

Agenda



Housing and Communities Committee

Date: Wednesday, 24 August 2022

Time: 10:00

Format: Hybrid meeting

Contact: Email: committee.admin@west-dunbarton.gov.uk

Dear Member

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

Members will have the option to attend the meeting remotely or in person at the Civic Space, 16 Church Street, Dumbarton.

The business is shown on the attached agenda.

Yours faithfully

PETER HESSETT

Chief Executive

Distribution:-

Councillor Diane Docherty
Councillor Ian Dickson
Councillor Craig Edward (Chair)
Councillor Gurpreet Singh Johal
Councillor David McBride
Councillor Jonathan McColl
Councillor Michelle McGinty
Councillor Jim McElhill
Councillor John Millar (Vice Chair)
Councillor Lawrence O'Neill
Councillor Martin Rooney
Councillor Sophie Traynor

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: 11 August 2022

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HOUSING AND COMMUNITIES COMMITTEE

WEDNESDAY, 24 AUGUST 2022

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 RECORDING OF VOTES

The Committee is asked to agree that all votes taken during the meeting be done by roll call vote to ensure an accurate record.

5 OPEN FORUM

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

6 HOUSING AND EMPLOYABILITY DELIVERY PLAN 2021/22 7 - 21 YEAR END PROGRESS REPORT

Submit report by the Chief Officer, Housing and Employability presenting the year-end progress report for the 2021/22 Delivery Plan as agreed by the Committee on 5 May 2021.

7 HOUSING ASSET & INVESTMENT DELIVERY PLAN 2021/22 23 - 33 YEAR END PROGRESS

Submit report by the Chief Officer, Supply, Distribution and Property providing the year-end progress of the 2021/22 Delivery Plan.

8 MORE HOMES WEST DUNBARTONSHIRE 35 - 46
- WEST DUNBARTONSHIRE COUNCIL AFFORDABLE HOUSING
SUPPLY DELIVERY PROGRAMME

Submit report by the Chief Officer, Housing and Employability providing an update on progress with West Dunbartonshire's More Homes Programme, which oversees the delivery of the Council's new home building programme.

9 SCOTTISH SOCIAL HOUSING CHARTER/REGULATION 47 - 59
OF SOCIAL HOUSING IN SCOTLAND ANNUAL UPDATE REPORT

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

10 "HOME AT THE HEART 2019-24" WEST 61- 106
DUNBARTONSHIRE'S RAPID RE-HOUSING TRANSITION PLAN
UPDATE AND NEW APPROACHES TO HOMELESSNESS PROGRESS
REPORT

Submit report by the Chief Officer, Housing and Employability providing an update on "Home at the Heart", our Rapid Re-housing Transition Plan (RRTP) for the period 2019-24 and new approaches to homelessness.

11 "INVOLVING YOU", WEST DUNBARTONSHIRE 107 - 142
COUNCIL'S TENANT PARTICIPATION STRATEGY 2021-24 – ANNUAL
PROGRESS REPORT

Submit report by the Chief Officer, Housing and Employability providing an annual progress report on the implementation of "Involving You", West Dunbartonshire Council's Tenant Participation Strategy which covers the period 2021-24.

12 UK SHARED PROSPERITY FUND To Follow

Submit report by the Chief Officer, Housing and Employability highlighting the launch of the UK Shared Prosperity Fund (UKSPF) and outlining a proposed approach for West Dunbartonshire Council input into the Glasgow City Region Investment Plan.

13/

13 HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 31 JULY 2022 (PERIOD 4) To Follow

Submit report by the Chief Officer, Resources providing an update on the financial performance to 31 July 2022 (Period 4) of the HRA revenue and capital budgets for 2022/23

14 FINANCIAL REPORT 2022/23 AS AT PERIOD 4 (31 JULY 2022) To Follow

Submit report by the Chief Officer, Resources providing an update on the financial performance to 31 July 2022 (Period 4) of those services under the auspices of Housing and Communities Committee.

15 SCRUTINY REPORTS

(A) POLICE SCRUTINY REPORT 143 – 144

Submit report by the Divisional Commander, Police Scotland providing Members with an update.

(B) FIRE AND RESCUE SCRUTINY QUARTER 3 REPORT To Follow

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

WEST DUNBARTONSHIRE COUNCIL**Report by Chief Officer – Peter Barry****Housing and Communities Committee: 24 August 2022**

Subject: H&E Delivery Plan 2021/22 year end progress report

1 Purpose

- 1.1 The purpose of this report is to present to members the year-end progress report for the 2021/22 Delivery Plan as agreed at Committee on 05 May 2021.

2 Recommendations

- 2.1 It is recommended that Committee:
- Notes progress made on the delivery of the 2021/22 plan.

3 Background

- 3.1 In line with the Strategic Planning & Performance Framework each Chief Officer has developed an annual delivery plan for 2021/22. The plan sets out actions to address key priority areas and issues identified through the service planning process as well as actions to deliver the Council's strategic objectives. It also provides an overview of services and resources, including employees and budgets, and considers relevant risks.
- 3.2 Progress is reported to Housing and Communities Services Committee twice yearly, at mid-year and year-end.

4 Main Issues

- 4.1 The 2021/22 Delivery Plan was presented to Housing and Communities Committee in May 2021 and mid-year progress reported on 03 November 2021.
- 4.2 The Delivery Plan for 2021/22 was supported by an action plan of activities to be delivered over the year. Appendix 1 details the progress on delivery of this action plan.
- 4.3 Of the 19 actions due by year-end, 16 have been completed as planned. Incomplete actions relate to the following and all will be carried forward and completed in 2022/23:
- Develop a revised ASB strategy - 25% complete;
 - Develop a Housing Academy to provide training and development for housing employees and tenant leaders - 60% complete; and
 - Digital inclusion – carry out review of provision of wifi inclusion into new build properties and priority areas of deprivation - 80% complete.

4.4 Year-end values are available for all of the 16 performance indicators included in the plan. Of those, five achieved their year-end targets, six were adrift of target and five missed target. Three performance indicators showed improvement in both the short and long term trend with a further six showing improvement in the short term representing improvement upon the previous year. Full details are set out in Appendix 1.

Of the PIs that significantly missed target (red), all were significantly impacted either by the pandemic or the cost of living crisis:

- % of residents aware of the community empowerment 2015 Act;
- The number of incidences of youth homelessness in West Dunbartonshire is reduced;
- Average length of time to re-let properties;
- % of council rent that was lost due to houses remaining empty; and
- % of Households in Fuel Poverty.

4.5 11 of the 16 PIs either improved over the previous year or sustained the high performance recorded in 2020/21.

4.6 Each service area also developed a suite of quality standards, which set out the level of service that users and stakeholders can expect to receive, and remind both the organisation and employees of the challenges and obligations they face in delivering best value services. Of the five PIs measuring quality standards, two met or exceeded targets, two narrowly missed targets, and one was superseded by further action around the service delivery. Where data is available, performance against these standards is set out at Appendix 1.

5 People Implications

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

6 Financial & Procurement Implications

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

7 Risk Analysis

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

8 Equalities Impact Assessment

8.1 Screening and impact assessments will be carried out on specific activities as required.

9 Consultation

9.1 The delivery plans were developed through consultation with officers from the strategic service areas.

10 Strategic Assessment

10.1 The Delivery Plans set out actions to support the successful delivery of the strategic priorities of the Council.

Chief Officer: Peter Barry
Service Area: Housing & Employability
Date: 28 July 2022

Person to Contact: Nicola Docherty
nicola.docherty@west-dunbarton.gov.uk

Appendices: Appendix 1: H&E Delivery Plan 2021/22 - Year End Progress







Background Papers: 2021/22 H&E Delivery Plan Report – Housing and Communities Committee, 05 May 2021
2021/22 H&E Delivery Plan Mid-year Report – Housing and Communities Committee, 03 November 2021


Wards Affected: All


H&E Delivery Plan 2021/22 Year end progress report

	A strong local economy and improved job opportunities
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	Improve skills for life & learning
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Performance Indicator	2020/21	2021/22					Notes & History Latest Note	Managed By
	Value	Status	Value	Target	Short Trend	Long Trend		
Employment rate	70.1%		70.6%	72.5%			The latest data released on 12th April 2022 shows the employment rate for 16-64 year olds in West Dunbartonshire increased from 70% for the period October 2020 to September 2021 to 70.6% for the period from January to December 2021. The comparative rate for Scotland rose from 72.9% to 73.1% over the same period.	Stephen Brooks
Proportion of people earning less than the living wage	17.5%		14.6%	17.4%			The provisional figure for the proportion of employees earning less than the living wage, based on workplace by local authority is obtained from the Annual Survey of Hours & Earnings (ASHE). This is an Office for National Statistics (ONS). West Dunbartonshire has been provisionally set at 14.6%, and Scotland at 14.4% for 2021. These figures are due to be revised in November 2022.	Stephen Brooks

Action	Status	Progress	Due Date	Comments	Managed By
Ensure no one left behind by addressing life challenges and reducing costs		<div style="background-color: #4f81bd; color: white; padding: 2px 5px;">100%</div>	31-Mar-2022	This action has been completed. We are reviewing our activity and associated targets in the light of our experience of service delivery during and beyond COVID-19 restrictions. In addition, we are also reviewing how we gather information to demonstrate how we support people to reduce costs by managing debt. We have set an interim target while we review the	Stephen Brooks

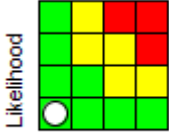
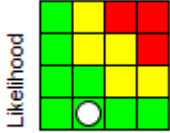
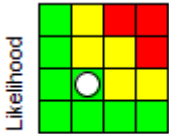
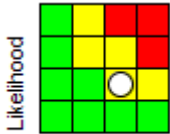
Action	Status	Progress	Due Date	Comments	Managed By
				<p>approach and in the first quarter of the current financial year we have supported our service users to manage approximately £364,941 of debt.</p> <p>In addition, we are developing approaches as part of the aim to address the cost of living crisis. This includes supporting local food banks to develop their services and address food insecurity. We are also supporting activity to address fuel poverty through our Improving the Cancer Journey project, Family Opportunity hub and Information and Advice partnership.</p>	
Promote inclusive growth through access to opportunity		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2022	This action has been completed. We have prepared the statistics and backbone of the report. We are discussing the future development with the Chief Officer Housing and Employability with a view to submitting a proposals for delivery in the next financial year	Stephen Brooks

	Increase employment and training opportunities
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Performance Indicator	2020/21	2021/22					Notes & History Latest Note	Managed By
	Value	Status	Value	Target	Short Trend	Long Trend		
% of households that are workless	19%		19%	21.8%			The most recent publication relates to period January to December 2020, which was released on 21 October 2021, shows the rate for West Dunbartonshire as 19%	Stephen Brooks
% of local people with increased or sustained income through reduced debt liability/debt management	86.7%		90%	90%			Changes introduced by the Government during the Covid period put a moratorium on debt recovery on some debts which reduced the number of people accessing support for debt. As these changes begin to reverse and the cost of living increases kick in, we will expect to see an increase in the number of people presenting to the service in 2022/23 with debt issues.	Stephen Brooks

Action	Status	Progress	Due Date	Comments	Managed By
Support quality frameworks and partnership working to enhance work, learn, money service provision		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2022	This action has been completed. We have presented our evidence for the CLD Standards Mark and feedback has been positive. In addition our Modern Apprenticeship service has undergone a quality review. This was a positive experience and our service for supporting apprenticeships is officially very good.	Stephen Brooks

Action	Status	Progress	Due Date	Comments	Managed By
				<p>Further progress has been made in preparation of the second phase of No One Left Behind (a new approach to employability). In addition to developing the partnership and establishing West Dunbartonshire Council as the lead agency, we have developed a three year plan that is consistent with the Scottish Government guidance and this will guide our future developments and priority actions.</p> <p>In addition, we have established a grant approach for distributing funds to partners for service delivery. This is consistent with expectations outlined in the COSLA/Local Authority agreement. In a completely new departure for the W4u service, we have staged a competitive grant process and awarded approximately £800,000 to third sector, private sector and further/higher education partners. This means we have a comprehensive support network available for people seeking to overcome barriers to opportunity.</p> <p>The Local Child Poverty has been finalised. However this is an annual report and next steps are to carry out a review of actions. This will take into account the emerging priorities and funding opportunities that will be made available through the Scottish Government plan to address child poverty.</p> <p>We have prepared a Statement of provision for period products. This is a regulatory requirement and has to include the views of service users in the development of the provision. As such we conducted a community-based consultation to develop the service. The statement has been prepared and published and contains all information about locations, products and means for obtaining products.</p>	

Risk	Current Risk Matrix	Target Risk Matrix	Latest Note	Managed by
Failure to respond to child poverty legislation will have a significant impact on the Council's reputation, more importantly an opportunity to raise issues and respond more effectively to child poverty issues will be lost	 <p>Likelihood</p> <p>Impact</p>	 <p>Likelihood</p> <p>Impact</p>	We have complied with the guidance for the production of local child poverty reports. We have also reviewed the new national plan and we are in a good position to compile the 2022 plan as required.	Stephen Brooks
Universal Credit Full Service changes breadth and depth of demand for services. Migration of all claims to Universal Credit may lead to increased service demand from people who would not have used Working 4U service otherwise.	 <p>Likelihood</p> <p>Impact</p>	 <p>Likelihood</p> <p>Impact</p>	<p>We are working with the third sector through the Information and advice partnership to obtain more information about the impact of changes in UC and to develop appropriate responses.</p> <p>We anticipate an increase in demand for welfare rights services as a result of the reduction of UC payments (£20 a week) introduced at the start of the COVID-19 pandemic. We are working with local partners to establish an appropriate service response.</p>	Stephen Brooks

Risk	Current Risk Matrix	Target Risk Matrix	Latest Note	Managed by
Failure to identify alternative funds to replace European Structural funds will increase uncertainty and loss of staff to other services			Discussions about the future prosperity funds have commenced and it is suggested that new funds to replace ESF will be in place by September 2022. We have extended our ESF programme until June 2023. As such we have developed a plan for transition that will allow for some slippage in the UK Government timescales.	Stephen Brooks

	Efficient and effective frontline services that improve the everyday lives of residents
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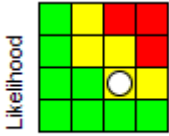
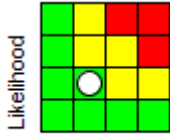
	A continuously improving Council delivering best value
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Action	Status	Progress	Due Date	Comments	Managed By
Develop a Housing Academy to provide training and development for housing employees and tenant leaders			31-Dec-2022	Action delayed - While the original date of delivery has been amended as a result of the pandemic and the service and key officers responding to priority challenges. Positive progress has been made and we've engaged with a number of national organisations to assist in the delivery of the Academy. It is intended that a final scoping paper be submitted to the next Housing Improvement Board with a view that the Housing Academy be launched by the end of 2022. The action will be incorporated into the 20/23 Delivery Plan	John Kerr
Successfully implement the IHMS into service delivery across all building services teams			31-Mar-2022	Action completed – Significant progress has been made in partnership with Building Services using the IHMS (QL) as an enabler to drive forward improvements and efficiencies within Building Services. While the action is complete we will continue to progress work in this area to ensure ongoing improvements particularly for our tenants.	John Kerr
Digital inclusion – carry out review of provision of wifi inclusion into new build properties and priority areas of deprivation			31-Mar-2022	Action partially completed – While we have included connectivity provision in our new build programme going forward and all new builds will be wi-fi enabled, in terms of our existing stock we have experienced some delays in developing a number of pilot initiatives due to legal and contractual issues however we would anticipate that these will be in place by Q3 2022. These will be in addition to the ongoing CityFibre developments which will serve all council properties within the wider programme.	John Kerr; Nicola Pettigrew
Develop and implement revised ASB strategy			31-Mar-2022	We are currently undertaking a review of operational practices, recording and reporting systems which links in to a wider review of our processes across all housing operational	Nicola Pettigrew

Action	Status	Progress	Due Date	Comments	Managed By
				services. A working group has been established and findings will be used to inform future service improvements. Part of this process will include peer review with other LA's in terms of ASB strategies. An EIA has been commenced for the review of the ASB Strategy and it has been tabled at the Safe DIG that the ASB Strategy will be progressed by all partners as part of this group, with a revised target of 31 Mar 2023. The service has developed an ASB Policy document which is currently being finalised and will be tabled at the WDTR0 in August 2022 for input/views and comments, before finalising and publication.	




Ob Sustainable & attractive local communities



Action	Status	Progress	Due Date	Comments	Managed By
Continued improvement of the existing CCTV infrastructure and development of an options appraisal for future investment.	✓	100%	31-Mar-2022	This action is progressing as planned. The team have secured a number of trial cameras that are currently on-site and have been invaluable to date in assisting Police Scotland in a number of enquiries. The next step will be the procurement of a limited number of cameras to be located in key locations. Five new redeployable cameras are on order, funded through the HRA. The Council's SPF bid to the UK Government includes a capital bid for CCTV to promote safety and wellbeing. The TUPE transfer of CCTV monitoring staff to the Communities Team has been completed.	Elaine Troup
Develop and implement Housing regeneration approaches to improve our communities	✓	100%	31-Mar-2022	Action completed - Most recent activity centres around the regeneration focus in the North Mountblow area of Clydebank and the wider new build housing areas. Our new LHS has highlighted a number of regeneration housing areas which will be prioritised during the length of the LHS, therefore housing led regeneration of our communities will be a long term intrinsic part of what the service delivers. These will be continued to be reported to the Housing and Communities Committee through our More Homes Better Homes West Dunbartonshire approach.	John Kerr
Develop our Housing Asset Management to respond to Climate Change	✓	100%	31-Mar-2022	Action completed There are a number of housing specific actions which have been incorporated into the Council's Climate Change Strategy which was approved by Council in October. These actions are incorporated into the existing Better Homes Asset Management Strategy. We will also deliver a new Housing Capital Investment Programme for 2022/23 with a focus on sustainability.	John Kerr
Deliver new Local Housing Strategy	✓	100%	31-Mar-2022	Action completed - The new West Dunbartonshire Local Housing Strategy was approved in February 2022 and sets out the vision for housing in West Dunbartonshire over the next five year period. An implementation delivery group has been established to provide strong and robust delivery governance of the strategy.	John Kerr



Risk	Current Risk Matrix	Target Risk Matrix	Latest Note	Managed by
Failure to secure funding to invest in WDC's CCTV infrastructure.	 Likelihood Impact	 Likelihood Impact	<p>With the recent addition of a new CCTV Team Leader post, progress in this area is anticipated to accelerate. This will include consideration of alternative funding sources to secure much needed investment in the system.</p> <p>Until resources can be secured and improvements made the Council does remain at risk from reputational damage, should the system fail. The risk levels remain the same.</p>	Elaine Troup

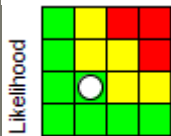
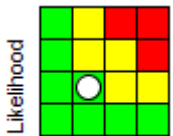
P Meaningful engagement with active, empowered and informed citizens who feel safe and engaged

Ob Fully consulted and involved citizens who are able to make full use of the Community Empowerment Act

Performance Indicator	2020/21	This is					Notes & History Latest Note	Managed By
	Value	Status	Value	Target	Short Trend	Long Trend		
% of residents aware of the community empowerment 2015 Act	34%		27%	34%			Residents reporting awareness of the Community Empowerment (Scotland) Act 2015 has declined from the previous year, despite this the Communities team have continued to engage with residents on a range of topics including PB, Community Volunteering as well as the Scheme of Establishment for Community Councils. The team will continue to work in partnership with the community to identify key priority areas and promote community decision making.	Elaine Troup

Action	Status	Progress	Due Date	Comments	Managed By
Develop a detailed Delivery Plan through consultation with CPWD and the local community to ensure the aims of the CE Strategy are deliverable.		 100%	31-Mar-2022	<p>Work is now well established and Year 1 priority projects continue to progress. Projects include Participatory Budgeting mainstreaming, in line with the councils 1% mainstreaming ambition, this pilot project has been completed and at evaluation stage; review of Community Asset transfer; Development of a Communications plan in consultation with residents; Awareness raising and training across the workforce, partners and communities. Scheme for the Establishment of Community Councils: The third and final phase of consultation is now complete. The final papers were presented and approved at a Special Council meeting on 25th May 2022. The team are now working on implementing the proposed improvements. While some projects will take longer than 12 months to complete, the project board will be asked to reflect and decide on appropriate Year 2 projects.</p> <p>Projects include: Developing partnership agreements on the shared use of space to promote improved collaboration alongside reduced costs and examine opportunities to offer spaces for</p>	Elaine Troup

Action	Status	Progress	Due Date	Comments	Managed By
				community groups to meet at no or minimal cost; Develop and deliver a programme of training across the community on the National Standards for Community Engagement; Development of an Employee Volunteering Policy; Wider roll-out of the Community Soup Model of PB to encourage community take up; and Develop material to support PB mainstreaming and roll-out a programme of training across the workforce and WD communities. Approval of these further projects will help to define the Community Empowerment delivery work programme into 2022/23.	
Complete the Review of the Scheme for Establishment for Community Councils	✓	 100%	31-Mar-2022	Following presentation of the draft Scheme to a Special Council meeting in May 2022, the new Scheme is not approved and completed.	Elaine Troup
Lead on the Council's approach to Participatory Budgeting Mainstreaming	✓	 100%	31-Mar-2022	<p>The pilot project worked on a total budget of £100,000, consisting of equal contributions from WDC Greenspace and Health & Social Care Partnership mainstream budgets. Citizens were empowered to make decisions about spending on projects focusing on improving green spaces, walking and cycling routes and Health & Well Being. The pilot opened to the public vote in mid-April, with 267 votes across Consul and Young Scot platforms, with the full budget being allocated across two projects in Breval Park and Hardgate Knowes, work is now underway.</p> <p>A draft PB mainstreaming policy and approach document was presented to PRMG in late March. This promoted a corporate approach to ensure that all relevant service areas contributed to the annual reporting to Scottish Government against the 1% target. The pilot is now being evaluated and will be reported to the PB steering group, subsequent actions to ensure a culture of participation across the local authority, will be taken to the Community Empowerment Project Board in September 2022.</p> <p>This work stream will continue into 2022/23.</p>	Elaine Troup

Risk	Current Risk Matrix	Target Risk Matrix	Latest Note	Managed by
Failure to secure community and partner buy-in for the emerging Community Empowerment Strategy and Action Plan.			The risk profile will remain the same despite significant progress being made with a number of priority projects.	Elaine Troup

Risk	Current Risk Matrix	Target Risk Matrix	Latest Note	Managed by
Failure to deliver on the capacity building of the Community Empowerment (Scotland) Act			The risk levels remain the same despite significant progress being made to support communities across the authority through increased levels of capacity building.	Elaine Troup
Failure to sufficiently engage with groups and citizens as part of the Review of the Scheme of Establishment for Community Councils			Following two very successful engagement phases this project is now in the third and final phase. To date the level of active engagement has been significant and as a result the risk level has been lowered.	Elaine Troup
Failure to deliver sufficient community capacity building / community development support to groups impacted by COVID-19.			<p>The Communities Team continues to support a range of community organisations to re-start or develop on the back of the pandemic. The team is now structured in such a way that we have a dedicated capacity building resource available to support.</p> <p>As a result of these changes and the number of groups supported during 2021/22 the risk levels has been reduced.</p>	Elaine Troup

P Open, accountable and accessible local government

Ob Equity of access for all residents

Performance Indicator	2020/21	2021/22					Notes & History Latest Note	Managed By
	Value	Status	Value	Target	Short Trend	Long Trend		
Tenancy Sustainment Levels within Housing First	60%		93%	80%			Target met for overall sustainment rate for the year. We continue to scale up our Housing First initiative as part of the delivery of our wider Rapid Rehousing Transition Plan with tenancy sustainment rates remain high.	John Kerr
The number of incidences of youth homelessness in West Dunbartonshire is reduced	310		309	264			Target not achieved. We have seen an increase in youth homelessness levels over the past 2 years, an element of this can be attributed to changing behaviours as we come out of the pandemic. In addition we have also seen an increase in homelessness prevention cases. We have analysed a number of the underlying reasons and have developed additional preventative activities that have been implemented over the last year. Our ongoing research programme with Action for	John Kerr

Performance Indicator	2020/21	2021/22				Notes & History Latest Note	Managed By
	Value	Status	Value	Target	Short Trend		
						Children will also identify and allow the service and partners to implement additional housing solutions	

P Supported individuals, families and carers living independently and with dignity













Ob Enhanced Life Chances



Action	Status	Progress	Due Date	Comments	Managed By
Scale up Housing First			31-Mar-2022	Action completed and met our housing first targets, We continue to develop a more whole system approach to homelessness through our Housing First initiative within the financial limitations	John Kerr
Develop new Young Persons housing options service			31-Mar-2022	Action completed – We have developed a number of new options to promote successful housing solutions for our young people including our shared tenancy project which was piloted in Clydebank and has now been rolled out across the local authority area. Our research programme will also identify additional recommendations to ensure we deliver to meet the housing need of West Dunbartonshire’s young people.	John Kerr
Ensure no one left behind by addressing life challenges and reducing costs			31-Mar-2022	This action has been successfully completed. We have re-set the working relationships with external partners to ensure that we continue to deliver services that address these issues. In addition we have reviewed actions within the context of the local child poverty action plan and work is ongoing to develop our approach. We have reviewed the approach and paid out a further £100,000 of hardship funds. This uses the funds that are available and we are in discussions about extending the support into the new financial year (2022/23)	Stephen Brooks
Maximise income from benefits			31-Mar-2022	This action has been successfully completed. We have established a set of stretch targets that aim to re-set service levels at pre-covid levels and will review progress routinely. We carried out quarterly reviews, including peer reviews, resulting in the development of a three year action plan. We will continue to review the progress against the dashboard indicators to ensure continued success.	Stephen Brooks
Maximise income from employment			31-Mar-2022	This action has been successfully completed. We have established a number of employability programmes and have supported over 400 people into work. This is a higher number than anticipated at this time and reflects the work we are doing through the employability team (ESF) and youth learning (Young Persons Guarantee and Kickstart). In addition to this we established the required process for encouraging proposals for submission to the Community Renewal Fund. Through this process we submitted 14 projects to the UK Government for their consideration. These projects included employability and training, business development and community based projects. We are awaiting further information about these proposals from the UK Government. We established a local employability	Stephen Brooks

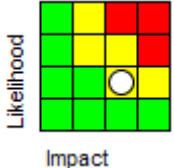
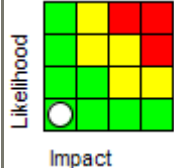
Action	Status	Progress	Due Date	Comments	Managed By
				partnership plan and through partnership consultation we have identified the priorities for the parental employability support fund.	





Ob More affordable and suitable housing options




Performance Indicator	2020/21	2021/22					Notes & History Latest Note	Managed By
	Value	Status	Value	Target	Short Trend	Long Trend		
Number of new supply social housing for rent	110		506	680			Over the last five years we had an ambitious target to deliver 1000 new homes, in total at the end of year five we delivered a total 942 new supply of social housing for rent. In year five we fell slightly short of the target in terms of delivering on the target within the final year. Overall the project was successful, however affected by delays as a result of the pandemic.	John Kerr
% of all homeless cases re-assessed within 12 months (repeat homelessness)	5.4%		5.23%	5%			Target not met – Although levels of repeat homelessness have declined in 2021/22 we have not met our 5% target. Analysis of all repeat cases of homelessness is carried out on an ongoing basis and key drivers are when an applicant has lost contact with the service and then represents or when there has been a relationship breakdown and further assistance is required. Repeat homelessness in West Dunbartonshire remains below the Scottish average figure.	John Kerr
% of tenants satisfied with the overall service provided by their landlord	78.53%		78.53%	84%			Target not met - data is from the comprehensive Tenant Satisfaction Survey carried out in 2019. Disappointingly overall satisfaction decreased and an improvement plan was subsequently agreed and implemented. A key driver of overall dissatisfaction is relating to the repairs service and improvements in this area should drive increased satisfaction levels more broadly. We are required to report updated tenant satisfaction data at least every 3 years and a further comprehensive satisfaction survey will be carried out in Autumn 2022.	John Kerr
Average length of time to re-let properties	56.14		45.77	25			Performance significantly deteriorated as a result of Covid. Significant progress has been made from the previous year, nevertheless re-let times continue to be an area of concern. A number of improvement measures have been put in place to improve performance in the longer term, these include daily meetings within team, improvements to our IHMS system, full comprehensive review of the waiting list, enhanced monitoring reports and the establishment of the void working group. This work will continue to be a priority over the coming year. It is encouraging to note that in quarter one of 21/22 there has already been considerable improvement, with the average days to let reporting as 35 days.	Nicola Pettigrew
% Unemployed People Assisted into work from	16.23%		21%	14.5%			W4U assisted 420 people into employment during 2021/22. This number surpassed our original target of 294. Using the most recent model based unemployment figure, this	Stephen Brooks










Performance Indicator	2020/21	2021/22					Notes & History Latest Note	Managed By
	Value	Status	Value	Target	Short Trend	Long Trend		
Council operated / funded Employability Programmes							equates to 21%. Official data is expected to be published by Improvement Service around November 2022.	
% of council rent that was lost due to houses remaining empty	1.2%		1.29%	0.88%			Performance significantly deteriorated as a result of Covid. Target not met, the first half of 2021/22 significant progress was made to improve performance in this area however the quarter has seen performance slip again. Measures such as the void working group and target resources are among some of the measures. This work will continue into the coming year to improve performance in the long term.	Nicola Pettigrew
% of Households in Fuel Poverty	29%		29%	23%			The most recent data released February and covers the period 2017-2019. An estimated 29% of households were in fuel poverty in West Dunbartonshire. This is higher than the estimate for Scotland of 24%. 9% were considered to be in extreme fuel poverty in West Dunbartonshire, less than the estimated 12% for Scotland. Performance has been affected by exceptional cost of energy.	Stephen Brooks
% of Children living poverty (after housing costs)	26.8%		26.8%	25%			The most recent available data relates to 2019/20 and indicates 26.8% of children aged 0-15 years in west Dunbartonshire are living in households with below 60% median income after housing costs, compared to 24% in Scotland.	Stephen Brooks
% of residents who feel safe/very safe in their local community	96%		93%	98%			Target narrowly missed, despite this, performance overall represents a consistently high feeling of safety throughout the year.	Nicola Pettigrew

Action	Status	Progress	Due Date	Comments	Managed By
Deliver New build Housing programme			31-Mar-2022	This action has been completed successfully, in 2021/22 we have delivered 306 new Council homes.	John Kerr

Risk	Current Risk Matrix	Target Risk Matrix	Latest Note	Managed by
Failure to achieve the outcomes of the Scottish Social Housing Charter			Council has a robust self-assessment framework in place in terms of meeting the requirements of the Scottish Social Housing Charter	John Kerr

Quality Standards	2021/22			Latest Note	Managed By
	Status	Value	Target		
% of application outcomes communicated within 28 days		99.6%	100%	Continued excellent performance against this PI is being sustained with 99.6% of all homeless applications being assessed within 28 day target time in despite a significant increase in presentations (this equates to only 5 cases not being assessed within target during 2021/22).	John Kerr
% of applications followed up for discussion within 7 working days	Data not available		100%	A comprehensive review of the housing waiting list was completed by end March 2022. As a result contact was made with all housing applicants and a review of their application needs was completed.	Nicola Pettigrew
% of ASB reports followed up within 1 working day.		100%	100%	Target met. The ASB team followed up all reports made to the service including calls and E-Mails received via the ASB Helpline or Inbox within 24hrs.	Nicola Pettigrew
% of referral acknowledgements sent within 5 working days of notification		100%	100%	All acknowledgments have been sent within 5 working days and an automated response system has been implemented to ensure this is maintained going forward.	Stephen Brooks
% satisfied with the quality of temporary or emergency accommodation		86%	89%	Target not met – there has been a slight drop in satisfaction levels with temporary accommodation in Q3 due in part to pressures on the service and limitations on what is able to be offered in terms of location. Feedback from the satisfaction surveys is shared and any areas for improvement acted on.	John Kerr

Action Status	
	Overdue; Neglected
	Check Progress
	Completed

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse

WEST DUNBARTONSHIRE COUNCIL**Report by Chief Officer – Supply, Distribution & Property****Committee: Housing and Communities Committee: 24 August 2022**

Subject: Housing Asset & Investment Delivery Plan 2021/22 Year End progress**1 Purpose**

1.1 This report provides members with the year-end progress of the 2021/22 Delivery Plan.

2 Recommendations

2.1 It is recommended that Committee:

- Notes progress made on the delivery of the 2021/22 plan.

3 Background

3.1 In line with the Strategic Planning & Performance Framework each Chief Officer develops an annual Delivery Plan which sets out actions to help deliver the Strategic Plan and address the performance challenges and service priorities identified in the planning process. The Plan also provides an overview of services and resources, including employees and budgets, sets out the performance indicators (PIs) for monitoring progress and considers the relevant risks.

3.2 Progress is reported to this Committee at year end for the first time. Progress at mid year was reported to IRED Committee as part of the wider SD&P delivery Plan.

4. Main Issues

4.1 The 2021/22 SD&P Delivery Plan was presented to IRED Committee on 12 May 2021 and mid-year progress reported on 17 November 2021.

4.2 The Delivery Plan for 2021/22 was supported by an action plan of activities to be delivered over the year. Appendix 1 details the progress on delivery of this action plan.

4.3 All of the seven actions have been completed in year as planned.

4.4 Year end values are available for all seven PIs set out in the plan, one met or exceeded targets (green) two narrowly missed target (amber) and four were further adrift of targets (red). The latter relate to the following;

- % of council dwellings that meet the Scottish Housing Quality Standard.

- Percentage of council houses that are energy efficient.
- Average length of time taken to complete emergency repairs.
- Average time taken to complete non-emergency repairs.

4.5 One performance indicators showed improvement in both the short and long term trend, two showed improvement in the short term trend.

4.6 Each service area also developed a suite of quality standards, which set out the level of service that users and stakeholders can expect to receive, and remind both the organisation and employees of the challenges and obligations they face in delivering best value services. Of the two PIs measuring quality standards, both were further adrift of targets (red). Full details are set out in Appendix 1.

5 People Implications

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

6 Financial & Procurement Implications

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

7 Risk Analysis

7.1 Failure to deliver on the actions assigned to Supply, Distribution and Property may have a direct impact on the delivery of the Council's Strategic Plan. It is essential that remedial action is taken to ensure strategic delivery plans achieve the commitments detailed and approved.

8 Equalities Impact Assessment

8.1 Screening and impact assessments will be carried out on specific activities as required.

9 Consultation

9.1 The delivery plans were developed through consultation with officers from the strategic service areas.

10 Strategic Assessment

10.1 The Delivery Plans set out actions to support the successful delivery of the strategic priorities of the Council.

Chief Officer: Angela Wilson
Service Area: Supply, Distribution and Property
Date: 17 August 2022

Person to Contact: Karen Connelly
karen.Connelly@west-dunbarton.gov.uk

Appendices: Appendix 1: SD&P HA&I Delivery Plan 2021/22 - Year-end Progress and Quality Standards.







Background Papers: 2021/22 SD&P Delivery Plan Report – IRED Committee, 12 May 2021
2021/22 SD&P Delivery Plan Mid-year Report – IRED Committee, 17 November 2021

Wards Affected: All




Appendix 1: SD&P HA&I Delivery Plan 2021/22 Year-end Progress

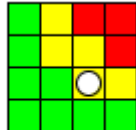
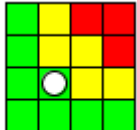
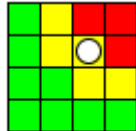
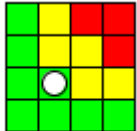
 P	2. Supported individuals, families and carers living independently and with dignity
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 Ob	More affordable and suitable housing options
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Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
% of council dwellings that meet the Scottish Housing Quality Standard	79.18%		18.17%	86.15%			Target Not Met An increase in SHQS failures due to the Electrical Installation Condition Reports (EICRs) programme not being completed as planned by the end of March 2022. The programme has been delayed due to COVID impact on internal and external resource availability to deliver the programme as planned. We have since secured additional resource to deliver the programme as early as possible. To ensure the programme continues to accelerate all our housing stock to full compliance in terms of EICRs we are undertaking proactive communications with tenants to minimise any access issues.	Alan Young
Percentage of council houses that are energy efficient	82.84%		83.7%	100%			Target Not Met Work continues incrementally each year to increase the number of homes meeting the energy efficiency standard for social housing EESSH. Compliance continues a positive trend and 22-23 capital programme will continue to improve those homes not meeting the standard.	Alan Young













Performance Indicator	2020/21	2021/22					Owner
	Value	Status	Value	Target	Short Trend	Long Trend	




Action	Status	Progress	Due Date	Note	Owner
Ensure the Council's Housing stock progresses towards the achievement of the energy efficiency standard for social housing.	✓		31-Mar-2022	Whilst work has progressed well and monthly completions increasing towards targets. Programme has been impacted by effects of COVID on access, labour and materials availability.	Alan Young
Deliver the HRA Capital Investment programme for 2021/22	✓		31-Mar-2022	Main work streams for 21/22 progressed well considering impact and restrictions of COVID.	Alan Young
Ensure the Council's Housing stock maintains compliance with the Scottish Housing Quality Standard and reduce the number of properties held in abeyance.	✓		31-Mar-2022	Main work streams progressed well, however, issues with adequate resources in UPVC, Kitchens, Bathrooms and SNA although this has been improving throughout the year. Building Services are the main delivery team and have procured additional contractor support to help delivery of programmes noted above. It is recognised that compliance level is not where we want it to be, in the main due to low level of EICR compliance (see SHQS PI above) compliance level will increase as EICR's are completed and progress continues with EESSH work. Officers continue to engage with owners to encourage participation in door entry projects to incrementally reduce those properties in abeyance.	Alan Young









Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to meet citizen expectation and service standards	Risk of citizen dissatisfaction due to us not doing what we say we will when we say we will or not completing required works first time.	 Likelihood Impact	 Likelihood Impact	31-Mar-2022	Customer service improvement plan actions have been completed. Customer satisfaction increased in 2021 / 2022 to 87.7% from 3162 surveys completed. No change to risk matrix at year end	Martin Feeney
Failure to deliver medical adaptations in agreed target timescales	This is monitored to ensure target timescale of 60 days average for housing medical adaptations is adhered to ensure satisfaction with the service and support those in need of this service.	 Likelihood Impact	 Likelihood Impact	31-Mar-2022	Good in-year progress and cleared many legacy applications, however overall average days number will still be high due to older jobs completing. No change to risk matrix.	Alan Young

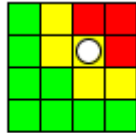
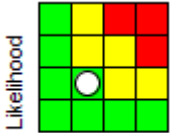
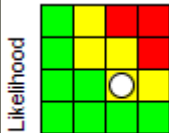
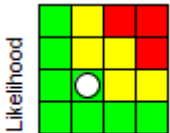
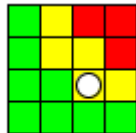
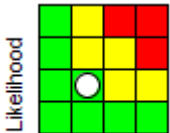
P 5. Efficient and effective frontline services that improve the everyday lives of residents



Ob A continuously improving Council delivering best value










Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
Percentage of repairs appointments kept	94.87%		89.72%	93%			Marginally missed target. During 2021-22 28,730 appointments were made with 25,807 within their appointment slot. Resource shortages due to Covid contributed to appointment failures.	Martin Feeney
% of properties that require a gas safety record which had a gas check and record completed by the anniversary date	97.7%		100%	100%			Target achieved.	Martin Feeney
Percentage of reactive repairs carried out completed right first time	89.76%		86.49%	90%			Marginally missed target Right First Time target due to ongoing issues from covid restrictions, backlog of repairs and resourcing issues.	Martin Feeney
Average length of time taken to complete emergency repairs	6.14		5.81	4			Despite missing target an improvement has been made compared to the previous year. There were 5959 emergency repairs completed in 2021-22. Performance impacted by resource issues including high levels of absence particularly due to covid and isolation requirements. We continually work with services to ensure all emergency repairs are correctly categorised and resources directed correctly.	Martin Feeney





Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
Average time taken to complete non-emergency repairs	6.76		10.16	7			As expected, target not met due to the volume of non-essential repairs reported which could not be complete whilst Covid restrictions were in place between March 2020 and 26 April 2021. When restrictions lifted we prioritised those backlog over new non urgent repairs reported in 2021-22. This resulted in average days to complete repairs increasing compared to previous years.	Martin Feeney

Action	Status	Progress	Due Date	Note	Owner
Successfully implement the IHMS into service delivery across all building services teams			31-Mar-2022	Building Services full IHMS support team in place with IHMS Change Officer, Senior Job Scheduling Planner and all Job Scheduling Planner posts now filled. This is providing the resource and support to deliver improvements in the use of the QL system. Improvement initiatives have been successfully implemented as planned in 2021/22, a new action will be included in the 2022/23 delivery plan to monitor the improvements already in place and those still required to be delivered in 2022/23.	Martin Feeney
Introduce project management approach to ensure continued implementation of the building services improvement plan (Phase 1)			31-Mar-2022	Phase 1 of the revised structure is being implemented and satisfactory progress is being made. The overall action will run into 2022/23 to allow for recruitment of all posts included in phase 1 and a new action will be introduced to monitor progress and deliver associated actions in the 2022/23 plan.	Martin Feeney
Review, develop and test new financial costing / charging model for Building Services work			31-Mar-2022	The new recharge model has been introduced from April. Development, performance and progress will continue to be monitored and reviewed on a monthly basis.	Martin Feeney
Develop the plan to address the outstanding council house repairs (due to COVID-19), Inform tenants and undertake repairs within agreed timescales.			31-Mar-2022	Action completed for outstanding repairs reported during in lockdown periods. Additional system functionality "Locator plus" application is now live. The level of repair orders closed due to no access reduced in quarter 4 compared to quarter 3 and the right first time repair performance also improved although target was not achieved. Additional resource have been assigned to ensure timescales are improved on enquiries and complaints and the number of outstanding complaints did reduce significantly.	Martin Feeney

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to implement improvement plan to ensure Building Services are fit for purpose	The implementation of the improvement plan will enhance the effectiveness, efficiency and best value of Building Services	Likelihood  Impact	Likelihood  Impact	31-Mar-2022	Good progress made in 2021/2022 with a number of key actions within the improvement plan completed. No change to risk matrix at year end.	Martin Feeney
Failure to implement IHMS system across building services	The effective implementation of the IHMS system will delivery efficiency, improve case tracking, capture customer satisfaction and improve service delivery.	Likelihood  Impact	Likelihood  Impact	31-Mar-2022	All vacancies have been filled including IHMS and Change Officer, Senior Planner and vacant Job Scheduling Planner posts. A comprehensive improvement action plan has been developed with various workgroups set-up to implement improvement required. No change to risk matrix for year end.	Martin Feeney
Failure to demonstrate robust financial and productivity systems within building services	The development of new costing model will mitigate against this financial risk. Process change and review will improve the system for charging of works	Likelihood  Impact	Likelihood  Impact	31-Mar-2022	Regular finance meetings including Chief Officers from SD&P, H&E and Resources (Chief Finance Officer) supporting the service to achieve robust financial management is in place. Regular focused meetings in place to discuss and monitor improvements in data, systems, processes, workforce and productivity. A new financial charging model aims to provide increased visibility and streamline processes. Current risk matrix amended with likelihood reducing from 3 to 2 and no change to impact.	Martin Feeney




Action Status	
	Overdue
	Completed




PI Status		Long Term Trends		Short Term Trends	
	Significantly Missed Target		Improving		Improving
	Narrowly Missed Target		No Change		No Change
	Met or Exceeded Target		Getting Worse		Getting Worse

Risk Status	
	Alert
	High Risk
	Warning
	OK










Appendix 2: Quality Standards - Year-end Progress

	SD&P HA&I Quality Standards
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Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
Annual review and assessment of ISO 9001:2015 successfully completed ensuring continuing suitability and conformance with no major non-conformance issues identified.	100%		0%	100%			We were unable to maintain the ISO accreditation in 2021/2022 due to covid. We will reapply for the accreditation at appropriate date to be confirmed.	Martin Feeney

Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
Average time taken to complete medical adaptations	75.7 123.25		87.4 107.84	60			<p>Target not met.</p> <p>Performance in 2021/22 continued to be affected by the previous restrictions in activity due to Covid-19 and the backlog that this created.</p> <p>Activity in terms of carrying out medical adaptations has now resumed. The number of medical adaptations completed increased from 119 in 2020/21, to 313 in 2021/22, with the number of households waiting for adaptations to be completed reducing from 134 at the end of 2020/21, to 49 at the end of 2021/22.</p> <p>However, completing a large number of legacy applications which had been on the list for some time, affected the overall average days taken to complete medical adaptations which was 107.84 days. This remains above our target but was an improvement from 123.25 days in 2020/21.</p> <p>Both internal and external resources are being utilised to increase completions and further improve performance during 2022/23.</p>	Alan Young

PI Status	Long Term Trends	Short Term Trends
-----------	------------------	-------------------

	Significantly Missed Target		Improving		Improving
	Narrowly Missed Target		No Change		No Change
	Met or Exceeded Target		Getting Worse		Getting Worse

WEST DUNBARTONSHIRE COUNCIL**Report by the Chief Officer, Housing and Employability****Housing and Communities Committee: 24 August 2022**

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 delivery of the Council's new home building programme.

2. Recommendations

2.1 It is recommended that the Housing and Communities Committee:

- (i) Note the content of the report and the progress made to date in the delivery of the Council's More Homes West Dunbartonshire approach including the forthcoming practical completion and handover of the latest development project at Queens Quay (Site B) scheduled for early September subject to meeting all planning conditions; and
- (ii) Approves the commitment that all future new homes programmed within our More Homes delivery programme building are consistent with our Net zero ambitions outlined within 4.4 of this report;
- (iii) Approves the undertaking to conduct procurement exercises for identified sites within the *Future New Build – West Dunbartonshire Affordable Housing Supply Programme*. Refer to Table 2: Identified Additional Future Sites
- (iv) Approves the undertaking to conduct procurement exercises for the maintenance contracts required for Net Zero technologies including Solar Panels and MVHR (Mechanical Ventilation with Heat Recovery) units as referenced in 4.19 of this report, and approves the revenue spend included in this report including approval to explore and secure multi-year contracts, contracts utilising framework agreements (FA) or contracts utilising dynamic purchasing systems (DPS) beyond the term of approved budgets where efficiencies and savings can be achieved;
- (v) Approve the transfer of the site at Old Bonhill referenced at 4.18 of this report from the General Fund to the Housing Revenue Account for the delivery of new Council homes for £160k subject to clear title.

3. Background

- 3.1 In West Dunbartonshire the Affordable Housing Supply Programme (AHSP) is delivered through a More Homes West Dunbartonshire strategic approach which was initially tasked and has successfully delivered over 1000 new affordable homes in West Dunbartonshire by 2022 and includes the Council's own ambitious New House Building Programme.
- 3.2 The Council's latest practical completion will take place at the Queens Quay development in September this year delivering 29 new Council homes in a key regeneration area as part of a wider development which has delivered 146 new social rented homes. This, is in addition to the completion of the Council's first fully dementia designed development at Creveul Court, Alexandria and other exemplar developments in Haldane, Aitkenbar, Bellmsyre, Dumbarton Harbour and St Andrews, Clydebank. The Council have now completed 12 new build developments since 2013 and are the largest developer of social homes in West Dunbartonshire delivering 496 new 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
Creveul Court, Alexandria	22	April 2021
Aitkenbar Primary School	55	July 2021
Haldane Primary School	58	August 2021
St Andrews, Clydebank	126	October 2021
Dumbarton Harbour, Dumbarton	45	December 2021
Queens Quay, Site B, Clydebank*	29	August 2022
Totals	496	

*Scheduled to complete on 19th August 2022

- 3.3 The Strategic Housing Investment Plan (SHIP) 2022-2026, 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 2021. A new SHIP is being prepared and will be presented to the November meeting of the Housing and Communities Committee.

4. Main Issues

Net Zero Homes

- 4.1 Scotland has committed to net zero emissions by 2045, five years ahead of the other UK nations. If this target is to be met it is essential that major changes to carbon emissions take place with a 75% reduction by 2030.

- 4.2** The first major milestone is the Scottish Government's New Build Heat Standard, where no gas boilers or oil heating systems will be permitted in new build homes from 2024.
- 4.3** To help West Dunbartonshire Council's wider sustainable transition to Net Zero it is essential that we reconsider how best to heat our homes whilst simultaneously minimising fuel poverty and creating employment opportunities within the emerging technologies sector to maximise opportunities for our communities.
- 4.4** In terms of our affordable housing delivery programme it is proposed that all future new homes programmed within our More Homes delivery programme building on our pathfinder development projects at Pappert and Clydebank East are optimised for operational net zero, by incorporating renewable technologies within our new build program, with immediate effect by:
- Incorporating Renewable Technology
 - Adopting a Fabric First approach
 - Investing in Carbon Sequestration
 - Creation of a Green workforce

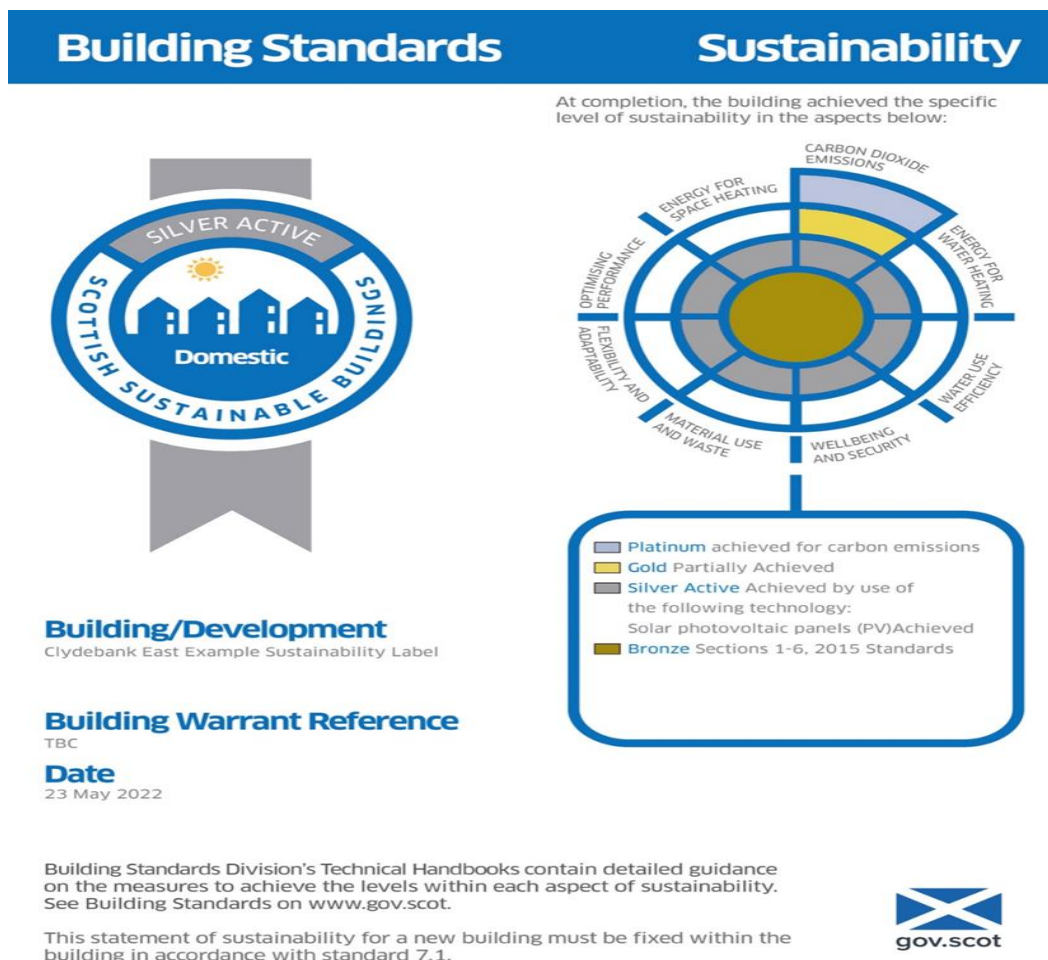
Incorporating Renewable Technology

- 4.5** Solar Panels should be considered when orientation and positioning allow. Solar panels harness energy from the sun to power items within the home. The solar panels will be "zero-export" to grid. When incorporated within a house or cottage flat the tenant will receive direct benefit from the energy generated. Where solar panels are fitted to blocks of flats the tenants and landlord will benefit from the supply.
- 4.6** Heat Pumps are a low carbon source of heating. Heat is absorbed from a source (water, air or ground) and transferred to a fluid. The fluid is compressed further to increase the temperature. The heat is transferred from the fluid into water which circulates around the home to provide heating and hot water.

Adopting a Fabric First approach

- 4.7** It is proposed that a strengthened continuation to our fabric first approach to create highly insulated and airtight homes that will ultimately require less energy to heat and result in lower utility bills for tenants. The thermal performance of the building will be enhanced by applying the principles of:
- Passivhaus featuring a mechanical ventilation system with highly efficient heat recovery; or
 - Platinum Aspect Level 1 (Carbon Dioxide Emissions) under Section 7 (Sustainability) of the current building standards. The relevant standard is noted below:

- 4.8 Carbon dioxide emissions under the guidance to Standard 6.1, carbon dioxide emissions CO2 Dwelling Emission Rate (DER) is to be 100% lower than the Target Emission Rate (TER) set by the 2010 Standards. To establish this, the DER should not exceed zero. (This net zero carbon equivalent is a 100% improvement on the 2007 Standards).
- 4.9 A typical sustainability label for properties meeting Platinum 1 Carbon Dioxide Emissions is illustrated below:



Investing in Carbon Sequestration

- 4.10 We plan to optimise investment in projects to capture and store atmospheric carbon dioxide, such as supporting the expansion of West Dunbartonshire Council's carbon sequestration tree planting program within all future housing developments, resulting in communities that are rich in biodiversity. The Housing Development are already working closely with the Council's Biodiversity Officer in maximising opportunities within all planned developments.

Creation of a Green Workforce

- 4.11** It is the aim of the Council to create a Green Workforce within West Dunbartonshire. Working with Working4U we will engage with stakeholders, including Skills Development Scotland, to identify upskilling and modern apprenticeship opportunities within the emerging technology sector.
- 4.12** By developing a workforce to address labour shortages within the renewable sector, such as Solar Panel Maintenance Operatives, it is anticipated that residents will benefit from increased employment prospects and the Council will simultaneously make cost savings by delivering future maintenance contracts in house.
- 4.13** It is West Dunbartonshire Council's ambition to deliver new build homes optimised for a decarbonised grid with a focus on health and wellbeing. A reduction in energy will result in homes that are more efficient and affordable to run, with the elimination of fuel poverty. An investment in the creation of a Green Workforce will ensure that the journey to Net Zero will benefit the wider community and contribute to West Dunbartonshire Council's economic sustainability. By enhancing the biodiversity of our greenspaces and reducing carbon emissions, our communities will provide a life enhancing environment for many years to come.
- 4.14** While the above signifies a strong commitment from West Dunbartonshire Council to deliver net zero ambitions around our current house building programme, we will also engage with our Strategic Housing Partners, it is our ambition to encourage West Dunbartonshire's Registered Social Landlords to share our commitment that all new build homes within our future Affordable Housing Supply Program will comply with Net Zero standards, ensuring that our communities will provide a life enhancing environment for many years to come.

More Homes West Dunbartonshire - Delivery Programme

- 4.15** 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 has and will increase. Our More Homes West Dunbartonshire approach is an ambitious plan that aims to continue the positive momentum of the delivery of much needed Council homes in West Dunbartonshire.
- 4.16** As the biggest affordable housing developer in West Dunbartonshire, the Council has identified a number of future development sites for new council homes to address existing and new housing need. The design of these homes will 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.

- 4.17 The Strategic Housing Investment Plan and HRA Capital Plan outlined the plans the Council have for meeting their new build ambitions. Some of the initial plans were and continue to be impacted as a result of global issues revised new build targets for the Council are outlined below:

Table 2: Council New Build Programme

Site/Developer	Number of Units	Est Completion Date
Queens Quay Site B	29	August 2022
Clydebank East, Clydebank	88	August 2024
Pappert, Bonhill Alexandria	27	September 2024
Willox Park	17	May 2024
Gap Site Strategy	29	September 2024
Mount Pleasant	25	March 2024
Bank Street	20	January 2025
Queens Quay Site C	20	March 2024
Buyback Scheme	100	Ongoing at 20 per year
Dennystoun Forge	20	March 2024
375 units		

- 4.18 Updates for each site are noted below:

Queens Quay

We anticipate handover of 29 new Council homes on 9 September 2022, the developer Wheatley Group are required to ensure full compliance with all planning conditions to achieve the completion certification. At the time of writing there are two notable planning conditions that require to be achieved around the provision of a car and bike club within the development. We are working with Wheatley to ensure that these are achieved and that the final handovers take place as planned on the 9th September.

Clydebank East:

The demolition of 339 properties completed in October 2019. Design of 88 new build council properties has been underway with CCG and architects Anderson, Bell and Christie. The project and was heard at the October 2021 Planning Committee. however, Planning was continued as committee were concerned at the parking provision provided.

The Planning was approved in June 2022, with an extended parking scheme, 125%, and the inclusion of electric charging points and future proofing of all parking spaces for the provision of EVs.

This delay has caused considerable financial increases estimated to be in region of 25%, caused by global construction inflation and the Ukraine invasion in February, which has resulted in additional pressures on the supply chain.

We are now working through the revised planning conditions. Following additional and more detailed site investigations we are now also looking at very significant additional costs to deliver the ground remediation strategy. These additional costs place the development at risk due to affordability issues. We expect to be in receipt of full information to make an assessment in early September and we will provide an update to the Housing and Communities Committee when this has been achieved. This is intended to be the Council's first fully zero carbon housing development and marks a significant milestone in our transition to net zero outlined in paragraphs 4.1-4.14 of this report.

Pappert, Bonhill

The development of 27 new homes comprises 7 Passivhaus homes and 20 homes meeting the net zero ready standard.

House Type	Sustainability Standard	Number of New Homes
House 3bed/4 person	Passivhaus	4
House 3bed/5 person	Passivhaus	3
House 3bed/5 person	Net Zero	6
House 4bed/6person	Net Zero	4
House 4bed/7person	Net Zero	1
Flat 2bed/3person w/c	Net Zero	3
Flat 1 bed/2person	Net Zero	6

Employer's Requirements and tender documents have been issued to legal for review. Due to the specialist nature of construction (Net Zero & Passive House) tender period will be 6-8 weeks.

Wilcox Park, Doveholm, Dumbarton

All demolition works are now complete with Practical Completion Certificate issued to contractor. The site has been secured in anticipation of the construction phase of the development.

Our specialist contractor commenced site investigation works on 20th June with drilling completed on 24th June. Groundwater testing and chemical testing are currently underway. So far no gross contamination has been encountered and ground conditions are as expected. Final factual report due in late August.

The initial design proposals following community consultation will be presented to the Council's planning service in advance of any formal planning submission and this is planned to take place before the end of August.

Gap Site Strategy

An exercise is currently underway to assess the viability of a number of gap sites for future housing development within the ownership of HRA. A number of sites within Bonhill have been identified and approval has been obtained from the Scottish Government to batch these sites together to form one project to allow WDC to secure grant funding. To further support our ambitions we are in discussions with our Corporate Assets colleagues regarding the purchase of an area of land located within Old Bonhill. The particular site comprises of a rectangular shaped parcel of land that is generally level and extends to extends to 2,437.46 square metres (0.60 acres) or thereby. Approval is sought within this report to transfer the site from General Fund to the Housing Revenue Account at its gross valuation of £160k. A copy of the District Valuer valuation is available as a background paper to this report.

A similar exercise is underway at Clydebank with the intention of combining gap sites within Lilac Avenue and Melbourne Avenue.

In response to families facing overcrowding, it is the intention to deliver a proportion of larger homes within the gap site developments.

Mount Pleasant, Old Kilpatrick

A number of surveys have been instructed prior to the planned demolition of the existing building. While planning in terms of this development is at an early stage we would seek to deliver a similar development to the recent Creveul Court development this is supported by a housing needs assessment.

Bank Street, Alexandria

The council is currently developing a proposal for 20 sheltered housing units. There are a number of infrastructure constraints within the site including a main sewer which may affect the viability of the site. We are currently working on pre-planning drawings for submission in August. Requirements from WDC Roads will be included in these drawings. This project will be required to present to the Planning and Design Panel due to the town centre location. To facilitate Smollet Fountain resurfacing works, WDC Roads Department are using the site for their compound until November 2022.

Queens Quay, Site C, Clydebank

The Council is currently developing a design to deliver a projected 20 units 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 and linked to the Queens Quay district heating network

Pre-planning response was received on the 25th February highlighting concern of the WDC development proceeding in isolation. We have adopted a proactive response to this issue and have developed Masterplan diagrams

incorporating the surrounding sites and early discussions have taken place to explore acquiring adjacent land for development by ourselves to deliver more affordable housing in the Queens Quay regeneration site. We are also examining the opportunities for a mixed tenure approach to any expanded development site.

Buy Back Scheme:

In the financial year ending April 2022, we purchased 14 homes at a cost of £980,000.

We have a budget of £2.4 million to purchase homes to the financial year ending 2023 having secured additional grant funding.

To date we have purchased 2 homes, with 3 under offer and we have targeted to deliver an additional 20 homes each year through our buyback scheme.

As part of a pilot project, we are refurbishing a semi-detached house at 87 O'Hare, bringing it up to a higher standard than our ready to let standard and improving energy efficiency of the property. This will inform our future retrofit strategy.

Dennystoun Forge Gypsy/Traveller Site

A submission has been made to the Scottish Government for support funding from their Gypsy/Traveller Accommodation Fund for significant improvements to the Dennystoun Forge site, including new energy efficient chalets and utility blocks. Our proposal has made it to the second round of the bidding process and we are scheduled to make a presentation to the Scottish Government in October 2022, following a consultation exercise with site residents.

- 4.19** To continue to ensure our new homes meet the needs of our tenants we require to put in place a maintenance and monitoring contract for solar panel and MVHR systems. It is intended that this will be an externally sourced for a period of 12 months, with an option to extend by an additional year. It is the Council's intention to upskill their Building Services workforce during this period with a view to carrying out the maintenance of West Dunbartonshire Council's green technology thereafter. Following committee approval Housing Development will liaise with procurement partners to carry out a procurement exercise to secure suitable contractors.
- 4.20** The Housing Development Team are continuously looking for opportunities to provide additional new build council homes and will bring any potential site to the Housing and Communities Committee with as much information as possible as part of the regular More Homes update paper.
- 4.21** Our dementia friendly development at Creveul Court received the Association Public Sector Excellence (APSE) Margo Blair Innovation Award, celebrating outstanding local councils that use innovative ideas and solutions to tackle the current challenges facing their frontline services.

5. People Implications

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

6. Financial and Procurement Implications

Financial

- 6.1** In March 2021 Council approved the Housing Capital Programme 2021-2026 which saw significant resources committed to the delivery of new council homes in West Dunbartonshire. An expenditure budget of £83.393m for the affordable housing supply programme is factored into the HRA Capital Programme. The additionality in the costs highlighted for the Pappert development can be met from this existing budget; however we would anticipate additional grant funding would be made. As it currently stands, it is anticipated that this programme will complete on project life budget.
- 6.2** Influenced by Brexit, the current Covid-19 pandemic and other issues, the emergence of supply issues and subsequent cost increases has begun to be felt within not only our existing and future sites, but sites across Scotland and the UK. Whilst the impact of these is still being examined, it is prudent to mention this as early as possible in order to provide more detailed information at a future Committee when new tender prices are known.
- 6.3** We are likely to see this impact on our future development sites including Clydebank East. Housing Development Officers and Finance will continue to assess the impacts in the context of affordability of developments.

Procurement

- 6.3** All new development sites will be subject to new detailed procurement strategies and the opportunities highlighted with 4.17 of this report will continue to be prioritised.
- 6.4** Where the contract award is less than £50,000, authority is delegated to the Chief Officer in consultation with the Procurement Manager to instruct the award of contracts for the planned revenue and capital spend detailed in this report to suppliers providing the most economically advantageous offer to the Council.
- 6.5** Where the value of the contract is over £50,000, remittance for approval will be submitted to the Tendering Committee.

Community Benefits

- 6.6** 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	£83k

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 in our current contract arrangements within the Scottish Procurement Alliance (SPA) framework and Scotland Excel.

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 6.6 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 strategic priorities.

Peter Barry
Chief Officer, Housing and Employability
Date: 11 August 2022

Person to Contact: John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team, telephone: 07793717981, email: john.kerr@west-dunbarton.gov.uk

Appendices: None

Background Papers: West Dunbartonshire Council's Local Housing Strategy
Local Housing Strategy, Health Inequalities Impact Assessment
DVS Valuation Report Development Site:WDC Amenity Land Main Street Bonhill West Dunbartonshire G83 9HS

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL**Report by the Chief Officer, Housing and Employability****Housing and Communities Committee: 24 August 2022**

Subject: Scottish Social Housing Charter/Regulation of Social Housing in Scotland Annual Update Report**1. Purpose**

- 1.1** This purpose of this report is to provide the Housing and Communities Committee with West Dunbartonshire Council's annual progress report on meeting the requirements of the Scottish Social Housing Charter.

2. Recommendations

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

- (i) Notes the contents of this report recognising the ongoing impact the Covid-19 pandemic has had on 2021/22 performance and the key areas of focus for the Housing Improvement Board during 2022/23 outlined at 4.19 of this report; and
- (ii) Agrees that a further progress report on the Scottish Social Housing Charter be submitted to the November 2022 meeting of the Housing and Communities Committee. This report will include detailed benchmarking performance information against all local authorities in Scotland highlighting the impacts of the pandemic on housing and homelessness services across Scotland.

3. Background

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

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

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

3.4 The main changes introduced as part of this revised framework were the introduction of an Annual Assurance Statement (AAS), which needs to be submitted to the SHR by the end of October each year, and also the introduction of an Engagement Plan published by the SHR for every social landlord, which is based on information provided as part of our Annual Return on the Charter (ARC) which measures performance against the Charter indicators and outcomes.

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

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

4. Main Issues













4.1 The key areas of focus in relation to the SSHC are as follows:

- An assessment of our progress in relation to achieving the Charter Outcomes;
- Production and publication of an Annual Charter Performance Report for tenants and other customers;
- Submission of an AAS to the SHR;

- The development of effective tenant scrutiny arrangements in conjunction with tenants and other customers; and
- The publication by the Regulator of an Engagement Plan for every social landlord.

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

- 4.2** West Dunbartonshire Council has successfully submitted our ARC to the SHR within the timescale outlined in the Regulatory Framework. This process included both internal and external validation processes. The Housing Service engaged with the Scottish Housing Network (SHN) in terms of a robust external validation of our data.
- 4.3** The SHR uses these Charter Performance Indicators, alongside data relating to homelessness submitted to the Scottish Government, to monitor the delivery of housing and homelessness services of all social landlords against the Charter outcomes and standards. A copy of the full list of indicators can be accessed via the link included as part of the background papers.
- 4.4** The SHR is due to publish a Landlord Report on their website for each Scottish social housing landlord at the end of August 2022 and this report will contain key data from the ARC (18 key indicators) and will compare our performance with a Scottish average figure across all social housing landlords operating in Scotland.
- 4.5** Performance in 2021/22 against those 18 key indicators and an additional 12 indicators that our tenants and customers have informed us are important to them are outlined in the table below.

Table Key Index					
	Annual Target Achieved		Positive Performance Trend		
	Annual Target Almost Achieved (within agreed parameter)		Negative Performance Trend		
	Annual Target Not Achieved		No change from previous year		
Overall Satisfaction					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
% of tenants satisfied with the overall service	78.5%*	78.5%*	78.5%		
Communication					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
average time in working days to respond in full to complaint - Stage 1	10.65 days	11.86 days	5 days		
average time in working days to respond in full to complaint - Stage 2	35.97 days	29.95 days	20 days		

% of tenants who feel their landlord is good at keeping them informed about their services	85.7%*	85.7%*	85.7%		
Participation					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
% of tenants satisfied with the opportunities given to participate in decision making process	83.9%*	83.9%*	83.9%		
Quality of Housing					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
% of stock meeting the Scottish Housing Quality Standard (SHQS)	82.84%	18.17%	86.15%		
% of existing tenants satisfied with the quality of their home	76.54%*	76.54%*	76.54%		
Repairs and maintenance					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
Average length of time taken to complete emergency repairs	6.14 hours	5.81 hours	4 hours		
Average length of time to complete non-emergency repairs	6.76 days	10.16 days	7 days		
% of reactive repairs carried out in the last year Right First Time	89.76%	86.49%	90%		
% of repairs appointments kept	94.87%	89.72%	93%		
How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked	215	0	0		
% of tenants satisfied with the repairs and maintenance service	80.50%	87.7%	84%		
Estate management, Antisocial behaviour					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
% of Anti Social Behaviour cases resolved within locally agreed targets	92.83%	98.08%	93%		
% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	78.53%*	78.53%*	78.53%		
Access to housing					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
% of tenancy offers refused	46.61%	49.19%	42%		
Tenancy sustainment					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
% of new tenancies sustained for more than a year	91.55%	94.59%	92%		
The average time to complete medical adaptations	123.25 days	107.84 days	60 days		

Homelessness					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
Incidences of homelessness in West Dunbartonshire	1021	1203	1072		
% of homeless cases with decision within 28 days of presentation	99.6%	99.6%	95%		
% of all homeless cases re-assessed within 12 months (repeat homeless)	5.4%	5.3%	5%		
% of households requiring temporary accommodation to whom an offer was made	100%	100%	100%		
% satisfied with the quality of temporary accommodation	88.2%	86%	89%		
Value for Money – Rent Collection					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
Rent collected as a % of total rent due	98.88%	98.39%	98%		
Gross rent arrears as a % of rent due	10.35%	9.24%	10.35%		
% of tenants who feel that the rent for their property represents good value for money	77.05%*	77.05%*	77.05%		
Value for Money – Void Management					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
% of rent due lost through properties being empty	1.20%	1.29%	0.88%		
Average length of time taken to re-let properties	56.14 days	45.77 days	25 days		
% of tenants satisfied with the standard of their home moving in	79.65%	90.5%	87%		
Gypsy Travellers					
Indicator Description	2020/21 Value	2021/22 Value	2021/22 Target	Trend	Target met
% of Gypsy Travellers satisfied with the landlords management of site	91.7%	91.7%	90%		

*Value from Tenant Satisfaction Survey carried out in 2019/20, next survey is planned 2022/23. Satisfaction levels must be from within a 3 year period

4.6 Performance in 2021/22 continued to be affected by the impacts of the Covid-19 pandemic. Throughout the year this significantly impacted on service delivery and performance in areas such as repairs/maintenance, void management, the completion of medical adaptations. Of the 30 key indicators outlined above, 16 met the annual target set (the same as in 2020/21), with another 5 narrowly missing this target. Overall this translates to 70% of these key indicators either meeting or almost achieving target (up from 69% in 2020/21).

4.7 During 2021/22, the Housing Improvement Board (HIB) has monitored closely key work-streams aimed at improving key areas of service delivery where performance was not where we wished it to be:-

- rent collection/arrears;

- time taken to carry out medical adaptations;
- complaints response times.

The HIB also decided to monitor SHQS compliance and services for people who are experiencing homelessness. Progress around these areas is outlined below.

Rent Collection/Arrears

- 4.8** The target agreed with Revenues and Benefits for 2021/22 for maintaining the level of rent arrears at 10.35% of the rent due was met, with arrears reducing to 9.24% (prior to write-offs).
- 4.9** The target for collecting 98% of all rent due was also met, with 98.39% of all rent due reported. Whilst benchmarking data is not yet available from the SHR both these figures are likely to remain below the Scottish average figure.

Time taken to carry out medical adaptations

- 4.10** Performance in 2021/22 continued to be affected by the previous restrictions in activity due to Covid-19 and the backlog that this created. Activity in terms of carrying out medical adaptations has now resumed. The number of medical adaptations completed increased from 119 in 2020/21, to 313 in 2021/22, with the number of households waiting for adaptations to be completed reducing from 134 at the end of 2020/21, to 49 at the end of 2021/22.
- 4.11** Completing a large number of legacy applications which had been on the list for some time because of the impacts of the pandemic, affected the overall average days taken to complete medical adaptations which was 107.84 days. This remains above our target but was an improvement from 123.25 days in 2020/21. Both internal and external resources are being utilised to increase completions and further improve performance during 2022/23.

Complaints response times

- 4.12** The average time taken to respond to Stage 1 complaints increased slightly from 10.65 days to 11.86 days (against a 5 day target), though the average time taken to respond to Stage 2 complaints reduced from 35.97 days to 29.95 days (against a 20 days target).
- 4.13** Whilst performance can be partly explained by the increased volume of complaints received during the Covid-19 pandemic, there is scope for improvement in this area. The Tenant Scrutiny Panel's last exercise looked at this area and made a number of recommendations which are now being implemented and we would hope to see significant improvement in this area.

SHQS compliance

- 4.14** This year has seen an increase in our SHQS failures. The key contributing factor is due to the new requirement around Electrical Installation Condition Reports (EICRs) programme not being completed as planned by the end of March 2022. The programme has been delayed due to the Covid-19

restrictions and the wider consequences of these impacting on internal and external resource availability to deliver the programme as planned.

- 4.15** While we have since secured additional resource to deliver the programme as early as possible this did not significantly reduce SHQS failures before 31st March 2022. To ensure the programme continues to accelerate all our housing stock to full compliance in terms of EICRs we are undertaking proactive communications with tenants to maximise access to complete the required inspection reports.

Services for people experiencing homelessness

- 4.16** During 2021/22 we spoke to the SHR to provide further information and assurance around our homelessness services. There has been a 14% increase in homeless presentations during 2021/22 with a total of 1203 presentations compared to 1053 in 2020/21. The main reasons for the increase in presentations have been as a result of relationship breakdown, inclusive of a significant increase in presentations as a result of domestic abuse. A significant increase in approaches to the Housing Options Service for assistance has also contributed to the rise in applications.
- 4.17** Despite a significant increase in presentations, performance around key indicators remains excellent with 99.6% of all homeless applications being assessed within 28 day target time (this equates to only 5 cases not being assessed within target during 2021/22, these were all complex cases involving other public agencies) and instances of repeat homelessness remaining relatively low at 5.3% (this represents 54 repeat cases in the year. Analysis of all repeat cases of homelessness is carried out on an ongoing basis and key drivers are when an applicant has lost contact with the service and then re-presents or when there has been a relationship breakdown and further assistance is required).
- 4.18** The rise in applications and slowing down of letting activity will impact on the number of homeless households requiring to be rehoused and on the length of time spent in temporary accommodation and the progress we are making in terms of delivering the outcomes outlined in our Rapid Rehousing Transition Plan (RRTP) is being provided in a separate report to the August 2022 Housing and Communities Committee.

Key areas of focus for the HIB during 2022/23

- 4.19** At the meeting of the HIB on 30 May 2022, annual performance was discussed and it was agreed that in addition to quarterly performance reports covering the whole service, the HIB would monitor key work-streams aimed at driving improvements and monitoring closely the following areas:
- SHQS compliance;
 - Void management;
 - Services for people who are homeless;
 - Rent collection/arrears; and

- Complaints response times.
- 4.20** A comprehensive assessment of performance against the Charter Outcomes has been undertaken and informs a series of actions aimed at recovery and to drive continued improvement. This wider Charter Improvement Plan was approved at the July 2022 meeting of the HIB.
- 4.21** Annual benchmarking data is due to be published by the SHR by the end of August 2022 and the HIB will review annual targets for 2022/23 which challenge the housing and homelessness service to meet their ambition to be one of Scotland's top performing landlord organisations.

Production and publication of Annual Charter Performance Report

- 4.22** The SHR requires all social landlords to produce an Annual Charter Performance Report for their tenants and other customers no later than 31 October each year.
- 4.23** The Regulator states that it should include:
- An assessment of performance in delivering the Charter Outcomes;
 - Relevant comparisons – with previous years, other landlords and national performance; and
 - How and when the landlord intends to address areas for improvement.
- 4.24** In preparation for our first report in 2014, a working group of tenants and officers was established and successfully:
- Agreed how tenants wished to be involved;
 - Agreed which indicators will feature in the report; and
 - Agreed the best style and format to ensure that the report is user friendly and easy to understand.
- 4.25** Further engagement was carried out with tenant representatives during August and September 2020 to review and update this report, in line with the revised Charter coming into effect. This consultation influenced the style, content and format of our Annual Charter Performance Report and also the update of the Service Standards that are in place across housing services and which are reported regularly to tenants and other service users (via website and insert with Housing News).
- 4.26** The narrative in the report is based on the annual self-assessment exercise of our performance and the report will be published online, with a summary being sent to every tenant with the winter edition of the Housing News. The full report will be sent to tenants groups and interested tenants, partner organisations and elected members.

Annual Assurance Statement (AAS)

- 4.27** The AAS requires landlords to state they are meeting regulatory requirements and that they are compliant with the relevant regulatory standards, legal requirements and statutory guidance relevant to the sector.
- 4.28** We are carrying out a process of reviewing and updating our AAS which takes account of the risks posed by, and impacts of the Covid-19 pandemic. As outlined in the SHR guidance, it will be a short, succinct document, in a simple format and will highlight any areas of non-compliance and actions being taken to address these.
- 4.29** The central aspect of the AAS is that the Committee has been provided with the necessary assurance in terms of information and evidence where required, to support the content of the AAS.
- 4.30** A wide range of arrangements are in place to ensure that we meet our regulatory and statutory obligations and to provide members of the Committee with the assurance required.
- 4.31** An information session will be planned for September 2022 for the Housing and Communities Convener and Vice Convener, to provide an overview of the Regulatory Framework, with detail around how they can be assured that we have properly assessed and can evidence compliance with our regulatory and statutory obligations and to highlight any areas of non-compliance being reported.
- 4.32** The AAS will be signed by the Convener of the Committee and submitted to the SHR as per the regulatory requirement. As per the SHR guidance, the AAS will then be published to ensure that it is accessible to tenants and other customers.

Tenant Scrutiny Arrangements

- 4.33** The statutory regulatory framework for housing and homelessness services demands that tenants are involved in scrutinising landlords' performance against the Charter and requires that:
- The form of involvement has been agreed with tenants;
 - Involvement is effective and meaningful and that tenants have a real say in assessment of performance;
 - The approach is publicised to tenants; and
 - Landlords' can demonstrate the agreed approach was actually implemented.
- 4.34** Developing effective tenant scrutiny is therefore a challenging process, however following support from the Scottish Government's "Stepping Up to Scrutiny" training programme in which elected members took part, these requirements were successfully met and in November 2014 the Housing and Communities Committee approved the establishment of our Tenant Scrutiny Panel with clear terms of reference.

4.35 The Scrutiny Panel has subsequently carried out the following scrutiny exercises:

- 2014/15 looking at our Anti-Social Behaviour Service;
- 2015/16 looking at our Repairs Service;
- 2016/17 looking at tenancy sustainment, specifically the new tenant visit process;
- 2017/18 looking at SHQS compliance, specifically the number and reasons that properties that are held in abeyance;
- 2018/19 looking at the timescales taken to complete medical adaptations; and
- 2020/21 look at the complaints process and time taken to respond to complaints.

4.36 All of the recommendations made in the Panel's first 6 reports were approved by the HIB and progress in terms of implementing these are a standing agenda item at the monthly meetings of the HIB.

4.37 Following our 2021/22 ARC submission the Scrutiny Panel have been briefed in terms of our latest performance information and Charter Improvement Plan and will use this information to agree the focus their activity during 2022/23.

4.38 The WDTR0 continue to be heavily involved in the scrutiny of the Housing Service and the formation of the Joint Rent Group comprising of tenants, Council officers and the Convener of the Housing and Communities Committee, looking at the rent setting process and the guidance in relation to the Housing Revenue Account (HRA) is a further mechanism in ensuring the Housing Service provides best value for current and future tenants.

Engagement Plan

4.39 The SHR continues to operate a risk based approach to inform its engagement with social landlords. As part of the Regulatory Framework the Regulator now publishes an Engagement Plan for all landlords based on our ARC submission and our homelessness submissions to the Scottish Government.

4.40 Our most recent Engagement Plan published on 31 March 2022 states that the SHR will engage with the Council about our services for people who are homeless and also engage with the Council in relation to tenant satisfaction, complaints handling and rent arrears.

4.41 The high social and political focus on homelessness within Scotland, alongside the impact of the Covid-19 pandemic, has resulted in all of Scottish local authorities being required to provide further information in relation to services to homeless people.

4.42 The other areas identified were based on a review and comparison of 2020/21 performance information of all social landlords to identify the weakest

performing landlords. A copy of our current Engagement Plan is available on our website and also the Scottish Housing Regulators website.

5. People Implications

5.1 None.

6. Financial and Procurement Implications

6.1 There are no direct financial or procurement implications in relation to this report. The improvement plan developed from the Charter self-assessment exercise will be delivered from within existing budgets. These are detailed in the Resources section of the Housing and Employability Delivery Plan being submitted to the Housing and Communities Committee in August 2022.

7. Risk Analysis

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

7.2 At the time of writing we expect our next Engagement Plan to be published in March 2023.

8. Equalities Impact Assessment (EIA)

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

9. Consultation

9.1 The Council has in place a well-established and proactive tenants and residents organisational structure. The WDTR0 meet with the Council (co-chaired by the Convener of the Housing and Communities Committee) on a bi-monthly basis to discuss all issues relating to the Housing Service.

9.2 There remains a strong appetite among tenants and customers to continue to participate actively to improve housing services in West Dunbartonshire. This is reflected in the successful partnership approach adopted to develop the Charter Performance Report and the on-going activities of the WDTR0 and the West Dunbartonshire Scrutiny Panel.

9.3 The Council is committed to ensure consultation continues and will support arrangements to increase tenant scrutiny activities and assess our performance in line with the requirements under the Scottish Social Housing Charter and the new regulatory framework introduced by the Scottish Housing Regulator. Our approach was again commended via an external validation exercise by TPAS (Tenant Participation Advisory Service) Scotland which

awarded West Dunbartonshire Council, a Gold Accreditation for excellence in tenant participation (the highest available).

10. Strategic Assessment

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

Peter Barry
Chief Officer, Housing & Employability
Date: 9 August 2022

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Appendices: None

Background Papers: West Dunbartonshire Council, Annual Assurance Statement 2020/21, October 2021
[West Dunbartonshire Council | Scottish Housing Regulator](#)

AAS Assessment of compliance toolkit 2021, West Dunbartonshire Council, October 2021

West Dunbartonshire Council's Engagement Plan, Scottish Housing Regulator, 31 March 2021
[Engagement plan from 31 March 2022 to 31 March 2023 | Scottish Housing Regulator](#)

The Scottish Social Housing Charter: Indicators and Context Information, Scottish Housing Regulator
<https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter/about-the-scottish-social-housing-charter>

Scottish Housing Regulator, Landlord Report 2020/21 West Dunbartonshire Council
[Landlord Report | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](#)

Annual Charter Performance Report for Tenants and other Customers 2020/21, West Dunbartonshire Council, October 2021
[Charter Performance Report | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](#)

West Dunbartonshire Council Scottish Social Housing Charter
Self-Assessment Improvement Plan

West Dunbartonshire Tenant Participation Strategy 2021-2024
“Involving You”

Scottish Social Housing Charter/Regulation of Social Housing
in Scotland \progress Report,
Report by Executive Director of Infrastructure and
Regeneration, Housing and Communities Committee,
3 November 2021

West Dunbartonshire Scrutiny Panel, Report to the Housing
Improvement Board October 2021, Scrutiny Exercise:
Complaints handling

West Dunbartonshire Scrutiny Panel, Report to the Housing
Improvement Board October 2020, Scrutiny Exercise: Medical
adaptations

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

West Dunbartonshire Scrutiny Panel, Report to the Housing
Improvement Board October 2017, Scrutiny Exercise:
Tenancy Sustainment, New Tenant Visits

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

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

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL**Report by the Chief Officer, Housing and Employability****Housing and Communities Committee: 24 August 2022**

Subject: “Home at the Heart 2019-24” West Dunbartonshire’s Rapid Re-housing Transition Plan update and new approaches to homelessness progress report

1. Purpose

1.1 The purpose of this report is to provide members with an update on “Home at the Heart” our Rapid Re-housing Transition Plan (RRTP) for the period 2019-24 and new approaches to homelessness.

2. Recommendations

2.1 It is recommended that the Housing and Communities Committee:

- (i) Note the progress made in the first three years of “Home at the Heart”, which has informed an update report submitted to the Scottish Government at the end of June 2022 and note the main objectives for Year 4 attached as Appendix 1;
- (ii) Approve that our Year 3 underspend outlined at 4.11 is used to meet the objectives of the West Dunbartonshire Rapid Rehousing Transition Plan, together with the Year 4 funding allocated by the Scottish Government;
- (iii) Approve our spend and activity template of our Rapid Rehousing Transition Plan attached as Appendix 2 to this report;
- (iv) Note the uncertainty around future funding and specifically the risk to our Housing First approach;
- (v) Note that an annual update and progress report will be provided to the Housing and Communities Committee in May 2023.

3. Background

3.1 Our current approach to tackling homelessness is outlined in our RRTP “Home at the Heart”. This approach builds on the good progress made within West Dunbartonshire by previous strategies, most recently our “More than a Roof” approach which covered the period 2017/2020. It reinforces the challenges set by the renewed commitment to tackle homelessness to end rough sleeping and to transform temporary accommodation.

3.2 “Home at the Heart” was developed in response to a key recommendation from the Homelessness and Rough Sleeping Action Group (HARSAG) that was adopted by the Scottish Government, for Local Authorities to develop and submit a RRTP for the period 2019-24.

3.3 It was developed in partnership with key stakeholders, including the West Dunbartonshire Health and Social Care Partnership and the West Dunbartonshire Housing Solutions Partnership, which includes local Registered Social Landlords and was submitted to the Scottish Government on 31 December 2018 and approved by the Housing and Communities Committee on 6 February 2019.

3.4 Regular reports have been provided to the Housing and Communities Committee, initially detailing and seeking approval for our RRTP and subsequently providing updates in terms of progress being made and approving the use of Scottish Government funding in order to deliver our key objectives.

4. Main Issues

4.1 The aims of “Home at the Heart” in terms of tackling homelessness are influenced by the Scottish Social Housing Charter and consistent with the Scottish Government’s “Ending Homelessness Together” approach and are structured around the following 4 strategic objectives:

- Deliver a whole systems approach to the prevention of homelessness;
- Enable service users with low or no support needs to access settled housing quickly;
- Develop interim housing options which enable independent living and tenancy sustainment; and
- Implement a Housing First model which enables the most excluded service users to achieve housing sustainment.

4.2 The feedback received from the Scottish Government in relation to our RRTP has been 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 and scaling up of Housing First;
- Our award winning Leaving Care Housing Protocol; and
- The fact that we have never breached the unsuitable accommodation order.

“Home at the Heart” Year 3 progress

4.3 Objective 1: Deliver a whole systems approach to the prevention of homelessness:

- FTE staff member to provide an enhanced proactive homeless prevention role now permanent part of the service;
- Pilot Prevention Fund received over a 100 referrals in 2021/22 with 22 receiving payments from the fund which has helped households at risk of homelessness remain in their social or private tenancies;
- Tenant Hardship Fund was fully utilised;
 - 239 grant awards have been made totalling £263,000;
 - 133 awards were made to RSL tenants totalling £123,718, an average of £930 per case;
 - 102 awards were made to WDC tenants totalling £131,003, an average of £1284 per case;
 - 4 awards were made to tenants in private lets totalling £8760,
- Our prevention initiatives have led to a 68% increase in approaches being dealt with by our Housing Options Service during 2021/22, with over half of these resulting in homelessness being prevented;
- Review of our Housing Allocation policy, it was agreed to create an additional reasonable preference group for young people at risk of homelessness and that a certain proportion of available properties should be allocated to this group.

4.4 Objective 2: Enable service users with low or no support needs to access settled housing quickly:

- Reviewed and updated the lettings targets for homeless households with all social landlords across West Dunbartonshire, however letting activity remained lower than expected;

Calculation of homeless lets required and % of expected letting activity required to meet need - split by LA & RSL		
	Year 3 target	Year 3 actual
Lets required to meet demand	867	733
Split LA	567	515
Split RSL	300	218
% Allocation of lets required		
LA	56%	57%
RSL	55%	46%

We continued to deliver a quick and efficient assessment process to help meet our targets;

- Despite the impacts of Covid-19 and subsequent lockdowns and restrictions, 592 homeless households with no/low support needs were rehoused and were supported to move into settled accommodation;
 - The average length of time these households spent in temporary accommodation was 17 weeks.
- 4.5** Objective 3: Develop interim housing options which enable independent living and tenancy sustainment:
- Continue to monitor the following protocols; Prison Discharge, Leaving Care, and Hospital Discharge
 - Reviewed our “No Home for Domestic Abuse” approach, to ensure that victims are supported to pursue their most appropriate housing option;
 - Continue to offer a Conversion Programme to provide settled accommodation for more homeless households, 45 in Year 3 which was 15 above our indicative target;
 - Supported Accommodation Initial Review completed with a committee agreeing to FTE to take forward the recommendations to provide the new required provision.
- 4.6** Objective 4: Implement a Housing First model which enables the most excluded service users to achieve housing sustainment:
- We have recruited and trained a dedicated Housing First Support Team, ended Year 3 with 8 Housing First support workers;
 - Fully assessed 51 Housing First referrals jointly with clients, with 23 being suitable and agreeing to participating in the Housing First approach;
 - Created 28 new Housing First tenancies, in addition to the 20 created in Year 1 and 2;
 - Our Housing First approach has a tenancy sustainment rate of 94%, with the only tenancies ending sadly being due to the deaths of the tenants.
 - We have also had 3 tenancies “stepped down” term used by the Scottish Government to describe with all parties agree the housing first client no longer requires support due to positive progress made.
- 4.7** With the protections that the Scottish Government had created for most renters during lockdown to help prevent evictions from taking place ending in September 2021. The number of section 11 notices have started to see a significant increase particularly since the start of 2022 and will continue to rise.
- 4.8** The impact of the pandemic continued to have an impact on letting activity across West Dunbartonshire in Year 3 (see table in 4.4). Within West Dunbartonshire Council we are still seeing lower than normal voids being returned ready for let.

- 4.9** A key consequence is an increase in the overall number of homeless households in temporary accommodation and an overall increase in the average time spent in temporary accommodation.
- 4.10** At the time of writing in early July 2022, we had 72 households who had spent over a year in temporary accommodation an increase from 53 in August 2021. Most of these have complex need and we are actively working with these households providing high levels of support and are focused on securing long term housing solutions so that every household has safe and secure accommodation.
- 4.11** These have then contributed to a Year 3 underspend in our RRTP less an over spend of conversions as outlined in the table below, however as highlighted later in this report the underspend for Year 3 will be utilised to deliver Year 4 RRTP ambitions:

RRTP Year 3 spend	Year 3 plan	Year 3 spend	Year 3 underspend
Housing First West Dunbartonshire	£480,657	£417,000	£63,657
Interim Supported Tenancies	£31,200	£31,200	£0
Additional Resettlement Support Service	£38,500	£38,500	£0
Enhanced Prevention Service	£38,500	£38,500	£0
Pilot Prevention Fund	£16,633	£8,350	£8,283
Shared Living Initiative	£28,810	£28,810	£0
Review of Residential Supported Accommodation	£18,000	£16,048	£1,952
Conversion Programme	£75,000	£112,500	- £37,500
Year 3 totals	£727,630	£690,908	£36,392

Review and update of “Home at the Heart”

- 4.12** All local authorities were asked to provide the Scottish Government with a written report outlining how they had spent their allocation of Year 3 funding and progress to date.
- 4.13** West Dunbartonshire Council submitted this report in June 2022 and we have taken this opportunity to fully review and update our existing RRTP to take account of the progress made in the first three years, the homelessness context within West Dunbartonshire, the impacts of the remains of the pandemic and cost of living crisis and the following funding that is available for Year 4:

RRTP Year 4 funding	
Year 3 underspend	£36,392
SG funding for Year 4	£238,000
Housing and Homelessness contribution	£200,000
Year 4 total funding	£474,392

- 4.14** Our fully updated plan is attached as Appendix 1. We have now managed to mainstream most of the initiatives and enhanced service provision introduced as part of our Rapid Rehousing Transition Plan. This means that the £238k funding received from the Scottish Government, along with any

underspend from the previous year, can now be used to fund Housing First in West Dunbartonshire.

Whilst this funding will allow us to scale up Housing First, it will not be to a level that fully meets identified demand and the service will need to operate with a targeted capacity.

RRTP Year 4 costings	
Housing First West Dunbartonshire	£391,109
Pilot Prevention Fund	£8,283
Conversion Programme	£75,000
Year 4 total cost	£474,392

RRTP Year 4 main objectives

4.15 Objective 1: Deliver a whole systems approach to the prevention of homelessness:

- The implementation of our revised allocations policy and close monitoring of impact on youth homelessness;
- Recruitment of an additional resettlement officer to ensure that those young people housed via this route get appropriate support to move into and sustain their tenancy;
- We will continue to monitor the impact of the pilot prevention fund and consider options to identify and provide longer term funding;
- Our Enhanced Prevention Service will become more community focussed and interventions will include an increase in home visits.

4.16 Objective 2: Enable service users with low or no support needs to access settled housing quickly:

- Reduce time in temporary accommodation for those with no or low support needs down to 15 weeks by end of Year 4;
- We have updated our modelling and asked all social landlords to agree to 69% of all lets to households experiencing homelessness;

Calculation of homeless lets required and % of expected letting activity required to meet need - split by LA & RSL	
	Year 4
Lets required for to meet demand	986
Split LA	641
Split RSL	345
Projected turnover	Year 4
Split LA	929
Split RSL	500
% Allocation of lets required	Year 4
LA	69%
RSL	69%

- This was based on an expected 1150 demand for homelessness during 2022/23.

4.17 Objective 3: Develop interim housing options which enable independent living and tenancy sustainment:

- Recruit the Senior Housing Development Officer to take forward the recommendations of the full review of our provision of temporary and supported accommodation as agreed by the Housing and Communities Committee in February 2022;
- Senior Supported Accommodation worker post now mainstreamed to continue to deploy the resources to additional support required with higher numbers of temporary ongoing since the pandemic due to lower letting activity;
- Implement our Year 4 Conversion Programme to provide settled accommodation for more homeless households.

4.18 Objective 4: Implement a Housing First model which enables the most excluded service users to achieve housing sustainment:

- We have continued with 8 FTE HF Support Workers and removed the planned increase that would be needed for fully meet identified demand;
- Following feedback from the Housing First Pathfinder and other networking opportunities we have reduced the HF tenancy set-up costs from £2500 to £1500;
- Due to available funding we have replaced the annual Housing First tenancy sustainment budget of £1000 per HF tenancy, with a Diversionary Activities Budget of £18,000 to cover all HF clients.

4.19 Short-term financial uncertainty remains in terms of our RRTP as at present Scottish Government funding only covers a 2 year period 2022/23 – 2023/24, the remainder of the period of our RRTP. Our Year 4 funding allocation of £238,000 is expected to be the same in Year 5 with no current funding commitment beyond year 5.

4.20 Despite taking actions to mainstream some elements of our transition plan within our wider service provision, future sustainable funding for Housing First remains a key challenge. With current funding from the Scottish Government and Housing only sustaining the service until 2023/24 but not being able to expand to meet demand.

4.21 Whilst we continue to explore long term funding options to continue our Housing First support service, we are aware of some national discussions through colleagues within COSLA looking at reviewing funding to deliver homelessness and housing option services which would include future funding to deliver the RRTP outcomes.

4.22 Recent report from Drug Death Task Force to the Scottish Government notes one of the Actions (no 26) for funding to continue and expand housing first (<https://drugdeathtaskforce.scot/news-information/publications/reports/final-report/>).

4.23 Regular progress reports will be provided to the Council’s Housing and Communities Committee, the Health and Social Care Partnership Board and the Housing Solutions Partnership, chaired by the Convenor of the Housing and Communities Committee.

New approaches to homelessness and impacts of Covid-19

HARSAG2

4.24 Due to the risks posed by the Covid-19 the Scottish Government assessed that the national plan to end homelessness needed to be looked at again and in June 2020 the Housing Minister asked the Housing and Rough Sleeping Action Group (HARSAG) to reconvene and look at what more can be done to tackle homelessness.

4.25 The Scottish Government agreed in principle to all the 105 recommendations HARSAG made and subsequently published an updated Ending Homelessness Together Action Plan on 8 October 2020.

4.26 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 requests of the UK Government.

4.27 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.

4.28 We can update the following of the 105 actions;

Action Stage	Number of Actions
Actions completed by WDC	73
Actions in progress by WDC	1
Actions not started by WDC	0
Actions requiring Scottish Government action with possible WDC action	31
TOTAL	105

Local Connection

4.29 The policy intention of suspending local connection referrals between Scottish local authorities is to remove barriers to support for people who are homelessness or rough sleeping so they can resettle 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.

- 4.30** The pandemic has delayed this legislation and was due to be laid during this session of parliament however there are no further timings as the impact of the Ukrainian Refugee resettlement programme also being considered. The Scottish Government will monitor the impact of these changes and respond to any local authorities that report undue pressure on service provision.

Public Sector duty to prevent homelessness

- 4.31** Another proposal from HARSAG being taken forward by the Scottish Government is to look at developing legislation focussed at introducing a Public Sector duty to prevent homelessness.
- 4.32** The Scotland Prevention Review Group was convened and has worked with public bodies, housing providers and other partners to develop proposals for a new duty on public bodies and delivery partners aimed at the prevention of homelessness.
- 4.33** This work was initially due to be completed in the Summer of 2020 though was delayed by the Covid-19 pandemic. A report was published in February 2021 with a series of recommendations around actions that could be taken to prevent homelessness and that these should start up to six months before someone faces losing their home.
- 4.34** The Scottish Government has committed to consider these proposals and to work with local authorities over the coming months to seek further input to carry out further consultation with partners. We await discussion on and the introduction of guidance.
- 4.35** The Scottish Government carried had a consultation open until end of March 2022 for all services to respond on the proposals. West Dunbartonshire Council responded to the consultation and encouraged partners to do the same but we are awaiting outcomes from the consultation.

5. People Implications

- 5.1** There are no additional people implications in this report.

6. Financial and Procurement Implications

- 6.1** The Cabinet Secretary for Social Justice, Housing and Local Government wrote to West Dunbartonshire on 20 December 2021 advising of the Council's Rapid Rehousing Transition Plan funding allocation for 2022/23 and 2023/24 of £238k.
- 6.2** The delivery of the wider Rapid Rehousing Transition Plan will be from within existing budgets noting the Scottish Government funding for 2022/23, the contribution from Housing and utilising the underspend from Year 3.

6.3 There is further financial uncertainty as at present Scottish Government funding as funding covers the last 2 years of the RRTP. There is also an expectation that Housing First becomes a permanent part of all Homeless services however, there is no committed further funding past 2023/24 to cover part of the costs and therefore to continue to provide the service and expand to meet demand requires long term funding.

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.

7.2 The decision to award funding in Year 4 and 5 again was based again on a formula which focuses on homelessness assessments (and not the content of the RRTP's), arguably benefits larger local authorities who receive a higher proportion of homeless assessments and could discourage local authorities from implementing initiatives aimed at preventing homelessness.

7.3 There is no confirmation of funding for RRTP past Year 5 therefore long term funding is required to be sourced to continue with the transformation and continuing our Housing First service.

8. Equalities Impact Assessment (EIA)

8.1 There are no negative equalities impacts due to this update to our RRTP however preventing and responding to homelessness has a significant positive impact on individuals and communities. The aim of the policy is to create positive impacts to all homeless households, but it is recognised that to do this equality considerations must be taken into account to meet different needs and circumstances. Section 2 of EIA 511, details potential positive impacts for a number of groups and actions to support. No negative impacts have been identified.

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 WDTR0 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: 9 August 2022

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Appendices: 1: WDC RRTP Year 2 update; June 2022
2: RRTP monitoring report, activity and funding; June 2022

Background Papers: RRTP Equalities Impact Assessment
RRTP Delivery Action Plan – June 2022
Ending Homelessness Together updated action plan; Scottish Government October 2020
<https://www.gov.scot/publications/ending-homelessness-together-updated-action-plan-october-2020/>
West Dunbartonshire Council's Revised Rapid Rehousing Transition Plan including Action Plan and Equalities Impact Assessment, [Home at the Heart](#)
Housing and Communities Committee Report 7th November 2018 "Rapid Rehousing Transition Paper position paper"
Housing and Communities Committee Report 6th February 2019 "Rapid Rehousing Transition Plan 2019/20 to 2023/24"
Housing and Communities Committee Report 14th August 2019 "Rapid Rehousing Transition Paper 219-24 update report"
Housing and Communities Committee Report 5th February 2020 "Rapid Rehousing Transition Plan and new approaches to homeless update"
Housing and Communities Committee Report 2nd September 2020 "New approaches to homelessness update report – "More than a Roof 2017-20" final report and "Home at the Heart 2019-24" Year 1 update on our Rapid Re-housing Transition Plan"

Housing and Communities Committee Report 3rd February 2021 “Rapid Re-housing Transition Plan and new approaches to homelessness update report”

HARSAG2 recommendations tracker, West Dunbartonshire Council Housing Development and Homelessness Team, June 2021

Housing and Communities Committee Report 2nd February 2022 “Rapid Re-housing Transition Plan and new approaches to homelessness update report”

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

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

Letter from Shona Robson, MSP, Cabinet Secretary for Social Justice, Housing and Local Government on Distribution of Funding for Rapid Rehousing Transition Plans for 2022/3 and 2023/24; 20 December 2021

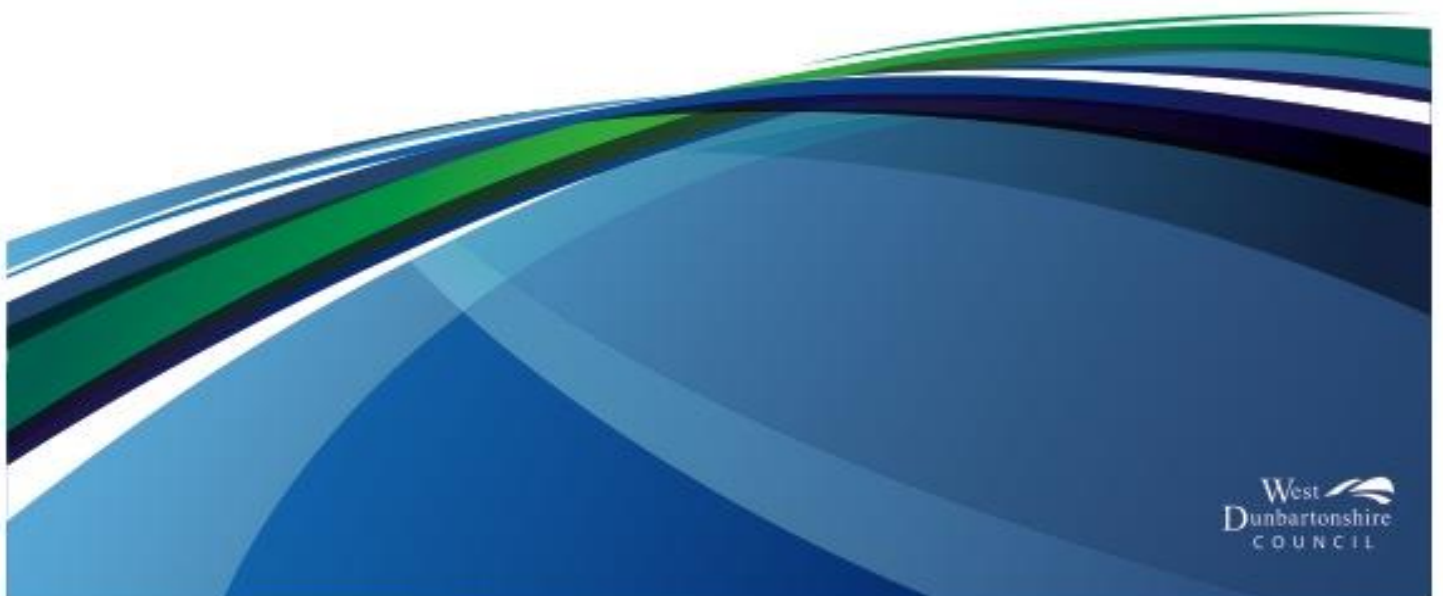
Wards Affected: All

Home at the Heart

West Dunbartonshire Council's Rapid Rehousing Transition Plan 2019/20 to 2023/24

Year 3 update and Year 4 plan

June 2022



Home at the Heart – West Dunbartonshire Council’s Rapid Rehousing Transition Plan

Contents

Rapid Rehousing Transition Plan Executive Summary	2
Section 1 Context.....	3
Section 2 Key objective updates	7
Section 3 Resource plan	18
Appendix 1 Gendered Analysis of Homelessness	19

Executive Summary

“[Home at the Heart](#)” is West Dunbartonshire Council’s first Rapid Rehousing Transition Plan for the period 2019/20-2023/24. The plan was developed in partnership with key stakeholders including the West Dunbartonshire Health and Social Care Partnership and all Registered Social Landlords operating in West Dunbartonshire.

The plan highlights the good progress that has been made across West Dunbartonshire in recent years through the implementation of our homelessness strategic approach ‘[More Than a Roof](#)’. The plan also confirms that rough sleeping is not a widespread issue within West Dunbartonshire and that the rehousing outcomes being achieved for homeless households are largely positive.

However, challenges exist, with the levels of overall homelessness and youth homelessness remaining among the highest in the country, the proportion of homeless households with multiple and complex needs remains high and the number of households that lose contact or do not secure a settled housing outcome is a cause for concern.

Our plan acknowledges the challenges faced in terms of developing appropriate Accommodation and Support Pathways which work for homeless households and has the following four key outcomes:

- Deliver a Whole Systems approach to the prevention of homelessness;
- Enable service users with low or no support needs to access settled housing quickly;
- To develop interim housing options which enable independent living and housing sustainment; and
- Implement a Housing First model which enables the most excluded service users to achieve housing sustainment.

Section 1 - Context

Homelessness context in West Dunbartonshire

Our current approach to homelessness outlined in our Rapid Rehousing Transition Plan is being implemented within the context of previous successful homelessness strategies which have resulted in incidences of homelessness in West Dunbartonshire reduce significantly in recent years.

Homelessness in West Dunbartonshire			
Homelessness Strategy 2008/13	2008/09	2012/13	Reduction
Homeless applications	2140	1364	36%
Homelessness Strategy 2013/16	2013/14	2015/16	Reduction
Homeless applications	1368	1124	18%
Homelessness Strategy 2017/20	2017/18	2019/20	Reduction
Homeless applications	1048	1022	2.6%

Current homelessness position

Following a slight increase of 3% in homeless applications last year, this year there has been a further increase of 14%, with presentations rising from 1053 to 1203. The numbers assessed with a duty to house has also increased, meaning an increase in demand for all forms of temporary accommodation and for settled accommodation.

Homeless applications and assessments	2019/20	2020/21	2021/22
Homeless applications	1022	1053	1203
Total assessments	1024	1050	1196
Assessed with a duty to house	861	866	1015
% with duty to house	84.1%	82.5%	84.9%

At 31 March 2022, West Dunbartonshire had 512 open homeless cases having been assessed with a duty to rehouse.

The reasons for homeless applications shows that consistently the core drivers of homelessness in West Dunbartonshire are households being asked to leave their current accommodation and disputes within a household (both violent and non-violent), accounting for over 70% of all applications.

Reason for homeless application	2019/20		2020/21		2021/22	
	No.	%	No.	%	No.	%
Termination of tenancy/mortgage due to rent arrears/default on payments	38	3.7%	12	1.1%	6	0.5%
Other action by landlord resulting in the termination of the tenancy	74	7.2%	30	2.8%	58	4.8%
Applicant terminated secure accommodation	36	3.5%	11	1.0%	24	2.0%
Loss of service/tied accommodation	1	0.1%	3	0.3%	2	0.2%
Discharge from prison/hospital/care/other institution	49	4.8%	34	3.2%	45	3.7%

Emergency (fire, flood, storm, closing order from Environmental Health etc.)	8	0.8%	8	0.8%	16	1.3%
Forced division and sale of matrimonial home	3	0.3%	1	0.1%	5	0.4%
Other reason for loss of accommodation	31	3.0%	18	1.7%	31	2.6%
Dispute within household: violent or abusive	215	21.0%	231	21.9%	242	20.1%
Dispute within household/relationship breakdown: non-violent	153	15.1%	244	23.2%	227	18.9%
Fleeing non-domestic violence	38	3.7%	47	4.5%	50	4.2%
Harassment	14	1.4%	25	2.4%	26	2.2%
Overcrowding	18	1.8%	21	2.0%	14	1.2%
Asked to leave	263	25.7%	287	27.3%	377	31.3%
Other reason for leaving accommodation/household	81	7.9%	81	7.7%	80	6.7%
All	1022	100%	1053	100.0%	1203	100%

The Council continues to perform very well in relation to the benchmark set by the Code of Guidance on Homelessness and is largely meeting its requirements to assess homeless applications within 28 days. Only 16 applications were assessed out-with this timescale in the past 3 years, with 99.6% of applications being assessed within this timescales during 2021/22.

Length of time to assess application	2019/2020		2020/2021		2021/2022	
Same day	101	9.9%	62	5.9%	80	6.7%
1-6 days	290	28.3%	289	27.5	286	23.9%
7-13 days	174	17.0%	203	19.3	222	18.6%
14-28 days	452	44.1%	492	46.9	603	50.4%
28-55 days	7	0.7%	3	0.3%	4	0.3%
56+ days	0	0%	1	0.1%	1	0.1%
All applications	1024	100%	1050	100	1196	100%

The number of homeless households who reported rough sleeping at time of presentation over the past 3 years is outlined in the table below and shows a drop in 2021/22.

Households reporting rough sleeping at presentation	2019/20	2020/21	2021/22
Slept rough during the 3 months preceding application	91	96	79
Slept rough on the night preceding application	43	42	37

As part of our homelessness assessment, further questions are asked to better understand the reasons for instances of rough sleeping that are reported. An annual analysis of any households reporting rough sleeping prior to presentation is carried out. Findings from this exercise show that the vast majority state that they have spent part of an evening rough sleeping in emergency circumstances prior to presenting as

homeless and no extended periods of rough sleeping have been identified. This continues to be monitored as part of our wider Performance Management Framework.

The average case duration to discharge of duty reduced in 2021/22, however this still remains higher than it was prior to the Covid-19 pandemic.

Average case duration to discharge of duty	2019/20	2020/21	2021/22
Average time to discharge duty	27.1	32.2	30.3

Temporary accommodation

The provision and use of temporary accommodation over the past 2 years has been heavily affected by the Covid-19 pandemic. During 2020/21 an increase in demand for all forms of temporary accommodation led to increased provision and an increase in the overall average time households experiencing homelessness spent in temporary accommodation. We have managed to reduce this during 2021/22, however letting activity has yet to return to pre-pandemic levels and the number of households in temporary accommodation remains high.

Type of temporary accommodation	2019/20	2020/21	2021/22
LA ordinary dwelling	113.9	143.1	126.5
Housing association/RSL dwelling	0	0	226.5
Hostel - local authority owned	91.7	80	70.6
Hostel – RSL	126.1	168.2	431.8
Hostel – other	79	108.6	91.5
Bed and breakfast	1.7	1.9	2.6
Women’s refuge	96	0	320
Private sector lease	0	0	0
Other placed by authority	75.1	97.4	541.8
Total (ALL)	103.5	133.6	119.4

Households living in temporary accommodation			
Type of provision	Provider	Occupancy 31 Mar 2021	Occupancy 31 Mar 2022
Temporary furnished flats	WDC	220	222
Temporary furnished flats	RSL	15	5
Temporary furnished flats	PSL	9	0
Interim Supported Accommodation	WDC	17	13
Interim Supported Accommodation	Blue Triangle	24	30
Interim Supported Accommodation	Action for Children	9	7
Other		10	4
Total households in temporary		304	281

Outcomes

The outcomes of all homeless applications closed during the past 3 years are outlined in the table below:

Outcomes	2019/20	2020/21	2021/22
Scottish Secure Tenancy	603	620	750
Private Rented Tenancy	20	26	19
Hostel	0	0	1
Bed & Breakfast	0	0	0
Returned to previous/ friends/ vol org.	98	134	129
Women's Refuge	1	0	2
Residential care/nursing home/shared supported	0	0	0
Other - Known	63	52	65
Other - Not Known	17	13	12
No duty owed to applicant	129	178	174
Contact lost before duty discharge	95	48	43
All	1026	1071	1195

A higher proportion of all cases being closed are being housed in settled accommodation and there has also been further improvement in the rate of tenancy sustainment for homeless households within West Dunbartonshire, increasing in each of the last 4 years and above the Scottish average figure for all local authorities.

Tenancy sustainment (homeless lets)	2018/19	2019/20	2020/21	2021/22
West Dunbartonshire Council	86.6%	90.0%	91.6%	94.6%
Scottish LA average	87.3%	87.6%	89.9%	90.2%

Section 2 – Key Objective Updates

RRTP Objective 1 – Whole Systems Approach to the Prevention of Homelessness

Our whole systems approach to the prevention of homelessness aims to ensure that tenants and people on the housing list can review their housing options, people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them and that people at risk of losing their homes get advice on preventing homelessness.

Housing Options approach

In addition to reviewing all current waiting list applications our Housing Options Service aims to proactively identify those at risk of homelessness, provide advice and assistance on preventing homelessness where possible and on the housing options that are available to them.

During 2021/22 there was a 68% increase in approaches being dealt with by our Housing Options Service. The reasons for this include a more pro-active approach to referring households for assistance but also those households who applied for assistance from the Tenant Hardship Grant Fund have been provided with wider advice and assistance and recorded on the Prevent1 system. In terms of outcomes, there has been a slightly higher proportion where homelessness has been prevented compared to 2020/21 and this will continue to be monitored closely.

	2019/20	2020/21	2021/22
Prevent1 approaches	243	385	647
Prevent1 closures	220	276	456
*remained in current	69	84	148
*moved to alternative	57	61	106
*homeless application	59	77	133
*lost contact/NK/other	35	54	69
% homelessness prevented	57%	53%	56%
% closed with presentation	27%	28%	29%

Enhanced Prevention Service

As planned, a more proactive homelessness prevention service is now embedded within our wider service delivery with a dedicated officer responding more proactively to Section 11 referrals received by the Council. Initially funded as part of the RRTP funding, this is now a permanent post funded by WDC. This officer initiates contact with households at risk of homelessness where the landlord or lender is considering actions to end the tenancy or begin the repossession process

The ending of emergency legislation put in place banning evictions taking place in both the social and private rented sector, has resulted in an increase in the number of Section 11 notices being received from 20 in 2020/21 to 114 in 2021/22. Of those where contact was made and there was engagement with the household, homelessness was prevented in 62.5% of cases.

Pilot Prevention Fund

There have been around 100 referrals received in 2021/22 and with the assistance of the Prevention Officer many of these households were able to then access other available funding to reduce their arrears and agree an affordable repayment. A further 22 households received a direct payment from the Prevention Fund in 2021/22 totalling £8350. This brings the total of payments from the pilot fund in the two years to 37 with a total spend of £13,550, leaving a balance of £8,283 that can be used in 2022/23.

Prevention Service	Year 1 actual	Year 2 actual	Year 3 actual	Year 4 plan	Year 5 plan
Pilot Prevention Fund		£5,200	£8350	£8283	TBC

Tenant Hardship Grant Fund

In June 2021 the Scottish Government announced its intention to launch a £10m grant fund to support private and social rented tenants who had incurred rent arrears as a direct result of the Covid-19 pandemic.

West Dunbartonshire Council was allocated £263,000 from this funding and we have used this to assist tenants at risk of homelessness due to financial challenges faced as a result of the Covid-19 pandemic.

As at 31 March 2022:

- 239 grant awards have been made totalling £263,000;
- 133 awards were made to RSL tenants totalling £123,718, an average of £930 per case;
- 102 awards were made to WDC tenants totalling £131,003, an average of £1284 per case;
- 4 awards were made to tenants in private lets totalling £8760, an average of £2190 per case.

Review of Housing Allocations Policy

During 2021/22 we carried out a review of our Housing Allocations Policy. Due to the continued high levels of youth homelessness in West Dunbartonshire, a key aim of the review was to explore potential options to increase access to housing for young people.

We consulted on a proposal that young people at risk of homelessness should be created as an additional group given a reasonable preference within the allocations policy and that a certain proportion of available properties should be allocated to this group (this would be similar to our current provision for Young Care Leavers). Feedback from the consultation showed clear support for the proposal and it was approved by the Housing and Communities Committee in February 2022.

The expectation is that those that will be allocated housing via this route will be sourced from live cases at risk of homelessness that are engaging with the Council's Housing Options Service and have an open Prevent1 case. The quota will be reviewed and updated annually as is the case with other groups given reasonable preference within the policy.

We hope that this will be key system change in our effort to prevent homelessness and specifically reduce youth homelessness. As with young people housed through a homelessness application, we will ensure that the Homelessness and Housing Options service provide full resettlement support to young people housed via this route and that this will be resourced appropriately.

Youth Shared Living Project

Youth homelessness is a key challenge in West Dunbartonshire. As part of tests for change activity to try tackle this alongside Action for Children (AFC) the service partnered with Simon Community Scotland (SCS) to create a pilot. The Youth Shared Living Pilot Project was to increase access to housing for young people at risk of homelessness by offering a shared living option. The aim of the project was to tackle two crucial elements that threaten tenancy sustainment within our younger population, which are identified as social isolation and affordability.

The pilot has been in place for 18 months. To date 42 referrals have been made to SCS, half of those referred declined offer of the service due to not being ready etc. Of the 21 which did, we can report the following:

- 12 young people housed, 6 tenancies created;
- 4 young people in the process of being matched ; and
- 5 young people unmatched

Most of these were escalated to homeless presentation therefore homelessness was not prevented. Of the 6 tenancies, 2 have failed to date.

During the pilot, issues have been identified that with the SCS support worker being external it still required high involvement of WDC staff and that having an additional person has also led to delays sharing updates. The pilot has also allowed for learning to take place, specifically in terms of matching households who express an interest in this option. Following the change to our Allocations Policy outlined above and the recruitment of an additional resettlement worker, shared living will remain a housing option within West Dunbartonshire Council but will be supported internally rather than by the Simon Community.

Plans for 2022/23

Whilst none of our RRTP funding is now being directed specifically to prevention activities, we have reviewed our current action plan and key activities during 2022/23 include:

- The implementation of our revised allocations policy and close monitoring of impact on youth homelessness;
- Recruitment of an additional resettlement officer to ensure that those young people housed via this route get appropriate support to move into and sustain their tenancy;
- We will continue to monitor the impact of the pilot prevention fund and consider options to identify and provide longer term funding;
- It is expected that our Enhanced Prevention Service will include home visits now Covid-19 restrictions are lifted;

- We will continue to make follow up contact with homeless cases that were closed with a non-housing outcome, to check that the housing circumstances of these households are stable and that there is no risk of repeat homelessness (internal process 3 months after case is closed);
- We will pilot with one RSL a process where a Section 11 referral is sent at an earlier stage and assess positive impacts and resource implications to inform future discussions with RSL partners to agree a consistent approach is adopted;
- We will review internal processes to ensure that adequate support is in place to respond to an expected increase in Notice of Proceedings following Covid-19 restrictions being lifted.

RRTP Objective 2 – Enable service users with low or no support needs to access settled housing quickly

One of the key aims of our Rapid Rehousing Transition Plan is ensuring that households experiencing homelessness secure a settled, mainstream housing outcome as quickly as possible and that time spent in any form of temporary accommodation is reduced to a minimum.

Our plan includes the key target of reducing the length of time homeless households with no/low support needs spend in temporary accommodation from 23 weeks at the end of Year 1, to 13 weeks by the end of Year 5.

Having an efficient assessment process is important and the Council continues to perform very well in relation to assessing homeless applications within 28 days (as detailed in Section 1).

The number of lets made to homeless households each year is central to achieving this target however and our RRTP modelling takes into account the backlog of homeless households waiting to be housed, projected future homeless decisions and projected letting activity, to calculate the number of lets that will be required for homeless households on an annual basis in order to meet the targets within our RRTP.

All key stakeholders in West Dunbartonshire, including our RSL partners, were involved in the development of our RRTP and are committed to a collaborative approach to deliver its objectives and ensure positive and sustainable outcomes for households experiencing homelessness.

As part of the development of our RRTP, the concept of a Key Partner Contribution Statement was raised and received wide support and was subsequently adopted. The aim of these contributions statements is for key partner organisations to formally state support for the vision outlined and to commit to specific actions annually to help deliver the desired outcomes we are trying to achieve.

Year 3 activity

Resettlement Service

As planned, a more proactive resettlement service for all households experiencing homelessness is now embedded within our wider service delivery, with the resettlement officer role initially funded as part of the RRTP funding, now a permanent post funded by WDC.

All staff across the homeless service are involved in ensuring that a move-on plan and appropriate resettlement support is provided. This support is flexible and can be more intensive for some households with low support needs.

RRTP modelling

We updated our RRTP modelling and the below table details the targets that were set for Year 3 alongside the actual activity during 2021/22:

Calculation of homeless lets required and % of expected letting activity required to meet need - split by LA & RSL		
	Year 3 target	Year 3 actual
Lets required to meet demand	867	733
Split LA	567	515
Split RSL	300	218
% Allocation of lets required		
LA	56%	57%
RSL	55%	46%

Each of our RSL partners updated their Contribution Statement at the beginning of 2021/22 and agreed new letting targets to help achieve our aim of reducing the time spent in temporary accommodation for those households with no/low needs to 17 weeks in Year 3 of our plan.

During 2021/22, whilst WDC increased the percentage of available lets that were made to homeless households, this was lower in number than projected due to reduced letting activity. Not all RSL's agreed to meet a 55% lettings target and only 3 of 8 RSL's were able to meet their agreed own target. In addition, the overall letting activity across all the RSL's was also lower than projected, resulting in an overall shortfall of lets and some households being in temporary accommodation for longer than our target timescales.

Despite this, 592 homeless households with no/low support needs were rehoused and supported to move into settled accommodation. The overall length of time these households spent in temporary accommodation reduced from 19 weeks in Year 2 to 16.7 weeks in Year 3, meeting our target of 17 weeks.

	Year 1	Year 2	Year 3
Target	23 weeks	20 weeks	17 weeks
Actual	15 weeks	19 weeks	16.5 weeks

Year 4 plan

Our target for the end of Year 4 is to reduce the time homeless households with no/low needs spend in temporary accommodation to 15 weeks.

	Year 1	Year 2	Year 3	Year 4	Year 5
Target	23 weeks	20 weeks	17 weeks	15 weeks	13 weeks
Actual	15 weeks	19 weeks	16.5 weeks		

We update our RRTP model on an annual basis and the key outputs in terms of lets that are necessary to meet the targets outlined in our RRTP during 2022/23 are outlined in the table below:

Calculation of homeless lets required and % of expected letting activity required to meet need - split by LA & RSL	
	Year 4
Lets required for to meet demand	986
Split LA	641
Split RSL	345
Projected turnover	Year 4
Split LA	929
Split RSL	500
% Allocation of lets required	Year 4
LA	69%
RSL	69%

Our modelling currently projects that around 1150 households experiencing homelessness will need to be housed across all tenures in 2022/23, in order for our target of reducing time spent in temporary accommodation to be met. This accounts for a high proportion of all social lets across West Dunbartonshire and the Council has committed to ensuring that 69% of all lets made in 2022/23 are made to households experiencing homeless.

The outcomes of our modelling have been shared with key strategic partners within West Dunbartonshire and we are engaging with our RSL partners to support the objective of meeting the number of lets to homeless households required in 2022/23 to meet the targets outlined in our RRTP and include this commitment within their RRTP Contribution Statement for 2022/23. We have written to all our RSL partners to request that they match the 69% lettings target committed to by the Council.

At present we have seen lower numbers of voids being returned for let at West Dunbartonshire Council. As a result, overall case numbers are increasing and at the end of March 2022 we had 145 cases that have been open longer than the target outlined in our RRTP. The majority of these cases are in temporary accommodation and on offer waiting for properties to be made available to let. If the return rate doesn't return to pre-Covid19 levels this will seriously impact times spent in temporary accommodation along with overall numbers in temporary accommodation.

RRTP Objective 3 – Interim housing options which enable independent living and housing sustainment

Interim Supported Tenancies

Another key element of our vision was the introduction of an enhanced Housing Support Service for those households with medium/high support needs.

The Covid-19 pandemic resulted in an increase in demand for all forms of temporary accommodation, due to an increase in homeless applications and restrictions that paused and limited letting activity across the sector. New ways of working had to be developed and following the recruitment of 2 Property Officers within the support

service and redirecting 2 existing Support Workers to carry out this function in Year 2 we managed to increase the capacity of existing support workers to provide support directly to homeless households.

We therefore did not need to recruit an additional support worker from the RRTP funding as originally planned, though we did recruit an additional senior post to help manage this increased demand, with 20% of the post funded by the Council, and 80% from the RRTP funding. As a result of the Covid-19 pandemic we still have higher numbers of households in temporary accommodation than expected, we have been able to mainstream this role from Year 4 and it is now be funded from Council resource and embedded within our wider service delivery.

Supported Accommodation Review

One of the interim housing options provided by WDC is residential supported accommodation, which provides support services in line with the prescribed circumstances contained within the Homeless Persons Interim Accommodation (Scotland) Regulations 2002 and provides a safe, transitional housing option when people can't or don't want a mainstream tenancy of their own and benefit from the reassurance of having access to onsite support that is both planned and responsive. Such support includes consideration of general health and wellbeing, budgeting, substance use, training and employment, community connections and overall preparation for successful tenancy sustainment.

A key action in Year 3 was to commission a full review of our provision of residential supported accommodation within the context of the updated Ending Homelessness Together Action Plan, the updated Unsuitable Accommodation Order and a range of new policy and legislative standards on temporary accommodation arising from the Covid-19 pandemic and national policy agenda.

In July 2021, Arneil Johnston was commissioned to carry out this review. A six-stage project methodology was delivered to complete the review including a performance diagnostic, lived experience primary research, stakeholder engagement, service redesign, temporary accommodation modelling and financial impact assessment.

Some of the key findings of the review include:

- Whilst Residential Supported Accommodation should continue to be delivered as an option for those with moderate-complex needs, there is likely to be less required in future years;
- All supported accommodation projects should be founded on a trauma-based care model;
- Current supported accommodation projects should be reshaped to provide opportunities for gender specific provision and should be smaller units;
- The length of stay in trauma informed supported accommodation should be based around a structured support planning journey enabling independence;
- There is a gap in current supported provision for a small but significant population of service users;
 - For those who are unwilling/unable to engage with support but who need a safe place to stay for intermittent periods of time (rapid access accommodation); and

- For those who may need permanent supported accommodation not homeless accommodation (will require partnership working and potentially joint commissioning with the HSCP);
- Current provision is contributing to bottlenecks in terms of households not being able to move to settled accommodation and to a backlog of homeless households in temporary accommodation.

To deliver the optimum service model, it is anticipated that a three year plan will be required. This will include the decommissioning of some existing services, the commissioning of new provision in order to better meet identified need and a full financial impact assessment. In order to develop and lead on the development and implementation of this plan we are seeking to recruit an additional resource to lead on the delivery of new residential supported accommodation.

Conversions

Due to the need to fund other elements of our RRTP, we did not plan to use any of our ring fenced RRTP funding for our Conversion Programme. In Year 3 we increased our own resources from £50,000 to £75,000 to support 30 conversions.

Due to delays in recruiting additional Housing First support workers, we anticipated an underspend in this budget and used this to increase the number of conversions we were able to carry out from 30 to 45. We aim to continue to provide this funding in future years to ensure this option remains part of our wider mainstream service response and currently plan for a minimum of 30 conversions during 2022/23.

Conversion Programme	Year 1 actual	Year 2 actual	Year 3 actual	Year 4 plan	Year 5 plan
Number of Conversions	11	32	45	30	30
Cost per Conversion	£2,500	£2,500	£2,500	£2,500	£2,500
Cost per Year	£27,500	£80,000	£112,500	£75,000	£75,000

Housing Pathways

Within West Dunbartonshire we have well established housing pathways and protocols relating to prison leavers, Young Care Leavers and those being discharged from hospital. We have also developed clear housing advice and information about housing options for those leaving the armed forces and we have refreshed our “No Home for Domestic Abuse” policy and approach in response to the the Domestic Abuse Protection (Scotland) Act 2021.

Whilst work has begun in relation to reviewing our existing protocols with mental health services the Alcohol and Drugs Partnership, these have not yet been completed due to the impact of the pandemic in terms of staffing resources and priorities particularly within the Health and Social Care Partnership.

Initial work began in Year 3 researching the experiences of LGBT+ communities accessing housing. We also updated our equalities data questions to improve the data we capture for all protected characteristics. In year 4 our aim is to provide training for staff on housing and LGBT+ related issues to increase awareness and

highlight practices that could have a potential negative impact in relation to accessing housing.

R RTP Objective 4 – Housing First

A key element of our plan was the introduction of a Housing First Service. This is now well established within West Dunbartonshire as it was implemented in Year 1 of our plan.

Year 3 activity:

- We have created 28 new Housing First tenancies – due to delays in recruiting additional staff, this is lower than the 35 new Housing First tenancies we projected at the beginning of the year;
- Whilst we recruited 3 additional FTE Housing First Support Workers, the delay in recruitment resulted in reduced staffing costs.
- This reduced staffing cost and the lower than targeted new Housing First tenancies has impacted on planned resources for Housing First in Year 3 in the following ways:
 - Reduced tenancy set-up costs from £140,500 to £116,000; and
 - Reduced staffing costs from £344,000 to £301,000.
- Unfortunately one Housing First tenant died during 2021/22 and the tenancy ended;
- In total 3 Housing First tenancies have now ended due to the death of the tenant since our Housing First initiative started;
- We have 3 tenancies being sustained where the Housing First support has been stepped down;
- At year end we therefore have a total of 42 Housing First tenancies being actively supported;

	2019/20	2020/21	2021/22	Total
Housing First tenancies created	5	15	28	48
Housing First tenancies ended (deaths)	1	1	1	3
Housing First tenancies at Step Down	0	1	2	3
Housing First tenancies with active support				42

- We continued to provide regular updates on the progress of our Housing First initiative to the Housing and Communities Committee, the Housing Solutions Partnership and the Alcohol and Drugs Partnership;
- We also now provide up to date data to the Scottish Government via the Housing First monitoring return which was introduced in 2021/22;
- We have delivered on our commitment that at least one new build home in each new Council development is allocated to a Housing First tenant.

Our Year 4 plan and costings for Housing First is outlined below:

As outlined above in this update report, we have now managed to mainstream most of the initiatives and enhanced service provision introduced as part of our Rapid Rehousing Transition Plan. This means that the £238k funding received from the Scottish Government, along with any underspend from the previous year, can now be used to fund Housing First in West Dunbartonshire.

Whilst this funding will allow us to upscale Housing First, it will not be to a level that fully meets identified demand and the service will need to operate with a targeted capacity.

We have fully updated our activity and costings model and made the following changes:

- We have continued with 8 FTE HF Support Workers and removed the planned increase that would be needed for fully meet identified demand;
- We have reduced the projected new Housing First tenancies in Year 4 from 36 to 14;
- We have retained our assumptions around the staff/client ratio at 1 worker to 7 clients;
- Following feedback from the Housing First Pathfinder and other networking opportunities we have modelled the level of HF support being maintained in future years;
- Following feedback from the Housing First Pathfinder and other networking opportunities we have reduced the HF tenancy set-up costs from £2500 to £1500;
- Due to available funding we have replaced the annual Housing First tenancy sustainment budget of £1000 per HF tenancy, with an Diversionary Activities Budget of £18,000 to cover all HF clients;
- We have updated expected staffing costs.

Funding currently available means that our Housing First Service will operate at capacity during 2022/23. In addition to the 42 HF tenancies currently being actively supported, at year end a further 10 had been assessed by the service and were waiting for an offer of housing and a further 6 were waiting for the Housing First assessment to be completed. We recognize that some capacity may come from existing Housing First tenancies ending or the support being stepped down and we will monitor this closely.

We have therefore projected no additional Housing First tenancies will be created in Year 5 and have projected no tenancy set-up costs. Current funding does allow for the provision of an £11,000 Diversionary Activity Budget in Year 5 and we will continue to monitor the use of this budget in 2022/23.

We are currently taking part in a Housing First Check Up process in conjunction with Homeless Network Scotland and will respond appropriately to a final report that will provide a view on areas of success and challenge.

We will explore funding options and delivery models to sustain Housing First in future years.

Number of Clients	Year 4 Costs	Level of Support
<ul style="list-style-type: none"> •Year 1 - 5 clients •Year 2 - 15 clients •Year 3 - 28 clients •Year 4 - 14 clients •Year 5 - funding to support 56 existing clients 	<ul style="list-style-type: none"> •£1500 furniture set up costs per client •£18,000 Diversionary Activity Budget •1 worker per 7 clients at £44k 	<ul style="list-style-type: none"> •1 worker per 7 clients •Support is maintained at same levels to Year 1 until tenancy is Stepped Down

Housing First	Year 1 actual	Year 2 actual	Year 3 actual	Year 4 plan	Year 5 plan
Number of HF Support Workers	2.5 @ £38	4 @ £38	8 @ £43	8 @ £44	8 @ £44
Staffing costs	95,000	152,000	301,000	352,000	352,000
Tenancy set-up and sustainment	12,500	57,500	116,000	39,109	11,000
Delivering Housing First	107,500	209,500	417,000	391,109	363,000

Section 3 – Resource Plan

The implementation of our Year 3 plan as outlined above has resulted in an underspend of £36,393 from our resource plan at the beginning of the year.

RRTP Year 3 spend	Year 3 plan	Year 3 spend	Year 3 underspend
Housing First West Dunbartonshire	£480,657	£417,000	£63,657
Interim Supported Tenancies	£31,200	£31,200	£0
Additional Resettlement Support Service	£38,500	£38,500	£0
Enhanced Prevention Service	£38,500	£38,500	£0
Pilot Prevention Fund	£16,633	£8,350	£8,283
Shared Living Initiative	£28,810	£28,810	£0
Review of Residential Supported	£18,000	£16,048	£1,952
Conversion Programme	£75,000	£112,500	_- £37,500
Year 2 totals	£727,630	£690,908	£36,392

We have received SG RRTP funding of £238,000 for Year 4 and in addition to mainstreaming some of the initiatives introduced as part of our RRTP, we have also managed to secure the contribution from Housing and Homelessness of £200,000 to help deliver our RRTP. Following the review of our RRTP based on Year 3 activities, our refreshed costings and funding for Year 4 are outlined below:

RRTP Year 4 costings	
Housing First West Dunbartonshire	£391,109
Pilot Prevention Fund	£8,283
Conversion Programme	£75,000
Year 4 total cost	£474,392

RRTP Year 4 funding	
Year 3 underspend	£36,392
SG funding for Year 4	£238,000
Housing and Homelessness contribution	£200,000
Year 4 total funding	£474,392

Whilst the £238,000 SG funding for Year 4 is to be we are still faced with a significant shortfall if we are to continue to upscale Housing First to meet the identified need within West Dunbartonshire.

Appendix 1 – Gendered Analysis of Homelessness in 2022/23

From our analysis last year there have been only slight changes of 1% to 2% increase or decrease in the various categories, nothing at this moment that requires highlighting at this stage.

Presentations

- 48% of presentation in 2022/22 were female (either single person or head of household)
- Of those that presented as homeless who were ages 16 to 24 59% were female (15% of overall presentations)
- Single parent households account for 21% of all presentations. This is split 19% female and 2% male
- Single persons account for 70% of all presentations. This is split 23% female and 47% male.
- 20% (242) of households who presented stated their reason for homelessness was domestic abuse. Of these households 88% were female. Just over a sixth of which were ages 16 to 24. In addition to this of all those who stated this reason, 45% were female single parents, 33% were single females and 10% were single males.

Assessments

- 48% of all homeless assessments were in 2021/22 were female (either single person or head of household)
- Of those who had a homeless assessment who were ages 16 to 24 59% were female (15% of overall assessments)
- 85% (1015) of households assessed were assessed as homeless or threatened with homelessness. Of which 44% were single males, 24% were single females and 20% were female single parents.

Outcomes

- 1017 cases closed in 2021/22, contacted was maintained with 979 households.
- 53% received a local authority tenancy. 47% was a female led household and 53% male.
- 24% received an RSL tenancy. 51% were female and 49% male
- 9% returned to previous accommodation. 65% female and 35% male

Pathways

Pathway	Female	Male
1- No/low needs/no TA required	53%	47%
2- No/low needs/TA required	38%	62%
3- No/low needs/refuge	91%	9%
4- Med/high needs/supported tenancy	33%	67%
5- Med/high needs/supported refuge	85%	15%
6- Med/high needs/supported hostel	18%	83%
7- Med/high needs/hostel supervision	0%	100%
8- High/complex needs/HF	25%	75%
Withdrew prior to assessment	0%	0%
Withdrew prior to assessment decision	45%	55%

RAPID REHOUSING TRANSITION PLAN

2021/22 Monitoring Report - activity and funding
(RRTP funding - part of the Ending
Homelessness Together Fund)



Scottish Government Ending Homelessness Together Fund Monitoring Implementation of Rapid Rehousing Transition Plans

As part of the Scottish Government's Ending Homelessness Together Fund, funding of £8m was agreed with COSLA for 2021/22.

As with previous years, we are asking all local authorities to provide a written report on progress to date and how they have spent their allocation of funding. We would ask local authorities to remember to include all funding carried over from previous financial years.

We would ask that all local authorities complete this report and include it with their amended RRTP for 2022/23 or the latest version available which should be submitted to the Scottish Government by **30 June 2022**. We realise this may be subject to final accounts being cleared by Audit.

Included is a template to provide detail on specific activities which should be replicated for each activity you have taken forward in implementing your Rapid Rehousing Transition Plan. For example we are looking for information on specific activities such as prevention; recruitment of staff; temporary accommodation; shared tenancies; or mediation. Following feedback from the RRTP Sub-Group, this year's template has been amended to capture information on the impact/outcomes of activities. This will enable the Scottish Government to develop the RRTP Report showing impact which is developed for the Homelessness Prevention and Strategy Group.

We have now included a separate section of the template specifically for Housing First. This will enable us to capture information on Housing First across Scotland, how local authorities are delivering Housing First and to understand partnership arrangements.

We have also included a template for reporting on RRTP funding which has not been spent during 2021/22 and previous financial years. We are looking for detail of how local authorities plan to spend any previously carried over funding during 2022/23.

Please submit this report, your RRTP, an updated EQIA and any accompanying documents to: RapidRehousingTransitionPlansMailbox@gov.scot

If there are any questions then please send them to the mailbox and a member of the team will contact you to discuss.

Local Engagement and Rapid Rehousing Team

Details of funding recipient

Local Authority	West Dunbartonshire Council		
Reporting Period	01/04/2021 <small>DD/MM/YYYY</small>	to	31/03/2022 <small>DD/MM/YYYY</small>
Reporting Officer	Claire Mckay		
Position	Senior Housing Development Officer		
Date Completed	18/05/2022		
Total RRTP Funding carried over from 2020/21	£293,300 (includes the £156,000 winter allocation)		
RRTP Funding received for 2021/22	£234,000		

2021/22 Activity

Activity Name:	Interim Supported Tenancies		
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	<p>The Covid-19 pandemic resulted in an increase in demand for all forms of temporary accommodation, due to an increase in homeless applications and restrictions that paused and limited letting activity across the sector. New ways of working had to be developed and following the recruitment of 2 Property Officers within the support service and redirecting 2 existing Support Workers to carry out this function in Year 2 we managed to increase the capacity of existing support workers to provide support directly to homeless households.</p> <p>We therefore did not need to recruit an additional support worker from the RRTP funding as originally planned, though we did recruit an additional senior post to help manage this increased demand, with 20% of the post funded by the Council, and 80% from the RRTP funding. As a result of the Covid-19 pandemic we still have higher numbers of households in temporary accommodation than expected, we have been able to mainstream this role from Year 4 and it is now be funded from Council resource and embedded within our wider service delivery.</p>		
Allocation Spent on activity:	£	SG RRTP funding	Local Authority funding
	31,200		Other
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	This role has been critical in managing the provision of temporary accommodation and allowing for the support workers to concentrate on providing support. The role is now fully funded from West Dunbartonshire Council resources.		
Impact of Activity: Evidence of the impact of this activity, including any financial saving and how many households have benefited from this activity.	The senior role has meant we haven't had to recruit additional support staff as they now focus on support and Senior property officers oversee the provision and turnover of temporary accommodation.		
Partnership Working: Provide detail of all partners involved in this activity and how they have supported delivery.	NA		
Future spend planned on this activity in 2022/23:	£	SG RRTP Funding	Local Authority funding
			Other
Implementation in 2022/23:			

Provide a short summary of the aims and targets for this activity during 2022/23.	This is now permanent and funded from WDC resources.
Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:	As above.

Please duplicate the above table for each activity you have undertaken in your RRTP for example: RRTP co-ordinator and other costs (prevention; flipping tenancies; mediation, etc.).

2021/22 Activity

Activity Name:	Pilot prevention fund		
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	Linked to the enhanced prevention officer role, we were able to source £21,000 in Year we carried out a survey with our partners on pilot options, the overwhelming support was a Prevention Fund		
Allocation Spent on activity:		SG RRTP funding	Local Authority funding
	£		8,350
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	There have been around 100 referrals received in 2021/22 and with the assistance of the Prevention Officer many of these households were able to then access other available funding to reduce their arrears and agree an affordable repayment. A further 22 households received a direct payment from the Prevention Fund in 2021/22 totalling £8350. This brings the total of payments from the pilot fund in the two years to 37 with a total spend of £13,550, leaving a balance of £8,283 that can be used in 2022/23.		
Impact of Activity: Evidence of the impact of this activity, including any financial saving and how many households have benefited from this activity.	Following a payment from the pilot Prevention Fund and a repayment arrangement for any outstanding arrears being made, court action against these households was halted reducing potential evictions and homelessness.		
Partnership Working: Provide detail of all partners involved in this activity and how they have supported delivery.	This Prevention Officer liaises closely with our RSL partners to stop eviction actions being taken forward and has close links with services which can help address support needs identified.		
Future spend planned on this activity in 2022/23:		SG RRTP Funding	Local Authority funding
	£		8,283
Implementation in 2022/23: Provide a short summary of the aims and targets for this activity during 2022/23.	Will continue to monitor the effectiveness of the fund in preventing homelessness.		
Plans for mainstreaming this activity: Provide detail of the timescale and plans to mainstream / when this activity will end:	Funding dependent.		

2021/22 Activity

Activity Name:	Conversions		
Activity Description: Provide a short overview of the aims and the transformative nature of this activity.	Converting temporary furnished flats to secure tenancies has proved to be a successful and highly popular option across West Dunbartonshire when this has been available. Our initial plan identified a funding requirement to support a conversion programme of temporary accommodation to Scottish Secure Tenancies, reducing the number of transitions and improving tenancy sustainment rates for homeless households.		
Allocation Spent on activity:		SG RRTP funding	Local Authority funding
	£	37,500	75,000
Other			
Overview of progress made to date: Provide a short summary of the work undertaken in the past year, progress made and challenges.	<p>Due to the need to fund other elements of our RRTP, we did not plan to use any of our ring fenced RRTP funding for our Conversion Programme. In Year 3 we increased our own resources from £50,000 to £75,000 to support 30 conversions.</p> <p>Due to delays in recruiting additional Housing First support workers, we anticipated an underspend in this budget and therefore used this to increase the number of conversions we were able to carry out from 30 to 45.</p>		
Impact of Activity: Evidence of the impact of this activity, including any financial saving and how many households have benefited from this activity.	This options means that a homeless household doesn't need to move again for their permanent offer, so when they are settled and happy a conversion can be offered. This has contributed to increasing rates of tenancy sustainment for households that have experienced homelessness.		
Partnership Working: Provide detail of all partners involved in this activity and how they have supported delivery.			
Future spend planned on this activity in 2022/23:		SG RRTP Funding	Local Authority funding
	£		75,000
Other			
Implementation in 2022/23: Provide a short summary of the aims and targets for this activity during 2022/23.	We aim to continue to provide this funding in future years to ensure this option remains part of our wider mainstream service response and currently plan for a minimum of 30 conversions during 2022/23.		
Plans for mainstreaming this activity:	Already mainstreamed.		

Provide detail of the timescale and plans to mainstream / when this activity will end:

Housing First Progress

<p>Housing First Progress: Provide a short overview of progress to date in developing and implementing Housing First in your local authority area.</p>	<p>Housing First West Dunbartonshire was established in 2019 to assist those with the most complex needs into settled housing. During the time of the RRTP the aim is to continue to expand the service to allow for more tenancies to be offered. We have managed to continue to upscale the service and as we learn and make operational changes e.g. moving from a staff, client ratio of 1:6 to 1:7 to match the pathfinders.</p>								
<p>Housing First Tenancies Provide an overview of how many Housing First tenancies have started area and the plans for scaling up Housing First in future years. Also provide the average support cost of each Housing First tenancy.</p>	<p>In Year 3 we created 28 tenancies, our original aim was 35 at the start of the year on the basis we would recruit 3 additional support workers however, the recruitment of the 3rd was delayed until Feb 22 therefore reducing the capacity by 7.</p> <p>We have created a total of 48 in the first 3 years of the service. Based on current staffing costs and staff, client ratio, the average support cost for a Housing First tenancy is £6,285.</p>								
<p>Housing First Furniture Packages Provide an overview of any furniture packages you provide to each Housing First tenancy, including an average cost of furniture packages and how they are funded.</p>	<p>Years 1-3 we have used the RRTP funding and allocated £2,500 for furniture packages provided to each new Housing First tenancy created. Following the HF framework and analysis of our spending we have now reduced this to £1,500. This cost is part of the overall cost of delivering Housing First in West Dunbartonshire and is currently funded from both the RRTP funding received from the Scottish Government and from WDC resources.</p>								
<p>Housing First Partners Provide detail of all Housing First partners who are supporting the delivery of Housing First.</p>	<p>We work closely with the landlords of all Housing First tenants, including our colleagues in Housing Operations as well as Loretto Housing Association who have provided properties for Housing First tenants.</p> <p>Operationally Housing First support workers work closely with a range of services including addiction services, mental health services, criminal justice and Working For You.</p> <p>At a strategic level we also provide regular updates on Housing First to the Housing and Communities Committee, to the Alcohol and Drug Partnership meetings and the Housing Solutions Partnership.</p>								
<p>Allocation Spent on Housing First:</p>	£	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">SG RRTP funding</th> <th style="width: 33%;">Local Authority funding</th> <th style="width: 33%;">Other</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: middle;">417,000</td> <td></td> <td></td> </tr> </tbody> </table>	SG RRTP funding	Local Authority funding	Other	417,000			
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<p>Impact of Housing First: Evidence of the impact of Housing First, including any financial saving and savings identified by other public bodies if it has been measured.</p>	Impact of the tenancies to date;																																		
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Plans for mainstreaming this activity:

Provide detail of the timescale and plans to mainstream.

We will explore funding options and delivery models to sustain Housing First in future years.

Unspent RRTP Funding

<p>Please provide the total RRTP funding provided by the Scottish Government for the implementation of the Rapid Rehousing Transition Plan in your area that has <u>not</u> been spent to date.</p>	<p>£</p>	<p>28,109</p>
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Provide detail of how this funding will be spent on implementing the Rapid Rehousing Transition Plan in 2022/23 detailing the area that it will be used in. Please make clear the individual amounts

ACTIVITY	FUNDING TO BE CARRIED FORWARD	
Housing First	£	28,109
	£	
	£	
	£	
	£	
	£	
	£	
	£	
	£	
	£	

WEST DUNBARTONSHIRE COUNCIL**Report by the Chief Officer, Housing and Employability****Housing and Communities Committee: 24 August 2022**

Subject: “Involving You”, West Dunbartonshire Council’s Tenant Participation Strategy 2021-24 - Annual Progress Report**1. Purpose**

- 1.1** This purpose of the report is to provide the Housing and Communities Committee with an annual progress report on the implementation of “Involving You”, West Dunbartonshire Council’s Tenant Participation Strategy which covers 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 relation to the implementation of the first year of the strategy’s action plan, including the key role played by tenant representatives in improving housing services.

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 to evidence a strong commitment to involving tenants in shaping and improving housing services.
- 3.2** Our current Tenant Participation Strategy called “Involving You” covering the period 2021 to 2024 was approved by the Housing and Communities Committee in February 2021. This strategy builds on the positive developments of previous strategies successfully implemented since 2001.
- 3.3** 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.
- 3.4** West Dunbartonshire Council continues to be an exemplar organisation in supporting tenant participation activities. The Council was the first local authority in Scotland to be awarded Gold Accreditation by TPAS Scotland (Tenant Participation Advisory Service - Scotland). This followed a robust scrutiny of our tenant participation provision and included TPAS Scotland examining our practices and interviewing tenants and staff. The service scored an overall grade of 6 which equates to “an excellent provision of tenant

participation with outstanding sector leading strengths in the majority of standards”.

4. Main issues






4.1 “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 to and acting on tenants’ views to improve the housing services we provide and allowing our tenants to scrutinise our performance”.

4.2 The aims of the strategy are to:

- Improve the culture and practise of involving tenants across housing services;
- Improve feedback to tenants to show where they have influenced or shaped the housing service;
- Promote and provide a wide range of options for tenants to get involved;
- Encourage involvement of under-represented groups;
- Ensure that tenants are aware of the options available to shape housing services;
- Assess our performance in line with the Scottish Social Housing Charter and involve tenants in our Annual Tenant Report;
- Ensure that resources we put in place and practices we carry out are adequate to support and develop tenant involvement; and
- Make sure that we communicate effectively with tenants and provide good quality, accessible information that tenants want.

The strategy has a comprehensive set of actions aimed at achieving these key aims over the 3 year period and progress in terms of implementation at the end of Year 1 is summarised below (Appendix 1 sets out the full detail of the action plan).

“Involving You” Tenant Participation Strategy 2021/24						Total
Progress at end of Year 1	7	35	0	0	0	42

Action Status Key				
				
Completed	Not Started; In Progress	Check Progress	Overdue	Cancelled

Improve the culture and practise of involving tenants across housing services

4.3 Improving the culture and practice of Tenant Participation across housing services is a key aim to ensure that changes are embedded across all housing service areas.

4.4 Key achievements during 2021/22 include:

- All Tenant Participation activities being sustained whilst Covid-19 restrictions were in place;
- Virtual meetings facilitated to ensure that tenant representatives had regular access to the Housing Convener, Senior Housing Managers and all relevant officers;
- Published an annual Tenant Participation performance report (attached as Appendix 2);
- The production of an electronic quarterly Tenant Participation for tenant representatives, Elected Members and staff to maximise awareness of tenant participation activities;
- Publicising outcomes of consultations as well as tenant involvement in WDC/WDTRO (West Dunbartonshire Tenants and Residents Organisation) Liaison, Joint Rent Group, Scrutiny Panel and TRA (Tenant and Resident Associations) activities to demonstrate the impact tenants can have;
- Created an online ilearn course for staff to increase understanding of Tenant Participation and the role staff play.

Improve feedback to tenants to show where they have influenced or shaped the housing service

4.5 The Consultation Toolkit continues to be used to facilitate effective feedback to tenants when reviewing policies or practices. In 2021/22 it was used in the review of the Allocation Policy, Local Housing Strategy and the Rent Setting process and consultation summaries were provided as part of the background papers provided to the Housing and Communities Committee.

4.6 Housing News is used to publicise outcomes from consultations to help encourage more tenants get involved and demonstrate that they can influence decisions and policies. Direct feedback also given to all tenants attending the virtual rent setting meeting.

4.7 A consultation calendar is created and published on the Council's website annually which aims to ensure that tenants are aware of when they can give their views. There is also a consultation outcome section on the webpage to demonstrate the impact tenants views have had.

4.8 Tenants and Residents Associations are also supported to demonstrate their achievements at a more local level as well as using the Housing News to promote their activities.

Promote and provide a wide range of options for tenants to get involved

- 4.9** We continue to promote a wide range of options to encourage tenants to get involved in a way that suits them. We use the Housing News to advertise tenant group meetings and activities, as well as specific articles on the Joint Rent Group and Scrutiny Panel activities. The WDTRO also have a regular column which they use to promote their activities.
- 4.10** Tenant involvement in scrutinising Housing Services is also supported and the Scrutiny Panel's reports are publicised in the Housing News, on our Tenant Participation webpages and shared with the WDTRO.
- 4.11** We have developed a digital hub via Mighty Networks as a more interactive and accessible option to increase tenant participation. It is being piloted initially by the Scrutiny Panel and has been well received.
- 4.12** We have promoted the personal as well as community benefits of getting involved/volunteering and created a leaflet to promote these aspects and used an article in the Housing News to focus on them.
- 4.13** We have helped embed the "Estate Walkabout" process for tenants to inspect their local area and ensure that agreed actions from these activities are recorded and updates provided, so that they are effective and encourage other tenants to participate.

Encourage involvement of under-represented groups

- 4.14** Meetings with members of West Dunbartonshire Youth Development team have taken place, as well as with the Youth Alliance and YSORTIT, to explore opportunities to develop a Youth Housing Forum. There was not support for a specific youth housing forum but agreed a more effective option is for closer working with Tenant Participation.
- 4.15** Regular contact has been established with tenants at the Gypsy Travellers site at Dennystoun Forge to increase trust and offer dialogue opportunities in a way they are comfortable with.

Ensure that tenants are aware of the options available to shape housing services

- 4.16** To ensure tenants are aware of the options available to shape housing services and budgets, we continue to promote these widely through Housing News, our Tenant Participation Updates and online.
- 4.17** Our annual rent setting consultation process continues to develop transparency around the Housing Revenue Account (HRA) which tenants and the Scottish Housing Regulator are looking for. Our Joint Rent Group continues to meet

monthly, with tenant volunteers and key housing and finance staff working jointly on improving the Council's compliance with HRA Guidance, as well as making budget processes more transparent.

Improve involvement in monitoring performance through our Scrutiny Panel and encourage tenant scrutiny activities

- 4.18** In line with the Scottish Social Housing Charter we continue to develop tenant involvement in monitoring our performance and becoming involved in scrutiny activities. During 2021/22, our Scrutiny Panel completed their sixth scrutiny exercise looking at the Council's complaints process. A report was presented to the Housing Improvement Board in October 2021 and all the Panel's recommendations were accepted and will be implemented throughout 2021/22.
- 4.19** We were able to recruit a new Panel member and training with them and refresher training with existing members who wanted it, was carried out in May 2022.

Ensure that resources we put in place and practices we carry out are adequate to support and develop tenant involvement

- 4.20** We continue to review the resources required to improve tenant participation and tenant scrutiny. The Tenant Participation budget is monitored monthly and reviewed annually. During 2021/22 we have continued to support 12 Tenant and Resident Associations, the WDTR0, Sheltered Housing Forum, Joint Rent Group, pre-HACC (Housing and Communities Committee) Forum and Scrutiny Panel to help them function effectively.
- 4.21** Training opportunities have been more limited in the last year but we still encouraged tenants to take advantage of those on offer which included:
- funded three tenants to attend the TPAS Scotland conference in Clydebank;
 - funded a Scrutiny Panel member to attend a TPAS Scotland Scrutiny online session on report writing; and
 - Provided in-house treasurer, secretary and chairperson training for all new office bearers.

Make sure that we communicate effectively with tenants and provide good quality, accessible information that tenants want

- 4.22** We continue to ensure that we communicate effectively and provide good quality accessible information that tenants want, primarily through our quarterly newsletter Housing News which is delivered to all tenants. As part of the Accreditation process, TPAS Scotland commended us on the quality of our communication with tenants and in particular our Tenant Participation Strategy.
- 4.23** We continually update the content of our Tenant Participation webpages to keep them up to date and ensure they are a useful resource for tenant groups

and to share meeting information. In order to be published on the Council's website, all documents must comply with accessibility standards.

4.24 Our Facebook page has increased in terms of the number of followers it has, particularly during and since lock-down, and we use this to share local community news, activities and promote consultations and ways to get involved.

4.25 During 2022/23 the following key actions from the Strategy will be delivered:

- Develop tenant involvement in the decision making process of setting rents, Capital Programmes and review of Business Plan;
- Promote Tenant Participation webpages as resources available 24/7;
- Publish an annual "Involving You" Tenant Report;
- Promote training opportunities as an incentive to encourage more tenants to get involved;
- Continue membership of the West Dunbartonshire Equality Forum and develop opportunities to promote tenant participation to wider groups;
- Feedback to tenants so that we can demonstrate where our tenants and other service users have influenced or shaped the housing service

5. People Implications

5.1 There are no people implications from this progress report. There are 2 dedicated staff members funded from the Housing Revenue Account, 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 with 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 2022/23 will be delivered from within current budgetary provision which is reviewed on an annual basis.

6.2 There are no procurement implications.

7. Risk Analysis

7.1 The Council has a statutory responsibility to develop 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 if its key aims are not met 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 the 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 was carried out as part of the strategy's development and found no substantive negative impacts. This does not require to be updated in respect of this progress report.

9. Consultation

- 9.1** Regular Tenant Participation updates including the implementation of the strategy are provided at the quarterly WDC/WDTRO Liaison meetings and the minutes of these meetings are circulated to our Tenant & Resident Associations, WDTRO members, as well as being publicly available on the Council's webpage.

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. The implementation of the Tenant Participation Strategy will continue to support and contribute greatly to all five of the Council's key strategic priorities.

Peter Barry
Chief Officer, Housing and Employability
Date: 11 August 2022

Person to Contact: John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team: telephone 07793717981, email: john.kerr@west-dunbarton.gov.uk

Appendices: 1. Tenant Participation Strategy 2021-2024 action plan
2. Tenant Participation Annual Performance Report 2021/22

Background Papers: Tenant Participation Strategy 2021-2024 'Involving You'
Tenant Participation Equality Impact Assessment

Wards Affected: All

H&E - "Involving You" Tenant Participation Strategy 2021/24




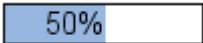
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Report Layout: Housing Scorecard with Action and PI codes





Icon	Name
	1. We will improve the culture and practice of tenant participation across housing services






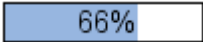
Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/001 Continue to deliver tenant participation training for all housing services staff		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #e0e0e0; position: relative;"> <div style="position: absolute; left: 0; top: 0; bottom: 0; right: 0; background-color: #0070c0; width: 50%;"></div> 50% </div>	31-Mar-2024		Explore developing elearn modules on TP.	30-Jun-2021	Yes	Linked to action H/21-24/TPS/035 Develop an online training section for tenants as well as staff to access Meeting with OD to establish process for getting learning material put together and made available via elearn. Material put together and passed to OD to create into elearn material.	Jane Mack
					Deliver TP training to housing staff during Year 1 of strategy.	31-Mar-2022	Yes	Delays in creating training material has meant formal TP training not done in year 1 but will be available for year 2. 6/7/22 ilearn course 'What is Tenant Participation?' available for staff and promoted thro intranet noticeboard and through coordinators.	
					Deliver TP training to	31-Mar-	No		





Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					housing staff during Year 2 of strategy.	2023			
					Deliver TP training to housing staff during Year 3 of strategy.	31-Mar-2024	No		
H/21-24/TPS/002 Produce quarterly TP updates for elected members, housing and related services staff to raise awareness of TP activities			31-Mar-2024		Produce quarterly TP updates in Year 1.	31-Mar-2022	Yes	3 TP updates produced and distributed - April 2021, August 2021 and March 2022.	Hanne Thijs
					Produce quarterly TP updates in Year 2.	31-Mar-2023	No	Update June 2022 produced and sent out	
					Produce quarterly TP updates in Year 3.	31-Mar-2024	No		
H/21-24/TPS/003 Record outcomes from involving tenants and publicise them through the Housing News and other TP communication channels			31-Mar-2024		Create an area on intranet that completed toolkits can be viewed by staff to assist learning and improve impact of future consultations.	29-Jun-2021	Yes	Tenant Participation section of intranet updated with toolkit and examples of rent setting and TP Strategy consultation summaries included.	Jane Mack
					Include article in Summer 2021 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	30-Jun-2021	Yes	Article included and promotion of consultations on Allocation policy and LHS included.	
					Include article in Summer 2022 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	30-Jun-2022	Yes	Summer edition full but article held over for Autumn edition.	
					Review the consultation process, guide and toolkit.	31-Mar-2023	No		
					Include article in Spring 2023 edition of Housing News highlighting impact that tenant consultation has had	30-Jun-2023	No		

Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					on service delivery.				
					Ensure the Consultation Toolkit is being used for all consultations .	31-Mar-2024	No		
H/21-24/TPS/004 Publish an Involving You annual report each year		<div style="border: 1px solid black; padding: 2px;">33%</div>	31-Mar-2024		Design and publish an Involving You annual report Year 1.	31-May-2022	Yes	Report produced and published on website as well as circulated to TRA,s and included in papers for WDC/WDTRO Liaison meeting 23 June 2022.	Jane Mack
					Design and publish an Involving You annual report Year 2.	31-May-2023	No		
					Design and publish an Involving You annual report Year 3.	31-Mar-2024	No		


Icon	Name
	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





Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/005 When consulting with tenants we will tell them how their views will be used and how decisions will be made		<div style="border: 1px solid black; padding: 2px;">50%</div>	31-Mar-2024	Consultation toolkit for rent setting 2021/22 completed and submitted with Rent setting Council report 3/3/21.	Create and promote annual consultation calendar for 2021/22.	30-Apr-2021	Yes	Complete - Website update with calendar 16/4/21.	Jane Mack
					Create and promote annual consultation calendar for 2022/23.	30-Apr-2022	Yes	Website updated with calendar for 2022/23	
					Create and promote annual consultation calendar for 2023/24.	30-Apr-2023	No		
					Ensure that Consultation toolkit is completed for each consultation exercise which sets out how tenants are advised how their views will	31-Mar-2024	No		







Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					be used and when decisions will be made.				
H/21-24/TPS/006 Outcomes from consultations will be communicated to participants and will be publicised via the Housing News, webpages and social media			31-Dec-2023		Outcomes of consultations in 2021 will be feedback directly to respondents where possible and publicly through the HN. Webpages and social media.	31-Dec-2021	Yes	Outcome of Rent setting consultation 21/22 reported in Spring HN 2021. Summer HN used to promote Allocation policy review and LHS consultation. Winter HN used to promote rent setting consultation.	Jane Mack
					Outcomes of consultations in 2022 will be feedback directly to respondents where possible and publicly through the HN. Webpages and social media.	31-Dec-2022	No		
					Outcomes of consultations in 2023 will be feedback directly to respondents where possible and publicly through the HN. Webpages and social media.	31-Dec-2023	No		
H/21-24/TPS/007 Support TRAs to demonstrate their achievements locally			31-Mar-2024		TP Dev officer will work closely with TRAs to support their activities and highlight their achievements through TP updates and Housing News.	31-Mar-2024	Yes	Posters/flyers produced and distributed with local groups to support/highlight their achievements. Regular HN articles about group activities. Regular public meetings of groups to highlight their activities and achievements.	Hanne Thijs
H/21-24/TPS/008 Publish annual			31-May-2023		Use annual TP performance report to highlight outcomes of tenant involvement in Year	31-May-2021	Yes	Annual TP performance report compiled and issued to	Jane Mack




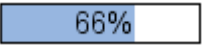
Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
tenant involvement outcomes as part of TP performance report					1.			all TRA's, and published on webpage and FB.	
					Use annual TP performance report to highlight outcomes of tenant involvement in Year 2.	31-May-2022	Yes	Annual TP performance report created and issued to all TRA's, presented at WDC/WDTRO Liaison meeting (23/6/22) and published on webpage . Article for Autumn HN created focusing on tenant impact and promoting report.	
					Use annual TP performance report to highlight outcomes of tenant involvement in Year 3.	31-May-2023	No		
H/21-24/TPS/009 Demonstrate the outcome(s) of tenant involvement in tenant scrutiny activities			31-Mar-2024		Scrutiny Panel final reports, once agreed by HIB , should be published on TP webpages and promoted through TP updates, HN , FB to promote recommendations and their positive impact.	31-Mar-2024	No	Scrutiny Panel report on Complaints Handling process agreed at HIB Oct 2021. Report published on TP webpages and article on Panel's report included in winter 2021 HN edition.	Jane Mack
H/21-24/TPS/010 Support tenants and TRA representatives to review papers going to the HAC Committee and encourage them to participate in the Pre-HACC Forum			31-Mar-2024		Advertise and promote quarterly Pre-HACC Forums, support tenants to understand committee reports and keep Pre-HACC Forum section on TP website up to date in year 1.	31-Mar-2022	Yes	Regular attendance at Pre-HACC meetings sustained despite continuing to be virtual. Paper copies of committee papers provided to assist attendance and discussion.	Jane Mack
					Advertise and promote quarterly Pre-HACC Forums, support tenants to	31-Mar-2023	No		





Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					understand committee reports and keep Pre-HACC Forum section on TP website up to date in year 2.				
					Advertise and promote quarterly Pre-HACC Forums, support tenants to understand committee reports and keep Pre-HACC Forum section on TP website up to date in year 3.	31-Mar-2024	No		

Icon	Name
	3. We will promote and provide a wide range of options for tenants to get involved with us.


Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/011 Promote the range of options and support in place to encourage tenants to get involved			31-Mar-2024		Update TP webpages to emphasis support available.	28-Feb-2022	Yes	Webpages updated 4.3.2022	Hanne Thijs
					Use HN to promote the range of options and support available in Year 1.	31-Mar-2022	Yes	Shorter HN Spring 2022 due to elections. Article in HN Summer 2022	
					Use HN to promote the range of options and support available in Year 2.	31-Mar-2023	No		
					Use HN to promote the range of options and support available in Year 3.	31-Mar-2024	No		
H/21-24/TPS/012 Produce a leaflet version of the TP Strategy 2021-2024 to make the TP Strategy more accessible and user-			31-Oct-2022		Design and publish a leaflet version of TP Strategy.	31-Oct-2022	No	Timescales for this action were amended due to no public access points being in operation over the course of the pandemic.	Jane Mack
					Make housing staff aware of leaflet.	31-Oct-2022	No		



Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
friendly					Promote leaflet through HN .	31-Oct-2022	No		
					Update TP webpages with leaflet.	31-Oct-2022	No		
H/21-24/TPS/013 Support TRAs to produce leaflets and or websites promoting the work that they do and how to get involved			31-Mar-2024		Provide relevant support in Year 1.	31-Mar-2022	Yes	Leaflets and flyers created for local groups to promote their activities and groups	Hanne Thijs
					Provide relevant support in Year 2.	31-Mar-2023	No		
					Provide relevant support in Year 3.	31-Mar-2024	No		
H/21-24/TPS/014 Continue to deliver an annual tenant conference or event			31-Mar-2024		Consult with WDTR0 and plan suitable event in Year 1	31-Mar-2022	Yes	Due to ongoing concern regarding covid pandemic a tenant conference not going to be delivered in year 1. Situation will continue to be monitored as well as communication with WDTR0, and a tenant event planned when suitable.	Jane Mack; Hanne Thijs
					Consult with WDTR0 and plan suitable event in Year 2	31-Mar-2023	No		
					Consult with WDTR0 and plan suitable event in Year 3	31-Mar-2024	No		
H/21-24/TPS/015 Explore new methods to provide information and obtain tenants' views (social media, IHMS)			30-Nov-2023		Explore and implement new methods to provide information and obtain tenant views in year 1-2021/22	30-Nov-2021	Yes	Tenant Satisfaction Survey shows letters and newsletter are most accessed forms of information. Social media (Facebook) only used by approx. 17.5% of tenants for information.	Hanne Thijs


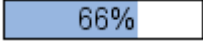
Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								IHMS text option successfully used to promote rent setting consultation.	
					Explore and implement new methods to provide information and obtain tenant views in 2022/23	30-Nov-2022	No		
					Explore and implement new methods to provide information and obtain tenant views in 2023/24	30-Nov-2023	No		
H/21-24/TPS/016 Develop a digital hub, mightynetworks as a more interactive and accessible option to increase tenant participation			31-Mar-2022		Create profile and pay for community membership.	01-Apr-2021	Yes	15/4/21 Mighty network account created.	Hanne Thijs
					Develop promotional material to encourage tenants to use.	31-Jan-2022	Yes	Platform being developed to pilot with Scrutiny Panel to ensure right info and interaction so due date been changed to allow time to finesse before promoting. Meeting on 7 April 2022 to show Scrutiny Panel Mighty networks. Complete	
					Review how tenants are using platform and if effective.	31-Mar-2022	Yes	Complete - platform is being used predominantly by the Scrutiny Panel and effectiveness will improve over time. Aim will be to extend use as appropriate.	
H/21-24/TPS/017 Develop use of hybrid meetings			31-Dec-2022		Assess hybrid meeting capacity and facilities at Church Street.	30-Aug-2021	Yes	Contact made with OD and meeting room hybrid capacity being developed but no	Jane Mack



Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
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								plans for public access to buildings yet.	
					Assess hybrid meeting capacity at other possible meeting venues (e.g. Dalmuir community centre).	31-Aug-2021	Yes	Dalmuir Community Centre and Concorde in Dumbarton are available for let but no wifi. Discussed with WDTR0 and they happy to stay with remote meetings while Covid figures are still high. Reviewed monthly at their committee meetings.	
					Promote hybrid meeting as an option to encourage new involvement via HN, TP updates and TP webpages.	31-Dec-2022	No	Unable to complete until there are meeting rooms available. Being monitored on monthly basis. Demand for a hybrid option for meetings will continue to be discussed with tenants and tenant groups and kept under review and appropriate arrangements made when rooms are made available.	
H/21-24/TPS/018 Promote the personal as well as community benefits of getting involved / volunteering			31-Oct-2021		Promote personal as well as community benefits of getting involved / volunteering in new leaflet.	30-Sep-2021	Yes	Leaflet created 30.9.2021 Leaflet will be used at in-person events	Hanne Thijs
					Promote personal as well as community benefits of getting involved / volunteering in HN .	22-Oct-2021	Yes	Article written for Winter HN, submitted.	
H/21-24/TPS/019 Embed			31-Mar-2024		Re establish walkabouts when COVID restrictions allow.	30-Nov-2021	Yes	27 Oct Commitment from Housing to do walkabouts	Hanne Thijs




Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
walkabout process for tenants to inspect their local area and produce action plans for improvements along with Housing staff								29 Oct - groups provided with feedback from initial staff only walkabouts Walkabouts promoted in Winter Newsletter commitment from Housing ops to imbed walkabout process for tenants.	
					Assess use of recording sheets so all parties aware of agreed actions.	31-Mar-2022	Yes	Recording sheets provided to groups for use.	
					Ensure updates on walkabouts are given to help demonstrate the positive outcomes.	31-Mar-2024	Yes	Manager of Housing Operations continuing to remind staff to provide updates. Liaison meetings being used to remind staff of this commitment.	

Icon	Name
	4. We will encourage involvement of under- represented groups such as young people, homeless people, people with disabilities and minority ethnic groups.


Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/020 Explore opportunities to develop a youth housing forum to involve tenants aged 16-25			31-Aug-2021		Speak to local authority and third sector organisations who work with young people.	30-Aug-2021	Yes	6/9/21 meeting held with members of WD Youth Development team to identify opportunities to involve young people. Future meetings planned with Youth Alliance .	Hanne Thijs
					Explore what other local authorities are doing.	31-Aug-2021	Yes	Online research completed Sept 21/9/2021 Email to TIS for info on LAs who are involving	


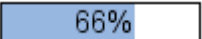
Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								young people well. TIS are conducting research into this currently. Attended presentation from South Lanarkshire Council on their work with young people.	
H/21-24/TPS/021 Explore opportunities to link up with local youth groups like YSORTIT, Youth Council to raise awareness of participation opportunities			31-Dec-2022		Consider what programmes already exist where TP could be added.	06-Sep-2021	Yes	6/9/21 discussion with members of WD Youth Dev team to explore opportunities for TP involvement in youth groups.	Hanne Thijs
					Open discussion with staff and young people at local youth groups.	31-Dec-2021	Yes	06/9/21 discussion with members of WD Youth Dev team to explore opportunities for TP involvement in youth groups. 11/8/21 email to Ysortit and to Champions board coordinators and follow up meeting. They will consider options. Sep 2021 - feedback from partners suggesting that no real demand for any new specific structures to be developed to encourage involvement of young. Other mechanisms of communication will continue to be reviewed, for example developing social	




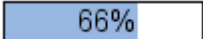
Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								media and other electronics means of communication.	
					Create information and develop different ways to deliver this to youth groups.	31-Dec-2022	No	5/22 Information poster created and shared with youth groups via social media, email and WDCVS. Will continue to explore use of other communication tools which may encourage involvement.	
H/21-24/TPS/022 Explore opportunities to develop a forum for people in temporary/supported accommodation		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;"><div style="width: 33%; background-color: #4f81bd; height: 100%;"></div></div> 33%	31-Mar-2024		Consider what other local authorities do.	30-Nov-2022	Yes	There does not appear a considerable amount of positive activity in this area across Scotland.	Hanne Thijs
					Open discussion with staff at supported accommodation/and homeless team.	31-May-2023	No		
					Implement strategy as appropriate.	31-Mar-2024	No		
H/21-24/TPS/023 Consult and offer dialogue opportunities with tenants at Dennystoun Forge in a way they are comfortable with		<div style="border: 1px solid black; width: 80px; height: 20px; background-color: #4f81bd; display: flex; align-items: center; justify-content: center;"><div style="width: 100%; background-color: #4f81bd; height: 100%;"></div></div> 100%	31-May-2022		Use the Scottish Government site funding as start of dialogue and to introduce TP staff.	31-May-2021	Yes	Consultation visit carried out on 26/5/21 and views on how to spend the improvement fund collated. Ideas passed to Repairs to cost up. Update letter sent to tenants 7/9/21 as awaiting costs.	Hanne Thijs
					Assess how Dennystoun Forge tenants want information to be shared with them.	31-May-2022	Yes	Following discussions, tenants prefer in person visits, phone calls or letters.	
					Assess how Dennystoun Forge tenants want to be	31-May-2022	Yes	To be reconsidered once site is up to	


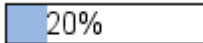
Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					involved.			standard. Tenants currently wish for site to be brought to standard.	
H/21-24/TPS/024 Continue membership of West Dunbartonshire Equality Forum and develop opportunities to promote tenant participation to wider groups		<div style="border: 1px solid black; background-color: #e0e0e0; padding: 2px; display: inline-block;">33%</div>	31-Mar-2024		TP Staff to regularly attend Equality Forum and engage as appropriate in year 1.	31-Mar-2022	Yes	Regular attendance at Forum quarterly meetings .	Jane Mack
					TP Staff to regularly attend Equality Forum and engage as appropriate in year 2.	31-Mar-2023	No		
					TP Staff to regularly attend Equality Forum and engage as appropriate in year 3.	31-Mar-2024	No		
H/21-24/TPS/025 Develop links with support charities to promote TP as an option for people to do online (even post COVID pandemic)		<div style="border: 1px solid black; background-color: #e0e0e0; padding: 2px; display: inline-block;">33%</div>	31-Mar-2024		Identify support charities operating in WD.	30-Nov-2023	Yes	Met with Champions Board (care leavers) staff to discuss joint projects Meeting with learning disability charity July 2022 to discuss opportunities. Meeting with Alternatives (drug and alcohol) to discuss co-use of TRA community space July 2022	Jane Mack
					Approach and promote to these support charities the options that TP can provide.	31-Mar-2024	No		
					Use Equality Forum to promote TP as an option for people to do online.	31-Mar-2024	No		
H/21-24/TPS/026 Provide additional support for people with		<div style="border: 1px solid black; background-color: #e0e0e0; padding: 2px; display: inline-block;">66%</div>	31-Oct-2023		Research agencies in WDC who could provide support or advice to tenants and/or staff.	31-Mar-2023	No	Meeting with Neighbourhood Network (learning disability) regarding possible joint work July 2022	Jane Mack

Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
learning difficulties and make that clear on any information about training and on webpages					Make clear on webpages and printed materials that additional support is available.	31-Oct-2023	Yes	Article in Summer 2022 HN to make clear support available. Leaflet produced to highlight support available. Facebook page being used to publicise leaflet and support options available.	
					Make clear on webpages and printed materials that additional training is available.	31-Oct-2023	Yes	TP staff at WDTR0 committee meetings highlight training available. TP staff at TRA meetings highlight training available. Facebook page being used to publicise training available. Training provided following request from Scrutiny Panel (May 2022)	


Icon	Name
	5. Ensure tenants are aware of the options available to them to shape housing service plans and budgets



Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/027 Produce and promote an annual consultation calendar			30-Apr-2023		Create and promote annual consultation calendar for 2021/22.	30-Apr-2021	Yes	Complete - Website updated with 2021/22 consultation calendar 16/4/21.	Jane Mack
					Create and promote annual consultation calendar for 2022/23.	30-Apr-2022	Yes	Website updated with consultation calendar for 2022/23	
					Create and promote annual	30-Apr-	No		


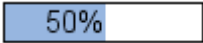


Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					consultation calendar for 2023/24.	2023			
H/21-24/TPS/028 Carry out an annual consultation on rents increases and provide clear information for tenants to be able to make informed choices			31-Jan-2024		Review the rent setting information with JRG and use any feedback from previous year's consultation to ensure rent information is as clear as possible.	30-Sep-2021	Yes	Suggested changes from tenants about wording passed onto Janice Rainey.	Jane Mack
					Carry out an annual consultation on rent increases 2022/23	30-Jan-2022	Yes	Public consultation carried out and preferred option from survey put forward as rent setting for 2022/23. Council decision taking place on 9/2/22.	
					Review the rent setting information with JRG and use any feedback from previous year's consultation to ensure rent information is as clear as possible.	30-Sep-2022	No		
					Carry out an annual consultation on rent increases 2023/24	30-Jan-2023	No		
					Review the rent setting information with JRG and use any feedback from previous year's consultation to ensure rent information is as clear as possible.	30-Sep-2023	No		
					Carry out an annual consultation on rent increases 2024/25	30-Jan-2024	No		
H/21-24/TPS/029 Develop tenant involvement in Housing Revenue			30-Apr-2023		Facilitate JRG to use SHN toolkit to review WDC HRA compliance.	29-Apr-2021	Yes	Complete - assessment of compliance carried out and report on completed exercise provided to HIB	Jane Mack

Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Account scrutiny and work towards full compliance with the Scottish Government's 2014 HRA Guidance								26/4/21	
					Create action plan for JRG to focus on areas not fully compliant.	30-Apr-2021	Yes	Complete - Action plan approved by HIB on 26/4/21 and assigned officers to implement agreed actions. Regular feedback to be provided to JRG and HIB.	
					Complete action plan to satisfaction of JRG that are fully compliant.	30-Apr-2023	No		
H/21-24/TPS/030 Develop tenant involvement in the decision - making process of setting rents, Capital Programmes and agreeing Business Plans			30-Sep-2023		Involve tenants in pre-rent setting discussions about Capital programme setting and agreeing business plan	01-Sep-2021	Yes	Decision making matrix been shared with JRG to help identify where increased tenant involvement in decision -making could be introduced. Meeting with tenant volunteers from JRG took place on 13/8/21 to start tenant involvement in rent setting. Focus of meeting was to identify tenant priorities and further meeting to explore energy efficiency options to take place in Sept.	Jane Mack
					Complete HRA compliance action plan to ensure full compliance	30-Sep-2022	No	HRA compliance plan self assessment exercise undertaken and officers and tenant representatives working towards full compliance within revised timeframe.	


Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Develop use of revenue and capital matrix by JRG	31-Aug-2022	No	Revenue and Capital Budget matrix been created for JRG. Revenue matrix being used with void budget as an example to demonstrate the use of the matrix - been rescheduled to 18 August JRG meeting.	
					Involve tenants in pre-rent setting discussions about Capital programme setting and agreeing business plan	30-Sep-2022	No		
					Involve tenants in pre-rent setting discussions about Capital programme setting and agreeing business plan	30-Sep-2023	No		


Icon	Name
	6. Assess our performance in line with the Scottish Social Housing Charter and involve tenants in our annual Tenant Report.

Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/031 Agree with tenants what Charter indicators they want included in the Tenant Report		<input type="text" value="0%"/>	31-Mar-2024		Following review of Charter Indicators by the Scottish Social Housing Regulator, establish a short-term working group to review performance indicators to be included in annual tenant report	01-Jun-2023	No	Action not yet commenced.	Jane Mack
H/21-24/TPS/032 Review the best style to use to ensure the report is		<input type="text" value="0%"/>	31-Mar-2024		Advertise for volunteers for short working group	28-Feb-2023	No	Action not yet commenced.	Jane Mack
					Following review of Charter Indicators by the Scottish Social Housing Regulator, establish a short-term	31-Mar-2023	No	Action not yet commenced.	

Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
accessible and easy to understand					working group to review performance indicators to be included in annual tenant report				
					Implement proposals from tenant working group in terms of style and format to inform Charter Performance Report due to be published October 2023.	01-Jun-2023	No	Action not yet commenced.	
H/21-24/TPS/033 Support scrutiny activity by offering formal training for staff and tenants taking part			31-Mar-2024		Create briefing note from staff on role of Scrutiny Panel and WDC commitment to it	31-Mar-2022	Yes	Briefing note created and presented to HIB 30 5 22 and to be circulated to staff by managers.	Jane Mack
					Stepping up to Scrutiny training to be completed with any new Panel members	31-Mar-2024	No	Stepping up to Scrutiny training updated March 2022 and ready for new Panel members. Training for new Panel member and refresher for existing members carried out on 9 May 2022	
H/21-24/TPS/034 Recruit new members onto the WD Scrutiny Panel			31-Mar-2024		Advertise and recruit new Scrutiny Panel members Y1	31-Mar-2022	Yes	Spring 21 HN featured Panel members in 'On the Spot' article to raise awareness. Autumn 21 HN included article on Panel's latest scrutiny report on complaints handling process. New member recruited, attended first Panel meeting on 4/3/21 and training to commence.	Jane Mack
					Advertise and recruit new Scrutiny Panel members Y2	31-Mar-2023	No		

Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Advertise and recruit new Scrutiny Panel members Y3	31-Mar-2024	No		




Icon	Name
	7. Ensure that the resources we put in place and practices we carry out are adequate to support and develop tenant participation activity






Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/035 Develop an online training section for tenants as well as staff to access		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	30-Jun-2022		Assess with Organisational Development/ICT potential for creating online learning that staff and tenants can access.	30-Sep-2021	Yes	Meeting held with OD (27/7/21)and is potential for developing elearn modules for staff. Tenants can't get access but option to share with tenants through links on TP webpages to be explored.	Jane Mack
					Develop content for training	30-Apr-2022	Yes	Content developed and been created into a draft ilearn course ilearn course been produced that staff can access - the platform used can't be accessed from public WDC website so alternative options being explored.	
					Advertise training available through HN, FB and TP Updates	30-Jun-2022	Yes	Ilearn module agreed at HIB 27/6/22 and ready for staff to use. Promoted on intranet noticeboard and through co-ordinators. Doesn't allow external access so a tenant option still to be developed.	






Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/036 Promote training opportunities as an incentive to encourage more tenants to get involved		<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">25%</div>	31-Aug-2023		Promote training opportunities Y1	31-Aug-2021	Yes	Article on personal benefits of participating including training opportunities included in winter HN.	Jane Mack
					Promote training opportunities Y2	31-Aug-2022	No		
					Assess take up of training and develop new opportunities	31-May-2023	No		
					Promote training opportunities Y3	31-Aug-2023	No		




Icon	Name
	8. We will ensure we communicate effectively with tenants and provide good quality, accessible information that tenants want




Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
H/21-24/TPS/037 Review and improve the content on the TP web pages and use of social media		<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">25%</div>	31-Jan-2023		Analyse FB interaction	31-Aug-2022	Yes	Ongoing Review	Hanne Thijs
					Analysis website traffic and identify areas most used and those not.	31-Aug-2022	No		
					Ask tenants give feedback on website and FB page	31-Oct-2022	No		
					Make recommended changes.	31-Jan-2023	No		
H/21-24/TPS/038 Promote TP webpages as resources available 24/7		<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">0%</div>	30-Jun-2023		Once improvements have been made, promote webpages	30-Jun-2023	No	Action not yet commenced	Jane Mack
H/21-24/TPS/039 Continue to produce regular		<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">33%</div>	31-Mar-2024		Produce and deliver 4 editions of Housing News during 2021/22	31-Mar-2022	Yes	4 editions produced .	Jane Mack
					Produce and deliver 4	31-Mar-	No		






Code & Title	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
editions of the Housing News to all tenants keeping them up to date with housing investment, service developments and outcomes from consultations					editions of Housing News during 2022/23	2023			
					Produce and deliver 4 editions of Housing News during 2023/24	31-Mar-2024	No		
H/21-24/TPS/040 Assess interest in a Reader's Panel as a way of making sure communication is clear, accessible information that tenants want		<input type="text" value="0%"/>	31-Dec-2022		Research other LA/RSL Reader's Panels	31-Oct-2022	No	Ongoing	Hanne Thijs
					Contact interested tenant register and FB for potential members	30-Nov-2022	No		
					If interest, set up group	31-Dec-2022	No		
H/21-24/TPS/041 Assess interest in creating an editorial group with tenants to develop Housing News		<input type="text" value="0%"/>	31-Mar-2024		Once Readers panel established, assess interest in focus on HN.	01-Apr-2023	No	Action not yet commenced	Jane Mack
H/21-24/TPS/042 Review and update Tenant Communication Strategy		<input type="text" value="0%"/>	31-Mar-2024		Set up working group of housing staff to review current strategy	01-Apr-2023	No	Action not yet commenced	Jane Mack
					Assess link in with wider Council communication strategy and Digital strategy	01-Oct-2023	No		
					Develop a new updated communication strategy	31-Mar-2024	No		

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Risk Status	
	Alert
	High Risk
	Warning
	OK
	Unknown

Tenant Participation performance report 2021/22



12 Tenant & Resident Associations (2 new groups set up)

2 dedicated TP officers

3 consultations completed

230 followers on Facebook – up from 185 last year

1 Tenant Federation (WDTRO)

1 scrutiny exercise completed digitally and new member joined Scrutiny Panel

£18,784 spent on tenant proposals through Tenant Priority Budget

Scrutiny Panel finalists in CIH Awards for 'Most Inspiring Scrutiny Panel'



GOLD ACCREDITED
FOR EXCELLENCE IN
TENANT PARTICIPATION

Introduction

Our Tenant Participation Strategy 'Involving You' sets out how we support and promote tenant involvement in West Dunbartonshire. This report is to outline progress made in the last year and highlight the input tenants have had in decisions and service improvements.

The ongoing disruption caused by the COVID 19 pandemic continued to affect tenant participation as well as many other housing services. In these disrupted times it has become even more obvious how important good communication is and TP staff continued to be available by mobile phone and via email so that contact with tenant groups was maintained successfully. The resilience and enthusiasm of our tenant groups was remarkable and most have continued their activities throughout this disrupted period.

Regular meetings continue on Zoom and we have all got more used to using it and these virtual meetings can be as effective as they are face to face. The WDTR0 have continued to meet monthly and the bi-monthly WDC/WDTR0 Liaison meetings have continued on Zoom to ensure that tenants still had opportunities to raise issues with housing managers and the Housing Convener at such a critical time.

Key highlights

1. Continued good response from tenants in rent setting consultation



Despite the continuing impacts of the pandemic and the consultation taking place remotely, we still had a significant number of tenants having their say on rent setting. A total of 1089 tenants voted for their preferred rent option as part of the consultation - down from 1344 last year but still an 11% response rate. Again it all had to be done virtually but a range of voting options were offered to make it as easy as possible for all tenants. A public meeting and presentation was still carried out but done as a virtual meeting on Zoom.

Keeping the rent increase as low as possible had been the clear message from tenants so the options offered all related to a 2% rent increase but gave different ways of spending the money. All tenants were encouraged to vote for their preferred option with a direct mailing to them and a range of voting methods offered– free-post voting card, online survey, texting and email options.

The vote was close but Option 2 (retain a Tenant Priority Budget of £400,000 and use other £400,000 to accelerate External Wall Insulation programme) received the most votes, 35.7% and this option was then approved by the Council in February 2022.

Over previous years we have encouraged tenants to get involved and influence this vital decision so although the response rate was less than last year, considering all that is going on in the world it is still a clear sign that tenants do want to have their say and how important rent issues are for so many people.

Option 1	31.6%	344
Option 2	35.7%	389
Option 3	32.7%	356
Total		1089

2. Tenant Priority Budget

This is an annual £800,000 budget, set aside for tenant priorities. There are set criteria on how this Budget can be used and it is tenants who decide what proposals are value for money and should go ahead which is done through public meetings.

Due to ongoing backlogs in Repairs, there were a number of delays in getting proposals costed up and then carried out. We also received a reduced number of proposals but 12 proposals were completed with only £18,784 of this budget spent in the last financial year. This included fencing at Craigielea Road, solar lights for Drumry community garden and repainting parking lines at Littleholm.

There is £36,692 worth of work still to be completed and being pursued with the Repairs teams. These include repainting parking lines and lock-up doors at Westbridgend, redesign drying area at Kilbowie Court and painting columns and rails in Hood Street.

We will continue to promote the Tenant Priority Budget, as it's a great opportunity for tenants to see improvements being done in their area. We also want to use it to encourage local walkabouts and focus on tenant priorities identified there.

3. Communication

We have continued to produce **TP updates** for tenant representatives, elected members and staff to maximise awareness of tenant participation activities and encourage them to increase tenant involvement- [Tenant Participation Updates | West Dunbartonshire Council](#)



The Housing News is produced quarterly and delivered to all tenants, as well as future tenants living in temporary accommodation. Housing staff also receive an electronic version. We try to make the Housing News as interesting as possible for tenants and promote different ways to get involved. TRAs also continue to use the Housing News to promote their activities and we include as much community news as possible. The chairperson of the WDTR0 also has a regular column and uses it to highlight tenant issues and encourage tenant involvement.

We have a regular reader's quiz to encourage people to read the Housing News and use the contact with the winners as an opportunity to get their opinion on the Housing News and see if they want to get more involved.

4. Online and Facebook

We continually review the content of our TP webpages [Tenant participation | West Dunbartonshire Council](#) and update it with meeting notes from the Joint Rent Group, WDC/WDTR0 Liaison meetings and Pre HACC Forum so that tenants can get access to this information at a time that suits them.



@WestDunbartonshireCouncilTenantParticipation - we now have 230 followers on Facebook and post at least 3/4 times a week with information we hope is relevant to tenants. Our FB page continues to attract new readers (up from 185 last year) and is a valuable mechanism for sharing information and encouraging engagement. TRA's also make good use of Facebook and Tullichewan TRA have 414 followers which is impressive. New TRA's are also using Facebook to help promote their set up and meetings.

5. Tenant involvement in shaping and improving Housing Services

Our **Joint Rent Group (JRG)** has continued to meet every month. The group includes tenant volunteers, housing and finance staff, as well the Housing Convener. They have been improving transparency about the HRA budget setting and assessing where tenants could be more involved in these key financial decisions. Regular updates on the Capital Programme are shared with the group, following their concerns about the effectiveness of the programme and its ability to keep tenant's homes up to standard. The group are also looking at the void budget which continues to grow but tenant satisfaction with the standard of properties has dropped which raised concerns over value for money.

The **Pre-HACC Forum** is another opportunity that tenants have to influence decisions made by the Housing and Community Committee. The Forum takes place two days before the Housing and Communities Committee meets and tenants can meet the Housing Convener and staff who have written the papers that are going to committee - the Housing Convener then feeds tenants' views into the committee discussions. These meetings too continued on Zoom and had regular tenant attendance throughout the year. Paper copies of the committee reports, which can be lengthy and more difficult to read on small devices, were delivered to attendees to assist discussions.

WDC/WDTRO Liaison meetings take place every 2 months and continues to be a good example of effective partnership working, as the WDTRO and staff can add to the agenda and the WDTRO chairperson and Housing Convener take turns chairing the meetings. Minutes are then shared with all TRAs and posted on TP council webpages.

Holding the Council to account is an important function of tenant participation and it ensures that we can improve services for all tenants. The WDTRO have raised a number of concerns over the last year which has resulted in improvements that all tenants can benefit from, these included:

- Concerns about getting through to Repairs on the phone continued to be raised and call handling performance information has been monitored at these meetings. This has helped the contact centre focus on improving the service and waiting times have been reduced. The WDTRO have asked for the call handling performance information to carry on being shared at these meetings to ensure this performance improvement continues.
- Ongoing delays in repairs being carried out in multi-storey flats to fire doors and landings has resulted in the repairs service creating a dedicated team of staff to specialise in the flats, to build up expertise as they all have different specifications and some unique features. There have been delays in getting the specialist training needed for the staff but it is hoped this service will launch soon and progress will continue to be reported to the Liaison meetings.
- The Council's performance against the Charter outcomes is regularly monitored, as well as updates on the Charter action plan aimed at improving performance.
- The WDTRO have also raised specific questions about progress in addressing the repairs backlog and general repair performance and this will remain a standing agenda item until all are satisfied that progress is being made.
- Following the Housing Officers temporary change to operating in functional teams, the WDTRO raised concerns about difficulties in being able to contact the right officer and this resulted in improvements to information on the Council's webpages and information being included in the Housing News to help explain the situation.
- The WDTRO flagged concerns about the practice of outgoing tenants being told to put the keys through the door and for the door to then be forced open. When restrictions were lifted this was an unnecessary expense and the practice stopped and continues to be monitored by managers.

7. Scrutiny Panel progress.



The Scrutiny Panel have continued to work throughout the last year via Zoom and Rita Howard, their chairperson presented their report and recommendations on the Complaints process to the Housing Improvement Board on 25/10/21. All their recommendations were accepted and are being implemented.

The Scrutiny Panel were successful in being shortlisted for a prestigious CIH excellence award and narrowly missed out but it was a great national acknowledgement of the work that they do to ensure that tenant scrutiny is a valued part of WDC's performance management.

While the Council finalises its Charter performance information reporting for 2021/22, the Panel are doing 2 short scrutiny exercises looking at new tenant visits and reviewing how easy the Council's website is to use.

The Panel also have a new member and training for them and refresher training for existing members took place recently in Clydebank Town Hall. The Panel have been embracing hybrid meetings as some prefer to meet in person while keeping the flexibility of an online option and TP staff have supported them in doing that.

8. Tenant Participation Budget - £ 56,211.34 spent in 2021/22

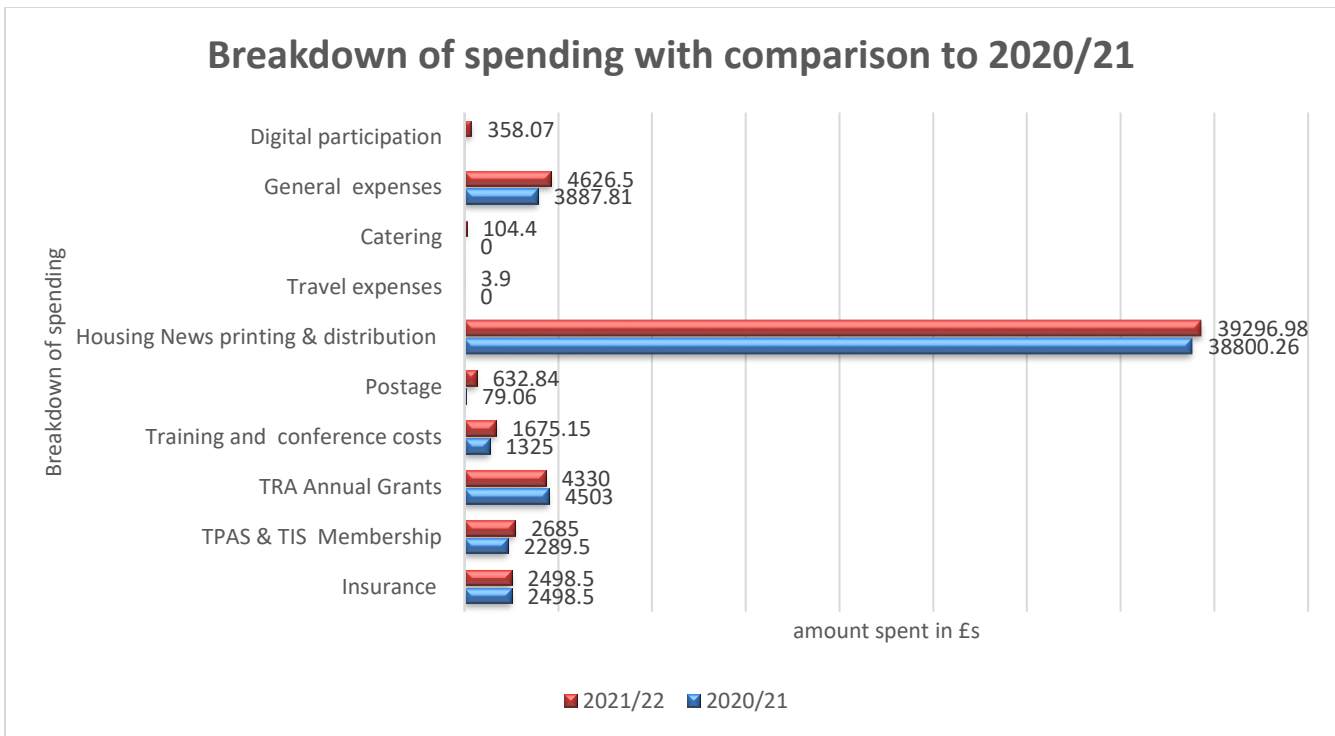
We have a TP budget of £75,395 and spent £56,211.34 of our budget, which is slightly up from last year as more activities took place but still less than 'normal' years, mainly due to reduced expenses and less running costs for tenant groups. Our Budget enables us to financially support 12 TRAs, the WDTR, Sheltered Housing Forum, Pre-HACC Forum and Scrutiny Panel to help them function effectively and as independently as possible.

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. 4 TRAs 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 top up grants to cover their administration costs to support their functioning. Public liability insurance is also paid for each active TRA.

Due to Covid restrictions, we made savings in relation to catering, paying transport costs to and from meetings, as well as reduction in many running costs for TRA's while they remained closed. This year did create some new general costs for us in relation to ensuring that groups had computer and printing equipment as well as our Zoom license. We have had a TPAS membership for a number of years and last year also took out a TIS membership – they are another national tenant participation organisation and been very proactive in providing good digital participation advice so we have renewed that too.

A breakdown of our spending and comparison with the previous year is shown below:

Breakdown of spending with comparison to 2020/21



9. Training

Training opportunities were still limited this year but the following good online events were attended:

- Coaching confidence in communication for tenants.
- Scrutiny learning session run by TIS.
- Staff member completed TPAS certificate in TP and Community Development.
- Rent setting and affordability session run by TIS.
- WDTR0 member attended Housing Engagement and Energy Efficiency Zero Ambitions run by TIS.

10. Volunteering hours - measuring the time given is also a recognition of the energy, effort and skills that comes with it.

We really value and appreciate the time that tenants give coming to meetings and started to count volunteering hours a few years ago so that we could measure the time that tenants give.

Measuring the time given is also a recognition of the energy, effort and skills that comes with it.

The Sheltered Forum has been the only group that didn't want to do meetings via Zoom but are going to be restarting with separate meetings for Clydebank and Dumbarton/Vale in June, to keep numbers smaller and safer.

All other groups continued to meet via Zoom and 190.5 volunteering hours have been given to meetings with Housing Services throughout 2021/22 which is a true testament to the commitment of our tenants that are involved.

The WDTR0 Liaison, Joint Rent Group and Pre-HACC Forum all had an increase in attendance but the overall total was reduced by less consultations taking place. Most groups have been affected by some members not wanting to do online meetings or due to other reasons.



11. The year ahead

The WDTRO sadly lost a valued member Polly Wheelans, who passed away in January. She was a hard working member of the WDTRO and Littleholm TRA and is sadly missed. Billy Neeson also had to step down from the WDTRO and the Joint Rent Group (JRG) due to ill health. Billy was a founder member of the JRG and his knowledge and understanding will be hard to replace.

With 2 new TRAs being set up in Haldane and Whitecrook, there is much optimism for increasing numbers of tenants getting involved in the year ahead. As the Council slowly re-opens we are also hoping to be able to facilitate hybrid meetings, so that those who prefer meeting face to face can do so, while keeping the flexibility of meeting virtually available, which may be particularly helpful for staff and save travel time.

Recruiting new members has also been more difficult due to the restrictions on meeting up but hopefully this year we and TRAs can be more visible and help generate new members.

Walkabout are also being promoted as ideal ways for staff and tenants to assess individual streets or areas and make improvements happen. We want to make sure these are effective and well-advertised.

Our focus will be on ensuring that any involvement with Housing Services is a positive experience for people and that all the support for effective participation is in place.

Thank you to all our tenant volunteers and to housing staff who make tenant participation work.

Please give us your feedback.

We want to continue to improve how we provide feedback to tenants, so please review this annual report format and let us know what you liked, what you didn't and what you want to see included in the future.



Jane Mack – 07983 542993 or Jane.mack@west-dunbarton.gov.uk

Hanne Thijs – 07823 664 247 or hanne.thijs@west-dunbarton.gov.uk

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

↑
Figures recorded at the end of Qtr. 1 show no change in Group 1 crimes of violence compared to the same period last year. In total 46 crimes have been recorded, which is slightly higher than the previous 5 year average (+6). Compared to last year serious assaults have reduced by 30% from 30 to 21 however this has been offset by slight increases in domestic abuse crimes and crimes relating to cruel and unnatural treatment of children which have increased from 3 to 7 (+4) and 2 to 4 (+2), respectively.

Approx 53% of Group 1 crimes occurred within private space and 64% were committed by persons known to the victim

175 stop searches have been carried out YTD, 38% had a positive result

Overall public reported ASB incidents continue to show a noticeable downward trend, largely due to a decrease in public nuisance incidents. Complaints relating to disorder have also reduced by 25.4% (-356). ASB related crimes have seen a slight increase of 5.5% (+38) and the current figure is also 30.5% above the previous 5 year average. The increase in ASB crime is largely due to a 27% increase in common assaults (n=64). Stranger assaults occurring in a public space have seen the biggest increase (+26), in almost half of these alcohol was a contributory factor. Assaults on police and emergency workers have increased (+20).

The detection rate for Group 1 crime has reduced from 76.1% to 60.9% compared to the same period last year and is below the previous 5 year average (74%). The detection rate for common assault has increased from 59.5% to 65.4% compared to last year but is also marginally lower than the previous 5 year average (67.1%).

Acquisitive Crime

↑
3.2% increase
In vehicle crime

↑
71.4% increase
In housebreakings

At the end of Qtr. 1 acquisitive crimes show a 29.7% increase compared to the same period last year (n=101), which is 9.6% above the previous 5 year average. Housebreaking crime have increased by 71.4% (n=20) due to a rise in domestic HB's from 17 to 26 (+9) and a rise in HB's at commercial properties from 6 to 16 (+10). The increase in commercial HB's is due to a spate of crimes in Alexandria at the beginning of the financial year for which two offenders have been reported. Fraud crimes have increased slightly from 63 to 70 crimes with the current figure remaining considerably above the previous 5 year average (n=35.8). Frauds involving taxi fares have seen a notable increase from 1 to 12 crimes year on year. Common thefts and shopliftings have also increased on last year from 87 to 115 (+28) and 94 to 146, respectively.



Compared to the same period last year, the total number of bogus crimes recorded within West Dunbartonshire has decreased from 17 to 8 crimes. Four of the 8 crimes recorded during Qtr. 1 related to social engineering frauds involving scam phone calls and 4 related to bogus callers/workmen.

Public Protection

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Set against figures recorded at the end of Qtr. 1 last year, Group 2 sexual crimes have seen a slight reduction with 58 crimes recorded compared to 59 (-1). Rape crimes have reduced from 14 to 11 (-3), while sexual assaults have increased slightly by 2 crimes year on year. Approximately 75% of sexual assaults occurred within a private space setting, with 40% relating to non-recent reports and 25% domestic related. Crimes relating to indecent images/communications have decreased marginally from 20 to 19 crimes with 74% being committed by strangers to the victim.

80% of indecent assaults (incl. Lewd & Lib) were committed by persons known to the victim.

The overall detection rate for Group 2 sexual crime has reduced from 54.2% to 22.4% compared to the same period last year and is currently below the previous 5 year average (50.8%). This is due to several protracted enquiries that have since been detected since Q1 reporting. The detection rate for indecent/sexual assault has reduced very slightly from 21.1% to 19%.

Vulnerable Persons

The number of incidents recorded in West Dunbartonshire where an adult concern has been raised has reduced marginally by 8.6% from 476 to 435 compared to figures recorded at the end of Qtr 1 last year. Child concerns have also shown a slight reduction of 1.3% from 1004 to 991.



At the end of Qtr. 1, 91 missing person reports had been recorded which is an increase of 72% from 53 in the same period last year. MP incidents recorded on STORM also increased by 53.4% from 133 to 204 but remain 15.9% below the previous 5 year average.

Figures recorded at the end of Qtr. 1 show a reduction of 10.3% in domestic abuse incidents from 358 to 321 (-37) which is 7.3% below the previous 5 year average. Domestic abuse crimes have also reduced by 5.7% from 211 to 199 (-12) however the current figure remains marginally higher (1.1%) than the previous 5 year average.

Serious & Organised Crime



Across Argyll & West Dunbartonshire 4 persons linked to serious and organised crime have been arrested and £15,530 seized under POCA.

At the end of Qtr. 1, drugs supply charges had decreased slightly from 25 to 23. Drug possession charges had also reduced by 33.2% from 211 to 141. Both figures remain below the previous 5 year average.



In total 18 cyber-crimes had been recorded within West Dunbartonshire at the end of Qtr. 1, which is a significant reduction from 74 in the same period last year. A vast education programme has taken place to assist in reducing this figure. Cyber-enabled frauds accounted for 78% of all cyber-crimes recorded (n=14) in Qtr. 1.

Road Safety & Road Crime



There was 1 fatal road collision recorded within West Dunbartonshire during Qtr. 1 compared to 0 last year.

Overall road casualties have seen an increase of 60% (n=6) from 10 to 16. The number of serious and slightly injured casualties have both seen marginal increases from 5 to 7 (+2) and 5 to 8 (+3), respectively.

At the end of Qtr. 1, figures show a 5.7% increase in the total number of road traffic offences recorded within West Dunbartonshire from 610 to 645, while the current figure is also 7.9% above the previous 5 year average (n=598). Offences relating to using a motor vehicle without a test certificate have seen the highest increase from 91 to 113 crimes (+22) while seat belt and careless driving offences have also increased slightly. Speeding and drink driving offences have both seen marginal reductions compared to last year.

User Satisfaction / Complaints

User Satisfaction results show that in Argyll & West Dunbartonshire public confidence levels remain high with overall satisfaction levels at 73.4%. At the end of Qtr. 1, 34 complaints about the police were recorded within West Dunbartonshire which is a slight increase from 29 last year. The number of allegations against officers has reduced marginally year on year from 46 to 45.

West Dunbartonshire
Local Policing Plan (2020 – 2023)
Quarterly Report (Qtr. 1 – 2022/23)

Heart Start Training

Youth Engagement Officers have delivered heart start training to Police Scotland Youth Volunteers (PSVY) to enable them to feel more confident in CPR and using a community defibrillator if the occasion ever arises. In return, the PSVY are now in the process of fund raising to buy a community defibrillator.

Keeping Ukrainian Families Safe

The well-known Keep Safe initiative has continued to develop in West Dunbartonshire. There are now 31 Keep Safe Places throughout West Dunbartonshire and recent developments have included having the Keep Safe materials translated into Ukrainian to enable anyone who is seeking safety with the ability to access these premises by knowing their remit and where to find them. Argyll and West Dunbartonshire Police Division have been involved in partnership discussions regarding Homes for Ukraine and ensuring full support is available to those from Ukraine now residing in West Dunbartonshire.

Pitchin In Programme

The “pitchin in” programme has been successfully delivered for Vale of Leven Academy, Dumbarton Academy and Our Lady and St Patricks High School.

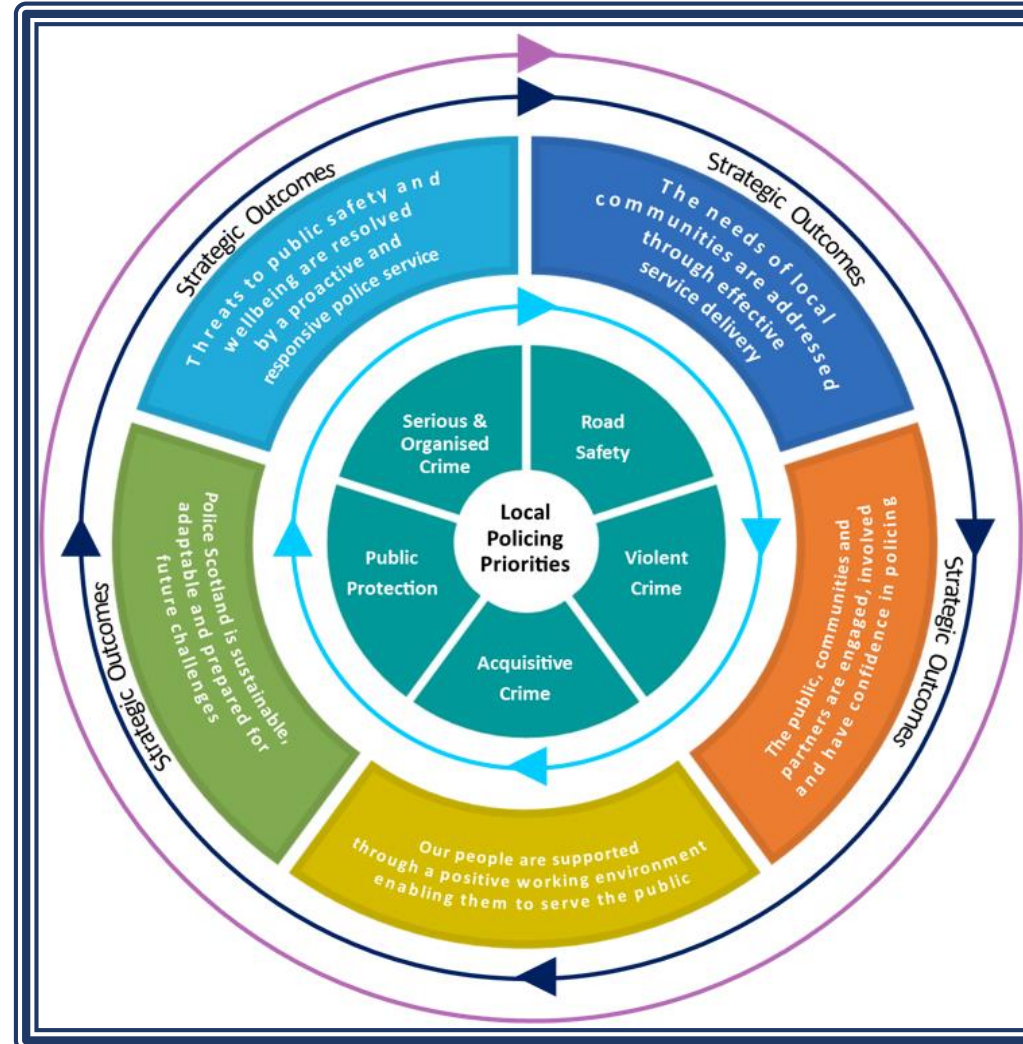
The Pitchin’ In Programme was developed by Police Scotland after recognising organisations involved in football could work together to reduce harmful behaviour and promote individual and community wellbeing, both in relation to football and more widely, through a collaborative approach to prevention, diversion and education based upon building decision-making skills and resilience.

The “Pitchin’ in” Programme can be used proactively to assist young people to develop their decision making skills to help them avoid being drawn into harmful behaviour. Each group consist of 14 pupils and is targeted at those who are disengaged from school and has shown some success. A further funding bid has been submitted to deliver additional programmes this year when the new school term commences.

Water Safety

Water safety inputs and workshops have been delivered to West Dunbartonshire Secondary Schools, Looked After and Accommodated premises and some youth groups. During these inputs we discussed the consequences of tampering with water safety equipment.

Waterside throw line training has been delivered to Police Scotland Youth Volunteers as well as some staff members within local schools.



Anti-Social Behaviour Disclosures

Dedicated Anti-Social Behaviour and Disclosure officers provide real time disclosures to Local Authority and Registered Social Landlords of offenders and request warnings where appropriate. These roles monitor repeat addresses of ASB closely liaising with the relevant partners to tackle these addresses as quick as possible after the ASB was reported. This has been received well by the relevant partners and several warnings have been issued as a response. Inputs on anti-social behaviour have been delivered to young people at some primary schools in Dalmuir as a response to increased ASB in Dalmuir.

Hate Crime Campaign

Police Scotland takes hate crime very seriously. We will take appropriate action and do everything we can to bring those responsible to justice. Everyone in Scotland has rights that protect them from hate crime. We have supported a national Hate Crime awareness campaign and locally, officers attended The Big Disability Group in Dalmuir to promote our services and provide positive engagement opportunities.

Operation Ballaton

This is a multi-agency action plan aimed at tackling the rise in ASB traditionally observed during the summer months within the Balloch locality. In conjunction with partners from BTP, WDC and Loch Lomond and the Trossachs National Park officers stepped up additional patrols within the Balloch Park and wider Balloch area to engage with members of the public and deal with ASB and instances of criminality.

Nurtured (Children & Young People)

Empowered Residents

Missing Person Co-ordinator

A new dedicated missing person coordinator is now in place with work ongoing to make introductions with the local Looked After and Accommodated Establishments to break down barriers and raise awareness of missing person procedures.

This will assist Police Scotland meet their obligations as a corporate parent.

We are looking at opportunities to learn from the ‘Respect’ Programme and options to utilise our Youth Engagement Officers to deliver against the outcomes and provide support and reduce harms for Care Experienced Young People. Work is also ongoing in relation to repeat missing persons to ensure adequate support is in place for these individuals.

Forward Look

The Offensive Weapons Act 2019 forms part of the UK Government’s response to the rise in serious violence.

The Act creates new powers and amends existing legislation with the first part of this coming into effect in June 2022 with further amendments in December 2022.

Your Police – Your Local Policing Plan

The 2020-2023 Local Policing Plan sets out the priorities that we have been focussing on in West Dunbartonshire. Work is ongoing to revise this for 2023-2026 and understanding the views and priorities of our diverse communities is fundamental to how Police Scotland responds to the needs of the public. Our public engagement activities help us improve how we deliver our policing services in local communities, ensuring they are accessible for everyone.

The “Your Police” survey will help us improve how we deliver local policing services. The survey is designed to be completed online whether you work, visit or reside in West Dunbartonshire with easy read formats available – visit consult.scotland.police.uk