

Agenda



Housing and Communities Committee

Date: Wednesday, 15 August 2018

Time: 10:00

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

Contact: Nuala Quinn-Ross, Committee Officer
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Dear Member

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

Yours faithfully

JOYCE WHITE

Chief Executive

Distribution:-

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

All other Councillors for information

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

Date issued: 2 August 2018

HOUSING AND COMMUNITIES COMMITTEE

WEDNESDAY, 15 AUGUST 2018

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 5 - 9

Submit, for approval as a correct record the Minutes of Meeting of the Housing and Communities Committee held on 9 May 2018.

4 OPEN FORUM

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

**5 MORE HOMES WEST DUNBARTONSHIRE – 11 - 19
WEST DUNBARTONSHIRE AFFORDABLE HOUSING SUPPLY
PROGRAMME**

Submit report by the Strategic Lead, Housing and Employability providing an update on progress with West Dunbartonshire's Affordable Housing Supply Programme (AHSP).

**6 SCOTTISH SOCIAL HOUSING CHARTER ANNUAL 21 - 29
PERFORMANCE REPORT**

Submit report by the Strategic Lead, Housing and Employability providing an annual progress report on meeting the requirements of the Scottish Social Housing Charter.

7/

7 WORKING 4U PROGRESS UPDATE AND COMMUNITY LEARNING AND DEVELOPMENT PLAN 31 - 35

Submit report by the Strategic Lead, Housing and Employability:-

- (a) providing information regarding Working 4U's progress towards key aims in 2017/2018; and
- (b) setting out the requirements for an updated statutory Community Learning and Development Plan 2018-2021.

8 NO HOME FOR DOMESTIC ABUSE 37 - 41

Submit report by the Strategic Lead, Housing and Employability providing an update on the launch and rollout of *No Home for Domestic Abuse*, the Council's new zero tolerance approach to tackling domestic abuse within West Dunbartonshire.

9 SPECIAL NEEDS ADAPTATIONS – 2017-2018 PERFORMANCE REPORT 43 - 48

Submit report by the Strategic Lead, Regeneration providing an update on the progress of improving performance in relation to Special Needs Adaptations.

10 HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 30 JUNE 2018 (PERIOD 3) *To Follow*

Submit report by the Strategic Lead, Housing and Employability providing an update on the financial performance to 30 June 2018 (Period 3) of the HRA revenue and capital budgets.

11 HOUSING AND COMMUNITIES FINANCIAL REPORT 2018/19 AS AT PERIOD 3 (30 JUNE 2018) *To Follow*

Submit report by the Strategic Lead, Housing and Employability and the Strategic Lead, Regeneration providing an update on the financial performance to 30 June 2018 (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 Chambers, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday, 9 May 2018 at 10.00 a.m.

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

*Note: arrived later in the meeting.

Attending: Richard Cairns, Strategic Director – Regeneration, Environment and Growth; Peter Barry, Strategic Lead - Housing and Employability; John Kerr, Housing Development and Homelessness Manager; Edward Thomas, Housing Operations Manager; Alan Young, Housing Asset and Investment Manager; Raymond Lynch, Section Head – Licensing; Sally Michael, Principal Solicitor and Nuala Quinn-Ross, Committee Officer.

Apologies: Apologies for absence were intimated on behalf of Councillor Marie McNair and Jim McAloon, Strategic Lead – Regeneration.

Councillor Diane Docherty in the Chair

DECLARATIONS OF INTEREST

Councillor Brown requested legal clarification on whether he should declare an interest in the item 'Prohibition Of The Consumption Of Alcohol In Designated Public Places', being a Member of the Licensing Board. In response, the Principal Solicitor advised that no interest would require to be declared as the content of report was not within the remit of the Licensing Board.

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

MINUTES OF PREVIOUS MEETINGS

The following Minutes were approved as correct records:-

- (1) the Minutes of Meeting of the Housing and Communities Committee held on 7 February 2018; and

- (2) the Minutes of the Special Meeting of the Housing and Communities Committee held on 14 March 2018.

OPEN FORUM

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

HOUSING & EMPLOYABILITY DELIVERY PLAN 2018/19

A report was submitted by the Strategic Lead - Housing and Employability presenting the 2018/19 Delivery Plan for Housing & Employability and the year end progress report for the 2017/18 Delivery Plan.

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

- (1) to note the progress made on delivery of the 2017/18 plan; and
- (2) to approve the 2018/19 Delivery Plan.

Note:- Councillor Millar arrived during discussion on the above item of business.

ENHANCED STANDARDS FOR HIGH RISE FLATS

A report was submitted by the Strategic Lead - Housing and Employability providing updates on the work to develop an enhanced standard for high rise flats in the aftermath of the tragic fire in the Grenfell Tower in London; work to provide reassurance to our tenants; and our commitment to ensure these properties are as safe and desirable as conventional dwellings.

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

- (1) to note the contents of the report and the reassurance work done to date;
- (2) to approve the Housing Management, Tenant Welfare and Budgetary Components (Phase One) of the West Dunbartonshire Enhanced Standard for High Rise Flats;
- (3) to note the Terms of Reference for Phase Two: Becoming a Tenure & Property Type of Choice, which will be developed by the Better Homes group and subsequently reported to Committee seeking approval; and

- (4) that the Chair, Councillor Docherty, write to the Scottish Government requesting that they contribute financially to this Council's fire safety improvements.

MORE HOMES BETTER HOMES WEST DUNBARTONSHIRE - LOCAL HOUSING STRATEGY 2017 – 2022 FIRST ANNUAL PROGRESS REPORT

A report was submitted by the Strategic Lead - Housing and Employability providing an update on the progress of the More Homes Better Homes West Dunbartonshire Local Housing Strategy which covers the period 2017 - 2022.

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

- (1) to acknowledge the progress made in meeting the aims and objectives of the More Homes Better Homes West Dunbartonshire Local Housing Strategy 2017 – 2022; and
- (2) to note the contents of the Local Housing Strategy Progress Report - December 2017, as detailed within Appendix 1 to the report.

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

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

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

- (1) to note the progress and achievements made in relation to the implementation of the first year of the strategy's action plan including the key role played by tenant representatives; and
- (2) to note that the Strategic Lead - Housing and Employability will submit a further annual report to Committee in May 2019.

MORE HOMES WEST DUNBARTONSHIRE – WEST DUNBARTONSHIRE AFFORDABLE HOUSING SUPPLY PROGRAMME

A report was submitted by the Strategic Lead - Housing and Employability providing an update on progress with West Dunbartonshire's Affordable Housing Supply Programme (AHSP).

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

- (1) to note the progress made to date including the delivery of the Council's latest new build project at Second Avenue, Clydebank;
- (2) that updates would be provided to Committee regarding ongoing discussions with the Scottish Minister for Local Government and Housing on the disparity of the grant subsidy per unit available for affordable housing to Registered Social Landlords and Councils; and
- (2) otherwise, to note the contents of the report.

MORE THAN A ROOF – WEST DUNBARTONSHIRE COUNCIL'S HOMELESSNESS PREVENTION AND TEMPORARY ACCOMMODATION STRATEGY 2017 – 2020: UPDATE

A report was submitted by the Strategic Lead - Housing and Employability advising of the progress made towards achieving the aims and objectives of the homelessness Prevention and Temporary Accommodation Strategy entitled 'More than a Roof' for the three year period 2017-2020.

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

- (1) to note the progress and achievements made in implementing the first year of the 'More Than A Roof' strategy; and
- (2) to note the direction of travel which is set within the context of an ongoing re-design of housing access and homelessness services.

REVIEW OF COUNCIL'S OPEN MARKET HOUSING ACQUISITION SCHEME (BUYBACK SCHEME)

A report was submitted by the Strategic Lead - Housing and Employability seeking approval to extend the scope of the Council's Open Market Housing Acquisition Scheme (Buyback Scheme).

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

- (1) to approve the extended scope of the scheme as detailed within section 4.9 of the report; and
- (2) to note the contents of the report and the progress made to date.

PROHIBITION OF THE CONSUMPTION OF ALCOHOL IN DESIGNATED PUBLIC PLACES

A report was submitted by the Strategic Lead - Regulatory providing an update on the position with regards to the current Byelaw prohibiting the consumption of alcohol in designated public places within the West Dunbartonshire Council area.

After discussion and having heard the Section Head - Licensing in further explanation of the report the Committee agreed that the current Byelaw remain unchanged.

WORKING WELL TOGETHER - ATTENDANCE MANAGEMENT: QUARTER 4 (1 JANUARY – 31 MARCH 2018) AND ANNUAL REVIEW

A report was submitted by the Strategic Lead, People and Technology providing a detailed analysis on the attendance performance for Quarter 4 and annual review.

The Committee agreed:-

- (1) to note the increase in council wide sickness absence of 2,284 FTE days lost (4.87%) compared to last year; and
- (2) to note the increase in sickness absence of 348.49 FTE days lost (approx. 16%) compared to the last year for Housing and Employability.

The meeting closed at 12.06 p.m.

WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 15 August 2018

Subject: More Homes West Dunbartonshire – West Dunbartonshire Affordable Housing Supply Programme

1. Purpose

- 1.1** This purpose of this report is to provide the Housing and Communities Committee an update on progress with West Dunbartonshire's Affordable Housing Supply Programme (AHSP). In West Dunbartonshire the AHSP is delivered through the More Homes West Dunbartonshire strategic approach which is tasked with delivering over 1000 new affordable homes in West Dunbartonshire by 2021 and includes 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 in the delivery of the Council's More Homes West Dunbartonshire approach
- (ii) Note the Strategic Lead – Regeneration intention to serve notice on community groups currently operating from the Longcrags facility and provide support to investigate alternative accommodation solutions.
- (iii) Note the intention to appoint a strategic delivery partner subject to final approval by the Council's Tendering Committee on 29th August 2018
- (iv) Note that the report and the delivery of the Council's ambitious plans to deliver new homes to meet housing need will include significant member involvement in its delivery and as such a regular update report will be provided to each Housing and Communities Committee

3. Background

- 3.1** As part of the Council's More Homes West Dunbartonshire programme a target has been set for 1000 new affordable homes to be built within a 5 year period up to March 2021 between the Council and developing partner Housing Associations. To assist in meeting this target, the Council has ambitious plans which were approved by Council in February 2018 to build over 400 new homes for social rent from 2018–2021.
- 3.2** In addition to the 121 new Council homes delivered prior to the More Homes West Dunbartonshire approach, the Council's latest development of 40 new

homes in Second Avenue/Singer Street, Clydebank was completed in April 2018 bringing the number of new homes for rent delivered by the Council up to 161. The development was officially opened on 31 July 2018 by the Housing Minister Kevin Stewart MSP.

Table 1:

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

- 3.3** The Strategic Housing Investment Plan (SHIP) 2018-2023, outlining West Dunbartonshire's Affordable Housing Supply Programme was approved by the Housing and Communities Committee in November 2017, this is currently being refreshed and an updated SHIP will be submitted to the Housing and Communities Committee in November.
- 3.4** The More Homes Delivery Team continues to prioritise the new build projects in order to ensure that West Dunbartonshire Council delivers the new Council homes within the agreed budget and timescales.
- 3.5** As part of the Council's More Homes West Dunbartonshire programme a target has been set for 1000 new affordable homes to be built up to March 2021 in West Dunbartonshire between the Council and developing partner Housing Associations. To assist in meeting this target, the Council has ambitious plans which were approved by the Housing and Communities Committee in February 2017 and March 2018 to develop over 400 new council homes for rent. Partner Housing Associations have a combined target of over 800.

4. Main Issues

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

strongly supports such an aim. This has been strengthened through the formation of a More Homes West Dunbartonshire Project Board chaired by the Strategic Director Regeneration, Environment and Growth which will provide strong governance and leadership to ensure the ambitions are achieved.

- 4.3** The approved HRA Capital Plan and SHIP 2018-2023 outlined the plans the Council and its partnering Housing Associations have for meeting their targets and these revised targets are outlined in the following tables:

Table 2: Future Council New Build

Project	No. of New Houses	Total Cost Est	Grant Required
St Andrews School, Clydebank	126 (68 WDC/Cube HA 58)	£18.27m	£8.188m
Dumbarton Harbour	45	£6.235m	£2.655m
Alexandria Town Centre, Alexandria	20*	£3m	£1.18m
Bellsmyre Regeneration (Aitkenbar), Dumbarton	55*	£8.25m	£3.245m
Haldane PS, Alexandria	60*	£9m	£3.54m
Clydebank East, Clydebank	60*	£9m	£3.54m

*Planning figure subject to change

- 4.4** In addition to Table 2, the Council is currently engaging with Wheatley Group which could see an element of the Queens Quay social housing development project include a small proportion of homes which will be transferred to the Council on completion, the outcome of these discussions will be presented for approval to a future Housing and Communities Committee.
- 4.5** The More Homes, Better Homes West Dunbartonshire programme would see an estimated investment of around £60m in council house building over the next 5 year period; this would be supported through initial estimated grant funding of around £25m.
- 4.6** All the new build Council Programme is managed and delivered by our Housing Development Team supported with Consultancy Services, this includes the design which is undertaken by our own architectural officers, with the exception of Dumbarton Harbour which is being developed through a design and build arrangement, with the design arrangements in accordance with WDC requirements.
- 4.7** Progress on each of the Council new build projects is outlined below:-

St Andrews School Update

This development will provide 126 units in total. The Council will lead this development and work in partnership with the Wheatley Group through Cube Housing Association. On completion, the 126 units will be shared between the Council (68) and Cube Housing Association (58). The Council will manage the delivery of this project. A PAN pre-planning public consultation event was held on Tuesday 13th June in Clydebank Town Hall and evidenced strong support for the proposed development. The development also includes the delivery of an assisted living unit within the development strengthening the partnership with West Dunbartonshire Health and Social Care Partnership

Dumbarton Harbour

The Housing Development Team are engaged with Turner Townsend (acting on behalf of Cullross) and have agreed the design specification, and are currently in the process of developing a construction programme for the delivery of the 45 units. An element of enabling works has already commenced and with full planning permission already secured we anticipate being on site with a construction in Autumn 2018.

Alexandria Town Centre

A design brief is being developed which will see this development deliver around 20 new homes for social rent. A key principle for the design is to build on the housing need already satisfied through the adjacent Caledonia/Dunbritton Housing Association's Kippen Dairy development and meet any unmet need particularly in relation to aged persons accommodation. Consultation is taking place with the Health and Social Care partnership on the precise nature of the accommodation required. In advance of any construction start the demolition element will have to be concluded and we are expecting the properties in question to be available to be demolished before the end of this calendar year.

Bellsmyre Regeneration (Aitkenbar)

An outline design has been developed for this affordable housing project which would see the delivery of up to 60 new homes, this development would also incorporate design of new homes which would meet the needs of our Health and Social Care Partnership including units to meet particular needs. In parallel with the key appointment of a construction delivery partner a construction programme will be developed for this project and this will be reported to a future Housing and Communities Committee. However, we anticipate a site start within 2018/19.

In advance of the site start the demolition of the site will conclude to allow the site to be fully transferred to the Housing Revenue Account. The Council's Strategic Lead – Regeneration will serve notice on the existing community groups who are still utilising the Longcrags facility before supporting them to investigate alternative accommodation solutions.

Haldane Development

An outline design has been developed for this affordable housing project which would see the delivery of around 60 new homes, this development would also incorporate design of new homes which would meet the needs of

our Health and Social Care Partnership including units to meet particular needs. In parallel with the key appointment of a construction delivery partner a construction programme will be developed for this project and this will be reported to a future Housing and Communities Committee. However, we anticipate a site start within 2019/20. This may be accelerated depending on the demolitions of the former school and practical transfer to the Housing Revenue Account.

Clydebank East

A design brief is being developed which will see this development deliver around 60 new homes for social rent, as part of a wider regeneration approach being considered for this site on conclusion of the demolition of the existing homes.

- 4.8** In order to assist the Council to deliver their ambitious new build council housing programme, the Housing and Communities Committee at their February meeting authorised the commencement of a procurement exercise to appoint a main contractor to deliver the complete programme. A contract strategy was developed and approved by the Strategic Lead – Resources and Strategic Lead – Housing and Employability in June 2018 which recommended a direct award to CCG (Scotland) Ltd via the Scottish Procurement Alliance Framework Agreement - Off-Site Construction of New Homes (NH1), Lot M1 - Southern Scotland. The subsequent procurement exercise has been conducted in accordance with the Council's Standing Orders and Financial Regulations. And the Public Contracts (Scotland) Regulations 2015 above EU thresholds for works.
- 4.9** The above contract strategy will be subject to a report to seek approval of Tendering Committee to authorise the Strategic Lead – Regulatory to conclude the award of the contract for a strategic delivery partner to deliver the Council's affordable housing supply programme as set out within the Council's Strategic Housing Investment Plan (SHIP). The appointment of such a strategic delivery partner will be a key milestone in ensuring the delivery of the Council's ambitious new build programme.
- 4.10** 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.
- 4.11** 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.

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

5. People Implications

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

6. Financial and Procurement Implications

Financial

- 6.1** The impacts and ambition of the Council's New Build Programme 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 2018 Council approved the Housing Capital Programme 2018-2023 which has net profile spend of £52.145m 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 Table 2 will see over £60million of investment to deliver the Affordable Housing Supply Programme Funding.

Procurement

- 6.6** All procurement activity carried out by the Council in excess of £50,000 is subject to a contract strategy. The contract strategy for the Council's New Build Housing programme is developed by the Corporate Procurement Unit in conjunction with Housing Development. The contract strategy will include, but is not limited to; contract scope, service forward plan, the market, procurement model and routes – including existing delivery vehicles, roles and responsibilities, risks, issues and opportunities and on-going contract management.
- 6.7** The Council's New Build Housing programme will contribute to delivery of the Council strategic priorities through the development of a robust contract strategy which will explore the inclusion of possible community benefits which improve economic growth and employability or life chances for children and young people.
- 6.8** Further opportunities to maximise the positive social, economic and environmental impact for the Council through the contract will also be explored.

7. Risk Analysis

- 7.1** All Council new build projects have their own Risk Register which highlights the risk within and out-with the project team's control. These are maintained and adjusted on an on-going basis.
- 7.2** With any new build project there is a risk that as the projects develop the cost increases beyond the estimated contract cost. Any additional borrowing requirements, or conversely, cost savings will be reported to future meetings of the Housing and Communities Committee. However, this is mitigated through a target cost model approach.
- 7.3** A risk remains of not delivering the contract strategy on the council house building plans which would result in a negative financial and reputational impact on the Council, however this will be addressed within the report to seek approval of the Council's Tendering Committee to authorise the Strategic Lead – Regulatory to conclude the award of the contract as determined within the contract strategy.

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, 92% of respondents indicated their support for the Council's ambitious plans to deliver the Housing Revenue Account (HRA) new council house build programme.
- 9.2** Regular updates on new build development are provided to the West Dunbartonshire Tenants and Residents Organisation at the bi-monthly liaison meetings.

10. Strategic Assessment

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

Peter Barry
Strategic Lead, Housing and Employability
Date: 1st August 2018

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

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

More Homes, Better Homes West Dunbartonshire
Strategic Housing Investment Plan, Housing
Development, November 2017

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

[http://www.west-
dunbarton.gov.uk/media/4308583/brochure-final-website-
version.pdf](http://www.west-dunbarton.gov.uk/media/4308583/brochure-final-website-version.pdf)

Wards Affected:

All

WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 15 August 2018

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 continued improvements across housing and homelessness services in West Dunbartonshire which have been recognised by the Scottish Housing Regulator; and
- (ii) Agrees that a further progress report on the Scottish Social Housing Charter be submitted to the November 2018 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 Development /Tenants	Assess performance against the Charter
May each year	Housing Development	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 Development	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 is 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 exercise.
- 4.3** The SHR uses these Charter Performance Indicators to monitor the delivery of housing and homelessness services of all social landlords against the Charter outcomes and standards. A copy of the full list of indicators can be accessed via the link included as part of the background papers.
- 4.4** The SHR will publish a Landlord Report on their website for each Scottish social housing landlord on 31 August 2018 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 2017/18 against those 18 key indicators and an additional 12 indicators that our citizens 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	2016/17 Value	2017/18 Value	2017/18 Target	Trend	Target met
% of tenants satisfied with the overall service	83.53%	84.06%	84%		
% of tenants who feel their landlord is good at keeping them informed about their services and outcomes	87%	84.46%	88%		
% of tenants satisfied with the opportunities given to participate in their landlord’s decision making process	67.05%	79.08%	78%		
% of tenants satisfied with the standard of their home when moving in	86.64%	94.87%	89%		
% of existing tenants satisfied with the quality of their home	81.03%	86.25%	85%		
% of tenants satisfied with the	93.58%	92.31%	93%		

repairs and maintenance service					
% of tenants satisfied with the management of neighbourhood	80.37%	80.28%	84%		
% satisfied with the quality of temporary accommodation	77.78%	82.97%	82%		
% of factored owners satisfied with the factoring service they receive	44.8%	33.1%	55%		
Quality of Housing					
Indicator Description	2016/17 Value	2017/18 Value	2017/18 Target	Trend	Target met
% of stock meeting the SHQS	88.19%	90.23%	89.78%		
Repairs and maintenance					
Indicator Description	2016/17 Value	2017/18 Value	2017/18 Target	Trend	Target met
Average length of time taken to complete emergency repairs	3.91 hours	3.67 hours	3.8 hours		
Average length of time to complete non-emergency repairs	7.17 days	7.08 days	6.8 days		
% of reactive repairs carried out in the last year Right First Time	87.81%	88.1%	94.8%		
% of repairs appointments kept	85.39%	86.05%	94.3%		
% of properties that require a gas safety record which had a gas safety check completed by the anniversary date	100%	99.13%	100%		
Estate management, Antisocial behaviour					
Indicator Description	2016/17 Value	2017/18 Value	2017/18 Target	Trend	Target met
% of tenancy offers refused during the year	52%	55%	50%		
% of Anti-Social Behaviour cases resolved within locally agreed targets in the last year	70.45%	81.37%	77%		
Tenancy sustainment					
Indicator Description	2016/17 Value	2017/18 Value	2017/18 Target	Trend	Target met
% of new tenancies sustained for more than a year, by source of let	88.4%	88.5%	91.2%		
tenancy termination - notice given by tenant	675	701	625		
tenancy termination – abandoned property	84	61	80		
The average time to complete medical adaptations	92.3 days	90.3 days	43 days		
Homelessness					
Indicator Description	2016/17 Value	2017/18 Value	2017/18 Target	Trend	Target met
% of homeless cases issued with decision within 28 days of presentation	99%	100%	95%		
% of all homeless cases re-assessed within 12 months (repeat homelessness)	5.6%	5%	5%		

% of households requiring temporary accommodation to whom an offer was made	100%	100%	100%		
The number of incidences of homelessness in West Dunbartonshire	1135	1048	1099		
Value for Money – Rent Collection					
Indicator Description	2016/17 Value	2017/18 Value	2017/18 Target	Trend	Target met
% of tenants who feel that the rent for their property represents good value for money	68.22%	75.3%	75%		
Rent collected as a % of total rent due	100.22%	100.41%	101%		
Gross rent arrears as a % of rent due for the reporting year	10.15%	8.83%	8%		
Value for Money – Void Management					
Indicator Description	2016/17 Value	2017/18 Value	2017/18 Target	Trend	Target met
% of rent due lost through properties being empty	1.05%	0.9%	1%		
Average length of time taken to re-let properties	46.1 days	35.56 days	40 days		

- 4.6** The table above outlines a journey of continued improvement, with 90% of the key indicators either meeting or narrowly missing our target and 73% of the indicators showing an improving trend.
- 4.7** Over the past 24 months the Housing Improvement Board (HIB) has monitored closely key work-streams aimed at improving areas of weakness around void management, tenancy sustainment, repeat homelessness and rent collection. There have been sustained improvements in all these areas.
- 4.8** West Dunbartonshire housing and homelessness services has been assessed by the Scottish Housing Regulator (SHR) as a self-aware organisation and following their most recent and comprehensive risk and assurance assessment, West Dunbartonshire Council will not be subject to any scrutiny from the SHR for the first time in six years. This is extremely positive and reflective of improvements across housing and homelessness services within that six year period.
- 4.9** The Regulator will continue to operate a risk based approach and are currently assessing our 2017/18 ARC submission and our homelessness submissions to the Scottish Government, to inform future areas of engagement.
- 4.10** The Housing Improvement Board have agreed annual targets for 2018/19 which were set using benchmarking information and challenge housing and homelessness services to meet their ambition to be one of Scotland's top performing landlord organisations. A comprehensive assessment of performance

against the Charter has been carried out and has informed a further series of actions to drive continued improvement.

4.11 At the HIB meeting on 2 July 2018, annual performance was discussed and it was agreed that in addition to quarterly performance reports covering the whole service, the HIB would monitor key work-streams aimed at driving improvements in the following areas:

- Gas safety;
- Medical adaptations;
- Satisfaction with services to factored owners; and
- rent collection

4.12 Other areas of focus are our reported EESSH compliance rate of 55.9% and the need to be compliant with the Gypsy Traveller Site Standards published by the Scottish Government. The 2 July 2018 meeting of the HIB agreed to that EESSH compliance and the Gypsy Traveller Site Standards becoming a key work-stream area within the remit of the Better Homes West Dunbartonshire Group.

4.13 Our wider Charter Improvement Plan will continue to be implemented and there are a number of key improvement actions contained within the Housing and Employability Delivery Plan approved by the Housing and Communities Committee in May 2018.

Charter Performance Report

4.14 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.

4.15 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.

4.16 In preparation for our first report in 2014, a working group of tenants and officers was established and successfully:

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

4.17 The narrative in the report is based on the annual self-assessment exercise of our performance.

- 4.18** The report will be published online, with a summary being sent to every tenant with the winter edition of the Housing News. The full report will be sent to tenants groups and interested tenants, partner organisations and elected members. Hard copies will be made to any tenant who requests a copy.

Tenant Scrutiny Arrangements

- 4.19** 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.
- 4.20** 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.
- 4.21** The Scrutiny Panel has subsequently carried out the following scrutiny exercises:
- 2014/15 looking at our Anti-Social Behaviour Service;
 - 2015/16 looking at our Repairs Service;
 - 2016/17 looking at tenancy sustainment, specifically the new tenant visit process; and
 - 2017/18 looking at SHQS compliance, specifically the number and reasons that properties that are held in abeyance.
- 4.22** All of the recommendations made in the Panel's first 3 reports were approved by the Housing Improvement Board and report relating to SHQS compliance is currently being finalised and is expected to be presented to the Housing Improvement Board later this Autumn.
- 4.24** The Scrutiny Panel are also now focusing on our 2017/18 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.
- 4.25** 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** There are no people implications associated within this report.

6. Financial and Procurement Implications

- 6.1** There are no financial or procurement implications in relation to this report. The improvement plan which will result from the Charter self-assessment exercise will be delivered from within existing budgets. These are detailed in the Resources section of the Housing and Employability Delivery Plan, which was approved by the Housing and Communities Committee in May 2018.

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 WDTRO meet with the Council (chaired by the Convener of the Housing and Communities Committee) on a bi-monthly basis to discuss all issues relating to the Housing Service.
- 9.2** There remains a strong appetite among tenants and customers to continue to participate actively to improve housing services in West Dunbartonshire. This is reflected in the successful partnership approach adopted to develop the Charter Performance Report and the on-going activities of the WDTRO and the West Dunbartonshire Scrutiny Panel.
- 9.3** The Council is committed to ensure consultation continues and will support arrangements to increase tenant scrutiny activities and assess our performance in line with the requirements under the Scottish Social Housing Charter and the 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 and we have now taken initial steps to have our approach re-assessed with the view to being awarded gold accreditation.

10. Strategic Assessment

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

Peter Barry
Strategic Lead, Housing & Employability
Date: 1 August 2018

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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%202015.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 Strategic Lead – Housing and Employability

Housing and Communities Committee: 15th August

Subject: Working 4U Progress Update and Community Learning and Development Plan.

1. Purpose

- 1.1** The purpose of this report is to provide information about Working 4U's progress towards key aims in 2017/2018 and set out the requirements for an updated statutory Community Learning and Development Plan 2018-2021.

2. Recommendations

- 2.1** Members are asked to note the contents of the report and agree the consultation and development process for the completion of the Community Learning and Development Plan.

3. Background

- 3.1** Working 4U is an integrated service that supports individuals and families to improve their skills, learning and financial situation, assisting residents on their journey into work and protecting the rights of our citizens. The team won the COSLA Gold Award for Public Sector Innovation and Improvement in November 2016.
- 3.2** The specialist components of Working 4U services are: Employability Services (W4U work) Community Learning and Development (W4U learning), and Debt and Money Advice services (W4U Money).
- 3.3** W4U Work - Employability
Employability encompasses activities that enable people to increase their chances of getting a job, staying in a job, and progressing further in work. Our approach adapts national approaches to the specific context in West Dunbartonshire and is flexible enough to adopt a 'whole person approach'. It supports a range of initiatives including City Region Working Matters, Modern Apprentices, CVs, Job coaching, and in work support
- 3.4** W4U Learning - Community Learning and Development.
Learning and Development primarily supports disadvantaged or vulnerable groups, families and individuals of all ages to engage in learning and personal development, with a focus on bringing about change in their lives and communities. This includes, for example, adult literacies and ESOL, youth diversionary and representation, supporting the members of the Youth

Scottish Parliament), and work in schools and informal settings to support family learning and dealing with broad issues around child poverty.

3.5 W4U Money - Information and Advice

Information and Advice supports people to address aspects of poverty by assisting them to maximise income and manage debts. Focus is placed on the most vulnerable in our communities and those most likely to be negatively affected by welfare reform. This includes the provision of support to maximise income alongside support for mandatory reconsideration of benefit entitlement and tribunal representation where appropriate. It also includes support to reduce costs, for example addressing fuel efficiency; assisting people to develop actions to avoid evictions as a result of debt/rent arrears and supporting local people to deal with the effects of long term illness (Improving the Cancer Journey project).

4. Main Issues

4.1 There are six key indicators that capture the main elements of Working4U output set out in **Table 1** below.

Table 1: Working 4U dashboard Indicators 2017 – 2018			
	Indicator	Target 2017 - 2018	Achieved 2017 - 2018
1	Additional welfare benefits income generated through financial advice (excluding external partners)	£9.1	£9,827,074
2	Collective value of debt renegotiated by W4U	£2.1	£3,731,994
3	Number avoiding eviction as a result of W4U Intervention	30	66
4	Number of people securing a nationally recognised qualification	892	1,102
5	Total number of people securing employment,	307	417
5a	Number of people (16-29 years) securing employment	120	189
5b	Number securing an apprenticeship	80	72
5c	Number of people (30+) securing employment	197	228
6	Number of people receiving in-work support	100	102

- 4.2** Working 4U has taken the lead role in developing a number of key partnerships, including the Strategic Employability group and the Information and Advice Partnership. These partnerships ensure that we maintain a strategic overview of emerging issues and opportunities for example in welfare reform and employability service provision, and improve the quality and accessibility of local services across community planning.
- 4.3** Working 4U is also responsible for ensuring that West Dunbartonshire Council meets its statutory responsibility for developing and delivering a Community Learning and Development plan. The current plan (2015 – 2018) ends in October 2018. A new plan is required for the period between 2018 – 2021.

5. West Dunbartonshire Community Learning and Development (CLD) Plan

- 5.1** CLD can be described as a distinctive process of engagement and support, with a learning content that is negotiated with learners. It plays a central and statutory role in ensuring individuals, families and communities across West Dunbartonshire reach their potential through lifelong learning, mutual self-help and community organisation. It should ensure that support and opportunities are community-led, built around people's aspirations.
- 5.2** The target of CLD is to support primarily disadvantaged or vulnerable groups and individuals of all ages to engage in learning, with a focus on bringing about change in their lives and communities.
- 5.3** CLD activities in West Dunbartonshire include schools summer programmes, family opportunity hub, adult literacies and ESOL (English for speakers of other languages). This work is regulated by Education Scotland through the HMIE Inspection process. West Dunbartonshire Council is currently rated *Very Good*. Our aim is to consolidate and improve this rating. To do this we will meet the regulatory requirements and ensure that all stakeholders have the opportunity to influence and/or participate in the planning and process and delivery of subsequent actions.
- 5.4** As part of the regulatory process West Dunbartonshire Council is required to publish a three year plan that specifies:
- (i) What action we will take to provide community learning and development over the period of the plan
 - (ii) How we will co-ordinate CLD with other organisations that provide CLD within West Dunbartonshire
 - (iii) What action other organisations intend to take to provide community learning and development within West Dunbartonshire over the period of the plan
- 5.5** Before publishing the plan, the authority must consult:
- (i) People that are representative (learners) of the target individuals and for CLD;

- (ii) Organisations that are representative of those providing CLD within the area of the education authority; and
- (iii) Other people and representatives of organisations as the education authority thinks fit. It is for this reason that this paper is presented to committee as elected members have a key role in leading and supporting the work to improve the learning and wellbeing of citizens in West Dunbartonshire.

5.6 Working 4U has established a four stage process to ensure the Council complies with the statutory requirements for developing the new plan. The stages are:

Stage 1: Gain agreement from the Partnership Groups' (Adult Learning Partnership/ Youth Alliance) to proceed as proposed (*complete*);

Stage 2: Desk Based Review of policy and priorities emerging from socio economic statistics to inform strategic and operational priorities (underway to be *complete by mid August*);

Stage 3: Stakeholder Consultations – Strategic and operational partner 1:2:1 interviews and focus groups to be complete by mid August and learner questionnaire and focus groups to determine priorities and learner perspective (to be complete by end of August – coincide with summer programme;

Stage 4: Plan drafted and ready for submission by end of September.

5.7 This will require considerable commitment of staff resources for carrying out the research and consultations. However, we have established a plan with allocated staff resources and we anticipate that a draft plan and final plan will be prepared by the end of September 2018.

6. People Implications

6.1 None

7. Financial and Procurement Implications

7.1 None

8. Risk Analysis

8.1 There are strategic and reputational risks in not meeting the requirements and guidance regarding the compilation of the CLD plan. To mitigate this risk and to seek to improve our rating from *very good* to *excellent*, there is a development and consultation plan in place.

9. Equalities Impact Assessment (EIA)

9.1 The general work carried out by Working 4U and the specific community learning and development activity is specifically targeted on those who have barriers to opportunities; including those families and individuals affected by

equalities issues. We maintain a comprehensive set of records for people engaging with our services and this data is used to inform our own and the Council's equalities policy and appropriate equality impact assessments. Any potential changes that may emerge as a result of the CLD planning will be assessed and reported on through the Equality Impact Assessment process.

10. Consultation

- 10.1** There is a programme of in place including one to one interviews, focus groups and questionnaires. There will be specific engagement with strategic stakeholders including senior officers, elected members, community planning partner agencies and the third sector.

11. Strategic Assessment

- 11.1** Having considered all of the Council's strategic priorities, this report contributes directly to all five strategic priorities. Specifically, the development of the Community Learning and Development Plan 2018 - 2021 will support the Council's aim to:

- develop a strong local economy and improve access to employment, training and learning opportunities; and
- Support meaningful community engagement with active empowered and informed citizens who feel safe and engaged.

- 11.2** The process contributes towards open, accountable and accessible local government and to the delivery of efficient and effective frontline services that improve the everyday lives of residents.

Peter Barry
Housing and Employability
July 2018

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Appendices: N/A

Wards Affected: All Wards

WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 15 August 2018

Subject: No Home for Domestic Abuse

1. Purpose

- 1.1** This report updates the Housing and Communities Committee on the launch and rollout of *No Home for Domestic Abuse*, the Council's new zero tolerance approach to tackling domestic abuse within West Dunbartonshire.

2. Recommendations

- 2.1** It is recommended that the Housing and Communities Committee:
- (i) Notes the contents of the report and considers what active role members can play to support the initiative;
 - (ii) Notes the Council's further work to share good practice with other Scottish social landlords and roll out the toolkit to partners locally and nationwide.

3. Background

- 3.1** A recent report outlined that the rate of incidence of domestic abuse recorded by Police Scotland nationally was highest in West Dunbartonshire, with 1,395 recorded incidents of domestic abuse reported in 2016/17 and 186 households presenting to the Council as homeless.
- 3.2** In our professional role as a social landlord West Dunbartonshire Council, we believe we have a unique opportunity to make a real and lasting difference. There should be no home for violence, physical or psychological abuse or coercive control in West Dunbartonshire.
- 3.3** Although domestic abuse can be perpetrated by any gender including in same sex relationships, it is still primarily an issue of male violence, and this is informing our approach.
- 3.4** The upheaval of leaving home to flee domestic abuse exacerbates the impact and trauma on victims and their families. The central principle of the No Home for Domestic Abuse initiative is to create the conditions that allow victims and families to remain in their home and to move the perpetrator. Therefore West Dunbartonshire Council will ensure victims have immediate access to practical help and specialist legal assistance and support following an incident of domestic abuse, allowing them to remain at home, whilst the perpetrator is legally removed.

4. Main Issues

Key Principles

- 4.1** We will always support victims to remain safely within their home and will use full powers of enforcement against perpetrators.
- 4.2** The Council will use the full scope of Anti-Social Behaviour powers in conjunction with Housing and Matrimonial Homes Legislation and recognises that the impact of domestic abuse extends beyond the household.
- 4.3** Tenants found guilty of committing domestic abuse will only be offered a short term tenancy, ensuring an adequate distance is maintained from the victim.
- 4.4** The council will work with Police, Courts, and Criminal Justice partners to coordinate swift action against perpetrators.
- 4.5** In partnership with Health and Social Care, Women's Aid and other agencies, we will implement the new measures and send a clear message that domestic abuse will not be tolerated in any household within WDC.
- 4.6** A specialist Domestic Abuse Coordinator has been appointed to support and investigate domestic abuse related cases, ensuring a consistent and high quality approach.

No Home for Domestic Abuse Procedure

- 4.7** This procedure is to enable Housing Operations to effectively work with partners who tackle Domestic abuse within West Dunbartonshire. This procedure will follow two main routes of action based on the consent of the victim(s) and where consent is given professionally on behalf of the victim/s.

These two action points are:-

- Offering the victim and any dependant/s legal claim back to the matrimonial home via Matrimonial Homes Act (Scotland) 1981
 - Identify and pursue appropriate legal restriction to tackle behaviour of the offender
- 4.8** It is envisaged that both 'MARAC' and 'MATAC' will be key to the delivery of this procedure ensuring evidence and consent are competent and given.

Multi Agency Risk and Communications Committee (MARAC)

- 4.9** The MARAC model of intervention involves risk assessment in all reported cases of domestic abuse to identify those at highest risk so that a multi-

agency approach may be taken. Evidence suggests that this reduces repeat behaviour even among those most at risk.

- 4.10** An intervention that combines risk assessment and a multi-agency approach to help very high risk victims of domestic abuse has established itself as a template for good practice.

Multi Agency Tasking and Coordination (MATAC)

- 4.12** This will identify and target the most harmful perpetrators through analysis of frequency and gravity of offending through a multi-agency tasking and co-ordination (MATAC) process. Identified perpetrators will be referred into the MATAC process where key partners will agree a bespoke set of interventions using a domestic abuse toolkit for West Dunbartonshire.

Housing Operations Procedure

- 4.13** A senior officer from Housing operations will attend both MARAC/MATAC meetings to ensure actions are appropriate and consent has been approved. On tasking from MARAC/MATAC the procedure set out below will be adopted by Housing Operations.
- 4.14** Senior officer from Housing Operations will liaise with legal services and discuss all relevant MARAC/MATAC case documentation, consent of victim and any other respective grounds. Based on this information a decision will be made as to which legal measures will be progressed either internally for Housing or Anti-Social Behaviour provisions, or externally under Matrimonial Homes legislation.

Rollout of No Home for Domestic Abuse in West Dunbartonshire

- 4.15** No Home for Domestic Abuse was launched at a press conference at Clydebank Town Hall on 1 June 2018, with the participation of Police Scotland and Dumbarton Women's Aid.
- 4.16** This resulted in significant national media coverage, including radio, television and newspaper articles.
- 4.17** Subsequently the approach has been endorsed by all local housing associations who will follow the Council's approach for their own tenants. NHDA was the subject of a presentation to the Council's Senior Managers Network and has attracted significant interest from other local authorities and third sector organisations.
- 4.18** The specialist Domestic Abuse support officer has received a number of referrals in the early weeks of operation. This includes an approach from an offender asking for assistance to change his behaviour, which we facilitated in conjunction with Social Work colleagues subject to him immediately relinquishing tenancy rights in favour of the victim and engaging in a programme to address this type of offending behaviour.

- 4.19** A central feature in the Summer edition of Housing News is communicating the initiative to tenants and we anticipate additional requests for assistance once this has been delivered.

No Home for Domestic Abuse Toolkit

- 4.20** A toolkit has been developed to share with other local authorities, housing providers and wider stakeholders. This incorporates:
- A policy statement
 - Procedures
 - Media Release
 - Leaflet
 - Poster
 - Banner
- 4.21** The Council is in the process of issuing the toolkit to all local authorities and national bodies including COSLA, Scottish Government, Association of Local Authority Chief Housing Officers (ALACHO), Chartered Institute of Housing (CIH), Scottish Women's Aid and the Scottish Federation of Housing Associations (SFHA).
- 4.22** We envisage that this will form part of a best practice guide for tackling domestic abuse in social housing, which West Dunbartonshire is participating in the development of in the months ahead.

5. People Implications

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

6. Financial and Procurement Implications

Financial

- 6.1** The modest costs arising from rollout have been absorbed within current budgetary provision.

Procurement

- 6.2** There are no procurement requirements arising from this report.

7. Risk Analysis

- 7.1** Implementing this initiative ensures the Council is acting in accordance with its duty of care to vulnerable tenants and residents and seeks to minimise the risk of physical, mental or emotional harm arising as a result of domestic abuse.

8. Equalities Impact Assessment (EIA)

- 8.1** The content of the report has been screened and is not considered to require a full equalities impact assessment at this stage; this will be revisited in due course and an EIA may be undertaken as required.

9. Consultation

- 9.1** Key stakeholder agencies such as Women's Aid, Police Scotland and Scottish Federation of Housing Associations were consulted in the development of this initiative. In addition, Regular updates on domestic abuse have continued to be provided to the West Dunbartonshire Tenants and Residents Organisation at the bi-monthly liaison meetings.

10. Strategic Assessment

- 10.1** The Local Housing Strategy is the overarching document setting out the strategic direction for housing across West Dunbartonshire.
- 10.2** Having considered all the Council's strategic priorities, this report contributes to all five strategic priorities.

Peter Barry
Housing and Employability
Date: 23 July 2018

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Appendices: None

Background Papers: None

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead - Regeneration

Housing and Communities Committee: 15 August 2018

Subject: Special Needs Adaptations – 2017-2018 Performance 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 improving performance in relation to Special Needs Adaptations.

2. Recommendations

- 2.1** It is recommended that the Housing and Communities Committee notes the content of the report and the progress made to date.

3. Background

- 3.1** A performance report on Special Needs Adaptations was submitted to the Housing and Communities Committee on 7 February 2018. Committee asked for a further report to be submitted to a future committee on the progress of performance.
- 3.2** The previous year's performance in relation to Special Needs Adaptations is shown in the table below together with the outturn performance for 2017-18 reporting year.

Neighbourhood and Community				
Indicator Description	2014/15 Result	2015/16 Result	2016/17 Result	2017/18 Result
The average time to complete applications for medical adaptations*	39.4 average days	38.3 average days	92.3 average days	90.2 average days

*The average time is calculated from the date when an application is referred from the Occupational Therapist to the completion date of the adaptation.

- 3.4** Following analysis to establish the reasons for the significant drop in performance in 2016-17, a number of improvement actions were put in place to reverse this trend and improve the performance.

3.5 Summary of Actions:

Design/Building Warrant Application; the incoming workload is distributed to a number of architectural officers to process thus ensuring a wider spread of workload and an increase in jobs being processed to building warrant application. The ongoing performance and workload is monitored closely.

Building Warrant processing; the technical standards team will look for opportunities to select and expedite any applications where possible to contribute to reducing the time for turnaround. This will be monitored to ensure that any opportunities to process applications quicker are implemented.

Survey and Installation Stage; the Disability Adaptations Officer and support assistant will prearrange resident survey appointments in order to maintain a steady process of surveying and measurement in order to improve the throughput. The install team have committed to keep up with these appointments and focus their efforts in reducing the time period to commence and complete the install. The install team will increase performance to complete adaptations in line with time targets and manage additional support via back-up contractors to increase the overall number of completions.

4. Main Issues

- 4.1 Whilst it is recognised that the 2017-18 year end performance has only improved slightly in terms of the average days value, members are asked to recognise that we have not had the benefit of a full 12 months with the improvement actions in place.
- 4.2 Analysis of the performance has shown improvement since September 2017 to the end of the reporting year, 31 March 2018. It should be acknowledged that a number of longer term outstanding applications were completed during this period which has contributed to a higher overall total day count, which does affect the “average time taken to complete applications” value.

- 4.3** The table below shows the number of applications completions throughout the reporting year, split into various counting periods, to demonstrate the improvement in performance. As mentioned previously the overall count includes those applications that reached complete stage during the reporting year and therefore there can be applications included which were initially referred some time before completion which increases the overall total day count.

No of completions	Included	Avg days
356	All completions to 31 March 2018 including referrals from as far back as January 2016	90.2
323	All completions to 31 March 2018 including referrals counted from January 2017	70.3
279	All completions to 31 March 2018 including referrals counted from April 2017	66.8
128	All completions to 31 March 2018 including referrals counted from September 2017	61.6
60	All completions to 31 March 2018 including referrals counted from January 2018	24.0

- 4.4** To provide some additional context to the numbers above, from the 356 total completions, 33 applications which were referred during the period from January 2016 – January 2017 represents 9% of the overall applications completed; however their total time to complete, 9413 days, represents 29% of the overall average days count.
- 4.5** If this is extended to include those applications up to 31 March 2017, this represents 77 applications in total, 22% of the overall applications completed and their total time to complete, 13,507 days, represent 42% of the overall average days count. This demonstrates both the effect that older legacy applications have on the statistic value when they take longer to complete and the improvement in performance if we only counted those which were referred from 1 April 2017 onwards.

4.6 2018/19 Progress

No of completions	Included	Avg days
86	All completions from 1 April 2018 to 22 June 2018 including 12 referrals from before December 2017, the oldest from 22 February 2017	77.1

The table above shows all completions from 1 April 2018 onwards, however it also demonstrates the effect of legacy applications and how they impact the overall total count and average value when they have taken longer to complete. Of the 86 completions so far, 12 applications were on the list since before December 2017, the oldest from 22 February 2017.

The table below seeks to demonstrate the ongoing improvement in performance by measuring the completions incrementally from particular periods, excluding those referrals before these periods.

No of completions	Included	Avg days
74	All completion since 1 April 2018 to 22 June 2018 only counting referrals from January 2018 onwards	41.3
63	All completions since 1 April 2018 to 22 June 2018 only counting referrals from March 2018 onwards	29.2
39	All completions since 1 April 2018 to 22 June 2018 only counting referrals from April 2018 onwards	27.2

From the current work list 38 remain to be completed (all referrals to 22nd June), 5 applications remain from before 1 April 2018 of which, 3 were referred in 2017, the oldest from October 2017. These applications are at various stages of the process with officers working to complete these as soon as circumstances permit.

5. People Implications

- 5.1 It is recognised that this service area provides support directly to our most vulnerable residents to assist with their quality of life and allowing them to remain living in their homes.
- 5.2 Whilst it is recognised that there are no direct increases in staff costs, the appropriate staff in Consultancy Services and Building Services involved in this work are delivering the improvement actions and maintaining a specific focus on this work stream. They have allocated staff to be directly responsible for this area of work and together with back-up contractors are working to reduce the time taken to install the adaptations.

6. Financial and Procurement Implications

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

7. Risk Analysis

- 7.1** There is a risk that delays in implementing adaptations may have an adverse impact on resident's well-being/health.
- 7.1** There is also 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 performance and 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 is therefore not considered to require an 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:
- Supported individuals, families and carers living independently with dignity and,
 - Efficient and effective frontline services that improve the everyday lives of residents.

Jim McAloon
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Date: 4 July 2018

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Appendices:	None
Background Papers:	Special Needs Adaptations - Performance Report, submitted to the Housing and Communities Committee on 7 February 2018
Wards Affected:	All