Agenda

Housing and Communities Committee

Date: Wednesday, 5 February 2020

Time: 14:00

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

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

Dear Member

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

Yours faithfully

JOYCE WHITE

Chief Executive

Distribution:-

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

All other Councillors for information

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

Date issued: 23 January 2020

HOUSING AND COMMUNITIES COMMITTEE

WEDNESDAY, 5 FEBRUARY 2020

AGENDA

1 STATEMENT BY CHAIR – AUDIO STREAMING

The Chair will be heard in connection with the above.

2 APOLOGIES

3 DECLARATIONS OF INTEREST

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

4 MINUTES OF PREVIOUS MEETING 5 - 9

Submit for approval as a correct record, the Minutes of Meeting of the Housing and Communities Committee held on 6 November 2019.

5 OPEN FORUM

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

6 MORE HOMES WEST DUNBARTONSHIRE – WEST DUNBARTONSHIRE COUNCIL HOUSE NEW SUPPLY PROGRAMME 11 - 19

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

7 RAPID RE-HOUSING TRANSITION PLAN AND NEW APPROACHES TO HOMELESSNESS UPDATE REPORT 21 - 28

Submit report by the Strategic Lead, Housing and Employability providing a progress report relating to our Rapid Re-housing Transition Plan (RRTP) for the period 2019/20 – 2023/24 entitled 'Home at the Heart' and also updating on recent changes to homelessness legislation in Scotland.

8 TENANT SATISFACTION SURVEY 29 - 41

Submit report by the Strategic Lead, Housing and Employability providing results of a comprehensive Tenant Satisfaction Survey on Housing and Homelessness Services that has been carried out and the results of which will be reported to the Scottish Housing Regulator as part of our 2019/20 Scottish Housing Charter requirements.

9 HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 31 DECEMBER 2019 (PERIOD 9) 43 - 62

Submit report by the Strategic Lead, Housing and Employability providing members with an update on the financial performance to 31 December 2019 (Period 9) of the HRA revenue and capital budgets for 2019/20.

10 FINANCIAL REPORT 2019/20 AS AT PERIOD 9 (31 JANUARY 2020) 63 - 73

Submit report by the Strategic Lead, Housing and Employability and the Strategic Lead, Regeneration providing an update on the financial performance to 31 January 2020 (Period 9) of those services under the auspices of the Housing and Communities Committee.

HOUSING AND COMMUNITIES COMMITTEE

At a Meeting of the Housing and Communities Committee held in the Council Chamber, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday, 6 November 2019 at 10.00 a.m.

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

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; Martin Feeney, Building Services Manager; Alan Young, Housing Asset and Investment Manager; Michelle Lynn, Assets Co-ordinator; Sally Michael, Principal Solicitor and Gabriella Gonda, Committee Officer.

Apologies: Apologies for absence were intimated on behalf of Councillors Diane Docherty and John Millar and Jim McAloon, Strategic Lead – Regeneration.

Councillor Caroline McAllister in the Chair

STATEMENT BY CHAIR – AUDIO STREAMING

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

DECLARATIONS OF INTEREST

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

MINUTES OF PREVIOUS MEETING

The Minutes of Meeting of the Housing and Communities Committee held on 14 August 2019 were submitted and approved as a correct record.

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OPEN FORUM

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

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

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

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

(1) to note the content of the report; and

(2) to approve the amended Buy Back Scheme Policy attached as Appendix 1 to the report.

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

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

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

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

(2) to approve the Annual Assurance Statement and for this to be submitted to the Scottish Housing Regulator as per the new regulatory requirement;

(3) to note the Council's approach in involving tenants and service users has again been cited for excellence through winning the TPAS (Scotland) National Good Practice Awards for the third successive year; and

(4) to note that a full annual progress report on the Scottish Social Housing Charter would be submitted to the August 2020 meeting of the Housing and Communities Committee.

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MORE HOMES WEST DUNBARTONSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2020/21 – 2024/25

A report was submitted by the Strategic Lead, Housing and Employability seeking retrospective approval for the More Homes West Dunbartonshire Strategic Housing Investment Plan (SHIP) for 2020/21 – 2024/25 which required to be submitted to the Scottish Government.

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

(1) to approve the draft SHIP 2020/21 - 2024/25 as appended to the report, designed to continue the delivery of the ambitious programme of over 1,000 new affordable homes as introduced in the West Dunbartonshire Local Housing Strategy (LHS); and

(2) that the Strategic Lead, Housing and Employability, in consultation with the Convener of Housing and Communities Committee would ensure the implementation of the Strategic Housing Investment Plan in partnership with all relevant stakeholders inclusive of Scottish Government, Registered Social Landlords and our communities.

HOUSING & EMPLOYABILITY DELIVERY PLAN 2019/20: MID-YEAR PROGRESS REPORT

A report was submitted by the Strategic Lead, Housing and Employability setting out progress to date in delivery of the actions detailed within the Housing & Employability Delivery Plan 2019/20.

Having heard the Strategic Lead, Housing and Employability in further explanation of the report, the Committee agreed to note the contents of the report and the progress achieved at mid-year.

EMPLOYEE WELLBEING: BI-ANNUAL RESULTS QUARTER 1 AND QUARTER 2 (APRIL – SEPTEMBER 2019)

A report was submitted by the Strategic Lead, People and Technology providing detailed analysis on the attendance performance for quarters 1 and 2 (April 2019 – September 2019).

Having heard the Strategic Director, Regeneration, Environment and Growth in further explanation of the report, the Committee agreed:-

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(1) to note the increase in Council wide sickness absence of 3471.84 FTE days lost (approx. 13.6%) compared to the same period last year as outlined in Appendix 1 and Appendix 2 to the report;

(2) to note the increase in sickness absence of 116.67 FTE days lost (approx. 10.2%) compared to the same period last year for Housing and Employability as outlined in Appendix 3 and Appendix 4 to the report; and

(3) to note that a number of services were restructured in quarter 1 2019 and so any historical comparisons in relation to services impacted by the change should be considered only as an indication and not as an absolute figure. Further information regarding the services impacted was available in section 4.4.3 of the report.

FORMER TENANT RENT ARREARS WRITE OFF – 2019/20 QUARTER 2

A report was submitted by the Strategic Director, Regeneration, Environment and Growth seeking approval for the write-off of rent arrears for quarter 2 of 2019/20 for former tenants, arising from various years and reasons as detailed in Table 1 to the report.

After discussion, the Committee agreed to approve the write off of former tenant arrears accounts totalling £88,050.10.

HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 30 SEPTEMBER 2019 (PERIOD 6)

A report was submitted by the Strategic Lead, Housing and Employability providing an update on the financial performance to 30 September 2019 (Period 6) of the HRA revenue and capital budgets.

After discussion, the Committee agreed:-

(1) to note the contents of this report which shows the revenue budget forecast to underspend against budget by £0.019m (0.06%) at the year-end; and

(2) to note the net projected annual position in relation to relevant capital projects which is highlighting a variance of £3.112m (5.0%) due to projected slippage of £3.162m and an overspend of £0.050m.

FINANCIAL REPORT 2019/20 AS AT PERIOD 6 (30 SEPTEMBER 2019)

A report was submitted by the Strategic Lead, Regeneration and the Strategic Lead, Housing and Employability providing an update on the financial performance to 30 September 2019 (Period 6) of those services under the auspices of the Housing and Communities Committee.

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The Committee agreed:-

(1) to note the contents of the report which showed the revenue budget forecast to underspend against budget by £0.068m (1.9%) at the year-end;

(2) to note the net projected annual position in relation to relevant capital projects which was showing no projected variance; and

(3) to note the progress on efficiencies incorporated into budgets for 2019/20.

The meeting closed at 11:43 a.m.

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WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 5 February 2020

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

1. Purpose

1.1 This purpose of this report is to provide the Housing and Communities Committee an update on progress with West Dunbartonshire's Council House New Supply Programme.

2. Recommendations

2.1 It is recommended that the Housing and Communities Committee:

(i) Note the content of the report and the progress made to date in the delivery of the Council's More Homes West Dunbartonshire approach;

(ii) Note that the report and the delivery of the Council's ambitious plans to deliver new homes to meet housing need will include significant member involvement in its delivery and as such a regular update report will be provided to each Housing and Communities Committee

3. Background

3.1 In West Dunbartonshire the Affordable Housing Supply Programme (AHSP) is delivered through the More Homes West Dunbartonshire strategic approach which was initially tasked with delivering over 1000 new affordable homes in West Dunbartonshire by 2021 and includes the Council's ambitious New House Building Programme.

3.2 As part of the Council's More Homes West Dunbartonshire programme a target has been set for 1000 new affordable homes to be built within a 5 year period up to March 2021 between the Council and developing partner Housing Associations. To assist in meeting this target, the Council has ambitious plans which were approved by Council in February 2018 to build around 400 (this figure is inclusive of buy back properties) new homes for social rent from 2018–2021, the first of which were delivered in Spring 2018 in Second Avenue, Clydebank. Partner Housing Associations have a combined target of over 800.

3.3 Since 2013, the Council have now delivered 161 new council homes as outlined in Table 1 below:

Table 1: Completed Council New Build

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

3.4 The Strategic Housing Investment Plan (SHIP) 2019-2024, outlining West Dunbartonshire's Affordable Housing Supply Programme through the More Homes West Dunbartonshire approach was approved by the Housing and Communities Committee in November 2019. This set out the vision to deliver both the 2021 Affordable Housing Supply Target and a commitment to continue to deliver new build social housing in West Dunbartonshire to meet evidenced need and demand.

3.5 The Council's Tendering Committee approved the appointment of a Strategic Delivery Partner on 29 August 2018. The reaching of this key milestone will see CCG Scotland Ltd work with the Council to deliver six of our new build developments inclusive of enabling and construction works.

4. Main Issues

4.1 The Scottish Government has a key national target to deliver a minimum of 50,000 new supply affordable homes in Scotland by March 2021 supported by over £3bn of investment. All local authorities have a significant role in terms of the delivery of Strategic Housing Investment Plans (SHIPs) to assist in meeting the 50,000 target. In West Dunbartonshire, our More Homes Better Homes West Dunbartonshire approach outlines the local target for a minimum 1000 new affordable homes to be built by 2021in West Dunbartonshire between the Council and developing strategic partnering Housing Associations. As outlined in 3.4 of this report the Council is committed to delivering new Council housing beyond 2021 to meet evidenced need and demand.

4.2 In February 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. A meeting with all Housing Convenors was held on 18 November 2019 and the Minister followed this up in writing to ask for continued effort and support to complete projects within set targets; the Council's More Homes West Dunbartonshire approach strongly supports the target. This has been strengthened through the formation of a More Homes West Dunbartonshire Project Board chaired by the Strategic Lead for Housing and Employability which provides strong governance and leadership to ensure the ambitions are achieved.

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

Table 2: Council New Build

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

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

4.4 The Housing and Communities Committee in February 2019 approved the addition of Queens Quay, Site C to the Council's new build programme, although it should be noted that this site would not complete before 2021 target; however it is consistent with the Council's stated intention to continue new build development for the foreseeable future. The site would only be taken forward if a financially viable project that meets housing need can be developed and would be funded from the future projects element prescribed within the HRA Capital Plan and therefore not requiring any additional budget provision.

4.5 The Council's new build programme has achieved a number of notable milestones since the last update provided to the Housing and Communities Committee, including having 262 new homes at construction stage at present, progress on each of the Council new build projects is outlined below:

<u>St Andrews School Update</u>
This development will provide 126 units in total. This site is being developed exclusively by the Council.

This project has been on site since 3 June 2019 and is anticipated to fully complete in March 2021, although there will be staged handovers from Summer 2020.

The development will also include one purpose built specialist living unit which has been developed in partnership with the Health and Social Care Partnership and will provide a safe and secure supported home for up to five vulnerable individuals. We are currently seeking additional Scottish Government funding to assist in meeting the additional cost required to deliver this much needed specialist accommodation.

Aitkenbar Primary School
The 55 new homes project has been on-site as of 14 October 2019 and ongoing progress will continue to be reported to all future Housing and Communities Committees.

Committee will be aware that the Council were working with two community organisations who were still utilising the Longcrags facility located within the development site. The arrangements are now in place for each of these groups to move into agreed alternative accommodation with modifications and adaptations in both cases being funded by WDC. These works are scheduled to be completed by February 24th 2020 which is significantly longer than expected.

The results of the delay will mean the housing development will incur additional development costs and these will be reported to a future Housing and Communities Committee.

Haldane Development
The 59 new home development is now on-site as of 21 October 2019 and progressing well. Progress will be reported to all future Housing and Communities Committees.

Dumbarton Harbour
The 45 new home project is now on-site as of 20 November 2019 to remove excess material from the site and piling works began in early January. Progress will be reported to all future Housing and Communities Committees.

Creveul Court, Alexandria Town Centre
This 22 new home development is now on-site as of 4 November 2019 and progressing well. Progress will be reported to all future Housing and Communities Committees.

Clydebank East
A master planning design approach is being developed which could oversee the development of around 140 new homes within this site. The research conducted into the viability of introducing other tenures and what the most appropriate mix for the site is nearing completion.

The demolitions are progressing well and anticipated to complete by July 2020. We anticipate that post demolition we will require to carry out additional extensive site investigations to assess future feasibilities and as such any new build works will not commence until the beginning of 2021 at the earliest. We intend to provide the Housing and Communities Committee will a fuller update to the May Housing and Communities Committee in respect of the Clydebank East master planning approach.

Queens Quay, Site B, Clydebank
A Planning Application for Site A and B comprising of a total of 146 flatted units (29 WDC units included within this) was made in December 2018 and planning approval was received from the March 2019 Planning Committee.

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

There are a number of complex challenges in relation to the delivery of new affordable homes within the Queens Quay regeneration site and the Council is working collaboratively with our housing association partners to ensure a site start before the end of this financial year.

Queens Quay, Site C, Clydebank

The Council is currently developing a design to deliver a projected 31 family type homes on this site to complement the housing mix within sites A and B. We have ambitions within this development to look at a low/zero carbon house type as we will for all new developments this would include new approaches such as passivhaus. We will provide more information about theses new approaches in the More Homes West Dunbartonshire update report to the May Housing and Communities Committee.

Buy Back Scheme

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

To date 27 new homes have been purchased through the scheme at an overall cost of £2,245,370. It should be noted that these costs are inclusive of all works to bring the home up to SHQS and EESSH standard, and any associated relet standard.

The revised Buyback policy which was approved by Housing and Communities Committee in November 2019, has allowed the Council to accelerate the acquisition of a number of properties to meet prescribed need within the area and we anticipate a number of buybacks to complete before the end of this financial year.

4.8 The provision of new housing that is the right type and size and that which is needed in accordance with our housing demand lists has contributed to positively regenerating these areas. In addition, the provision of new council housing for rent, along with other housing service led initiatives through our Better Homes West Dunbartonshire approach, such as the implementation of the Housing Asset Management Strategy, housing management initiatives and the HRA Capital Programme carrying out significant works on existing stock have all contributed positively to the overall regeneration of these priority areas.

4.9 As part of our strategic housing approach, tenant satisfaction levels and other contributing indicators to analyse the impact of housing regeneration activities will continue to be tracked and be reported to the Housing and Communities Committee. It will be closely monitored through the More Homes Project Board.

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

5. People Implications

5.1 There are no people implications from this report.

6. Financial and Procurement Implications

Financial

6.1 The impacts and ambition of the Council's New Build Programme has been reviewed and assessed, together with the revised target cost, increased abnormal element and inclusion of the development of Queens Quay Site C, through the Council's HRA Business Plan Model and is affordable with no negative impact to the future viability of the HRA.

6.2 There are still a number of projects within the current programme that we do not have final costs for. Once received and costing exercises and the overall analysis of projects that have underspent or overspent have taken place it may be necessary to seek Council permission to accelerate funds from planned future years spend within the AHSP. Updates to this position will be reported to future Housing and Communities Committees.

6.3 In February 2019 Council approved the Housing Capital Programme 2019-2024 which has gross profile spend of £96.924m on council new build housing over that 5 year period. This includes some £8m per annum from 21/22 provision for future new build projects. The Housing team has already commenced developing the feasibility of future development and these will be reported to future Housing and Communities Committees.

6.4 The introduction of the West Dunbartonshire Affordable Housing Design Standard approved by the Housing and Communities Committee in November 2015 and updated in February 2019 will ensure all new affordable housing developments in West Dunbartonshire will be eligible for the higher 'greener' subsidy levels of £72k (RSL) and £59k (Council). This enables the leverage of an additional £2k of grant funding per unit of affordable housing in West Dunbartonshire.

Procurement

6.5 As highlighted in section 3.7 of this report, a robust contract strategy resulted in the appointment of CCG Scotland Ltd to deliver five of our new build development sites inclusive of enabling and construction works.

6.6 Further opportunities to maximise the positive social, economic and environmental impact for the Council through this contract will also be explored.

Community Benefits

6.7 As part of each project, the contract has incorporated an element of Community Benefits that can be supported a wide range of social, economic and environmental benefits for communities including jobs, apprenticeships and local charity and community initiatives. For the projects that are currently on-site, the following is taking place:

- Aitkenbar, "£8000", community art project with 2nd Year pupils from Our Lady and St Patricks High School
- Haldane, "£8000", Drainage improvements to community facility and creation of a show flat, interior design project with local school
- Creveul Court, " £3500", community gardening project that The Leamy Foundation will lead on
- St Andrews, "£11,000", not yet determined how this will be spent
- Clydebank East, "£11,000", not yet determined how this will be spent
- Queens Quay, still to determined.

7. Risk Analysis

7.1 All Council new build projects have their own Risk Register which highlights the risk within and out-with the project team's control. These are maintained and adjusted on an on-going basis.

7.2 With any new build project there is a risk that as the projects develop the cost increases beyond the estimated contract cost. Any additional borrowing requirements, or conversely, cost savings will be reported to future meetings of the Housing and Communities Committee. However, this is mitigated through a target cost model approach.

8. Equalities Impact Assessment (EIA)

8.1 An integrated impact assessment has been carried out on the parent strategy, the Local Housing Strategy 2017 - 2022 which predicted that the strategy would have an overwhelmingly positive impact.

8.2 All new housing supported through the programme will be compliant with the West Dunbartonshire Design Standard and will meet the Housing for Varying Needs requirements. The West Dunbartonshire Design Standard requires developers in the programme to provide higher standards than those required by statute and are of particular benefit to those with mobility issues. The Affordable Housing Supply Programme supports the delivery of specialist housing provision and generally allows for a minimum 10% element in each project.

9. Consultation

9.1 As part of our recent rent consultation exercise, 92% of respondents indicated their support for the Council's ambitious plans to deliver the Housing Revenue Account (HRA) new council house build programme.

9.2 Regular updates on new build development are provided to the West Dunbartonshire Tenants and Residents Organisation at the bi-monthly liaison meetings.

9.3 As detailed at 6.7 above, each project will have their own element of Community Benefits. This will provide opportunities for the community to become involved and participate whether this be pupils at the local school or interested community members.

10. Strategic Assessment

10.1 The Local Housing Strategy is the overarching document setting out the strategic direction for housing across all tenures and informs the future investment in housing and related services across West Dunbartonshire.

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: 23 January 2020

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

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 5 February 2020

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

1. Purpose

1.1 The purpose of this report is to provide a progress report relating to our Rapid Re-housing Transition Plan (RRTP) for the period 2019/20 – 2023/24 entitled 'Home at the Heart' and also update the Housing and Communities Committee on recent changes to homelessness legislation in Scotland.

2. Recommendations

2.1 It is recommended that the Housing and Communities Committee:

(i) Note the contents of this report;

(ii) Note the significant shortfall in funding from the Scottish Government to fully deliver our RRTP;

(iii) Approve that the funding allocation that has been awarded (£251k) is used to meet the objectives of the West Dunbartonshire Rapid Rehousing Transition Plan;

(iv) Instruct the Strategic Lead, Housing and Employability and the Strategic Lead, Resources to investigate potential ways to meet the shortfall outlined within this report;

(v) Note the publication of an updated Code of Guidance for Homelessness and inclusion of advisory standards for temporary accommodation;

(vi) Note the commencement of provisions in the Homelessness etc. (Scotland) Act 2003, relating to "Intentionality" and "Local Connection"; and

(vii) Note that an annual update and progress report will be provided to the next Housing and Communities Committee in May 2020.

3. Background

3.1 A key recommendation from the short-life Homelessness and Rough Sleeping Action Group (HARSAG) and adopted by the Scottish Government was for Local Authorities to develop and submit a RRTP by 31 December 2018.

3.2 Reports have been provided to the Housing and Communities Committee on 7 November 2018, 6 February 2019, and 14 August 2019 detailing and

seeking approval for our plan then providing an update in terms of the Year 1 funding allocation from the Scottish Government.

3.3 Following feedback from the Scottish Government, a review of the plan was carried out and an updated plan, with revised costings, was submitted to the Scottish Government at the end of May 2019.

3.4 The key outcome of the review was to reduce the overall cost of the plan from £4.63m to £3.54m over the course of the 5 year implementation period of the plan. This was done by taking into account the availability of cost benchmark information and using this to update the projected set-up costs of Housing First tenancies and the overall cost of our Conversion Programme.

3.5 Following this review, West Dunbartonshire received a funding allocation of £265,000 to implement Year 1 of our RRTP, which equated to a shortfall of approximately £37,500, based on the revised costs submitted.

Rapid rehousing costs	**Year 1 plan (revised)**	**Year 1 funding**
Housing First West Dunbartonshire	132,500	132,500
Additional Resettlement Support Service	35,000	35,000
Additional Homelessness Prevention Service	35,000	35,000
Conversion programme	100,000	62,500
Total	**£302,500**	**£265,000**

3.6 The funding allocation has facilitated the introduction of our Housing First Service and also the introduction of two additional services within the Homelessness and Housing Options Team, outlined within 'Home at the Heart'. First is the introduction of an authority wide Resettlement Support Service. This provide a cross tenure full resettlement support to all new tenants successfully housed by the Homeless and Homelessness Prevention Service for a minimum initial eight weeks, aimed at improving tenancy sustainment and eradicating repeat homelessness within the local authority area. The other additional service is the introduction of a prevention service to deliver a proactive response to those households threatened with homelessness across West Dunbartonshire.

3.7 As a result of the shortfall in terms of the funding allocation for 2019/20, we reviewed and reduced our target number of conversions to be funded from the Scottish Government RRTP funding from 40 to 25.

4. Main Issues

<u>Rapid Rehousing Transition Plan update</u>

4.1 The feedback received from the Scottish Government in relation to our RRTP has been largely positive and highlighted a number of areas of good practice including:

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

4.2 The feedback given on the updated version by the Scottish Government was again positive and the key points referenced below:

- More comprehensive detail on the temporary accommodation modelling exercise was given, detailing the reduction in time in temporary accommodation over the 5 years;
- Acknowledge the reduction of Housing First cost from £5000 to £2500 but still raise question over Council and partner financial contributions to meeting the aims of the plan.
- Reinforcing partners role in homelessness prevention by the use of Contribution Statements which will be reviewed annually

4.3 This current formula used to allocate funding in 2019/20 to deliver the outcomes outlined in our RRTP is based on the number of homeless assessments made in a local authority area over a three year period. There has been some criticism of this approach, as it does not take into account homelessness prevention work within the assessment and there are still perceived inconsistencies in how each local authority records and reports such homelessness prevention activity.

4.4 The Scottish Government and COSLA looked at alternative formulas to distribute the £8 million funding available for Year 2 (2020/21), however, no agreement was reached and therefore the same formula has been used as outlined in 4.3 for the funding allocation for 2020/21.

4.5 West Dunbartonshire accounts for approximately 3.1% of homelessness assessments during the time frame used in the formula and as such £251,000 funding has been awarded to fund the implementation of Year 2 of our plan.

4.6 This is a substantial shortfall of £219,083 and, without alternative funding being identified, will impact significantly in terms of our ability to scale up our Housing First initiative to the extent that is required to meet identified demand.

Rapid rehousing costs	**Year 2 plan**	**Year 2 funding**
Housing First West Dunbartonshire	241,833	12,000
Additional Housing Support Service	33,250	38,000
Additional Resettlement Support Service	35,000	38,000

Additional Homelessness Prevention Service	35,000	38,000
Conversion programme	125,000	125,000
Total	**£470,083**	**£251,000**

4.7 Work has been carried out to look at ways to tackle this shortfall in funding. The delay in receiving Year 1 funding from the Scottish Government and the time required for recruitment, has meant that new resettlement and prevention services outlined at 3.6 were not fully operational in Year 1, resulting in an underspend of £55k which can be carried forward to Year 2. In addition, a £126,000 funding contribution from housing and homelessness services has been identified.

4.8 This leaves a potential funding shortfall of £48,833 which will need to be identified in order to fully deliver our rapid rehousing approach.

Housing First Year 2 cost	
Year 1 budget underspend	55,000
Housing contribution	126,000
Year 2 funding from Scottish Government	12,000
Alternative funding required (to be identified)	48,833
Total	**£241,833**

4.9 A progress report will also be provided to the Council's Housing and Communities Committee, the Health and Social Partnership Integrated Joint Board and the Housing Solutions Partnership, chaired by the Convenor of the Housing and Communities Committee.

<u>New interim Code of Guidance for Homelessness</u>

4.10 The purpose of the statutory Code of Guidance for Homelessness is to help guide local authorities in their duties to assist people who are threatened with or who are experiencing homelessness.

4.11 The Scottish Government have carried out an interim factual revision of the Code which replaces the previous version (published in 2005) and has been updated for accuracy to reflect new legislation since 2005, notably through the commencement of provisions in the Homelessness etc. (Scotland) Act 2003. It also includes guidance on a list of advisory standards for temporary accommodation.

4.12 The Scottish Government will convene a Governance group made up of Scottish Government, local authorities and other key partners, to work to fully overhaul and modernise the Code and aim to issue this in 2021 and West Dunbartonshire Council will participate in this process when to opportunity arises.

Changes to Intentionality and Local Connection provisions

4.13 The Homelessness etc. (Scotland) Act, 2003, was introduced to radically overhaul Scotland's existing homelessness laws. The 2003 Act determines how local authorities carry out their homelessness functions and strengthens people's rights to support when they are facing homelessness.

4.14 While the majority of the provisions in the 2003 Act were implemented, the provisions relating to Local Connection and Intentionality were not enacted by the Scottish Government.

4.15 Following recommendations made by Homeless and Rough Sleeping Action Group (HARSAG) and a consultation exercise carried out in 2019, the Scottish Government have now commenced the introduction of these provisions.

4.16 The new provisions came into force on 7 November 2019 and local authorities are now able to exercise discretion about whether to assess homelessness applications for intentionality (a person is Intentionally homeless if they deliberately did or failed to do something that led to the loss of accommodation which it was reasonable for them to continue to occupy).

4.17 This means that now a local authority may, if they think fit, make any further inquiries necessary to satisfy themselves as to whether a household has become homeless intentionally.

4.18 There are relatively few households found to be intentionally homeless in West Dunbartonshire and typically these are mostly households who have either abandoned previous accommodation or have been evicted for rent arrears.

4.19 At present, these households are still provided with a professional service and the majority of those are helped to secure settled accommodation. As articulated in our response to the Scottish Government consultation, it is not anticipated that this change will have a significant impact in terms of a radical change in practice or any expected change in the cost of provision but will continue to be monitored by the service area.

4.20 Each case will continue to be assessed on its individual merits. We will continue to take a person centred approach, which will mean that if support needs are identified within the household, then we will likely not think it fit to assess Intentionality.

4.21 It is anticipated that these households will be assisted with the provision of a supported tenancy and given the opportunity to address any issues which contributed to the household becoming homelessness.

4.22 The power to assess intentionality will remain however, and could be used when no support needs exist and where the household has failed to engage with the service.

4.23 In relation to Local Connection, local authorities currently have the power to refer homeless households who do not have a local connection with them to another local authority where they do have such a connection

4.24 There is no immediate effect on local authorities commencing the provisions in the 2003 Act. Instead, a process has began where Ministers are required to consult on and publish a Ministerial Statement within 12 months of the date of commencement on how the new power is to be used. Subject to this consultation, any changes to Local Connection will be introduced around May 2021 and will be reported to a future Housing and Communities Committee.

4.25 The Scottish Government will monitor the impact of these changes and respond to any local authorities that report undue pressure on service provision.

Public Sector duty to prevent homelessness

4.26 Another proposal from HARSAG being taken forward by the Scottish Government is to look at developing legislation looking at introducing a Public Sector duty to prevent homelessness.

4.27 This initiative will be led by CRISIS, who have established a working group and work plan to develop proposals. The working group includes a wide array of experts in addition to people with a housing and homelessness focus, and include the health, justice and education sectors.

4.28 This piece of work will require a relatively short timetable and at present the aim is for recommendations to be made to the Scottish Government in summer 2020, which will be followed by more development work and further engagement and consultation.

5. People Implications

5.1 The implementation of the RRTP, notably the introduction of the Resettlement Support Service, the Homelessness Prevention Service, requires the introduction of the new posts for an initial 2 year period. These will be reviewed based on future funding announcements.

5.2 In addition, if the objectives agreed within the Rapid Rehousing Transition Plan to deliver the upscaling of Housing First and continue the conversion programme, we will need to recruit for the following posts from the RRTP funding:

Additional housing support service (1 support worker)
Scaling up of Housing First (2 HF support workers)

6. Financial and Procurement Implications

6.1 The second version of our RRTP identified that £3,536,333 is required in order to facilitate a transition to rapid rehousing over next 5 year period, with £470,083 being required for Year 2.

6.2 Year 2 funding of £251,000 in 2020/21 represents a reduction of 5.3% from Year 1 funding and a shortfall of £219,083 for Year 2 of our RRTP. Without the alternative funding being identified highlighted in section 4.8 of this report, we would be unlikely to fully deliver on our ambitious targets and make the full transition to Rapid Rehousing within the 5 year target timescale of our plan.

6.3 There is further financial uncertainty as at present Scottish Government funding only covers a 3 year period whilst the RRTP covers a period of 5 years. The allocation of 2021/22 funding is still to be determined by Scottish Government and COSLA.

7. Risk Analysis

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

7.2 The decision to award funding in Year 2 based again on a formula which focuses on homelessness assessments (and not the content of the RRTP's), arguably benefits larger local authorities who receive a higher proportion of homeless assessments and could discourage local authorities from implementing initiatives aimed at preventing homelessness.

8. Equalities Impact Assessment (EIA)

8.1 Preventing and responding to homelessness has a significant positive impact on individuals and communities. Our overall strategy 'More Than a Roof' for homelessness aims to tackle current health and other inequalities. Through an initial screening within the RRTP we highlighted some key groups where homelessness and housing challenges exist. A full Equality Impact Assessment has been undertaken and submitted to the Scottish Government as part of this plan.

9. Consultation

9.1 The first draft of our RRTP was developed in collaboration with key partners, including the Health and Social Care Partnership, local Registered Social Landlords and third sector organisations, via a series of well attended stakeholder events held in November and December 2018.

9.2 Consultation and communication have continued since the submission of the first iteration of the RRTP through the Housing Solutions Partnership. Further engagement has also taken place with other local landlords via the Strategic Housing Providers Forum, engagement has continued with the Health and Social Care Partnership and also a dialogue with the WDTRO regarding the implementation of the RRTP and Housing First has also taken place.

10. Strategic Assessment

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

Peter Barry
Strategic Lead, Housing and Employability

Date: 23 January 2020

Person to Contact:	John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team, Housing and Employability, Church Street, Dumbarton, G82 1QL, telephone: 01389 737889, email: john.kerr@west-dunbarton.gov.uk
Appendices:	None
Background Papers:	West Dunbartonshire Council's Revised Rapid Rehousing Transition Plan including Action Plan and Equalities Impact Assessment, Home at the Heart West Dunbartonshire Homelessness Strategy More Than a Roof 2017-2021 More than a Roof Housing and Communities Committee Report 7th November 2018 "Rapid Rehousing Transition Paper position paper" Housing and Communities Committee Report 6th February 2019 "Rapid Rehousing Transition Plan 2019/20 to 2023/24"" Housing and Communities Committee Report 14th August 2019 "Rapid Rehousing Transition Paper 219-24 update report" Joint letter from Kevin Stewart, MSP, Minister for Local Government, Housing and Planning and Councillor Elena Whitham, Community and Wellbeing Spokesperson, COSLA on Distribution of Funding for Rapid Rehousing Transition Plans (RRTPs) for 2019/20 West Dunbartonshire Rapid Rehousing Transition Tool, December 2018 Ending Homelessness Together – High Level Action Plan; Scottish Government/COSLA December 2018 **https://www.gov.scot/binaries/content/documents/govscot/publications/publication/2018/11/ending-homelessness-together-high-level-action-plan/documents/00543359-pdf/00543359-pdf/govscot%3Adocument**
Wards Affected:	All

WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead, Housing and Employability

Housing and Communities Committee: 5 February 2020

Subject: Tenant Satisfaction Survey

1. Purpose

1.1 This purpose of this report is to provide members of the Housing and Communities Committee with the results of a comprehensive Tenant Satisfaction Survey on Housing and Homelessness Services that has been carried out and the results of which will be reported to the Scottish Housing Regulator as part of our 2019/20 Scottish Social Housing Charter requirements.

2. Recommendations

2.1 It is recommended that the Housing and Communities Committee:

(i) note the contents of this report and recognises the improvement trend in Tenant Satisfaction levels across all areas of housing and homelessness services since the introduction of the Scottish Social Housing Charter;

(ii) approve the improvement action plan developed to address the drivers of dissatisfaction raised by tenants and instruct the Strategic Lead of Housing and Employability to fully implement this action plan;

(iii) note that this satisfaction data will be reported to the Scottish Housing Regulator (SHR) as part of our Annual Return on the Charter (ARC); and

(iv) agree that the information and improvement plan contained in this report is shared with the West Dunbartonshire Tenant Scrutiny Panel and WDTRO (West Dunbartonshire Tenants and Residents Organisations) and is distributed more widely to tenants and housing and homelessness staff.

3. Background

3.1 The Scottish Social Housing Charter (SSHC) requires all social landlords to have robust and up to date Customer Satisfaction information and to report this annually to the SHR via the ARC.

3.2 In order to meet this obligation, it was agreed by Housing, Environment and Economic Development Committee in November 2013 that a comprehensive tenant satisfaction survey be carried out on an annual basis for the duration of the first 4 full years of the Charter, when it would then be reviewed by the Scottish Housing Regulator and Scottish Government.

Subsequently, after the review it was agreed in partnership with tenants and residents organisations that a comprehensive tenant satisfaction survey would be carried out for our housing and homelessness services every second year.

4. Main Issues

4.1 The main aim of Tenant Satisfaction Survey 2019 was to seek tenant views of the housing landlord services provided by the Council and to identify areas where the service can be improved.

4.2 The survey was designed to meet the guidance provided by the Scottish Housing Regulator with regard to assessing tenant satisfaction. As such, the survey was designed to ensure that:

- the questions asked covered the key tenant satisfaction Charter indicators in the way which is prescribed.
- the sample was designed to meet the guidance provided by the Scottish Housing Regulator which states that a minimum of data accurate to +/-5% should be achieved and the sample should be designed to be representative of the organisation's tenant population.

4.3 The IPSOS MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out large scale tenant satisfaction surveys, including postal, online, telephone and face to face survey methods.

4.4 Given the requirement to achieve data accurate to +/-5% and ensuring a representative sample of tenants, it was decided that the tenant survey was carried out utilising a telephone survey. The main benefits of this were:

- utilising an interviewer led methodology allows us to maximise the response rate;
- this methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process; and
- the methodology facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

4.5 A total of 503 telephone interviews were carried out between the 3rd of September and the 27th of September 2019, providing data accurate to +/-4.25%. Analysis of the participant profile shows that the survey sample is broadly representative by geography and property size. Therefore, there was no requirement for the survey data to be weighted.

<u>Repairs and maintenance</u>

4.6 The satisfaction data relating to repairs for our ARC submission is sourced via the existing exit surveys (as per the technical guidance). However, we

also use the opportunity in this representative survey to ask all tenants about their general satisfaction with repairs and maintenance.

	2014	2015	2016	2017	2019	Satisfaction level since 2014
Generally how satisfied are you with the way your landlord deals with repairs and maintenance	66%	69%	77%	81%	75%	+9%

4.7 Three quarters of tenants (75%) were very or fairly satisfied in this respect compared to 4% who were neither satisfied nor dissatisfied and 21% who were very or fairly dissatisfied. Satisfaction has decreased since the last survey from 81% in 2017 to 75% in 2019. However, satisfaction levels are significantly higher than those recorded in the first survey in 2014 after the introduction of the Scottish Social Housing Charter.

4.8 The table below shows the results for the 6 Charter Indicators that this survey is used as the source for:

West Dunbartonshire Council Tenant Satisfaction Survey 2019							
	2014	2015	2016	2017	2019	LA Average ARC 2018/19	Satisfaction level since 2014
% of tenants satisfied with the overall service provided by their landlord	72%	81%	84%	84%	79%	86%	+7%
% of existing tenants satisfied with the quality of their home	74%	80%	81%	86%	77%	85%	+3%
% of tenants who feel that their rent represents good value for money	67%	73%	68%	75%	77%	82%	+10%
% of tenants who feel their landlord is good at keeping them informed about services and decisions	72%	76%	87%	84%	86%	81%	+14%
% of tenants satisfied with opportunities to participate in decision making	52%	59%	67%	79%	84%	77%	+32%
% of tenants satisfied with the management of the neighbourhood they live in	76%	78%	80%	80%	79%	84%	+3%

Overall Satisfaction

4.9 The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by West Dunbartonshire Council as their landlord. Overall, just under 8 in 10 respondents (79%) were very or fairly satisfied in this respect.

Value for Money

4.10 Respondents were then asked what factors they deem to be important with regards to value for money. Respondents were most likely to say investment in their home and new homes by their landlord (90%) was very important, followed by how much income they have left after paying their rent (85%), the quality of service they receive from their landlord (81%) and how their rent compares with other landlords (80%).

4.11 When asked what they would like to see the Council spending more money on, tenants were most likely to say more regular maintenance programmes (73%) followed by a new house build programme (63%) and an increased budget for external improvements (51%).

4.12 More than three quarters of tenants (77%) believed the rent for their home represents very or fairly good value for money, compared to 11% who said it was neither good nor poor value for money and 12% who rated it as very or fairly poor value.

4.13 Two thirds (66%) of respondents were in receipt of full or partial housing benefit, 3% received universal credit housing costs and 31% said they paid full rent. Those who paid their rent (either fully or partially) were asked how easy they find it to afford the rent payments for their home. Only 37% said the rent for their home was very or fairly easy to afford, 45% said it was just about affordable and 18% said it was very or fairly difficult to afford.

Tenant Participation

4.14 More than 8 in 10 tenants (84%) were very or fairly satisfied with the opportunities provided to them to participate in their landlord's decision-making processes.

4.15 There is a clear trend indicating a continual increase in overall satisfaction over the five-year period, rising from 52% in 2014 to 84% in 2019.

4.16 In terms of keeping tenants informed, 86% of tenants were of the opinion that West Dunbartonshire Council's Housing and Homeless Services was very or fairly good at keeping them informed about their services and decisions.

4.17 The proportion of respondents rating the housing service as very or fairly good in this respect has increased slightly from 84% in 2017 to 86% in 2019 and significantly from the 72% reported on 2014.

4.18 Satisfaction around all the key indicators around tenant participation haver increased significantly and it is positive that 92% of tenants stated that they use the Housing News as a source of information used to obtain information about the Council's housing services.

Contact with the landlord

4.19 More than half of respondents (57%) had been in contact with their landlord in the last 12 months. Those who had contacted their landlord in the last 12 months were asked about their experience:

- 67% said their query was answered within a reasonable time, a drop from 77% in 2015;
- 69% said it was easy to get hold of the right person; a drop from 74% in 2016;
- 79% found staff helpful; a drop from 87% in 2016;
- 74% were satisfied with the ability of staff to deal with their enquiry quickly and efficiently, a drop from 81% in 2016; and
- 60% were satisfied with the final outcome of their enquiry, a drop from 65% in 2006.

Information and Communication

4.20 Respondents were asked about the source of information they use to obtain information about the Council's housing services. Written communications were the most common method used, with 92% stating they use the quarterly newsletter called Housing News.

Neighbourhood management

4.21 In terms of the landlord's management of the neighbourhood they live in, 79% of respondents were very or fairly satisfied with their landlord's contribution to the neighbourhood they live in.

Improvement actions

4.15 The design of our tenant satisfaction survey meant that any tenants who expressed dissatisfaction were asked to expand about the reasons for this.

4.16 The feedback has been analysed in some detail and the key driver of dissatisfaction with the overall service, is dissatisfaction with the Repairs and Maintenance service.

4.17 There has also been a drop in satisfaction among tenants with the process and outcomes that are in place when making contact with their landlord.

4.18 Improvement actions have been developed in conjunction with tenants to address areas of dissatisfaction and is improvement plan is attached as Appendix 2.

5. People Implications

5.1 Developing appropriate service responses in areas where weaknesses are identified will be managed from within existing staffing resources.

6. Financial and Procurement Implications

6.1 There are no financial and procurement implications. Any improvement actions will be resourced within existing resource allocation and budget.

7. Risk Analysis

7.1 There is a risk that failure to have a comprehensive approach toward Customer Satisfaction and toward benchmarking as part of our wider response to the Scottish Social Housing Charter, would attract an adverse reaction from the Scottish Housing Regulator.

8. Equalities Impact Assessment (EIA)

8.1 The proposals 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 A workshop was held with tenants representatives in January 2020, which contributed to the development of the action plan attached as Appendix 1.

10. Strategic Assessment

10.1 Having considered the Council's strategic priorities for 2017-2020, this report contributes significantly to all five strategic priorities.

Peter Barry
Strategic Lead, Housing and Employability

Date: 23 January 2020

Person to Contact: John Kerr – Housing Development and Homelessness Manager, Housing and Employability, 16 Church Street, Dumbarton, G82 1QL, telephone: 01389 737889, email: John.Kerr@west-dunbarton.gov.uk

Appendices: Appendix 1: Tenant Satisfaction 2019 summary report.

Appendix 2: Action Plan

Background Papers: None

Wards Affected: All

West Dunbartonshire Council

Tenant Satisfaction Survey

October 2019

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SUMMARY

INTRODUCTION

- West Dunbartonshire Council commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- The survey was designed to meet the guidance provided by the Scottish Housing Regulator with regard to assessing tenant satisfaction. As such, the survey was designed to ensure that:
    - the questions asked covered the key tenant satisfaction Charter indicators in the way which is prescribed.
    - the sample was designed to meet the guidance provided by the Scottish Housing Regulator which states that a minimum of data accurate to +/-5% should be achieved and the sample should be designed to be representative of the organisation's tenant population.
- A total of 503 telephone interviews were carried out with West Dunbartonshire Council, providing data accurate to +/-4.25%.
- Interviews took place between the 3rd of September and the 27th of September 2019.
- Analysis of the participant profile shows that the survey sample is broadly representative by geography and property size. Therefore, there was no requirement for the survey data to be weighted.
- The survey response provides the Council with a robust level of data upon which they can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

CHARTER INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for West Dunbartonshire Council. As can be seen below, satisfaction levels have increased since the last tenant satisfaction survey undertaken in 2017 with regards to satisfaction with how well WDC keeps tenants informed (+2%), satisfaction with opportunities given to participate (+5%) and value for money of the rent charge where satisfaction has increased by 2 percentage points. The biggest decrease in satisfaction can be seen with satisfaction of the quality of the home which has decreased by 9 percentage points.

The table also compares the results to the 2018-2019 ARC data based on 32 Scottish Local Authority Social Landlords. West Dunbartonshire Council is performing to a higher standard than the Local Authority average with regards to satisfaction with how well WDC keeps tenants informed (+5%) and satisfaction with opportunities given to participate (+7%).

West Dunbartonshire Council Tenant Satisfaction Survey						
	2014	2015	2016	2017	2019	LA Average ARC 2018/19
Percentage of tenants satisfied with the overall service provided by their landlord	72%	81%	84%	84%	79%	86%
Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	72%	76%	87%	84%	86%	81%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	52%	59%	67%	79%	84%	77%
Percentage of existing tenants satisfied with the quality of their home	74%	80%	81%	86%	77%	85%
Percentage of tenants satisfied with the management of the neighbourhood they live in	76%	78%	80%	80%	79%	84%
Percentage of tenants who feel that the rent for their property represents good value for money	67%	73%	68%	75%	77%	82%

OVERALL SATISFACTION

- The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by West Dunbartonshire Council as their landlord. Overall, just under 8 in 10 respondents (79%) were very or fairly satisfied in this respect.

INFORMATION AND COMMUNICATION

- Respondents were asked about the source of information they use to obtain information about the Council's housing services. Written communications were the

most common method used with 92% stating they use the quarterly newsletter called Housing News and 36% using letters.

- In terms of keeping tenants informed, 86% of tenants were of the opinion that West Dunbartonshire Council's Housing Service was very or fairly good at keeping them informed about their services and decisions.

TENANT PARTICIPATION

- Just under 6 in 10 tenants (59%) were aware of at least one of the ways they could participate. This is a significant decrease from the previous survey, where 72% were aware of at least one of these opportunities.
- Tenants were most likely to be aware they are able to get involved in one of ten Tenant and Residents Associations across West Dunbartonshire (57%) and were least aware of meeting with the Convenor of Housing and Senior Housing staff to discuss issues before they are agreed by the Council's Housing Committee (32%).
- More than 8 in 10 tenants (84%) were very or fairly satisfied with the opportunities provided to them to participate in their landlord's decision-making processes

CONTACT WITH THE LANDLORD

- More than half of respondents (57%) had been in contact with their landlord in the last 12 months
- Those who had contacted their landlord in the last 12 months were asked about their experience:
  - 69% said it was easy to get hold of the right person;
  - 79% found staff helpful;
  - 67% said their query was answered within a reasonable time;
  - 74% were satisfied with the ability of staff to deal with their enquiry quickly and efficiently;
  - 60% were satisfied with the final outcome of their enquiry.

REPAIRS AND MAINTENANCE

- All tenants were asked about their general satisfaction with the way their landlord deals with repairs and maintenance. Three quarters of tenants (75%) were very or fairly satisfied in this respect
- More than three quarters (77%) of tenants were very or fairly satisfied with the quality of their home

NEIGHBOURHOOD MANAGEMENT

- In terms of the landlord's management of the neighbourhood they live in, 79% of respondents were very or fairly satisfied with their landlord's contribution to the neighbourhood they live in

VALUE FOR MONEY

- Respondents were then asked what factors they deem to be important with regards to value for money. Respondents were most likely to say investment in their home by their landlord (90%) was very important, followed by how much income they have left after paying their rent (85%), the quality of service they receive from their landlord (81%) and how their rent compares with other landlords (80%).
- When asked what they would like to see the Council spending more money on, tenants were most likely to say more regular maintenance programmes (73%) followed by a new house build programme (63%) and an increased budget for external improvements (51%).
- More than three quarters of tenants (77%) believed the rent for their home represents very or fairly good value for money compared to 11% who said it was neither good nor poor value for money and 12% who rated it as very or fairly poor value.
- Two thirds (66%) of respondents were in receipt of full or partial housing benefit, 3% received universal credit housing costs and 31% said they paid full rent.
- Those who paid their rent (either fully or partially) were asked how easy they find it to afford the rent payments for their home. More than one third (37%) said the rent for their home was very or fairly easy to afford, 45% said it was just about affordable and 18% said it was very or fairly difficult to afford.

Tenant Satisfaction Survey 2019 - improvement actions

West Dunbartonshire COUNCIL

1. Overall satisfaction		
Action	Assigned To	Due date
Review repairs categories and target times	Stefan Kristmanns	Dec 2020
Improve the appointment system in place for repairs and publicise this widely to tenants	Martin Feeney	Dec 2020
Develop and implement an awareness campaign relating to cyclical maintenance programmes	Martin Feeney	Dec 2020

2. Repairs and maintenance		
Action	Assigned To	Due date
Review what repairs can be reported via online reporting portal	Martin Feeney	Dec 2020

3. Value for Money		
Action	Assigned To	Due date
Publicise success of level of participation in rent setting consultation	John Kerr	Aug 2020

4. Customer contact		
Action	Assigned To	Due date
Take action to improve the call handling performance for tenants reporting repairs • Develop service standards relating to call handling	Stephen Daly	Dec 2020

5. Tenant Participation		
Action	Assigned To	Due date
Review the consultation process and guide / toolkit and ensure consultations are widely publicised	John Kerr	Aug 2020

6. Neighbourhood management		
Action	Assigned To	Due date
Increase awareness of how to report ASB	Edward Thomas	Aug 2020
Promote estate walk about programmes	Stefan Kristmanns	Aug 2020
Refresh commitment for housing officers to attend local TRA meetings when invited	Edward Thomas	Aug 2020

WEST DUNBARTONSHIRE COUNCIL

Report by the Strategic Lead Housing and Employability

Housing and Communities Committee: 5 February 2020

Subject: Housing Revenue Account Budgetary Control Report to 31 December 2019 (Period 9)

1. Purpose

1.1 The purpose of the report is to provide members with an update on the financial performance to 31 December 2019 (Period 9) of the HRA revenue and capital budgets for 2019/20.

2. Recommendations

2.1 Members are asked to:

i) note the contents of this report which shows the revenue budget forecast to underspend against budget by £0.039m (0.09%) at the year-end; and

ii) note the net projected annual position in relation to relevant capital projects which is highlighting a variance of £12.441m (20.0%) due to projected net slippage of £13.394m (21.5%) and an overspend of £0.953m (-1.5%).

3. Background

Revenue

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

Capital

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

4. Main Issues

Revenue

4.1 The budgetary position for HRA Revenue is provided in Appendix 1 with information on projected variances valued at more than £0.050m being provided as Appendix 2, and shows a projected underspend of £0.039m.

Capital

4.2 The HRA capital summary position is shown in Appendix 3. Information on projects that are highlighted as being within the red and amber categories are provided in Appendices 4 & 5. Appendix 6 provides information on all the remaining projects which are categorised as being within the Green category. A summary of anticipated resources is shown in Appendix 7. The analysis shows that for the in-year planned spend there is currently a projected in-year variance of £12.441m which relates to net anticipated slippage of £13.394m and an overspend of £0.953m. The net slippage comprises £18.394m delayed spend offset by £5.000m accelerated spend.

4.3 From the analysis within appendix 4, it can be seen that there are four projects with forecast material slippage, as listed as follows:

Project Name	**Slippage (£m)**
Doors/Window Component Renewals	0.648
Statutory/regulatory compliance works (lifts/electrical/legionella/fire etc)	0.535
Projects to deliver housing policies/strategies (Buy Backs)	1.479
Affordable Housing Supply Programme	10.733

4.4 The Strategic Housing Investment Plan (SHIP) 2018-2023, outlining West Dunbartonshire's Affordable Housing Supply Programme (AHSP) through the More Homes West Dunbartonshire approach was approved by the Housing and Communities Committee in November 2018 with an updated budget being approved at Council on 14 February 2019. An update on the programme and progress on each site will be provided, in a separate report, to this Committee meeting. At this point costings for the various sites within the AHSP are being finalised as part of the procurement processes for these sites.

4.5 Current projections of costs are showing that the St Andrews site is expected to be over budget by around £1.417m, Aitkenbar to be under budget by £0.431m, Creveul Court to be under budget by £0.014m, Haldane to be over budget by £0.447m and Dumbarton Harbour to be over by £0.921m. Officers have been successful in securing additional Scottish Government grant income totalling £0.339m for the Aitkenbar and Haldane sites which partially offsets some of this overspend. Currently the underspends and additional grant income projected don't match the projected overspend. Officers will pursue, where appropriate, additional grant funding for future sites. Once further costings are available and confirmation of final grant allocations are known, it may be necessary to seek Council permission to vire funds between budgets within the AHSP and/or to accelerate funds from planned future years spend within the AHSP.

5. People Implications

5.1 There are no people implications.

6. Financial and Procurement Implications

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

7. Risk Analysis

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

8. Equalities Impact Assessment (EIA)

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

9. Consultation

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

10. Strategic Assessment

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

Peter Barry
Strategic Lead – Housing and Employability
Date: 20 January 2020

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

Appendices: Appendix 1 - Budgetary Position (Revenue)
Appendix 2 - Variance analysis (Revenue)

Appendix 3 - Budgetary Position (Capital)
Appendix 4 - Variance analysis Red Projects (Capital)
Appendix 5 - Variance analysis Amber Projects (Capital)
Appendix 6 - Variance analysis Green Projects (Capital)
Appendix 7 - Resources (Capital)

Background Papers: None

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL
HRA REVENUE BUDGETARY CONTROL 2019/2020

Appendix 1

PERIOD END DATE **31/12/2019**

Subjective Summary	Total Budget 2019/20 £000	Spend to Date 2019/20 £000	Forecast Spend £000	Forecast Variance 2019/20 £000	%	Annual RAG Status
Employee Costs	5,232	4,084	5,202	(30)	-1%	↑
Property Costs	1,776	1,330	1,809	33	2%	↓
Transport Costs	83	46	78	(5)	0%	↑
Supplies, Services And Admin	308	164	350	42	14%	↓
Support Services	2,557	1,939	2,585	28	1%	↓
Other Expenditure	404	318	450	46	11%	↓
Repairs & Maintenance	12,088	7,478	12,130	42	0%	↓
Bad Debt Provision	1,060	797	1,060	0	0%	→
Void Loss (Council Tax/Lost Rents)	870	556	715	(155)	-18%	↑
Loan Charges	18,826	14,120	18,826	0	0%	→
Total Expenditure	**43,204**	**30,832**	**43,205**	**1**	**0%**	↓
House Rents	41,517	31,141	41,522	(5)	0%	↑
Lockup Rents	231	169	225	6	3%	↓
Factoring/Insurance Charges	1,170	892	1,189	(19)	-2%	↑
Other rents	123	74	114	9	7%	↓
Interest on Revenue Balance	62	69	93	(31)	-50%	↑
Miscellaneous income	101	31	101	0	0%	→
Total Income	**43,204**	**32,376**	**43,244**	**(40)**	**0%**	↑
Net Expenditure	**0**	**(1,544)**	**(39)**	**(39)**		

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 2**
HRA REVENUE BUDGETARY CONTROL 2019/2020
ANALYSIS FOR VARIANCES OVER £50,000

MONTH END DATE	**31/12/2019**
PERIOD	**9**

Budget Details	Variance Analysis				
Subjective Analysis	**Budget**	**Forecast Spend**	**forecast Variance**		**RAG Status**
	£000	**£000**	**£000**	**%**	
VOID LOSS	870	715	(155)	-18%	↑

Service Description	
This budget covers the rents lost on void houses and lockups and the cost of council tax on void properties.	
Variance Narrative	
Main Issues	One of the main reasons for this favourable variance relates to an underspend on the cost of void council tax. This budget has been set too high, since it included properties which were previously identified for demolition.
Mitigating Action	No mitigating action is required.
Anticipated Outcome	A year end underspend is anticipated.

APPENDIX 3

WEST DUNBARTONSHIRE COUNCIL
HRA CAPITAL PROGRAMME
OVERALL PROGRAMME SUMMARY

MONTH END DATE 31 December 2019

PERIOD 9

Project Status Analysis	Project Life Status Analysis				Current Year Project Status Analysis			
	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status
Red								
Projects are forecast to be overspent and/or experience material delay to completion	5	20.0%	19,733	38.6%	5	20.8%	13,710	49.6%
Amber								
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	2	8.0%	7,214	14.1%	2	8.3%	2,357	8.5%
Green								
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	18	72.0%	24,235	47.4%	17	70.8%	11,553	41.8%
TOTAL EXPENDITURE	**25**	**100%**	**51,182**	**100%**	**24**	**100%**	**27,620**	**100%**

Project Status Analysis	Project Life Financials				Current Year Financials					
	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Re-Phasing £000	Over/ (Under) £000
Red										
Projects are forecast to be overspent and/or significant delay to completion	116,869	19,733	116,869	0	40,464	13,710	27,663	(12,801)	(13,394)	593
Amber										
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	12,700	7,214	12,406	(294)	2,800	2,357	3,160	360	0	360
Green										
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	79,210	24,235	79,204	(6)	19,052	11,553	19,052	0	0	0
TOTAL EXPENDITURE	**208,779**	**51,182**	**208,479**	**(300)**	**62,316**	**27,620**	**49,875**	**(12,441)**	**(13,394)**	**953**
TOTAL RESOURCES	**208,779**	**51,182**	**208,479**	**300**	**62,316**	**27,620**	**49,875**	**12,441**		
NET EXPENDITURE	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**		

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 4**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT RED STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
1	**Doors/window component renewals**						
	Project Life Financials	9,000	1,854	21%	9,000	0	0%
	Current Year Financials	2,148	1,001	47%	1,500	(648)	-30%
	Project Description	Doors/Windows Component Renewals					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24

Main Issues / Reason for Variance

Programme behind target. Windows supply is now meeting expectations, fitting team now needs to catch up with programme which had dropped due to materials availability.

Mitigating Action

Building Services to focus on labour resources to catch up with programme, % against target is increasing monthly and needs to continue.

Anticipated Outcome

Project to complete as planned and on budget over the project life.

2	**Statutory/regulatory compliance works**						
	Project Life Financials	3,931	125	3%	3,931	0	0%
	Current Year Financials	1,535	29	2%	1,000	(535)	-35%
	Project Description	This budget will be used to upgrade / replace components / installations in order to comply with the relevant standards / legislation / health and safety in relation to housing stock.					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24

Main Issues / Reason for Variance

The majority of the budget (£1.4m) relates to the installation of smoke detectors and carbon monoxide detectors. Due to a resourcing issue within Building Services, the work was behind schedule. However, the installations have now been incorporated into the gas maintenance contract, with installations being carried out at the same time as the annual safety check.

Mitigating Action

Officers will continue to manage this programme.

Anticipated Outcome

Project to complete as planned and on budget over the project life.

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 4**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT RED STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
3	**Heating Improvement Works**						
	Project Life Financials	3,300	1,356	41%	3,300	0	0%
	Current Year Financials	600	738	123%	1,115	515	86%
	Project Description	Carry out works to renew inefficient boilers/full systems as identified from the stock condition survey and renewal of obsolete/damaged boilers.					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24

Main Issues / Reason for Variance

A larger number of boilers are being renewed following referral for renewal after annual maintenance. These referrals have accelerated budget spend ahead of the originally planned phasing for 2019/20, however there will be no overspend on the project life budget.

Mitigating Action

Overall, it is anticipated that the project will complete on budget by the end of the project life.

Anticipated Outcome

Project to complete on budget as planned.

4	**Projects to deliver housing policies/strategies (Buy Backs)**						
	Project Life Financials	3,714	1,000	13%	3,714	0	0%
	Current Year Financials	2,197	483	0%	718	(1,479)	-67%
	Project Description	This is a budget to undertake specific projects that will deliver housing policies/strategies, example: Ex local authority and mortgage to rent buy-back scheme					
	Project Lifecycle	Planned End Date		31-Mar-21	Forecast End Date		31-Mar-21

Main Issues / Reason for Variance

The main objective of the Buy Back Scheme is to bring former council properties that were sold through the RTB scheme, back into council use. These properties must assist the council with reducing housing need on the waiting list and where appropriate assist with external capital works. For these reasons, any purchase is subject to stringent criteria to ensure accountability and value for money for existing tenants. With several key stakeholders involved, this does mean that there is potential for slippage.

Mitigating Action

Additional staffing resources are now in place which will allow officers to increase efforts to maximise buy-backs, in an effort to increase delivery of the scheme and positively impact and minimise slippage. The policy has been refreshed and expanded to help achieve the key strategic aim.

Anticipated Outcome

Budget unlikely to meet full spend. Officers will endeavour to maximise spend and minimise slippage. Remaining balance will be required to be rephased into 2020-21 for planned buy-backs unable to complete within the current financial year.

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 4**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT RED STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
5	**Affordable Housing Supply Programme**						
	Project Life Financials	96,924	15,398	16%	96,924	0	0%
	Current Year Financials	33,984	11,459	34%	23,330	(10,654)	-31%
	Project Description	Affordable Housing Supply Programme					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24

Main Issues / Reason for Variance

The delivery of the Council's Affordable Housing Supply Programme has a number of complexities and interdependent actions including statutory which impact on the delivery programme specifically in advance of the construction site start. In addition, the delivery of all the new homes through each of the specific projects will always straddle two financial years and therefore is not always consistent with the format of annual reporting. Current projections for sites where the contract price has been received, are showing that the St Andrews site is expected to be over budget by around £1.417m, Aitkenbar to be under budget by £0.431m, Creveul under by £0.014m, Haldane over by £0.447m and Dumbarton Harbour to be over by £0.921m. Officers have been successful in securing additional grant income totalling £0.339m for the Aitkenbar and Haldane sites which partially offset some of this overspend. Currently the underspends and additional grant income projected don't match the overspend. Once further costings are known it may be necessary to seek Council permission to vire funds between budgets within the AHSP and/or to accelerate funds from planned future years spend within the AHSP. Site update are as follows :-

St Andrews School - This development will provide 126 units in total. This site will now fully be developed by the Council and all units used for council housing. This project is on site and is anticipated to complete in March 2021. Due to unforeseen ground conditions and the requirement for a detailed remediation strategy, the costs for this project will be £1.417m above budget. Works are progressing quickly on site so it is likely that payments due prior to 31/3/20 will be £5m higher than anticipated when budget was phased . This will be offset by lower payments out in 2021.

Dumbarton Harbour- The Housing Development Team are engaged with Turner Townsend and have agreed the design specification for the delivery of the 45 units. In meetings with Cullross and Turner Townsend, it emerged that a number of project costs had increased by an additional £0.921m, significantly in relation to the market conditions at present being higher now due to the level of demand on services. Following an options appraisal and discussion at the More Homes West Dunbartonshire Project Board it was considered that it was still viable to proceed as the cost per unit is still lower than the average cost per unit across our other new build projects. This has had the effect of delaying the site start to November 2019 with anticipated slippage into 20/21 of £2.159m.

Creveul Court, Alexandria Town Centre - Creveul Court development will see a 22 unit development of flats with lifts and bungalows. A key principle for the design is to build on the housing need already satisfied through the adjacent Caledonia/Dunbritton Housing Association's Kippen Dairy development and meet any unmet need particularly in relation to older person's accommodation. Completing demolition and actions to get onsite took longer than anticipated, however the development is now progressing quickly and spend will be incurred within the next 5 months. Slippage of £0.705m will be required to be carried forward into 20/21.

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 4**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT RED STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

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

Haldane Development-The project is on site since October 2019. Housing Development have appointed Consultancy Services to undertake the Employers Agent role on this development. Site demolition and subsequent site investigation took longer than expected however the development is now progressing well. It is anticipated that slippage of £4.374m will be required to be carried forward into 20/21.

Clydebank East - Burnfield Demolition started onsite in June 2019 and work is progressing well. The demolition is programmed to take until June 2020. This is a difficult site with a substation relocation and complex underground connections running through it. It is also in close proximity to the new Yoker-Renfrew bridge and to ensure it is complimentary to this, the design stage for new build housing is still ongoing. For this reason, slippage of £2.451m is anticipated to be carried forward into 20/21.

Aitkenbar Primary School- The project is now on-site as of 14 October 2019. Housing Development have appointed Consultancy Services to undertake the Employer's Agent role on this development. Project is now progressing well, however delays to getting on site and need for relocation of two community groups using the community hut, will mean that slippage of £6.041m will be required to be carried forward into 20/21.

Queens Quay, Site B, Clydebank- A Planning Application for Site A and B comprising of a total of 146 flatted units (29 WDC units included within this) was made in December 2018 and planning approval was received from the March 2019 Planning Committee. Council, at the 26 June 2019 meeting, approved the use of the Council's General Services Capital Regeneration Fund to fund the construction of the four commercial units within the affordable housing development to assist with the delivery of this project. This is a complex project involving a range of stakeholders including WDC, CRL, CCG, Wheatley Group, Cube Housing Association, Clydebank Housing Association and Scottish Government. It is anticipated that slippage of £0.786m will be required to be carried forward into 20/21.

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

Mitigating Action

The process of getting on-site with a new build project is highly complex and reliant on a number of interdependent actions, therefore it has not been possible to mitigate this slippage .Progress of projects are regularly reported to the More Homes Project Board and discussed in detail with the aim to achieve best outcome achievable while mindful of the importance of delivering projects timeously. The majority of the budget is spent once projects are onsite so spend should now start to pick up significantly but slippage will be unavoidable.

Anticipated Outcome

The Affordable Housing Supply Programme will be delivered on time and within the overall project life budget.

TOTAL RED						
Project Life Financials	116,869	19,733	17%	116,869	0	0%
Current Year Financials	40,464	13,710	34%	27,663	(12,801)	-32%

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 5**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT AMBER STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
1	**Void Capital**						
	Project Life Financials	11,500	7,208	63%	11,500	0	0%
	Current Year Financials	2,500	2,351	94%	3,054	554	22%
	Project Description	Spend on Void Properties to bring them up to letting standard					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	Demand has been greater than originally budgeted, resulting in an overspend of £0.554m. However, the spend this year is significantly less than last year and it is anticipated that this pattern will continue into future years, with a reduction in spend.						
	Mitigating Action						
	Officers will continue to manage this programme.						
	Anticipated Outcome						
	Project to complete on budget as planned.						
2	**Targeted SHQS Compliance Works**						
	Project Life Financials	1,200	6	1%	906	(294)	-25%
	Current Year Financials	300	6	2%	106	(194)	-65%
	Project Description	This budget is to focus on work required to maintain the SHQS compliance with WDC housing					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	This budget is to address work required for those properties in SHQS abeyance. Despite efforts to engage, owner refusals are impacting on progress and tenant response/accessibility is an issue also. For this reason, it is likely that an in-year underspend of £0.194m will occur. This is in addition to the £0.100m underspend identified in 2018/19 which totals £0.294m of an overall underspend across the project life.						
	Mitigating Action						
	Officers will continue to pursue those properties in abeyance in an effort to maximise spend.						
	Anticipated Outcome						
	Project to complete under budget.						
	TOTAL AMBER						
	Project Life Financials	12,700	7,214	57%	12,406	(294)	-2%
	Current Year Financials	2,800	2,357	84%	3,160	360	13%

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 6**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
1	**Special Needs Adaptations**						
	Project Life Financials	2,400	792	33%	2,400	0	0%
	Current Year Financials	400	390	98%	400	0	0%
	Project Description	Adaptations to Housing for Special Needs					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No issues, projected to complete and meet spend target.						
	Mitigating Action						
	No issues						
	Anticipated Outcome						
	Required Adaptations completed						
2	**Housing Asset Management**						
	Project Life Financials	694	99	14%	694	0	0%
	Current Year Financials	86	40	47%	86	0	0%
	Project Description	Priority projects as advised by Housing Management					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	Overall, it is anticipated that the project will complete on budget by the end of the project life.						
	Mitigating Action						
	None Required						
	Anticipated Outcome						
	Required Works completed						

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 6**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
3	**Targeted EESSH compliance works**						
	Project Life Financials	25,750	7,153	28%	25,750	0	0%
	Current Year Financials	7,330	4,183	57%	7,330	0	0%
	Project Description	This budget enables the council's continued commitment to achieving the Government's standards in relation to energy efficiency.					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No issues, projected to complete and meet spend target. Monthly numbers are tracking targets and progressing satisfactorily.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned.						
4	**External stores/garages/bin stores/drainage component renewals**						
	Project Life Financials	374	107	29%	374	0	0%
	Current Year Financials	90	14	15%	90	0	0%
	Project Description	This budget is to focus on external stores/garages/bin stores etc. component renewals as identified and recommended from the housing stock condition survey.					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No issues, projected to complete and meet spend target.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned.						

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 6**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
5	**Integrated Housing Management System**						
	Project Life Financials	460	436	95%	460	0	0%
	Current Year Financials	110	87	79%	110	0	0%
	Project Description	Integrated Housing Management System					
	Project Lifecycle	Planned End Date		31-Mar-20	Forecast End Date		31-Mar-20
	Main Issues / Reason for Variance						
	No issues, the system went live on 6th November 2019						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned.						
6	**Building external component renewals**						
	Project Life Financials	17,654	4,197	24%	17,654	0	0%
	Current Year Financials	3,280	1,342	41%	3,280	0	0%
	Project Description	Building external component renewals					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No issues, projected to complete and meet spend target.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned.						
7	**Energy Improvements**						
	Project Life Financials	329	122	37%	329	0	0%
	Current Year Financials	81	73	90%	81	0	0%
	Project Description	Energy improvements/ efficiency works (e.g. loft insulation, pipe/tank insulation, draught exclusion)					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No Issues, projected to complete and meet overall spend target.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 6**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
8	**Secure Entry Component Renewals**						
	Project Life Financials	390	82	21%	390	0	0%
	Current Year Financials	134	16	12%	134	0	0%
	Project Description	This budget is to focus on secure door entry component renewals as identified and recommended from the housing stock condition survey and appropriate council officer referrals.					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No Issues, projected to complete and meet overall spend target.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						
9	**Modern Facilities and Services**						
	Project Life Financials	3,560	877	25%	3,560	0	0%
	Current Year Financials	690	328	47%	690	0	0%
	Project Description	New Kitchens, Bathrooms and Showers					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No Issues, projected to complete and meet overall spend target.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 6**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
10	**Defective Structures/Component renewals**						
	Project Life Financials	3,063	1,018	33%	3,063	0	0%
	Current Year Financials	500	363	73%	500	0	0%
	Project Description	Defective structures					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No Issues, projected to complete and meet overall spend target.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						
11	**Environmental renewal works, paths/fences/walls/parking areas**						
	Project Life Financials	6,385	2,145	34%	6,385	0	0%
	Current Year Financials	1,641	1,000	61%	1,641	0	0%
	Project Description	Environmental renewal works, paths/fences/walls/parking areas					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No Issues, projected to complete and meet overall spend target.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						
12	**Asbestos Management works**						
	Project Life Financials	1,200	451	38%	1,200	0	0%
	Current Year Financials	200	166	83%	200	0	0%
	Project Description	This budget is to fund work associated with the management of current asbestos legislation and the Council's asbestos policy within housing stock.					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No Issues, projected to complete and meet overall spend target.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 6**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
13	**Risk Street**						
	Project Life Financials	2,452	2,215	90%	2,452	0	0%
	Current Year Financials	1,881	1,724	92%	1,881	0	0%
	Project Description	Risk Street Over clad					
	Project Lifecycle	Planned End Date		31-Mar-21	Forecast End Date		31-Mar-21
	Main Issues / Reason for Variance						
	No issues, projected to complete and meet spend target. First two blocks complete. Works progressing well on remaining blocks, Contractor is progressing well and quality of work is good. Positive feedback from all involved and residents.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						
14	**Community Safety Projects**						
	Project Life Financials	98	81	83%	98	0	0%
	Current Year Financials	17	0	0%	17	0	0%
	Project Description	Community Safety Projects					
	Project Lifecycle	Planned End Date		31-Mar-20	Forecast End Date		31-Mar-20
	Main Issues / Reason for Variance						
	No Issues, projected to complete and meet overall spend target.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						
15	**Support Services Costs**						
	Project Life Financials	10,800	3,340	31%	10,800	0	0%
	Current Year Financials	1,800	1,350	75%	1,800	0	0%
	Project Description	Allocation of costs from other WDC services who support the HRA capital programme					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No Issues, projected to complete and meet overall spend target.						
	Mitigating Action						
	None required.						
	Anticipated Outcome						
	Project to complete as planned.						

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 6**
HRA CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
16	**Contingencies**						
	Project Life Financials	600	187	31%	600	0	0%
	Current Year Financials	100	32	32%	100	0	0%
	Project Description	This is a contingent budget for unforeseen matters which may arise during the year.					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No Issues						
	Mitigating Action						
	None required						
	Anticipated Outcome						
	Project to complete as planned and within overall project life budget.						
17	**Capitalised Minor Works**						
	Project Life Financials	3,000	932	31%	3,000	0	0%
	Current Year Financials	713	445	62%	713	0	0%
	Project Description	This is a budget to undertake specific minor ad hoc capital projects that arise on demand					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24
	Main Issues / Reason for Variance						
	No issues.						
	Mitigating Action						
	None Required						
	Anticipated Outcome						
	Required Works completed						
	TOTAL GREEN						
	Project Life Financials	79,209	24,235	31%	79,209	0	0%
	Current Year Financials	19,052	11,553	61%	19,052	0	0%

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 7**
HRA CAPITAL PROGRAMME
ANALYSIS OF RESOURCES

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Income to Date		Forecast Income	Forecast Variance	
		£000	£000	%	£000	£000	%
1	**New Build Grant**						
	Project Life Financials	(35,623)	(10,203)	29%	(35,735)	(112)	0%
	Current Year Financials	(20,175)	(6,429)	32%	(22,363)	(2,188)	11%
	Project Description	Grant to facilitate the building of new build housing					
	Project Lifecycle	Planned End Date		31-Mar-24	Forecast End Date		31-Mar-24

Main Issues / Reason for Variance

The Scottish Government grant funding is awarded based upon the cost of providing the properties required by those most in housing need. In general, as a Local Authority we are providing properties that directly deal with housing need and there are approximately 4,000 applicants currently on the housing list. There is an under supply of larger family accommodation, however most of the projects will increase the number of 3, 4 and 5 bedroom properties. These properties cost more to develop and take up a greater proportion of each site thus reducing the number of units on each site and therefore the grant income. The effect of this has been more than offset however by higher grant level achieved for Aitkenbar and Haldane sites .

Mitigating Action

Progress on the programme will be closely monitored on a regular basis and reported to the Housing and Communities Committee on a quarterly basis.

Anticipated Outcome

Grant income expected to be available earlier than anticipated so more will be received in 19/20 offset by less in 20/21. The project life overall variance will be a small over recovery of £0.112m.

TOTAL RESOURCES						
Project Life Financials	(208,779)	(51,182)	25%	(208,479)	300	0%
Current Year Financials	(62,316)	(27,620)	44%	(49,874)	(12,442)	20%

WEST DUNBARTONSHIRE COUNCIL

Joint Report by Strategic Leads – Housing and Communities and Regeneration

Housing and Communities Committee: 5 February 2020

Subject: Financial Report 2019/20 as at Period 9 (31 January 2020)

1. Purpose

1.1 The purpose of the report is to provide the Committee with an update on the financial performance to 31 January 2020 (Period 9) of those services under the auspices of the Housing and Communities Committee.

2. Recommendations

2.1 Members are asked to:

i) note the contents of this report which shows the revenue budget forecast to underspend against budget by £0.112m (3.0%) at the year-end;

ii) note the net projected annual position in relation to relevant capital projects which is showing no projected variance; and

iii) note the progress on efficiencies incorporated into budgets for 2019/20**.**

3. Background

3.1 Revenue Budget

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

A total net budget of £3.521 was approved for services under the remit for Housing and Communities services at that time. Adjustments have been made since that date and the revised budget now under the remit of Housing and Communities is £3.724m as per below.

Description	**£m**
Starting Position	**3.521**
Allocation of Foodshare / Food4thought payment	0.050
Allocation of Period Poverty community budget	0.060
Additional Care and Repair Funding	0.014
Transfer of Womens Aid Budget to Homeless	0.150
Additional Funding for Rapid Rehousing Homeless	0.265
Procurement Savings	(0.162)
Recurring Variances	(0.174)
Revised budget	**3.724**

Capital

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

4. Main Issues

Revenue Budget

4.1 Appendix 1 shows the probable outturn for the services at £3.612m. As the annual budget is £3.724m there is a projected favourable variance currently projected of £0.112m. A more detailed analysis by service is given in Appendix 2. Comments are shown in Appendix 3 when there are projected net annual variances greater than £0.050m and also where the net variance is below £0.050m but there are offsetting variances of over £0.050m within the service. Appendix 4 shows progress on the achievement of saving options adopted as part of the 2019/20 budget.

Capital Budget

4.2 The overall programme summary report is shown in Appendix 5. The analysis shows that for the in-year planned spend there is currently no projected variance.

5. People Implications

5.1 There are no people implications.

6. Financial Implications

6.1 Other than the financial position noted above, there are no financial implications of the budgetary control report.

6.2 Agreed management adjustments for 2019/20 are monitored with current indications being that the saving of £0.136m will 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.

Jim McAloon **Strategic Lead, Regeneration**	**Peter Barry** **Strategic Lead, Housing and Communities**

Date: 18 January 2020

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

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

Background Papers: None

Wards Affected: All

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

APPENDIX 1

MONTH END DATE **31 December 2019**

Actual Outturn 2018/19	Service / Subjective Summary	Total Budget 2019/20	YTD Spend 2019/20	Forecast Spend 2019/20	Annual Variance 2019/20		Annual RAG Status
£000		£000	£000	£000	£000	%	
2,693	Working 4 U	2,892	2,166	2,891	(1)	0%	↑
786	Communities	860	472	846	(14)	-2%	↑
72	Homeless Persons	510	440	507	(3)	-1%	↑
47	Private Sector Housing	43	13	46	3	8%	↓
64	Private Sector Housing Grant	94	(102)	97	2	2%	↓
485	Anti Social Behaviour	514	233	489	(25)	-5%	↑
5	Housing Asset and Investment	49	4	5	(43)	-89%	↑
(552)	Housing Maintenance Trading A/c	(1,239)	(900)	(1,270)	(31)	-2%	↑
3,599	**Total Net Expenditure**	**3,724**	**2,326**	**3,612**	**(112)**	**-3.0%**	↑

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2019/2020
HOUSING AND COMMUNITIES COMMITTEE DETAIL

APPENDIX 2

YEAR END DATE 31 December 2019

PERIOD 9

Actual Outturn 2018/19	Service Summary	Total Budget 2019/20	YTD Spend 2019/20	Forecast Spend 2019/20	Annual Variance 2019/20		RAG Status
£000	**All Services**	£000	£000	£000	£000	%	
17,423	Employee	17,906	12,698	17,353	(553)	-3%	↑
2,184	Property	2,230	1,418	2,239	10	0%	↓
1,146	Transport and Plant	1,161	830	1,153	(8)	-1%	↑
9,914	Supplies, Services and Admin	12,264	9,493	13,844	1,579	13%	↓
2,355	Payments to Other Bodies	3,082	1,489	3,062	(20)	-1%	↑
811	Other	835	626	835	0	0%	→
33,831	**Gross Expenditure**	**37,477**	**26,555**	**38,486**	**1,009**	**3%**	↓
(30,237)	**Income**	(33,753)	(24,229)	(34,874)	(1,120)	**-3%**	↑
3,594	**Net Expenditure**	**3,724**	**2,326**	**3,612**	**(112)**	**-3%**	↑
£000	**Working 4 U**	£000	£000	£000	£000	%	
2,262	Employee	2,329	1,742	2,289	(40)	-2%	↑
1	Property	0	1	1	1	0%	↓
28	Transport and Plant	32	19	28	(4)	-12%	↑
78	Supplies, Services and Admin	108	91	125	17	16%	↓
1,044	Payments to Other Bodie	1,647	657	1,643	(4)	0%	↑
0	Other	0	0	0	0	0%	→
3,412	**Gross Expenditure**	**4,115**	**2,510**	**4,086**	**(29)**	**-1%**	↑
(719)	**Income**	**(1,223)**	**(344)**	**(1,195)**	**28**	**2%**	↓
2,693	**Net Expenditure**	**2,892**	**2,166**	**2,891**	**(1)**	**0%**	↑
£000	**Communities**	£000	£000	£000	£000	%	
479	Employee	539	362	524	(15)	-3%	↑
493	Property	284	178	285	1	0%	↓
4	Transport and Plant	4	3	4	(1)	-13%	↑
3	Supplies, Services and Admin	4	3	4	(0)	-7%	↑
205	Payments to Other Bodies	154	26	154	0	0%	→
0	Other	0	0	0	0	0%	→
1,185	**Gross Expenditure**	**985**	**573**	**971**	**(15)**	**-1%**	↑
(399)	**Income**	**(125)**	**(100)**	**(124)**	**1**	**1%**	↓
786	**Net Expenditure**	**860**	**472**	**846**	**(14)**	**-2%**	↑
£000	**Homeless Persons**	£000	£000	£000	£000	%	
1,573	Employee	1,846	1,340	1,846	(0)	0%	↑
1,359	Property	1,602	1,153	1,609	7	0%	↓
17	Transport and Plant	22	12	17	(5)	-22%	↑
69	Supplies, Services and Admin	69	56	71	2	3%	↓
636	Payments to Other Bodies	787	571	785	(2)	0%	↑
0	Other	0	0	0	0	0%	→
3,654	**Gross Expenditure**	**4,327**	**3,132**	**4,328**	**1**	**0%**	↓
(3,582)	**Income**	**(3,817)**	**(2,692)**	**(3,821)**	**(4)**	**0%**	↑
72	**Net Expenditure**	**510**	**440**	**507**	**(3)**	**-1%**	↑
£000	**Private Sector Housing**	£000	£000	£000	£000	%	
40	Employee	40	30	43	2	5%	↓
0	Property	0	0	0	0	0%	↓
1	Transport and Plant	0	0	0	(0)	-35%	↑
6	Supplies, Services and Admin	0	0	0	0	0%	→
19	Payments to Other Bodies	27	0	27	1	2%	↓
0	Other	0	0	0	0	0%	→
66	**Gross Expenditure**	**67**	**30**	**70**	**3**	**4%**	↓
(19)	**Income**	**(24)**	**(17)**	**(24)**	**1**	**3%**	↓
47	**Net Expenditure**	**43**	**13**	**46**	**3**	**8%**	↓

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2019/2020
HOUSING AND COMMUNITIES COMMITTEE DETAIL

APPENDIX 2

YEAR END DATE 31 December 2019

PERIOD 9

Actual Outturn 2018/19	Service Summary	Total Budget 2019/20	YTD Spend 2019/20	Forecast Spend 2019/20	Annual Variance 2019/20		RAG Status
£000	**Private Sector Housing Grant**	£000	£000	£000	£000	%	
34	Employee	34	27	36	2	7%	↓
246	Property	261	24	261	0	0%	→
0	Transport and Plant	1	0	1	0	0%	→
0	Supplies, Services and Admin	0	0	0	0	0%	→
231	Payments to Other Bodies	245	181	245	0	0%	→
0	Other	0	0	0	0	0%	→
511	**Gross Expenditure**	**540**	**233**	**543**	**2**	**0%**	↓
(447)	**Income**	**(446)**	**(335)**	**(446)**	**0**	**0%**	→
64	**Net Expenditure**	**94**	**(102)**	**97**	**2**	**2%**	↓
£000	**Anti Social Behaviour**	£000	£000	£000	£000	%	
303	Employee	306	213	297	(9)	-3%	↑
0	Property	0	0	0	0	0%	→
6	Transport and Plant	5	4	6	1	30%	↓
30	Supplies, Services and Admin	53	16	50	(3)	-6%	↑
147	Payments to Other Bodies	152	0	137	(15)	-10%	↑
0	Other	0	0	0	0	0%	→
485	**Gross Expenditure**	**515**	**234**	**490**	**(25)**	**-5%**	↑
0	**Income**	**(1)**	**(1)**	**(1)**	**(0)**	**-5%**	↑
485	**Net Expenditure**	**514**	**233**	**489**	**(25)**	**-5%**	↑
£000	**Housing Asset and Investment**	£000	£000	£000	£000	%	
303	Employee	465	256	343	(122)	-26%	↑
0	Property	0	0	0	0	0%	→
5	Transport and Plant	5	3	5	0	0%	→
0	Supplies, Services and Admin	0	0	0	0	0%	↓
5	Payments to Other Bodies	0	0	0	0	0%	→
0	Other	0	0	0	0	0%	→
313	**Gross Expenditure**	**470**	**259**	**348**	**(122)**	**-26%**	↑
(308)	**Income**	**(422)**	**(256)**	**(343)**	**79**	**19%**	↓
5	**Net Expenditure**	**49**	**4**	**5**	**(43)**	**-89%**	↑
£000	**Housing Maintenance Trading A/c**	£000	£000	£000	£000	%	
12,733	Employee	12,346	8,728	11,975	(371)	-3%	↑
84	Property	83	63	84	1	1%	↓
1,090	Transport and Plant	1,092	788	1,092	0	0%	→
9,728	Supplies, Services and Admin	12,030	9,326	13,593	1,563	13%	↓
73	Payments to Other Bodies	71	53	71	0	0%	→
811	Other	835	626	835	0	0%	→
24,519	**Gross Expenditure**	**26,457**	**19,584**	**27,650**	**1,193**	**5%**	↓
(25,071)	**Income**	**(27,696)**	**(20,484)**	**(28,920)**	**(1,224)**	**-4%**	↑
(552)	**Net Expenditure**	**(1,239)**	**(900)**	**(1,270)**	**(31)**	**2%**	↑

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 3**

REVENUE BUDGETARY CONTROL 2019/2020

ANALYSIS FOR VARIANCES OVER £50,000

YEAR END DATE **31 December 2019**

Budget Details	Variance Analysis				
	Total Budget	Forecast Spend	Variance		RAG Status
	£000	£000	£000	%	
Housing Asset and Investment	49	5	(43)	-89%	↑
Service Description	This service provides council housing maintenance				
Main Issues / Reason for Variance	Vacant posts are being held pending service restructure which has no impact on the service being delivered.				
Mitigating Action	None Required				
Anticipated Outcome	Small surplus at year end				
Housing Maintenance Trading A/c	(1,239)	(1,270)	(31)	2%	↑
Service Description	This service provides council housing maintenance				
Main Issues / Reason for Variance	Supplies and services overspend relating to additional Capital work . This is offset by recovery of this from Capital project budgets				
Mitigating Action	None Required				
Anticipated Outcome	Small surplus at year end				

WEST DUNBARTONSHIRE COUNCIL
MONITORING OF EFFICIENCIES AND MANAGEMENT ADJUSTMENTS 2019/20

Appendix 4

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

WEST DUNBARTONSHIRE COUNCIL
GENERAL SERVICES CAPITAL PROGRAMME
OVERALL PROGRAMME SUMMARY

APPENDIX 5

MONTH END DATE 31 December 2019

PERIOD 9

Project Status Analysis	Project Life Status Analysis				Current Year Project Status Analysis			
	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status	Number of Projects at RAG Status	% Projects at RAG Status	Spend to Date £000	% Project Spend at RAG Status
Red								
Projects are forecast to be overspent and/or experience material delay to completion	0	0%	0	0%	0	0%	0	0%
Amber								
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	0	0%	0	0%	0	0%	0	0%
Green								
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	2	100%	1,221,656	100%	2	100%	212,767	100%
TOTAL EXPENDITURE	**2**	**100%**	**1,221,656**	**100%**	**2**	**100%**	**212,767**	**100%**

Project Status Analysis	Project Life Financials				Current Year Financials					
	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Slippage £000	Over/ (Under) £000
Red										
Projects are forecast to be overspent and/or significant delay to completion	0	0	0	0	0	0	0	0	0	0
Amber										
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	0	0	0	0	0	0	0	0	0	0
Green										
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	1,624,060	1,221,656	1,624,060	0	345,171	212,767	345,171	0	0	0
TOTAL EXPENDITURE	**1,624,060**	**1,221,656**	**1,624,060**	**0**	**345,171**	**212,767**	**345,171**	**0**	**0**	**0**

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 6**
GENERAL SERVICES CAPITAL PROGRAMME
ANALYSIS OF PROJECTS AT GREEN ALERT STATUS

MONTH END DATE **31 December 2019**

PERIOD **9**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
1	**Invest in "Your Community Initiative"**						
	Project Life Financials	1,000	688	69%	1,000	0	0%
	Current Year Financials	158	116	73%	158	0	0%
	Project Description	Capital budget to support the roll out of Your Community, an initiative designed to achieve coordinated service delivery in response to community need. This is complimented by community capacity building, empowering WD citizens to do more for their own communities (leading to less reliance on council). Also included is the implementation of participatory budgeting to support and build capacity in communities.					
	Project Lifecycle	Planned End Date		31-Mar-23	Forecast End Date		31-Mar-23
	Main Issues / Reason for Variance						
	The main element of this budget relates to the Improvement Fund which is subject to the work of a tactical group who meets every 6 weeks and are working to identify suitable projects (the focus being on environmental projects in response to individual neighbourhood needs). There is also a review ongoing of the Your Community Initiative the aim of which is to streamline processes and deliver projects in a more timely fashion. Delay in spend is due to the fact that to date many of the improvements delivered via the Your Community approach have been funded from existing service budgets, resulting in insufficient spend from the Improvement Fund. Officers are actively researching investment opportunities in which this capital budget can be spent in the most beneficial way for the communities, with latest investment being in the new MUGA's at Castlehill in partnership with the Community Capital Fund. Other various proposals to utilise this budget are being presented and being evaluated at present to take the project forward.						
	Mitigating Action						
	Opportunities to mitigate have been limited due to the need to liaise with communities. The group continues to liaise with groups regularly to ensure funds are utilised for the benefit of the communities.						
	Anticipated Outcome						
	Full budget spend anticipated albeit later than originally planned.						
2	**Integrated Housing Management System**						
	Project Life Financials	624	534	86%	624	0	0%
	Current Year Financials	187	97	0%	187	0	0%
	Project Description	This is a budget to support the necessary development and on-going requirements of implementing the Council's Integrated Housing Management System.					
	Project Lifecycle	Planned End Date		31-Mar-20	Forecast End Date		31-Mar-20
	Main Issues / Reason for Variance						
	No issues, the system went live on 6th November 2019.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project is to delivered in-line with rephased project timeline and within project life budget.						