

# Agenda



## Housing and Communities Committee

**Date:** Wednesday, 9 August 2017

---

**Time:** 10:00

---

**Venue:** Committee Room 3,  
Garshake Road, Dumbarton

---

**Contact:** Nuala Quinn-Ross, Committee Officer  
Tel: 01389 737210 [nuala.quinn-ross@west-dunbarton.gov.uk](mailto:nuala.quinn-ross@west-dunbarton.gov.uk)

Dear Member

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

Yours faithfully

**JOYCE WHITE**

Chief Executive

Distribution:-

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

All other Councillors for information

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

Date issued: 27 July 2017

# HOUSING AND COMMUNITIES COMMITTEE

WEDNESDAY, 9 AUGUST 2017

## AGENDA

**1 APOLOGIES**

**2 DECLARATIONS OF INTEREST**

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

**3 MINUTES OF PREVIOUS MEETING 7 – 9**

Submit, for approval as a correct record, the Minutes of Meeting of the Housing and Communities Committee held on 7 June 2016.

**4 FIRE SAFETY – HIGH RISE FLATS 11 – 15**

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

**5 MORE HOMES WEST DUNBARTONSHIRE – COUNCIL HOUSE NEW BUILD PROGRESS REPORT 17 - 25**

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

**6 SCOTTISH SOCIAL HOUSING CHARTER ANNUAL PERFORMANCE REPORT 27 - 38**

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

7/

**7 MORE HOMES WEST DUNBARTONSHIRE – STRATEGIC HOUSING PARTNERSHIP ANNUAL PROGRESS REPORT 39 - 45**

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

**8 MORE HOMES BETTER HOMES WEST DUNBARTONSHIRE – HOUSING CAPITAL PROGRAMME 2017/2018 PROGRESS REPORT 47 - 53**

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

**9 BUILDING SERVICES PERFORMANCE UPDATE 55 - 67**

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

**10 REVIEW OF WEST DUNBARTONSHIRE COUNCIL BYELAWS PROHIBITING CONSUMPTION OF ALCOHOLIC LIQUOR IN DESIGNATED PUBLIC PLACES 69 - 74**

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

**11 WORKING WELL TOGETHER - ATTENDANCE MANAGEMENT: QUARTER 1 (APRIL – JUNE 2017) 75 - 84**

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

**12 HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 30 JUNE 2017 (PERIOD 3) 85 - 97**

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

13/

**13 FINANCIAL REPORT 2017/18 AS AT PERIOD 3 (30 JUNE 2017) 99 - 108**

Submit draft report by the Strategic Lead, Resources providing an update on the financial performance to 30 June 2017 (Period 3) of those services under the auspices of this Committee.

---



## HOUSING AND COMMUNITIES COMMITTEE

At a Meeting of the Housing and Communities Committee held in the Council Chamber, Clydebank Town Hall, Dumbarton Road, Clydebank, on Wednesday 7 June 2017 at 10.04 a.m.

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

**Attending:** Richard Cairns, Strategic Director - Regeneration, Environment and Growth; Peter Barry, Strategic Lead - Housing and Employability; Jim McAloon, Strategic Lead - Regeneration; John Kerr, Housing Development and Homelessness Manager; Sally Michael, Section Head - Contracts and Property; and Nuala Quinn-Ross, Committee Officer.

**Apologies:** Apologies for absence were intimated on behalf of Councillors Gail Casey and David McBride.

### **Councillor Diane Docherty in the Chair**

#### **MINUTE OF SILENCE**

Having heard the Chair, Councillor Docherty, the Committee observed a minute's silence as a mark of respect for the victims of the recent terror attacks in Manchester and London.

#### **WELCOME**

Councillor Docherty, Chair, welcomed everyone to the first meeting of the Housing and Communities Committee since the local government elections on 4 May 2017. Councillor Docherty thanked Councillor Bride, the former Chair, and former Members of the Committee for their contribution and praised them for the good work they had done for West Dunbartonshire.

#### **DECLARATIONS OF INTEREST**

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

## **AN INTRODUCTION TO HOUSING AND COMMUNITIES**

The Strategic Lead, Housing & Employability provided an introduction to the services provided by the Housing & Employability Section including key priorities, framework, accountability and current practice for dealing with constituent/Elected Member enquiries. The Strategic Lead was also heard in answer to Members' questions.

## **HOUSING & EMPLOYABILITY DELIVERY PLAN 2017/18**

A report was submitted by the Strategic Lead, Housing & Employability providing details of the 2017/18 Delivery Plan for Housing & Employability and the year-end progress report for the 2016/17 Delivery Plan as agreed by Committee on 2 November 2016.

The Committee agreed to approve the Housing & employability Delivery Plan 2017/18 and to note the progress made on delivery of the 2016/17 actions.

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

A report was submitted by the Strategic Lead, Housing & Employability providing an update on the progress made to date with the Council's Housing New Build Programme.

After discussion, the Committee agreed:-

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

## **WORKING WELL TOGETHER – ATTENDANCE MANAGEMENT: ANNUAL PERFORMANCE 2016/17**

A report was submitted by the Strategic Lead, People and Technology advising on attendance levels across the Council for 2016/17 and providing a breakdown of the absence performance by Strategic Lead area.

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

- (1) to note the contents of the report and the attendance results for 2016/17, namely a decrease of 5111 FTE days lost (11.3%) compared to the same period last year; and

- (2) to note the supporting verbal commentary from the Strategic Director in respect of pertinent points / actions to note for the service areas within the locus of this Committee.

The meeting closed at 10.45 a.m.

DRAFT



**WEST DUNBARTONSHIRE COUNCIL****Report by the Strategic Lead, Housing and Employability****Housing and Communities Committee: 9 August 2017**

---

**Subject: Fire Safety – High Rise Flats****1. Purpose**

**1.1** This report updates the Housing and Communities Committee on the Council's response to the tragic fire in the Grenfell Tower in London, in particular our work to provide reassurance to our tenants.

**2. Recommendations**

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

- (i) Notes the content of the report and the work done to date;
- (ii) Note that officers will develop an enhanced standard for fire safety for West Dunbartonshire Council's high rise blocks, for approval at Housing and Communities Committee in May 2018.

**3. Background**

**3.1** The fire at Grenfell Tower, on the Lancaster West Estate in North Kensington, on 14 June 2017 was unprecedented in scale and impact and is one of the worst residential fires in UK history. Understandably, it has led to questions about fire safety in high rise blocks across the UK, which will be the focus of a public inquiry and a Scottish Government ministerial working group to examine building and fire safety regulatory frameworks.

**3.2** West Dunbartonshire Council currently has 22 high rise blocks (the Scottish Government defines a high rise building as those that have a floor which is more than 18 metres above ground level), 3 in Dumbarton and 19 in Clydebank. Three of the blocks in Clydebank East have been declared surplus and are scheduled for demolition, with tenants currently being rehomed. The 22 blocks constitute a total of 1,670 flats.

**4. Main Issues**Strategic Action

**4.1** The Council has instructed enhanced Fire Safety Risk Assessments to be undertaken for each of our high rise blocks, in order to provide additional assurance to tenants and other stakeholders. An external fire safety specialist commenced work on Thursday 29 June 2017 and all blocks will be inspected within a month.

- 4.2** Consistent with our wider aim to provide enhanced standards for housing in West Dunbartonshire Council, we want to develop an industry-leading standard for fire safety within our high rise blocks. Our objective is to ensure these properties are as safe and desirable as conventional dwellings.
- 4.3** Therefore in addition to assessing adherence to current standards, we will secure recommendations from the assessments to inform an enhanced standard for West Dunbartonshire, based on new-build regulations and international best practice. This standard will include property and management based elements. It is expected that this standard will exceed current legislative requirements and anticipate forthcoming enhancements that may emerge from the public inquiry or ministerial working group.

*Summary of Initial Findings*

- 4.4** The consultant has provided a short interim report to advise of initial impressions, based on a brief survey of each property type and full assessments of the first three blocks. This has determined that the fire risk to occupants of the buildings is generally satisfactory and that West Dunbartonshire had proportionally fewer fires than the average in Scotland and suffered no fatalities in 2015/16. It is further detailed that the external cladding is of an entirely different type to that used in Grenfell Tower, with the external surface being a 25mm thick concrete screed and the whole insulation system, which was applied in recent years, being directly attached to the existing concrete or block walls of the building and that the risk of vertical fire spread via the cladding system is not anticipated based on current information.

The buildings have good access for the fire and rescue service's vehicles and the initial fire risk assessments confirmed that the stay put policy is appropriate when taking into account the construction and compartmentation of the buildings, which they have emphasised should be clearly communicated in a way that all tenants will understand.

Initial findings in terms of management are that the work carried out by caretakers is clearly of a high standard, with most areas being very clean and clear of combustibles, however that the management of fire safety would be improved by providing them with additional training to understand how to prevent fires, what inspection and testing is necessary on a regular basis and how to react to with fires safely.

Whilst these initial findings are subject to caveats pending the full assessment of each block, we are encouraged that the present arrangements are broadly in line with our expectations and await the full recommendations to inform our enhanced standard for fire safety.

## Internal Operations

- 4.5** Based on an internal review carried out in the immediate aftermath of the Grenfell tragedy, we are satisfied that the external cladding materials used in West Dunbartonshire's high rise blocks differs significantly from that highlighted in England.
- 4.6** In plain terms the recent over-cladding is an insulation board fixed tight against the building encased in a metal cage and covered with a render coating, and meets all fire safety regulations. It differs in design, composition and purpose from the rainscreen cladding system used at Grenfell. The details and specifications were approved through the building warrant process, during which the SFRS were consulted.
- 4.7** We have instructed the consultant undertaking the enhanced fire risk assessments to also independently review the cladding and associated installation methods, and to instruct further tests if deemed necessary according to their professional judgement.
- 4.8** Our caretakers, who are on site daily, have completed checks on all communal areas to provide further reassurance. In addition, we have begun installing CCTV in all of our high-rise properties, an enhancement which had already been scheduled. There has also been significant dialogue with SFRS focused on all aspects of fire safety within our High Rise Blocks.
- 4.9** A comprehensive programme of assurance has been drafted and the inaugural meeting of the *Multi-Disciplinary Working Group for Fire Safety in Multi-Storey Flats* took place on Friday 30 June 2017. This group will coordinate and lead the Council's implementation of recommendations arising from the enhanced risk assessments.
- 4.10** The Council has responded on time to all requests for information from Scottish Government, to numerous freedom of information requests and all media enquiries.

## Public Reassurance & Communications

- 4.11** There has been extensive communication with tenants and other stakeholders in order to provide immediate reassurance and this will continue in the weeks ahead. We acknowledge the assistance provided by tenant representatives in conveying information to tenants and the positive response from tenants.

This has included:

- |          |  |
|----------|--|
| 14/06/17 | Members Briefing   |
| 15/06/17 | Briefing to Tenant Representatives   |
| 16/06/17 | Letter from Strategic Lead for Housing & Employability hand-delivered to all tenants in high rise blocks, with Fire Safety leaflet attached. |

20/06/17	Scottish Fire & Rescue Service (SFRS) commence visits to all high rise blocks
22/06/17	Meeting with West Dunbartonshire Tenant and Resident Organisation (WDTRO), including detailed written update and Q&A with senior housing and SFRS personnel
28/06/17	Letter from Strategic Lead for Housing advising of enhanced risk assessments hand-delivered to all high rise tenants
28/06/17	2nd Member Briefing
17/07/17	Fire Safety manual issued to all high rise tenants

- 4.12** A briefing session for elected members will be arranged once the enhanced risk assessments have been completed. Based upon the findings of these assessments an enhanced standard for fire safety for West Dunbartonshire Council's high rise blocks will be developed, in consultation with tenants. A report detailing this will be submitted for approval at Housing and Communities Committee in May 2018.

## **5. People Implications**

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

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

### Financial

- 6.1** The estimated cost of the enhanced fire risk assessments is £34,476 which will be met within the existing housing revenue budget for 2017/18. Full details of the financial implications to respond to the recommendations arising from these and the enhanced standard will be detailed in the report to Housing and Communities Committee in May 2018.

### Procurement

- 6.5** The enhanced fire risk assessments were procured by exception to tender requirements under section 39 (c) of standing orders, owing to the exceptional need for assurance to tenants and other stakeholders following the fire at Grenfell House.

## **7. Risk Analysis**

- 7.1** The enhanced fire risk assessments will ensure the Council has assurance that the fire risk for each high rise property is low and any immediate actions to achieve this are scheduled.

## **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** Regular updates on fire safety will continue to be provided to the West Dunbartonshire Tenants and Residents Organisation at the bi-monthly liaison meetings.

**9.2** As detailed at 4.11, there has been a programme of engagement with tenants and stakeholders.

## **10. Strategic Assessment**

**10.1** The Local Housing Strategy is the overarching document setting out the strategic direction for housing across West Dunbartonshire.

**10.2** Having considered all the Council's strategic priorities, this report contributes greatly to all five strategic priorities and significantly to improving local housing.

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 13 July 2017**

---

**Person to Contact:** Edward Thomas – Housing Operations Manager,  
Housing and Employability, Leven Valley Enterprise  
Centre, Castlehill Road, Dumbarton, G82 5BN,  
telephone: 01389 737896, email: [edward.thomas@west-dunbarton.gov.uk](mailto:edward.thomas@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** None

**Wards Affected:** Ward 3 – Dumbarton  
Ward 5 – Clydebank Central  
Ward 6 – Clydebank Waterfront



## WEST DUNBARTONSHIRE COUNCIL

## Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 9 August 2017

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

### 1. Purpose

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

### 2. Recommendations

2.1 It is recommended that the Housing and Communities Committee:

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

### 3. Background

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

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

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

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

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

It also included the following project that is now onsite:

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

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

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

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

#### Resource Planning Assumptions

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

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

- 4.8** It should be noted that the RPAs are not set budget allocations, but are instead indicative of how much is likely to be available to spend in the local authority area. The full detail of the affordable housing programme in West Dunbartonshire will be detailed in the Strategic Housing Investment Plan (SHIP) which will be reported to Committee in November 2017. This will include priority projects, future development plans and will contain a minimum

slippage factor (over-programming) of 25% consistent with the SHIP guidance.

### More Homes Better Homes West Dunbartonshire

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

### Future Council New Build

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

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

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

- 4.10** The More Homes, Better Homes West Dunbartonshire programme would see total investment of over £44.53m in council house building over the next 5 year period; this would be supported through estimated grant funding of around £20.255m.
- 4.11** To meet the 1000 new homes target the council's ambitious plans will be mirrored by our strategic housing development partners who plan to develop

around 800 new homes for social rent within the same 5 year period. These plans will be updated and will be detailed in More Homes Better Homes West Dunbartonshire Strategic Housing Investment Plan which will be submitted to the Housing and Communities Committee in November 2017.

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

St Andrews School Land (120 est.)

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

Queens Quay (189 units projected)

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

Regeneration

- 4.17** All new build Council projects that have been completed have taken place in one of the Councils 10 Priority Regeneration Areas as outlined in the West Dunbartonshire Local Housing Strategy (LHS) 2011-2016.
- 4.18** The LHS 2017-2022 was presented to the Housing and Communities Committee in November 2016. It identified the 10 regeneration areas going

forward and these will be continued to be prioritised in affordable new build planning.

- 4.19** The provision of new housing that is the right type and size and that which is needed in accordance with our housing demand lists has contributed to positively regenerating these areas. In addition, the provision of new council housing for rent, along with other housing service led initiatives through our Better Homes West Dunbartonshire approach, such as the implementation of the Housing Asset Management Strategy, housing management initiatives and the HRA Capital Programme carrying out significant works on existing stock have all contributed positively to the overall regeneration of these priority areas.
- 4.20** As part of our strategic housing approach, tenant satisfaction levels and other contributing indicators to analyse the impact of housing regeneration activities will continue to be tracked and be reported to the Housing and Communities Committee. It will be closely monitored through the Housing Improvement Board, as part of the Housing Services Performance Management Framework.
- 4.21** In addition to its direct role as a developer of new housing, the Council's Housing Service plays a key enabler role through its statutory position as the Strategic Housing Authority.
- 4.22** In addition to the Council's own new build programme, Clydebank Housing Association is currently developing 44 new build homes in Central Radnor Park, Clydebank; Link Housing Association are currently onsite at Dalmuir Phase 3 with the imminent delivery of 30 new socially rented homes and Cube Housing Association have commenced the delivery of 44 new social rented homes on the site of the former Bonhill Primary School. Cube Housing Association will also shortly commence the delivery of 31 new social rented homes at Carrick Terrace, Dumbarton and 20 units of amenity (elderly) social rented housing at Auld Street, Clydebank.
- 4.23** It is a requirement of new housing association developments that they contribute to Local Housing Strategy objectives including those around housing accessibility and meet the West Dunbartonshire Affordable Housing Design Standard.

## **5. People Implications**

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

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

### Financial

- 6.1** The impacts and ambition of the Council's New Build Programme outlined in 4.9 of this report has been reviewed and assessed through the Council's HRA Business Plan Model and is affordable with no negative impact to the future

viability of the HRA. In February 2017 Council approved the Housing Capital Programme 2017-2022 which has profile spend of £40.8m on council new build housing over the 5 year period.

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

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

- 6.3** The introduction of the West Dunbartonshire Affordable Housing Design Standard approved by the Housing and Communities Committee in November 2015 will ensure all new affordable housing developments in West Dunbartonshire will be eligible for the higher ‘greener’ subsidy levels of £72k (RSL) and £59k (Council). This enables the leverage of an additional £2k of grant funding per unit of affordable housing in West Dunbartonshire. The Design Standard is currently being reviewed.
- 6.4** The future Council new build plan outlined at 4.9 will attract over £20million of Scottish Government Affordable Housing Supply Programme Funding.

### Procurement

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

## **7. Risk Analysis**

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

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

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

## **9. Consultation**

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

## **10. Strategic Assessment**

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

**Peter Barry**  
**Strategic Lead, Housing and Employability**  
**Date: 26<sup>th</sup> July 2017**

---

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

Jackie Gallen – Strategic Housing Officer, Housing Development Team, Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737591, email: [jackie.gallen@west-dunbarton.gov.uk](mailto:jackie.gallen@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** West Dunbartonshire Council’s Local Housing Strategy 2017-2022  
<http://www.west-dunbarton.gov.uk/media/4311723/housing-strategy-2017-2022-final.pdf>

Local Housing Strategy, Equalities Impact Assessment, November 2016  
[http://www.west-dunbarton.gov.uk/media/716927/lhs\\_eia\\_sept\\_2011-revised.pdf](http://www.west-dunbarton.gov.uk/media/716927/lhs_eia_sept_2011-revised.pdf)

More Homes, Better Homes West Dunbartonshire Strategic Housing Investment Plan, Housing Development, November 2016 <http://www.west-dunbarton.gov.uk/media/4312465/ship-2017-22-more-homes-better-homes-west-dunbartonshire-final-version-100117.pdf>

Affordable Housing in West Dunbartonshire, Housing Strategy and Development, July 2015  
<http://www.west-dunbarton.gov.uk/media/4308583/brochure-final-website-version.pdf>

**Wards Affected:** All



**WEST DUNBARTONSHIRE COUNCIL****Report by the Strategic Lead, Housing and Employability****Housing and Communities Committee: 9 August 2017**

---

**Subject: Scottish Social Housing Charter Annual Performance Report****1. Purpose**

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

**2. Recommendations**

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) Notes the contents of this report and recognises the continued improvements within housing services in West Dunbartonshire; and
  - (ii) Agrees that a further progress report on the Scottish Social Housing Charter be submitted to the November 2017 meeting of the Housing and Communities Committee. This report will include detailed benchmarking information.

**3. Background**

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

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

**3.3** The reporting timetable for the SSHC is shown below:

When	Who	What
Throughout year	Housing Services/Tenants	Assess performance against the Charter
May each year	Housing Services	WDC Housing Services completes and submits Annual Return on the Charter (ARC) to Scottish Housing Regulator.
August each year	Scottish Housing Regulator	SHR publishes a report about each landlord with key data from its ARC on their website
October each year	Housing Services	WDC Housing Services produces and publishes annual Charter Performance Report for tenants and customers
By March each year	Scottish Housing Regulator	SHR will contribute to Local Scrutiny Plan for Councils based on performance against Charter Indicators and outcomes
By March each year	Scottish Housing Regulator	SHR will publish a report on the analysis of the sector's performance in achieving the Charter

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

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

**3.5** This commitment was further strengthened when the revised Housing and Community Safety Service's Performance Management Framework was approved by the Housing and Communities Committee on the 6 August 2014. The Housing Services performance framework was further refreshed in May 2017 and implemented through the Housing Improvement Board (HIB).

## **4. Main Issues**

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

- an assessment of our progress in relation to achieving the Charter Outcomes;

- the production of an Annual Charter Tenants Report for tenants and other customers; and
- the development of effective tenant scrutiny arrangements in conjunction with tenants and other customers.

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

- 4.2** West Dunbartonshire Council has successfully submitted our Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) within the agreed timescales. This process included both internal and external validation processes. The Housing Service engaged with the Scottish Housing Network (SHN) in terms of a robust external validation.
- 4.3** The SHR uses these Charter Performance Indicators to monitor the delivery of housing services of all social landlords against the Charter outcomes and standards. A copy of the full list of indicators can be accessed via the link included as part of the background papers.
- 4.4** The SHR will publish a Landlord Report on their website for each Scottish social housing landlord on 31 August 2017 and this report will contain key data from the ARC (18 key indicators) and will compare our performance with a Scottish average figure across all social housing landlords.
- 4.5** Performance in 2016/17 against those 18 key indicators and an additional 6 indicators that our customers have informed us are important to them are outlined in the table below.

Table Key Index						
	Annual Target Achieved		Positive Performance Trend			
	Annual Target Narrowly Missed		Negative Performance Trend			
	Annual Target Not Achieved					
Customer Satisfaction						
Indicator Description	2014/15	2015/16	2016/17	2016/17 Target	Trend	Target met
% of tenants satisfied with the overall service	81.27%	83.53%	83.53%	83%		
% of tenants who feel their landlord is good at keeping them informed about their services and outcomes	76%	87.19%	87.19%	87%		
% of tenants satisfied with the opportunities given to participate in their landlord's decision making process	59%	67.05%	67.05%	67%		

% of existing tenants satisfied with the quality of their home	80.07%	81.03%	81.03%	81%		
% of tenants satisfied with the repairs and maintenance service	93.1%	92.71%	93.58%	92%		
% of tenants satisfied with the management of the neighbourhood they live in.	78.16%	80.37%	80.37%	80%		
% satisfied with the quality of temporary or emergency accommodation	85.67%	90.21%	78%	90%		
<b>Quality of Housing</b>						
<b>Indicator Description</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2016/17 Target</b>	<b>Trend</b>	<b>Target met</b>
% of stock meeting the SHQS	87.9%	85.91%	88.19%	87.6%		
% of properties at or above the appropriate NHER or SAP ratings	100%	93.94%	100%	100%		
<b>Repairs and Maintenance</b>						
<b>Indicator Description</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2016/17 Target</b>	<b>Trend</b>	<b>Target met</b>
Average length of time taken to complete emergency repairs	3.84 hours	3.8 hours	3.91 hours	3.8 hours		
Average length of time to complete non-emergency repairs	9.55 days	10.58 days	7.17 days	8 days		
% of reactive repairs carried out in the last year Right First Time	95.72%	94.45%	87.81%	95%		
% of repairs appointments kept	94.31%	92.33%	85.39%	94.3%		
% of properties that require a gas safety record which had a gas safety check completed by the anniversary date	99.74%	99.41%	100%	100%		

Neighbourhood and Community						
Indicator Description	2014/15	2015/16	2016/17	2016/17 Target	Trend	Target met
% of tenancy offers refused during the year	55.89%	62.1%	52%	52%	↑	✓
% of Anti Social Behaviour cases resolved within locally agreed targets in the last year	73.52%	81.87%	70.45%	87%	↓	✗
% of customers satisfied with the Anti-social Behaviour Service	84.6%	89.4%	87.9%	91.8%	↑	⚠
% of new tenancies sustained for more than a year, by source of let	87%	87%	88%	88%	↑	✓
Percentage of lettable houses that became vacant in the last year	9.94%	10.09%	9.66%	9.9%	↑	✓
The average time to complete applications for medical adaptations	39.42 days	38 days	92.1 days	32 days	↓	✗
Getting good value from rents and service charges						
Indicator Description	2014/15	2015/16	2016/17	2016/17 Target	Trend	Target met
% of tenants who feel that the rent for their property represents good value for money	73.37%	68.22%	68.22%	68%	↓	✓
Gross rent arrears (all tenants) as a % of rent due for the reporting year	9.55%	11.04%	10.15%	7.6%	↑	✗
% of rent due lost through properties being empty	1%	1.37%	1%	1%	↑	✓
Average length of time taken to re-let properties	47 days	51 days	46.1 days	47 days	↑	✓

**4.6** The table above outlines areas of continued improvement with 70% of the key indicators showing an improvement trend, and 75% of the indicators meeting target. These annual targets are set using benchmarking information and

challenge the housing service to meet their ambition to be one of Scotland's top performing landlord organisations. A comprehensive assessment of performance against the Charter is currently being carried out and this will develop a further series of actions to drive continued improvement. However, the housing service has been assessed by the Scottish Housing Regulator as a self-aware organisation and there are a number of improvement actions being implemented at present which will have a positive impact on 2017/18 performance these were contained within the Housing and Employability Delivery Plan approved by the Housing and Communities Committee in June 2017.

Customer Satisfaction				
Indicator	Improvement Action	2017/18 target	2017/18 Q1 value	Q1 target met
% satisfied with the quality of temporary or emergency accommodation	An in depth analysis of customer feedback has been carried out and improvements already implemented. These include a review of visits to households in accommodation and ensuring we have an improved awareness of reasons that accommodation is being refused.	82%	87.3%	
	Performance has improved in Q1 of 2017/18 with 87.3% of households expressing satisfaction with the quality of accommodation provided.			
	A full review of the performance management framework around the management of temporary accommodation has begun and further improvements identified should ensure that satisfaction levels improve during 2017/18.			
Repairs and Maintenance				
Indicator	Improvement Action	2017/18 target	2017/18 Q1 value	Q1 target met
Average length of time to complete emergency repairs	In 2016/17 the Council carried out 6215 emergency repairs to our homes, an increase from the 5847 in the previous year	3.8 hours	3.78 hours	
	An analysis of emergency repairs has been undertaken and processes in place in terms of identifying emergency jobs have been reviewed.			
	This has resulted in an improvement in Q1 performance and target being met.			

Repairs completed Right First Time	<p>Whilst performance dropped in 2016/17, current IT systems do not allow us to provide fully accurate data for this indicator.</p> <p>If indicator remains following the current review by Scottish Housing Regulator then Building Services will develop a definition of complex repairs in conjunction with tenants and remove these from future reporting against this indicator until our Integrated Housing Management System is implemented.</p>	94.8%	88.5%	
% of repairs appointments kept	<p>Whilst the overall number of appointments that were made increased, the % of repairs appointments kept dropped during 2016/17.</p> <p>The introduction of the Integrated Housing Management System will contribute to improvement against this indicator and to the benefit of our tenants.</p>	94.8%	86.5%	
<b>Neighbourhood and Community</b>				
<b>Indicator</b>	<b>Improvement Action</b>	<b>2017/18 target</b>	<b>2017/18 Q1 value</b>	<b>Q1 target met</b>
% of Anti-Social Behaviour cases resolved within locally agreed targets in the last year	<p>Addressing Anti-Social Behaviour through robust estates management has always been a key focus for the housing service.</p> <p>Whilst performance against this specific indicator has dropped, getting the right outcome for customers is deemed by the service to be just as important as dealing with cases within agreed timescales.</p> <p>In terms of customer satisfaction with the service, performance remains high with over 87.9% reporting during 2017/18 that they were satisfied with the overall service received.</p> <p>We are currently improving the management of the service by adding a Team Leader post to specifically manage the Anti-social Behaviour Service and it is hoped that this will lead to improvements during 2017/18.</p>	25% (Q1 target)	27.5%	

	During 2017/18 we will also develop and implement a campaign to tackle ASB and plan to review our procedures relating to how we collect and act on Customer Feedback.			
The average time to complete applications for medical adaptations	The Housing Improvement Board has established this as an area for priority and we are currently assessing the reasons for the drop in performance relating to medical adaptations and actions will be taken to address this	43 days	Not yet available	
<b>Getting good value from rents and service charges</b>				
<b>Indicator</b>	<b>Improvement Action</b>	<b>2017/18 target</b>	<b>2017/18 Q1 value</b>	<b>Q1 target met</b>
Gross rent arrears (all tenants) as a % of rent due for the reporting year	In November 2016 a Rent Campaign was implemented designed to change the culture of rent collection from both a workforce planning and tenant perspective. Our Rent Campaign is being rolled out across all member wards and since March 2016 there has been a decrease in the number of current tenants that are in rent arrears from 4,104 to 3,460 and the percentage of tenants with sustainable payment arrangements has increased by almost 50% over the first 6 months of the year.	8%	8.14%	

## Charter Performance Report

- 4.7** The SHR requires all social landlords to produce an Annual Charter Tenants Report for their tenants and other customers no later than 31 October each year.
- 4.8** 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.
- 4.9** 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
  - agreed the best style and format to ensure that the report is user friendly and easy to understand.
- 4.10** The annual self-assessment exercise of our performance informed the content of the report in both 2014, 2015 and 2016 and this will be the case again for our 2016 report.
- 4.11** The report will be published online, with a summary being sent to every tenant with the winter edition of the Housing News. The full report will be sent to tenants groups and interested tenants, partner organisations and elected members. Hard copies will be made available at all Housing offices and our One Stop Shops and to any tenant who requests a copy.
- 4.12** A copy of the Annual Charter Tenants Report 2016/17 will be provided to all members and a briefing will be arranged prior to its publication and wider distribution.

#### Tenant Scrutiny Arrangements

- 4.13** The Scottish Housing Regulator demands that tenants are involved in scrutinising landlords' performance against the Charter and requires that:
- the form of involvement has been agreed with tenants;
  - involvement is effective and meaningful and that tenants have a real say in assessment of performance;
  - the approach is publicised to tenants; and
  - landlords can demonstrate the agreed approach was actually implemented.
- 4.14** 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.
- 4.15** During 2014/15, the Scrutiny Panel carried out its first exercise looking at our Anti-Social Behaviour Service and made a number of recommendations all of which were adopted.
- 4.16** A subsequent exercise in 2015/16 looked at the Repairs Service and made a number of recommendations which were approved by the Housing Improvement Board on 28 June 2016.
- 4.17** The Panel is currently finalising a report on the services provided to new tenants and a report is expected to be presented to the Housing Improvement Board later in the Autumn.

**4.18** The Scrutiny Panel are also now focusing on our 2016/17 ARC submission and will agree an area of activity based on this performance. An update in relation to this will be reported to members as part of the Scottish Social Housing Charter Annual Benchmarking Report which will be submitted to the November meeting of the Housing and Communities Committee.

**4.19** 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 important development in ensuring the Housing Service provides best value for current and future tenants.

## **5. People Implications**

**5.1** None.

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

**6.1** There are no direct financial or procurement implications in relation to this report. The improvement plan which will result from the Charter self-assessment exercise will be delivered from within existing budgets. These are detailed in the Resources section of the Housing and Employability Delivery Plan, which was approved by the Housing and Communities Committee in June 2017.

## **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.

## **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 (chaired by the Convener of the Housing and Communities Committee) on a bi-monthly basis to discuss all issues relating to the Housing Service.

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

**9.3** The Council is committed to ensure consultation continues and will support arrangements to increase tenant scrutiny activities and assess our performance in line with the requirements under the Scottish Social Housing Charter and the regulatory framework introduced by the Scottish Housing Regulator. Our approach was commended in 2016 via an external validation exercise by TPAS (Tenant Participation Advisory Service) Scotland which awarded West Dunbartonshire Council, a silver accreditation for excellence in tenant participation. West Dunbartonshire Council was the first local authority in Scotland to receive such an accreditation.

## **10. Strategic Assessment**

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

**Peter Barry**  
**Strategic Lead, Housing & Employability**  
**Date: 27th July 2017**

---

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

Stefan Kristmanns – Housing Development Co-ordinator, Housing Development Team, Housing and Employability, Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737545. email: [stefan.kristmanns@west-dunbarton.gov.uk](mailto:stefan.kristmanns@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** The Scottish Social Housing Charter: Indicators and Context Information, Scottish Housing Regulator  
[http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Charter%20Indicators%20Document%20-%20Final%20Draft%20-%2027%20September\\_0.pdf](http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Charter%20Indicators%20Document%20-%20Final%20Draft%20-%2027%20September_0.pdf)

Scottish Housing Regulator, Landlords Report – West Dunbartonshire Council, August 2015  
<http://www.west-dunbarton.gov.uk/council/performance-and-spending/housing-and-community-safety/landlord-report-2015/>

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

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

**Wards Affected:** All

**WEST DUNBARTONSHIRE COUNCIL****Report by the Strategic Lead for Housing and Employability****Housing and Communities Committee: 9 August 2017**

---

**Subject: More Homes West Dunbartonshire –  
Strategic Housing Partnership Annual Progress Report****1. Purpose**

- 1.1** The purpose of this report is to update the Housing and Communities Committee as requested on progress to date on the Strategic Housing Partnership with the Wheatley Group which was established to help West Dunbartonshire Council achieve its aim of developing new affordable housing to meet housing need and assist in the regeneration of our communities.

**2. Recommendations**

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

a) note the progress made and achievements to date with regards the strategic housing partnership including;

- the delivery of 87 new homes for social rent in West Dunbartonshire to date
- an increase in the partnership development programme from an initial 323 homes to 548 homes to be delivered by 2021 assisting in the delivery of Council's strategic housing objectives
- developing new social rented units at 25% below benchmark levels helping to maximise Resource Planning Assumptions (RPAs) ; and
- the establishment of a town centre office for Cube Housing Association providing a town centre access point for their customers providing tenant and housing advice

b) note that a further progress report will be presented to the Housing and Communities Committee in May 2018.

**3. Background**

- 3.1** At a meeting of the Council on 20 June 2012, the Council approved a motion which amended the Council's approach to achieving the Scottish Housing Quality Standard through the Standard Delivery Plan to include full stock retention.

- 3.2** The decision to retain all housing stock was supported by a commitment to *"seek a strategic partner which is financially and managerially able to take forward housing regeneration in West Dunbartonshire."*

- 3.3** The West Dunbartonshire Local Housing Strategy 2017– 2022 (LHS) is the key corporate plan which provides the strategic direction for housing across all tenures and provides the framework for investment in affordable housing and related service.
- 3.4** West Dunbartonshire’s LHS and the previous strategic document which covered the period 2011-2016 places an emphasis on regeneration reflecting the recognition of the need to improve many of our neighbourhoods and to provide affordable housing which meets the changing requirements of our communities. Alongside this aim the Council is keen to increase the housing supply more generally across West Dunbartonshire particularly in terms of affordable housing for rent.
- 3.5** West Dunbartonshire Council as the strategic housing authority acted in a proactive manner to secure the delivery of affordable housing by developing and implementing a new build council housing programme. In addition, the Council through the development of the Strategic Local Programme 2012-2015 held a series of discussions with national, regional and local housing associations to encourage these organisations to work in partnership with the Council to deliver the Council’s strategic housing objectives.
- 3.6** The positive outcome of this approach was expanded to include the development of a strategic housing partnership with the primary aim of assisting in the delivery of the Council’s strategic housing objectives relating to the delivery of new affordable housing.
- 3.7** At the meeting of the Housing, Environment and Economic Committee on 7 May 2014, approval was given to develop a strategic housing partnership with the Wheatley Group to assist in the delivery of the Council’s strategic housing objectives including new Registered Social Landlord (RSL) housing for rent; and other affordable housing solutions.
- 3.8** In Summer 2014, the first new build homes for rent were delivered through the strategic housing partnership with the completion of 33 new homes at the Scholars site in Clydebank (former Clydebank College site). This development was delivered significantly below RPA benchmark levels and the Council received 100% nomination rights for the allocation of the housing, both key outputs of the strategic housing partnership.

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

- 4.1** The strategic housing partnership established between West Dunbartonshire Council and the Wheatley Group set the following main objectives:-
- to assist in the delivery of the Council’s strategic housing objectives;
  - to facilitate the delivery of a minimum 10 year housing development programme;
  - to support the Council’s regeneration activities;

- to ensure that Resource Planning Assumptions (RPAs) are fully maximised to meet affordable housing supply targets; and
- to assist in the delivery of new build housing for social rent in areas identified through the Strategic Housing Investment Plan to address housing need.

**4.2** A Memorandum of Understanding has been agreed between both organisations which sets out the roles and responsibilities within the strategic housing partnership. These are set out in further detail in the table below. In addition, as part of the partnership arrangements a bi monthly meeting is held to take forward and progress actions.

<b>West Dunbartonshire Council</b>
<i>To provide a context for the partnership through its Local Housing Strategy (LHS), Strategic Housing Investment Plan (SHIP) and other associated strategic documents.</i>
<i>To share both existing strategic documents with Wheatley Group and collaborate where appropriate, on relevant emerging strategic documents.</i>
<i>To identify opportunities across the Council's activity and asset and land portfolio which may assist the partnership achieve its outcomes</i>
<i>To share with Wheatley Group any housing, economic development, employment generation and support, and planning research that is related to the partnership's activity to help inform future joint approaches</i>
<b>Wheatley Group</b>
<i>To deliver new housing developments which meet the Council's strategic housing objectives</i>
<i>To assist in the delivery of a development programme within West Dunbartonshire for a minimum of 10 years</i>
<i>To assist the Council to increase housing investment by attracting additional funding to the Council area,</i>
<i>To seek to maximise the use of housing investment through seeking efficiencies in procurement and in negotiation with contractors and developers</i>
<i>To assist in attracting investment from the private housing sector</i>
<i>To share with West Dunbartonshire Council any housing, economic development, employment generation and support, and planning research that is related to the partnership's activity to help inform future joint approaches</i>
<i>To create and support employment and training opportunities which complement the Council's own actions</i>

**4.3** In Summer 2015, the second new build development was delivered through the Strategic Housing Partnership with the completion of 54 new homes for social rent in Beardmore Place, Clydebank. This development was delivered below RPA benchmark levels and the Council were provided with 100% nomination rights for the allocation of the new housing.

- 4.4** To assist the Council in achieving our social housing delivery ambitions, the innovative partnership with the Wheatley Group will provide additional resources through bond funding now secured by the Wheatley Group. It is reflected in the SHIP that this will ensure that housing developments are delivered 25% below benchmark levels in terms of Scottish Government grant allowing the West Dunbartonshire affordable housing development programme to be accelerated.
- 4.5** West Dunbartonshire Council's Strategic Housing Investment Plan (SHIP) 2015/16 -2019/20 was approved by the Housing and Communities Committee on 5 November 2014. The SHIP included an initial development programme which would be delivered through the strategic housing partnership. This initial development programme indicated that the strategic housing partnership would deliver 323 new affordable homes. However, one of the key aims of the partnership is to maximise opportunities for affordable housing development in West Dunbartonshire, and as such the current partnership development programme illustrates that a total of 548 new affordable homes are now planned to be delivered by 2021 within the strategic housing partnership. Some of the developments are still subject to necessary approvals and the full programme is outlined in the table below:-

<b>Strategic Housing Partnership Development Programme</b>		
<b>Development</b>	<b>Number of units</b>	<b>Expected Completion Year</b>
<i>Scholars Development, Clydebank</i>	33	2014/15 (completed)
<i>Beardmore Place, Clydebank</i>	54	2015/16 (completed)
<i>Former Bonhill Primary School, Alexandria</i>	44	2018/19
<i>Auld Street, Clydebank</i>	20	2018/19
<i>Carrick Terrace, Dumbarton</i>	31	2018/19
<i>Stirling Road, Alexandria</i>	8	2018/19
<i>Carrochan Road, Alexandria</i>	9	2018/19
<i>Dumbain Road, Alexandria</i>	26	2018/19
<i>Westcliff/Talisman, Dumbarton</i>	76	2019/20
<i>Former St Andrews School, Clydebank</i>	58*	2019/20
<i>Queens Quay, Clydebank</i>	189**	2020/21
<b>TOTAL UNIT NUMBERS</b>	<b>548</b>	

\*In partnership with West Dunbartonshire Council (full development scale is 120 units)

\*\*In partnership with Clydebank Housing Association

- 4.6** This additional investment will not only fund much needed affordable housing but will generate much needed construction jobs, training places and apprenticeships through Wheatley Group's approach to community benefits in its contracts. As well as new homes, Cube Housing Association are committed to funding increased investment in the homes of existing Cube Housing association tenants in West Dunbartonshire so both existing and future tenants benefit from this.

**4.7** The Wheatley Group estimate that for each £73,795 of expenditure 1 direct construction job or training place is supported, and for each £70,956 of expenditure 1 job in the supply chain or wider economy is supported. Based on the initial development programme identified in 4.5 of this report this would estimate that a minimum 775 direct jobs and training places and a minimum 806 indirect jobs would be supported.

**4.8** West Dunbartonshire Council's SHIP also identifies further opportunities in terms of new build affordable housing, and it is anticipated that as the partnership continues to evolve over the next few years the development programme will be added to as potential opportunities are realised.

## **5. People Implications**

**5.1** There is a requirement for ongoing Housing input into this partnership. In the main, this has been officers within the Housing Development team, supported by input from various Council sections in continuing to progress this project.

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

**6.1** The effective development of the partnership and its main objective in delivering new affordable housing will have a positive financial impact on the Council through increased council tax revenue in the region of £500k p.a. on completion of the programme

**6.2** Some of the potential development sites are in Council ownership and will be subject to future reporting to relevant committees for approval to transfer. This may result in a lower capital receipt to the Council than an open market sale depending on the market conditions.

## **7. Risk Analysis**

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

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

**8.1** An integrated impact assessment was carried out on the LHS 2017-2022 which predicted that the strategy would have an overwhelmingly positive impact.

**8.2** All new housing supported through West Dunbartonshire's Strategic Local Programme will be compliant with the West Dunbartonshire Affordable Housing Design Standard which will ensure compliance with the Housing for Varying Needs standard.

## 9. Consultation

9.1 Significant wider consultation around asset management and the delivery of the West Dunbartonshire Affordable Housing Supply Programme has regularly taken place and will continue to do so with tenants and residents through existing strong and sector leading tenant participation structures.

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

## 10. Strategic Assessment

10.1 Having considered the Council's strategic priorities, the positive outcomes from the partnership will contribute greatly to all five strategic priorities. Specifically, the delivery of new housing of the right type and in the right place will contribute most significantly to the following priority:

- Improve local housing and environmentally sustainable infrastructure.

**Peter Barry**

**Strategic Lead for Housing and Employability**

**Date: 26<sup>th</sup> July 2017**

---

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

Jackie McRory – Strategic Housing Officer, Housing Development, Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737591, email: [jackie.mcrory@west-dunbarton.gov.uk](mailto:jackie.mcrory@west-dunbarton.gov.uk)

Jamie Dockery – Strategic Housing Officer, Housing Development, Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737366. email: [jamie.dockery@west-dunbarton.gov.uk](mailto:jamie.dockery@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** Report to Council 20 June 2012, entitled 'Meeting the Scottish Housing Quality Standard'

Report to Housing, Environment and Economic Development Committee of 7 May 2014, entitled 'Delivering New Housing in West Dunbartonshire - Strategic Housing Partnership'

West Dunbartonshire Council's Local Housing Strategy  
2017-2022

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

Local Housing Strategy, Equalities Impact Assessment,  
November 2016

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

**Wards Affected:**

All



**WEST DUNBARTONSHIRE COUNCIL****Report by the Strategic Lead of Regeneration****Housing and Communities Committee: 9 August 2017**

---

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

**1. Purpose**

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

**2. Recommendations**

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

**3. Background**

- 3.1** At the meeting of West Dunbartonshire Council on 22 February 2017, Council agreed a report entitled "Housing Revenue Account (HRA) Estimates 2017/2018". The report sets out the proposed five year capital programme of work for period 2017/18 to 2021/22, which includes the capital expenditure plan for 2017/2018.
- 3.2** The HRA capital programme is derived from data from the current stock condition survey and, where appropriate, technical assessment of officers. The main objectives of the programme are:
- the Council meets the requirements of the Scottish Housing Quality Standard (SHQS);
  - the Council achieves the Energy Efficiency Standard for Social Housing (EESH); and
  - the Council meets its landlord obligations and health and safety responsibilities.

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

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

**4. Main Issues**

Progress in SHQS compliance

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

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

Progress in EESSH compliance

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

New Build Housing

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

Expenditure Performance

**4.4** For a more detailed finance breakdown of the full capital programme Members are asked to refer to the Housing Revenue Account Budgetary Control Report Period 3, which is presented to this Housing and Communities Committee under a separate agenda item. The table below provides an overview of the HRA Capital Programme financial position.

2017/18 Housing Capital Budget	2017/18 Forecast Outturn at P3	2017/18 Forecast Variance at P3
£30,577,559	£22,648,586	£7,078,763

Spend through finance ledger at P3	% against annual expenditure profile at P3	% Forecast re-phasing at P3
£1,861,516	6%	21.7%

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

Key Issues:

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

Project	Main Issue
Targeted EESSH (insulated render)  Budget: £4.06m  Projected Spend: £0.800m	Building Services have been experiencing significant problems in securing the number of skilled operatives to deliver this project, despite repeated rounds of recruitment. This has impacted severely on their ability to deliver the level of work required.  Back-up contractors for this type of work have been procured however there is a limitation on the value of work they can undertake which is far below the level needed to deliver the programme
Action	
	Building Services will continue to drive recruitment in efforts to increase the number of appropriately skilled operatives. We are in discussions with Building Services and Procurement officers to procure an additional contractor via the Scotland Excel framework to deliver the level of work needed in efforts to recover this position and improve upon delivery. In the meantime the project will continue with Building Services and the current back-up contractors in order to maximise progress.
Project	Main Issue
Modern Facilities (Kitchens/Bathrooms)  Budget: £0.590m	Condition information identifies addresses for bathroom and kitchen renewal, however gaining tenant agreement is an obstacle to meeting planned targets. Uptake is less than needed to meet the programme. The

Projected Spend: £0.250m	target was 180 Bathrooms and 140 Kitchens .At this time a reasonable projection of completion numbers would be 60 bathrooms and 40 kitchens.
<b>Action</b>	
	Officers continue to contact tenants by letter and telephone call in efforts to encourage uptake. We have developed brochures to show the range of options and finished examples to try and persuade them to agree. The Housing Improvement Board has agreed to add showers to the bathroom specification, we are hopeful that this will increase desirability and uptake. Tenants are offered additional support and assistance, if required, to help with the disturbance e.g. packing up kitchens, ensuring water and cooking facilities return as quickly as possible.
<b>Project</b>	<b>Main Issue</b>
Non Traditional and Traditional Improvements (Risk St)  Budget: £2.460m  Projected Spend: £0.800m	This project has taken considerable time to liaise and negotiate with owners to take forward. The owners voting process has now concluded, the majority of owners in each block, including WDC owned shares have voted in favour of the improvement proposal (external insulation). Of the 135 properties over the 6 blocks the Council owns 72 with 63 privately owned. 72 WDC shares and 45 privately owned shares have voted in favour. The 18 remaining privately owned shares are a combination of No and nil return votes. The necessary roof renewal, render and balustrade renewal were to progress irrespective of the improvement part. The inclusion of external insulation enables access to energy efficiency grant support for owners in order to reduce their financial burden.
<b>Action</b>	
	Communications will be issued to all owners advising the result of the vote and next steps. Officers are working to complete the building warrant process. Tender acceptance and contract confirmation will be taken forward. Project to be taken

	forward and scheduled to commence in October pending permissions. The contract is over an 18 month period and a reasonable projection of spend at this time would be £0.8m in 17/18, with the balance of £1.7m to carry over into 18/19. Estimated for completion by end of 18/19.
<b>Project</b>	<b>Main Issue</b>
New House Build Budget: £5.698m Projected Spend: £4.849m	The overall new build budget includes all current and future planned developments. Regular progress on these are reported to the Housing and Communities Committee. While the programme delivery and milestones are closely monitored through strong internal processes new housing developments are planned and phased over a longer period than a financial year. Therefore, at various stages including acquisition, design, procurement and delivery key milestones may be amended and spend has to be re-phased.
<b>Action</b>	
	This budget has been projected to re-phase to 18/19 at this time, and will continue to be closely monitored.

#### Customer Satisfaction

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

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

The target satisfaction rate for 2017/18 is 95%. The 2017/18 Q1 customer satisfaction summary results and summary is currently being collated.

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

## **5. People Implications**

- 5.1** There are no personnel issues.

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

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

## **7. Risk Analysis**

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

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

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

## **9. Consultation**

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

## **10. Strategic Assessment**

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

**Jim McAloon**  
**Strategic Lead – Regeneration**  
**Date: 13 July 2017**

---

**Person to Contact:** Alan Young - Housing Asset and Investment Manager,  
Overburn Avenue, Dumbarton, telephone: 01389 608950,  
email: [alan.young@west-dunbarton.gov.uk](mailto:alan.young@west-dunbarton.gov.uk)

**Appendices:** None

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

**Wards Affected:** All



**WEST DUNBARTONSHIRE COUNCIL****Report by Strategic Lead -****Housing and Communities Committee: 9 August 2017**

---

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

- 1.1** The purpose of this report is to provide members with information on the performance of Building Services and an update on the Council's aspirations for a successful Direct Labour Organisation (DLO). The report provides detailed information on national and local performance indicators, updates on absence, growth of the business and other areas of importance.

**2. Recommendations**

- 2.1** It is recommended the Housing and Communities Committee:
- i. notes the objectives the Council have set for Building Services;
  - ii. note the conclusions of the report and;
  - iii. recognises areas of continued improvement and areas identified where development is required.

**3. Background**

- 3.1** Building Services is the Council's in-house DLO and is responsible to deliver a wide range of services from offices and depots in Dumbarton and Clydebank providing a dedicated repairs and maintenance service which is customer focused through a range of professional, technical and front line services.
- 3.2** Although the service is the responsibility of the Strategic Lead for Regeneration; it links directly to the Housing Service and provides an appropriate client and contractor services for both the Council's housing and non-housing properties.
- 3.3** It has many clients and customers, both within and outwith the Council and will aim, over coming years, to become a more commercial operation widening its customer base to generate income and surpluses to help support the Council's front line services.

**3.4** Building Services continue to modernise its service delivery model introducing new ways of working and preparing the service for the implementation of new technologies including within the Integrated Housing Management System (IHMS). Throughout 2016/2017 we have and will continue to work on several key initiatives and projects to help meet the Council's strategic priorities and objectives.

**3.5** It is our intention to provide members with quarterly updates at future meetings of the committee, so members are aware of performance, progress on improvements as well as areas of concern.

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

**4.1** The DLO board monitors and scrutinises Building Services activities and performance at monthly meetings. The high level board includes; Richard Cairns, Strategic Director, Regeneration, Growth and Environment, Strategic Leads for Regeneration, Housing and Employability, Resources, the Housing Asset Manager and Business Partners from Human Resources, Procurement and Finance. At the meeting the Building Services Manager updates the board on key objectives, performance and commercialisation opportunities.

**4.2** Over many years, Building Services have successfully completed various projects within the Housing Asset Capital Investment Programme including new roofs, kitchen and bathroom installs, uPVC door and window renewals, electrical upgrades and environmental improvements.

**4.3** In 2014/2015 the service completed only 22% of the total Housing Asset Capital Programme. In 2016/2017 Building Services completed £11.5M of the £20M spend and we'll further increase the value and percentage in 2017/2018.

**4.4** Following workforce planning for 2016/2017 it was recognised there was a requirement to recruit additional craft workers to work on new and increased workstreams and the Council approved the recruitment of 60 additional posts.

**4.5** Unfortunately there has been difficulty in recruiting certain trade disciplines including Electricians, Roofer / Slater and Roughcasters; the last two being the trades required for increased existing and new workstreams including the External Wall Insulation (EWI) contract.

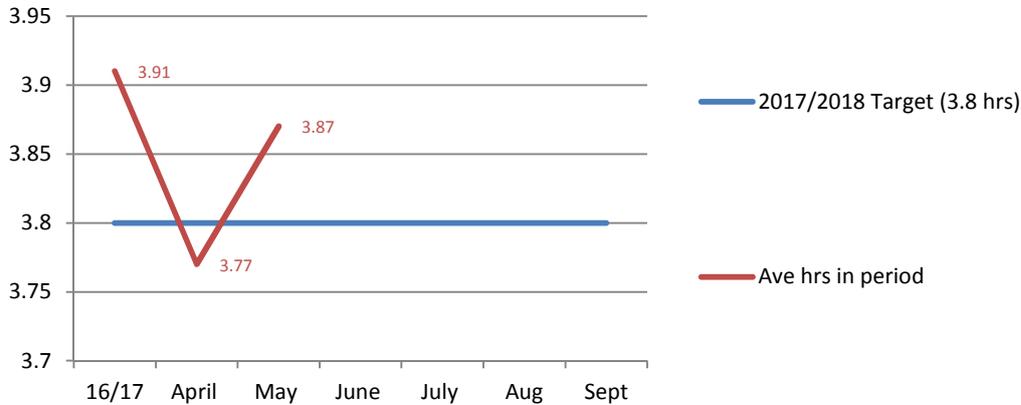
## Recruitment Update Breakdown at June 2017

Trade	Craft workers breakdown	Current total recruited	No. of these external	Following interviews preferred candidates sent to HR for processing	Total recruited if preferred candidates commence
Semi-skilled	10	18	12		18
Slater / Roofer	11	5	2		5
Plumber	3	3	1	1	4
Painter		8	2		8
Joiner	13	8	7		8
Roughcaster	20	5	1	3	8
Electrician	2	1	1		1
Labourer	1	1	1		1
Bricklayer					
<b>Total</b>	<b>60</b>	<b>49</b>	<b>27</b>	<b>4</b>	<b>53</b>

### Scottish Housing Charter Indicators Performance

- 4.6** Whilst we contribute to others, there are 5 main Scottish Housing Charter Indicators which monitor and measure Building Services performance in these areas and although these are reported within the main Scottish Housing Charter Progress Report presented by Housing and Employability the following shows Building Services performance.
- 4.7** SHR Charter 11, average length of time taken to complete emergency repairs. In 2016/2017 we achieved 3.91 hours and marginally missed the target of 3.8 hours. Performance this year to date; in April we achieved 3.77 hours and in May 3.87 hours. This is a good performance which places WDC within the SHR second quartile.

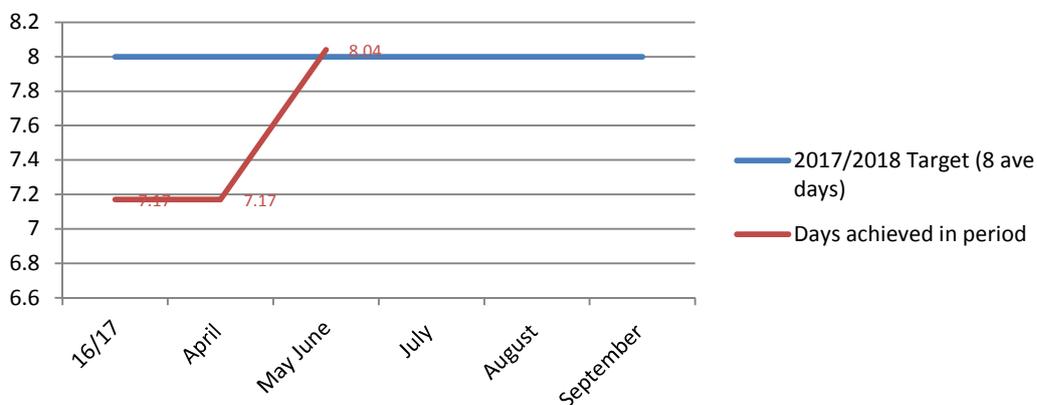
### Average length of time taken to complete emergency repairs



**4.8** SHR Charter 12, average length time taken to complete non-emergency repairs. Previous performance was poor and identified for improvement by management and the SHR and throughout 2016/2017 a great deal of work was carried out to ensure improvement were achieved.

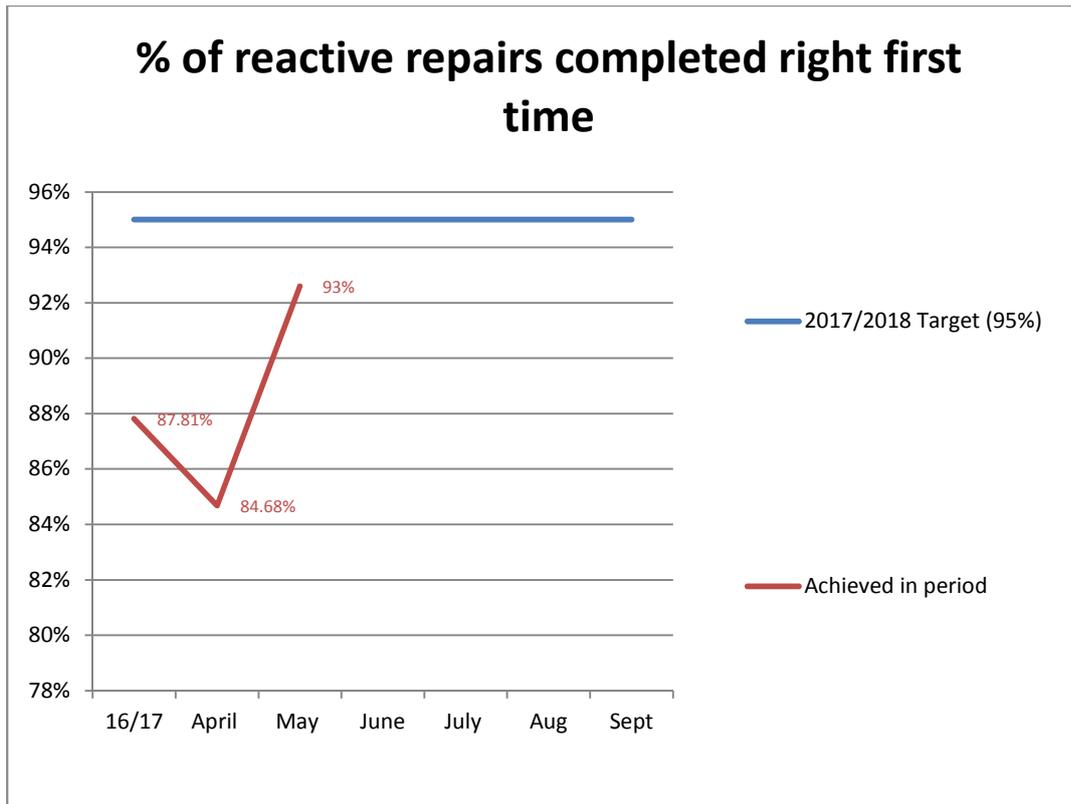
In 2016/2017 we reported quarterly performance internally and this showed in Q1 we achieved 13.41 days, in Q2 we achieved 12.95 days and Q3 we achieved 8.27. However, following implementing corrective actions and a rework and rerun of data we achieved 7.17 average days which was reported in our annual SHR submission; this exceeds the target set by the council of 8 days. Performance this year to date shows: in April 7.17 days and in May 8.04 days. This is a good performance which should place WDC within the SHR second quartile.

### Average length of time taken to complete non-emergency repairs



**4.9** SHR Charter 13, percentage of reactive repairs completed right first time. In 2016/2017 we achieved 87.81% which was below the target of 95%. Performance this year to date shows: in April 84.68% and in May 93%. We are improving performance on this indicator.

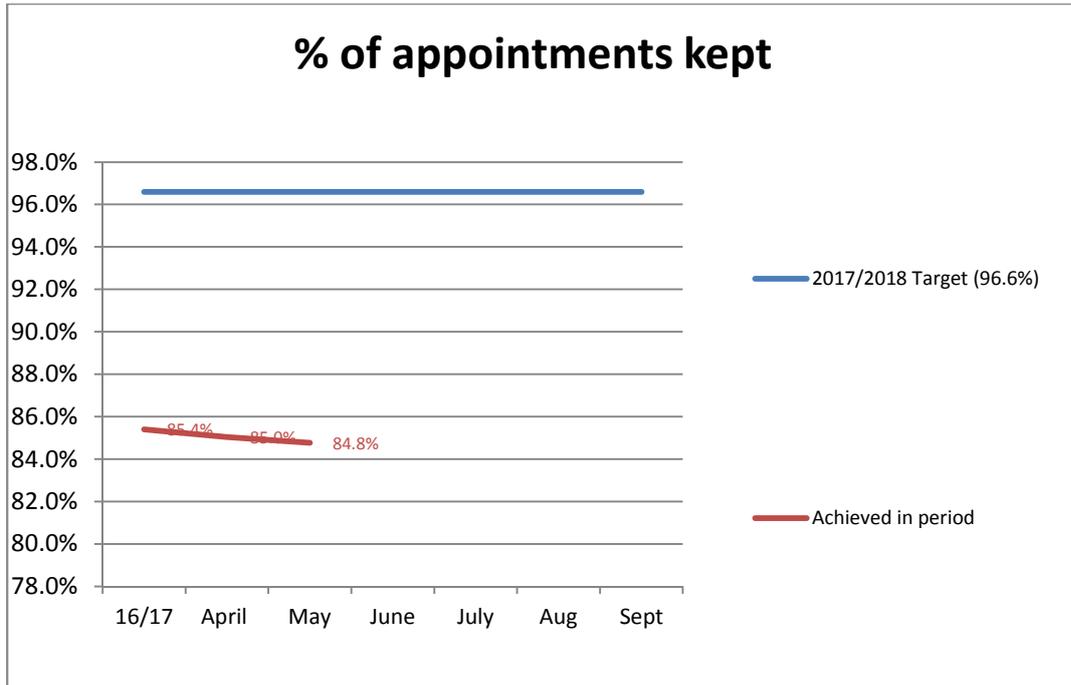
Unfortunately, our gas contractor affected the reported performance in 2016/2017, following discussion with them; they are now reporting more accurate data which support Building Services own performance which is in the region of 96%.



**4.10** SHR Charter Indicator 14, percentage of appointments kept. In 2016/2017 we achieved 85.4% which is below the target of 96.6%. Performance this year to date: April 85% and May 84.8%. This is a poor reported performance and it is anticipated it will place WDC within the bottom SHR quartile.

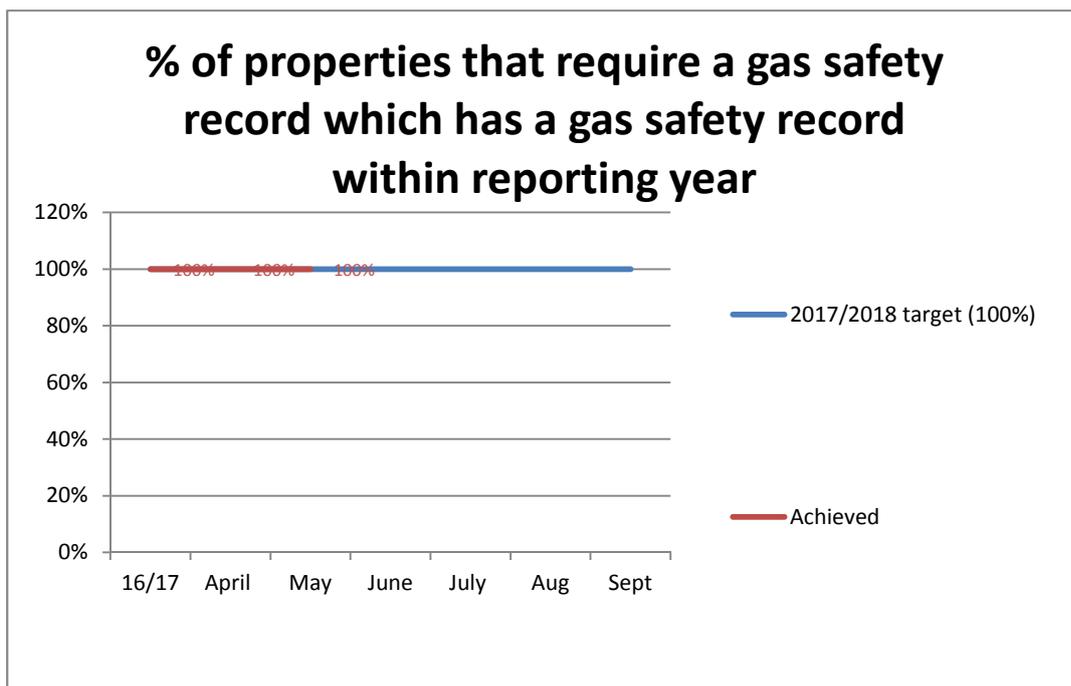
Due to system capabilities, we are having to under report on this indicator as our current systems do not have the capability to record all attended appointments if the duration to complete the repair exceeds 1 day or if the repair is a multi-trade repair. The new IHMS due to be implemented in July / August 2018 will ensure we are able to report actual performance which we believe is in the region of 95% currently.

We are advised the SHR will accept the reason for the reported poor performance should they raise concerns.



**4.11** SHR Charter Indicator 15, % of properties that require a gas safety record which has a gas safety record within reporting year. In 2016/2017 we achieved 100%, the target was 100%. Performance year to date: in April 100%, in May 100%. This is a good performance and will place WDC in the top quartile.

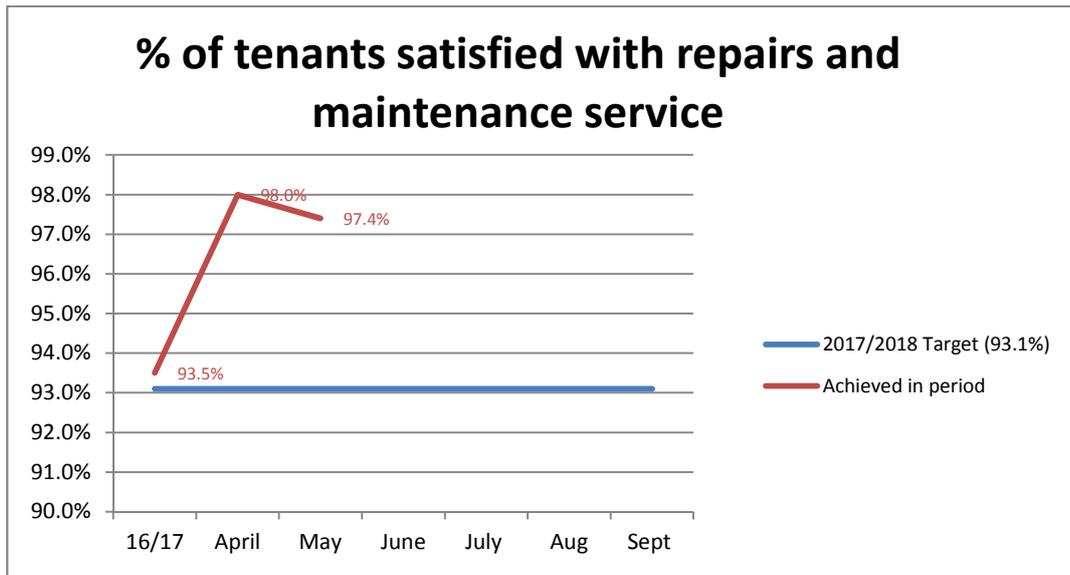
Previous performance was poor and identified for improvement by management and the SHR following which a great deal of work was carried out to ensure the 100% target was achieved in 2016/2017 which we are confident will continue in future.



## Other Local Performance Indicators

- 4.12** The % of tenants satisfied with the repairs and maintenance service is reported to SHR within the main customer satisfaction data return.

Building Services performance shows in 2016/2017 tenants that had used the service, 93.5% were either satisfied or very satisfied with the service. Year to date data show in April we achieved 98.0% and in May 97.4% satisfaction rating. An area of concerns is the number of surveys completed, we are aim to carry out surveys on a minimum of 10% of completed repairs in 2017/2018.



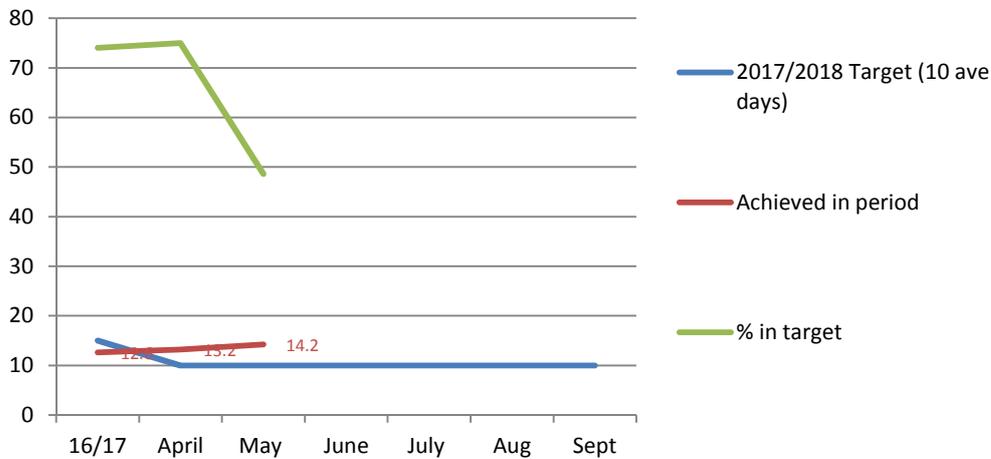
- 4.13** Enquiries and complaints from tenants and owners, in 2016/2017 Building Services received 741 enquires / complaints and responded to these in an average of 9 days; of these, 71% were within target. Performance year to date shows in April we received 70 and average number of days taken to respond was 8, with 82.5% in target, in May we received 60 and average days to respond was 11, with 64.7% in target and in June we received 61 and average days to respond was 25, with 57.3 in target.

Time to respond in recent months has been a concern and we have afforded dedicated resource to ensure improvements are achieved going forward.

- 4.14** The average time to inspect and repair empty properties. In 2016/2017 we achieved 12.6 average calendar days which exceeded the target of 15 days. Year to performance shows in April we achieved 13.2 days and in May, 14.2 days.

WDC needs to improve the performance on re-letting empty homes and reduce the % of rent lost and a very challenging target of 20 days has been set for 2017/2018, this means Building Services target is now 10 days to inspect and repair a void property. We are working closing with our housing colleagues to ensure the overall target is achieved.

### Average time to inspect and repair empty properties



**4.15** The % of all repairs complete on time by the DLO excluding the gas contractor data shows in April we achieved 94.49% and in May 93.05%

**4.16** Building Services attendance management needs improvement and there are positive signs of progress being made to improve the record working closely with colleagues from HR and adhering diligently to the Council’s attendance management policy as follows:

Period	Full Time Equivalent Days lost per Full Time Equivalent Employee	Total Days
2016/2017	12.2 FTE days	3993
January 2017	0.64 FTE days	211
February 2017	0.77 FTE days	258
March 2017	1.08 FTE days	364
April 2017	0.82 FTE days	279
May 2017	0.83 FTE days	283
June 2017	0.84 FTE days	286

Our objective is to achieve the target set for Regeneration for 2017/2018 of 8.5 FTE per FTE employee.

#### Procurement Pipeline

**4.17** Building Services requires material supplies contracts, support sub-contractors and specialist contractors to be in place in order to deliver an efficient and effective maintenance and repairs service. Significant work has been carried out where Building Services and Consultancy Service teams have worked with the Corporate Procurement Team in the preparation of tender documents, advertising and letting of contracts.

## Procurement Pipeline Breakdown at June 2017

Contract Name	Contract Type	Status	Priority H M L	Targeted Award Date
Metal Fencing	Specialist	Awarded	H	N/A
Flat Roofer	Specialist	Awarded	H	N/A
Back-up Contractors	Support	Awarded	H	N/A
Scaffolding	Support	Awarded	H	N/A
Plumbing / Electrical / Boiler – Radiator / Bathroom / Worktop / Medical Adaptation	Various Material Contracts	Awarded	M	N/A
Gas Servicing (Housing)	Specialist	In preparation	H	October 2017
Gas Services (Non Housing)	Specialist	In preparation	M	October 2017
Agency Staff	Support	Awarded	H	N/A
Kitchen	Materials	In preparation	L	September 2017
Installation floor finishes	Specialist	In pipeline	L	October 2017
Digital TV Equipment Maintenance	Specialist	In preparation	L	December 2017
Fire Fighting Equipment	Specialist	Evaluations of returned tenders	L	August 2017
Lift Maintenance	Specialist	In preparation	L	October 2017
Cladding / Render	Materials	In preparation	L	October 2017
Building / Timber / Trade Materials	Material Contracts	In pipeline	L	December 2017
Domestic Cleaning and Removals	Specialist	In pipeline	L	March 2018
Rot Eradication	Support	In pipeline	L	December 2017
External Wall Insulation / Render	Support	To be added to pipeline	H	TBC
Light engineering	Specialist	To be added to pipeline	M	TBC

### Financial information and performance

- 4.18** Financial performance information is provided via BCR's to appropriate committees.
- 4.19** However, in future we aim to provide information and progress towards achieving Building Services income and surplus targets.

## Housing Maintenance Trading Operation Account (HMTA)

### HMTA 2016/2017 Outturn

- Income was £19,611,891, an adverse variance of £950,836
- Surplus was £1,132,959, a favourable variance of £112,679

### HMTA 2017/2018 at Period 3 up to 30 June 2017

- Income target £21,765,700 – spend to date £2,362,622, forecast £21,765,700
- Surplus target £1,518,249 – spend to date (£765,785), forecast £1,304,737

The 2017/2018 surplus target will be challenging to achieve as this includes £500k of savings attributed to the IHMS. This is scheduled to go live in July / August 2018 and full savings are unlikely to be fully realised until after this date. However, we are changing working methods ahead of its implementation which will contribute to savings in the interim.

In addition, Building Services manages the Housing Revenue Account expenditure for lift and gas servicing and other specialist contractors; in the region of £2,800,000 is spent in the area each year.

## Central Revenue Account (CRA) – Central Repairs and Maintenance of Public Buildings

### CRA 2016/2017 outturn

- Income was £1,434,656
- Surplus was £195 in comparison with the budget of £116,824 loss

### CRA 2017/2018

- Income target £1,120,000

### Commercial Activity

- 4.20** As noted in 3.3 above, Building Services will endeavour to become more commercial in coming years.

Whilst WDC's services and its tenants and residents remain Building Services top priority, following successful bids we carry out routine repairs and maintenance work for Dunbritton Housing Association, Clydebanks Housing Association and Trossachs and Loch Lomond National Park. In 2016/2017 we completed over 1200 repairs for these organisations.

The service bids for works advertised by Local Registered Landlords (RSLs) on the Public Contracts Scotland Portal and also provide costs when requested directly from the RSL's. We have recently been awarded 2 medical adaptation projects by Knowes Housing Association following our approach to them outlining services provided.

Following the test of best value criteria being met the service has increased the percentage of the Housing Asset and Investment and Corporate Asset Management teams' capital funded improvement projects in-house. Previously, these would have been advertised in the open market, in most cases awarded to external companies with shareholders benefiting from any profits generated.

#### WDC's Projects Awarded to Building Services

<u>Project</u>	<u>Description</u>	<u>Status</u>
Carleith Primary School	Refurbishment works	Complete
St Mary PS	Refurbishment works	Complete
Clydemuir PS	Refurbishment works	Complete
Knoxland PS	Refurbishment works	Complete
Gartocharn PS	Refurbishment works	Complete
Linnvale PS	Refurbishment works	In progress
Blairvadach Children's Home	Re-decoration	Complete
Exxon Site	Refurbishment of accommodation units	Complete
Bruce Street Baths	Refurbishment to exhibition facility	Complete
Balloch Public Toilets	Complete Site Refurbishment	Commencing in Autumn 2017
Mountblow Football Pavilion (Grade 2 Listed Building)	Complete site refurbishment	Due to commence in August 2017

#### Building Services 2017/2018 Operational Plan

**4.21** The operational plan for 2017/2018 has 8 actions with 50 milestones including the following:

- Maintain / improve performance achieved in 2016/2017 in occupational health and safety in 2017/2018 and prevent HSE interventions
- Maintain and improve SHR ARC performance indicators
- Ensure the Successful Delivery of Building Services
- Commercialise Building Services
- Achieve Quality Management Accreditation
- Improve Attendance Management

- Successfully implement IHMS into Building Services Operation
- Negotiate with TU's / Workforce to introduce flexible working patterns including shift and 5/7 working

## **5. People Implications**

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

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

- 6.1** There are no additional financial and procurement implications in relation to this report. All costs and resources have been included within appropriate budget and financial reports.
- 6.2** All procurement activity carried out by the Council in excess of £50,000 is subject to a contract strategy. The contract strategy for the projects in 4.17 above will be produced by the Corporate Procurement Unit in close consultation with Building Services Officers. The contract strategy will include but may not be limited to: contract scope, service forward plan, the market, procurement model and routes – including existing delivery vehicles, roles and responsibility, risks, issues and opportunities and ongoing contract management.

## **7. Risk Analysis**

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

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

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

## **9. Consultation**

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

**9.2** We are committed to effective consultation with tenant and resident groups and Building Service attend and provide information on performance and other points of interest to West Dunbartonshire Scrutiny Panel and other groups from WDTR0.

## **10. Strategic Assessment**

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

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

**Jim McAloon, Strategic Lead Regeneration**

**Date: 9 August 2017**

---

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

**Appendices:**

**Background Papers:**

**Wards Affected:** All.



**WEST DUNBARTONSHIRE COUNCIL****Report by Strategic Lead - Regulatory****Housing & Communities Committee: 9 August 2017**

---

**Subject: Review of West Dunbartonshire Council's Byelaw for the Prohibition of the Consumption of Alcohol in Designated Public Places**

**1. Purpose**

- 1.1** To update the Committee on the review carried out on the current West Dunbartonshire Byelaw for the Prohibition of the Consumption of Alcohol in Designated Public Places, which is required on a ten year basis by the Local Government (Scotland) Act 1973.

**2. Recommendations**

- 2.1** It is recommended that the current Byelaw remains unchanged and to note that no further consultation on the terms of the existing Byelaw is required at this time.

**3. Background**

- 3.1** The current Byelaw prohibiting drinking alcohol in designated public places is contained within the West Dunbartonshire Council's Prohibition of the Consumption of Alcohol in Designated Public Places Byelaw 2007. This Byelaw prevents alcohol being consumed in designated public places. Currently, it is an offence to consume alcohol in a public place, and also to be in possession of an open container containing alcohol in a public place.

**4. Main Issues**

- 4.1** In terms of the Local Government (Scotland) Act 1973 section 202A, the Council has to review any Byelaws it has made within ten years. Accordingly, in terms of the required review, officers met with representatives of Police Scotland and the Procurator Fiscal Service on the 21 March 2017 to discuss the operation of the current Byelaw and whether any changes would be required to the current Byelaw. Attached at appendix 1 is the Procurator Fiscal's response and appendix 2 is Police Scotland's response. Parties that were required to be consulted are satisfied with the terms of the existing Byelaw and its operation and proposed no changes to the Byelaw. This is also the view of officers as the existing Byelaw seems to be working well in practice. This will be monitored by officers and reviewed as required should there be any changes to national guidance on byelaws for prohibition of

alcohol in designated public places and in any event, on a ten year basis as required by the Act.

- 4.2 The current Byelaw does not elapse after 10 years. It remains in place and accordingly no action is required to be taken to renew it.

## 5. People Implications

- 5.1 There are no personnel issues.

## 6. Financial and Procurement Implications

- 6.1 There are no financial and/or procurement implications.

## 7. Risk Analysis

- 7.1 The current Byelaw is in force and continues in force by operation of the law. The Byelaw does not elapse after the ten year period. Accordingly, there are no current risks associated with the terms of this report.

## 8. Equalities Impact Assessment (EIA)

- 8.1 An equalities impact assessment was not required for the terms of this report.

## 9. Consultation

- 9.1 There has been consultation as required with Police Scotland and the Procurator Fiscal Service. They are supportive of the terms of the current Byelaw. The Scottish Government has been made aware of the terms of the current review of the Byelaw. As no changes are proposed to the terms of the Byelaw it is suggested that no further consultation is required in this instance.

## 11. Strategic Assessment

- 11.1 The proposals of the report support the Council's strategic priorities as stated below:-

- Improve life chances for children and young people.
- Improve the well-being of communities and protect the welfare of vulnerable people.

### **Peter Hessett**

Strategic Lead - Regulatory

Date: 13 July 2017

---

**Person to Contact:** Raymond Lynch, Section Head (Licensing) – Regulatory,  
Council Offices, Garshake Road, Dumbarton G82 3PU.

Telephone 01389 737818 email raymond.lynch@west-dunbarton.gov.uk

**Appendices:** Appendix 1 – Letter from the Crown Office and Procurator Fiscal to West Dunbartonshire Council dated 21 March 2017

Appendix 2 – Letter from Police Scotland to West Dunbartonshire Council dated 21 March 2017

**Background Papers:** West Dunbartonshire Council Byelaw for the Prohibition of the Consumption of Alcohol in Designated Public Places – 2007 including map showing the extent of the Byelaw

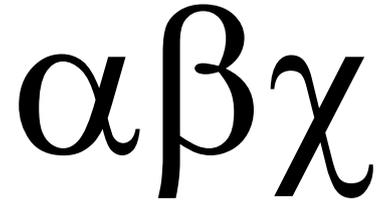
**Wards Affected:** All



# Crown Office and Procurator Fiscal Service

Procurator Fiscal's Office, St Mary's Way, Dumbarton,  
G82 1NL

Appendix 1



Mr Raymond Lynch  
Section Head – Licensing,  
West Dunbartonshire Council.

Tel: 0141 849 5973  
RNID Typetalk prefix: 18001

Fax:

Your ref: N/A  
Our ref: JEF

21 March 2017

Dear Raymond

## **RE: Review of West Dunbartonshire Council Byelaws Prohibiting Consumption of Alcoholic Liquor in Designated Public Places**

I appreciate you taking the time to meet with me in order to obtain my views on the operation of the current West Dunbartonshire Council Byelaws.

In my capacity as Assistant Procurator Fiscal, North Strathclyde, having operational responsibility for the investigation and prosecution of crime throughout the Argyll and Clyde offices, including Dumbarton, I can confirm that the current byelaws are operating well and there are no current difficulties in taking the appropriate prosecutorial action in respect of any contravention/s under the byelaws; including prosecution in court where that is in the public interest.

Consequently, I am content with the terms of the byelaws as currently drafted both in respect of the offences described and the designated area delineated.

I trust that this is helpful to you as you carry out your statutory obligation to review the byelaws in accordance with section 202A of the Local Government (Scotland) Act 1973.

If you require anything further I will be happy to assist.

Yours sincerely

Justin Farrell  
Assistant Procurator Fiscal  
North Starthclyde

21 March 2017

Your Ref:

Our Ref: LA/GM/SW

Mr. Raymond Lynch  
Section Head – Licensing  
West Dunbartonshire Council  
Council Offices  
Garshake Road  
DUMBARTON

Police Service of Scotland  
Argyll & West Dunbartonshire  
'L' Divisional Headquarters  
Stirling Road  
DUMBARTON  
G82 3PT

TEL NO 01389 822000

Fax 01389 822030

Dear Raymond,

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

With regard to our meeting today, in order to obtain Police Scotland's view on the operation of the current West Dunbartonshire Council Byelaws on the consumption of alcoholic liquor in designated public places I would like to record the following:

Police Scotland supports the current byelaws and note that they are operating well and there are no current difficulties identified with the current process, guidance and find the legislation fit for purpose. We reviewed the designated areas throughout West Dunbartonshire and we support the current designated areas, as highlighted to the Scottish Government in 2009, and request that there is no change to this area.

I hope that this is beneficial to you as you carry out your statutory obligation to review the byelaws in accordance with Section 202A of the Local Government (Scotland) Act 1973. If you require any further assistance please let me know.

Yours sincerely,

Graeme MacDiarmid  
Chief Inspector  
Service Delivery  
West Dunbartonshire

## WEST DUNBARTONSHIRE COUNCIL

## Report by Strategic Lead – People and Technology

## Housing and Communities Committee: 9 August 2017

**Subject: Working Well Together - Attendance Management: Quarter 1  
(April – June 2017)****1. Purpose**

- 1.1** The purpose of this report is to advise Committee on attendance levels across the Council for quarter 1 and to provide detailed analysis on the attendance performance for the strategic lead areas within the locus of this Committee.

**2. Recommendations**

- 2.1** It is recommended that the Committee note the content of the report and the Council's attendance results for quarter 1, namely a increase of 0.2 FTE days lost (8.4%) compared to the same period last year.
- 2.2** The Committee is further asked to note the attendance performance of the Strategic Lead areas covered by this report for quarter 1, namely an increase of 0.53 FTE days lost (33.1%) compared to the same period last year.
- 2.3** The Committee is directed to the appendices to this report, which details the Council's performance for the period, and the results for each relevant Strategic Lead area.

**3. Background**

- 3.1** Improving attendance at work is a key strategic priority for the Council requiring commitment from elected members, Strategic Leadership Group, Trades Unions, individual managers and employees.
- 3.2** The Council has made a commitment to improving attendance levels by setting ambitious targets of reducing days lost for Local Government Employees to 7 FTE days lost per employee by 2017, and 5 FTE days lost for Teachers. Table 1 below shows individual targets by Strategic Lead and the annual result for each area in 2016/17.

Table 1 – Council / Strategic Lead Targets (FTE days lost per employee)

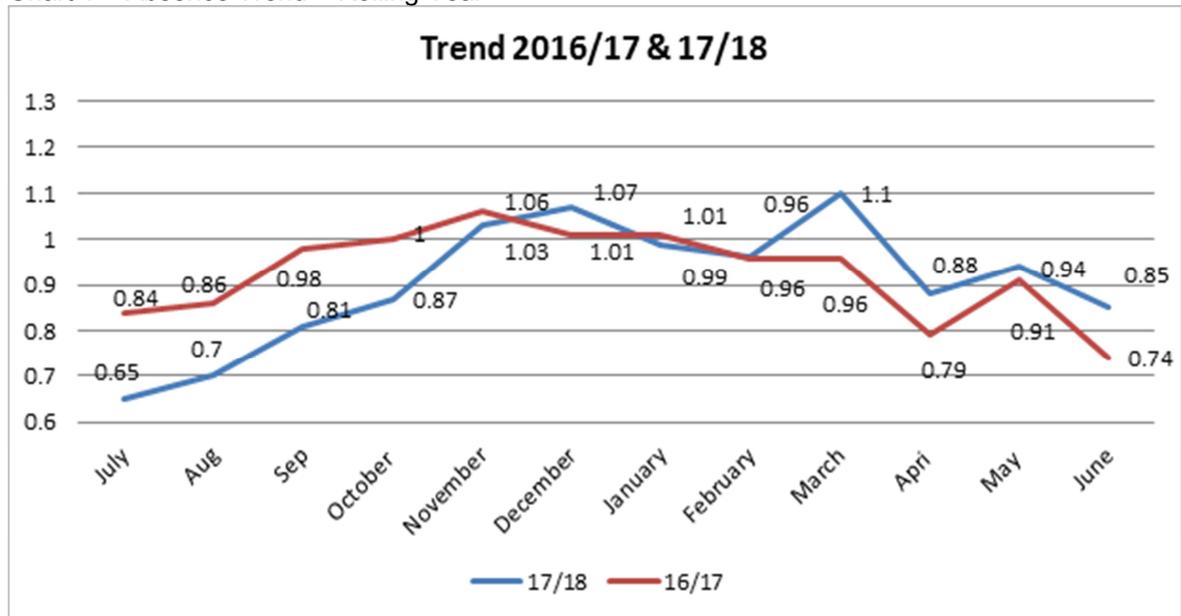
<b>Strategic Lead</b>	<b>2017/18 Target</b>	<b>Year End Result 2016/17</b>
Council Wide	7	10.47
Housing and Employability	6.5	8.86

## Main Issues

### Council Performance - Quarter 1

- 4.1 Council Wide absence was reported as 2.55 FTE days lost per employee representing an 8.4% increase on the same period last year. Chart 1 below shows the monthly trend for the last 12 months (July 2016 – June 2017) and compares with the same period last year. In 2016/17, the Council’s absence performance improved by 11.3%, however this was largely due to a positive performance in the first half of the year. In the latter half of the year, the performance deteriorated leading to a declining picture which appears to have carried forward into this financial year.

Chart 1 – Absence Trend – Rolling Year



### Local Performance

- 4.2 Table 2 shows the results for Housing and Employability and compares to the same period last year. Also shown is the Council Wide result for quarter 1. Housing and Employability’s performance was better than the Council average at 2.12 FTE days lost per FTE employee, however a greater increase percentage increase within Housing and Employability was reported compared to quarter 1 last year.

Table 2 – Local performance (quarter 1)

Strategic Lead Area	Quarter 1 – 2017/18 FTE	Quarter 1 – 2016/17 FTE	Variance (%)
Council	2.55	2.35	+8.4%
Housing and Employability	2.12	1.59	+33.1%

### Absence Duration – Local Performance

- 4.3 Table 3 shows the duration profile for Housing and Employability and compares to the Council duration profile. When compared to last year, there has been a significant reduction in absence due to short term sickness, resulting in a corresponding increase in days lost due to long term absence.

Table 3 – Absence Duration – Local performance

Quarter 1	Short Term		Long Term	
	2016	2017	2016	2017
Council	49%	30.36%	51%	69.64%
Housing & Employability	53%	23.41%	47%	76.59%

- 4.4 The areas which have predominantly seen an increase in long term absence are Housing Operations and Communities. There are significant, complex long term absence cases within these sections impacting upon performance at this time.
- 4.5 The reasons for the long term absence are back pain, recurring medical conditions, mental health, acute medical conditions and work-related stress all which have a tendency to lead to long term sickness absence.
- 4.6 In order to try and reduce the periods of long-term absence, managers are in early discussions with employees and referring them to Occupational Health for medical guidance on how to effectively support employees to return to work at the earliest opportunity.

### Absence Reasons – Local Performance

- 4.7 Table 4 shows the top 3 reasons for absence for Housing and Employability and compares to Council results for quarter 1.

Table 4 – Reasons analysis – Local performance Quarter 1

	1		2		3	
	Reason	%	Reason	%	Reason	%
Council	Minor Illness	21%	MSK	19%	Acute Med Cond	17%
Housing & Employability	Minor Illness	33%	Acute Med Cond	24%	Recurring	16%

- 4.8 Despite the increase in long term absence across the Council within Housing and Employability, Minor Illness is consistently the highest reason for absence. Given our earlier commentary regarding known and managed long term cases, Acute Medical Conditions and Recurring Medical Conditions as second and third top reasons are not unexpected.
- 4.9 The reasons for absence in quarter 1 (for Housing and Employability) are consistent with last years' performance.

- 4.10** Compared to last year, Housing Operations showed a significant increase in days lost attributed to short term absence in quarter 1 (2017/18). Communities reported a significant increase in days lost attributed to Recurring Medical Conditions in this quarter compared to last year. Both Housing Operations and Communities contributed to the increase in days lost due to Acute Medical conditions.

Employee Wellbeing Group

- 4.11** Following a meeting of the Employee Wellbeing Group on 6 June, Council Wide work stream groups and local work stream groups have been meeting to develop draft action plans. These plans will be presented to the Core Group for discussion at the first meeting of the Employee Wellbeing Core group meeting on 1<sup>st</sup> August. Local plans will be developed according to the specific requirements of Housing and Employability.

**5. People Implications**

- 5.1** Both Council Wide and Housing and Employability reported an increase in absence compared to the same period last year. It is vital that effective and robust management of absence continues by management, as early intervention can have a positive impact upon employees, promoting early return to good health. However, there is still a risk that if the focus and attention by all stakeholders is not maintained, absence rates could rise making it difficult to achieve the Council’s target of 7 FTE days for 2017/18.

**6. Financial Implications**

- 6.1** Based upon the estimated cost of a day’s absence (£123 in 2017/18), table 5 provides the estimated cost of absence across the Council and Housing and Employability.

Table 5 – Cost of absence Quarter1 2017/18

<b>Strategic Lead Area</b>	<b>£</b>
Council	1.42m
Housing and Employability	62,120

**7. Risk Analysis**

- 7.1** In quarter one this year, the Council has reported a 8.4% increase in absence levels, with Housing and Employability seeing an increase in absence by 33%. Management are taking necessary steps such as early referrals to occupational health for advice on supporting employees to return to work at the earliest opportunity and to support employees sustain their attendance upon a return to work, however there is still a significant amount of work to do to focus upon reducing long term absence.

7.2 Without maintaining and continuing to improve attendance there continues to be a potential risk of loss of productivity, reduced team performance and a detrimental impact to service delivery.

## 8. Equalities Impact Assessment (EIA)

8.1 This report is for noting only, therefore no EIA is required. Any associated policies are subject to Equalities Impact Screening and Assessment if required.

## 9. Consultation

9.1 Consultation is on-going with trades unions in the main through joint working on the Wellbeing Group and thereafter through the local JCCs, ELG and for more strategic matters through JCF.

9.2 Strategic Leads continue to be consulted through regular meetings with HR Business Partners.

## 10. Strategic Assessment

10.1 Effective attendance management will support the Council's aim to make best use of both financial and human resources resulting in a positive impact upon service provision.

---

**Victoria Rogers**  
**Strategic Lead, People and Technology**  
**Date: 17 July 2017**

**Person to Contact:** Jean Mulvenna, HR Adviser  
People & Technology,

Garshake Road, Dumbarton  
Tel: 01389 737537  
Email: jean.mulvenna@west-dunbarton.gov.uk.

**Appendices:** Appendix 1 - Q1 Housing and Employability Absence Statistics  
Appendix 2 - Q1 Council Wide Absence Statistics

**Background Papers:** None

**Wards Affected:** None



	<b>WDC Absence Statistics</b>	Department: Housing & Employability Period: Q1 2017/18
---	-------------------------------	---

<b>TABLE 1 - Headline Figure</b>	<b>Q1 2017/18</b>	<b>2.12</b>	<b>Q1 2016/17</b>	<b>1.59</b>	<b>Year on Year +/-</b>	<b>33.1%</b>
----------------------------------	-------------------	-------------	-------------------	-------------	-------------------------	--------------

**TABLE 2 - Days Lost per Employee**

Section / Team	FTE Employees	ACTUAL WORKING DAYS LOST				Total Working Days Lost	Total FTE Days Lost	Total FTE Days Lost by FTE Employees
		Intermittent 1-3 days	Short Term 4-5 days	Medium Term 6 days - 4 weeks	Long Term over 4 weeks			
Communities Team	13.08	3	0	0	117	120	94.00	7.19
<b>Community Planning &amp; Development TOTAL</b>	<b>13.08</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>117</b>	<b>120</b>	<b>94.00</b>	<b>7.19</b>
Homeless & Prevention	39.01	14	8	19	0	41	39.81	1.02
Housing Development	12.60	2	0	0	0	2	2.00	0.16
Int Housing Project	0.33	0	0	0	0	0	0.00	0.00
<b>Housing Development &amp; Homelessness TOTAL</b>	<b>51.94</b>	<b>16</b>	<b>8</b>	<b>19</b>	<b>0</b>	<b>43</b>	<b>41.81</b>	<b>0.80</b>
Housing Operations	104.41	8	19	46	287	360	350.23	3.35
<b>Housing Operations TOTAL</b>	<b>104.41</b>	<b>8</b>	<b>19</b>	<b>46</b>	<b>287</b>	<b>360</b>	<b>350.23</b>	<b>3.35</b>
Adult Employability	18.19	0	0	0	0	0	0.00	0.00
Adult Learn & Literacies	8.30	2	0	5	0	7	7.00	0.84
Financial Inclusion	18.80	3	0	0	0	3	3.00	0.16
Skills, Compliance & Dev	3.80	0	0	0	0	0	0.00	0.00
Working4U	3.00	0	0	0	0	0	0.00	0.00
Youth Employ&Literacies	9.02	0	0	0	18	18	9.00	1.00
Youth Learning	8.12	0	0	0	0	0	0.00	0.00
<b>Working4U TOTAL</b>	<b>69.24</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>18</b>	<b>28</b>	<b>19.00</b>	<b>0.27</b>
<b>Housing &amp; Employability TOTAL</b>	<b>238.66</b>	<b>32</b>	<b>27</b>	<b>70</b>	<b>422</b>	<b>551</b>	<b>505.04</b>	<b>2.12</b>

**TABLE 3 - Breakdown of Days Lost by Duration Category**

Duration	Total Working Days Lost	Percentage of Lost Days
Intermittent (1-3 days)	32.0	5.81%
Short Term (4-5 days)	27.0	4.90%
Medium Term (6 days-4 weeks)	70.0	12.70%
Long Term (over 4 weeks)	422.0	76.59%
<b>TOTAL</b>	<b>551.0</b>	<b>100.00%</b>

**Total Working Days Lost**

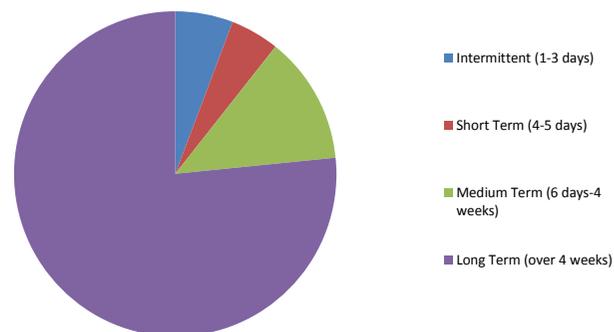


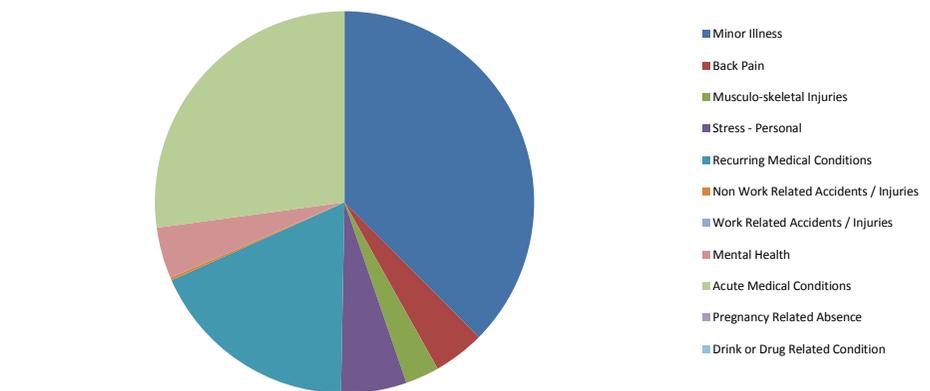
TABLE 4 - Absence Reasons

Section / Team	FTE Employees	Absence Reasons														Total Working Days Lost	FTE Days Lost	Total FTE Days Lost by FTE Employees
		Minor Illness	Back Pain	Musculo-skeletal Injuries	Stress - Personal	Recurring Medical Conditions	Non Work Related Accident / Injuries	Work Related Accidents / Injuries	Mental Health	Acute Medical Conditions	Pregnancy Related Absence	Drink or Drug Related Condition	Stress - Work Related	Not Disclosed				
Communities Team	13.08	0	0	0	0	65	0	0	0	52	0	0	3	0	120	94.00	7.19	
<b>Community Planning &amp; Development TOTAL</b>	<b>13.08</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>120</b>	<b>94.00</b>	<b>7.19</b>	
Homeless & Prevention	39.01	14	0	4	19	4	0	0	0	0	0	0	0	0	41	39.81	1.02	
Housing Development	12.60	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2.00	0.16	
Int Housing Project	0.33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00	
<b>Housing Development &amp; Homelessness TOTAL</b>	<b>51.94</b>	<b>16</b>	<b>0</b>	<b>4</b>	<b>19</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>41.81</b>	<b>0.80</b>	
Housing Operations	104.41	163	21	5	8	0	1	0	21	76	0	0	65	0	360	350.23	3.35	
<b>Housing Operations TOTAL</b>	<b>104.41</b>	<b>163</b>	<b>21</b>	<b>5</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>21</b>	<b>76</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>360</b>	<b>350.23</b>	<b>3.35</b>	
Adult Employability	18.19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00	
Adult Learn & Literacies	8.30	2	0	5	0	0	0	0	0	0	0	0	0	0	7	7.00	0.84	
Financial Inclusion	18.80	0	0	0	0	0	0	0	0	3	0	0	0	0	3	3.00	0.16	
Skills, Compliance & Dev	3.80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00	
Working4U	3.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00	
Youth Employ&Literacies	9.02	0	0	0	0	18	0	0	0	0	0	0	0	0	18	9.00	1.00	
Youth Learning	8.12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00	
<b>Working4U TOTAL</b>	<b>69.24</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>19.00</b>	<b>0.27</b>	
<b>Housing &amp; Employability TOTAL</b>	<b>238.66</b>	<b>181</b>	<b>21</b>	<b>14</b>	<b>27</b>	<b>87</b>	<b>1</b>	<b>0</b>	<b>21</b>	<b>131</b>	<b>0</b>	<b>0</b>	<b>68</b>	<b>0</b>	<b>551</b>	<b>505.04</b>	<b>2.12</b>	

TABLE 5 - Days Lost by Absence

Absence Reason	Total Working Days Lost	Percentage of Lost Days
Minor Illness	181.0	32.85%
Back Pain	21.0	3.81%
Musculo-skeletal Injuries	14.0	2.54%
Stress - Personal	27.0	4.90%
Recurring Medical Conditions	87.0	15.79%
Non Work Related Accidents / Injuries	1.0	0.18%
Work Related Accidents / Injuries	0.0	0.00%
Mental Health	21.0	3.81%
Acute Medical Conditions	131.0	23.77%
Pregnancy Related Absence	0.0	0.00%
Drink or Drug Related Condition	0.0	0.00%
Stress - Work Related	68.0	12.34%
Not Disclosed	0.0	0.00%
<b>TOTAL</b>	<b>551.0</b>	<b>100.00%</b>

Total Working Days Lost



# Appendix 2 - WDC Absence Statistics

Strategic Area: Council Wide  
Period: Quarter 1 2017/18



<b>TABLE 1 - Headline Figure</b>	<b>Quarter 1 2017/18</b>	<b>2.55</b>	<b>Quarter 1 2016/17</b>	<b>2.35</b>	<b>Year on Year +/-</b>	<b>8.4%</b>
----------------------------------	--------------------------	-------------	--------------------------	-------------	-------------------------	-------------

**TABLE 2 - Days Lost per Employee**

Strategic Area	FTE Employees	Intermittent (1-3 days)		Short Term (4-5 days)		Medium Term (6 days - 4 weeks)		Long Term (over 4 weeks)		Total Working Days Lost	Total FTE Days Lost	Total FTE Days Lost by FTE Employees
		Working Days Lost	% of Total Days Lost	Working Days Lost	% of Total Days Lost	Working Days Lost	% of Total Days Lost	Working Days Lost	% of Total Days Lost			
Child Healthcare & Criminal Justice	238.73	25	2.63%	40	4.20%	119	12.50%	768	80.67%	952	910.51	3.81
Community Health & Care	747.44	177.5	3.96%	131	2.92%	844.5	18.85%	3,326	74.26%	4,479	3,490.61	4.67
Finance & Resources	4.40	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00
Mental Health, Addiction & Learning Disabilities	141.59	45	6.01%	17	2.27%	132	17.62%	555	74.10%	749	652.16	4.61
Strategy, Planning & Health Improvement	24.95	11.5	56.10%	4	19.51%	5	24.39%	0	0.00%	20.5	18.45	0.74
<b>Health &amp; Social Care Partnership</b>	<b>1157.11</b>	<b>259</b>	<b>4.18%</b>	<b>192</b>	<b>3.10%</b>	<b>1,100.5</b>	<b>17.75%</b>	<b>4,649</b>	<b>74.98%</b>	<b>6,200.5</b>	<b>5,071.73</b>	<b>4.38</b>
Environment & Neighbourhood	644.50	147.5	5.55%	103.5	3.89%	498.5	18.74%	1,910	71.82%	2,659.5	1,855.09	2.88
Housing & Employability	238.66	32	5.81%	27	4.90%	70	12.70%	422	76.59%	551	505.04	2.12
Regeneration	422.61	49.5	5.38%	86.5	9.41%	234.5	25.50%	549	59.71%	919.5	890.48	2.11
<b>Regeneration, Environment &amp; Growth</b>	<b>1305.77</b>	<b>229</b>	<b>5.54%</b>	<b>217</b>	<b>5.25%</b>	<b>803</b>	<b>19.44%</b>	<b>2,881</b>	<b>69.76%</b>	<b>4,130</b>	<b>3,250.61</b>	<b>2.49</b>
Communications, Culture & Communities	152.67	13.5	11.79%	13	11.35%	15	13.10%	73	63.76%	114.5	92.08	0.60
Education Learning & Attainment - Support Staff	562.63	179.5	9.01%	126.5	6.35%	421.5	21.15%	1,265.5	63.50%	1,993	1,273.46	2.26
Education Learning & Attainment - Teachers	863.00	175.5	12.63%	82.5	5.94%	297	21.37%	835	60.07%	1,390	1,158.58	1.34
People & Technology	100.45	10	7.78%	9	7.00%	38	29.57%	71.5	55.64%	128.5	123.25	1.23
Regulatory	210.16	34	7.52%	18	3.98%	108	23.89%	292	64.60%	452	342.15	1.63
Resources	168.87	7	2.33%	25.5	8.49%	91	30.28%	177	58.90%	300.5	237.14	1.40
<b>Transformation &amp; Public Service Reform</b>	<b>2,057.78</b>	<b>419.5</b>	<b>9.58%</b>	<b>274.5</b>	<b>6.27%</b>	<b>970.5</b>	<b>22.17%</b>	<b>2,714</b>	<b>61.98%</b>	<b>4,378.5</b>	<b>3,226.66</b>	<b>1.57</b>
Strategic Management	13.00	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00
<b>COUNCIL-WIDE TOTAL</b>	<b>4,533.66</b>	<b>907.5</b>	<b>6.17%</b>	<b>683.5</b>	<b>4.65%</b>	<b>2,874</b>	<b>19.54%</b>	<b>10,244</b>	<b>69.64%</b>	<b>14,709</b>	<b>11,549.00</b>	<b>2.55</b>

**TABLE 3 - Breakdown of Days Lost by Duration Category**

Duration	Working Days Lost	Percentage of Lost Days
Intermittent (1-3 days)	907.5	6.17%
Short Term (4-5 days)	683.5	4.65%
Medium Term (6 days-4 weeks)	2,874.0	19.54%
Long Term (over 4 weeks)	10,244.0	69.64%
<b>TOTAL</b>	<b>14,709.0</b>	<b>100%</b>

**TABLE 4 - Absence Reasons**

Strategic Area	FTE Employees	Minor Illness	Back Pain	Musculo-skeletal Injuries	Stress	Recurring Medical Conditions	Non Work Related Accident / Injuries	Work Related Accidents / Injuries	Mental Health	Acute Medical Conditions	Pregnancy Related Absence	Drink or Drug Related Condition	Stress - Work Related	Reason Not Disclosed	Total Working Days Lost	FTE Days Lost	Total FTE Days Lost by FTE Employee
Child Healthcare & Criminal Justice	238.73	147	13	118	106	197	6	38	40	224	8	0	55	0	952	910.51	3.81
Community Health & Care	747.44	394	145	982	814	270	93	129	236	775	98	0	543	0	4,479	3,490.61	4.67
Finance & Resources	4.40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Mental Health, Addiction & Learning Disabilities	141.59	97	0	215	28	128	9	0	167	70	35	0	0	0	749	652.16	4.61
Strategy, Planning & Health Improvement	24.95	20.5	0	0	0	0	0	0	0	0	0	0	0	0	20.5	18.45	0.74
<b>Health &amp; Social Care Partnership</b>	<b>1,157.11</b>	<b>658.5</b>	<b>158</b>	<b>1,315</b>	<b>948</b>	<b>595</b>	<b>108</b>	<b>167</b>	<b>443</b>	<b>1,069</b>	<b>141</b>	<b>0</b>	<b>598</b>	<b>0</b>	<b>6,200.5</b>	<b>5,071.73</b>	<b>4.38</b>
Environment & Neighbourhood	644.50	489	136	486	264	187	44	86	25	773.5	0	41	128	0	2,659.5	1,855.09	2.88
Housing & Employability	238.66	181	21	14	27	87	1	0	21	131	0	0	68	0	551	505.04	2.12
Regeneration	422.61	316.5	96	249	97	0	56	19	0	80	0	0	6	0	919.5	890.48	2.11
<b>Regeneration, Environment &amp; Growth</b>	<b>1,305.77</b>	<b>986.5</b>	<b>253</b>	<b>749</b>	<b>388</b>	<b>274</b>	<b>101</b>	<b>105</b>	<b>46</b>	<b>984.5</b>	<b>0</b>	<b>41</b>	<b>202</b>	<b>0</b>	<b>4,130</b>	<b>3,250.61</b>	<b>2.49</b>
Communications, Culture & Communities	152.67	18.5	15	0	0	3	0	0	0	0	73	0	5	0	114.5	92.08	0.60
Education Learning & Attainment - Support Staff	562.63	648.5	35	167.5	336	86	42	76	156	260	11	52	123	0	1,993	1,273.46	2.26
Education Learning & Attainment - Teachers	863.00	559	8	233	88	110	47	10	0	126	98	0	111	0	1,390	1,158.58	1.34
People & Technology	100.45	18	5	0	25.5	61	19	0	0	0	0	0	0	0	128.5	123.25	1.23
Regulatory	210.16	129	11	136	63	7	7	0	0	24	59	0	16	0	452	342.15	1.63
Resources	168.87	45.5	9	19	50	13	35	0	30	59	0	0	40	0	300.5	237.14	1.40
<b>Transformation &amp; Public Service Reform</b>	<b>2,057.78</b>	<b>1,418.5</b>	<b>83</b>	<b>555.5</b>	<b>562.5</b>	<b>280</b>	<b>150</b>	<b>86</b>	<b>186</b>	<b>469</b>	<b>241</b>	<b>52</b>	<b>295</b>	<b>0</b>	<b>4,378.5</b>	<b>3,226.66</b>	<b>1.57</b>
Strategic Management	13.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
<b>COUNCIL-WIDE TOTAL</b>	<b>4,533.66</b>	<b>3,063.5</b>	<b>494</b>	<b>2,619.5</b>	<b>1,898.5</b>	<b>1,149</b>	<b>359</b>	<b>358</b>	<b>675</b>	<b>2,522.5</b>	<b>382</b>	<b>93</b>	<b>1,095</b>	<b>0</b>	<b>14,709</b>	<b>11,549.00</b>	<b>2.55</b>

**TABLE 5 - Days Lost by Absence Category**

Absence Reason	Working Days Lost	Percentage of Lost Days
Minor Illness	3,064	20.83%
Back Pain	494	3.36%
Musculo-skeletal Injuries	2,620	17.81%
Stress	1,899	12.91%
Recurring Medical Conditions	1,149.0	7.81%
Non Work Related Accidents / Injuries	359	2.44%
Work Related Accidents / Injuries	358	2.43%
Mental Health	675	4.59%
Acute Medical Conditions	2,522.5	17.15%
Pregnancy Related Absence	382	2.60%
Drink or Drug Related Condition	93	0.63%
Stress - Work Related	1,095	7.44%
Reason Not Disclosed	0	0.00%
<b>TOTAL</b>	<b>14,709</b>	<b>100%</b>

## WEST DUNBARTONSHIRE COUNCIL

## Report by the Strategic Director of Regeneration, Environment and Growth

Housing and Communities Committee: 9 August 2017

---

**Subject: Housing Revenue Account Budgetary Control Report to 30 June 2017 (Period 3)**

**1. Purpose**

- 1.1 The purpose of the report is to provide members with an update on the financial performance to 30 June 2017 (Period 3) of the HRA revenue and capital budgets.

**2. Recommendations**

2.1 Members are asked to:

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

**3. Background**Revenue

- 3.1 At the meeting of West Dunbartonshire Council on 22 February 2017, Members agreed the revenue estimates for 2017/2018 and a total budget of £42.912m

Capital

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

**4. Main Issues**Revenue Budget

- 4.1 The current budgetary position for HRA Revenue is summarised in Appendix 1 with information regarding projected variances valued at greater than £50,000 being provided as Appendix 2. The analysis shows the projected variance for HRA Revenue is a surplus of £0.182m

### Capital Budget

- 4.2 The HRA capital summary position is shown in Appendix 3. Information on projects that are highlighted as being within the red and amber categories is provided in Appendices 4 and 5 . A summary of anticipated resources is shown in Appendix 6. The analysis shows that for the in-year planned spend there is currently a favourable variance of £7.220m, of which £5.921m relates to project re-phasing and an in-year underspend of £1.299m.

## **5. People Implications**

- 5.1 There are no people implications.

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

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

## **7. Risk Analysis**

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

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

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

## **9 Consultation**

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

## **10. Strategic Environmental Assessment**

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

**Peter Barry**  
**Strategic Lead – Housing and Employability**  
**Date: 19 July 2017**

---

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

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

**Background Papers:** None

**Wards Affected:** All



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

<b>2016/2017</b>		<b>2017/2018</b>	<b>Actual</b>	<b>% actual</b>	<b>Forecast</b>	<b>forecast</b>	<b>% Forecast</b>
<b>Outturn</b>		<b>Estimate</b>	<b>To Date</b>	<b>to date</b>	<b>Outturn</b>	<b>Variance</b>	<b>Variance</b>
<b>£000s</b>		<b>£000s</b>	<b>£000s</b>		<b>£000s</b>	<b>(fav)/adv</b>	
						<b>£000s</b>	
	<b>EXPENDITURE</b>						
5,157	Employee Costs	5,506	1,322	24%	5,450	(56)	-1%
1,801	Property Costs	1,819	460	25%	1,854	36	2%
102	Transport Costs	105	26	25%	105	0	0%
424	Supplies, Services And Admin	327	93	28%	313	(14)	-4%
2,164	Support Services	2,141	541	25%	2,164	23	1%
257	Other Expenditure	157	56	36%	239	82	52%
11,542	Repairs & Maintenance	11,716	2,325	20%	11,532	(184)	-2%
999	Bad Debt Provision	1,113	278	25%	1,113	0	0%
349	Council Tax On Void Houses	326	81	25%	324	(2)	-1%
924	Lost Rents	901	173	19%	798	(103)	-11%
17,942	Loan Charges	18,800	4,700	25%	18,800	0	0%
<b>41,661</b>	<b>GROSS EXPENDITURE</b>	<b>42,912</b>	<b>10,055</b>	<b>23%</b>	<b>42,694</b>	<b>(219)</b>	<b>-0.5%</b>
	<b>INCOME</b>						
39,641	House Rents	40,205	9,490	24%	40,156	49	0%
229	Lockup Rents	227	52	23%	229	(2)	-1%
1,119	Factoring/Insurance Charges	1,136	277	24%	1,118	18	2%
124	Other rents	143	26	18%	143	(0)	0%
70	Interest on Revenue Balance	46	0	0%	70	(24)	-51%
137	Miscellaneous income	143	26	18%	143	(0)	0%
1,085	Reallocated salaries	1,012	254	25%	1,017	(5)	0%
<b>42,405</b>	<b>GROSS INCOME</b>	<b>42,912</b>	<b>10,125</b>	<b>24%</b>	<b>42,876</b>	<b>36</b>	<b>0%</b>
<b>(744)</b>	<b>NET EXPENDITURE</b>	<b>0</b>	<b>(70)</b>		<b>(182)</b>	<b>(182)</b>	

MONTH END DATE 30 June 2017

PERIOD 3

Budget Details		Project Life Financials						
Subjective Analysis	Budget Holder	Budget	Actual to Date	% Spend to Date	Forecast Spend	forecast Variance	RAG Status	
		£000	£000	%	£000	£000	%	
Employee Costs		5,506	1,322	24%	5,450	(56)	-1% ↑	
<b>Subjective Description</b>								
This budget covers all employees charged directly to the HRA including caretakers								
<b>Variance Narrative</b>								
<b>Main Issues</b>	Underspend in salary costs due to staff restructure savings and vacancies .							
<b>Mitigating Action</b>	No mitigating action is required as the variance is favourable							
<b>Anticipated Outcome</b>	A year end underspend of is anticipated.							

Budget Details		Project Life Financials						
Subjective Analysis	Budget Holder	Budget	Actual to Date	% Spend to Date	Forecast Spend	forecast Variance	RAG Status	
		£000	£000	%	£000	£000	%	
Other Expenditure		157	56	36%	239	82	52% ↓	
<b>Service Description</b>								
This budget covers strategy expenditure as well as legal fees, bank charges, rent abatements,tenancy sustainment work and factor's commission								
<b>Variance Narrative</b>								
<b>Main Issues</b>	Tenancy Sustainment element of payment to Women's Aid is now being met from the HRA rather than the general fund following review of where it was appropriate to pay this from.							
<b>Mitigating Action</b>	Management will ensure that this overspend will be offset by underspends within other areas within the HRA							
<b>Anticipated Outcome</b>	An overspend will be incurred on this line							

Budget Details		Project Life Financials						
Subjective Analysis	Budget Holder	Budget	Actual to Date	% Spend to Date	Forecast Spend	forecast Variance	RAG Status	
		£000	£000	%	£000	£000	%	
Repairs & Maintenance		11,716	2,325	20%	11,532	(184)	-2% ↑	
<b>Service Description</b>								
This budget covers all repair and maintenance expenditure to houses and lockups								
<b>Variance Narrative</b>								
<b>Main Issues</b>	This favourable variance is mainly due to cost of gas/ ventilation/ lift repair and maintenance costs being less than budgeted . A large part of the budget for these costs are demand led so can fluctuate significantly from year to year.							
<b>Mitigating Action</b>	No mitigating action is required as the variance is favourable							
<b>Anticipated Outcome</b>	A year end underspend of is anticipated.							

Budget Details		Project Life Financials						
Subjective Analysis	Budget Holder	Budget	Actual to Date	% Spend to Date	Forecast Spend	forecast Variance	RAG Status	
		£000	£000	%	£000	£000	%	
Lost Rents		901	173	19%	798	(103)	-11% ↑	
<b>Service Description</b>								
Rents lost on void houses and lockups								
<b>Variance Narrative</b>								
<b>Main Issues</b>	There has been an improvement in lost rental due to management action to improve processes around voids to achieve faster turnaround and improve the appeal of harder to let properties.							
<b>Mitigating Action</b>	No mitigating action is required as the variance is favourable							
<b>Anticipated Outcome</b>	A year end underspend of is anticipated.							

WEST DUNBARTONSHIRE COUNCIL  
GENERAL SERVICES CAPITAL PROGRAMME  
OVERALL PROGRAMME SUMMARY

APPENDIX 3

MONTH END DATE 30 June 2017

PERIOD 3

Project Status Analysis	Project Life Status Analysis				Current Year Project Status Analysis			
	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status
<b>Red</b>								
Projects are forecast to be overspent and/or experience material delay to completion	3	10.7%	24,594	96.3%	3	10.7%	1,085	58.3%
<b>Amber</b>								
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	2	7.1%	5	0.0%	2	7.1%	5	0.3%
<b>Green</b>								
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	23	82.1%	934	3.7%	23	82.1%	771	41.4%
<b>TOTAL EXPENDITURE</b>	<b>28</b>	<b>100%</b>	<b>25,533</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>1,862</b>	<b>100%</b>

Project Status Analysis	Project Life Financials				Current Year Financials					
	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Re-Phasing £000	Over/(Under) £000
<b>Red</b>										
Projects are forecast to be overspent and/or significant delay to completion	72,772	24,594	72,086	(686)	11,311	1,085	6,191	(5,120)	(4,261)	(859)
<b>Amber</b>										
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	3,049	5	2,709	(340)	3,049	5	1,050	(1,999)	(1,659)	(340)
<b>Green</b>										
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	22,480	934	22,380	(100)	16,217	771	16,117	(100)	0	(100)
<b>TOTAL EXPENDITURE</b>	<b>98,302</b>	<b>25,533</b>	<b>97,176</b>	<b>(1,126)</b>	<b>30,578</b>	<b>1,862</b>	<b>23,358</b>	<b>(7,220)</b>	<b>(5,921)</b>	<b>(1,299)</b>
<b>TOTAL RESOURCES</b>	<b>(98,302)</b>	<b>(25,533)</b>	<b>(97,176)</b>	<b>1,126</b>	<b>(30,578)</b>	<b>(1,862)</b>	<b>(23,358)</b>	<b>7,220</b>		
<b>NET EXPENDITURE</b>	<b>(0)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(0)</b>	<b>0</b>	<b>0</b>	<b>0</b>		

MONTH END DATE

30 June 2017

PERIOD

3

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

**Special Needs Adaptations**

**1 Targeted EESSH compliance works**

Project Life Financials	4,062	87	2%	4,062	0	0%
Current Year Financials	4,062	87	2%	800	(3,262)	-80%
Project Description	Low Rise Works					
Project Lifecycle	Planned End Date	31-Mar-18	Forecast End Date	31-Mar-19		

**Main Issues / Reason for Variance**

Building Services continue to experience problems in resourcing sufficient skilled operatives for this workstream (despite the recruitment drive) which has impacted severely on their ability to deliver the level of work required. Back-up contractors for this type of work have been procured, however there is a limitation within the tender award on the value of work they can undertake which is far below the level we would need them to deliver to meet the programme. At this stage a reasonable projection of spend in this financial year would be £0.800m which is approximately 20% of budget.

**Mitigating Action**

Building Services will continue to drive recruitment to increase the number of appropriately skilled operatives. A new process has begun to procure via the Scotland Excel framework for additional contractor support to deliver the level of work desired - procurement officers are scoping out the framework parameters currently and anticipate being in a position to advise the route to delivery by week commencing 24th July 2017.

**Anticipated Outcome**

Building Services and current back-up contractors will progress the workstream to deliver as much as possible. Progress the procurement of additional support via Scotland Excel to bolster and increase the programme delivery significantly.

**2 Regeneration/Demolition of Surplus Stock**

Project Life Financials	8,774	7,444	85%	8,168	(606)	-7%
Current Year Financials	1,550	48	3%	541	(1,009)	-65%
Project Description	Regeneration/Demolition of Surplus Stock					
Project Lifecycle	Planned End Date	31-Mar-18	Forecast End Date	31-Mar-19		

**Main Issues / Reason for Variance**

Overall project underspend of £0.606m is anticipated at this time due to unallocated 2016/17 budget of £0.639m being deemed as not required, project underspend of £0.141m for Glenside / Muir Road (noted below) and prior year overspend of £0.174m. In relation to live projects the following updates should be noted:

O'Hare/Alexander St - Property clearances, asbestos surveys and service disconnections are currently being arranged followed by tender preparations and issue which is anticipated for September. Spend in this financial year is anticipated to be £0.200m.

Creveul Court - Officers working to re-house remaining tenant.

Homeless and Disturbance Payments - At this time re-phasing of £0.130m is anticipated

Second Avenue / Singer Street / Crown Avenue - Project is complete and final payments are under review.

Glenside / Muir Road - There are no issues to report. Project is complete and is subject to processing of final payment. The project has completed under budget and has resulted in a project saving of £0.141m.

**Mitigating Action**

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

**Anticipated Outcome**

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

MONTH END DATE

30 June 2017

PERIOD

3

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

**3 New house build**

Project Life Financials	59,936	17,062	28%	59,856	(80)	0%
Current Year Financials	5,699	950	17%	4,850	(849)	-15%

Project Description New house build

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

**Main Issues / Reason for Variance**

Fees and Enabling Costs - There are no issues to report at this time and budget is projected to complete and meet spend target.

Second Avenue - There are no issues to report, projected to complete and meet spend target. Remaining balance projected at £0.074m to carry into 18/19 for retention.

St Andrews - The current year budget is in relation to the provision of design services, acquisitions, planning applications, building warrant, site investigations, enabling and remediation works. Spend is dependent upon a number of key objectives being met including the Development Agreement being signed off by both WDC and the Wheatley Group.

Creveul Court Officers working to re-house remaining tenant resulting in re-phasing of £0.300m from 2017/18 into 2018/19.

Haldane Acquisition - This spend is dependent upon completion of new Balloch Campus, school transfer and clearance of existing Haldane PS site to allow asset transfer. Budget was initially set at £0.480m for this, however valuation has resulted in a transfer value of £0.395m and a current year underspend of £0.085m. This budget is fully funded by the Scottish Government therefore although the project will show an underspend this will be offset by an adverse variance in grant income. For reasons above this spend is unlikely to complete by year end resulting in re-phasing of £0.395m into 2018/19

Central Bellsmyre - This project is complete with current year spend being for retention payment. Final claim settled slightly higher than projected resulting in an adverse variance of £0.005m.

**Mitigating Action**

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

**Anticipated Outcome**

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

Project Life Financials	72,772	24,594	34%	72,086	(686)	-1%
Current Year Financials	11,311	1,085	10%	6,191	(5,120)	-45%

MONTH END DATE

30 June 2017

PERIOD

3

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

**Special Needs Adaptations**

**1 Modern facilities and services**

Project Life Financials	590	5	1%	250	(340)	-58%
Current Year Financials	590	5	1%	250	(340)	-58%
Project Description	Bathrooms and Kitchens					
Project Lifecycle	Planned End Date	31-Mar-18	Forecast End Date	31-Mar-18		

**Main Issues / Reason for Variance**

Condition information identifies addresses for bathroom and kitchen renewals. Tenant agreement and uptake is less than needed to meet the programme and remains a challenge, however officers continue to contact tenants by letter and telephone call in efforts to encourage uptake with brochures having been developed to show the range of options and finished examples to try and persuade them to agree. In addition the Housing Improvement Board has agreed to add showers to the bathroom specification and it is hoped that this will increase desirability and uptake. At this time a reasonable projection of numbers would be 60 bathrooms and 40 kitchens.

**Mitigating Action**

Officers contacting tenants with brochure information and shower inclusion in efforts to increase uptake. Tenants are offered additional support and assistance if required to help and mitigate with the disturbance e.g. packing up kitchens, ensuring water and cooking facilities available as soon as possible, etc.

**Anticipated Outcome**

Number of completions to be less than programme resulting in an underspend against budget.

**2 Non Traditional and Traditional Improvement Works**

Project Life Financials	2,459	0	0%	2,459	0	0%
Current Year Financials	2,459	0	0%	800	(1,659)	-67%
Project Description	Risk Street Overclad					
Project Lifecycle	Planned End Date	31-Mar-19	Forecast End Date	31-Mar-19		

**Main Issues / Reason for Variance**

This project has taken considerable time to liaise and negotiate with owners to take this forward. Owners voting process has now concluded with the majority of owners in each block (including WDC owned shares) having voted in favour of the external insulation improvement. The result will be communicated to owners by week ending 14th July following which officers will progress the project in terms of contract acceptance and necessary permissions to commence work (tender has been returned and was placed on hold). At this time it is anticipated that site start will be in October with the contract being completed over an 18 month period resulting in re-phasing of £1.7m into 2018/19. Although significant re-phasing is required at this time the main issues surrounding the ability to start this project have been resolved therefore this project is awarded Amber Status to inform of project update rather than Red Status to indicate material project concerns.

**Mitigating Action**

Communications issued to all owners with result of vote and next steps. Officers are working to complete the building warrant process. Tender acceptance and contract confirmation will be taken forward.

**Anticipated Outcome**

Project to be taken forward and commence in October. At this time it is anticipated that this will be completed over 2017/18 and 2018/19 with estimated for completion by end of 2018/19 delivering an major external upgrade of 6 blocks in Risk St, Dumbarton for 72 tenants and 63 owners.

MONTH END DATE

30 June 2017

PERIOD

3

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

<b>1 New Build Grant</b>						
Project Life Financials	(26,095)	(7,196)	28%	(26,010)	85	0%
Current Year Financials	(2,996)	0	0%	(2,516)	480	-16%
Project Description	Grant to facilitate the building of new build housing					
Project Lifecycle	Planned End Date	31-Mar-22	Forecast End Date	31-Mar-22		
<b>Main Issues / Reason for Variance</b>						
Grant income relating to the Haldane acquisition was received late 2016/17 and has been held on the balance sheet. It will not be applied until 2018/19 when the transfer of the site will take place, however the transfer value has been agreed at a value of £0.395m resulting in an underachievement of grant income of £0.080m (although this is offset by purchase cost being £0.080m less than budgeted).						
<b>Mitigating Action</b>						
None Required as income has already been received and this is purely an accounting/timing adjustment						
<b>Anticipated Outcome</b>						
Grant income will be applied in 2018/19						

<b>2 Prudential Borrowing</b>						
Project Life Financials	(64,907)	(17,031)	26%	(63,221)	1,686	-3%
Current Year Financials	(23,762)	(555)	2%	(16,377)	7,385	-31%
Project Description	Prudential borrowing to finance capital expenditure not already funded from grants/contributions, revenue contributions or capital receipts					
Project Lifecycle	Planned End Date	31-Mar-23	Forecast End Date	31-Mar-23		
<b>Main Issues / Reason for Variance</b>						
Prudential Borrowing is impacted by the both the total level of capital spend and the level of other capital resources. The level of prudential borrowing in 2017/18 and overall is likely to be less than anticipated for reasons identified within each project that shows re-phasing requirements in the red and amber analysis						
<b>Mitigating Action</b>						
Mitigating actions are detailed in the red and amber analysis						
<b>Anticipated Outcome</b>						
Prudential Borrowing overall likely to be less than anticipated.						

MONTH END DATE

30 June 2017

PERIOD

3

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

3 Capital Receipts						
Project Life Financials	0	(641)	100%	(641)	(641)	100%
Current Year Financials	0	(641)	100%	(641)	(641)	100%
Project Description	Capital receipts from the sale of land or application to purchase houses under Right to Buy Legislation prior to end of scheme					
Project Lifecycle	Planned End Date		31-Mar-18	Forecast End Date		31-Mar-18
<b>Main Issues / Reason for Variance</b>						
Capital receipts were not anticipated to be received due to the closure of the Right to Buy Scheme, however receipts are still being received for applications submitted prior to the end of the scheme resulting in unbudgeted income being received.						
<b>Mitigating Action</b>						
None required due to favourable variance						
<b>Anticipated Outcome</b>						
Unbudgeted income received						

MONTH END DATE

30 June 2017

PERIOD

3

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

4 Loan Repayments						
Project Life Financials	(14)	(3)	22%	(18)	(4)	29%
Current Year Financials	(14)	(3)	22%	(18)	(4)	29%
Project Description	Loan Repayments					
Project Lifecycle	Planned End Date		31-Mar-18	Forecast End Date		31-Mar-18
<b>Main Issues / Reason for Variance</b>						
Income received anticipated to be slightly higher than budgeted						
<b>Mitigating Action</b>						
None required due to favourable variance						
<b>Anticipated Outcome</b>						
Increased level of income received						

TOTAL RESOURCES						
Project Life Financials	(98,302)	(25,533)	26%	(97,175)	1,126	-1%
Current Year Financials	(30,578)	(1,862)	6%	(23,358)	7,220	-24%



**WEST DUNBARTONSHIRE COUNCIL****Report by the Strategic Director of Regeneration, Environment and Growth****Housing and Communities Committee: 9 August 2017**

---

**Subject: Financial Report 2017/18 as at Period 3 (30 June 2017)**

**1. Purpose**

- 1.1** The purpose of the report is to provide the Committee with an update on the financial performance to 30 June 2017 (Period 3) of those services under the auspices of the Housing and Communities Committee.

**2. Recommendations****2.1** Members are asked to:-

- i) consider and note the contents of this report which shows the revenue budget forecast to underspend against budget by £0.019m (2.8%) at the year-end;
- ii) consider and note the net projected annual capital underspend of £0.045m (8.2%), which is due to project rephasing ; and
- iii) note the progress on savings incorporated into budgets for 2017/18.

**3. Background****3.1** Revenue Budget

At the meeting of West Dunbartonshire Council on 22 February 2017, Members agreed the revenue estimates for 2017/18. A total net budget of £0.680m was approved for Housing and Communities services.

Capital

- 3.1.1** At the meeting of Council on 22 February 2017, Members also agreed the updated 10 year General Services Capital Plan for 2017/2018 to 2026/27. The next three years from 2017/18 to 2019/20 have been approved in detail with the remaining 7 years being indicative at this stage. The total project life budget approved for projects that have either commenced or are due to commence in that period total for Housing and Communities services was £0.624m.

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

##### Revenue Budget

- 4.1** Appendix 1 shows the probable outturn for the services at 0.661m. As the annual budget is £0.680m there is a projected favourable variance currently projected of £0.019m. A more detailed analysis by service is given in Appendix 2. Comments are shown in Appendix 3 when there are projected annual variances greater than £50,000. Appendix 4 shows progress on the achievement of saving options adopted as part of the 2017/18 budget.

##### Capital Budget

- 4.2** The overall programme summary report is shown in Appendix 5. The analysis shows that for the in-year planned spend there is currently a projected annual favourable variance of £0.045m which relates to project underspending against profile in-year. Officers review regularly the in-year position to consider options to maximise the effective use of capital resources.

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

- 5.1** There are no people implications.

#### **6. Financial Implications**

- 6.1** Other than the financial position noted above, there are no financial implications of the budgetary control report. Officers are currently reviewing budgets and projections with a view to improving the position by financial year end and progress will be highlighted in future reports to committee.
- 6.2** Agreed savings and management adjustments for 2017/18 are monitored with current indications showing that all of the savings being monitored (£0.120m), are currently on target to be achieved (see Appendix 4).

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

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

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

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

## **9. Consultation**

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

## **10. Strategic Assessment**

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

**Peter Barry**  
**Strategic Lead – Housing and Employability**  
**Date: 18 July 2017**

---

**Person to Contact:** Janice Rainey - Business Unit Finance Partner ,Garshake Road, Dumbarton, G82 3PU, telephone: 01389 737707, e-mail [janice.rainey@west-dunbarton.gov.uk](mailto:janice.rainey@west-dunbarton.gov.uk)

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

**Background Papers:** None

**Wards Affected:** All



WEST DUNBARTONSHIRE COUNCIL  
REVENUE BUDGETARY CONTROL 2017/2018  
HOUSING & COMMUNITIES SUMMARY

APPENDIX 1

MONTH END DATE **30 June 2017**

Actual Outturn 2016/17	Service / Subjective Summary	Total Budget 2017/18	Spend to Date 2017/18	Forecast Spend	Forecast Variance 2017/18		Annual RAG Status
£000		£000	£000	£000	£000	%	
1,172	Central Repairs & Maintenance	1,298	570	1,313	15	1%	↓
170	Homeless Persons	141	235	143	2	1%	↓
73	Private Sector Housing	45	0	48	3	7%	↓
(21)	Private Sector Housing Grant	(22)	(17)	(21)	1	-5%	↓
708	Anti Social Behaviour	736	155	692	(44)	-6%	↑
(1,133)	Housing Maintenance Trading A/c	(1,518)	766	(1,514)	4	0%	↓
<b>969</b>	<b>Total Net Expenditure</b>	<b>680</b>	<b>1,709</b>	<b>661</b>	<b>(19)</b>	<b>-3%</b>	<b>↑</b>

YEAR END DATE 30 June 2017

Actual Outturn 2016/17	Service Summary	Total Budget 2017/18	YTD Spend 2017/18	Forecast Spend 2017/18	Forecast Annual Variance 2017/18	RAG Status
<b>£000</b>	<b>All Services</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
13,692	Employee	15,432	3,148	15,256	(176)	-1% ↑
1,608	Property	2,808	631	2,807	(1)	0% ↑
1,084	Transport and Plant	1,115	17	1,118	3	0% ↓
4,908	Supplies, Services and Admin	6,120	766	6,618	498	8% ↓
3,794	Payments to Other Bodies	1,368	252	1,227	(141)	-10% ↑
1,328	Other	868	0	536	(332)	-38% ↑
<b>26,414</b>	<b>Gross Expenditure</b>	<b>27,711</b>	<b>4,814</b>	<b>27,562</b>	<b>(149)</b>	<b>-1% ↑</b>
<b>(25,445)</b>	<b>Income</b>	<b>(27,031)</b>	<b>(3,105)</b>	<b>(26,901)</b>	<b>130</b>	<b>0% ↓</b>
<b>969</b>	<b>Net Expenditure</b>	<b>680</b>	<b>1,709</b>	<b>661</b>	<b>(19)</b>	<b>-3% ↑</b>
<b>£000</b>	<b>Central Repairs &amp; Maintenance</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
952	Employee	855	239	864	9	1% ↓
44	Property	1,133	445	1,133	0	0% →
29	Transport and Plant	45	2	46	1	2% ↓
410	Supplies, Services and Admin	385	88	390	5	1% ↓
1,172	Payments to Other Bodies	0	0	0	0	0% →
0	Other	0	0	0	0	0% →
<b>2,607</b>	<b>Gross Expenditure</b>	<b>2,418</b>	<b>774</b>	<b>2,433</b>	<b>15</b>	<b>1% ↓</b>
<b>(1,435)</b>	<b>Income</b>	<b>(1,120)</b>	<b>(204)</b>	<b>(1,120)</b>	<b>0</b>	<b>0% →</b>
<b>1,172</b>	<b>Net Expenditure</b>	<b>1,298</b>	<b>570</b>	<b>1,313</b>	<b>15</b>	<b>1% ↓</b>
<b>£000</b>	<b>Homeless Persons</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
1,320	Employee	1,361	334	1,364	3	0% ↓
1,225	Property	1,314	265	1,314	0	0% →
24	Transport and Plant	25	6	25	0	0% →
207	Supplies, Services and Admin	173	31	173	0	0% →
718	Payments to Other Bodies	792	137	673	(119)	-15% ↑
0	Other	0	0	0	0	0% →
<b>3,494</b>	<b>Gross Expenditure</b>	<b>3,665</b>	<b>773</b>	<b>3,549</b>	<b>(116)</b>	<b>-3% ↑</b>
<b>(3,324)</b>	<b>Income</b>	<b>(3,524)</b>	<b>(538)</b>	<b>(3,406)</b>	<b>118</b>	<b>3% ↓</b>
<b>170</b>	<b>Net Expenditure</b>	<b>141</b>	<b>235</b>	<b>143</b>	<b>2</b>	<b>1% ↓</b>
<b>£000</b>	<b>Private Sector Housing</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
20	Employee	38	0	29	(9)	-24% ↑
0	Property	0	0	0	0	0% →
0	Transport and Plant	0	0	0	0	0% →
58	Supplies, Services and Admin	0	0	0	0	0% →
4	Payments to Other Bodies	28	0	28	0	0% →
0	Other	0	0	0	0	0% →
<b>82</b>	<b>Gross Expenditure</b>	<b>66</b>	<b>0</b>	<b>57</b>	<b>(9)</b>	<b>-14% ↑</b>
<b>(9)</b>	<b>Income</b>	<b>(21)</b>	<b>0</b>	<b>(9)</b>	<b>12</b>	<b>57% ↓</b>
<b>73</b>	<b>Net Expenditure</b>	<b>45</b>	<b>0</b>	<b>48</b>	<b>3</b>	<b>7% ↓</b>

YEAR END DATE 30 June 2017

Actual Outturn 2016/17	Service Summary	Total Budget 2017/18	YTD Spend 2017/18	Forecast Spend 2017/18	Forecast Annual Variance 2017/18	RAG Status
<b>£000</b>	<b>Private Sector Housing Grant</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
5	Employee	33	8	31	(2)	-6% ↑
255	Property	301	(88)	300	(1)	0% ↑
0	Transport and Plant	1	0	1	0	0% →
0	Supplies, Services and Admin	12	5	16	4	33% ↓
231	Payments to Other Bodies	231	58	231	0	0% →
0	Other	0	0	0	0	0% →
<b>491</b>	<b>Gross Expenditure</b>	<b>578</b>	<b>(17)</b>	<b>579</b>	<b>1</b>	<b>0%</b> ↓
<b>(512)</b>	<b>Income</b>	<b>(600)</b>	<b>0</b>	<b>(600)</b>	<b>(1)</b>	<b>0%</b> ↑
<b>(21)</b>	<b>Net Expenditure</b>	<b>(22)</b>	<b>(17)</b>	<b>(21)</b>	<b>1</b>	<b>-5%</b> ↓
<b>£000</b>	<b>Anti Social Behaviour</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
444	Employee	480	86	456	(24)	-5% ↑
0	Property	0	0	0	0	0% →
22	Transport and Plant	2	1	4	2	100% ↓
69	Supplies, Services and Admin	52	11	52	0	0% →
182	Payments to Other Bodies	202	57	180	(22)	-11% ↑
0	Other	0	0	0	0	0% →
<b>717</b>	<b>Gross Expenditure</b>	<b>736</b>	<b>155</b>	<b>692</b>	<b>(44)</b>	<b>-6%</b> ↑
<b>(9)</b>	<b>Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b> →
<b>708</b>	<b>Net Expenditure</b>	<b>736</b>	<b>155</b>	<b>692</b>	<b>(44)</b>	<b>-6%</b> ↑
<b>£000</b>	<b>Housing Maintenance Trading A/c</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>%</b>
10,951	Employee	12,665	2,481	12,512	(153)	-1% ↑
84	Property	60	9	60	0	0% →
1,009	Transport and Plant	1,042	8	1,042	0	0% →
4,164	Supplies, Services and Admin	5,498	631	5,987	489	9% ↓
1,487	Payments to Other Bodies	115	0	115	0	0% →
1,328	Other	868	0	536	(332)	-38% ↑
<b>19,023</b>	<b>Gross Expenditure</b>	<b>20,248</b>	<b>3,129</b>	<b>20,252</b>	<b>4</b>	<b>0%</b> ↓
<b>(20,156)</b>	<b>Income</b>	<b>(21,766)</b>	<b>(2,363)</b>	<b>(21,766)</b>	<b>0</b>	<b>0%</b> →
<b>(1,133)</b>	<b>Net Expenditure</b>	<b>(1,518)</b>	<b>766</b>	<b>(1,514)</b>	<b>4</b>	<b>0%</b> ↓

WEST DUNBARTONSHIRE COUNCIL  
 REVENUE BUDGETARY CONTROL 2017/2018  
 ANALYSIS FOR VARIANCES OVER £50,000

APPENDIX 3

YEAR END DATE

30 June 2017

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

Homeless Persons	141	143	2	1%	↓
Service Description	This service seeks to prevent homelessness occurring across the authority and improves access to support services				
Main Issues / Reason for Variance	The budget assumed the extension to Ashton View Supported Accommodation would be fully available by 1st April . Due to the delay in this project completion, income is expected to be under budget by £118K . This is however offset by lower than budgeted payments to voluntary organisations and lower recharges from Housing Revenue Account following review of charges in light of staff restructuring.				
Mitigating Action	Ashton View extension will be available soon and additional income will then start being achieved				
Anticipated Outcome	It is expected that the overall Homeless spend will be within budget				

Housing Maintenance Trading A/c	(1,518)	(1,514)	4	0%	↓
Service Description	This service provides council housing maintenance				
Main Issues / Reason for Variance	Direct purchases and stock issues are projecting higher than budget, together with work by contractors. This is however offset by a favourable variance in staffing and other costs. Income is projecting in line with budget.				
Mitigating Action	Officers continue to monitor this budget to minimise spend where possible.				
Anticipated Outcome	It is expected that the overall spend will be within budget				

Efficiency reference		Efficiency Detail	budgeted Amount £	Projection of Total Saved £	Projection of Total Not Saved £	Comment
2017/18	MA20	Correction of cost for Tenancy Sustainability to HRA	82,000	82,000	0	
2017/18	MA21	Correction of cost for Strategy Staff to HRA	38,000	38,000	0	
			120,000	120,000	0	

WEST DUNBARTONSHIRE COUNCIL  
GENERAL SERVICES CAPITAL PROGRAMME  
OVERALL PROGRAMME SUMMARY

APPENDIX 5

MONTH END DATE 30 June 2017

PERIOD 3

Project Status Analysis	Project Life Status Analysis				Current Year Project Status Analysis					
	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status		
<b>Red</b> Projects are forecast to be overspent and/or experience material delay to completion	0	0%	0	0%	0	0%	0	0%		
<b>Amber</b> Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	0	0%	0	0%	0	0%	0	0%		
<b>Green</b> Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	1	100%	99	100%	1	100%	21	100%		
<b>TOTAL EXPENDITURE</b>	<b>1</b>	<b>100%</b>	<b>99</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>21</b>	<b>100%</b>		
Project Status Analysis	Project Life Financials				Current Year Financials					
	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Re-Phasing £000	Over/ (Under) £000
<b>Red</b> Projects are forecast to be overspent and/or significant delay to completion	0	0	0	0	0	0	0	0	0	0
<b>Amber</b> Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	0	0	0	0	0	0	0	0	0	0
<b>Green</b> Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	624	99	624	0	546	21	501	(45)	(45)	0
<b>TOTAL EXPENDITURE</b>	<b>624</b>	<b>99</b>	<b>624</b>	<b>0</b>	<b>546</b>	<b>21</b>	<b>501</b>	<b>(45)</b>	<b>(45)</b>	<b>0</b>