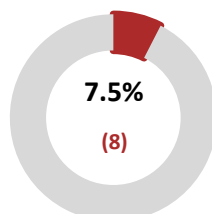
Kilpatrick Ward



Dumbarton Ward

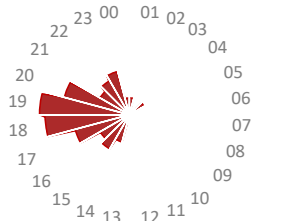


Lomond Ward

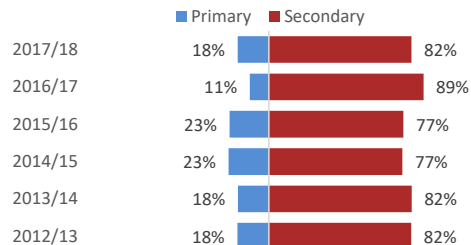


Leven Ward

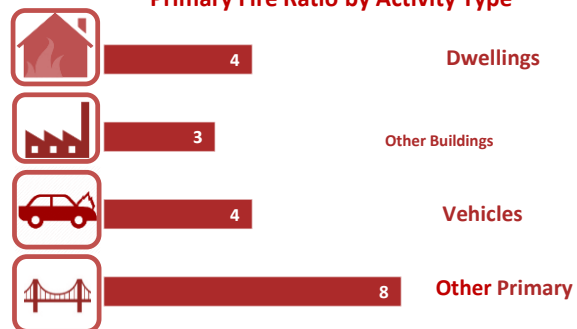
Deliberate Fires by Time of Day



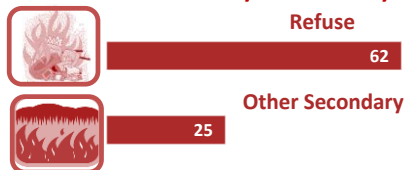
Deliberate Fires by Classification



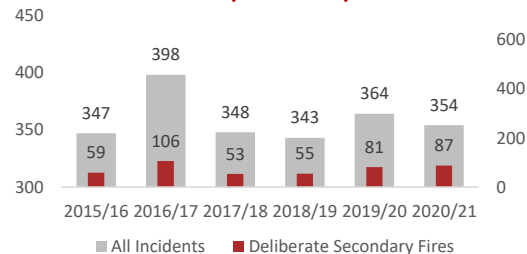
Primary Fire Ratio by Activity Type



Secondary Fire Ratio by Activity Type



Deliberate Fires Compared to Operational Activity



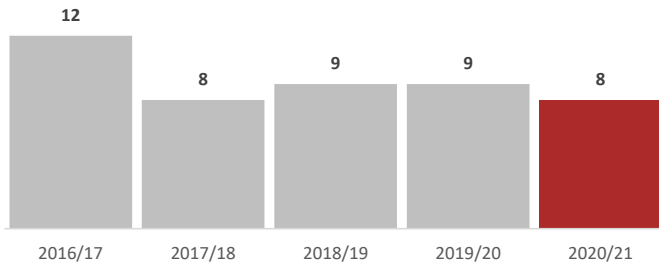
Non Domestic Fire Safety



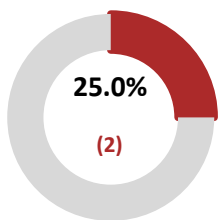
Performance Summary

Year on Year	3 Year Average	5 Year Average
-11%	0%	-15%

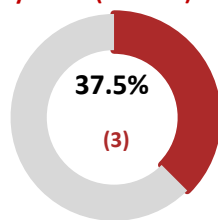
Non-Domestic Fires



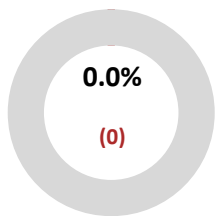
Non-Domestic Fires by Ward (% share)



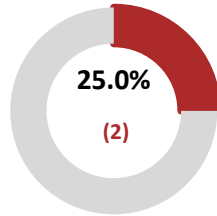
Clydebank Central Ward



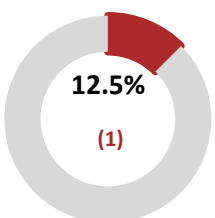
Clydebank Waterfront Ward



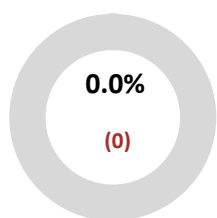
Kilpatrick Ward



Dumbarton Ward

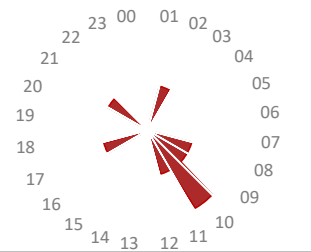


Lomond Ward

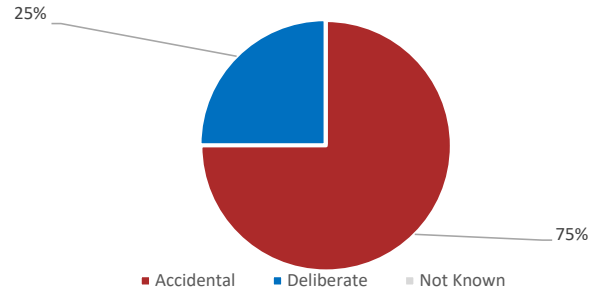


Leven Ward

Non-Domestic Fires by Time of Day



Non-Domestic Fires by Nature of Origin



Severity of Non-Domestic Fires



No Firefighting Action
38% (3)



Direct Firefighting
25% (2)



Heat/Smoke Damage
50% (4)



Whole Building
0% (0)

Non-Domestic Fires by Premises Type

Public admin, security and safety, Town Hall	1
Residential Home, Nursing/Care	1
Education, Pre School/nursery	1
Non Residential, Laboratory/research Establishment	1
Hospitals and medical care, Hospital	1
Education, Secondary school	1
Education, Infant/primary school	1
Retail, Shopping Centre	1

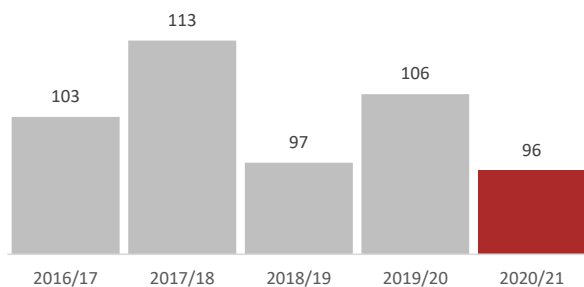
Unwanted Fire Alarm Signals



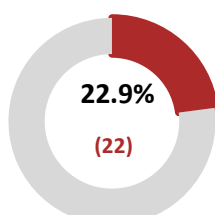
Performance Summary

Year on Year	3 Year Average	5 Year Average
-9%	-5%	-2%

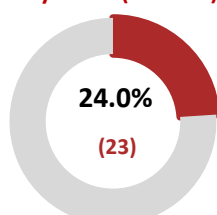
Unwanted Fire Alarm Signals



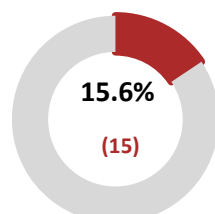
Unwanted Fire Alarm Signals by Ward (% share)



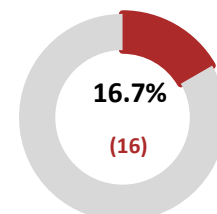
Clydebank Central Ward



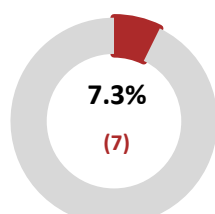
Clydebank Waterfront Ward



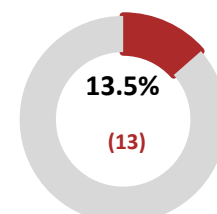
Kilpatrick Ward



Dumbarton Ward

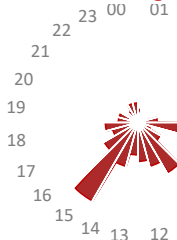


Lomond Ward



Leven Ward

Unwanted Fire Alarm Signals by Time of Day



Unwanted Fire Alarm Signals - Top 5 Premises

- Education, Secondary school
- Residential Home, Nursing/Care
- Education, Infant/primary school
- Industrial Manufacturing, Engineering
- Warehouses and bulk storage, Warehouse

Unwanted Fire Alarm Signals Activity Ratios

UFAS Percentage Against all Incidents



27% (96)

UFAS Percentage Against all False Alarms



59%

Human Influence and Alarm Activations



14% (13)

Average Unwanted Fire Alarm Signals per Day

