Agenda

West Dunbartonshire COUNCIL

Housing and Communities Committee

Date: Wednesday, 3 November 2021

Time: 10:00

Venue: Hybrid Meeting

Contact: Gabriella Gonda, Committee Officer
Email: Gabriella.Gonda@west-dunbarton.gov.uk

Dear Member

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

The Convener has directed that the powers contained in Section 43 of the Local Government in Scotland Act 2003 will be used and Members will have the option to attend the meeting remotely or in person at the Civic Space, Church Street, Dumbarton.

The business is shown on the attached agenda.

Yours faithfully

JOYCE WHITE

Chief Executive

Distribution:-

Councillor Diane Docherty (Chair)
Councillor Ian Dickson (Vice Chair)
Councillor Gail Casey
Councillor Karen Conaghan
Councillor Jim Finn
Provost William Hendrie
Councillor David McBride
Councillor Jonathan McColl
Councillor Iain McLaren
Councillor John Millar
Councillor John Mooney
Councillor Sally Page

All other Councillors for information

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

Date issued: 21 October 2021

HOUSING AND COMMUNITIES COMMITTEE

WEDNESDAY, 3 NOVEMBER 2021

AGENDA

1 STATEMENT BY CHAIR – AUDIO STREAMING

The Chair will be heard in connection with the above.

2 APOLOGIES

3 DECLARATIONS OF INTEREST

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

4 RECORDING OF VOTES

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

5 MINUTES OF PREVIOUS MEETING 7 - 12

Submit, for approval as a correct record, the Minutes of Meeting of the Housing and Communities Committee held on 1 September 2021.

6 OPEN FORUM

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

7 MORE HOMES WEST DUNBARTONSHIRE – WEST DUNBARTONSHIRE COUNCIL AFFORDABLE HOUSING SUPPLY DELIVERY PROGRAMME 13 - 21

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

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8 MORE HOMES WEST DUNBARTONSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2022/23 – 2026/27 UPDATE REPORT **23 - 30**

Submit report by the Chief Officer, Housing and Employability seeking approval for the More Homes West Dunbartonshire Strategic Housing Investment Plan (SHIP) for 2022/23 – 2026/67 which requires to be submitted to the Scottish Government.

9 BETTER HOMES WEST DUNBARTONSHIRE – BRUNSWICK, MONTREAL & QUEBEC HOUSES, CLYDEBANK **31 - 48**

Submit report by the Chief Officer, Housing and Employability updating on the consultation exercise with tenants of Brunswick, Montreal and Quebec Houses over the future of the 3 blocks as part of the Council's Better Homes West Dunbartonshire Housing Asset Management Strategy.

10 HOUSING & EMPLOYABILITY DELIVERY PLAN 2021/22: MID-YEAR PROGRESS REPORT **49 - 70**

Submit report by the Chief Officer, Housing and Employability setting out progress to date in delivery of the actions detailed within the Housing & Employability Delivery Plan 2021/22.

11 SCOTTISH SOCIAL HOUSING CHARTER/REGULATION OF SOCIAL HOUSING IN SCOTLAND PROGRESS REPORT **71 - 184**

Submit report by the Chief Officer, Housing and Employability providing benchmarking information relating to how the Council has performed against the Scottish Social Housing Charter indicators and providing an update on how we are meeting the requirements of the Scottish Housing Regulator's Regulatory Framework.

12 LOCAL HOUSING STRATEGY **185 - 210**

Submit report by the Chief Officer, Housing and Employability seeking approval for the draft Council's new Local Housing Strategy (LHS) for the 5 year period 2022 - 2027.

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13 HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 30 SEPTEMBER 2021 (PERIOD 6) **211 - 220**

Submit report by the Chief Officer, Housing and Employability providing an update on the financial performance to 30 September 2021 (Period 6) of the HRA revenue and capital budgets for 2021/22.

14 FINANCIAL REPORT 2021/22 AS AT PERIOD 6 (30 SEPTEMBER 2021) **221 - 230**

Submit report by the Chief Officer, Housing and Employability providing an update on the financial performance to 30 September 2021 (Period 6) of those services under the auspices of the Housing and Communities Committee.

15 SCRUTINY REPORTS

(A) POLICE SCRUTINY REPORT **To Follow**

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

(B) FIRE AND RESCUE SCRUTINY QUARTER 3 REPORT **231 - 240**

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

HOUSING AND COMMUNITIES COMMITTEE

At a Meeting of the Housing and Communities Committee held by video conference on Wednesday, 1 September 2021 at 10.00 a.m.

Present: Provost William Hendrie, Councillors Gail Casey, Karen Conaghan, Ian Dickson, Diane Docherty, David McBride, Jonathan McColl, Iain McLaren, John Mooney and Sally Page.

Attending: Peter Barry, Chief Officer – Housing and Employability; Angela Wilson, Chief Officer – Supply, Distribution and Property; John Kerr, Housing Development and Homelessness Manager; Nicola Pettigrew, Housing Operations Manager; Martin Feeney, Building Services Manager; Alan Young, Housing Asset and Investment Manager; Janice Rainey, Finance Business Partner; Michelle Lynn, Asset Co-ordinator; Sally Michael, Principal Solicitor; Ashley MacIntyre and Lynn Straker, Committee Officers.

Also Attending: Superintendent Douglas Wilson and Chief Constable Coleen Wylie, Police Scotland and Group Commander Gregg McKearney, Scottish Fire and Rescue Service.

Apologies: Apologies for absence were intimated on behalf of Councillor John Millar.

Councillor Diane Docherty in the Chair

STATEMENT BY CHAIR – AUDIO STREAMING

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

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

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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 5 May 2021 were submitted and approved as a correct record.

As requested in the previous meeting, a letter was sent to Shona Robinson, MSP, regarding Silverton Defective Properties. It was noted that Chief Officer, Housing and Employability would circulate a copy of the letter sent to Members after the meeting.

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 AFFORDABLE HOUSING SUPPLY DELIVERY PROGRAMME

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

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

(1) to note the content of the report and the progress made to date in the delivery of the Council's More Homes West Dunbartonshire approach including the practical completion and handover of the full projects at Creveul Court, Aitkenbar and Haldane this year;

(2) to note the success of the Council's Creveul Court development being shortlisted for the Scottish Home Awards in the Affordable Housing Development of the Year (social rent) category and also the Homes for Scotland Small Development of the Year category;

(3) to approve the delivery of a procurement strategy to appoint a main contractor to deliver the proposed Pappert 25 new home development on the completion of the ongoing feasibility works;

(4) to note the proposed new benchmark assumption rates outlined in paragraph 6.3 of this report and the Scottish Government's ongoing commitment to

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maintain a differential between Council and Registered Social Landlords (RSLs) for the delivery of new housing; and

(5) to note the current volatility in the construction marketplace because of a range of issues and the potential impacts that could have on the council house delivery programme and request that the Chief Officer, Housing and Employability provides ongoing updates to the Committee on this matter as part of this regular update report to Committee.

(6) to note that officers will provide information to Councillor Docherty for inclusion in the letter to Cabinet Secretary. The information will be used to quantify how many additional houses could be built over the time period to ensure an evidence based approach.

SCOTTISH SOCIAL HOUSING CHARTER/ REGULATION OF SOCIAL HOUSING IN SCOTLAND ANNUAL UPDATE REPORT

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

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

(1) to note the contents of this report recognising the impact the Covid-19 pandemic has had on 2020/21 performance (outlined at paragraph 4.5 of the report) and the key areas of focus for the Housing Improvement Board during 2021/22 (outlined at paragraph 4.17 of the report); and

(2) to agree that a further progress report on the Scottish Social Housing Charter be submitted to the November 2021 meeting of the Housing and Communities Committee. This report will include detailed benchmarking performance information against all local authorities in Scotland highlighting the impacts of the pandemic on housing and homelessness services across Scotland.

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

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

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

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(1) to note the progress made in the first two years of "Home at the Heart", which has informed an update report submitted to the Scottish Government at the end of June 2021 and attached as Appendix 2;

(2) to approve that our Year 2 pandemic related underspend outlined at 4.13 is used to meet the objectives of the West Dunbartonshire Rapid Rehousing Transition Plan, together with the Year 3 funding allocated by the Scottish Government, previously approved by the Housing and Communities Committee in February 2021;

(3) to approve our updated Rapid Rehousing Transition Plan attached as Appendix 1 and note the main objectives for Year 3;

(4) to note the uncertainty around future funding and specifically the risk to our Housing First approach; and

(5) to note that an annual update and progress report will be provided to a future Housing and Communities Committee in May 2022.

NO HOME FOR DOMESTIC ABUSE: WEST DUNBARTONSHIRE COUNCIL HOUSING AND HOMELESSNESS SERVICES DOMESTIC ABUSE POLICY

A report was submitted by the Chief Officer, Housing and Employability seeking approval for "No Home for Domestic Abuse, West Dunbartonshire Council's Housing and Homelessness Services Domestic Abuse Policy".

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

(1) to approve the updated "No Home for Domestic Abuse, West Dunbartonshire Council's Housing and Homelessness Services Domestic Abuse Policy", attached as Appendix 1; and

(2) to request that Chief Officer, Housing and Employability ensures the effective implementation of the updated policy.

SCOTTISH GOVERNMENT CONSULTATION ON A REVIEW OF THE SCOTTISH SOCIAL HOUSING CHARTER

A report was submitted by the Chief Officer, Housing and Employability providing an overview of West Dunbartonshire Council's response to the Scottish Government's consultation on a review of the Scottish Social Housing Charter and seeking approval to submit this response as part of the consultation process.

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

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(1) to approve West Dunbartonshire Council's draft submission to the Scottish Government's consultation attached as Appendix 1;

(2) to note that if approved, our consultation response will be submitted to the Scottish Government by the 9 September 2021 closing date; and

(3) to note that following the consultation, the Scottish Government will develop .an updated Scottish Social Housing Charter and ask the Scottish Parliament to consider the changes and approve a revised Charter from 1st April 2022.

HOUSING REVENUE ACCOUNT BUDGETARY CONTROL REPORT TO 31 JULY 2021 (PERIOD 4)

A report was submitted by the Chief Officer, Housing and Employability providing an update on the financial performance to 31 July 2021 (Period 4) of the HRA revenue and capital budgets for 2021/22.

After discussion and having heard the Finance Business Partner in further explanation and in answer to Members' questions, the Committee agreed:-

(1) to note the revenue analysis shows a projected annual favourable variance of £0.002m; and

(2) to note the net projected annual position in relation to the capital plan is highlighting an in-year variance of £1.499m which is made up of slippage of £1.799m (3.72%) and overspend of £0.300m (0.62%) as detailed in appendix 4.

FINANCIAL REPORT 2021/22 AS AT PERIOD 4 (31 JULY 2021)

A report was submitted by the Chief Officer, Housing and Employability providing an update on the financial performance to 31 July 2021 (Period 4) of those services under the auspices of the Housing and Communities Committee.

After discussion and having heard the Business Unit Finance Partner in further explanation and in answer to Members' questions, the Committee agreed:-

(1) to note the contents of this report which shows the revenue budget forecast to underspend against budget by £0.039m (1.1%) at the year-end;

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

(3) to note the progress on efficiencies incorporated into budgets for 2021/22.

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VARIATION IN ORDER OF BUSINESS

Having heard the Chair, Councillor Docherty, the Committee agreed to vary the order of business as hereinafter minuted.

SCRUTINY REPORTS

(B) FIRE AND RESCUE SCRUTINY QUARTER 1 REPORT

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

After discussion and having heard Group Commander McKearney, Scottish Fire and Rescue Service, the Committee agreed to note the contents of the attached Scottish Fire and Rescue Service West Dunbartonshire Council Year to Date Report.

(A) POLICE SCRUTINY REPORT

A report was submitted by the Chief Constable, Police Scotland providing members with an update.

After discussion and having heard from Superintendent Wilson, Police Scotland, the Committee agreed to note the update given on progress against the Local Police Plan.

The meeting closed at 11:27 a.m.

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WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Officer, Housing and Employability

Housing and Communities Committee: 3 November 2021

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

1. Purpose

1.1 This purpose of this report is to provide the Housing and Communities Committee an update on progress with West Dunbartonshire's More Homes Programme which oversees the delivery of the Council's new home programme.

2. Recommendations

2.1 It is recommended that the Housing and Communities Committee:

(i) Note the content of the report and the progress made to date in the delivery of the Council's More Homes West Dunbartonshire approach including the practical completion and handover of the full projects at Creveul Court, Aitkenbar, St Andrews and Haldane this year;

(ii) Note the success of the Council's Creveul Court development being shortlisted for the Scottish Housing Awards in the Affordable Housing Development Category. This is the third national recognition that this exemplar development has received; and

(iii) Notes that a refreshed More Home West Dunbartonshire delivery programme will be submitted to the February meeting of the Housing and Communities Committee

3. Background

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

3.2 The Council's latest practical completion has taken place at the St Andrews development in Clydebank delivering in total 125 new homes for social rent and one assisted living unit which will be leased to the West Dunbartonshire Health and Social Care Partnership. This, is in addition within 2021/22 to the completion of the Council's first fully dementia designed development at

Creveul Court, Alexandria and other exemplar developments in Haldane and Aitkenbar, Bellmsyre. The Council have now completed 10 new build developments since 2013 and are the largest developer of social homes in West Dunbartonshire delivering 422 new homes to date as outlined in Table 1 below:

Table 1: Completed Council New Build

Project	No. of Units	Completion Date
Granville Street (Phase 1), Clydebank	24	July 2013
Miller Road, Alexandria	15	October 2013
Granville Street (Phase 2), Clydebank	9	February 2014
Central Bellsmyre, Dumbarton	36	December 2014
Hillstreet Square, Dumbarton	37	August 2015
Second Avenue, Clydebank	40	April 2018
Creveul Court, Alexandria	22	April 2021
Aitkenbar Primary School	55	July2021
Haldane Primary School	58	August 2021
St Andrews, Clydebank	126	October 2021
Totals	**422**	

3.3 The Strategic Housing Investment Plan (SHIP) 2021-2025, outlining West Dunbartonshire's Affordable Housing Supply Programme through the More Homes West Dunbartonshire approach was approved by the Housing and Communities Committee in November 2020. A revised SHIP will be presented for approval to the Housing and Communities Committee in November 2021.

4. Main Issues

4.1 The Strategic Housing Investment Plan and HRA Capital Plan outlined the plans the Council have for meeting their new build ambitions. The initial plans have been impacted as a result of the pandemic and the revised new build targets for the Council are outlined below:

Table 2: Council New Build

Site/Developer	Number of Units	Est Completion Date
Dumbarton Harbour	45	October 2021
Queens Quay, Site B/C, Clydebank	29	March 2022
Clydebank East	88	February 2023
	162 units	

4.2 Updates for each site are noted below:

St Andrews School:
The site reached practical completion in October 2021, which seen the completion of 126 new homes. 124 of the homes are now tenanted and households are enjoying their new homes. The 2 remaining properties are the property which has been used as a demonstration flat by Housing and Homelessness staff and the assisted living unit which will be leased to the

Health and Social Care Partnership. There has been a delay in the procurement of an external care provider and as a result the property will not be occupied by the intended residents until January 2022.As a result, Housing and Homeless Services intend to use the assisted living unit temporarily as the demonstration property, thus allowing the current demonstration flat to be tenanted immediately. The use of the demonstration projects within our new build development has been a positive addition to our approach and has worked well for staff and new tenants alike, and will continue to be a feature of future council housing developments.

Dumbarton Harbour:
Currently on-site to provide 45 new council homes. This project has encountered delays caused by the liquidation of the original main contractor. Cullross (Dumbarton Harbour) Ltd, having since taken on the Main Contractor role, managed to resume on site activity following the collapse of the original contractor very quickly, however lockdown occurred immediately after this. Further delays have been faced due to the pandemic and winter weather conditions when brickwork was planned. More recently, the shortage in labour and materials being experienced throughout the country has pushed prices up on the final work required on this site. As report to Council in September it is expected that around £0.155m of this £0.310m overspend will be met by additional Scottish Government funding. More positively handovers are progressing well and we would expect the final handover to be achieved in mid November 2021.

Clydebank East:
The demolition of 339 properties was completed in October 2020. Design of 88 new build council properties has been underway with CCG and architects Anderson, Bell and Christie. A consultation event with tenants and residents, Ward Members and Council took place in February 2021. All feedback and questions were extremely helpful and influenced the final design. A Pre Planning Elected Members briefing took place on 30 March 2021 and planning approval was sought for this project and was heard at the October 2021 Planning Committee. However, Planning was continued as committee were concerned at the parking provision provided. As a result, the design team have been progressing looking at the option of providing additional parking provision at the expense of the current open space and play provision. The additional design requirements of the Planning committee decision have negated the planned site start date of January 2022 and will lead to increased costs which will be reported to the Housing and Communities Committee at the earliest possible time. This is intended to be the Council's first fully zero carbon housing development and marks a significant milestone in our transition to net zero.

Queens Quay, Site B, Clydebank:
A partnership with Wheatley Group and Clydebank Housing Association, the Council will deliver 29 out of the 146 properties currently on-site. It is likely that the Council will take handover of their properties in a phased manner towards in April 2022.

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 tackling homelessness and housing need and some common capital works, it also contributes towards the More Homes agenda by adding additional stock to the Council's portfolio that is the right type and size and in the right location. The Scheme continued following lockdown with social distancing and virtual viewings still in place. However the Council did manage to complete 15 purchases in 2020/21 providing new homes to household in housing need. So far this financial year, the Council has purchased 5 properties (as at July 2021). It is anticipated that the use of purchasing properties in the open market to meet our strategic housing objectives will increase over the next few years and this is reflected in the recently published Housing to 2040 strategy by the Scottish Government.

4.3 Our dementia friendly development at Creveul Court has been named as a finalist in the Scottish Housing Awards. These awards recognise excellence in the creation of new homes and place-making across the country with finalists and winners chosen by an independent judging panel. The 22 homes at Creveul Court have been designed to make independent living easier for tenants with dementia.

Future New Build – West Dunbartonshire

4.4 Building new affordable homes has an important role to play in revitalising local economies and assisting with post-pandemic recovery plans. It is also clear that the need for affordable homes has and will increase. *Future New Build – West Dunbartonshire* is an ambitious plan that aims to continue the positive momentum of the More Homes West Dunbartonshire programme.

4.5 As the biggest affordable housing developer in West Dunbartonshire, the Council has identified potential future sites for new council homes to address existing and new housing need. The design of these homes will further develop, improve and exceed current best practice, providing sustainable homes using innovative technology and delivering on our low carbon ambitions including passivhaus and other net zero carbon opportunities. We have identified the Pappert development site as the optimum site to develop our planned Passivhaus pilot.

4.6 The ongoing pandemic has highlighted that housing and health outcomes are interconnected. We must build on our recent progress if we are to address health inequalities within our communities. As early adopters of the Dementia Framework at Creveul Court, West Dunbartonshire Council are at the forefront of Dementia Design best practice. The fundamentals of Dementia Design have been embedded in West Dunbartonshire's Design Standard as a further commitment to respond to the varying housing needs of our residents.

4.7 Our Design Standard already incorporates the following elements which the Scottish Government are now planning on making mandatory conditions of any future grant from the Affordable Housing Supply Programme

- all new homes will offer a private or communal outdoor space (this could include a private garden, patio, roof terrace or balcony, or a communal shared garden or courtyard);
- all new homes will space for home working or study (this could be located in a circulation space and could occupy a room by itself or could form part of another room);
- all new homes to be digitally-enabled (when a tenant gets the keys to their home this would mean that they are able to arrange for an internet connection to '*go live*' with any internet service provider available in the area without the internet service provider having to provide additional cabling either within the premises, or as importantly, to the premises from the relevant Cabinet); we are currently looking at opportunities to further improve this and ensure future new homes are fully connected;
- The installation of automatic fire suppression systems in new homes; and
- The installation of zero emissions heating systems in all new homes ahead of the 2024 regulations coming into force.

4.8 One of the ambitions through the future new build plan is to address housing inequalities, tackle fuel poverty and improve health outcomes for future generations within West Dunbartonshire.

4.9 In order to contribute to future new build, the Housing Development team have been working on investigating potential sites that affordable housing can be developed on. In addition to investigating the increased provision of social housing at Clydebank East, which will also be the first zero carbon social housing development, the following sites are currently being looked at as future affordable new build sites:

<u>Pappert, Bonhill</u>
The Housing and Communities Committee in May 2021 approved proceeding with Pappert as the Council's Passivhaus pilot project inclusive of the additional costs highlighted in the report to the May committee. The design team are developing the proposals and the proposed development will provide 25 new homes that include 7 Passivhaus units and 18 net zero units. Work is also ongoing on developing a Sustainable Drainage System (SuDS) strategy with the Council's Biodiversity Officer and discussions with the Roads Department. Once all feasibility works are complete, the development will be consulted upon more widely and a procurement strategy will be finalised to appoint a main contractor.

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

Willox Park, Doveholm, Dumbarton
This site was transferred in March 2021 to the Housing Revenue Account to deliver new council homes for £220k after being approved by the Housing and Communities Committee in November 2020. The acquisition was fully funded by additional grant funding from the Scottish Government.

Further and more detailed discussions with HSCP is now taking place as the new properties will also be additional sheltered housing and the design of the project will be progressed.

Bank Street, Alexandria
This site has now been transferred to the Housing Revenue Account from the General Services account at a cost of £194k; the acquisition was supported by an additional £150k of grant funding from the Scottish Government. There are a number of constraints within the site and the costs of remediating these issues will be shared by both the General Services and Housing Revenue Capital budgets. Work on designing the site will now progress and be fed back to a future Housing and Communities Committee.

Mount Pleasant, Old Kilpatrick
This site was also purchased along with Bank Street and Willox Park at the end of the financial year.

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

Dennystoun Forge
We have engaged with the existing Gypsy Travellers community at Dennystoun Forge seeking to provide additional accommodation to meet the current and future needs of the existing residents. Our initial plans have formed an application to the recently introduced Scottish Government funding opportunity through the Gypsy Travellers Accommodation Fund. However, it was not taking forward by the Scottish Government at this stage; however we plan to continue the design and consultative process in terms of this project.

Strategic Housing Investment Plan
We are currently preparing our new Strategic Housing Investment Plan which will include the above housing development opportunities and will be presented to Committee in November 2021. In addition, housing development officers are investigating other additional opportunities which could increase the provision of new affordable housing in West Dunbartonshire; a development programme will be part of the update report to the Housing and Communities Committee in February 2022.

4.10 The provision of much needed new housing has contributed to positively regenerating local communities. In West Dunbartonshire there were 231 new build social homes delivered the 7th highest level across Scotland.

4.11 In addition, other initiatives through our Better Homes approach, such as the implementation of the Housing Asset Management Strategy, housing management initiatives and the HRA Capital Programme carrying out significant works on existing stock have all contributed positively to the overall regeneration of these priority areas.

5. People Implications

5.1 There are no people implications from this report.

6. Financial and Procurement Implications

Financial

6.1 In March 2021 Council approved the Housing Capital Programme 2021-2026 which saw significant resources committed to the delivery of new council homes in West Dunbartonshire. An expenditure budget of £83.393m for the affordable housing supply programme is factored into the HRA Capital Programme. The additionality in the costs highlighted for the Pappert development can be met from this existing budget; however we would anticipate additional grant funding would be made. As it currently stands, it is anticipated that this programme will complete on project life budget.

6.2 In light of Brexit and the current pandemic and other issues, the emergence of supply issues and subsequent cost increases has begun to be felt within not only our existing and future sites, but sites across Scotland and the UK. Whilst the impact of these is still being examined, it is prudent to mention this as early as possible in order to provide more detailed information at a future Committee. We have seen an impact in Dumbarton Harbour and we are likely to see this impact on our future development sites. Housing Development Officers and Finance will continue to assess the impacts in the context of affordability of developments.

Procurement

6.3 All new development sites will be subject to new detailed procurement strategies and the opportunities highlighted with 4.9 of this report will continue to be prioritised.

Community Benefits

6.4 As part of each project, the contract has incorporated an element of Community Benefits that can support a wide range of social, economic and environmental benefits for communities including jobs, apprenticeships and

local charity and community initiatives. A summary of the community benefits achieved through the first phase of the More Homes West Dunbartonshire approach is outlined in the table below:-

Community Benefit Value	Total
Work placement opportunities (16 plus years) – no. individuals	**30**
Construction Curriculum support activities – no. individuals	**16**
Graduates - no. individuals	**1**
Apprenticeship starts - no. individuals	**17**
Existing Apprenticeships - no. individuals	**17**
Apprenticeships completed - no. individuals	**22**
New jobs created on construction project - no. individuals	**16**
Community Engagement/Investment	**£79k**

7. Risk Analysis

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

7.2 With any new build project there is a risk that as the projects develop the cost increases beyond the estimated contract cost. Any additional borrowing requirements, or conversely, cost savings will be reported to future meetings of the Housing and Communities Committee. However, this is mitigated through a target cost model approach in our current contract arrangements within the Scottish Procurement Alliance (SPA) framework.

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

8. Equalities Impact Assessment (EIA)

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

9. Consultation

9.1 As part of our recent rent consultation exercise, 92% of respondents indicated their support for the Council's ambitious plans to deliver the Housing Revenue Account (HRA) new council house build programme. Regular updates on new build development are provided to the West Dunbartonshire Tenants and Residents Organisation at the bi-monthly liaison meetings. As detailed at 6.4 above, each project will have their own element of Community Benefits. This will provide opportunities for the community to become involved and participate whether this is pupils at the local school or interested community members.

10. Strategic Assessment

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

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

Person to Contact:	John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team, telephone: 07793717981, email: john.kerr@west-dunbarton.gov.uk
Appendices:	None
Background Papers:	West Dunbartonshire Council's Local Housing Strategy 2017-2022 http://www.west-dunbarton.gov.uk/media/4311723/housing-strategy-2017-2022-final.pdf Local Housing Strategy, Equalities Impact Assessment, http://www.west-dunbarton.gov.uk/media/716927/lhs_eia_sept_2011-revised.pdf
Wards Affected:	All

West Dunbartonshire Council

Report by Chief Officer, Housing and Employability

Housing and Communities Committee: 3 November 2021

Subject: More Homes West Dunbartonshire Strategic Housing Investment Plan 2022/23 – 2026/27 Update Report

1. Purpose

1.1 This report seeks approval for the More Homes West Dunbartonshire Strategic Housing Investment Plan (SHIP) for 2022/23– 2026/27 which requires to be submitted to the Scottish Government.

2. Recommendation

2.1 It is recommended that the Council:

i) Agree the draft SHIP 2022/23 - 2026/27 as appended to this report, designed to assist in the delivery of an ambitious programme of new affordable homes as contained in the new West Dunbartonshire Local Housing Strategy 2022 -27;

ii) Invite the Chief Officer, Housing and Employability to fully implement the investment plan in partnership with relevant stakeholders notably the Scottish Government.

3. Background

3.1 The Scottish Government requires local authorities to submit a Strategic Housing Investment Plan (SHIP) by November 2021. The core purpose of the SHIP is to set out the strategic investment priorities for affordable housing over a five year period to achieve the outcomes contained in the Local Housing Strategy.

3.2 The SHIP focuses on the delivery of affordable housing by location, type and tenure and indicates how the programme will be resourced, particularly through the Scottish Government's Affordable Housing Supply Programme(AHSP) funding and its Council House Building Programme (CHB) component.

3.3 This new Strategic Housing Investment Plan (SHIP) sets out the funding priorities for new affordable housing in West Dunbartonshire for the next five years, 2022/23 – 2026/27 It complements the West Dunbartonshire Local Housing Strategy 2022 – 2027 which is being presented to Housing and

Communities Committee on 3rd November 2021 for approval.

3.4 This SHIP is the first setting out a programme linked to the new LHS and embracing the Scottish Government's target of delivering 110,000 new homes by 2032, a minimum of 70% of which will be social rented housing as outlined in Programme for Government in September 2021.

3.5 This SHIP sets out proposals for a continuation of high levels of new affordable housing delivery within West Dunbartonshire, with around 870 planned during the course of Plan.

3.6 To assist in advance planning of housing investment, the Scottish Government advises local authorities annually of their minimum Resource Planning Assumptions (RPA). The West Dunbartonshire RPA for 2021/22 was £11.128m. However, West Dunbartonshire Council was able to secure additional funding which took our total to £12.515m. Over the last few years we have been able to exceed our initial funding allocation, reflecting the Scottish Government's confidence in WDC's ability to deliver on the AHSP. WDC have been issued with a 5-year RPA to 2025/26 of £55.829m. Discussions will continue to take place with our Scottish Government colleagues over the possibility of additional funding as the programme is developed.

3.7 A review of the Affordable Housing Investment Benchmarks was undertaken between March and July 2021. The review was carried out by a cross-sector working group jointly chaired by the Scottish Government and COSLA. While higher grant levels have been agreed, there remains concern that RSL and Council projects seeking the same level of grant funding would be subject to different scrutiny levels.

3.8 This SHIP has at its heart the idea that house building will play a vital part in the economic and social recovery from the pandemic. The Scottish Government recognises this positive role and has committed to providing 110,000 new affordable homes in the period to 2032, of which 70% will be for social rent.

4. Main Issues

4.1 The purpose of the SHIP is to set out the strategic investment priorities for new affordable housing over a 5 year period to achieve the outcomes contained in the LHS. This SHIP sets out the planned housing investment programme for 5 years, covering the period 2022/23 – 2026/27.

4.2 The funding for the projects will be from two principal sources:

- the allocation from the Scottish Government's Affordable Housing Supply Programme

- the remainder of the required funding will require to be found from the developing organisations' own borrowing resources.

4.3 The SHIP submission to the Scottish Government contains tables which detail the projects included in the proposed programme. The position on the programmes broadly reflects the prioritisation and estimated deliverability of the projects. It must be stressed that inclusion in the SHIP does not guarantee scheme approval, as each proposal will require to go through a further detailed assessment before funding is committed.

4.4 All homes built through the SHIP will require to meet high quality requirements including the Council's Design Standard for Affordable Housing, which was updated in February 2019. We will continue to encourage innovation in design including options to provide zero carbon homes.

4.5 The Scottish Government's housing policy places a significant focus on health and well-being. This is echoed in the Council's draft LHS and key areas which impact on the SHIP include:

- Housing to 2040: vision & route map
- Funding for new build homes
- Design of new homes
- Review of adaptations system
- Referencing the energy efficient Scotland route map
- Investing in renewable energy infrastructure
- Focus on creating 20 minute neighbourhoods
- Digital strategy for planning supporting people with housing costs & stopping homelessness
- Equalities and inclusion
- Digital access

4.6 SHIP 2022/3 – 2026/7: Priority Projects

The priority projects for this period, including those currently on site, are as shown in table 3 below. All units are social rented unless otherwise stated and unit numbers are draft in some cases.

Table 1: SHIP 2022/23- 2026/27: Priority Projects by Developer*

Site/Developer	***Number of Units***
West Dunbartonshire Council	
Clydebank East (ex MSF site)	*88*
Queens Quay Site C	*20*
Pappert	*27*
Lilac Ave	*30*
Bank St	*30*

Clydebank Health Centre	*60*
Mount Pleasant	*20*
Willox Park Ph 1	*13*
Buyback Scheme	*100*
388 units	
Clydebank Housing Association	
Stanford St, Clydebank	*88*
Clydebank Bowling Club	*18*
Boquhanran, Clydebank	*90*
196 units	

Knowes HA	
Faifley Bowling Club	*15*
15 units	
Dunbritton Housing Association	
Golfhill Drive, Dalmonach	*7*
Cottage Hospital, Dumbarton	*10*
Dumbain Road PH2	*39*
56 units	

Caledonia Housing Association	
Bellsmyre Regeneration Phase 1,2,3	*140*
Dalquhurn, Renton Phase 4,5,6	*75 (inc 25 Shared Equity)*
215 units	
TOTAL PRIORITY PROJECTS	***870***

** All homes are social rented unless otherwise stated.*

4.7 In total the SHIP shows the development of more than 1,000 new affordable homes over the 5-year plan period including those currently under construction. This level of development, of around 200 per year, continues the recent significant growth in the new affordable house building programme in West Dunbartonshire. The delivery of this ambitious plan will depend upon the support of our developing RSL partners and appropriate funding from the Scottish Government.

4.8 The SHIP seeks funding from the AHSP to support the popular Buyback programme of ex- local authority and RSL housing stock. Approval of this approach is being sought from the Scottish Government. It is proposed that a minimum 100 units are acquired over the five years.

4.9 The funding required to deliver this programme is estimated to be around £75.6m. While this figure is outwith the estimated Resource Planning Target of £55.829m for the period to 2025/26, the Scottish Government suggest over-programming to allow for the possibility of additional funding becoming available.

4.10 In preparing the SHIP, developers have been encouraged to consider diversity of tenure. While most projects are for social rent, there are a small number proposed for shared equity by Caledonia HA in Bellsmyre and Renton. The Council will also give consideration to alternative tenures in its future projects.

4.11 Due to uncertainties over details of some of the proposed projects in the SHIP and the availability of funding, the SHIP will require to demonstrate flexibility and will be subject to continual monitoring and evaluation. Monitoring of progress will be carried out through the Council's performance management system and through key structures such as the More Homes Project Board, Strategic Housing Providers Forum and quarterly programme review meetings with the Scottish Government.

4.12 The Council has carried out an analysis of potential projects against an objective Prioritisation Scoring Matrix and scored them accordingly. A number of factors are taken into account including availability of land, type of housing being proposed, compliance with LHS objectives including support for discharge of homelessness duties and climate change/energy efficiency measures, deliverability, and value for money.

5. People Implications

5.1 While there are no direct people implications. Staff resourcing issues are considered in an ongoing basis at the More Homes Project Board.

6. Financial Implications

6.1 There is a danger that future resource allocation could suffer if the SHIP fails to deliver on the programme contained in this SHIP. However in recent years WDC has demonstrated an ability to spend its allocated funding and as a result has been able to attract significant extra Scottish Government funding to West Dunbartonshire, over the last 5 years this additional investment is around £30m. In respect of the Council House Build element, financial modelling demonstrates that the new council house building programme is beneficial to the HRA. However, care requires to be taken to ensure that the prudential borrowing required is financially sustainable especially given rising unit costs and potential impacts on affordability.

7. Risk Analysis

7.1 Inevitably, with such a varied programme of projects there are risks that the ambitious outputs set out in the SHIP will not be met. A number of the projects are at an early stage with site investigations not having been carried out or infrastructural constraints fully known.

7.2 There is a risk that AHSP funding will be reallocated to other Council areas if the Council is unable to spend within any financial year. Housing Development staff will liaise regularly with SG More Homes colleagues to address any concerns of this nature.

7.3 Concerns are beginning to arise over supply and labour issues linked to a number of issues, potentially putting a strain on the building industry's capacity to deliver on the scale required.

7.4 Monitoring of progress will be carried out through the Council's Pentana performance management system and key structures such as the Strategic Housing Providers Forum, the Housing Improvement Board, the More Homes Project Board and programme review meetings with the Scottish Government. A new SHIP will be submitted annually to the Scottish Government each October and will be the subject of a report to the Housing and Communities Committee**.**

8. Equalities Impact Assessment (EIA)

8.1 An Equalities Impact Assessment has been carried out 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 SHIP supports the delivery of specialist housing provision and generally requires a 10% element in each project.

9. Consultation

9.1 The SHIP was drawn up in consultation with potential RSL partners and the Scottish Government More Homes Division. Where an interest has been shown, detailed discussions have taken place with the prospective developer on how the project could be accommodated in the programme. WDC welcomes the continuing development interest from RSLs arising from the increase in grant subsidy levels.

9.2 Presentations were made to the West Dunbartonshire Tenants and Residents Organisation (WDTRO) on the proposed SHIP in June and October 202, and tenants are supportive of the continued ambitions in delivering new homes throughout West Dunbartonshire.

9.3 The preparation of the SHIP has been a corporate task, involving all relevant departments of the Council and has been carried out in collaboration with colleagues in the Scottish Government More Homes Division.

10. Strategic Assessment

10.1 This Strategic Housing Investment Plan presents the priorities for affordable and deliverable housing development for the next five years as set out in the LHS, and supports all the Council's key strategic priorities.

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

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

Appendix: Appendix 1: Strategic Housing Investment Plan 202/23 - 2026/27 and Annexe

Background Papers: West Dunbartonshire Council's Draft Local Housing Strategy 2022-2027

WDC Strategic Housing Investment Plan EIA

SHIP Scoring Criteria and Assessment

Wards Affected: All Wards

WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Officer, Housing and Employability

Housing and Communities Committee: 3 November 2021

Subject: Better Homes West Dunbartonshire – Brunswick, Montreal & Quebec Houses, Clydebank

1. Purpose

1.1 The report updates members on the consultation exercise with tenants of Brunswick, Montreal and Quebec Houses over the future of the 3 blocks as part of the Council's Better Homes West Dunbartonshire Housing Asset Management Strategy.

2. Recommendations

2.1 It is recommended that the committee:

(i) Note the content of the report and the actions that have been taken to consult with the residents of Brunswick, Montreal and Quebec Houses, North Mountblow, Clydebank;

(ii) Agree to designate all 78 properties within these 3 blocks as surplus to requirements;

(iii) Invite the Chief Officer, Housing & Employability to take the next steps with remaining tenants

a. To ensure that all tenants have a live and current housing application and are provided with the necessary priority identification through the Council's Allocation Policy:

b. Discuss and authorise Home Loss and Disturbance Payments with all tenants

(iv) Authorise the Chief Officer, Housing & Employability to commence the procurement of a demolition contractor at the appropriate time during the re-housing process; and

(v) Agree to delegate to the Chief Officer, Housing & Employability, to investigate options for future use of the land and report back to a future Housing and Communities Committee;

3. Background

Brunswick, Montreal & Quebec Houses

3.1 There are 78 properties within the 3 blocks at Brunswick, Montreal and Quebec Houses, Clydebank, all properties are within the Housing Revenue Account and there are no other owners. Over time these blocks have became less popular and in accordance with the Asset Management assessment of stock, performed poorly in term of key indicators of demand, future costs and current costs.

3.2 At the May 2021 Housing and Communities Committee, Members agreed to the suspension of letting activity at the properties at Brunswick, Montreal and Quebec Houses, Clydebank and that a consultative exercise was undertaken with the tenants in respect of the future of the properties based on the options identification appraisal that was presented to the Committee that outlined the following options:-

1. Do nothing and keep the properties as they are
2. Retain the properties, carry out capital works and introduce a lettings plan
3. Declare the blocks as surplus to requirements, re-house all tenants and provide the home loss and disturbance payment and demolish all 3 blocks and market the site for future external development
4. Declare the blocks as surplus to requirements, re-house all tenants and provide the home loss and disturbance payment , demolish all 3 blocks and use the site for new build development
5. Declare the blocks as surplus to requirements, de-cant the tenants temporarily and retain all 3 blocks and fully refurbish both internally and externally with decants and a lettings plan
6. Declare the blocks as surplus to requirements and demolish one or two of the blocks and fully refurbish internally and externally with decants and a lettings plan

3.3 The consultation took place from 30 June 2021 until 25 August 2021 and took the form of the following:

- A Survey Monkey Questionnaire
- A series of virtual meetings hosted by Zoom
- Individual Contact

4. Main Issues

Brunswick, Montreal & Quebec Houses

4.1 Over the course of the consultation period we managed to directly engage with 35 tenants across the 3 blocks. This represents 57% of all resident within the blocks as there are a number of voids, temporary accommodation units, resilience flats and a caretaker flat. As well as direct contact a survey monkey

link was provided to all tenants to put forward their views, and a series of virtual consultation events were held over Zoom.

4.2 As a basic overview, of the 57% of tenants that we spoke to, the clear majority said that they would like to be re-housed and for the properties to be demolished for a new build development – this opinion accounted for 64% of tenants. The results for the specific options presented are as follows:

Option	Option Description	Response
1	Do nothing and keep the properties as they are	3%
2	Retain the properties, carry out capital works and introduce a lettings plan	8%
3	Declare the blocks as surplus to requirements, re-house all tenants and provide the home loss and disturbance payment and demolish all 3 blocks and market the site for future external development	22%
4	Declare the blocks as surplus to requirements, re-house all tenants and provide the home loss and disturbance payment , demolish all 3 blocks and use the site for new build development	64%
5	Declare the blocks as surplus to requirements, decant the tenants temporarily and retain all 3 blocks and fully refurbish both internally and externally with decants and a lettings plan	0%
6	Declare the blocks as surplus to requirements and demolish one or two of the blocks and fully refurbish internally and externally with decants and a lettings plan	3%

4.3 It is therefore recommended that Committee approve the designation of the blocks as surplus, the re-homing of remaining tenants through the Council's allocation policy, with home loss and disturbance payments and the eventual demolition of the buildings.

4.4 Moving forward to the future use of land, this will take account of the opinions expressed as part of the consultation highlighted above but will also be subject to further and wider consultation with the surrounding community and a report will be brought to the Housing and Communities Committee at an appropriate time outlining the plans for this.

5. People Implications

5.1 Any decision about Brunswick, Montreal and Quebec Houses will affect those currently residing there. As outlined above, extensive consultation has taken place and tenants have been kept up to date at every step of the way and will continue to be.

5.2 There are resource implications in terms of managing the re-homing of the remaining tenants if the recommendations are approved, this will be done in a similar manner to Clydebank East surplus stock in the recent past.

6. Financial and Procurement Implications

Financial

6.1 As outlined within the options presented previously to Committee, there are financial implications with all but one option. Declaring the properties surplus to requirement, re-housing tenants and eventually demolishing properties will be funded from the HRA, in particular the Housing Asset Management budget within the wider Housing Capital Programme. There is an estimated cost of £1.75m over a 3 years period exclusive of any future build costs and updates on the financials will be fully reported to future Housing and Communities Committees.

Procurement

6.2 A demolition contractor will be procured if the recommendations are approved. Discussions will take place between Housing Development, Consultancy Services and Procurement on how to best approach this and any actions reported to future Housing and Communities Committee.

7. Risk Analysis

7.1 There are no perceived risks with the recommendations at present.

8. Equalities Impact Assessment (EIA)

8.1 An Equalities Impact Assessment (EIA) was carried out covering the wider Housing Asset Management Strategy. No negative impacts were identified for the protected characteristic groups and the conclusion was that the strategy should impact favourably on all tenants as the long term objectives is to ensure that there is sufficient good quality housing stock to address all types of housing need.

9. Consultation

9.1 As outlined above in relation to the Brunswick, Montreal and Quebec regeneration, an 8 week consultation period took place from 30 June 2021 until 25 August 2021. The results are detailed at Section 4. Ongoing tenant consultation takes place with the WDTRO over any future decisions regarding use of land will take place and be reported to the Committee.

9.2 The recommendations and actions contained within this report have all been consulted with the members of the Better Homes Project Board where Finance, Housing, Building Services and Procurement are all represented.

10. Strategic Assessment

10.1 The Strategic Housing Asset Management Strategy sits within the Council's Asset Management Framework and will contribute to the objectives within the Council's Local Housing Strategy.

10.2 The ongoing implementation of the West Dunbartonshire Housing Asset Management Strategy contributes greatly to all five strategic priorities but principally to the priority to improve local housing and environmentally sustainable infrastructure.

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

Person **to Contact:**	John Kerr – Housing Development and Homelessness Manager, Housing Development and Homelessness Team, telephone: 07793717981, email: john.kerr@west-dunbarton.gov.uk
Appendices:	None
Background Papers:	Housing Asset Management Strategy 2018-2023 and associated Equalities Impact Assessment Report to Housing and Communities Committee, 5th May 2021, Better Homes West Dunbartonshire Housing Asset Management Strategy
Wards Affected:	5

H&E Delivery Plan- mid-year report 2021/22

P	A strong local economy and improved job opportunities

Ob	Improve skills for life & learning

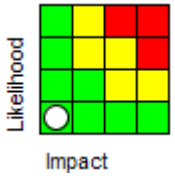
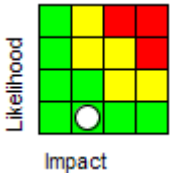
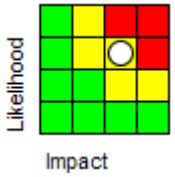
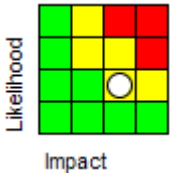
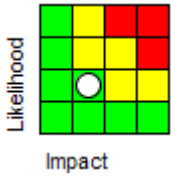
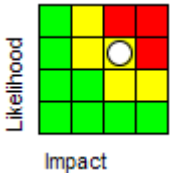
Title	Status	Progress	Due Date	Comment	Managed By
Promote inclusive growth through access to opportunity		25%	31-Mar-2022	This action is progressing as planned. We have prepared the statistics and backbone of the report. We are discussing the future development with the Housing and Employability Strategic lead with a view to submitting a proposals for delivery in the next financial year.	Stephen Brooks
Ensure no one left behind by addressing life challenges and reducing costs		50%	31-Mar-2022	This action is progressing as planned. We have re-set the working relationships with external partners to ensure that we continue to deliver services that address these issues. In addition we have reviewed actions within the context of the local child poverty action plan and work is ongoing to develop our approach.	Stephen Brooks

Ob	Increase employment and training opportunities

Performance Indicator	Status	Q2 2021/22		Short Trend	Long Trend	Status	Q1 2021/22		Short Trend	Long Trend	Latest Note	Managed By
		Value	Target				Value	Target				

% of households that are workless		23.1%	22%				23.1%	22%			The most recent publication was released October 2020 and latest information relates to period January to December 2019 where the rate was 23.1% for West Dunbartonshire.	Lorraine MacLeod

Title	Status	Progress	Due Date	Comment	Managed By
Support quality frameworks and partnership working to enhance work, learn, money service provision		60%	31-Mar-2022	This action is progressing as planned. Working4U have successfully gained Accreditation in the Scottish National Standards for the provision of Information and Advice for our welfare rights and money advice service. This accreditation acknowledges the quality of the welfare rights, money and debt advice Working4U provide. The Community Learning and Community Teams are currently preparing the information and data required to inform the CLD plan, and is expected to include details of our approach to governance, progress and impact on learners, partnership and workforce development. Further progress has been made in preparation of the second phase of No One Left Behind (a new approach to employability). The second phase introduces a requirement to engage and support external employability service providers to make a contribution to employability aims. To ensure we have a diverse range of input we have established a strategic group; a creative design group; a community of practice and methods for obtaining insight into the 'lived experience' of service users. The Local Child Poverty final draft has been distributed for final comment to the key stakeholders. We anticipate the report will be uploaded to our website by the end of October.	Stephen Brooks

Title	Current Risk Matrix	Date Reviewed	Latest Note	Target Risk Matrix	Managed By
Failure to respond to child poverty legislation will have a significant impact on the Council's reputation, more importantly an opportunity to raise issues and respond more effectively to child poverty issues will be lost		04-Oct-2021	We have produced and published the local child poverty report. The report meets the statutory requirements and provides the basis of information about the range of services that aim to maximise income, reduce costs and provide help for families facing challenging circumstances.		Stephen Brooks
Universal Credit Full Service changes breadth and depth of demand for services.		04-Oct-2021	We are working with the third sector through the Information and advice partnership to obtain more information about the impact of changes in UC and to develop appropriate responses. We anticipate an increase in demand for welfare rights services as a result in the reduction of UC payments (£20 a week) introduced at the start of the COVID-19 pandemic. We are working with local partners to establish an appropriate service response.		Stephen Brooks
Failure to secure alternative funds to replace European funding		04-Oct-2021	We have continued to monitor developments around the Future Prosperity Fund and submitted proposals for the Community Regeneration Fund (CRF). The CRF is being used as a pilot/demonstration of the potential approach to the Future Prosperity Fund.		Stephen Brooks

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

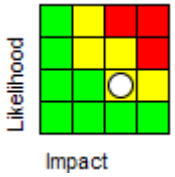
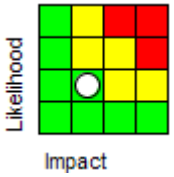
Ob	A continuously improving Council delivering best value

Title	Status	Progress	Due Date	Comment	Managed By
Develop a Housing Academy to provide training and development for housing employees and tenant leaders		50%	31-Mar-2022	This action is progressing as planned. We have engaged with a number of national organisations and it is anticipated that we will launch the new Housing Academy before the end of the calendar year.	John Kerr
Successfully implement the IHMS into service delivery across all building services teams		25%	31-Mar-2022	This action is progressing as planned. Positive progress has been made in partnership with Building Services using the IHMS (QL) as an enabler to drive forward improvements and efficiencies within Building Services.	John Kerr
Digital inclusion – carry out review of provision of wifi inclusion into new build properties and priority areas of deprivation		50%	31-Mar-2022	This action is progressing as planned. All new builds will be wi-fi enable going forward, in terms of our existing stock we anticipate the review prioritising a number of pilot initiatives which should be deliverable by March 2022.	John Kerr; Nicola Pettigrew
Develop and implement revised ASB strategy		10%	31-Mar-2022	We are currently undertaking a review of operational practices, recording and reporting systems which links in to a wider review of our processes across all housing operational services. A working group has been established and findings will be used to inform future service improvements. Part of this process will include peer review with other LA's in terms of ASB strategies. An EIA has been commenced on review of ASB service and will be raised for discussion at the next Safe DIG to get wider multi-agency input to review of ASB strategy	Nicola Pettigrew

Ob	Sustainable & attractive local communities

Title	Status	Progress	Due Date	Comment	Managed By
Continued improvement of the existing CCTV infrastructure and development of an options appraisal for future investment.		66%	31-Mar-2022	This action is progressing as planned. The team have secured a number of trial cameras that are currently on-site and have be invaluable to date in assisting Police Scotland in a number of enquiries. The next step will be the procurement of a limited number of cameras to be located in key locations. In addition to this, progress is well underway for TUPE transfer of CCTV monitoring staff to the Communities Team, with an anticipated transfer date of end November 2021.	Elaine Troup
Develop and implement Housing regeneration approaches to improve our communities		25%	31-Mar-2022	This action is progressing as planned. Most activity will focus on the regeneration in North Mountblow and Silverton which were approved at the Housing and Communities Committee in May.	John Kerr
Develop our Housing Asset Management to respond to Climate Change		80%	31-Mar-2022	This action is progressing as planned. There are a number of housing specific actions which have been incorporated into the Council's Change Strategy which will be submitted for approval to Council in October. These actions will also be incorporated into the existing Better Homes Asset Management Strategy.	John Kerr
Deliver new Local Housing Strategy		80%	31-Mar-2022	This action is progressing as planned. Good progress has been made and a number of key milestones have been achieved and we remain on track for the new strategy to be submitted to the November Housing and Communities Committee	John Kerr

Title	Current Risk Matrix	Date Reviewed	Latest Note	Target Risk Matrix	Managed By

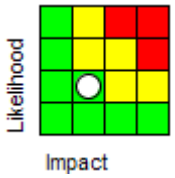
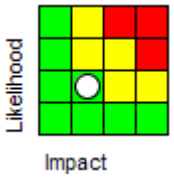
Failure to secure funding to invest in WDC's CCTV infrastructure.		20-Sep-2021	This interim assessment moves the impact to significant following an increased understanding of the fragility of the existing system. The likelihood however remains the same.		Elaine Troup

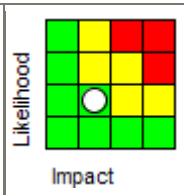
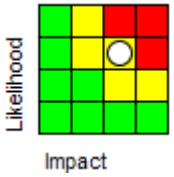
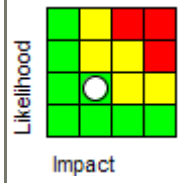
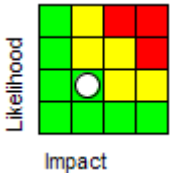
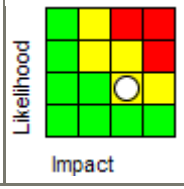
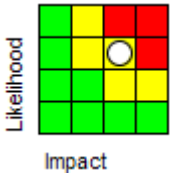
P	Meaningful engagement with active, empowered and informed citizens who feel safe and engaged

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

Title	Status	Progress	Due Date	Comment	Managed By
Develop a detailed Delivery Plan through consultation with CPWD and the local community to ensure the aims of the CE Strategy are deliverable.		66%	31-Mar-2022	Work is progressing well in this area with detailed community engagement plans designed to target individual, organised groups and anchor organisations. In doing so, each approach and question set can be tailored to the audience. This will be an on-going work stream to engage citizens and strengthen partnership working around the empowerment agenda. The establishment of Project Board and Project Team have gone well and we are working towards finalising governance arrangements and key priorities. This will include a collaboration with Corp Assets to review Community Asset Transfer processes and support mechanisms.	Elaine Troup

Complete the Review of the Scheme for Establishment for Community Councils		33%	31-Mar-2022	Following the successful completion of the first phase of consultation work is well advanced in phase two. This phase has also been extended to a 16 week period which will run until the end of the year. A draft Scheme and handbook will be the focus of this phase of work with opportunities for community councils, anchor organisations, elected members and the wider community to have their say in how it develops. We will continue to liaise with the Improvement Service who are keen to discuss and learn from our approach to the Scheme review and some of the emerging ideas.	Elaine Troup
Lead on the Council's approach to Participatory Budgeting Mainstreaming		33%	31-Mar-2022	A pilot project that brings together HSCP and Greenspace in an 'ideas generation' model is now well advanced with early engagement work planned for October. The project will have a health and environmental improvement focus as it seeks ideas on how to improve walking routes within the pilot area (Clydebank). This work will complement the work currently being undertaken in the area by HSCP and Planning as part of the Shaping Places for Wellbeing project. Developing a corporate approach to PB mainstreaming, including training and awareness will be the focus for the coming months.	Elaine Troup

Title	Current Risk Matrix	Date Reviewed	Latest Note	Target Risk Matrix	Managed By
Failure to secure community and partner buy-in for the emerging Community Empowerment Strategy and Action Plan.		20-Sep-2021	While positive progress is being made with the establishment of the Project Board and Team, the re-start of the community conversations and prioritisation of the delivery plan, the scale and ambition of the Community Empowerment Strategy is such that the risk factor will remain the same.		Elaine Troup

Failure to deliver on the capacity building of the Community Empowerment (Scotland) Act		20-Sep-2021	Following the partial success of a growth bid, the Communities Team has secured additional resources to support this work. This, together with the corporate buy-in and approval of the Community Empowerment Strategy has reduced the risk factors.		Elaine Troup
Failure to sufficiently engage with groups and citizens as part of the Review of the Scheme of Establishment for Community Councils		20-Sep-2021	This risk factor has been reduced following the first successful phase of consultation which engaged across every part of West Dunbartonshire. Subsequent phases will follow a similar approach.		Elaine Troup
Failure to deliver sufficient community capacity building / community development support to groups impacted by COVID-19.		20-Sep-2021	Following the introduction of additional resources to the Communities Team to address this need, the likelihood factor can be reduced. The impact however remains constant.		Elaine Troup

P	Open, accountable and accessible local government

Ob	Equity of access for all residents

Performance Indicator	Status	Q2 2021/22		Short Trend	Long Trend	Status	Q1 2021/22		Short Trend	Long Trend	Latest Note	Managed By
		Value	Target				Value	Target				
Tenancy Sustainment Levels within Housing First	Data available late October						90%	80%			We are continuing to see excellent results through our Housing First initiative as we scale up delivery through the implementation of our Rapid Rehousing Transition Plan.	John Kerr

The number of incidences of youth homelessness in West Dunbartonshire is reduced		88	66				77	66			We have seen an increase in youth homelessness levels during the first half of this year. We have analysed a number of the underlying reasons and have developed additional preventative activities. Our ongoing research programme with Action for Children will also identify and allow the service and partners to implement additional housing solutions.	John Kerr

Ob	Enhanced Life Chances

Title	Status	Progress	Due Date	Comment	Managed By
Ensure no one left behind by addressing life challenges and reducing costs		50%	31-Mar-2022	This action is progressing as planned. We have re-set the working relationships with external partners to ensure that we continue to deliver services that address these issues. In addition we have reviewed actions within the context of the local child poverty action plan and work is ongoing to develop our approach.	Stephen Brooks
Scale up Housing First		40%	31-Mar-2022	This action is progressing as planned. Targets have been agreed and reported to the Housing Solutions Partnership and formed part of the wider return to the Scottish Government in June 2021.	John Kerr
Develop new Young Persons housing options		40%	31-Mar-2022	This action is progressing as planned. We have developed a number of new options to promote successful housing solutions for our young people including our shared tenancy project which was piloted in Clydebank and will not be rolled out across the local authority area. Out research programme will also identify additional	John Kerr

				recommendations to ensure we deliver to meet the housing need of West Dunbartonshire's young people.	
Maximise income from benefits		33%	31-Mar-2022	This action is progressing as planned. We have established a set of stretch targets that aim to re-set service levels at pre-covid levels and will review progress in the forthcoming weeks.	Stephen Brooks
Maximise income from employment		40%	31-Mar-2022	This action is progressing as planned. We have established a number of employability programmes and have supported 125 people into work. This is a higher number than anticipated at this time and reflects the work we are doing through the employability team (ESF) and youth learning (Young Persons Guarantee and Kickstart). In addition to this we established the required process for encouraging proposals for submission to the Community Renewal Fund. Through this process we submitted 14 projects to the UK Government for their consideration. These projects included employability and training, business development and community based projects. We are awaiting further information about these proposals from the UK Government. We anticipate this information will be available in October (2021).	Stephen Brooks

Ob	More affordable and suitable housing options

Performance Indicator	Status	Q2 2021/22		Short Trend	Long Trend	Status	Q1 2021/22		Short Trend	Long Trend	Latest Note	Managed By
		Value	Target				Value	Target				
Number of new supply social housing for rent	Data available late October						291	290			In Q1 we delivered 291 new homes, while the timing of these new homes was impacted by the	John Kerr

											pandemic, it is welcome to see the completion of Dunbritton Housing Association's development at Dumbarton Harbour; new homes at Aitkenbar, St Andrews and Haldane to meet the Council's More Homes Delivery programme	
% of all homeless cases re-assessed within 12 months (repeat homelessness)	Data available late October						7.1%	5%			Performance against this indicator has decreased both in the short and long trend representing 19 cases of repeat homelessness. Monthly reviews continue to be carried out to capture learning for improvement.	John Kerr
Average length of time to re-let properties		44.5	25				45.5	25			Re-let times have been adversely impacted by staff shortages in both Building Services and Housing Operations. Steps to rectify this and improve performance include increasing lets to homeless, which also ties in with Rapid Rehousing Transition Plan, and dedicating resources to the allocation process.	Nicola Pettigrew
% of council rent that was lost due to houses remaining empty		1.59%	0.88%				1.8%	0.88%			Performance has been impacted by the pandemic however some progress has been made in quarter 2. Work continues to prioritise	Nicola Pettigrew

											improvement in this area including dedicating resources to the allocation process.	
% of residents who feel safe/very safe in their local community		94%	98%				90%	98%			Despite the relatively high levels reported on feelings of safety in the local community, performance in this area has narrowly missed target, although is showing improvement in quarter 2. Work continues through the ASB team and wider partnership working to address any areas of concern.	Nicola Pettigrew

Title	Status	Progress	Due Date	Comment	Managed By
Deliver New build Housing programme		40%	31-Mar-2022	This action is progressing as planned. Despite the impact of the pandemic, as part of the Council's More Homes Delivery programme, we have delivered new homes, at Dumbarton Harbour, Aitkenbar, St Andrews and Haldane.	John Kerr

Title	Current Risk Matrix	Date Reviewed	Latest Note	Target Risk Matrix	Managed By
Failure to achieve the outcomes of the Scottish Social Housing Charter	Likelihood / Impact	7- Oct-2021	Council has a robust self-assessment framework in place in terms of meeting the requirements of the Scottish Social Housing Charter	Likelihood / Impact	John Kerr

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

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Risk Status	
	Alert
	Warning
	OK
	Unknown

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Officer, Housing & Employability

Housing & Communities: 3 November 2021

Subject: Housing & Employability Delivery Plan 2021/22: Mid-Year Progress Report

1 Purpose

1.1 The purpose of this report is to set out progress to date in delivery of the actions detailed within the Housing & Employability Delivery Plan 2021/22.

2 Recommendations

2.1 It is recommended that Committee notes the contents of this report and the progress achieved at mid-year.

3 Background

3.1 Annual Strategic Delivery Plans sets out actions to address the key service specific issues identified during routine strategic assessment exercises. These plans also provide an overview of the assets and resources available to support delivery of the plan and consider risks at both strategic and operational level.

3.2 The Housing & Employability Delivery Plan 2021/22 was noted by the Housing & Communities Committee on 5 May 2021 and a commitment was made to submit a mid-year progress report.

4 Main Issues

Delivery Plan

4.1 The Housing & Employability plan contains a range of actions designed to support delivery of the strategic priorities of the council. At this mid-point of the year, all nineteen actions are making good progress and on track for delivery by 31 March 2022. Detail of delivery and progress can be found in the progress report attached as Appendix 1.

4.2 Also included in the plan are sixteen performance indicators which measure progress across key areas and link to the Strategic Plan 2017-2022. Eight of the performance indicators are monitored on a quarterly basis. During the first quarter two of these indicators met target, two narrowly missed target and four missed

target. In quarter two, two narrowly missed target and three missed target, data is not available for three of the indicators at this time. The following paragraphs detail latest progress against the eight quarterly performance indicators.

4.3 Number of new supply of social housing exceeded target in quarter one and is on track to meet the year end targets. Data for quarter two will be available late-October.

4.4 Tenancy Sustainment Levels within Housing First exceeded target in the first quarter and is on track to meet the year end targets. Data for quarter two will be available late-October.

4.5 Percentage of households that are workless has narrowly missed target in both quarters, however progress has been consistent over the last year and continues to be a priority within the W4U action plan of raising employment opportunities.

4.6 Percentage of residents who feel safe in their local community narrowly missed target for the first half of 2021/22 although has shown improvement in quarter two. Despite narrowly missing target it has managed to retain a relatively high score and work continues through the ASB team and wider partnership working.

4.7 Percentage of repeat homelessness missed target for quarter one representing a decrease in performance in both the long and short term. Work continues through the monthly review group to analyse causal reasons for improvements. Data for quarter two will be available late-October.

4.8 Percentage of rent lost due to houses remaining empty did not meet its target in the first half of 2021-22 although has shown some improvement in the second quarter. Performance has been impacted by the pandemic and work continues to prioritise improvement in this area including dedicating resources to the allocation process.

4.9 Average days to re-let properties did not meet target for the first half of 2020/21 although has shown some improvement in quarter two. Performance in this area has been negatively impacted over the entire period of the pandemic and improvement plans have been implemented to bring this back to pre-pandemic levels.

4.10 Incidences of youth homelessness missed target in both quarters, work continues to apply additional preventative activities to improve performance.

Service User Feedback

4.11 Capturing learning from a variety of feedback mechanisms in order to inform continuous improvement is a key focus for the organisation. Central to this approach is ensuring the service captures and identifies service specific learning

from complaints received from citizens. In addition, as a landlord for around 10,000 households in West Dunbartonshire, it is important that we capture feedback and engagement from our tenants directly.

4.12 In the first six months of 2020/21, the Housing & Employability service area received a total of forty five complaints, of which forty were Stage one complaints with a further five received at stage two. During the same period, twenty one complaints were closed at Stage one. Ten of these were closed with the five working day target for resolving complaints. Of the twenty one complaints closed at Stage one, six were upheld.

5 People Implications

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

6 Financial & Procurement Implications

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

7 Risk Analysis

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

8 Equalities Impact Assessment

8.1 As this report details progress on an action plan already agreed there is no requirement for equalities screening or impact assessment.

9 Consultation

9.1 This report provides an update on progress being made across the strategic area, drawing from information provided by officers.

10 Strategic Assessment

10.1 The strategic delivery plan provides detail in delivery of actions to support success outcomes across all five strategic priorities of the Council.

Peter Barry
Chief Officer, Housing & Employability
Date: 7 October 2021

Person to Contact:	Nicola Docherty, P&S Team Leader E-mail: Nicola.docherty@west-dunbarton.gov.uk
Appendix:	Appendix 1: Mid Year Progress Report: Strategic Delivery Plan 2021/22
Background Papers:	**2021/22 H&E Delivery plan**
Wards Affected:	All wards

APPENDIX 1

WEST DUNBARTONSHIRE COUNCIL
HOUSING SERVICES

Annual Charter Performance Report for Tenants and other Customers 2020/21

West Dunbartonshire COUNCIL

Foreword

Welcome to our Annual Charter Performance Report which outlines how we performed during 2020/21 against the Outcomes and Standards set out in the Scottish Social Housing Charter.

The content and the style of the report was agreed following a consultation with tenants and covers those areas that tenants have said are important to them and I hope that it is received as positively as previous reports have been.

This past year has been another busy and challenging period across housing services as we continue to respond to the impacts of the Covid-19 pandemic whilst continuing to deliver improving customer focused housing services. The pandemic has affected the everyday lives of individuals and communities across West Dunbartonshire and posed significant challenges to the delivery of our services. Whilst we have aimed to minimise the impact on our residents as much as possible, there has been some disruption and this has affected our service delivery and performance in some areas.

Some of our key achievements during the past year include providing a full emergency response throughout the pandemic and managing the significant increase in demand for our homelessness services due to Covid-19. This has included the scaling up of our Housing First initiative, which supports some of those with the most complex needs to access and keep their homes. We also launched a new Neighbourhood Service, extended the hours of our Anti-Social Behaviour Service and developed a new tenant liaison service to assist vulnerable tenants.

A new policy has been introduced to strengthen the Council's "No Home for Domestic Abuse" approach to preventing and addressing domestic abuse. Our 'zero tolerance' approach has been updated to reflect new national legislation which gives the Council and all social landlords explicit powers to remove perpetrators of domestic abuse from properties in order to protect victims and help them keep their homes.

We continue to take action to improve communication with tenants and also develop the opportunities to get involved and influence the decision making process. During the last year an updated Tenant Participation Strategy has been developed and approved and we carried out a successful rent setting consultation with tenants, which a record number took part in. We have worked hard to mitigate the impacts of the pandemic in this important area of activity, using digital platforms to replace face to face meetings and we remain proud of our relationship with the many tenant groups that we have and how effective they are in representing their communities.

As well as summarising our performance in 2020/21, the report sets out some of the actions we will be taking during 2021/22 in order to respond positively to the challenges we face and ensure that we achieve our goal of being a top performing landlord.

Peter Barry
Chief Officer,
Housing and Employability

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Homeless people	11
Value for money	13
Rents and service charges	14
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Introduction

The Scottish Social Housing Charter sets out the outcomes and standards that the Scottish Government expects landlords to be delivering for their tenants and other customers.

All social landlords are expected to assess their performance against these Charter outcomes on an annual basis and produce a report based on this assessment which includes actions being taken to address any areas of weakness.

This report outlines how Housing Services performed during 2020/21. It focuses on the areas that tenants have said are the most important to them and each outcome includes key measures of performance, whether this performance has improved or not since the previous year and how this performance compares to other landlords.

Tenant involvement in this report

The Scottish Social Housing Charter expects landlords to fully involve tenants in assessing and reporting their performance. In August and September 2019, tenants were involved in reviewing the content, style and format of this report.

Lots of valuable feedback was provided and all of the changes asked for by tenants were made and have been included in subsequent reports.

Another key task of the review was to consider the best group of landlords to compare our performance against. There are many “peer groups” that can be used, each with some benefits and drawbacks. In the end, tenants have asked that the report shows how our performance compares with that of all the other local authorities in Scotland that have housing stock.

This comparison is shown using symbols, which again have been reviewed, are used consistently throughout the report and are explained below.

Comparison with the previous year

Better | Poorer | No change

Comparison with other landlords

Top quarter | Second quarter | Third quarter | Bottom quarter

Outcomes 2,3
Communication and Participation

Aims:
Social landlords manage their businesses so that:

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides. Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

We continue to take action to improve communication with tenants and also develop the opportunities to get involved and influence the decision making process.

We also continue to ensure that tenants find it easy to participate in and influence decisions at a level they feel comfortable with. Our Tenant Participation structures are well established and continued to operate virtually throughout the year. Some examples of opportunities to participate are outlined at Tenant Involvement on page 15.

Feedback from the most recent comprehensive tenant satisfaction survey carried out in 2019 showed that the proportion of tenants who feel satisfied that we are good at keeping tenants informed about services and satisfied with the opportunities available to participate in the decision making process have both increased. A further survey is being carried out during 2021 and results will be reported to every tenant via the Housing News.

During 2020/21 we implemented Year 3 of our Tenant Participation Strategy "Involving You" and a new strategy for the period 2021/24 was approved and can be accessed **here**. Key achievements included developing new digital ways of working in response to the Covid-19 pandemic and a significant increase in tenant involvement in the rent setting consultation. Our full Tenant Participation performance report for 2020/21 can be accessed **here**.

Performance indicator	2017 survey	2019 survey	Trend	Comparison
Percentage of tenants who feel their landlord is good at keeping them informed about their services	84.5%	85.7%	↑	
Percentage of tenants satisfied with the opportunities given to participate in decision making	79.1%	89.3%	↑	

Performance indicator	2019/20	2020/21	Trend	Comparison
Average time in working days to respond to a Stage 1 complaint	11.39 days	10.65 days	↑	
Average time in working days to respond to a Stage 2 complaint	24.88 days	35.97 days	↓	

Outcome 4
Quality of Housing

Aims:
Social landlords manage their businesses so that:

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

Our '**More Homes, Better Homes West Dunbartonshire**' approach aims to ensure that our new and existing homes in West Dunbartonshire meet the needs of our tenants and future tenants.

The Council's Better Homes Project Board has been strengthened to ensure all our homes meet the best possible standards including energy efficiency standards. This group will ensure the implementation of our Better Homes Asset Management Strategy.

Whilst some programmes have been impacted by the Covid-19 pandemic, we have still made significant progress and a key achievement over the last 12 months was to undertake our bi annual stock assessment exercise. This exercise has highlighted a number of housing areas and property types that require a specific focus and this will be addressed over the next 12 months.

In terms of future investment plans we are keen to strengthen the alignment with tenant priorities and we are aware that additional focus is required in terms of planning and developing our approach to meeting climate change targets to deliver our ambition of increased tenant satisfaction with the quality of our homes.

Performance indicator	2019/20	2020/21	Trend	Comparison
Percentage of existing tenants satisfied with the quality of their home	76.5%	76.5%	↔	
Percentage of properties meeting the Scottish Housing Quality Standard (SHQS)	95.6%	82.8%	↓	

Some of our key plans for 2021/22 are outlined below:

- **Improve 500 homes with new heating systems**
- **Improve 420 homes with new external insulated render**
- **Improve 450 homes with new roof coverings**
- **Improve 250 homes with window/door renewals**
- **Improve 80 homes with kitchen renewals**
- **Improve 90 homes with bathroom renewals**
- **Improve 600 homes with electrical shower installs**
- **Install 2000 smoke / fire detectors installations**
- **Carry out 280 medical adaptations**
- **Carry out 500 path/general environmental upgrades**

What are we doing in 2021/22

- **We will deliver our Capital Investment Programme for 2021/22**
- **We will implement Year 4 of our Housing Asset Management Strategy**

Outcome 5
Repairs and Maintenance

Aim:
Social landlords manage their businesses so that:

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

Performance in relation to repairs and maintenance was significantly impacted by the Covid-19 pandemic and the restrictions that were put in place during 2020/21. We continued to undertake emergency and essential repairs within appropriate government restrictions and whilst there were periods when a normal repairs service was provided, from November 2020 until 26 April 2021, the service could only respond to emergency and internal essential housing repairs.

Full service provision resumed from 26 April 2021, however the restrictions resulted in the service having a significant number of outstanding non-essential repairs. We are currently implementing a plan to tackle these outstanding repairs and we will continue to react to this challenge as effectively as we can.

Whilst the pandemic had an impact on our overall performance, we recognise there are areas where we can improve and a number of key actions will be implemented aimed at improving the service experienced by tenants.

Performance indicator	2019/20	2020/21	Trend	Comparison
Average length of time taken to complete emergency repairs	4.56 hours	6.14 hours	↓	
Average length of time taken to complete non-emergency repairs	5.25 days	6.76 days	↓	
Percentage of reactive repairs carried out completed right first time	92.9%	89.8%	↓	
Number of times in the reporting year we did not meet our statutory obligation to complete a gas safety check within 12 months of a gas applicance being fitted or last checked	0	215	↓	
Percentage of tenants satisfied with the repairs and maintenance service	68.3%	80.5%	↑	

What we are doing in 2021/22

- **We will improve the appointment system in place for repairs**
- **We will take action to improve the call handling performance for tenants reporting repairs**
- **We will review repairs categories and target times**

Outcome 6
Estate Management and Anti-Social Behaviour

Aim:
Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

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

Ensuring that tenants live in well maintained neighbourhoods where they feel safe is a key objective. During 2020/21 the number of cases of anti-social behaviour that were resolved remained high, despite an increase in numbers of reported cases.

We have also introduced a new policy to strengthen our existing **No Home for Domestic Abuse** approach to preventing and addressing domestic abuse based on new legislation which provides explicit powers to remove perpetrators from their homes and prevent them from returning.

Performance indicator	2019/20	2020/21	Trend	Comparison
Percentage of tenants satisfied with the management of the neighbourhood they live in	78.5%	78.5%	↔	
Percentage of anti-social behaviour cases resolved	94.7%	92.8%	↓	

What are we doing in 2021/22

- **We will finalise the review and update our Anti-social Behaviour Policy**
- **We will promote estate walk about programmes aimed at improving our communities**

NO HOME FOR DOMESTIC ABUSE

Outcome 10
Access to Housing

Aim:
Social landlords ensure that:

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

We are committed to ensuring that people find it easy to apply for the widest choice of housing available and which meets their needs. In addition to being given information about their prospects of being housed by the council, our application process provides information about how homes are allocated and information about a range of housing options.

A review of our Allocations Policy has been carried out and following consultation with tenants, housing list applicants and other stakeholders, proposals to make improvements to the policy will be made to the Housing and Communities Committee in November 2021.

The Covid-19 pandemic had an impact during 2020/21 as the restrictions imposed restricted letting activity. The numbers on the housing waiting list have increased and we are carrying out a full review of all applications to ensure they are up-to-date and that the level of offers of housing being refused reduces.

Performance indicator	2019/20	2020/21	Trend	Comparison
Percentage of tenancy offers refused	45.6%	46.6%	↓	

Local performance indicator	2019/20	2020/21	Trend
Average time to assess housing applications	27 days	3 days	↑
Percentage of housing applications suspended	1.6%	1.3%	↑
Percentage of medical applications assessed within 28 day target	33%	77%	↑

	2019/20	2020/21
Total number of properties	10,042	10,153
Total number of lets in the year	779	702
Total number on waiting list	3,968	6,150
Total number added to waiting list	2,167	2,087

What we are doing 2021/22

- **We will carry out a full review of the housing waiting list**
- **We will update our Housing Allocations Policy**

Outcome 11
Tenancy Sustainment

Aim:
Social landlords ensure that:

Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Providing advice and support to those who need it to remain in their homes is a key priority and we will continue to develop initiatives to ensure that tenants are provided with the help they need to maintain their tenancy.

A Tenant Liaison Service was introduced in April 2020 and whilst the roll out of this service has been affected by the Covid-19 pandemic, its aim is for officers to work closely with our most vulnerable client group who have complex and challenging needs and who may be at serious risk of losing their tenancy. The tenancy sustainment rate has increased and we hope that this improvement is sustained.

It is important that those tenants who need their home adapted due to age, disability, or caring responsibilities are provided with a quick and efficient service. Our ability to carry out medical adaptations was impacted by the restrictions that were in place last year and the average timescales increased. We have more to do to improve in this area and we are taking a series of actions aimed at reducing these timescales.

Performance indicator	2019/20	2020/21	Trend	Comparison
Percentage of all new tenants housed, who were still in their tenancy 12 months later	89.8%	91.5%	↑	
Average time taken to complete medical adaptations	68 days	123 days	↓	

What are we doing in 2021/22

- **We will implement a series of actions aimed at reducing the average time taken to carry out medical adaptations**
- **We will increase the number of visits carried out with tenants who submit a tenancy termination notice**

Outcome 12
Homeless People

Aim:
Local councils perform their duties on homelessness so that:

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

Our approach to homelessness is outlined in our 5-year Rapid Rehousing Transition Plan, aimed at ensuring that people who have experienced homelessness reach a settled housing solution as quickly as possible, rather than spending long periods of time in temporary accommodation.

This approach builds on the success of our previous homelessness strategy “More than a roof” which made a positive impact and sets out a number of key actions and developments that are being taken to ensure that these improvements are sustained and we continue to prevent and alleviate homelessness in West Dunbartonshire.

The homeless service continued to operate throughout the Covid-19 pandemic and faced challenges with an increase in the number of homelessness presentations and an increase in demand for temporary accommodation and support services. We adapted quickly to these challenges and developed new ways of engaging with residents including online and remote service delivery.

We continue to ensure that decisions on all cases are made promptly and efficiently and that households are being provided with temporary accommodation when required. Whilst the numbers who refused accommodation increased during the pandemic, this figure remains well below the Scottish average and satisfaction with the quality of temporary accommodation has increased.

We recognize the need to continually improve the approach to homeless people with the most complex needs and our Housing First initiative forms part of our wider approach to tackling homelessness and repeat homelessness. This approach is targeted at those with a history of issues such as repeat homelessness, multiple and complex support needs and previous engagements with support services which have not led to successful or sustainable housing outcomes.

Performance indicator	2019/20	2020/21	Trend	Comparison
Percentage of households requiring temporary accommodation to whom an offer was made	100%	100%	↔	
Percentage of all homeless cases re-assessed within 12 months (repeat homeless)	4.3%	5.4%	↓	
Percentage of temporary accommodation offers refused	1.8%	6.97%	↓	

Outcome 12
Homeless People continued...

Local performance indicator	2019/20	2020/21	Trend
Incidences of homelessness in West Dunbartonshire	1,021	1,053	↓
Percentage of all homeless cases given a decision within 28 days	98.2%	99.6%	↑
Satisfaction with the quality of temporary accommodation	81%	88%	↑

What are we doing in 2021/22

- **We will implement Year 3 of our Rapid Rehousing Transition Plan**
- **We will carry out a review of the supported accommodation provision within West Dunbartonshire**
- **We will scale up our Housing First approach**

Outcome 13
Value for Money

Aim:
Social landlords manage all aspects of their businesses so that:

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

The Covid-19 pandemic presented significant challenges for rent collection during 2020/21 with officers adapting to new ways of working to support tenants though a very difficult and challenging time. Officers continued to provide support and assistance to some of the most vulnerable residents in our area and it is positive that the rent collected as a % of rent due is increasing despite these challenges.

Welfare Reform also continues to pose a significant challenge as the number of tenants on Universal Credit continues to increase. We continue to review the processes in place with the DWP to ensure these are streamlined and cover all options available to landlords in relation to maximising direct payments and reduce arrears. We will continue to work with the DWP with a view to reducing the assessment period and via our "Help Us, Help U" approach, we will continue to work closely with tenants, with early intervention and providing support to those who need it being our priority.

Prior to the pandemic our "Every day counts" approach to managing empty homes had delivered good performance in this area. This has been adversely affected by the lockdown and period when letting properties was restricted. Taking actions to address this will be a key focus during 2021/22.

Performance indicator	2019/20	2020/21	Trend	Comparison
Average time to re-let properties	27 days	56 days	↓	
Rent loss due to voids expressed as a percentage of the total amount of rent due	0.85%	1.2%	↓	
Rent collected as a percentage of total rent due	98.1%	98.9%	↑	
Gross rent arrears as a percentage of total rent due	10.08%	10.35%	↓	

What are we doing in 2021/22

- **We will continue to review ways to improve rent collection**

Outcomes 14 & 15
Rents and Service Charges

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

A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.

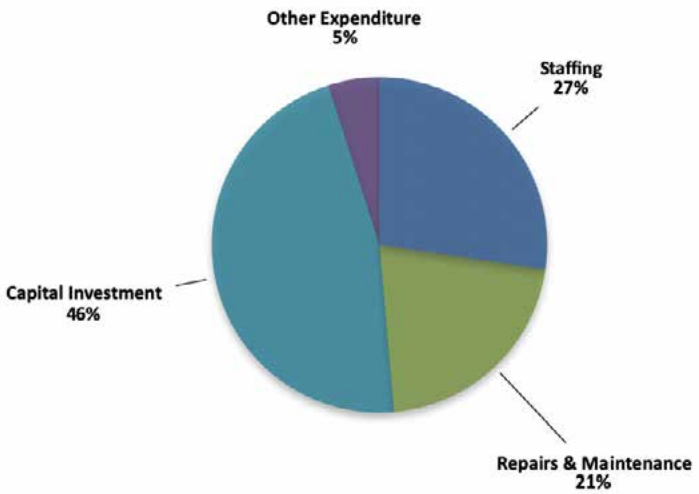
Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

All tenants want to live in good quality, energy efficient homes in well maintained neighbourhoods, where they feel safe. For this reason, we continue to invest heavily in both our housing capital programme and our new council house building programme and employ housing officers to manage estates, promote successful tenancy sustainment and tackle anti-social behaviour.

We strive to keep our costs as low as possible and carry out a rent consultation process annually in conjunction with tenants. Last year various options were looked at and discussed with tenants and options were developed which were then subject of the consultation exercise. Tenants supported a below inflation rent rise of 1.5%, which was then recommended and agreed by the Council. This was one of the lowest rent increases in Scotland.

We have a Joint Rent Group comprising tenants, Council officers and the Convener of the Housing and Communities Committee, who are heavily involved in the rent setting process, compliance with the guidance in relation to the Housing Revenue Account (HRA) and their focus is ensuring Housing and Homelessness Services provide best value for current and future tenants.

We are keen to ensure that the involvement and influence of tenants in this process continues and if you would like to become involved contact Jane Mack on **0798 354 2993** or **jane.mack@west-dunbarton.gov.uk**.



Staffing:
employee costs, administration costs (this also includes payments to other departments for example financial services, computer systems, human resources, corporate communications, architectural services) and property costs.

Repairs and Maintenance:
the costs for day to day repairs carried out across all properties and costs associated with medical adaptations.

Capital Investment:
the interest and principal repayments on money we have borrowed to fund the Council's new build programme and carry out major works and improvements (e.g. cladding, kitchens, bathrooms, roofs).

Other expenditure:
costs associated with arrears and the collection of rents, bad debt provision (funds required to account for rents and debt accounts which are not paid to the Council) and Council Tax and lost rent on empty homes.

Tenant Involvement

At West Dunbartonshire Council we have a long history of tenant involvement. Tenant participation helps you to become directly involved in decision making which will influence housing services now and in the future.

Details about the various ways tenants can become involved are available online at **http://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/.** You can also following us on Facebook where we post regular information about housing, events and community support information.

There are many ways to participate e.g. through a local Tenants and Residents Association, scrutiny group or rent setting consultation. During the Covid-19 pandemic we developed digital ways for us to meet with tenants and most of our groups now meet via zoom. This pandemic has made us all focus a bit more on our neighbourhood and community so this might be a time that you want to get more involved and have your say. If it is then please get in touch.

We produce a quarterly newspaper called Housing News, which is delivered to all West Dunbartonshire tenants. It provides up to date news on housing in West Dunbartonshire including information on our performance, new housing developments, tenant consultations and information on tenant participation activities.

A copy of Housing News is delivered to you and it is also available online at: **http://www.west-dunbarton.gov.uk/housing/housing-news/**

If you would like more information about tenant participation, please get in touch with Jane Mack:

Tel: 0798 354 2993
Email: jane.mack@west-dunbarton.gov.uk

What do you think of this report?

We are keen to hear your thoughts on this report and how it could be improved. Please use the link or QR code below to complete 5 very short survey questions.

https://www.surveymonkey.co.uk/r/TDY92HQ

This document is also available in other languages, large print and audio format on request.

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਰਾਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Chinese (Cantonese)

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

British Sign Language

BSL users can contact us via contactSCOTLAND-BSL, the on-line British Sign Language interpreting service.

☎ **01389 737527**

✉ **West Dunbartonshire Council, 16 Church Street, Dumbarton, G82 1QL**

communications@west-dunbarton.gov.uk

West Dunbartonshire COUNCIL

12th October 2021

West Dunbartonshire Council Annual Assurance Statement

We confirm that we comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework.

We:

- achieve all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:

Outcome 13 states that social landlords manage all aspects of their business so that:
Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges that they pay.

We highlighted in our previous Annual Assurance Statement that we intended to carry out a full assessment of our compliance with the HRA Guidance published by the Scottish Government in 2014. We have carried out this assessment and implemented a number of actions and have no areas of material non-compliance.

- comply with all but the following legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety:

Covid-19 has impacted on our ability to carry out all gas safety checks within the 12 month anniversary date. During 2020/21 there were 215 instances when a gas safety check was not renewed by the anniversary date. All of these were due to Covid-19 whereby tenants refused access due to shielding or had a positive Covid-19 test result. All of these have subsequently been completed.

This risk has been communicated to our Lead Regulator via regular contact during the pandemic and the non-compliance has been specified as being due to Covid-19. We deem this to be material and are therefore highlighting in our AAS.

We have seen and considered sufficient evidence to give us the assurance outlined in this statement.

We will approve our Annual Assurance Statement at the meeting of our Housing and Communities Committee on 3rd November 2021.

I sign this statement on behalf of the Committee.

Diane Docherty,
Convener, Housing and Communities Committee

WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Officer, Housing and Employability

Housing and Communities Committee: 3 November 2021

Subject: Scottish Social Housing Charter/Regulation of Social Housing in Scotland Progress Report

1. Purpose

1.1 The purpose of this report is to provide members with benchmarking information relating to how the Council has performed against the Scottish Social Housing Charter indicators and to provide an update into how we are meeting the requirements of the Scottish Housing Regulator's Regulatory Framework.

2. Recommendations

2.1 It is recommended that the Housing and Communities Committee:

(i) Notes the contents of this report recognising the impact the Covid-19 pandemic has had on 2020/21 performance;

(ii) Notes that a Charter Improvement Plan has been developed based on a comprehensive assessment of performance and has informed the production and publication of our annual Charter Performance Report;

(iii) Approves our Annual Assurance Statement and for this to be submitted to the Scottish Housing Regulator as per the regulatory requirement

(iv) Notes that a full annual progress report on the Scottish Social Housing Charter will be submitted to the September 2022 meeting of the Housing and Communities Committee; and

(v) Notes that the Council's approach to promoting active tenant scrutiny has been recognised nationally through being nominated in the Excellence in Tenant Scrutiny at the forthcoming Scottish Housing Awards

3. Background

3.1 The Scottish Government's first Scottish Social Housing Charter (SSHC) came into force in April 2012 and was reviewed during 2016. A revised Charter was subsequently approved by the Scottish Parliament and came into effect in April 2017.

3.2 The purpose of the SSHC is to help improve the quality and value of the services that social landlords provide by:

- Stating clearly what tenants and other customers can expect from social landlords and helping them to hold landlords to account;
- Focusing the efforts of social landlords on achieving outcomes that matter to their customers; and
- Providing the basis for the Scottish Housing Regulator (SHR) to assess and report on how well landlords are performing.

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

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

3.4 The main changes introduced as part of this revised framework was the introduction of the Annual Assurance Statement (AAS) which needs to be submitted to the Regulator by the end of October each year and also the introduction of an Engagement Plan published by the Regulator each year and based on performance against the Charter indicators and outcomes.

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

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

4. Main Issues

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

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

- The production and publication of our annual Charter Performance Report for tenants and other customers;
- The submission of our Annual Assurance Statement (AAS) to the SHR; and
- The continued development of effective tenant scrutiny arrangements in conjunction with tenants and other customers.

Assessment of progress achieving the Charter Outcomes

4.2 The SHR now uses 32 Charter Performance Indicators to monitor the performance of all social landlords against the Charter outcomes and standards.

4.3 West Dunbartonshire Council successfully submitted our ARC to the SHR within the timescale outlined in the Regulatory Framework. This process included both internal and external validation processes. The Housing and Homelessness Service engaged with Scotland's Housing Network (SHN) in terms of a robust external validation of our data.

4.4 An annual report based on 2020/21 performance was reported to the Housing and Communities Committee in September 2021. This report included key data from the ARC and other indicators that tenants have said are important to them and compared our performance with that of the previous year and against annual targets set.

4.5 The report outlined that performance in 2020/21 had been significantly impacted by the Covid-19 pandemic and the restrictions that were put in place. This significantly impacted on the delivery of repairs/maintenance and void management throughout the year and performance was significantly negatively affected. Of the 32 key indicators outlined in the report, 16 met the annual target set (up from 15 in 2019/20), with another 6 narrowly missing this target. Overall this translates to 69% of these key indicators either meeting or almost achieving target (down from 89% in 2019/20).

Benchmarking of key performance indicators

4.6 Both our ARC submission and our annual submission of performance information to SHN provide opportunities to compare our performance against other landlords (all Scottish local authorities and, where appropriate, Glasgow Housing Association) and to identify areas for improvement. This process is known as "benchmarking".

4.7 The SHR publishes a Landlord Report for every social landlord in Scotland on their website by the end of August each year. This report contains key data from the ARC (18 key indicators) and compares our performance with a Scottish average figure inclusive of all housing providers. This link accesses the information relating to West Dunbartonshire Council.

4.8 It is planned that on 25 October 2021, SHN provided a report and feedback session for the Housing Improvement Board outlining key benchmarking data and the key findings are outlined below:

Status Key				
Peer group compared to is all other local authority landlords, as well as Glasgow Housing Association				
New Charter Indicator and previous benchmark data not available	Top quartile	2nd quartile	3rd quartile	4th quartile

Communication	2018/19 Value	2019/20 Value	2020/21 Value	2018/19 Rank	2019/20 Rank	2020/21 Rank
Average time in working days to respond to a Stage 1 complaint	4 days	11.4 days	10.65 days			
Average time in working days to respond to a Stage 2 complaint	17 days	24.9 days	35.97 days			
Customer Satisfaction	**2018/19 Value**	**2019/20 Value**	**2020/21 Value**	**2018/19 Rank**	**2019/20 Rank**	**2020/21 Rank**
Percentage of tenants satisfied with the overall service*	84.1%	78.5%	78.5%			
Percentage of tenants who feel their landlord is good at keeping them informed about their services*	84.5%	85.7%	85.7%			
Percentage of tenants satisfied with the opportunities given to participate in decision making*	79.1%	83.9%	83.9%			
Percentage of tenants who feel that the rent represents good value for money*	75.3%	77.05%	77.05%			
Quality of Housing	**2018/19 Value**	**2019/20 Value**	**2020/21 Value**	**2018/19 Rank**	**2019/20 Rank**	**2020/21 Rank**
Percentage of properties meeting the Scottish Housing Quality Standard (SHQS)	91.9%	95.6%	82.8%			
Percentage of existing tenants satisfied with the quality of their home	86.3%	76.5%	76.5%			
Repairs, Maintenance and Improvements	**2018/19 Value**	**2019/20 Value**	**2020/21 Value**	**2018/19 Rank**	**2019/20 Rank**	**2020/21 Rank**
Average length of time taken to complete emergency repairs	3.41 hours	4.56 hours	6.14 hours			
Average length of time taken to complete non-emergency repairs	5.7 days	5.25 days	6.76 days			
Percentage of reactive repairs carried out completed right first time	90.5%	92.9%	89.8%			
How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked	0	0	215			
% of tenants satisfied with the repairs and maintenance service	88.5%	68.3%	80.5%			

Neighbourhood and Community	2018/19 Value	2019/20 Value	2020/21 Value	2018/19 Rank	2019/20 Rank	2020/21 Rank
Percentage of tenants satisfied with the management of the neighbourhood they live in*	80.3%	78.5%	78.5%			
Percentage of tenancy offers refused	54.6%	45.6%	46.6%			
Percentage of anti-social behaviour cases resolved within locally agreed target times	80.4%	94.7%	92.8%			
Percentage housed who maintained their tenancy for at least 12 months	87.1%	89.8%	91.55%			
The average time to complete applications for medical adaptations	67.5 days	67.7 days	123.2 days			
Homeless People	**2018/19 value**	**2019/20 Value**	**2020/21 Value**	**2018/19 Rank**	**2019/20 Rank**	**2020/21 Rank**
Percentage of households requiring temporary accommodation to whom an offer was made	100%	100%	100%			
Percentage of all homeless cases re-assessed within 12 months (repeat homeless)	4.9%	4.3%	5.4%			
Percentage of temporary accommodation offers refused	1.9%	1.8%	6.97%			
Percentage of homeless households referred to RSLs under section 5 referral routes (new)		34%	27%			
Value for Money	**2018/19 value**	**2019/20 Value**	**2020/21 Value**	**2018/19 Rank**	**2019/20 Rank**	**2020/21 Rank**
Average time to re-let properties	23.3 days	26.85 days	56.14 days			
Rent loss due to voids expressed as a percentage of the total amount of rent due	0.73%	0.85%	1.20%			
Rent collected as a percentage of total rent due	98.61%	98.11%	98.88%			
Gross rent arrears as a percentage of total rent due	9.71%	10.08%	10.35%			

4.9 A comprehensive assessment of 2020/21 performance against the Charter has been carried out. This has included the performance information reported to Committee in September 2021, as well as the benchmarking data now available.

4.10 This exercise has informed a Charter Improvement Plan which was agreed by the Housing Improvement Board on 26 July 2021. This is being implemented across all areas of the housing service with the objective of continuing to improve services for our tenants and customers.

4.11 Based on this exercise, subsequent performance data and the content of our most recent Engagement Plan, the HIB is monitoring on a monthly basis key work-streams aimed at driving improvements in the following areas:

- SHQS compliance;
- Medical adaptations;
- Services for people who are homeless;
- Rent collection/arrears;
- Complaints response times; and
- Void management.

4.12 The table outlined below provides a more local analysis comparing West Dunbartonshire Council's performance against comparable neighbouring housing organisations (3 neighbouring local authorities Renfrewshire, East Dunbartonshire and Stirling and River Clyde Homes operating in Inverclyde).

Indicator	West Dunbartonshire Council	East Dunbartonshire Council	Renfrewshire Council	Stirling Council	River Clyde Homes
HOMES AND RENT					
Total Number of Homes					
	10,153	3,549	12,212	5,800	5,827
Rent increase					
	1.5%	0.5%	1.5%	1.3%	1.8%
TENANT SATISFACTION					
% of overall satisfaction with the service					
	78.5%	79.5%	88.8%	87.1%	89.3%
QUALITY AND MAINTENANCE OF HOMES					
% of homes meeting the SHQS					
	82.8%	61%	91.7%	90.8%	67.5%
Average Number of hours – Emergency Repairs					
	6.1 hours	3.7 hours	6.2 hours	8.1 hours	5.2 hours
Average Number of Days – Non Emergency Repairs					
	6.8 days	11.1 days	10.7 days	3.2 days	4.0 days
Repairs – Right First Time					
	89.8%	77.8%	85.1%	95.3%	96.8%
% of tenants who have had repairs carried out on the last 12 months who were satisfied with repairs and maintenance service					
	80.5%	93.3%	92%	90.7%	89.2%

Indicator	West Dunbartonshire Council	East Dunbartonshire Council	Renfrewshire Council	Stirling Council	River Clyde Homes
NEIGHBOURHOODS					
% of anti-social behaviour cases resolved within locally agreed targets in the last year					
	92.8%	83%	99.8%	79%	95.2%
VALUE FOR MONEY					
Rent collected as % of rent due					
	98.9%	97.8%	99%	99.2%	101.1%
% of Rent due not collected through homes being empty					
	1.2%	2.2%	1.6%	0.8%	3.1%
Average length of time in days taken to re-let homes in the last year					
	56.1 days	164.2 days	85.7 days	66.8 days	109.1 days

4.13 As part of the requirements of the SSHC all performance information is made publicly available via the SHR's website.

Mid-year progress against Scottish Social Housing Charter Indicators

4.14 Performance improvement targets for 2021/22 for all the Charter Indicators have been agreed based on robust benchmarking information, previous performance and the expected impacts of the Covid-19 on activity. These targets challenge the housing service to meet our ambition to be one of Scotland's top performing landlord organisations.

4.15 Of the 32 Charter Indicators, 10 are reported on a six monthly basis to the Housing and Communities Committee, alongside 2 indicators relating to homelessness (which are not part of the Charter return).

4.16 A summary of performance for the period April 2021 – September 2021 for these indicators is outlined in the table below:

Status Key			Scottish Social Housing Charter Mid-year Performance Report (Apr 2021 – Sep 2021)		
Target Met or exceeded	Target narrowly missed (within agreed range)	Target missed			
Estate Management, Anti Social Behaviour, Neighbour Nuisance and Tenancy Disputes			**Mid-year Target**	**Mid-year Value**	**Status**
Percentage of anti-social behaviour cases resolved within locally agreed target times			84%	89.2%	
Repairs, Maintenance and Improvements			**Mid-year Target**	**Mid-year Value**	**Status**
Average length of time taken to complete emergency repairs			4 hours	5.86 hours	
Average length of time taken to complete non-emergency repairs			8 days	10.41 days	
Percentage of reactive repairs carried out completed right first time			90%	89%	
How many times in the reporting period did you not complete a gas safety check within 12 months			0	0	
Percentage of tenants satisfied with the repairs and maintenance service			84%	96%	

Vale for Money	Mid-year Target	Mid-year Value	Status
Average time to re-let properties	25 days	45 days	
Percentage of rent due lost through homes being empty during the last year	0.88%	1.59%	
Gross rent arrears as a percentage of total rent due	10.35%	9.55%	
Tenancy Sustainability	**Mid-year Target**	**Mid-year Value**	**Status**
Percentage of new tenants who maintained their tenancy for at least 12 months	92%	92%	
Homeless People	**Mid-year Target**	**Mid-year Value**	**Status**
% of all homeless cases who received a decision within 28 day target	95%	99.2%	
Percentage of households requiring temporary accommodation, to whom an offer was made	100%	100%	

Charter Performance Report

4.17 The SHR requires all social landlords to produce an Annual Charter Performance Report for their tenants and other customers no later than 31 October each year.

4.18 The statutory regulatory framework states that that this report should include:

- An assessment of performance in delivering the Charter Outcomes;
- Relevant comparisons with previous years, other landlords and national performance; and
- How and when the landlord intends to address areas for improvement.

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

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

4.20 Further engagement was carried out with tenant representatives during 2019 to review and update this report, in line with the revised Charter coming into effect. This consultation influenced the style, content and format of our Annual Charter Report and also the update of the Service Standards that are in place across housing services and which are reported regularly to tenants and other service users (via website and insert with Housing News).

4.21 This years' report will be published online within the required timescale and is attached as Appendix 1 to this report. The narrative in the report is based on the annual self-assessment exercise of our performance and the report will be published online, with a summary being sent to every tenant with the winter

edition of the Housing News. The full report of the report will be circulated to all members, sent to all tenants groups, interested tenants, and members of the WDTRO, members of the Scrutiny Panel and also partner organisations and the Scottish Housing Regulator.

Annual Assurance Statement (AAS)

4.22 The AAS requires landlords to state they are meeting regulatory requirements and that they are compliant with the relevant regulatory standards, legal requirements and statutory guidance relevant to the sector. Any areas of material non-compliance should be highlighted, alongside actions being taken to address these.

4.23 We have carried out a process of reviewing and updating our AAS which takes account of the risks posed by, and impacts of the Covid-19 pandemic.

4.24 Our AAS is attached as Appendix 2 and as outlined in the SHR guidance, it is a short, succinct document, in a simple format. It outlines any areas of material non-compliance and actions being taken to address these.

4.25 The central aspect of the AAS is that the Convener of the Committee has been provided with the necessary assurance in terms of information and evidence where required, to support the content of the AAS.

4.26 A wide range of arrangements are in place to ensure that we meet our regulatory and statutory obligations and to provide members of the Committee with the assurance required.

4.27 An information session was held in October 2021 for the Housing and Communities Convener, to provide an overview of the Regulatory Framework, with detail around how they can be assured that we have properly assessed and can evidence compliance with our regulatory and statutory obligations.

4.28 Following Committee approval, the AAS will be signed by the Convenor of the Committee and submitted to the SHR as per the regulatory requirement. As per the SHR guidance, the AAS will then be published to ensure that it is accessible to tenants and other customers.

Tenant Scrutiny Arrangements

4.29 There is a statutory requirement that tenants are involved in scrutinising landlords' performance against the Charter and requires that:

- The form of involvement has been agreed with tenants;
- Involvement is effective and meaningful and that tenants have a real say in assessment of performance;
- The approach is publicised to tenants; and
- Landlords can demonstrate the agreed approach was actually implemented.

4.30 Developing effective tenant scrutiny is therefore a challenging process, however, following support from the Scottish Government's "Stepping Up to Scrutiny" training programme, in which elected members took part, these requirements were successfully met and in November 2014 the Housing and Communities Committee approved the establishment of our Tenant Scrutiny Panel with clear terms of reference.

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

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

4.32 All of the recommendations made in the Panel's first 5 reports were approved by the HIB and progress in terms of implementing these are a standing agenda item at the monthly meetings of the HIB.

4.33 Following our 2019/20 ARC submission and involvement in our assessment of performance, the Scrutiny Panel agreed to focus their activity during 2020/21 on performance around the time taken to respond to complaints.

4.34 At the time of writing, this exercise is being finalised and a report with recommendations is expected to be provided to the HIB for approval on 25 October 2021.

4.35 The WDTRO continue to be heavily involved in the scrutiny of the Housing Service and the continuing work of the Joint Rent Group comprising tenants, Council officers and the Convener of the Housing and Communities Committee, looking at the rent setting process and the guidance in relation to the Housing Revenue Account (HRA) is important in ensuring Housing and Homelessness Services provide best value for current and future tenants.

4.36 The Council's approach to the promotion of tenant scrutiny and the commitment of tenant representatives has been recognised by Chartered Institute for Housing through the nomination in the Excellence in Tenant Scrutiny category at the forthcoming Scottish Housing Awards.

5. People Implications

5.1 There are no people implications as a result of the report. Delivery on the requirements of the SSHC is managed from within existing staffing resources within the Housing Development and Homelessness Team.

6. Financial and Procurement Implications

6.1 There are no direct financial or procurement implications in relation to this report. The improvement plan which will result from the Charter self-assessment exercise will be delivered from within existing budgets. These are detailed in the Resources section of the Housing and Employability Delivery Plan approved by the Housing and Communities Committee in May 2021.

7. Risk Analysis

7.1 There is a significant risk that failure to respond appropriately to the requirements of the SSHC would attract an adverse reaction from the SHR and may have wider consequences for the Council in the context of Best Value.

7.2 At the time of writing we expect out next Engagement Plan to be published by the Scottish Housing Regulator in March 2022**.**

8. Equalities Impact Assessment (EIA)

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

9. Consultation

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

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

9.3 The Council is committed to ensure effective consultation continues and will support arrangements to increase tenant scrutiny activities and assess our performance in line with the statutory requirements under the SSHC and the SHR's regulatory framework. Our approach was again commended via an external validation exercise by TPAS (Tenant Participation Advisory Service) Scotland which awarded West Dunbartonshire Council, a Gold Accreditation for excellence in tenant participation up to 2022.

10. Strategic Assessment

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

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

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

Appendices:

1. Annual Charter Performance Report 2020/21

2. Draft Annual Assurance Statement 2021

Background Papers:

Annual Charter Performance Report for Tenants and other Customers 2019/20, West Dunbartonshire Council, October 2020
https://www.west-dunbarton.gov.uk/council/performance-and-spending/service-performance/housing-services-performance-information/charter-performance-report/

Scottish Housing Regulator West Dunbartonshire Council Landlord Report, Scottish Housing Regulator, August 2021
https://www.west-dunbarton.gov.uk/council/performance-and-spending/service-performance/housing-services-performance-information/landlord-report/

The Scottish Social Housing Charter: Indicators and Context Information, Scottish Housing Regulator
http://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Charter%20Indicators%20Document%20-%20Final%20Draft%20-%2027%20September_0.pdf

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

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

West Dunbartonshire Tenant Participation Strategy 2021-2024 "Involving You"
https://www.west-dunbarton.gov.uk/council/strategies-plans-and-policies/housing/tenant-participation-strategy/

Scottish Social Housing Charter Annual Update Report, Report by Chief Officer, Housing and Employability, Housing and Communities Committee,
1 September 2021

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

Wards Affected: All

Local Housing Strategy 2022-2027

Draft
October 2021

West Dunbartonshire COUNCIL

Foreword by Councillor Diane Docherty Convenor of Housing and Communities Committee

Welcome to the West Dunbartonshire Local Housing Strategy. This important document sets the vision for Housing and Housing Support services across West Dunbartonshire for the period 2022 – 2027. Good quality housing is an essential feature of any thriving community. We in West Dunbartonshire Council aim to ensure that that our residents have the housing that meets their needs, including those with particular housing requirements, in safe, secure and desirable neighbourhoods.

This strategy is being published in the wake of a pandemic which will have long lasting impacts on how we live and how we go about our daily business. We are still coming to terms with what this will mean for housing and for how support services are delivered in the future. We are clear however that housing will be a key player in the recovery programme both locally and nationally.

As the statutory housing authority, West Dunbartonshire Council plays the lead role in delivering on this strategy. However, the ambitious plans contained in this strategy can only be realised through partnership working with a wide range of agencies and organisations and with the support of local people in our communities. For example, the success of the new affordable housing programme detailed in our More Homes West Dunbartonshire initiative will be determined by how well we work with colleagues in the housing associations and the Scottish Government's More Homes Division.

We are keenly aware of the Climate Change emergency and wish to ensure our housing strategy makes its contribution to the solutions, including through maximising the energy efficiency of our homes and in promoting healthier lifestyles.

Our ambition to encourage and develop more locally focused lifestyles through 20-Minute Neighbourhoods will only be successful through engagement with local communities and other key stakeholders such as Planning, Roads and transport agencies.

The LHS again is laid out under five keys themes covering the wide range of housing and housing support related activities.

The five themes are as follows:

- Housing Need and Demand
- Promoting Good Quality Homes
- Homelessness and Housing Options

- Place and Community
- Supported, Specialist and Particular Needs Housing.

In keeping with the key messages from Scottish Government's programme for Government, equality and human rights will be central to our delivery of our Local Housing Strategy. The development of the strategy has been underpinned by West Dunbartonshire Council's commitment to promoting and sustaining equality and inclusion, and equality and diversity principles.

We have worked closely with the West Dunbartonshire HSCP in piloting a Health Inequalities Impact Assessment Tool (HIIA), with each of the five themes being separately assessed and the assessments contributing to the final version of the LHS. The main actions associated with each theme are listed in the Action Plan and progress on these will be monitored as we move forward.

We look forward to working with all our communities and stakeholders in delivering this ambitious and exciting strategy in these challenging times.

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Introduction

The Local Housing Strategy (LHS) sets out how West Dunbartonshire Council and its partners plan to address the housing and housing related opportunities and challenges over the next five year period 2022/2023 – 2026/2027.

This new plan aims to build on the significant progress made on the issues identified in the previous LHS 2017-2022[1] and to address newly arising housing matters particularly in response to the Covid crisis.

The Housing (Scotland) Act 2001 ('the 2001 Act') places a statutory requirement on local authorities to produce a LHS that sets out its strategy, priorities and plans for the delivery of housing and related services.

It should demonstrate the local authority's strategic approach to dealing with key housing related issues such as:

- Delivering high quality housing and housing related services across all tenures.
- Setting out its contribution to the effective integration of health and social care.
- Showing how the LHS is supporting the Scottish Government National Outcomes and Targets, whilst reflecting the needs and priorities of the local authority area.

The 2001 Act requires the LHS to be supported by an assessment of housing provision including the need and demand for housing and related services, that it must be submitted to Scottish Ministers, and that local authorities must keep their LHS under review. Local authorities are encouraged to report on progress annually as part of the monitoring process, employing an Outcome Action Plan to gauge progress.

The Scottish Government issued guidance in September 2019 to assist local authorities in the preparation of their strategies.

The Scottish Government expects the LHS to be developed in collaboration with stakeholders, including residents and tenants with equality issues embedded throughout including in housing advice, homelessness, procurement, new build and refurbishment, specialist housing services, housing management services, allocations and private sector housing.

The LHS is a corporate document, agreed and supported by all relevant local authority departments with the Housing Development team of the Council's Housing

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Services leading on its development. The development of the LHS has been taken forward in association with colleagues from the West Dunbartonshire Health and Social Care Partnership, demonstrating the vital role housing has to play in the integration of health and social care services.

This plan builds on the success of its predecessor, the More Homes Better Homes West Dunbartonshire Local Housing Strategy 2017 – 2022, and seeks to address emerging housing challenges.

Strategic Framework

The Local Housing Strategy is set within, and contributes to, a wider strategic policy framework both local and national. While this strategy is being written at a particularly fluid period in terms of strategic planning, it notes the key policy documents influencing our direction over the next 5-years.

The LHS will be influenced by and help to deliver on the following principal background policy documents:

Housing to 2040

Housing to 2040 sets out a Vision for Housing in Scotland to 2040 and a Route Map to get there. It aims to deliver the Scottish Government's ambition for everyone to have a safe, good quality and affordable home that meets their needs in the place they want to be.

Housing to 2040 is the culmination of an extensive consultation with stakeholders carried out by the Scottish Government, which included the publication of a discussion paper in 2018 and a draft vision in 2019. It sets out the drivers of change that will impact the housing system over the next twenty years, including population and health (noting an ageing population across the country and depopulation in some rural areas), technology, energy and climate change. It outlines the route map to take housing policy forward.

The key ambitions detailed in Housing to 2040 align with those of West Dunbartonshire Council and the paper will help inform our housing policies and delivery plans as contained in this LHS. The route map is presented in four parts:

More homes at the heart of great places:- Sets a target to deliver an additional 100,000 affordable homes by 2032, with at least 70% of these to be for social rent and of a higher standard, especially in terms of energy efficiency, connectivity and outdoor space. Placemaking and community involvement, including around town centres, is promoted, with the Planning system encouraging the idea of 20-minute neighbourhoods to encourage well-being.

Affordability and choice: Here the Scottish Government outlines its commitment to delivering equality in housing around themes such as ending homelessness,

improving accessibility, and ensuring the housing system operates fairly across all tenures including the private rented sector.

Affordable warmth and zero emission homes: All new social housing is to be zero emissions by 2026. The energy efficiency and de-carbonisation agenda will also apply to existing homes. The value of modernising construction methods, building up supply chains and growing the skills required to deliver on these ambitions is emphasised.

Improving the quality of all homes: No matter what tenure, everyone who wants to is enabled to live independently in comfort in their own home. Standards will be tenure neutral and the importance of connectivity recognised.

West Dunbartonshire Health and Social Care Partnership Strategic Plan: 2019 – 2022

This plan outlines the vision for the delivery of integrated health and social care services across West Dunbartonshire. It contains a Housing Contribution Statement which sets out the role and contribution of the local Housing Sector – through West Dunbartonshire Council in its role as a strategic housing authority - in meeting the outcomes and priorities identified within the Strategic Plan.

As such, the Housing Contribution Statement acts as the 'bridge' between the Local Housing Strategy and the Strategic Plan for West Dunbartonshire. Chapter 5 *Particular Housing* below provides more detail on our plans for the role of housing in the integration of health and care.

A Fairer Scotland for Disabled People Delivery Plan (2016 – 2021)

The aim of this plan is to remove the barriers that isolate, exclude and so disable the individual and instead promote an independent living model in which all disabled people are able and supported to live their lives with freedom, choice, control and dignity, participating equally alongside other citizens in their families, communities, workplaces and wider society.

Race Equality Framework and Action Plan (2016 -2030)

The Scottish Government is determined to show leadership in advancing race equality, tackling racism and addressing the barriers that prevent people from minority ethnic communities from realising their potential. The Race Equality Framework for Scotland sets out how the Scottish Government aims to progress this ambition over a 15-year period from 2016 to 2030.

Getting It Right For Every Child

Tackling GIRFEC is the Scottish Government's policy supporting families by making sure children and young people can receive the right help, at the right time, from the right people. The aim is to help them to grow up feeling loved, safe and respected so that they can realise their full potential.

Tackling Child Poverty Action Plan (2018 – 2022)

This plan details the measures being taken to eradicate child poverty in Scotland through partnership working. Housing has a vital role to play in its delivery.

Health Inequalities Reform Programme 2018

To improve Scotland's health and wellbeing we need to work together to shift our focus towards preventing ill health, reducing inequalities and working more effectively in partnership. This will require a different way of working that supports everybody as part of a whole system to move towards a shared vision for public health. Success will be judged against the major public health challenges facing Scotland:

- Scotland's relatively poor health.
- The significant and persistent health inequalities.
- Unsustainable pressures on health and social care services.

The Scottish Government and COSLA agreed six Public Health Priorities in June 2018. These are intended to support national and local partners across Scotland to work together to improve healthy life expectancy and reduce health inequalities in our communities.

- A Scotland where we live in vibrant, healthy and safe places and communities.
- A Scotland where we flourish in our early years.
- A Scotland where we have good mental wellbeing.
- A Scotland where we reduce the use of and harm from alcohol, tobacco and other drugs.
- A Scotland where we have a sustainable, inclusive economy with equality of outcomes for all.
- A Scotland where we eat well, have a healthy weight and are physically active.

The Scottish Government's Autism Strategy 2011

Autism is a national priority. Given the importance we all attach to this agenda, the development and creation of a new Scottish Strategy for Autism is vital to ensure that progress is made across Scotland in delivering quality services.

Good Mental Health for All – NHS Scotland 2016

'Good Mental Health for All' is an initiative developed by Public Health Scotland and endorsed by the Scottish Government and the Convention of Scottish Local Authorities which sets out a vision to improve mental health and wellbeing. It links to the Scottish Government's Mental Health Strategy and encourages action at national, local and community levels. Housing is recognised as an important factor influencing a person's mental health.

Consultation process

We consulted as widely as possible on the draft Local Housing Strategy in order to gather as many different opinions and perspectives as possible. The pandemic made this more challenging than in previous years when in-person events and sessions could be held. Nevertheless we have taken a multi-pronged approach using a survey to allow people to engage at a time and date that suits them and workshops to allow for more detailed discussion on key topics. We offered some groups such as WDTRO and Housing Solutions Partnership their own workshop to discuss the local housing strategy and the potential challenges and opportunities from their perspectives.

Survey

In a change from previous years where we have had two surveys, one detailed and one high level, we ran a single survey this year. The survey was mid level of detail and designed to allow us to gain an understanding of our resident's thoughts and priorities for housing over the next five years.

The survey was available on West Dunbartonshire Council's website consultation page and in addition to this the survey was shared through the Citizen's Panel, social media platforms, Tenants and Residents Organisation mailing lists and various mailing lists of interested people.

We received 130 responses to the survey which exceeds previous years' responses and many responders took the time to leave comments and thoughts which has given us good qualitative insight into their thoughts.

Workshops

We hosted a number of thematic workshops to discuss the key topics in the Local Housing Strategy which allowed us to delve into these topics in a more detailed way than the survey allows.

The workshops were open to anyone who wished to attend and promoted as part of the wider consultation with people able to sign up via Eventbrite. The workshops provided a number of good discussions in particular around homelessness, the private rented sector and particular needs housing.

How has our consultation has shaped the strategy

We have woven the findings of the survey into our strategy and particularly into our actions ensuring that are focusing on the area's our respondents identified as priorities. For example respondents to our survey made it clear that new homes were important to them and they should be designed to cater for a variety of needs. There was also strong support throughout our consultation responses for both energy

efficiency measures for both new and existing homes and survey respondents would like more information on how to ensure their property is energy efficient.

Connected to this survey respondents were very supportive of twenty minute neighbourhoods and the majority thought this improve their neighbourhood and over 50% thought it would encourage them to walk or wheel places more. Finally, support for specialist, supported or particular needs housing was strong and survey respondents recognised the vital role this type of housing can play.

Equalities

West Dunbartonshire Council's approach to impact assessment already goes beyond the statutory minimum and has done for a number of years. For this Local Housing Strategy our approach to our equalities monitoring has utilised a Health Inequalities Impact Assessment model. This brings a number of benefits because it takes a cross cutting approach to think about inequalities and allows us to consider our duties across a number of key areas.

What is a Health Inequalities Impact Assessment (HIIA)?

Health Inequalities Impact Assessment (HIIA) is a tool to assess the impact on people of applying a proposed, new or revised policy or practice. HIIA goes beyond the public sector's legal duty of the Equality Act 2010 to assess impact (EQIA) by assessing the impact of the strategy:

- On health inequalities
- With regard to protected characteristics
- On human rights
- On socioeconomic circumstances.

In April 2018 legislation came into force called the Fairer Scotland Duty. It asks public bodies to 'pay due regard' to how they can reduce inequalities of outcome caused by socioeconomic disadvantage. The Scottish Government guidance is still in the interim stage of a three year implementation period. However, we believe the HIIA considers potential financial and social impacts to meet this 'due regard.'

The HIIA prompts thinking about potential differential impacts based on income, employment, social and cultural status.

For more information see the Equality and Human Rights Commission Guide

How are we carrying out our HIIA?

Prior to consultation, we carried out HIIA scoping sessions on each of our chapters using guidance from Public Health Scotland and in collaboration with colleagues from HSCP, the Health and Social Care Partnership.

During this scoping exercise we sought to identify if there was an impact, whether the impact was positive or negative and whether the discussions which took place and these helped to inform the survey questions and workshop areas.

In our appendices you will find an accompanying report which combines a summary of the discussions we had in the scoping workshops with the findings of the survey to demonstrate that we have considered the impact of the Housing Strategy, maximising the positive impacts and seeking to mitigate the negative ones whilst acknowledging that some of the biggest impacts could occur due to lack of action.

How has our HIIA shaped the strategy

As noted we carried out a HIIA on each of the chapters in this strategy, this was important to ensure that we dealt with each topic in a manageable way but it also gave us an opportunity to delve into the potential impact of this strategy in a more detailed way.

Whilst some of the discussion were very specific to the chapter we have identified five key findings which came up throughout the process and these have had the biggest impact of shaping the strategy as a whole. These are set out below and along with how these findings involved out strategy:

1. **High quality homes benefit everyone**: this helped to reinforce the importance of making sure that all homes in West Dunbartonshire are the best they can be for example investing in our home homes and helping our owner occupiers and private landlords to do the same. It also highlighted that we need to mitigate against some of the structural challenges which make it harder for people to access high quality housing suitable to their needs e.g. young people just starting out.

2. **New homes offer an opportunity**: compared to existing homes which can be challenging to retrofit or adapt new homes offer an opportunity to ensure that all new homes added to our housing stock are energy efficient and designed to suit a variety of needs and in particular cater to those with specialist or particular needs e.g. wheelchair or dementia friendly homes. This is reflected in our design standard and ambitions for homes of all tenures in West Dunbartonshire.

3. **Places need to be many things to many people:** Our homes sit within places and communities and it is important that these contribute to health and wellbeing and the recent Covid-19 pandemic has shown how important these local amenities such as greenspaces are. The HIIA demonstrated the importance of taking an inclusive approach to our places and reinforcing the need for and feeling of safety for everyone.

4. **Conscious about our communication:** Our HIIA process identified that communication processes such as engaging residents about new developments, or when organising repairs to tenant's homes or dealing with people on a day to day basis is an area where there is always room for improvement. The HIIA process identified in particular the importance of easy to complete forms to help people access housing, support or information should be prioritised. This also means we must practice listening and as such opportunities for tenant and resident engagement are vital.

   Therefore we have taken an action which covers all of the local housing strategy to review our approaches to communicating with our tenants and residents intending to take feedback to reflect how they want to be communicated with.

   Action: Review our approaches to communication with tenants and residents and listen to how they would like to be communicated with.

5. **Develop information, raise awareness and offer training:** Our HIIA process identified that there are a number of areas where we do not have information or we would like to increase our own and our team's awareness and understanding.

   Therefore there are a number of areas highlighted throughout the strategy where we would like more information and intend to gather this or carry out research. We have also identified a need for training for example around mental health, autism and LGBTQI+ communities and may identify more during the lifetime of this strategy.

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Chapter 1:
Housing Need and Demand

About WDC

West Dunbartonshire Council is a Local Authority in the West of Scotland, sitting between Glasgow and the Loch Lomond & Trossachs National Park. It is one of eight local authorities which form Greater Glasgow City Region, Scotland's largest conurbation of 1.8 million people.

Yet, West Dunbartonshire is a small Council both in terms of population and land coverage; the population was 88,930 in 2020 and it covers an area of 159 square kilometres (NRS, 2019).

There were 45,357 dwellings in West Dunbartonshire in 2020 and these can primarily be found in the three urban areas; Clydebank, Dumbarton and Vale of Leven and within each, are smaller communities and neighbourhoods.

Urban areas account for approximately 16% of land in West Dunbartonshire with the remaining classified as accessible rural, reflecting the wealth of green spaces, moorland, and woodland the local authority enjoys including the Loch Lomond and Trossachs National Park.

Housing need and demand assessment

This section considers the projected housing need and demand for West Dunbartonshire over the next five years, the lifetime of this strategy.

The Housing Needs and Demand Assessment (HNDA) is the tool we use and it defines the housing supply base for the Local Housing Strategy and the Housing Land Allocation for the strategic and local development plans.

The HNDA provides estimates of the amount, and likely tenure, of additional housing required to meet existing and future demand. The HNDA analyses the need for social rented housing (including Below Market Rent) at a local authority level. Meanwhile, the demand for private sector (owner-occupation and private rented) houses were considered within a framework of housing market areas which reflect the way the private market operates across administrative boundaries.

An HNDA was undertaken through the Clydeplan and completed in 2015 as part of the proposed Strategic Development Plan for the eight local authorities in the Housing Market Partnership (HMP) area. The Glasgow and the Clyde Valley HMP prepared the assessment of housing need and demand based on the 2014 HNDA guidance and using the new HNDA Tool produced by the Scottish Government's Centre for Housing Market Analysis (CHMA).

The Tool, which was populated with national data, allowed the quick and easy testing of a range of different scenarios and assumptions. The results from the revised HNDA were confirmed as being robust and credible by the CHMA in May 2015.

The outcome is a shared and agreed evidence base for housing need and demand across both the City Region and West Dunbartonshire. In doing so it provides the basis for the Housing Supply Targets for both the Local Housing Strategy and the Local Development Plan.

Clydebank falls within the Greater Glasgow North and West sub-market area, and supply and demand are considered within this wider area, whereas Dumbarton and the Vale of Leven are considered to be a discreet housing market area.

West Dunbartonshire is unusual in that the planning function is split between the Council and the Loch Lomond and the Trossachs National Park. For practical reasons, the results from the HNDA cover the whole of West Dunbartonshire Council, although some data has been extracted for the area within the National Park.

Housing Estimates

The first stage of the 2015 HNDA produced Housing Estimates, split by tenure, at local authority level. These comprise the net increase in housing numbers by tenure, taken from the CHMA Tool, plus internal estimates of existing need. Households were only assessed as being in existing need if they generate a requirement for an additional dwelling but not if the need can be addressed using in-situ housing management solutions.

Figure 1 –Table showing estimates of need in West Dunbartonshire based on national statistics (2016-18)

Overcrowded households	Concealed households	Either concealed or overcrowded as a % of total households
1,028	514	3.6%

A range of assumptions in terms of future household formation, income, and house prices were considered within the Tool, before an agreed set of initial Housing Estimates were produced, reflecting the number of additional houses required by tenure.

Figure 2 – Table showing initial Housing Estimates (new homes required) in West Dunbartonshire 2022-2027

	2022-2024	2024-2027
Private	92	20.4
SR/BMR	126	55

	2022-2024	2024-2027
Total	218	75

Source: Fig 5.4 HNDA[2]

Over the city region as a whole, the 2015 HNDA estimates suggest more muted growth in the private sector and more significant growth in the Social Rented/Below Market Rent sector compared with the previous HNDA.

The initial estimates for the private sector required to be adjusted to reflect demand and supply across the housing market framework, by apportioning an element of mobile demand and comparing all demand with all stock. This has resulted in a significant increase in the private housing estimates, as shown below.

Figure 3 – Table showing adjusted Housing Estimates for West Dunbartonshire 2022-2027

	2022-2024	2024-2027
Private	204	230
SR/BMR	126	46
Total	330	276

Source: Fig 5.13 HNDA[3]

Housing Supply Targets and their workings

The Adjusted Housing Estimates are used as a starting point for the development of the Housing Supply Targets (HSTs). These are a policy view of the number of homes the authority has agreed will be delivered.

The factors taken into consideration to do this were:

- Environmental factors;
- Social factors;
- Economic factors;
- Capacity within the construction industry;
- Inter-dependency between delivery of market and affordable housing;
- Availability of resources;
- Likely pace and scale of delivery based on completion rates;
- Recent development levels;
- Planned demolitions;
- Housing brought back into effective use.

The availability of resources, likely pace of development and recent development levels were considered the most relevant of these factors for West Dunbartonshire.

[2] These figures have been extrapolated from the HNDA period 2012-2024 and 2024-2029 by annualising the total figure for the period and multiplying by the years of the LHS.
[3] These figures have been extrapolated from the HNDA period 2012-2024 and 2024-2029 by annualising the total figure for the period and multiplying by the years of the LHS.

Taking these into consideration, the following HSTs have been set, and agreed, by the Council in August 2015. For both sectors, they have increased from the adjusted housing estimates produced by the 2015 HNDA. They are considered to be both realistic and deliverable.

It is assumed that the social rented housing supply target will be split equally between the housing sub-areas of Greater Glasgow North and West and Dumbarton/Vale of Leven. The private sector target is 150 units p.a., whilst the social rented target is 80 units p.a.

Figure 4 – Table showing housing Supply Targets for West Dunbartonshire 2022-2027

	2022-2024 total	2024-2027 total	Per Annum
Private	450	300	150
SR/BMR	240	160	80
Total	690	460	230

Source: Figures extrapolated from Clydeplan Schedule 7

Factors considered when setting Housing Supply Targets

The Capacity of the Construction Industry: The delivery of housing does not rely solely on the allocation of appropriate land in the development plan and Councils are advised to take into consideration the capacity of the building industry and the functioning of the housing market. The slow down in the construction industry over Covid may have a knock-on effect and there remains a risk that operative or material issues, in part as a result of Brexit, will be a feature of the programme going forward.

Wider Strategic, Economic, Social and Environmental Policy Objectives: Increasing the number of new affordable houses and a growing economy are strategic priorities for West Dunbartonshire as set out in the Council Strategic Plan 2017-2022 and the Local Outcome Improvement Plan.

Representations to Local Development Plan 2: There was a general recognition in the responses that the current economic climate was having an impact on the deliverability of new housing. Some respondents questioned the effectiveness of the housing land supply and promoted new locations for housing development.

Funding Availability: The availability of support funding is the key determinant of the number of new affordable housing being produced. As noted above, the changes to funding arrangements will be a major determinant of the supply of new housing.

Aspirations for Growth: The Council supports the Scottish Government's goal of increasing the housing supply to 2040. Also the relocation of staff to Faslane and the expansion of the Golden Jubilee may increase demand for housing in West Dunbartonshire.

Affordable Housing Policy

Local Development Plan 2 does not contain an affordable housing quota policy. Instead, the Local Development Plan seeks to balance the future tenure requirements by specifically identifying sites for either affordable or private housing. It is intended however that flexibility will be applied regarding these housing opportunities.

Housing Land Supply

In order to provide a generous supply of land for housing and deliver the HSTs, 15% has been added to the private sector HST to ensure flexibility in the housing land requirement. The LDP will allocate a range of effective housing sites to meet the Housing Land Requirement for both tenures.

Figure 5 – Table showing total Housing Land Requirement for West Dunbartonshire 2022-2027

	2022-2024 total	2024-2027 total	Per Annum
Private	344	516	172
SR/BMR	184	276	92
Total	**528**	**792**	**265**

Source: Figures extrapolated from Clydeplan Schedule 7

Local Development Plan 2 ensures that there is a generous supply of effective land to meet both the Housing Supply Target and the Housing Land Requirement for both tenures.

Recent Court of Session Decisions has meant that the land supply has to be monitored against the Housing Land Requirement and this is reflected in the revised Scottish Planning Policy (December 2020). The tables below reflect the housing land supply against the Housing Land Requirement for the duration of this LHS.

The data in these tables comes from the total capacity of sites programmed in 2019, the agreed Housing Land Audit for the years 2022-2027 and allocated as housing sites within Local Development Plan 2. Windfall data is an average over ten years from the housing land audit data. Small Site data is taken from Council Tax data over the previous ten years.

These local housing supply targets/requirements will be monitored through the Council's corporate performance management system and will be subject to regular review and annual evaluation through the housing land audit process.

Figure 6 – Table showing Housing Land Requirement for West Dunbartonshire 2022-2024

		Private	Social	All Tenure
A	Housing Land Requirement (HLR)	344	184	528
Source of housing land:				
B	Effective Land Supply	1,905	699	2604
C	Windfall	108	25	133
D	Small sites	13	0	13
E	Total Effective Land Supply (B+C+D)	2,026	724	2,750
F	**Surplus/Shortfall (E-A)**	**+1,682**	**+540**	**+2,222**

Figure 7 – Tables showing Housing Land Requirement for West Dunbartonshire 2024-27

		Private	Social	All Tenure
A	Housing Land Requirement (HLR)	516	276	792
Source of housing land:				
B	Surplus from 22/24	1,682	540	2,222
C	Effective Land Supply (24-27)	396	34	430
D	Windfall	162	38	200
E	Small sites	20	0	20
F	Total Effective Land Supply (B+C+D+E)	2,260	612	2,872
G	**Surplus/Shortfall (F-A)**	**+1,744**	**+336**	**+2,080**

Figure 8 – Tables showing Housing Land Requirement for West Dunbartonshire 2022-27

		Private	Social	All Tenure
A	Housing Land Requirement (HLR)	860	460	1,320
Source of housing land:				
B	Effective Land Supply	2,301	733	3,034
C	Windfall	270	63	333
D	Small sites	32	0	32
E	Total Effective Land Supply (B+C+D)	2,603	796	3,399
F	**Surplus/Shortfall (F-E)**	**+1,743**	**+273**	**+2,016**

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Planning (Scotland) Act 2019

The Planning (Scotland) Act 2019 will make significant changes to how housing land is calculated. National Planning Framework 4 will set minimum all tenure housing land requirements for West Dunbartonshire. It also removes Strategic Development Planning and therefore once the National Planning Framework 4 receives Royal Assent, Clydeplan, and its HNDA may no longer be relevant.

Therefore, once the new planning system has been fully enacted this section of this strategy will need to be updated to reflect the new requirements.

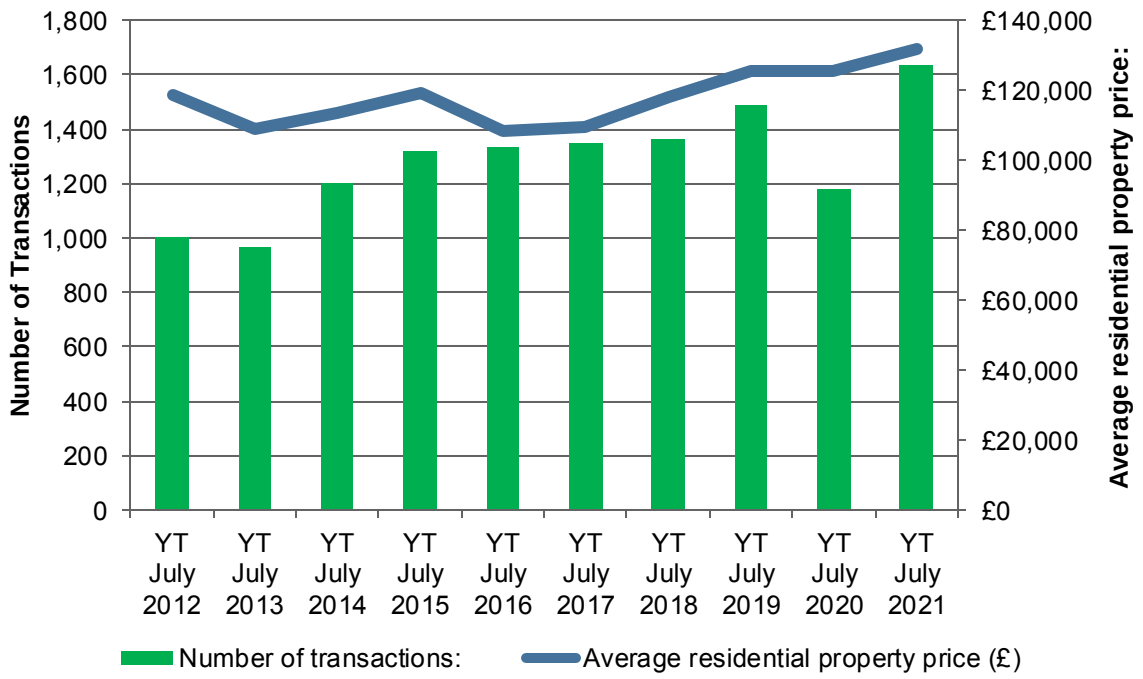
Local demand analysis

For sale market

The average transaction price in West Dunbartonshire has been increasing and averaged £131,922 during the 12 months to July 2021, this is 5% higher than the same period the previous year. The number of transactions has also been increasing over the years and during the 12 months to July 2021 there were 1,635 transactions, a ten year high.

The price increase is being driven by the price of detached, semi-detached, and terraced homes which saw average prices increase 10% during the same period.

Figure 9 –Chart showing the number of transactions and average property price in West Dunbartonshire over 10 years



Source: Registers of Scotland (July 2021)

This reflects a common trend of the recent Covid pandemic which has encouraged people who have the means to seek out larger homes and homes with outside

space, which can typically, but not always be found with houses rather than flats, and this trend is set to continue.

Many of our survey respondents expressed frustration that the private housing market was very competitive and they would like to see more affordable housing options available, particularly for younger people starting out. Therefore we propose to carry our research into alternative tenure options such as shared ownership to help consider whether this can help more people access the homes they want.

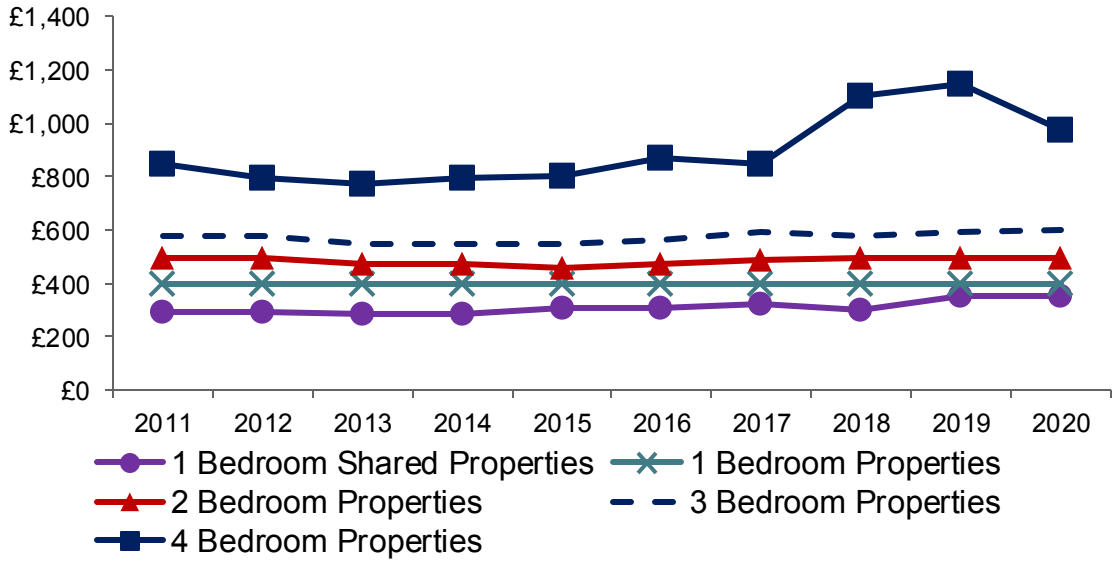
For private rent market

As the chart below shows the median rents in West Dunbartonshire have remained relatively stable over the past decade.

However, four-bedroom homes have witnessed significant increases in rent values between 2017 and 2019 and have since fallen but remain 9% higher than the ten-year average. However, it should be noted that the sample size for four-bedroom properties was relatively small.

The other exception is one-bedroom shared properties reflecting the changes in Welfare Reform for under 35s covered in Chapter 3. Despite being relatively steady, rents for three-bedroom properties have been creeping upwards, particularly for those in the upper quartile suggesting that high-quality homes for rent are in demand and command a premium.

Figure 10 – Chart showing median rental monthly statistics for West Dunbartonshire over the past ten years.



Source: The Scottish Government

Local Demand Conclusions

There is strong demand for housing for both sale and private rent within West Dunbartonshire. These statistics also demonstrate that demand for certain types of properties including larger properties, attractive for families, has been growing as people seek out extra space during the recent pandemic.

These statistics do not provide localised statistics and instead are high-level but we are aware that many different markets operate within West Dunbartonshire; Clydebank is heavily influenced by the market in Glasgow which is a significant employment hub and Scotland's largest city. Meanwhile Dumbarton and Leven Valley are considered more discretionary markets, located further away from Glasgow these areas are more influenced by local trends such as changes in local employment rather than region-wide trends.

Ultimately, within the West Dunbartonshire Council area there are a number of micro markets operating some of which are more desirable, and therefore command a premium, compared to other areas. The premium might be linked to the types of homes available for example houses with gardens or proximity to local amenities such as schools or transport links.

Tenures

Different tenures can fulfil different housing needs and aspirations and as the HNDA and HST have demonstrated there is a need for homes of all tenures within West Dunbartonshire. Different tenures result in differing housing costs and responsibilities, for example who needs to organise maintenance and repairs; owner-occupiers are liable for all repairs but that responsibility lies with landlords in the private and social rented tenures.

Owner Occupiers

Owner-occupiers are those who own their home, some own their property outright others own theirs with a mortgage. Just over 23,000 homes in West Dunbartonshire are owner-occupied, 53% of all households. This is lower than the Scottish figure of 62% of households.

50% of owner occupiers own their properties outright and the remaining half with a mortgage (SHS,2018). This is broadly similar to Scotland as a whole.

Those aged over 60 account for 40% of all owner-occupiers, just under 10,000 households, and this group primarily owns their properties outright and a third under occupy their home by three or more bedrooms. The second-largest group is those aged 45 to 59, with only a small number of owner-occupiers aged under 45.

This highlights that over the coming decades, as the population overall ages, the number of older owner-occupiers will also increase. Some households may find that their needs change, or their home may no longer be suitable. We have taken this

into consideration in our housing strategy, see chapter 5 to see our support for remaining at home and our strategy for adaptations.

Having a high-quality owner-occupied sector is important and in Chapter 2 we discuss the quality of the owner-occupied sector including our strategy for reducing fuel poverty, improving energy efficiency, and supporting households to maintain their properties.

Private Rented Sector & Build to Rent

3,000 homes in West Dunbartonshire are privately rented (SHS, 2018). This equates to approximately 7% of all households. This is almost half the Scottish figure of 14% of households but the share of renting households in West Dunbartonshire has fluctuated significantly over the past decade reflecting the relatively small size of the sector and its ability to expand and contract based upon changing economic conditions.

The small size of the sector also means that we have limited details about the characteristics of this tenure, however, we do know that two-thirds of our renters are aged under 35, just under 2,000 households. A further 25% are aged between 35 and 59 (SHS,2018).

Tenants in the private rented sector include a diverse range of households from single people, couples, families, and retirees. The recent changes to rental legislation under the Private Tenancies (Scotland) 2016 Act has provided tenants with more security and support but we appreciate that like any other households their needs may change and they may need support to stay at home, information about our housing support strategy is detailed in Chapter 5.

We recognise that private rented landlords are also a diverse group with some having just one property and others operating portfolios of homes. We will continue to work with landlords to help them maintain their properties, improve their energy efficiency and respond to changes in legislation, more details in Chapter 2**.**

Social Rented Sector

39% of households in West Dunbartonshire live in the social rented sector, this includes those who live in West Dunbartonshire Council's housing and those who live in properties owned and managed by registered social landlords.

The number of households living in the social rented sector in West Dunbartonshire is significantly higher than in Scotland as a whole, where only 23% of households live in the social rented sector.

54% of social rented households are single-person households compared to 31% of owner-occupiers. However, it is notable that 29% of households in the social rented sector have children compared to 15% of owner-occupied households.

5,000 households in the social rented sector are headed by someone over the age of 60, approximately 40% of all households, 55% are aged between 35 and 59, the remaining 5% are aged under 35.

Living in the social rented sector brings many benefits including the security of tenure through Scottish Secure Tenancies (SST) which gives tenants certain rights such as information about rent setting and social landlords, including West Dunbartonshire Council and our Strategic Housing Partners, who are regulated by the Scottish Housing Regulator. Through the regulator, tenants can access information about their landlord's performance including areas such as repairs and maintenance, time to respond to repairs, and other governance measures.

This level of security and accountability combined with affordable rents makes social rented properties highly attractive to a range of household types and we have approximately 5,000 households on our waiting lists.

The size of the social rented sector in West Dunbartonshire has grown in recent years reflecting the role new developments, alongside Empty Home and Buy Back strategies, have played in increasing supply to meet some of this demand.

New Development

There were 144 new build homes completed across all tenures in West Dunbartonshire during 2020, a decline of 55%, or 116 homes, in the previous year. This is demonstrated in the chart below which shows the number of completions over the past ten years. The significant decline reflects the shut down of development sites during the first covid-19 lockdown which delayed both starts and completions.

However, you can see from the chart that local authority completions increased. The large number site starts made in 2019 start to appear as completions and we anticipate these will increase again when the 2021 statistics are available.

This means the decline in completions was driven by the private and housing association sectors but they did see starts increase and we anticipate that these will convert to completions during 2021/22.

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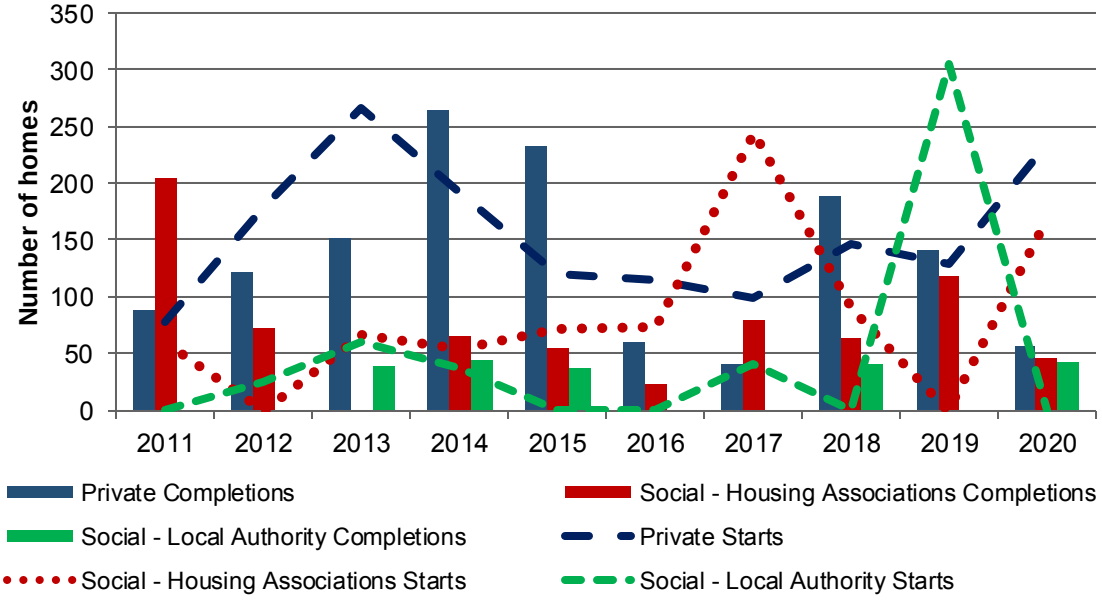
Figure 11 –Chart showing number of new homes completed by tenure



Source: The Scottish Government

We promote high quality design in all new homes built in West Dunbartonshire, in particular through our Design Panel and our WDC Design Standard for Affordable Housing, which requires an enhancement on building standards including high levels of energy efficiency and design features, such as home office and study spaces.

Build to Rent opportunity

Build to rent or BTR is a development model which initially emerged from investors buying portfolios of properties for rental or buying excess stock from developers but more recently they have moved towards purpose building properties for the rental market. Development has primarily taken place in London and other urban centres but in recent years there has been an increase in the development of suburban, family homes for rent which are catering to a significant share of the population which do not have the means or desire to buy, for example due to temporary employment in an area, relationship breakdown or lack of deposit.

Our rented sector is small when compared to other larger, often more urban local authorities but there may still be an opportunity to develop homes for rent and as a local authority keen to see housing need met across all tenures we would support this type of development should it deliver high quality, energy-efficient homes which are professionally managed and rent at reasonable levels.

Self build Opportunities

The Scottish Government recognises the important role that self and custom build housing can play in providing homes, sustaining communities and supporting smaller building companies in both rural and urban areas.

West Dunbartonshire Council supports these ambitions but has thus far identified little interest for self-build within the area likely due to challenges which the wider development industry faces including decontamination costs for brownfield sites and in some areas viability concerns that constrain access to finance.

That said, there are some individual building plots with planning in the local authority area and these will form the beginnings of our self-build register, which will be available on our website going forward. The list will include the location and size of sites alongside information about available amenities and highlight any relevant planning guidance. We will also consider adding to this list with sites owned by the council, where appropriate to do so.

Interested parties will be able to register their interest using an online form, this will allow us to gather information about the type and location of demand for a self-build plot which will inform how we support interested parties and landowners to deliver suitable plots.

We will ensure our list remains up to date by contacting interested parties periodically to confirm they wish to remain on the list and when sites become available, providing opt-in-out options. We will also develop supporting documents and advice which will be updated regularly.

Conclusions

The Housing Need and Demand Assessment demonstrates both a clear need and demand for housing in West Dunbartonshire. Demographics play an important part in these trends and this was supported by our survey responses and HIIA findings which show that young and older people, along with single adult households have particular challenges accessing housing which meets their needs and is affordable.

Action 1.1: We will continue to monitor the supply of new homes, both private and social sector against housing supply targets.

The growth in transactions price and rents, particularly for larger properties and the increasing number of households on our waiting list (5,000) suggests that new housing will be vital for West Dunbartonshire going forward. Our survey respondents (76.8%) voiced strong support for more affordable housing which was in the right location and suitable for occupant needs.

Action 1.2: We will continue to deliver new high quality, well designed and future proofed affordable housing and support our strategic housing partners to do the same building upon the success of the More Homes Programme 2016-2021.

We know that many our residents aspire to own their own home. As such we have identified a need to explore alternative tenure options within West Dunbartonshire to meet the needs of two main groups; younger households trying to access their first home and for older households looking to ensure they have both have access to housing options which meet their needs and are attractive.

Action 1.3. Carry out research into alternative tenure options for both younger and older households to ensure they have housing options which meet their needs and are attractive.

For some people building their own home would be a very attractive proposition, particularly if they have specific needs or ambitions and as such we will support households to do this by the creation of self build register of plots in West Dunbartonshire and make this available publicly. We will do this in partnership with our colleagues in planning (both west Dunbartonshire council and Loch Lomond and the Trossachs National Park.

Action 1.4: We will establish the self build webpage and register in the first year of the strategy and over the strategy's lifetime we will develop supporting information for interested parties, including how to register interest in self-build and commonly asked questions.

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Chapter 2:
Promoting Quality Homes

The Scottish Government's vision set out in the Housing to 2040 strategy, is that all homes, regardless of tenure, age or location are well designed, easily maintained, and have low running costs.

There is a wealth of evidence demonstrating the negative impact of poor housing conditions on residents' health and well-being. Poor quality housing can cause accidents, respiratory problems and can impact the mental health of the people who live there. Therefore, quality housing for our residents continues to be an ambition for West Dunbartonshire Council and this chapter sets out how we intend to work towards achieving that.

Whilst we recognise that quality housing goes beyond the physical building this is the focus of this chapter. We will cover places in Chapter 4 and specialist housing in Chapter 5.

About our housing stock

There are around 45,804 homes within West Dunbartonshire and by 2050 these same homes will account for approximately 88% of homes we are living in, based upon development increasing the number of homes by 0.5% and removal of 0.05% of the stock (historic trend since 2000).

Therefore the homes we have now will be predominately the homes we will be living in 30 years' time and only 12% will have been built in the years in between.

Flats: 52% of all homes in West Dunbartonshire are flats

- 45% of flats were built between 1950 and 1983
- 13% of flats were built before 1919
- 50% of flats are owned by West Dunbartonshire Council and it's Strategic Housing Providers (RSLs)

Houses: 48% of all homes in West Dunbartonshire are houses

- 54% of houses were built between 1950 and 1983
- 6% of houses were built prior to 1919
- 81% are owned by owner occupiers and private landlords.

Climate change:

Responding to the Climate emergency is a top priority for the whole housing sector. The recent Climate Change Strategy demonstrates that our climate has been becoming wetter and warmer. This is forecast to continue with extreme weather conditions such as flooding becoming more commonplace.

These changes in our climate are impacting our housing stock; for example on the lifespan of roofs and beyond, preparing our homes for the changing climate we need to make them more energy-efficient, reduce their impact on the climate, and reduce energy costs for residents.

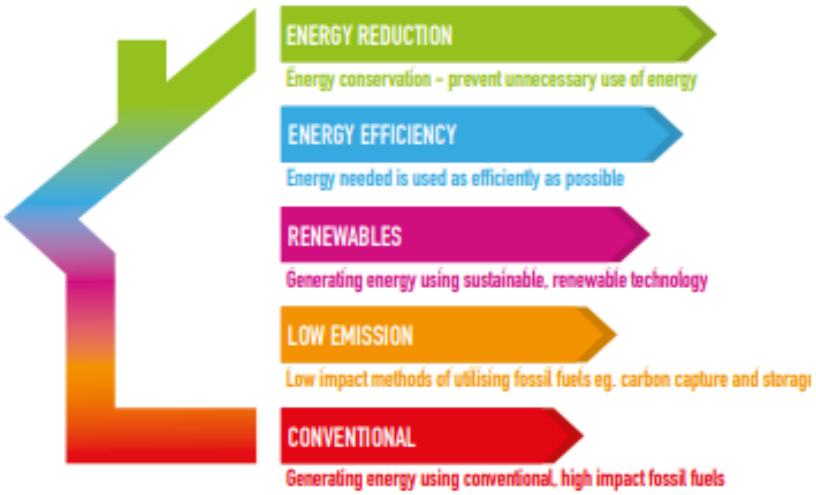
Heating homes and hot water currently accounts for 31% of UK carbon emissions (Energy Savings Trust, 2017). We need to reduce the amount of energy needed to heat our homes and move towards more sustainable sources of power such as electricity, which is predominately generated by wind turbines. This represents both a challenge and an opportunity.

The impact of climate change will be felt by all, but it will be vulnerable groups such as those who live in flood-prone areas, have health conditions, or are on low incomes who will be impacted the most by these changes to our climate.

In the next sections, we will set out how we will continue to invest in our stock, and demonstrate the support we will give to our strategic housing partners, private landlords, and owner-occupiers to help them prepare and improve their homes.

Our approach

In alignment with the Climate Change Strategy, this Local Housing Strategy will follow the principles of the energy hierarchy (see graphic below) developed by the Scottish Government.



This approach first looks to reduce the amount of energy consumed before employing more advanced techniques and technologies, such as renewables, to reduce the amount of energy needed.

The most cost-effective way to reduce emissions is to reduce the amount of energy used in the first place, which helps to target fuel poverty too.

Fuel Poverty

The impact on households living in fuel poverty, as with any form of poverty and hardship, are complex. Recent research has shown that cold properties impact health; cold homes can aggravate respiratory illnesses such as asthma and reduce dexterity, increasing the likelihood of falls or accidents. In addition to physical impacts, fuel poverty and cold homes can impact mental wellbeing and in 2014 it was estimated that fuel poverty cost the NHS £80 million per annum.[4]

National Context

Fuel Poverty (Targets, Definition, and Strategy) (Scotland) Act 2019 established a new two-part definition whereby a household is considered fuel poor if:

- After housing costs have been deducted, more than 10% (20% for extreme fuel poverty) of their net income is required to pay for their reasonable fuel needs;
- and after further adjustments are made to deduct childcare costs and any benefits received for a disability or care need, their remaining income is insufficient to maintain an acceptable standard of living, defined as being at least 90% of the UK Minimum Income Standard (MIS).

The 2019 Act also introduced a new statutory target for reducing fuel poverty that:-

- By 2040, as far as reasonably possible, no household, in any Local Authority area, in Scotland is in fuel poverty;
- And, in any event, no more than 5% of households, in any Local Authority area, in Scotland are in fuel poverty;
- No more than 1% of households in Scotland are in extreme fuel poverty;
- And the median fuel poverty gap of households in fuel poverty in Scotland is no more than £250 in 2015 prices before adding inflation.

The act also set interim targets of a maximum of 15% of households are in fuel poverty by 2030 and 10% by 2035, with those in extreme fuel poverty reducing to a maximum of 5% and 3% respectively.

A finalised Fuel Poverty Strategy was due to be released in 2020 but has yet to be published but we understand it will be released by the end of 2021. However, the

[4] https://www.gov.scot/publications/fuel-poverty-target-definition-strategy-scotland-bill-fuel-poverty-strategy/pages/8/

draft strategy sets several ambitions and goals and demonstrates clearly that tackling fuel poverty should be a priority.

Fuel Poverty in West Dunbartonshire

28% of households in West Dunbartonshire are in fuel poverty. This equates to around 12,000 households. This is marginally higher than the national figure of 25% (Scottish House Condition Survey- SHCS, 2018).

SHCS estimate that West Dunbartonshire Council households in fuel poverty will require a median amount of £440 uplift in income to take them out of fuel poverty, this is almost £200 more than the target identified by the Scottish Government (£250, based on 2015 figures).

- 28% of older households are fuel poor- similar to Scotland
- 30% of other household types are fuel poor- similar to Scotland
- 24% of families are fuel poor – similar to Scotland

Extreme Fuel Poverty

Of those in fuel poverty in West Dunbartonshire, one-third (4,000 households) are estimated to be in extreme fuel poverty of which 50% are owner-occupiers.

Why are households fuel poor?

Using data from the Energy Saving Trust, which uses EPC data to estimate fuel bills and fuel poverty we can identify trends.

Social rented properties, both Local Authority and Housing Association owned, typically have fuel bills which are on average below the median. This reflects the investment made into improving energy efficiency in these homes under EESSH and demonstrated by the higher SAP (energy efficiency) scores.

In comparison, fuel bills are typically higher and energy efficiency scores lower in the owner-occupied and private rented sectors but the likelihood of fuel poverty, whilst lower remains relatively high.

The major cause of fuel poverty is low household income and this likely applies across all tenures. For example, we know that 50% of our owner-occupiers are over 60 and therefore many are likely to be retired and reliant on a pension, and pension levels can vary significantly.

Thus, promoting energy efficiency measures across tenures could help reduce fuel poverty by reducing the gap particularly so in owner occupied and private rented homes.

Figure 12 –Table showing number of properties, probability of fuel poverty, average of fuel bill compared to median and average energy efficiency (SAP) rating.

Tenure	Total number of properties	Average of Probability of fuel poverty (fuel bill >10% of income after housing)	Average of Probability of extreme fuel poverty (fuel bill >20% of income after housing)	Average of Fuel bill comparison to median (estimate)	Average of Current energy efficiency (SAP) rating estimate
Housing Association	4,816	36%	11%	95%	71.53
Local Authority	11,247	43%	13%	96%	69.90
Owner Occupied	26,347	21%	8%	110%	64.50
Privately Rented	3,309	21%	7%	109%	65.05

Source: Energy Saving Trust, January 2021 data

Ultimately, the levels of poverty in West Dunbartonshire mean that low household income will continue to result in fuel poverty even in the most energy-efficient homes therefore we need to work with our colleagues in other teams to help people maximise income, for example fuel bill support for older households.

In the first instance, we will seek to promote the support and advice offered by our energy savings team which is available for free to all residents and can help them improve their properties.

70% of survey respondents did not know the council offered this service therefore we must work to promote it and when asked what information would be helpful, survey respondents demonstrated support for the following and therefore these will be the focus of the service going forward:

1. Information about how to reduce my fuel bills e.g. energy saving advice
2. Information about finance e.g. loans, grants to fund upgrades
3. Technical information about how to make my home more energy efficient

In addition, the energy savings advisor and housing teams will continue to work with colleagues in Working4U to help people increase their incomes, this is particularly important for those on low incomes because the property could be very energy

efficient but if they don't have the income to heat it then they may also be limited in other areas such as food, clothing and furniture.

However, a major challenge remains around electricity and its cost. Electricity continues to be an expensive way to heat your home but it is increasingly the most renewable and energy-efficient thus there will be pressure to use more electrical systems. We are hopeful that the UK Government will review the costs of electricity and the corresponding taxes but in the meantime we will continue to tread carefully.

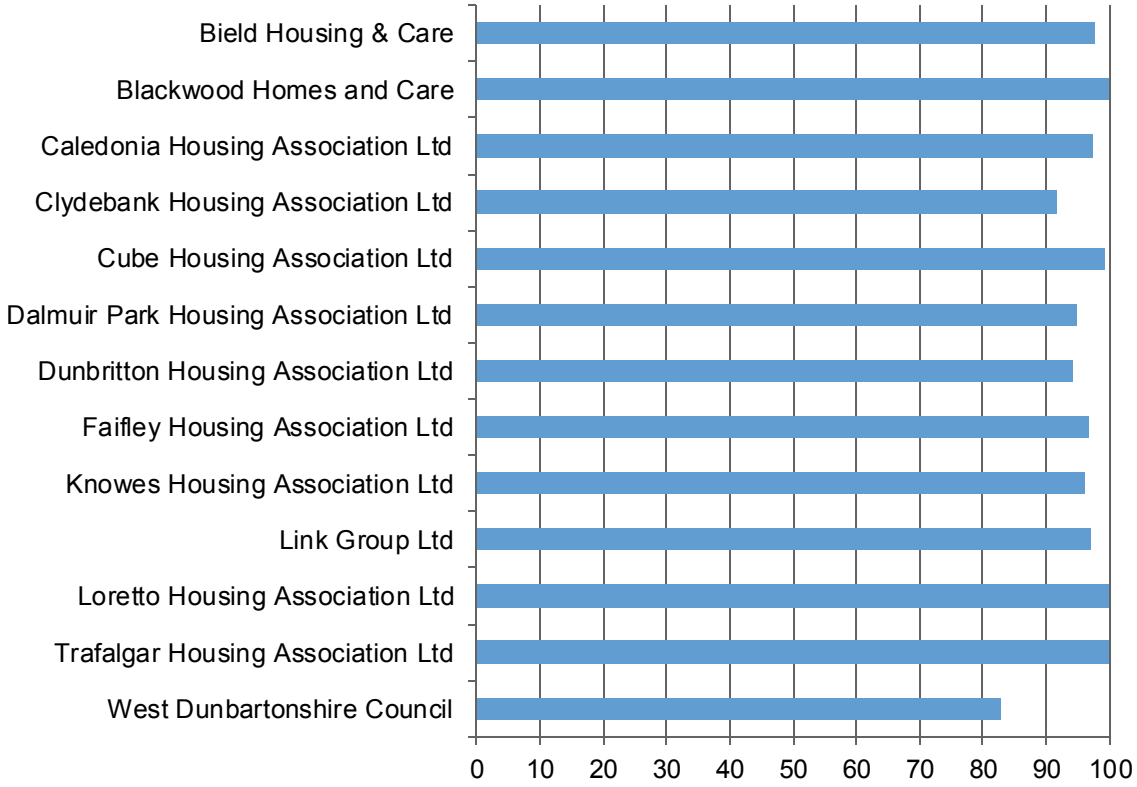
Quality homes across all tenures

Social rented homes

Energy Efficiency Standard for Social Housing (EESSH) sets energy efficiency standards for social rented homes in Scotland. Introduced in March 2014 the standard introduced energy efficiency standards for properties with a deadline of December 2020.

This has been broadly achieved, see below table demonstrating compliance by ourselves and our strategic registered social landlord (RSL) partners.

Figure 13 – Chart showing percentage of properties meeting EESSH



Source: Scottish Housing Regulator ARC submissions 2019/2020

Achieving EESSH has been expensive, with the investment funded from landlord rental income. It has also at times been challenging particularly in some housing types or in mixed tenure blocks when owners or landlords are not able, or willing, to invest in upgrading their property.

The deadline for EESSH has now passed and the Scottish Government has set new significant climate change targets. As a result, more onerous energy efficiency standards are being placed on social landlords going forward, known as Energy Efficiency Standard for Social Housing post-2020 (EESSH2).

The new standard requires that properties become as *"energy efficient as possible"*, with a target of having as many properties as possible rated EPC band B or higher, and none being below an EPC band D. Technical exemptions will apply such as those using alternative fuels, the accepted EPC rating for these will be C.

This will require further significant investment to bring homes up to this new, higher standard and all landlords will require to have an EESSH2 strategy which will set out how landlords plan to work towards these new goals and targets and identify any challenges.

Levels of fuel poverty in West Dunbartonshire mean we, and our strategic partners, need to be mindful that energy efficiency investments represent value for money for our tenants and allows us to continue to carry out planned maintenance. Consequently, we will continue to programme energy improvement measures for non-compliant homes as per our regular programmes.

In addition to this, we intend to explore through the development of a pilot or strategy a holistic approach to achieving high levels of energy efficiency. This approach will allow us to take into consideration the variety of property types found in West Dunbartonshire, many being of non-traditional construction which were built at a time when there was no requirement for basic wall insulation levels to be met.

We also have a high share of stock in flatted or shared block construction involving private owners which presents obstacles for example when introducing insulation measures as these are not essential under title condition definitions.

WDC Housing Asset Management Strategy and the Housing Capital Programme

West Dunbartonshire Council has adopted a strategic, evidence-based approach to managing its Housing Revenue Account assets, in particular its housing stock.

Using a asset management database, the Council assesses the performance of its stock yearly. This assessment allows the Council to establish which properties are performing well across several indicators that look at demand, current costs, and future costs. This method has provided the Council with robust information and evidence that informs strategic plans including the demolition programme, the Council's new build programme, and the HRA Capital Programme.

The outcomes of the assessment including plans that stem from them are reported on an annual basis to the Housing and Communities Committee.

Private homeowners:

Owner-occupied properties are, on average, the least energy-efficient of all tenures. Similar to Scotland, 61% of owner-occupied homes in West Dunbartonshire are rated EPC D or below and therefore there is significant scope to improve their energy efficiency score and thus reduce bills.

In 2019 the Scottish Government consulted on an option to introduce a minimum EPC rating of C for homes at the point of sale or major renovation from 2024. This may potentially apply in the lifetime of this strategy, although this has yet to be confirmed. Further, the Scottish Government in their recent Heat in Buildings Strategy committed to ongoing support for owner occupiers to improve and invest in their properties and as such we will seek to encourage owner occupiers to engage with advice services such as Energy Advice Scotland who can offer financial assistance such as grants and loans.

Supporting owner-occupiers to know what their options are and supporting them to access funding, where appropriate, or skilled tradespeople needs to be a priority. As noted above, 70% of respondents were not aware that we offered energy advice service and therefore we would hope that by promoting this, as set out above, will be helpful and we will include them in area based scheme where appropriate, as set out below.

Private Rented Sector:

The private rented sector has a slightly higher SAP score than owner-occupied properties yet fuel bills remain above the median and 57% of properties were rated EPC band D or below (EST, 2020).

This may prove problematic going forward as the Scottish Government is proposing to introduce a minimum EPC score of E for all tenancies by March 2022 and an EPC score of D for all tenancies by March 2025. These dates are subject to change due to the recent pandemic but will likely apply during the life of this strategy.

We will continue to work in partnership with private landlords active within West Dunbartonshire through our landlord's forum and ensure that they and their tenants are aware of our energy advice service.

We will make them aware of these changes and support them to invest and upgrade their properties to ensure they comply. We will support private tenants in engagement with their landlords over improving the energy efficiency of the homes they rent. As with owner-occupiers, we will take landlords and their tenants into consideration with our area-based initiatives covered below.

Supporting Owner Occupier and Private Landlords with their homes

Scheme of assistance strategy:

The Housing (Scotland) Act 2006 introduces a 'Scheme of Assistance' based on the principle that individual owners (including owners of privately rented houses) have primary responsibility for maintaining their properties in good condition, with assistance available from Local Authorities when necessary.

Part 2 of the above Act requires Councils to publish a 'statement of assistance'. This Statement of Assistance sets out how this Council provides advice, information, and assistance for homeowners to improve the quality of private housing in West Dunbartonshire.

Home Improvements & Repairs

West Dunbartonshire Council will provide information and advice that will assist the homeowner in arranging home improvements or repairs by:

- advice on how to carry out repairs and maintenance
- site visits to assist in identifying works that are required
- choosing a contractor and signposting to other services to provide other specific advice, e.g. Citizens Advice Service, Money Made Clear, etc

The Council's Private Housing Advice section will generally be the first point of contact for most homeowners who require information or advice regarding the repair, maintenance, or improvement of their homes.

However, Lomond & Clyde Care & Repair Service can also offer impartial advice and practical assistance to homeowners on improving, repairing, and maintaining their property regardless of their age or disability.

Under One Roof

West Dunbartonshire Council continues to contribute to an online resource for owners of common property which was launched in September 2016. This website is for owners of all types and ages of shared residential properties and their advisers. It will help owners of traditional stone tenements, newly built apartment blocks, ex-local authority tenements, four-in-a-blocks, and converted houses.

Invaluable advice is provided in over 100 articles on flat owners' legal responsibilities towards their co-owners and over 70 technical information articles that enable owners to identify repair problems and understand quotations from builders.

It is envisaged that this website will continue to be a valuable resource playing a huge part in helping to prevent properties falling into disrepair and leading to better-maintained homes in the future.

Area based Initiatives

HEEPS: ABS:

We use the HEEP: ABS funding to target the areas with high indicators of fuel poverty for energy improvement measures, mostly external wall insulation due to the type of homes in West Dunbartonshire. This is the most beneficial measure to install to enhance energy performance.

With our core allocation from the Scottish Government, we can assist approximately 120-150 per year. We also provide energy advice and signpost to other agencies for energy advice during this process. The recent Heat in Buildings Strategy noted potential to expand the HEEPS:ABS and other area based schemes and we would welcome this.

LHEES:

The concept of Local Heat and Energy Efficiency Strategies (LHEES) was introduced in 2016 and aims to establish area-based plans and priorities for improving the energy efficiency of buildings and tackling fuel poverty.

We are developing a pilot LHEES which will establish a framework for reducing energy demand and decarbonising the heat supply in the Clydebank area from the boundary with Glasgow City Council on the River Clyde, northwards using Great Western Road as a boundary and to a westerly limit of Mountblow Road.

It is anticipated that the strategy will identify opportunities for additional connections to the Queens Quay DHN, explore the feasibility and costs of other energy efficiency measures and build on existing programmes.

Heat decarbonisation agenda

District Heating Networks (DHN) aims to distribute large-scale sources of heat over a geographic area by connecting multiple buildings to create a heat network. These networks are an attractive option in dense urban areas and have been cited as a means to tackle fuel poverty.

Our DHN at Queens Quay in Clydebank is operated through an energy centre. Within the energy centre, heat pumps extract water from the River Clyde. This water is transported via district heating pipes to homes and businesses to heat them. Each property connected to the district heating network will have a Hydraulic Interface Unit (HIU) which is similar in size to, and looks like, the traditional boiler it will replace.

This device allows tenants and landlords to switch on the heat and hot water as and when it is required. It also allows them to monitor the amount of energy consumed to ensure they are billed accurately for it.

Following the introduction of Heat Network (Metering and Billing) Regulations which came into force initially in 2014 and has since been amended, accurate billing and use of metering devices that track consumption are now required in DHN.

This change aims to drive energy efficiency and reduce carbon emissions from heating and hot water usage by making people more aware of what they use. Metering also supports fair and transparent billing for customers on heat networks and operators must use these devices to bill customers based on their consumption of heating, cooling, or hot water.

New build housing design requirements

The Scottish Government has established an ambition to achieve tenure-neutral space and quality standards for new homes (and existing homes where possible) and this has been supported by our survey respondents; 78% said homes should be designed to cater to a variety of needs and 66% said making all new homes energy efficient should be a priority.

The majority of homes, and all affordable homes, are designed in accordance with Housing for Varying Needs, which was last updated in 1999 and is understood to be under review. This standard sets basic requirements for homes to ensure that they should be able to meet the existing and future needs of occupants. These are supplemented by technical Building Standards which are updated regularly.

Best design and good practice is always evolving and West Dunbartonshire Council introduced its first Design Standard, required in addition to HfVN, in 2017, the first such standard in Scotland, and updated it again in 2019. The current Design Standard requires all new affordable homes to at least meet the Silver Active energy efficiency building standard and the design standard will be subject to ongoing review.

New build housing & energy efficiency

New build housing accounts for a small but important share of the homes we live in and it will have a particularly important role in ensuring that modern properties are not only well designed, but highly energy efficient.

New build properties thus offer an opportunity to put best practice into use, and we have seen the development of innovative forms of new development including the introduction of new Building Standards for energy efficiency, NetZero Carbon, and Passivehous continuing to drive innovation and change in this sector. As per our pilot projects referenced above we will develop new build pilot projects to ensure we are bringing best practice to our new homes. In addition to the Council's own new build, through the Design Standard and SHIP discussions we will encourage RSLs to meet similar high standards of energy efficiency in their projects.

We anticipate that each of these development types, alongside any other to emerge which are similar, will help us towards our NetZero ambitions and we will actively support and encourage developments that fulfil such criteria.

Poor quality homes (Below Tolerable Standard)

The tolerable standard sets out the basic requirements for a healthy safe home. It applies to all tenures and is as defined by section 86 of the 1987 Act and amended by section 102 of the 2001 Act and section 11 of the Housing (Scotland) Act 2006:

'A home that meets the current tolerable standard if meets all the criteria set out in the legislation, but the property is below tolerable standard if one or more of the criteria are not met'.

The criteria are set out in the act. It is estimated that 2% of properties in Scotland are classified as Below the Tolerable Standard, we do not have the statistics for West Dunbartonshire but it is estimated to be around 1% to 2%.

These homes are rarely found in the social rented sector due to the various requirements on social landlords and as a result, they are primarily found in the private rented and owner-occupied sectors.

When these properties are identified, as per our Statement of Assistance, we will support the property owners by providing support and guidance using formal measures such as maintenance orders and works notices where appropriate.

We intend to utilise other initiatives, such as energy efficiency improvements, our private landlord forum, and our relationship with colleagues in HSCP, to identify and support owners in the most appropriate way.

Conclusions

Quality homes are the foundation of many of our ambitions including reducing our impact on the environment, reducing fuel poverty and supporting the health and wellbeing of our residents. Achieving these goals will require effort, not only from ourselves, but also our strategic partners, home owners and private landlords.

In order to help everyone contribute towards these ambitions, education is important. Our survey identified that 70% of people did not know that we offered an energy advice service. Therefore we will look to promote the energy advice service to our residents and enable the energy advice officer to link in with colleagues in housing operations and Working4U to ensure that households are helped to increase their incomes.

Action 2.1: Promote the energy advice service to residents, and landlords through the landlord form, across West Dunbartonshire Council are and report annually on number of households helped and type of advice required.

Education and learning is also important for West Dunbartonshire Council as the strategic housing authority. Understanding, technology and best practice energy efficiency measures are constantly evolving and changing and we want to ensure that we are taking best practice forward for our homes.

Therefore in addition to continuing our planned asset management investment and strategies we will look to carry out a number of holistic pilot studies both in our existing homes and future developments. These will allow us to try new technologies and work with tenants to understand their experiences of these new measures.

Action 2.2: Develop, track and share the findings from a number of holistic energy efficiency retrofit and new build pilot projects.

Area based schemes such as HEEPS:ABS, the District Heating Network and the upcoming LHEES report offer us the potential to approach, and tackle, energy efficiency and fuel poverty on a community focused basis. Therefore, we will work where possible to maximise the number of homes and households who benefit from these opportunities. Further, funding opportunities may present themselves and we will aim to utilise this funding as much as possible.

Action 2.3: Maximise the number of households who benefit from area based schemes and report annually on the number of households who have been supported through area based opportunities.

Finally, new build homes offer an opportunity to ensure that all new homes we add to our housing stock are designed with best practice energy efficiency in mind and can cater to a variety of needs of households. We understand a review of Housing for Varying Needs is underway and we anticipate building standards will continue to evolve and as such we will continue to ensure our design standard for affordable homes reflects best practice and therefore we commit to updating it at least once within the lifetime of this strategy.

Action2.4: Update the Design standard to reflect best practice to ensure all affordable homes in the area are designed and built to highest standard including dementia design and wheelchair specialist homes.

DRAFT

Chapter 3: Homelessness and Housing Options

Tackling homelessness has been a focus of Scottish Government policy and the legal and regulatory framework which has been put in place means that Scotland has some of the strongest rights in the world for anyone experiencing homelessness.

However, there is an ambition to do more to ensure that people experiencing homelessness can access the accommodation and support they need. This ambition focuses on preventing homelessness in the first place and then preventing it from recurring through the provision of supportive pathways.

The forthcoming introduction of the Prevent Duty will increase the focus on the prevention of homelessness and place a duty on many of our partners such as Health and Social Care Partnership, education and criminal justice to highlight and work to prevent homelessness too. This represents an opportunity to assist people earlier but will also be a challenge to ensure that we have the resource available, in the face of short-term funding plans, to assist both our partners and those households they, and ourselves, identify.

Statutory requirement summary

Local authorities have a duty:

- To provide advice and information about the prevention of homelessness;
- To carry out a robust homelessness assessment within 28 days;
- For the provision of suitable temporary accommodation for those who require it;
- To secure the provision of permanent accommodation when assessed as homeless; and
- To assess support needs for those found to be "homeless or threatened with homelessness unintentionally" and who we have reason to believe requires a support assessment.

And a power:

- To assess whether a household has a local connection;
- To refer those where no local connection has been established to another local authority that they have a connection with; and
- To assess intentionality (to have done something deliberately, or failed to do something, which resulted in homelessness).

These duties and powers have been shaped by 35 years of legislation and regulation. In addition to this summary, more detailed information is available in our background papers.

Scottish Social Housing Charter Outcomes

Our approach to tackling homelessness is linked to the Scottish Social Housing Charter, which sets out the outcomes and standards that all social landlords should be delivering for their tenants and other customers.

The Charter:

- describes the results that tenants and other customers expect social landlords to achieve
- covers social landlords' housing activities only
- can be monitored, assessed, and reported upon by the Scottish Housing Regulator
- Does not replace the legal duties that apply to social landlords.

The Council has to report on these outcomes annually to the Scottish Housing Regulator and makes this information available to the public each year in October.

Evidence about homelessness in WDC

Number of homeless households

Homelessness figures remain high in West Dunbartonshire. During our Homelessness Strategy "More than a Roof", which covered the period 2017/20 there was a reduction in homeless applications of 2.6% over the 3 years to a figure of 1021.

Who is homeless in West Dunbartonshire?

The age profile of those presenting as homeless in West Dunbartonshire has remained relatively stable in recent years, although in the last year of "More than a Roof" there was an increase in applications from those over 60 years old.

Figure 14 – Table showing Homeless applications by age

Year	2017/18		2018/19		2019/20	
Age	**No.**	**%**	**No.**	**%**	**No.**	**%**
16-17	31	3%	22	2%	38	4%
18-25	259	25%	258	25%	267	26%
26-59	722	69%	715	69%	659	64%
60+	36	3%	42	4%	57	6%
All	1048	100%	1037	100%	1021	100%

Source: Scottish Government - West Dunbartonshire HL1 figures

The rate of youth homelessness continues to be high and a key area of concern and focus. The most recent figures published by the Scottish Government for 2019/20 highlighted West Dunbartonshire as a youth homeless hotspot, with a Youth Homeless rate of 26,7 per 1,000 population against a Scottish figure of 12.7.

There are more applications made from households where the main applicant is male, however, this gap reduced over the 3 year period of "More than a Roof" and in 2019/20 a male was recorded as being the main applicant in 52% of applications, compared to 48% of applications where a female was the main applicant.

In terms of household type, during the 3 years of "More than a Roof" over 70% of applications were received from single people, and around a quarter were from households with children, the vast majority of these being single-parent households.

Figure 15 – Table showing Homeless applications by household type

Year	2017/18		2018/19		2019/20	
Household type	**No.**	**%**	**No.**	**%**	**No.**	**%**
Single Person	759	72.4%	754	72.7%	716	70.1%
Single Parent	189	18.0%	190	18.3%	199	19.5%
Couple	48	4.6%	42	4.1%	51	5.0%
Couple with Children	42	4.0%	48	4.6%	50	4.9%
Other	5	0.5%	2	0.2%	4	0.4%
Other with Children	5	0.5%	1	0.1%	1	0.1%

The core reasons for homelessness in West Dunbartonshire are households being asked to leave their current accommodation and disputes within a household (both violent and non-violent). More data in our background papers.

Homeless Prevention & Housing Options

Preventing homelessness and helping people understand their housing options are the core motivations of both this Housing Strategy and our homelessness strategy, *More than a Roof*, and if homelessness can not be prevented then our Rapid Rehousing Transition Plan aims to help people find settled housing as soon as possible.

The Housing Options approach seeks to help households understand their choices around housing and help them find appropriate housing solutions.

As such, we continue to strengthen our housing options approach by embedding the delivery of a robust housing options service when someone, or a household, makes contact by creating a new role within our team to provide housing options information and advice at the front of our service. We have also reviewed existing homeless caseworker job profiles to incorporate a housing options service.

Further, we have developed our own WDC Housing Options Guide and implemented the Housing Options HUB PREVENT1 guidance to ensure that there was a shared understanding of prevention activities and recording.

Whilst some in-house training and case study review has taken place, as a member of the West of Scotland Housing Options Hub, we will benefit from licences

purchased to allow all staff to use the Housing Options Toolkit when it is rolled out at the end of Summer 2021. This is in addition to continuous staff development and training which includes motivational interviewing, trauma-informed practice (ACEs), mediation and dealing with disclosure for example.

Other new housing options which are being scaled up as part of our Rapid Rehousing Transition Plan include Housing First and converting temporary accommodation to a permanent housing outcome for homeless households who have settled well and wish to stay where they are. RRTP funding has also contributed to the provision of a proactive prevention role for those at risk of losing their existing home and by providing a prevention fund.

West Dunbartonshire Council continues to work closely with partners on the West of Scotland Housing Options Hub (includes East Dunbartonshire, Renfrewshire, and East Renfrewshire, North and South Lanarkshire, and Glasgow City Council and GHA) to seek service improvement in the delivery of housing options and the prevention of homelessness.

We reviewed and re-launched our Help to Rent West Dunbartonshire rent deposit guarantee scheme to support the private rented sector as a viable option for households across West Dunbartonshire.

The Prevention Review Group (PRG)

The Prevention Review Group (PRG) was set up at the request of the Scottish Government to take forward work on preventing homelessness identified by the independent Homelessness and Rough Sleeping Action Group (HARSAG) and the subsequent Scottish Government /COSLA Ending Homelessness Together Action Plan published in 2018. The Group's task was to identify legal duties on local authorities and other public bodies to prevent homelessness.

The PRG included representatives from local authorities, HSCP, and third sector organisations. A consultation was carried out that included speaking with people who have lived experience of homelessness and frontline workers.

Effective homelessness prevention requires action as early as possible. People facing housing difficulties may be involved with various services before they make contact with housing or homelessness service, providing potential opportunities to act early. Health and social care services, children's services, police, and prisons may all work with people who are at risk of homelessness, as well as social and private landlords, providing opportunities to identify issues early and intervene.

Therefore, the PRG has identified a need to introduce a duty or duties to prevent homelessness on services beyond homelessness and housing. We expect this duty to be introduced during the lifetime of this strategy and once we know what this duty will look like and understand the ways it may increase demands on some of our

services and staff, we will look to work with partners to put policies and protocols in place to help them identify people at risk of homelessness early.

Homeless Prevention and Rapid Rehousing Transition Plan

The cornerstone of the recommendations of the Homelessness & Rough Sleeping Action Group (HARSAG) is a transition to a Rapid Rehousing approach, of which Housing First forms a smaller yet significant component.

Rapid Rehousing is about taking a housing-led approach for people that have experienced homelessness, making sure they reach a settled housing option as quickly as possible rather than staying in temporary accommodation for too long.

Where homelessness cannot be prevented, Rapid Rehousing means:

- A settled, mainstream housing outcome as quickly as possible;
- Time spent in any form of temporary accommodation reduced to a minimum, with the fewer transitions the better; and
- When temporary accommodation is needed, the optimum type is mainstream, furnished, and within a community.

And for people with multiple needs beyond housing:

- Housing First is the first response for people with complex needs and facing multiple disadvantages; and
- A highly specialist provision within small, shared, supported and trauma-informed environments if mainstream housing, including Housing First, is not possible or preferable.
- Each Local Authority was required to develop their plans in collaboration over a planned and costed phase of 5 years (2019/20 to 2023/24). Rapid Rehousing Transition Plans are now an integral part of the Strategic Housing Investment Plan (SHIP) and will be reviewed annually as part of the SHIP process.

The Rapid Rehousing Transition Plan is designed to be a working tool which:

- Sets out the local housing market and homelessness context in West Dunbartonshire;
- Provides the baseline position of temporary accommodation supply;
- Identifies support needs to enable rapid rehousing;
- Sets out West Dunbartonshire Council and partners' 5-year vision for temporary accommodation supply;
- Details the actions required to achieve our vision for temporary accommodation supply and settled housing options for homeless households; and
- Provides a Rapid Rehousing resource plan required to deliver the plan.

Home at the Heart is West Dunbartonshire Council's first Rapid Rehousing Transition Plan for the period 2019/20-2023/24. The plan was developed in partnership with key stakeholders including the West Dunbartonshire Health and Social Care Partnership and local Registered Social Landlords. It followed on from the good work and progress made in "More than a Roof", West Dunbartonshire's previous homeless strategy 2017-2021.

The plan also confirms that rough sleeping is not a widespread issue within West Dunbartonshire and that the rehousing outcomes being achieved for homeless households are largely positive. However, challenges exist, with the levels of overall homelessness and youth homelessness which remain the highest in the country, the proportion of homeless households with multiple and complex needs increasing, and the number of households that lose contact with the service being a cause for concern.

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

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

Objective One - Whole Systems approach to the prevention of homelessness

An enhanced prevention service has been launched under this objective to ultimately reduce homelessness demand in West Dunbartonshire and to stop homelessness from happening or reoccurring.

The current Section 11 process will be reviewed with the aim to intervene at an earlier stage to stop homelessness from occurring. Other pilot projects will be explored contributing to preventing homelessness.

Objective Two - service users with low or no support needs to access settled housing quickly

Measures put in place to house those with no and low support needs as quickly as possible which is one of the main aims the Scottish Government wanted in every RRTP.

To enable this to happen requires current applicants to be housed and for new incoming demand to also be housed at the same time meaning higher letting targets. Annual letting targets will be set based on applicants waiting to be housed and an

assumption on new demand. Targets for all partners are set and agreed upon in Contribution Statements. This then will allow another aim to be achieved, reducing time in temporary accommodation for the same group.

Objective Three - Develop interim housing options which enable independent living and housing sustainment

Under this objective a Supported Accommodation Service was established, this has been in place since April 2019. We have also committed to create defined housing pathways for the following particular groups;

1. Prison Leavers
2. Care Leavers
3. Armed Forces
4. Hospital Discharge
5. Domestic Abuse
6. LGBT+

To date, we already have the first five in place with the last one currently being worked on and due to be launched in Year 3 of the RRTP.

Another aim under this objective is **Conversions**. Where temporary accommodation is converted to a Scottish Secure Tenancy as our experience to date shows 100% tenancy sustainment. There has also been a budget for conversions however this has been increased through RRTP funding and targets set. Below shows the number achieved in the last 2 years and targets for the remaining 3 years;

	2019/20	2020/21	2021/22	2022/23	2023/24
No of Conversions	11 achieved	32 achieved	Target 30	Target 30	Target 30

Objective Four - Implement a Housing First model which enables the most excluded service users to achieve housing sustainment

The final objective is to establish a Housing First Service for those with multiple and complex needs and who are mostly likely to be excluded from normal routes to housing. It aims to deliver a housing led approach and lead to more sustainable housing outcomes.

The service was set up in our first year of the RRTP and plans are to continue to expand the service throughout the years to meet the projected demand. We have created a specific RRTP pathway for those who would benefit most from Housing First.

Housing First Case Study

Ann (35) had been known to homeless services for several years and had 10 previous homeless presentations as well as failed previous secure tenancies.

Ann has a history of addiction, mental health problems, and past trauma. Ann presented to WDC homeless service after a relationship breakdown and fleeing domestic violence.

She had previously lived in supported accommodation but the previous stepped-up approach required applicants to become "tenancy ready" by first working their way through issues that may prevent them from sustaining a tenancy, but this model proved problematic for Ann and others who required additional support.

The Housing First approach identifies settled accommodation early, allows support workers to be more reactive to the immediate needs of the clients and as such this was the agreed best option for Ann.

Through the Housing First process, she received an offer of housing in her chosen area with an RSL partner. With Housing First additional funding she has been able to choose her furniture and carpets for her property and was also provided with white goods. Ann expressed how grateful she was at having a carpet as her previous tenancies had never felt like a home due to not being able to afford the essential items she needed.

A year on Ann continues to meet with her Housing First keyworker regularly and takes part in regular care plan and key-work meetings. She has been supported to engage in walking and going to the gym which has helped with her anxiety. Ann is also engaging with other agencies to address issues that have contributed to previous failed tenancies. Ann states that she now feels part of a community and does not feel stigmatised for her past issues as she is managing her tenancy and running her own home with the confidence that she will not be going back through the homeless system in the future.

Pathways, Policies and Protocols

Housing works with the WDHSCP and other partners to improve pathways to housing solutions for groups with particular challenges. We highlight here the following groups:

- Prison Leavers
- Young Care Leavers (see Chapter 5)
- Armed Forces Leavers
- People being discharged from Hospital (see Chapter 5)
- Young people facing homelessness
- People experiencing domestic or sexual abuse

Prison Leavers

We have a dedicated Resettlement Officer providing a housing options service to persons with convictions, this is part of a wider prison discharge pathway that ensures West Dunbartonshire Council delivers on the SHORE Standards.

Pathways include supporting individuals to hold on to existing secure accommodation where possible and opening up opportunities for individuals to access secure accommodation and/or Housing First direct from prison.

Other initiatives such as closer working relations with Community Justice partners, signing up to the Scottish Prison Service data sharing agreement, and developing Information Sharing Protocols with RSL partners have contributed to early intervention and increased housing options for persons with convictions.

Leaving Care Housing Protocol

West Dunbartonshire's Leaving Care Housing Protocol ensures that an integrated and coordinated service exists so that no Young Care Leaver will become homeless on leaving care or lack support to achieve independence and stability within the community.

The protocol is based on the principle that care leavers should have access to secure accommodation and is complemented by our Housing Allocations Policy, which recognises Young Care Leavers as a group given reasonable preference to housing. More details available in Chapter 5.

Armed Forces

West Dunbartonshire Council's Housing Options and Homelessness Officers provide high-quality professional housing advice which can help veterans plan for life outside the military environment. This can include assistance for those whose military service has resulted in a need for additional support or a specific adaptation to their home.

Our officers provide personalised housing options suited to the veterans, and where appropriate their family's needs. Information is available online but they offer housing options meetings for those who require, or would benefit from, advice.

As well as looking at housing solutions, they also provide information and links to other services, which could impact your housing options, such as the Welfare Rights Hub, employment and training, and support services, etc.

For example, if a veteran has recently left Armed Forces and is looking for employment or unsure what their next step is, the Working4U Service can help and the Department for Work and Pension has dedicated armed forces employment champions, there are two within West Dunbartonshire Council; one in Clydebank and one in Dumbarton. The housing options team also works with several third sector partners including Poppy Scotland to assist veterans in settling into post-service life.

Hospital Discharge

WDC's hospital discharge protocol outlines the legislative and operational frameworks agreed between services for providing assessment, planning, and appropriate accommodation for people with housing and health and/or social care needs who are discharged from the hospital (see Chapter 5).

Young people, homelessness and housing options

Young people experiencing homelessness are one of the most vulnerable groups in society. In West Dunbartonshire Council young people aged 16 to 24 make up 9.8% of the population.[5] Despite this, in 2020/21 32% of homeless presentations were from young people.

As a local authority, we have a duty to assess, provide support and accommodate anyone who is assessed as homeless and this includes young people. Young people face many barriers when accessing housing, in particular affordability, worsened by recent welfare reforms, which can make access to housing more difficult for young people than other age groups. Welfare reforms also have implications for the type of temporary housing we can provide; funding is capped at housing benefit level and if the cost to provide supported accommodation exceeds that cost then a funding gap emerges which needs to be met by West Dunbartonshire Council.

Taking a housing options approach will help young people face the challenges and barriers in a comprehensive approach that can involve multiple and varied actions to achieve sustainable housing outcomes for individual customers. Housing options are not just about providing good quality advice, but about working around the person to help them gain the skills and knowledge to make an informed choice about their housing. Having the appropriate range of housing options available to young people, as well as providing support when required, is key to enabling tenancy sustainment.

As a council, we need to be innovative when looking at homeless prevention and the housing options available to young people. West Dunbartonshire Council undertook a Young Persons Housing Options Service. This was across the Clydebank area and involved the use of mediation. The project was a success and has now been adopted across the whole Council area.

West Dunbartonshire Council is exploring option as part of a National Lottery-funded Early Action System Change, West Dunbartonshire Council is working closely with Action for Children who provide a bespoke Youth Housing Options Service for young people aged 16-24yrs.

We are also funding a new Shared Living pilot for young people who would otherwise struggle in their tenancy due to affordability, linked to recent changes in welfare reform, and isolation. This is a new housing option for young people with matching and support services provided by Simon Community Scotland.

[5] https://www.nrscotland.gov.uk/files/statistics/council-area-data-sheets/west-dunbartonshire-council-profile.html#table_pop_est_age

West Dunbartonshire Council will continue to monitor youth homelessness levels across West Dunbartonshire and identify further actions where appropriate.

Domestic and sexual abuse support and strategy

As a local authority, we have a responsibility to prevent and respond to domestic abuse per Equally Safe (Scotland's strategy for preventing and addressing violence against women and girls).

Domestic Abuse is a violation of basic human rights, and this includes children. It is recognised that children who live with domestic abuse are, themselves, experiencing abuse.

In response to this, West Dunbartonshire Council Housing and Homelessness Services have developed a policy to prevent and address domestic abuse. It has been developed in conjunction with the Violence Against Women (VAW) partnership and has been approved there.

This wider policy incorporates our No Home for Domestic Abuse approach to support Council tenants experiencing domestic abuse to remain in their own home and the wider housing options, accommodation, and support services available to everyone living in West Dunbartonshire regardless of tenure.

This policy aims to provide a proactive housing response to preventing and addressing domestic abuse by:

- Providing a sensitive and supportive response to victims/survivors
- Working collaboratively to enable victims/survivors to access a range of housing options, advice, information, and support
- Holding perpetrators to account

The policy is in line with the Domestic Abuse (protection) (Scotland) Bill 2020. This bill has just been passed in parliament and gives the social landlord the ability to apply to the courts for recovery of possession of a house from the perpetrator. This is with the view that the tenancy can be transferred over to the victim. This is the case for joint tenancies too. More details available in our full policy: No Home for Domestic Abuse.

Conclusions

Prevention of homelessness has, and will continue to be, our focus. We have already put in place a number of policies and pathways to support people and households at risk of homelessness to understand their housing options.

We understand that as the HASARG recommendations come into place other public sector bodies such as education and health services will have a responsibility to prevent homelessness. We know that education and making the right information available such as that about tenant rights can be crucial in preventing homelessness and averting crisis. Therefore, as and when, more information about the Prevent duty

is available we will work with our partners to develop a joint approach to helping them fulfil this duty. We already have a good working relationship with a number of partners and this action will build on those relationships.

Action 3.1: Once details are available develop in partnership with other public sector bodies education and support to help them fulfil their prevent duties.

Ensuring that people and households are achieve permanent settled accommodation as soon as possible has been shown to deliver a range of benefits for their health and wellbeing. As such, and in line with the HARSAG recommendations we have developed our Rapid Rehousing Transition Plan and intend to deliver the actions and outcomes set out in that. Therefore, we will commit to deliver that plan including the development of a LGBT+ pathway acknowledging the particular challenges those who are LGBT+ can face, as identified in our HIIA.

Action 3.2: Deliver our Rapid Rehousing Transition Plan including the development of a LGBT+ pathway to support people with these characteristic when they are at risk or, or experiencing homelessness whilst committing to continually reviewing our other pathways to ensure they reflect best practice.

Our Housing First model is for those tenants who have complex needs which have historically made sustaining a tenancy difficult and these tenancies come with significant levels of support and as the case study above makes clear it can be transformational.

The goal for this model is to firstly help people become established in their own home and able to participate and be part of heir communities. In turn, it should help prevent future homeless presentations and whilst resource intensive can bring significant benefits, and therefore cost savings, for many parts of the public sector including the NHS and social services.

However, at the moment housing first is a pilot with funding only agreed for three of the five years of this strategy and thus we will need to work with our partners to establish how to best fund this service going forward.

Action 3.3: Work with our partners to establish long term financial support for Housing First acknowledging the variety of benefits it delivers across the public sector.

Finally, our survey respondents and HIIA process identified that one of the major components needed for our approach both homeless prevention and rapid rehousing to be successful is a steady supply of homes available across all tenures and types, but in particular affordable housing and therefore this part of the strategy links closely to other actions and ambitions, primarily around the development of more, new homes including those set out in chapter 1.

Chapter 4:
Place and Community

Our places, our towns, and communities are where many of the ambitions of this strategy intersect. The physical buildings, which provide us with homes, sit within and help create places and therefore we must work to make these places the best that they can be.

High-quality places which are safe, vibrant, and community-focused are home to people who are healthier and happier. For example, creating places which encourage people to take fewer car journeys and instead travel safely and pleasantly by foot, bike or public transport brings benefits for both their health and is more sustainable.

Focusing on the local area will be important for making our places resilient to climate change too; by considering our planting and trees which absorb rainfall and provide shade, and local food growing initiatives to reduce food miles.

Place making as a public health priority

Our places can have an important role in encouraging active travel, such as walking and cycling and by making routes safe and pleasant we can encourage and support, improvements in the physical wellbeing of the residents who live there.

There are also benefits to be had for mental wellbeing, for example studies have shown that access to green spaces, such as parks, can boost mental health by improving mood, reducing stress, and encouraging activity (Mind, 2021). To maximise the positive role of green space, both new and existing spaces need to be integrated into our places and communities so that everyone has good access to these benefits.

Therefore our places play an important role in health and this applies across all ages and demographics including children. The WHO (2016) has shown that access to green space for children is important for both cognitive and physical development, for example allowing them to develop fine motor skills which are important for adulthood.

Place making and climate change

The recently established Climate Change Strategy identifies that our places will have an important role to play in our ability to respond to, and be resilient to, climate change.

Flood prevention systems and technical flood planning will be part of that approach but it is important we also support and contribute to attempts to manage water in our neighbourhoods. For example through using permeable surfaces, planting specific

types of plants, and mechanisms such as rain gardens which slow the pace of water. These types of interventions can bring other benefits such as cooling on hot days and providing biodiversity for animals.

These types of actions can build our resilience and capacity to respond to changes but our places also have an important role to play in helping our communities reduce their carbon emissions by reducing the need to drive, promoting walking and other active travel choices by making sure our homes sit within places of short distances. Thus meaning within short distances people can be connected to other places, for example by bus. West Dunbartonshire is well placed as it is fairly compact and largely urban and this links to 20-minute neighbourhoods covered below.

We will do this by supporting town centres and neighbourhoods to provide our communities with the amenities they need, as set out below, and by working with colleagues in other teams to ensure that the space around our homes contributes to our resilience to climate change for example through biodiversity.

Place making and planning context

"Creating places is about giving our communities an identity and making West Dunbartonshire a place where people want to visit and live. It is about integrating and thinking about how houses, communities, open spaces, schools, other community facilities, town centres, industrial areas and the countryside come together to create places that people are proud to call their home."

West Dunbartonshire -Local Development Plan 2

Local Development Plan 2 sets out a design framework based on creating places for people and focussing on a green infrastructure first approach to design. This approach will help to create new communities and places whilst strengthen existing ones. Polices CP1 and CP 2 of the LDP 2 set out the requirements in this regard and achieved the first Building with Nature Accreditation in the UK.

High-quality places and design is also a priority for the Council and as such, a Place and Design Panel has been established to raise the standards of design and place-making within West Dunbartonshire and is a formal process that will benefit proposals brought to the Panel through the provision of a workshop approach, bringing various skillsets together. The Place and Design Panel Terms of Reference detail the work of the Panel and the types of applications that it will consider.

Policy CP 4 of the Plan requires developers to incorporate the recommendations of the Place and Design Panel. If the developer chooses not to do so, justification must be provided as to why the recommendations have not been adhered to.

20 mins neighbourhoods

What is a 20-minute neighbourhood?

20 minutes or approximately 800m based upon average adult walking time. Within this distance, a short ten-minute walk there and ten minutes (total time 20 minutes)

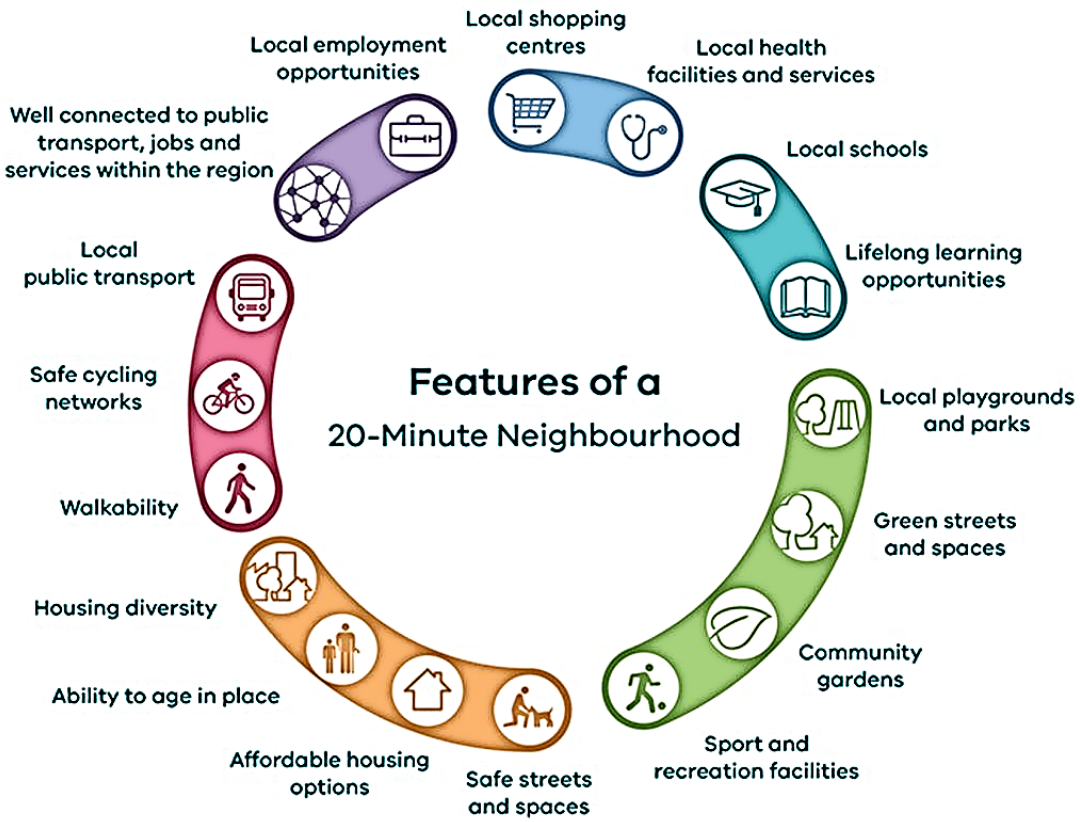
back you should be able to access and use, services, amenities such as public transport links, and green spaces.

Our consultation noted the differences between good (some amenities available nearby, more within reach by public transport) and great (lots of amenities nearby such as in town centre locations) but the opportunity to make good amenities great for example by good, safe paths, cycle routes and cycle storage at home and at destinations such as schools and stations. This was reflected by our survey respondents;

72% of whom thought that 20 minute neighbourhoods would improve their neighbourhoods

52.5% thought it would encourage them to walk or cycle more.

Indeed, walkability is an important feature of a 20-minute neighbourhood but it also supports cycling and public transport use. This may require a more dense urban form but neighbourhoods that fulfil these principles have been shown to have positive outcomes for health and wellbeing, alongside supporting reduced carbon emissions.



20-minute neighbourhoods and policy context

20-minute neighbourhoods are a concept that has been gaining popularity in policy for several years. The idea originated in large cities, with Melbourne and Paris being

the most famous examples, but it is increasingly viewed as a good model for all neighbourhoods.

The recent pandemic has highlighted the importance of having good quality local amenities such as shops and green spaces and as a result, the Scottish Government, in the most recent programme for Government (2020), identified 20-minute neighbourhoods as something they support and we anticipate it may become more prominent in government thinking as contained within NPF4.

Creating 20-minute neighbourhoods

The most obvious first step in creating 20-minute neighbourhoods is to carry out community reviews. This involves taking the above graphic list mapping up where amenities such as schools and public transport are, types of housing available, and establishing how walkable an area is.

In addition to the physical elements of the space both our HIIA process and survey respondents felt strongly that feelings of safety should be prioritised for example well lit and overlooked streets, wider paths to allow those using prams or wheelchairs to move around easily and cycle safety measures.

This is no small project and it makes sense in the first instance to align it with other initiatives or projects, for example the Alexandria Masterplan or Queens Quay Masterplan which can help involve residents in creating the places they want and weave the 20-minute neighbourhood into that. It may be that some amenities or services will be shared between communities, depending on the size of the area, but these must be connected by public transport and active travel routes.

Town Centres

Town centres are highly accessible, have good public transport connections and a large number of amenities. There are several smaller and larger town centres within West Dunbartonshire.

Our main town centres are Clydebank, Dumbarton, and Alexandria which are well connected by public transport and offer a range of retail and leisure opportunities for their catchments. In addition to these are smaller centres which typically offer shops, transport links, and schools and are located in areas throughout West Dunbartonshire including Faifley, Duntocher, Old Kilpatrick, Bowling, Milton, Renton, and Balloch.

Looking forward, housing within these areas can bring huge benefits in terms of vibrancy, driving demand for amenities, as well as allowing people to be less reliant on cars. Ultimately, the inclusion of housing can help town centres be resilient places.

Our planning and housing policies promote the Town Centre First Principle and we utilise the toolkit for example the work undertaken in Alexandria to create the

Alexandria masterplan. Further, any new developments aim to be sensitive to the local area and through our work around tackling empty homes we aim to bring empty properties in our town centres back into use. All of which aim to support and promote our town centres.

Housing Renewal and Regeneration Areas Strategy:

Quality places are resilient and as we as a council look to build more resilient communities we want to ensure our homes and their respective places continue to support this ambition. This is already evident in a number of our planning and housing policies but the Local Housing Strategy allows us to identify areas for renewal and regeneration where additional focus is required.

The principal criteria used in designating the priority Housing Regeneration Areas were the Scottish Index of Multiple Deprivation (SIMD) statistics, the findings from the Council's Asset Management assessment, details in chapter 2, and analysis of the capital investment made in the area. We had in the draft version excluded Bellsmyre from our regeneration areas due to the improvements in the SIMD statistics but our survey respondents and workshop feedback felt strongly that it should be included.

The areas identified and proposed are set out below:

- Haldane, Balloch
- Bonhill, Alexandria
-
- Brucehill, Dumbarton
- Westcliff, Dumbarton
- Castlehill, Dumbarton
- Bellsmyre, Dumbarton
-
- Mountblow, Clydebank
- Dalmuir, Clydebank
- Drumry, Clydebank
- Faifley, Clydebank
- Clydebank East, Clydebank

While these areas were termed housing regeneration areas, the importance of linking proposals here to wider social and economic outcomes is recognised. The Strategic Housing Investment Plan will give a degree of prioritisation to projects located in these areas.

Not all of these areas contain prospective new housing sites but in these cases, other regeneration avenues will be explored including holistic refurbishment programmes and other forms of investment into these communities. For example,

supporting active travel through twenty-minute neighbourhoods or the expansion of district heating systems.

It should be stressed that investment in new affordable housing will not be confined to the regeneration areas. When deciding on the priority for any given new affordable housing proposal, several factors are taken into account including the availability of land, type of housing being proposed, deliverability, and value for money. Projects proposed for inclusion in the WD SHIP are scored against a matrix of factors and their priority is assessed accordingly.

Empty Homes Strategy

Making the most of our existing homes is a key policy focus for this strategy and a priority for both West Dunbartonshire Council and the Scottish Government.

Our Empty Homes Strategy was recently updated and approved in February 2021 and establishes the strategy's key objectives as:

- maximise the re-use of empty homes,
- reduce the number of long term empty problem properties,
- help to alleviate the effects of homelessness and a waiting list in WDC
- support Town Centre regeneration.

WDC has a target to bring back into use 25 empty homes each year and during the last financial year (April 2020 to April 2021) brought 29 long-term empty properties back into use. There are 352 empty homes still on the register and they are spread across the council area:

- Alexandria 105
- Clydebank 145
- Dumbarton 102

The Empty Homes Strategy works in alignment with the Buy-back Strategy, details below, and so far 15 out of the 40 homes purchased through the Buy-Back scheme have been empty homes and we are hoping that should more empty properties be suitable to be purchased through this scheme, we could then use the existing Empty Homes Loan Fund to refurbish these properties if necessary, making more family homes available for social rent for perpetuity.

Empty Homes and increased council tax

The Scottish Government announced in 2012 that local authorities would be given new powers to help reduce the number of empty homes and since April 2013 Councils have had the option to reduce, increase or maintain discounts on second homes and long term empty properties with the further option to increase council tax owed for properties that have been empty for 12 months or more.

From April 2014, West Dunbartonshire Council has agreed to adopt a new policy that is intended to reduce the number of empty properties in our area. This policy included doubling the council tax for long-term empty homes.

Following a review of the Empty Property Discount Policy, some discretionary elements have been agreed upon that will prevent the application of a double council tax charge for properties that have been empty for over 12 months in some circumstances.

Existing owners of empty homes can apply for a maximum three-month discretionary exemption to allow them to do required works, for example make it suitable for habitation or prepare it for sale. Meanwhile, new owners can apply for up to 12 months to allow them to carry out required works.

Compulsory Sale Orders

The Scottish Government has intended to legislate to introduce a Compulsory Sale Order (CSOs) Power for vacant land and buildings. When introduced CSOs will be a legal mechanism intended to help local authorities address the many thousands of empty homes and vacant urban land across the nation.

CSOs would allow the authorities to sell these buildings and plots to the highest bidder after they have been derelict for a set period, allowing them to be regenerated.

This would give the Empty Homes Strategy and officer an additional tool in those instances where all other means of engaging with the owner have been exhausted. The intended legislation that would introduce these powers was delayed because of BREXIT and the COVID-19 pandemic but we await its introduction and more detail.

Compulsory Purchase Orders (CPOs)

Many public sector organisations (e.g. local authorities, Transport Scotland) and a range of infrastructure providers (e.g. energy transmission companies) have powers to purchase land without the owner's agreement if there is considered to be a strong enough case in the public interest in doing so, this is known as a Compulsory Purchase Order (CPO).

The CPO process can be lengthy, fraught, and time-consuming and therefore we are wary of using this power, particularly when linked to empty homes, and instead welcome the prospect of Compulsory Sales Orders instead for these properties.

Otherwise, Compulsory Purchase Orders will be viewed as an option of last resort for properties that are structurally unsound, unsafe, or are otherwise putting communities at risk but we will always seek to work with owners and landlords before taking a CPO forward.

Buy Back Strategy

West Dunbartonshire Council's Buy Back Scheme was updated and approved in October 2019. It allows the council to purchase homes previously sold through Right to Buy to increase the amount of affordable housing available. To meet the demand for housing, the scheme has clear aims and criteria.

The main aims of the scheme are:

- To acquire housing that can increase the stock of WDC social housing;
- Help maintain or create viable sustainable communities;
- Assist with managing the effects of Welfare Reform;
- Assist the council with SHQS /capital Improvements;
- Potentially assist with bringing empty homes back into use.

We are keen to see our registered social landlord partners also take a strategic approach to buy-backs to help deliver the objectives of the LHS. Negotiations are ongoing with the Scottish Government's More Homes division regarding Affordable Housing Supply Programme funding for the buy-back programme.

Tenant Participation

Involving You, the Council's Tenant Participation Strategy for 2021-2024, aims to involve tenants in decision-making about their homes and the services they receive. It does this by enhancing feedback to tenants, continuing to encourage the involvement of under-represented groups including young people, homeless people, and minority ethnic groups, and promoting the personal benefits to tenants of participating in decision-making processes.

The strategy builds upon previous successful strategies and is informed by both the Housing (Scotland) Act 2001and the Scottish Social Housing Charter requirements, which set out between them tenant rights and council duties.

We recognise that involving tenants and other service users in decisions about their homes, services and communities helps us continually work to improve these same places and homes alongside the services we offer and as such we are committed to continually improving and listening to our tenants and residents.

We also recognise that getting involved brings benefits for our tenants and communities and as such we aim to provide a variety of different opportunities and formats to help get as many people as possible involved including Housing News, our quarterly newsletter, Tenants and Residents Associations, Scrutiny Panel, attending focus groups and public meetings. More details can be found in the strategy.

Conclusions and actions

Places and communities are vitally important to both our resident's health and well-being and our ambitions to reduce our impact on the environment. Indeed, our survey findings suggest strong support for the idea of 20 minute neighbourhoods and the opportunity they present to improve our places. However, housing is only one part of our places and we do not have control over every element of our places but we will endeavour to work with colleagues in other teams for roads and their active travel strategy ensuring that our homes contribute the best they can. We will commit to carrying out at least one 20 minute neighbourhoods reviews per year with our colleagues and communities where appropriate.

Action 4.1: Carry out at least one twenty minute neighbourhood review per year with colleagues from other teams, and communities where appropriate, identifying gaps and priorities. In addition we will support other teams strategies which are in alignment with these principles for example active travel and economic development.

Beyond 20 minute neighbourhoods we will work to support our places across a number of measures. For example our town centres and housing renewal areas, our survey responders demonstrated clear support for prioritising investment in these areas. We will report back annually on the investment made and projects taken forward in these areas by both ourselves and partners such as the registered social landlords active in West Dunbartonshire. This may include new homes, connections to district heating and retrofit homes for energy efficiency.

Action 4.2: Report annually on investment actions taken into town centres and housing renewal areas by ourselves (West Dunbartonshire Council) and our partners.

All of these measures require that we make the most of our existing homes and indeed we have a number of policies, strategies and tools at our disposable to help us do this. We look forward to the introduction of Compulsory Sales Orders and hope that it will be a helpful tool. In addition to these national polices, our Empty Homes and Buy Back Strategies ensure that we make the most of existing housing in our communities and as such we will report annually on progress on these strategies.

Action 4.3: Report annually on the number of homes brought back into use by the Empty Homes officer and strategy and report on the number of homes purchased by the Buy Back officer and strategy.

Feeling part of a community and having a say in your community are both really important for building sustainable and resilient places which reflect the ambitions and aspirations of the people who live there. We have recently updated our tenant participation strategy and commit to delivering this and constantly seeking to improve

not only opportunities to become involved but support our places, communities and homes.

Action 4.4: Commit to delivering the Involving You Tenant Participation Strategy and in doing so look to continually improve how we engage and communicate with our tenants and residents, encouraging the involvement of underrepresented groups, to ensure that our homes and places reflect what the people who live there want to see.

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Chapter 5: Supported, Specialist and Particular Needs Housing

Housing has an important role to play in health because homes can impact on people's health in a way that few other factors can. Homes are where people spend a significant portion of their time and the links to physical health are clear but homes also invoke feelings of safety and security and therefore have important connections to mental health too.

Having access to the right housing can deliver positive mental and physical outcomes and this is particularly the case for those who require specialist accommodation, support to live independently or have housing requirements that vary from other groups.

This chapter sets out how we plan to ensure these groups have access to the housing and support they require. This will require close working across Council services and in particular with our colleagues in the Health and Social Care Partnership (HSCP). We have set out what that relationship will look like below before setting out local demand and our approach over the coming five years for specialist, supported and particular housing.

Housing and HSCP

Housing Contribution Statement

Housing Contribution Statement (HCS) is the aspect of the Strategic Plan which acts as a "bridge" between the Integration Authority's Strategic Plan and the Council's Local Housing Strategy. It outlines the key areas of joint working and shared objectives. It forms part of the West Dunbartonshire Health and Social Care Partnership Strategic Plan: 2019 – 2022.

The Housing Contribution Statement echoes the Strategic Plan in highlighting key areas where Housing and HSCP will be working together in the coming period to:

- Provide a housing support service enabling long term clients to be supported within West Dunbartonshire
- Continue to develop plans for new and refurbished housing
- Develop Services at Points of Transition
- Provide preventative interventions and supports
- Ensure rapid access to assessment, and provision of aids and adaptations
- Seek to develop supported housing solutions for younger adults with complex needs.

Housing will continue to engage with the HSCP over updates to the new Strategic Plan.

Need and demand for specialist accommodation

Several trends are going to influence the need and demand for specialist, supported, or particular housing in West Dunbartonshire. These are long-term trends and this is only a five-year strategy, however it presents us with an opportunity to continue to build upon work done to date and take into consideration best practice.

Changing demands on housing stock

The overall population in West Dunbartonshire is predicted to decline but the percentage of the population aged 65 and over has been increasing over the last 20 years and is expected to continue to increase from 18.8% currently to 22.8% in 2028 and 25.7% in 2043. Those aged 75 and over are predicted to rise from 8% currently to 9.6% in 2028 and then 14.3% of the total population.

Levels of frailty and ill health within our communities would be expected to rise in accordance with this aging population, however, we also have levels of frailty due to long-term conditions and co-morbidities within our under 65 population.

More support required

In West Dunbartonshire, life expectancy at birth was higher for females (79.2 years) than for males (75.0 years) in 2016-18 and has been improving in recent years. Healthy life expectancy measures how long people are living without debilitating health conditions, chronic illness, or disability. This is not the same as life expectancy. For example for females currently aged 60-64 years in West Dunbartonshire, the average life expectancy is a further 22 years, but only 11 of these years are expected to be spent in good health.

One of the Scottish Government's National Health and Wellbeing Outcomes is that 'People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community'.

People living longer with more complex health conditions means we need to consider and plan for the needs of people being supported at home often over a number of years. Over 1,400 people in West Dunbartonshire currently receive support from the HSCP's Care at Home services with over 10,000 hours of home care provided in a typical week. Around 2,000 people also have the support of a community alarm to provide an emergency response from Care at Home should they become unwell or experience a fall. As our population ages and people live longer with more complex health needs these numbers will increase as will the demand on appropriate housing and/or aids and adaptations.

It is not just older households who require support to live at home but a variety of different groups including people with physical disabilities or complex health conditions who may require to use mobility aids, specialised equipment or wheelchairs and people with learning disabilities whose support allows them to live otherwise independently. Meanwhile, for others, that support might not be in the home but around it, for example for those experiencing poor mental health or particularly vulnerable groups such as Prison Leavers, Young Care Leavers or people being discharged home from hospital where their housing situation has become a barrier.

What does this mean for housing need and demand?

Older households mean we need to plan for smaller households whilst looking to provide housing which is:

- Suitable for people with mobility problems & users of scooters
- Suitable for people with dementia
- Future-proofed and adaptable to suit changing needs
- Provides choice so households can decide the best option for them.

Crucially our housing stock must seek to make it easier to support people and not act as an impediment to them living a fulfilling life. Thus, this might require housing that has been designed or adapted with a specialist requirement in mind, or that facilitates a degree of independence for example supported living units.

Specialist Housing

Older people's housing

There are approximately 550 purpose-built amenity, retirement and sheltered homes across West Dunbartonshire. They are primarily owned and managed by either West Dunbartonshire Council or our strategic housing partners.

Each of these three types of accommodation offers something slightly different with amenity properties offering emergency response, maintained garden areas, secure entry and repairs service; to retirement which typically offers the addition of a staff presence, some support to residents, laundry and sometimes meals facilities; through to sheltered housing which offers considerable support to residents as well as usually a 24 hour warden presence on site.

We continue to develop new affordable housing options for older households and will be looking to review whether existing housing for this group is suitable going forward. However older people's or age-restricted housing will only ever accommodate a small number of households thus the majority of older people's housing going forward will be formed of existing mainstream homes allowing people to 'age in place'. It may not be the home the person currently lives in as they may require a property with different attributes or they may require right sizing.

Older people's housing was identified by our survey respondents as another focus and area where they would like to see more options available and many felt that internet should be readily available for this group.

Accessible housing & delivery of wheelchair housing

'Accessible housing is the cornerstone of independent living. Without an accessible home, it's clearly impossible for many disabled and older people to live as equal citizens – to work, to play, to have relationships, to be active members of our communities and all that follows from that: in other words to do all the things non-disabled people take for granted.'

> Etienne d'Aboville Chief Executive, Glasgow Centre for Inclusive Living.

Ensuring our homes are easy to get into, out of, and around is of utmost importance and should form the cornerstone of our approach to both new and existing homes.

People who use wheelchairs face particular design and accessibility barriers, both in and around the home and in the wider environment. Projections indicate that over 31,000 people with disabilities will experience unmet housing needs in Scotland by 2024 (CIH and Horizon 2017).

The recommendation from this report included the development of new wheelchair standard homes for owner-occupiers and tenants; support for home adaptations across tenures; and efficient allocation of accessible and adaptable homes in affordable and social rented sectors to help resolve these challenges.

Our Design Standard necessitates 10% of affordable homes to be wheelchair standard to access affordable housing supply programme funding. We also provide details of wheelchair space standards, alongside required design features in our Design Standard which are required in addition to complying with Housing for Varying Needs and the latest Building Standards.

This requirement applies to the affordable housing sector but is discretionary for private developers and delivering private wheelchair user standard homes can be a challenge and may require national policy change. As such the affordable housing sector continues to be vital and as such so are their allocation policies to ensure the right people have access to appropriate housing.

Respondents to our survey and our HIIA process both identified the vital role wheelchair appropriate housing play and thought it should be prioritised because it could have a significant impact upon people's ability to live independently or provide car to children who use wheelchairs.

People with disabilities

Taking a person-centred approach can help ensure that everyone, regardless of their ability level can access a home that meets their needs and allows them to access support if they require it.

Inclusive design allows people who use wheelchairs, some or all of the time, to use their wheelchair easily and this design, in turn, can also help people of varying levels of mobility, or ability, to use the space. For example, wide door frames cater for people who use electric scooters or walking supports either long term or whilst recovering from injury.

Thus, inclusive design enables future-proofing for everyone whose needs may change permanently, or temporarily, over their lifetime. We understand Housing for Varying needs is under review and may be updated in the time of this strategy. We welcome these updates as they will apply across all new developments, regardless of tenure.

Therefore, like many areas new build home offer an opportunity to develop custom homes which deliver best practice design but existing homes are also important and it is crucial we think about how best to make these work. As set out in the following sections adaptations such as chairlifts, hoists and ramps can be important supports for many different ability levels.

Adaptations & policy for adaptations & allocating adapted property

In comparison to new homes where best practice and inclusive design are more easily integrated into homes, existing homes can represent more of a challenge and may require adaptations to allow people with varying levels of ability or frailty to continue to live in their existing home. Adaptations include ramps, showers, door alterations, path widening, and handrails.

West Dunbartonshire Health and Social Care Partnership's Community Teams carry out assessments for equipment and adaptations to make it easier for people to live independently. Adaptations for tenants of West Dunbartonshire Council are provided and funded through the Council and registered social landlords have access to an adaptations budget from the Scottish Government. There is also grant funding available to assist home owners and private landlords to adapt their homes.

The community team at WDC can help with applications, and our Care and Repair Scheme can help households complete the work. Further recent Scottish Government guidance should make it easier to adapt common areas such as closes to support adaptations, full guidance here.

Care and Repair

Lomond and Clyde Care & Repair Limited are a community based organisation covering all of West Dunbartonshire. Funded by West Dunbartonshire Council, West Dunbartonshire Health and Social Care Partnership and Community Planning West

Dunbartonshire, they offer advice and assistance to older people and people with disabilities who are homeowners or private rented sector tenants to enable them to have their homes repaired, improved, or adapted.

Further, they also offer a small repairs service which provides a trusted team of small repairs maintenance workers to carry out small repairs to people's homes, to enable them to remain safe and secure within their own homes, whilst retaining as much independence as possible.

Aids and Adaptations

Aids and adaptations while effective can often be costly, particularly where more complex adaptations are required and are also dependent on the design and construction of individual properties.

The design of new homes is hugely important and the development and availability of specialist homes makes it easier to support people to live independently, if this is what is best for them, for as long as possible. Older, existing homes will always represent more of a challenge but remaining in their own home and community can deliver health and wellbeing benefits.

As such we will provide support to help people remain at home, provide assistance with adaptations and use technology to help older households live as independently as possible.

Technology supported housing

Technology is already an integral part of many homes with many households having smart heating systems, speakers or televisions but looking forward we anticipate that technology will become important in helping people to live independently.

For example, technology can help people manage their properties more easily and systems around heating systems are well established but there is a growing area around technology enabled care such as Telecare whereby people can have sensors or systems installed which allow them access to support quickly if required and also provide reassurance to family members and carers. For example, sensors that track movement can highlight when a person's pattern of daily activity has changed and may be of concern or where a person has experienced a fall.

Our survey respondents identified that technology and access to the internet should be an integral part of our specialist and supported housing provision. They felt that internet provision could help people maintain independence, feel less isolated and make it easier to provide care. Therefore we will work will colleagues in HSCP to ensure that we incorporate technology into our care options.

Dementia Housing

There are around 90,000 people in Scotland currently living with dementia, and this number is expected to increase significantly as the proportion of older people within

the national population increases. Locally almost 600 people with dementia received support at home at some point during 2021/22.

West Dunbartonshire Council has committed to CIH's Housing and Dementia Framework and we have incorporated dementia design elements into our design standard to ensure that new homes are dementia friendly. One of the recent developments at Creveul Court in Alexandria has dementia design elements at its core which have been well received by the community and residents who are already benefitting from the good design. Our Design Standard has been updated to encourage the inclusion of dementia friendly elements.

We are aware that new builds can only accommodate limited numbers and that for some people staying in a familiar home can be more beneficial for their wellbeing. Therefore, we need to support people to find the best option for them to allow them to live as independently and safely as possible. Therefore, we will work with colleagues in the HSCP to ensure we follow best practice and are able to provide our residents with choices.

Case Study: Our Creveul Court development in Alexandria town centre delivered 22 new homes including 16 flats and 6 wheelchair bungalows.

The properties were designed to make life easier for people with dementia and have been well received by the tenants who have moved in. They particularly like the communal garden (pictured), town centre location and the design features which help them retain independence.

One resident commented recently that:

"*moving to Creveul Court has been better than any medication that any Doctor could prescribe".*

Supported Housing

For some people living independently will not be an option and supported accommodation models may be the right housing option. The type of supported accommodation and level of support required can vary significantly for example, households with dementia will require different supported accommodation models to

younger people with learning disabilities who are unable or not ready to sustain their property.

Supported accommodation therefore might take the form of sheltered housing for older households where there is staff on-site to help people or it could take the form of a shared house or temporary supported accommodation for those experiencing homelessness to help them access support. Ensuring we have the right mix and types of supported accommodation in the right locations will require ongoing investment and partnership working between HSCP, Housing, and Housing Options.

Individuals with learning disabilities have some of the poorest health outcomes of any group in Scotland. Life expectancy is increasing for people with learning disabilities, but it remains shorter by 20 years when compared to the general population (Scottish Government, 2015). In 2019, there were 458 people with a learning disability living in West Dunbartonshire known to the HSCP's Learning Disability Services.

In line with The Keys to Life, Scotland's learning disability strategy, both the HSCP and Housing strive to tackle the significant health inequalities faced by people with learning disabilities and to improve the quality of their lives. The principles of choice, control, and independence for people with learning disabilities are central to the strategy.

Working in partnership with registered social landlords and support providers, 206 people with a learning disability were living in their own tenancies with support in West Dunbartonshire in 2019.

Significant changes to the number of people with a learning disability living within West Dunbartonshire going forward are not anticipated. Yet, as life expectancy for people with a learning disability is improving this may mean that we have an increasingly older population who have a learning disability and thus have more complex needs. West Dunbartonshire Housing has developed a good working relationship with HSCP Learning Disability Services resulting in good examples of collaborative working, not least in the development of the new six-bedroom Supported Living home at the heart of the St Andrews project.

People with autism

The Scottish Government and West Dunbartonshire Council recognise that the autism spectrum is wide and autistic people are diverse. As a result, there can be no one size fits all solution for their housing needs; whilst some people who have autism live independently, others may require some level of support and the needs of those with autism will likely change across their lifespan. In this section of our Local Housing Strategy, we will set out how we plan to support people with autism going forward.

The latest Scottish Government Autism Strategy has established a National Scottish Autism Prevalence Rate of 1.035% (103.5 per 10,000). This means there are approximately 44,133 autistic people in Scotland and this would proportionally equate to just below 1,000 people in West Dunbartonshire. Therefore it is relatively common and people with autism are represented within the protected characteristics under the Equality Act 2010.

The Scottish Government Autism Strategy identifies four main strategic outcomes and housing plays an important role across many of these. However, it is the healthy life and independence outcomes where housing has the opportunity to play the most visible role, but good housing can assist with all four strategic outcomes.

Whilst autism is not a learning difficultly nor a mental health problem, people with autism are more likely to experience social isolation, mental health issues, and some adults with a learning disability in West Dunbartonshire also have an autistic spectrum disorder.

Therefore some people with autism will require, as part of a wider package of support, specialist housing. We are encouraged to see the Scottish Government commit to ensuring flexibility in the housing grant subsidy arrangements within the Affordable Housing Supply Programme (AHSP) so that social landlords are supported to build specialist housing in accordance with local needs.

Meanwhile, others may require other types of support for example to sustain tenancies, engage with their community, and access other services. Housing will continue to work with our partners in HSCP to ensure people get the support they require and we will continue to review our policies and procedures to ensure that they are inclusive as possible.

People with mental health needs

The joint strategy, by the NHS, COSLA, and the Scottish Government, *Good Mental Health For All* set out the absolute importance of good mental health across the lifespan. The strategy identifies that poor mental health can be linked to wider health inequalities with links between mental health and socioeconomic inequality, poor physical health, stigma and discrimination.

Particularly relevant for this strategy is the positive role that good housing and housing support services can have on mental health and wellbeing. The strategy identifies a range of things in the physical environment that have an impact on mental health and wellbeing, including:

- access to local green space
- access to active travel
- opportunities for play
- good-quality, affordable, safe housing

Thus, as set out in previous chapters our approach to delivering new, and supporting investment in existing homes and increased focus on our local places should help mental health and wellbeing.

However, the strategy notes that physical factors are only one element of mental health and it is important to take a person-centred approach in giving support and this may include supporting people to access employment and services. This is an integral part of our Housing Options approach where we work to identify and support people with their housing and tenancy sustainment.

Respondents to our survey highlighted the need for more awareness of mental health and wellbeing in our communications with tenants and thus as identified in the HIIA section of this report we will seek to engage our housing staff in mental health awareness and wellbeing training and encourage our strategic partners to do the same.

People with complex needs

Whilst some people may never require specialist housing or support some people may need some or all of these elements, either throughout their life or over a short period to help them during a particular period of their life.

Complex needs are by description complex and thus taking a person-centred approach is important and day to day support will be provided by HSCP or Housing staff including Housing Options, Housing First, and housing officers, and the physical housing itself forms the backbone to this. The Scottish Government set out in Housing to 2040 that people should be able to live in homes that allow them to access support, therefore we will work in partnership to ensure that both housing and support needs are met.

Offender and Prison Leavers

We have six pathways that support those leaving prison, these require close working with resettlement and support officers who will obtain information about any existing tenancies or properties including if any arrears have been accrued, and if no accommodation is available then organise for accommodation to be made available, potentially short term temporary solutions until permanent accommodation can be found.

As part of this process, the team may identify that the person will require additional support and as such our pathways work closely with Housing First officers and other support mechanisms to ensure that support is available from the day of release and homelessness is prevented.

Armed Forces communities

Faslane, the HM Naval Base, is located in Gareloch near Helensburgh and the Ministry of Defence is proposing to expand their operations thereby relocating other

submarines to the area. This will result in more Armed Forces members locating to the base and may result in increasing numbers of families moving with them.

We know that West Dunbartonshire is an attractive place to call home and should families linked to the naval base choose to live here then we will look to accommodate them across the range of housing tenures to suit their needs.

Leaving Care Housing Protocol

West Dunbartonshire's Leaving Care Housing Protocol ensures that an integrated and coordinated service exists so that no Young Care Leaver will become homeless on leaving care or lack support to achieve independence and stability within the community.

The protocol is based on the principle that care leavers should have access to secure accommodation and is complemented by our Housing Allocations Policy, which recognises Young Care Leavers as a group given reasonable preference to housing.

The protocol has been used as an example of good practice and has been shortlisted for awards with COSLA, APSE, and CIH Scotland in their service and innovation categories.

In June 2019, as a further commitment to strengthening existing services as corporate parents, the Housing Improvement Board approved a pilot Young Care Leavers Rental Exemption Scheme. This scheme supports those care leavers who wish to attend full-time education by covering the rental payments of those eligible.

This enables these students to fully focus on their studies and not have financial worries during this time. It also encourages more Young Care Leavers to aim to further their education by undertaking further or higher studies at college or university.

The pilot Young Care Leavers Rental Exemption Scheme has been monitored since it was introduced in August 2019 and as it has been operating well, and is a key benefit for those Young Care Leavers who are eligible, it was agreed in August 2020 that the pilot Rental Exemption Scheme is made part of our permanent mainstream service provision and incorporated within the main protocol.

We have reviewed our Leaving Care Housing Protocol to take into account recent guidance from the Scottish Government, CELCIS, and "A Way Home Scotland" and found that no additions to the protocol are required as it is fully compliant with the recommendations made and remains reflective of best practice.

Hospital Discharge Protocol

It is often the case that people are unable to be discharged from hospital as they do not have suitable accommodation to go to, or are discharged from hospital to return to accommodation that is no longer suitable.

WDC's Rapid Rehousing Transition Plan committed to working in partnership with the WDHSCP to review and build on current arrangements relating to those being discharged from hospital, to ensure that the most suitable accommodation and support pathway is delivered quickly.

The Community Hospital Discharge Team (CHDT) is part of WDHSCP and can offer support or care for those leaving the hospital. This support can include assisting people to continue to live at home, to move to supported housing or a care home, and also offer advice about benefits.

For most patients, following completion of health and social care assessments, the necessary care, support, and accommodation arrangements are put in place in the community without any delay and the patient is appropriately discharged from the hospital.

A delayed discharge occurs when a patient, clinically ready for discharge, cannot leave the hospital because the other necessary care, support, or accommodation for them is not readily accessible and/or funding is not available, for example, to purchase a care home place. Ensuring someone coming out of hospital has an appropriate property to return to is part of this package.

Accommodation and support pathways:

1. Return home in the short term with appropriate equipment to assist with independent living but pursuing more appropriate settled/permanent accommodation;
2. Temporary accommodation to facilitate hospital discharge whilst the home is made suitable to accommodate with appropriate aids and adaptations;
3. Temporary accommodation to facilitate hospital discharge with appropriate settled/permanent accommodation then being identified.

As part of our sheltered housing review we will make sure there is an adequate number and the right type of home available to support this protocol.

Groups with particular needs

Gypsy/Traveller communities

There is one long-established site in West Dunbartonshire for Gypsy/Travellers. This provides 20 pitches for a largely settled community and is located at Dennystoun Forge in West Dunbartonshire.

There has been ongoing engagement with residents of the Dennystoun Forge site and this has resulted in improvements to the site we have committed to continual review and consultation to ensure it continues to meet their needs. This forms part of West Dunbartonshire Council's Equality Plan 2021-25 which set out to better meet

the needs of both our permanent and temporary Gypsy Travelling communities in West Dunbartonshire.

Recent consultation, as part of the LHS, highlighted that more pitches or different housing options such as cabins may be required at Dennystoun Forge to respond to the changing profile of residents who live there. We will commit to exploring this in more detail with the community.

Further, we do have more transient gypsy populations who may locate in the area for short periods. These groups have different needs to our residents who live in the permanent site.

Travelling Show people

Whilst often considered together gypsy travellers and travelling show people are different and have different requirements and needs. On average there are between 3 and 6 license applications per year for circuses/funfairs run by show people visiting West Dunbartonshire.

he normal practice is for people to set up at sites they are using for the shows, and this has not created issues for show people or residents. The LHS arrangements will have no net effect on Travelling Show people visiting West Dunbartonshire.

Ethnic minorities

West Dunbartonshire Council is a participant in the Syrian Vulnerable Persons Relocation Scheme; strong partnership working on this scheme has contributed to fostering good relations and equality of opportunity, and this experience will inform not just future relocations, but wider work with all communities in West Dunbartonshire.

In addition we have recently signed up to contribute to the Afghan Resettlement schemes which will seek us house refugees fleeing the situation in Afghanistan.

LGBTQI

We are aware that the LGBTQI community can face harassment and discrimination in the community and this may translate into discrimination in other areas of their lives, including housing.

Whilst, a specific product is not likely to be required for this group, awareness of the barriers and challenges this group can face are important elements of our housing policy.

As such as we are developing an LGBTQI pathway as part of our Housing Options approach through which we hope to strengthen our policies to ensure they are supportive of the LGBTQI community.

Key workers

Key workers such as teachers, police officers, and care staff are vital to our communities and economy. They provide crucial services and they must be able to

access housing which supports them to do so, for example in locations that make it easy for them to get to work and do their job. This requires housing of all types and tenures to suit different household profiles and thus we will endeavour to deliver across the housing strategy.

Conclusions

Our research has shown that we have a growing number of older households in the council area and as such we need to plan for their housing needs. This was also a clear finding from our HIIA and survey respondents who want us to prioritise support for older people. Our new allocations policy will alleviate some concerns and hopefully facilitate downsizing but we need to ensure the right properties are available. This will include the type of home, it's tenure and location and level of support available or it's potential to be provided.

Ultimately, no single housing type or options will be the right option for every older household but we will commit to reviewing housing options for this demographic group. This will include an older persons accommodation review. This will include a review of sheltered, amenity and retirement housing alongside making sure we have enough temporary properties to allow for hospital discharge or respite care to be provided. This will be supported by the provision of new homes and promoting of dementia designed homes as set on in action 2.4.

Action 5.1: Over the lifetime of this strategy we will carry out a review of older people's housing options including a sheltered, amenity and retirement housing review. We will work with our strategic partners and HSCP to do this.

Technology offers significant potential to help people of all ages and abilities to manage their home better and feel less isolated meanwhile it can help those who provide or receive care to do so more easily through tech-enabled care. Looking forward we will look to ensure we facilitate and bring best practice to our tenants and residents.

Action 5.2: In partnership with HSCP, and other partners, we will look to facilitate tech enabled care solutions in our homes. We will jointly carry out research and look at how we can take these lessons across our housing to ensure everyone benefits.

Survey respondents felt strongly that those who use wheelchairs all or some of the time should have access to homes that suit their needs. Our statistics show us that the number of people who use wheelchairs some or all of the time is forecast to increase and thus we need to ensure that we the right mix of homes available to accommodate this need.

New affordable developments must provide at least 10% of homes as wheelchair suitable and all homes of all tenures should be future proofed as per Housing for Varying Needs but we understand that this standard is under review which is welcomed. As for existing homes we will continue to review our adaptation policies to ensure these are helping the maximum number of people access the right types of homes. We are anticipating new guidance from the Scottish Government and as such we will continue to review our policies against guidance.

Action 5.3: We will continue to review our adaptations approach in alignment with the anticipated updated policy guidance from the Scottish Government .

Our survey respondents commented that sometimes it feels like the emphasis was on physical impairments or challenges and often less obvious conditions or impairments such as mental illnesses and autism. Thus we have identified that training and development for our housing staff, and others who may wish to be involved, would be beneficial to help raise awareness and understanding of the particular challenges some people encounter and how we can best mitigate

Action 5.4: As part of our ongoing training programme investigate and provide training on mental illness, autism and any other identified in during the lifetime of this strategy to ensure understanding and best practice is taken forward.

For some people supported accommodation will be the best model and we will continue to provide this option across the council and will commit to reviewing our approach and policies. Supported accommodation takes various form for example sheltered accommodation for older households will be reviewed as part of our older people's housing review and supported accommodation for homeless people will be part of our rapid rehousing plan but we also develop and own supported accommodation options for people with learning disabilities which allows them to live independently.

Action 5.5: We will continue to work with colleagues in HSCP to ascertain demand for supported accommodation for people with learning disabilities developing new suitable properties where appropriate

Other groups required particular housing and one such group are our Gypsy Traveller community who live at our settled site at Dennystoun Forge. We are aware from our scoping works for this report that new and different accommodation options may be required for this group and we will explore this need along with committing to continue to improve, monitor and engage with residents to ensure the site is the best it can be.

Action 5.6: We will explore to potential need for more and different accommodation options at Dennystoun Forge whilst continuing to improve the site and work with residents to ensure it reflects their ambitions and needs long term.

DRAFT

Appendix 2

West Dunbartonshire Council Local Housing Strategy Summary of survey findings

West Dunbartonshire COUNCIL

Theme 1: Housing Need and Demand – Question responses

Q - People should have access to affordable housing which is in the right location and is suitable for their needs – 76.8% strongly agreed or agreed.

New Homes should be:

1. Designed for a variety of needs (77 %)
2. Energy Efficient (65%)
3. Located on brownfield sites (54%)
4. Supportive of regeneration initiatives (53%)
5. Wheelchair accessible (44%)
6. Located in town centres (21.5%)

Q – Housing targets clearly set (40% strongly agreed or agreed they were & 35% neutral)

How this is being taken forward in the strategy:

We will continue to be ambitious in our new build development programme developing homes which fulfil the ambitions of our residents as set out above. We will encourage our strategic partners and private developers to do the same using the mechanisms available to us.

Theme 1: Housing Need and Demand Comments

Tenure of Housing:

- Many commented that they would like to see more affordable housing
- Some commented that buying a home was very challenging and competitive and those with average incomes feel stuck and have limited choice. One solution suggested was more private affordable housing be developed.

How this is being taken forward in the strategy:

We have committed to continue to develop more affordable homes and will during the lifetime of this strategy carry out research into alternative affordable housing tenures.

Theme 1: Housing Need and Demand Comments

General comments:

- Some questioned the quality of data and how to best plan for future need
- Some commented that they felt that demand is undercounted due to homeless households and adult children living with parents.
- Received a couple of comments pertaining to the design and materials used for new homes and support for them being in keeping with local materials.

How this is being taken forward in the strategy:

We note comments around the data but until the next HNDA is completed these are best agreed data set we have but we have committed to updating this section of the strategy when the new numbers are available.

We will continue to track adult children living with parents, may be linked to need for alternative affordable options.

WDC's design panel ensures that all developments are high quality and consultation is welcomed throughout the design process.

Theme 1: Housing Need and Demand Comments

Type of Housing:

- Lots of support for wheelchair housing
- Housing should be designed with internal stairs so chairlifts can be fitted more easily
- More larger homes needed for families.
- Need for pensioner accommodation & possibility to free up family housing

How this is being taken forward in the strategy:

We note the need for more wheelchair housing and this is reflected in our design standard which requires 10% of affordable housing to be wheelchair designed, we would like to see this required in the private sector and look forward to the updated housing for varying needs guidance which is being developed by the Scottish Government.

We note the demand for family, larger homes within West Dunbartonshire and will continue to consider waiting lists when we, or our strategic partners are developing new homes.

We have committed to carrying out an Older persons housing review which will look at demand for different housing models and aims to build on the success of our Creveul Court development.

Theme 2: Quality Homes: Questions & Answers

70% of survey respondents did not know about the energy advice service & when asked what type of information would be helpful the following was prioritised:

1. Information about how to reduce my fuel bills e.g. energy saving advice (57.5%)
2. Information about finance e.g. loans, grants to fund upgrades (52.5%)
3. Technical information about how to make my home more energy efficient (49.14%)

How this is being taken forward in the strategy:

We have taken a clear action from this feedback to promote our energy advice service taking guidance from what people have told us they would like information on.

Theme 2: Quality Homes: Comments

Energy Efficiency measures

- Some wanted to see provision for EV charging
- Others thought access to a house MOT service for energy efficiency improvements would be helpful
- Support and information about solar/ wind/ heat pumps
- Some wanted our existing homes to be upgraded to a high standard
- More should be done for existing homes rather than focussing on new build – new build homes very good and would be nice if older stock was as good as possible
- Really important to improve private housing stock

How this is being taken forward in the strategy:

We are delighted to see so much appetite for, and interest in, energy efficiency measures and when we are promoting our energy advice service we will take these into consideration.

It may require referrals to external agencies such as Energy Scotland who can help owner occupiers and private landlords access technical information specific to their home. This may become more pertinent if the Scottish Government introduces new requirements.

Theme 2: Quality Homes: Comments

Specific Housing

- Comments around multi-storey flats and how they felt they were unpopular. Some felt that children shouldn't live there and others thought that older people shouldn't live there meanwhile others thought they would be good for older people so they can live there with carers etc. on hand

How this is being taken forward in the strategy:

Our asset management strategy and database identified poorly performing stock and we will continue to monitor this information paying particular attention to our multi-story blocks of flats. If needed we will develop a specific strategy for these homes.

Theme 3: Homelessness & Housing options – Questions and Answers

Do you believe the section clearly explains the varied strands of the Council's approach to tackling this issue?

35% strongly agree or agree

32.23% neutral

How this is being taken forward in the strategy:

We have updated the text best we can to make it clearer however since a lot of it technical and statutory requirements it cannot be excluded or over simplified.

This feedback links to comments we received which suggest that more clarity around the homeless process would be welcomed by many of our residents and tenants particularly because some of the processes and rules such as local connection are changing and others felt the system was inconsistent e.g. dealing with evictions or housing need.

Therefore when we are reviewing our communications approach we will include reviewing how we communicate our homeless procedures.

Theme 3: Homelessness & Housing options comments

General comments:

- Support for supported accommodation
- Support for those escaping domestic abuse etc
- Dislike of private residential tenancies for homeless households Homeless officers should be available for face to face support
- More homes are needed

How this is being taken forward in the strategy:

For those who need support, supported accommodation can be a good model meanwhile for others housing first will be best and thus we will continue to take a person centric support. This also applies to the tenure of homes which are right for homeless applicant, for some private lets will be the right option.

We have strong domestic abuse policies which should ensure that victims are protected from the perpetrators of violence.

The Covid pandemic has made it hard to deliver face to face services but we hope to return this service as soon as possible.

As set out before we want to see more homes built within the council area and homes which are suitable for a variety of needs and household types.

Theme 4: Place and community: 20 minute neighbourhood: Questions and answers

The strategy expresses support for the concept of 20-Minute Neighbourhoods. Do you agree that such an approach would improve our neighbourhoods?

72% strongly agree or agree

16.5% neutral

If the 20-Minute Neighbourhood approach was adopted where you live, do you think this would encourage you to walk or cycle more and to use a car less?

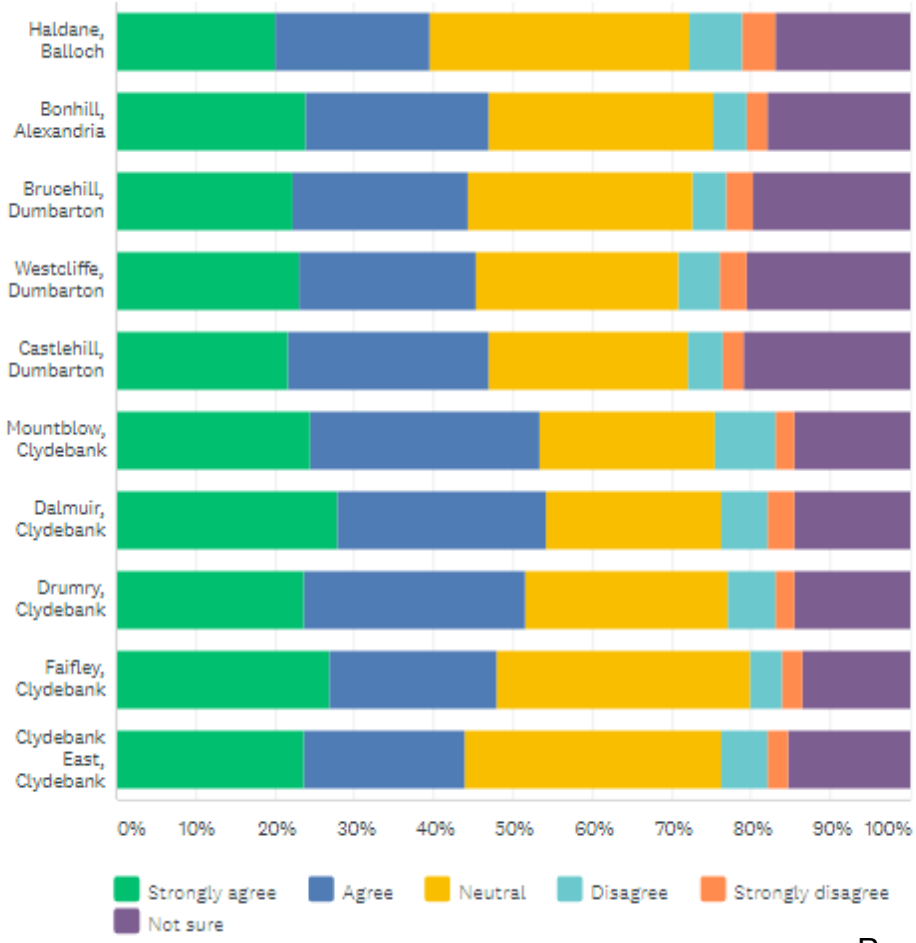
52.5% strongly agree or agree

How this is being taken forward in the strategy:

We are delighted to see such support for the concept of twenty minute neighbourhoods and the potential they offer to encourage active travel.

We have committed to working with other departments in the council to carry out a 20 minute neighbourhood review per year of the strategy.

Theme 4: Place and community: Regeneration areas:



Comments:

- Doesn't show my local area (Duntocher)
- Doesn't show Bellsmyre
- Agreed, this includes my local area
- Need to focus on existing homes within these areas

How this is being taken forward in the strategy:

There is clear support for all of the regeneration areas identified in the draft survey and we have added Bellsmyre to the list reflecting feedback received. We did not add Duntocher because it was only mentioned once and does not meet other criteria.

Theme 4: Place and community: 20 minute neighbourhood: Comments

Comments:

- 20 mins is a long way for some people to walk
- Need for police and wardens to make feel safe

How this is being taken forward in the strategy:

We also note the comments about 20 minutes is far for some people to walk and have since clarified that within our strategy we are referring to a ten minute walk there and ten minutes walk back so 20 minutes in total.

We also note the importance of safety and this was identified by our HIIA process too and therefore we will work with other teams to improve this where appropriate.

Theme 5: Particular needs housing: comments (no specific question)

Types of Housing:

- Need for those with complex needs to be housed appropriately to support them and their families
- More adaptive housing with space for wheelchairs and equipment
- Build more housing for older people with internet- perception older people are forgotten about

How this is being taken forward in the strategy:

We will continue to work with our colleagues in HSCP about the needs of the families and people they work with to ensure they access the right type of housing.

As mentioned we are developing more wheelchair housing alongside adapting existing homes, where appropriate. Our design standard requires 10% of affordable homes be designed for wheelchair users and we hope the private sector will develop more suitable homes.

We intend to carry out an older persons housing review to ensure that older households are able to access the right kind and type of housing for them. This will include amenities such as internet.

Theme 5: Particular needs housing: comments (no specific question)

Training/ awareness raising:

- Need for mental health awareness in housing, need for mental health approach appears very focused on physical health.
- Need for staff training on how to deal with mental health.
- Staff training for working with those with autism so can understand

How this is being taken forward in the strategy:

We have committed to training our staff and will encourage our strategic housing partners to do the same. This will include training for the areas identified in this survey (mental health and autism) but will also cover any other identified areas during the lifetime of this strategy.

Overarching comments: How we communicate with people?

Comments:

- Closed offices & lack of face to face customer service was missed
- Have a note of best way to communicate with tenants and ensure it is used across all departments
- Have consistent people so that tenants engage with the same person as much as possible
- Paper forms can be hard for those who struggle with reading and writing
- Write clearly and use simple language
- Use social media, local TV and radio adverts to reach different people
- Partnership working e.g. other RSLS, community groups and spaces to promote services and opportunities

How this is being taken forward in the strategy:

We have committed to communications review during the lifetime of this strategy and welcome these initial suggestions and ideas of how to improve our communications.

We look forward to providing face to face customer service when it is considered safe to do so.

Overarching comments:
Comments relating to Allocations:

Housing needs:

- Challenges moving to/ from an area
- How we check on people's "actual" needs
- Perception about *who you know*

Points

- Disabled but not enough points to get a new build.
- Points should be done away with
- Disabled but not enough points to qualify for appropriate housing
- Physical disabilities points compared to learning difficulties compared to mental ill health
- People with carers should be allowed to have 2 bedroom properties

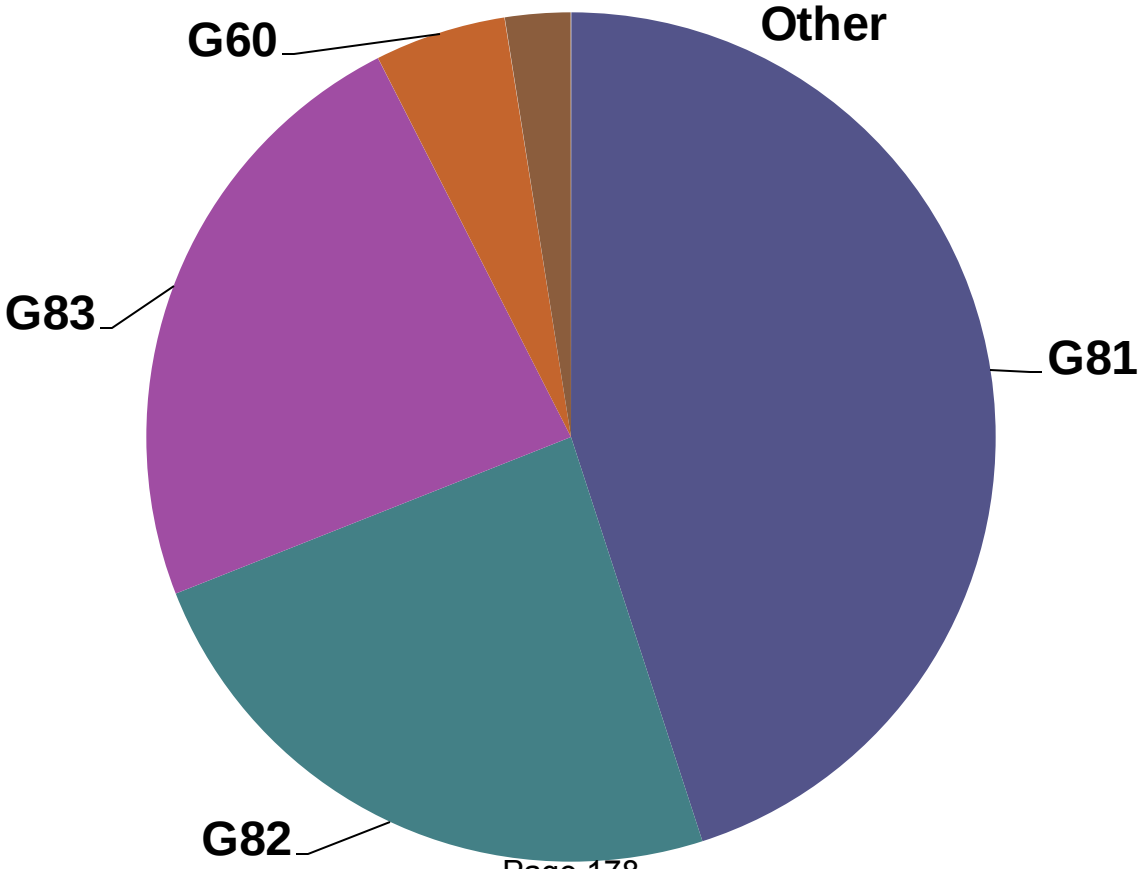
Medical Assessments:

- Medical assessment are not fair/ challenging
- Make the application process easier to get points e.g. GP letters cost money

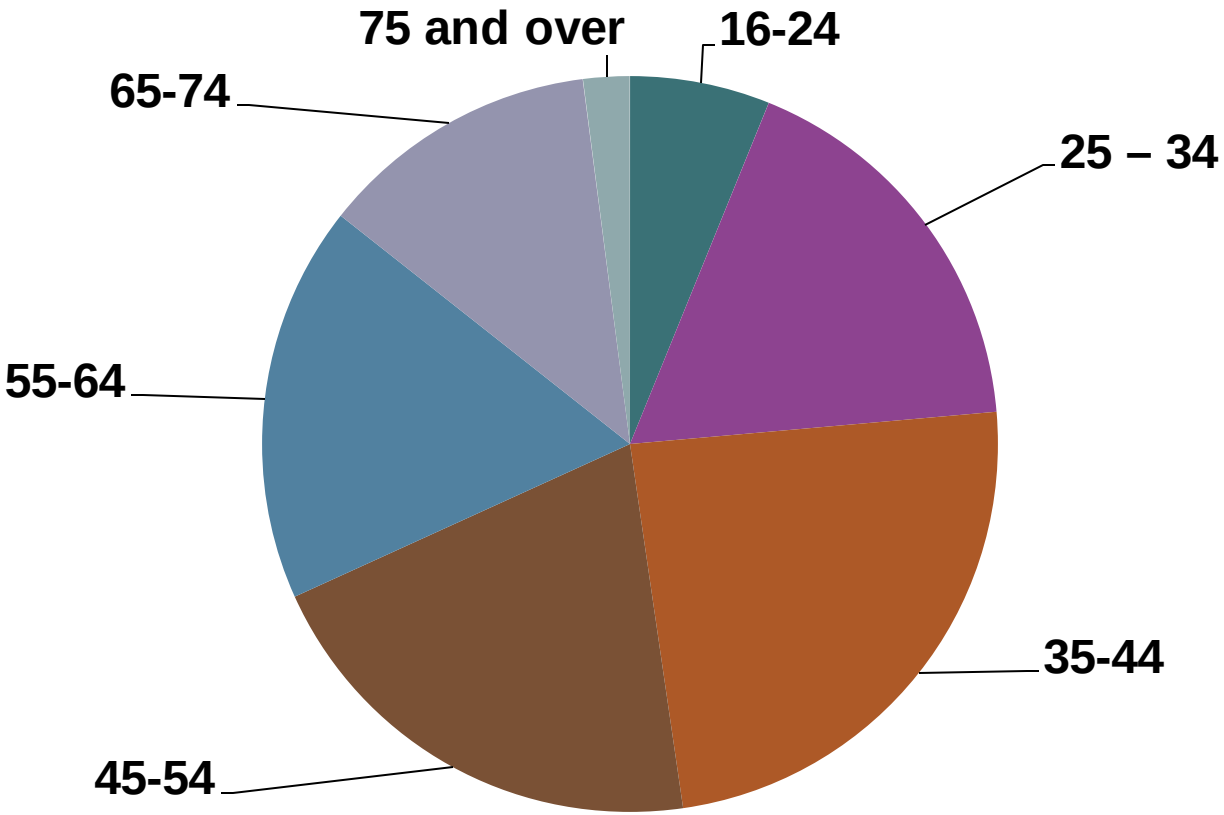
These comments will be picked up in our allocations policy review. They were shared with the team working on that project.

Who completed our survey:

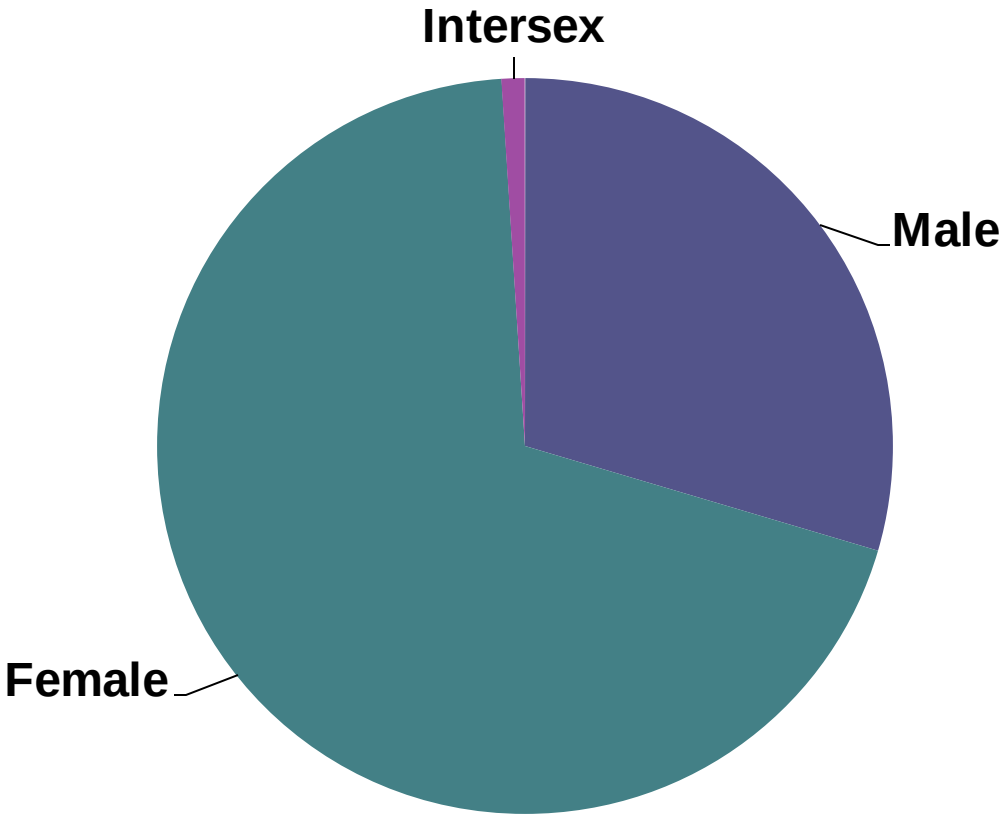
Where did our survey respondents come from (130 responses)?



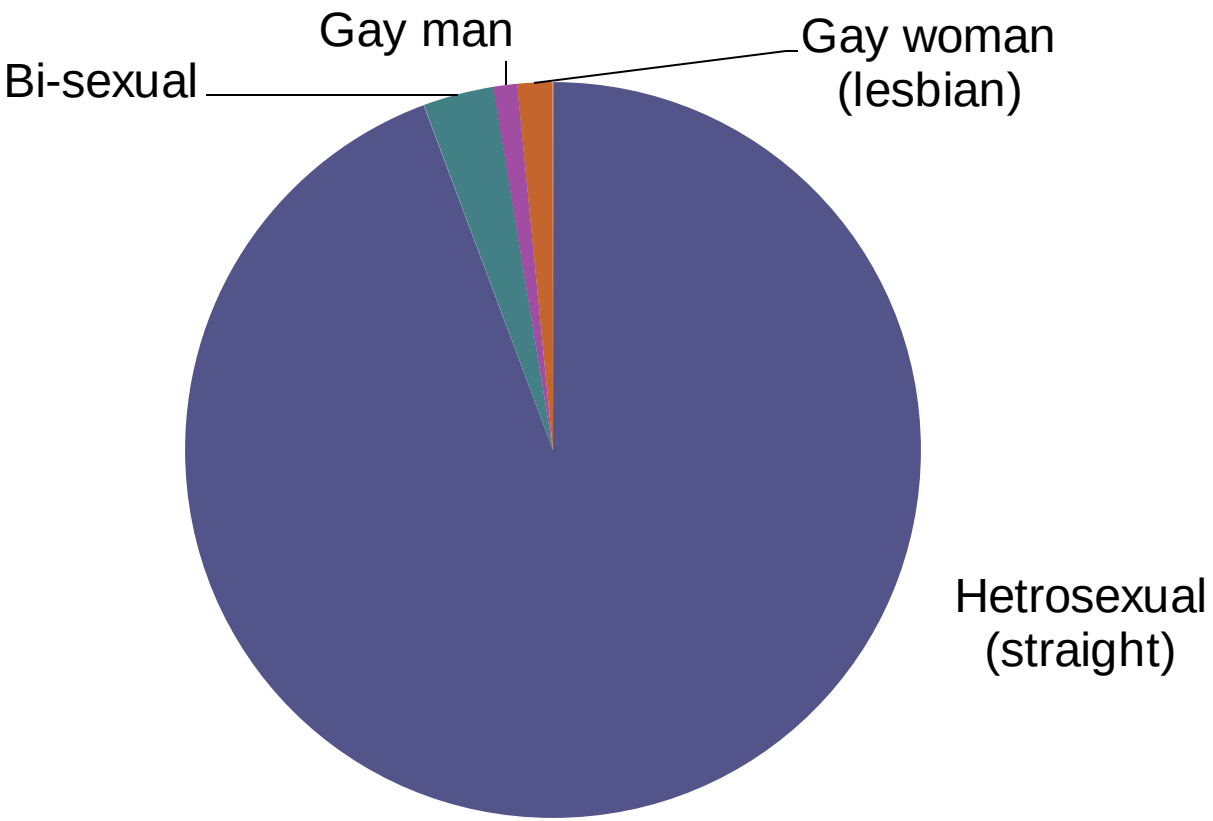
What age were our survey respondents?



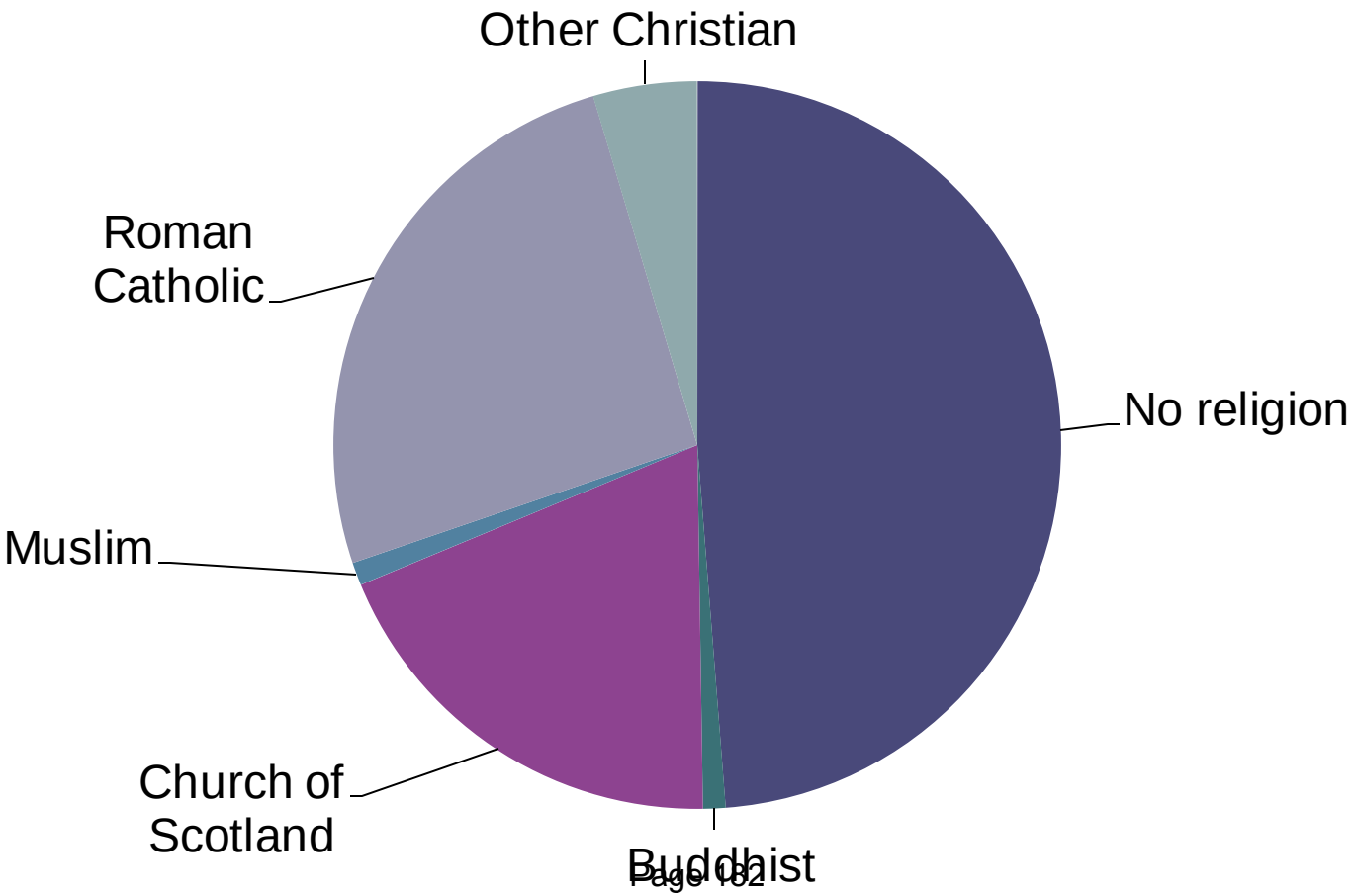
Sex of our respondents:



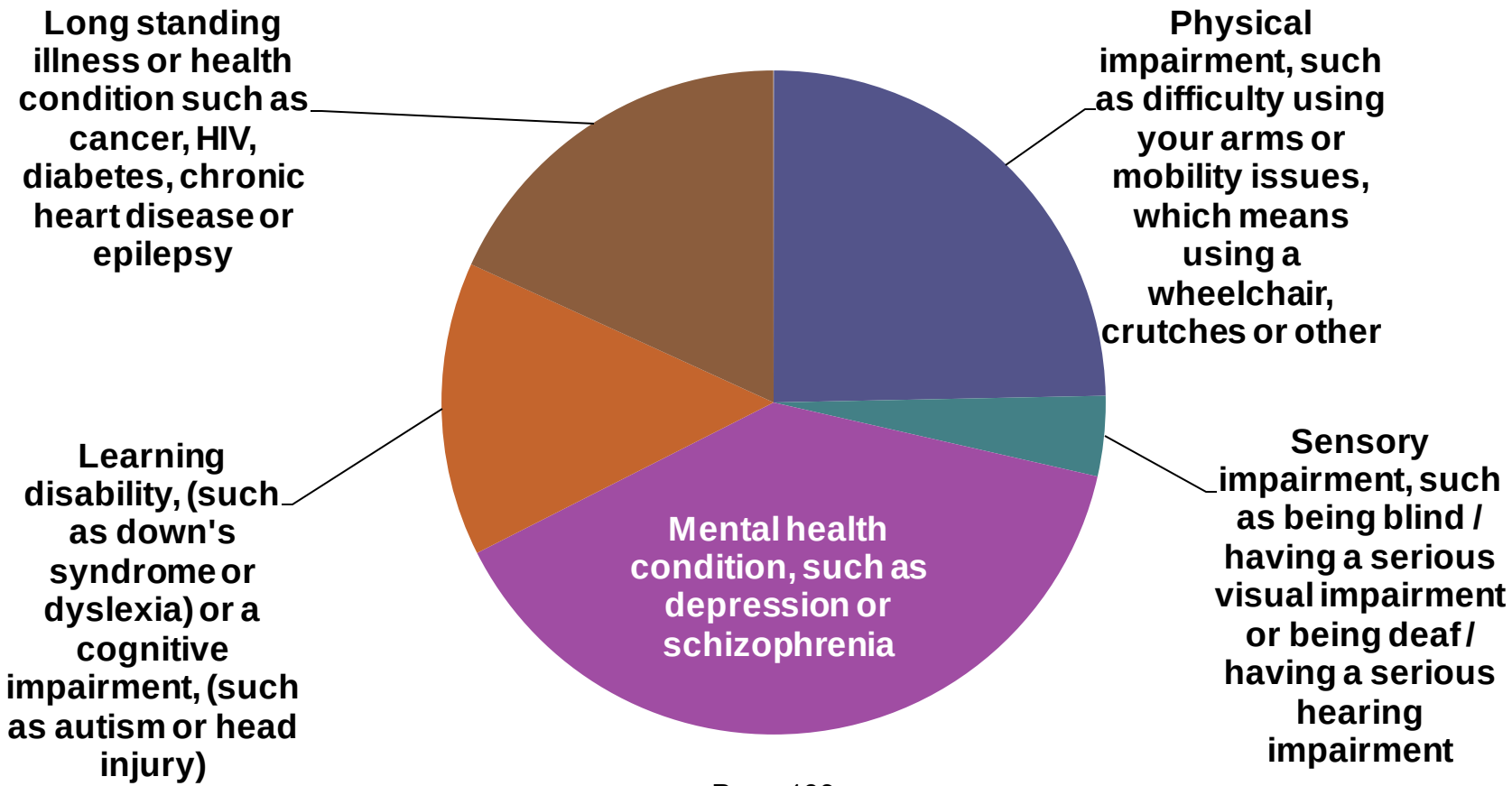
Sexual Orientation of survey respondents:



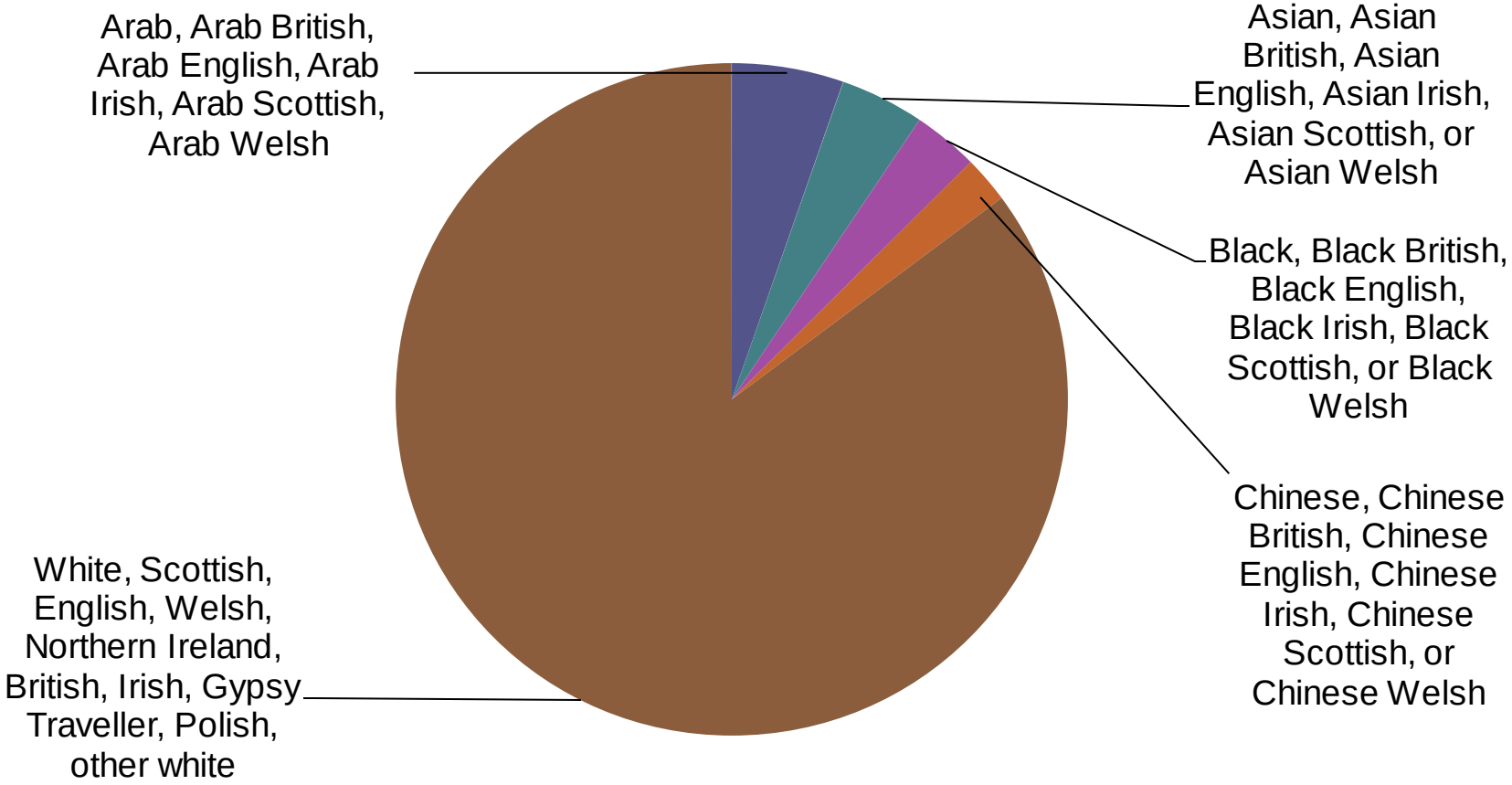
Religion of survey respondents:



23% of survey respondents considered themselves to have a disability, of those they reported the following:



Ethnicity of our survey respondents:



West Dunbartonshire Council

Report by Chief Officer, Housing and Employability

Housing and Communities Committee: 3 November 2021

Subject: West Dunbartonshire Draft Local Housing Strategy 2022 - 2027

1. Purpose

1.1 The purpose of this report is to seek approval for the draft Council's new Local Housing Strategy (LHS) for the 5 year period 2022 - 2027.

2. Recommendation

2.1 It is recommended that the Housing and Communities Committee:

i) Approve the draft West Dunbartonshire Local Housing Strategy 2022-2027 as appended to this report;

ii) Invite the Chief Officer, Housing and Employability to submit the final draft version to the Scottish Government by the end of November 2021; and

iii) Note that an update report will be presented to the Housing and Communities Committee in February 2022.

3. Background

3.1 The Housing (Scotland) Act 2001 ('the 2001 Act') places a statutory requirement on local authorities to produce a LHS that sets out its strategy, priorities and plans for the delivery of housing and related services.

3.2 This plan builds on the success of its predecessor More Homes Better Homes West Dunbartonshire Local Housing Strategy 2017 – 2022, approved by Housing and Communities Committee on 2 November 2016, and seeks to address emerging housing challenges.

3.3 The LHS is the Council's overarching strategic document on housing and housing support issues and has a key role to play in the effective integration of health and social care. The Local Housing Strategy (LHS) sets out how West Dunbartonshire Council and its partners plan to respond to the housing and housing related opportunities and challenges over the next five year period 2022/2023 – 2026/2027

3.4 It demonstrates the local authority's strategic approach to dealing with key housing related issues such as:

- Delivering high quality housing and housing related services across all tenures
- Setting out its contribution to the effective integration of health and social care
- Showing how the LHS is supporting the Scottish Government National Outcomes and Targets, whilst reflecting the needs and priorities of the local authority area.

3.5 The Scottish Government also requires local authorities to submit a biennial Strategic Housing Investment Plan (SHIP) indicating how investment in affordable housing will be directed over the five year period with a view to achieving the LHS outcomes. The draft new Strategic Housing Investment Plan 2017 – 2022 (SHIP) is also being presented to Housing and Communities Committee on 3 November 2021

3.6 Increasing the supply of new housing is a high profile national priority. The Council welcomed the Scottish Government's 50,000 new affordable homes target by 2021 under the More Homes Scotland banner and supports the continuation of the social house building programme which sets a target of 110,000 new homes, 70% of which will be affordable, across Scotland by 2032. The annual Strategic Housing Investment Plan (SHIP) links to the LHS and details the new affordable housing priorities in West Dunbartonshire.

4. Main Issues

4.1 Strategic Policy Framework

4.1.1 The Local Housing Strategy is set within, and contributes to, a wider strategic policy framework both local and national. The draft LHS sets out the Strategic Policy Framework, both locally and nationally, and outlines the contribution it will make to the delivery of key strategies, in particular the following:

Housing to 2040
Housing to 2040 sets out the Scottish Government's ambition for everyone to have a safe, good quality and affordable home that meets their needs in the place they want to be. It is the overarching policy paper on Housing and related issues.

West Dunbartonshire Council Strategic Plan 2017 – 2022
The WDC Strategic Plan sets out the vision and direction for Council services over a five year period and details priorities and outcomes. The plan is accompanied by a scorecard showing progress made on the priorities.

West Dunbartonshire Health and Social Care Partnership Strategic Plan 2019 – 2022
This plan outlines the vision for the delivery of integrated health and social care services across West Dunbartonshire.

West Dunbartonshire Equalities Mainstreaming and Outcomes Report 2021 - 25
This report sets out how West Dunbartonshire Council will fulfil its obligations under the general duty as defined in the Equalities Act 2010. It contains details of Equality Outcomes and performance indicators showing what progress has been made

A Fairer Scotland for Disabled People Delivery Plan (2016 – 2021)
The aim of this plan is to remove the barriers that isolate, exclude and so disable the individual and instead promote an independent living model in which all disabled people are able and supported to live their lives with freedom, choice, control and dignity, participating equally alongside other citizens in their families, communities, workplaces and wider society.

Race Equality Framework and Action Plan (2016 -2030)
The Scottish Government is determined to show leadership in advancing race equality, tackling racism and addressing the barriers that prevent people from minority ethnic communities from realising their potential.

Getting It Right For Every Child (GIRFEC)
GIRFEC is the Scottish Government's policy supporting families by making sure children and young people can receive the right help, at the right time, from the right people.

Tackling Child Poverty Action Plan (2018 – 2022)
This plan details the measures being taken to eradicate child poverty in Scotland through partnership working. Housing has a vital role to play in its delivery.

Health Inequalities Reform Programme 2018
To improve Scotland's health and wellbeing we need to work together to shift our focus towards preventing ill health, reducing inequalities and working more effectively in partnership.

The Scottish Government's Autism Strategy 2011
Autism is a national priority.

Good Mental Health for All – NHS Scotland 2016
'Good Mental Health for All' is an initiative developed by Public Health Scotland and endorsed by the Scottish Government and the Convention of Scottish Local Authorities which sets out a vision to improve mental health and wellbeing

4.2 <u>The Consultation Process</u>

4.2.1 Local authorities have a statutory duty to involve, consult and engage with as wide a range of their residents as possible. The Housing (Scotland) Act 2001 requires local authorities to consult on the preparation of their LHS.

4.2.2 The Covid-19 pandemic inevitably impacted on our consultation process and required that we carried out the exercise in a different fashion from previously for example in person meetings were replaced by virtual ones and instead of running two surveys we decided to run a single, more detailed survey reflecting the more online nature of consultation.

4.2.3 The consultation process included :

- an invitation to comment to all relevant organisations on the Council's corporate Community Group Distribution List, together with an offer to speak directly to the group
- two consultative sessions with the West Dunbartonshire Tenants and Residents Organisation
- Presentations were made to the West Dunbartonshire Strategic Housing Providers Forum which brings together all the RSLs operating locally
- The draft was shared with neighbouring Local Authorities through the umbrella Glasgow City Region Housing Market Partnership
- a range of social media outlets including the Council's website, twitter and Facebook
- local press, the Council's *Housing News* quarterly periodical, library and other noticeboard outlets.

4.2.4 A series of eight thematic workshop consultation events were held in August 2021 followed by a special meeting of the Housing Solutions Partnership. These generated good discussion constructive feedback on the consultative draft LHS

4.2.5 A very successful online survey was carried out which resulted in 130 returns. A summary of the responses and how these helped shape the LHS is contained in Appendix 2.

4.2.6 A report on the consultation exercise will be drawn up and posted on the Council's LHS web page.

4.3 <u>Five Key Themes</u>

4.3.1 The LHS 2022 – 2027 is organised under 5 key themes:

- Housing need and demand
- Promoting quality homes

- Homelessness and housing options
- Place and community
- Supported, Specialist and Particular Needs housing.

4.3.2 The draft LHS details the issues around each of the five key themes. Each section concludes with a series of key actions for inclusion in the performance management Action Plan, which is appended to the LHS.

4.4. Main Issues by Key Theme

4.4.1 Housing Need and Demand

This chapter focuses on issues around population and household projections and what these mean for housing and future supply in West Dunbartonshire. The main points include:

i) Details the projected housing need and demand for West Dunbartonshire over the next five years as set out in the Housing Needs and Demand Assessment (HNDA). The HNDA is the tool we use to define the housing supply base for the Local Housing Strategy and the Housing Land Allocation for the strategic and local development plans. It provides estimates of the amount, and likely tenure, of additional housing required to meet existing and future demand. The HNDA analyses the need for social rented housing at a local authority level. Meanwhile, the demand for private sector (owner-occupation and private rented) houses were considered within a framework of housing market areas which reflect the way the private market operates across the eight local authorities within the Glasgow City Region Housing Market Partnership and expressed in its Clydeplan HNDA.

ii) Conclusions: The Housing Need and Demand Assessment demonstrates both a clear need and demand for housing in West Dunbartonshire. Demographics play an important part in these trends and this was supported by our survey responses and HIIA findings which show that young and older people, along with single adult households have particular challenges accessing housing which meets their needs and is affordable.

4.4.2 Promoting Quality Homes

This chapter focuses on the physical quality of the properties in West Dunbartonshire, across all tenures, and issues such as energy efficiency and fuel poverty. Key points include:

i) This chapter provides detailed information of the nature of the housing stock composition across West Dunbartonshire and on its condition and energy efficiency.

ii) Conclusions: Quality homes are the foundation of many of our ambitions including reducing our impact on the environment, reducing fuel poverty and supporting the health and wellbeing of our residents. Achieving these goals will require effort, not only from ourselves, but also our strategic partners, home owners and private landlords. In order to help everyone contribute towards these ambitions, education is important. Our survey identified that 70% of people did not know that we offered an energy advice service. Therefore we will look to promote the energy advice service to our residents and enable the energy advice officer to link in with colleagues in housing operations and Working4U to ensure that households are helped to increase their incomes.

4.4.3 Homelessness and housing options

Tackling homelessness has been a focus of Scottish Government policy. While significant measures have been taken to address issues around homelessness, there is an ambition to do more to ensure that people experiencing homelessness can access the accommodation and support they need. This ambition focuses on preventing homelessness in the first place and then preventing it from recurring through the provision of supportive pathways. Key points include:

i) Homelessness remains a serious issue in West Dunbartonshire, especially among young people aged 16-24, and details our response particularly through a Rapid Rehousing Approach.

ii) Conclusions: Prevention of homelessness has, and will continue to be, our focus. We have already put in place a number of policies and pathways to support people and households at risk of homelessness to understand their housing options. We understand that as the HASARG recommendations come into place other public sector bodies such as education and health services will have a responsibility to prevent homelessness. We know that education and making the right information available such as that about tenant rights can be crucial in preventing homelessness and averting crisis. Therefore, as and when, more information about the Prevent duty is available we will work with our partners to develop a joint approach to helping them fulfil this duty. We already have a good working relationship with a number of partners and this action will build on those relationships.

4.4.4 Place and Community

Our places, our towns, and communities are where many of the ambitions of this strategy intersect. The physical buildings, which provide us with homes, sit within and help create places and therefore we must work to make these places the best that they can be. This section considers our contribution to creating high-quality places which are safe, vibrant, and community-focused and are home to people who are healthier and happier. Such communities will encourage people to take fewer car journeys and instead travel safely and pleasantly by foot, bike or public transport, bringing individual health and wider sustainability benefits.

Key points include:

i) Placemaking is a public health priority for the Scottish Government. High-quality places and design is also a priority for the Council and our Local Development Plan 2 sets out how we will promote such initiatives, including through 20-Minute Neighbourhoods. This section outlines housing's contribution to delivering on these ambitions.

ii) In preparing the LHS, housing regeneration areas were designated where a degree of prioritisation would be given to projects in specific areas, linked to wider social and economic outcomes. The new LHS proposes that for the period of the plan, the following areas will be considered as housing regeneration areas:

- Haldane, Balloch
- Bonhill, Alexandria
- Bellsmyre, Dumbarton
- Brucehill, Dumbarton
- Westcliff, Dumbarton
- Castlehill, Dumbarton
- Mountblow, Clydebank
- Dalmuir, Clydebank
- Drumry, Clydebank
- Faifley, Clydebank
- Clydebank East, Clydebank.

iii) Conclusions: Places and communities are vitally important to both our resident's health and well-being and our ambitions to reduce our impact on the environment. Indeed, our survey findings suggest strong support for the idea of 20 minute neighbourhoods and the opportunity they present to improve our places. However, housing is only one part of our places and we do not have control over every element of our places but we will endeavour to work with colleagues in other teams for example roads and their active travel strategy ensuring that our homes contribute the best they can. We will commit to carrying out at least one 20 minute

neighbourhood review per year with our colleagues and communities where appropriate.

4.4.5 Supported, Specialist and Particular Needs Housing

i) Housing has an important role to play in health because homes can impact on people's health in a way that few other factors can. Homes are where people spend a significant portion of their time and the links to physical health are clear but homes also invoke feelings of safety and security and therefore have important connections to mental health too.

ii) Having access to the right housing can deliver positive mental and physical outcomes and this is particularly the case for those who require specialist accommodation, support to live independently or have housing requirements that vary from other groups.

iv) Conclusions: This chapter sets out how we plan to ensure these groups have access to the housing and support they require. This will require close working across Council services and in particular with our colleagues in the Health and Social Care Partnership (HSCP).

4.5 Monitoring and Evaluation Framework

4.5.1 Following its submission to the Scottish Government, the draft LHS will be the subject of Scottish Government and peer review and the main points made will inform a report to the February Housing and Communities Committee.

4.5.2 Outline actions have been drawn up and are incorporated into all five key themes within the draft strategy. A more detailed Action Plan will be developed to include indicators measuring performance against agreed timescales and this will be presented to the Housing and Communities Committee in February as part of the update report referenced in the paragraph above (4.5.1).

4.5.3 Progress on the delivery of the LHS outcomes is also monitored through:

- An annual Progress Report to Housing and Communities Committee and Health and Social Care Partnership Board each May
- Annual presentation and update to WDTRO (West Dunbartonshire Tenants and Residents Association)
- Quarterly progress updates to housing association partners and the Scottish Government at the West Dunbartonshire Strategic Housing Providers Forum.

4.5.4 Elements of the LHS form part of the Scottish Social Housing Charter and will be components of the Annual Return of the Charter (ARC) to the Scottish Housing Regulator.

5. People Implications

5.1 There are no people implications associated with this report.

6. Financial and Procurement Implications

6.1 There are no direct financial implications in relation to this report, although the delivery of the LHS will entail bringing together a number of resource streams from the Council and partner organisations.

7. Risk Analysis

7.1 This strategy has been drawn up in a volatile policy environment and where there continues to economic and political uncertainty, including around Brexit. The strategy will be subject to regular scrutiny and annual review.

7.2 The outcomes contained in this strategy will be dependent upon ongoing resource commitments from a wide range of partners in both the public and private sector.

8. Equalities Impact Assessment

8.1 A series of Health Inequality Impact Assessments were carried out on each of the 5 themes of the Strategy which concluded that its impact would be overwhelmingly positive. A summary report is available as a background report and will be posted on the Council's website as Background Paper to this Strategy. This also incorporates the Equalities Impact Assessment.

9. Strategic Environmental Assessment (SEA)

9.1 A Strategic Environmental Assessment pre-screening report has been carried out which has determined that a SEA is not required as the LHS sits within the framework of the Clydeplan SDP and the West Dunbartonshire Local Development Plan (Proposed Plan) 2015. The SDP defines the spatial strategy while the LDP allocates specific sites to meet identified demand. Strategic Environmental Assessments have been carried out in respect of both these plans.

10. Consultation

10.1 The widespread consultation involved in preparing the Draft LHS is summarised at 4.2 above. A Consultation Summary report will be posted on the Council's website.

11. Strategic Assessment

11.1 The Local Housing Strategy is the overarching strategic document for housing and housing support issues across West Dunbartonshire. It supports all the Council's key strategic priorities.

Peter Barry
Strategic Lead Housing and Employability
Date: 20 October 2021

Person to Contact:	John Kerr – Housing Development and Homelessness Manager, Housing and Employability, telephone: 07793717981, email: john.kerr@west-dunbarton.gov.uk
Appendices:	1. Draft West Dunbartonshire Local Housing Strategy 2022 - 2027 2. LHS Consultation Summary
Background Papers:	HIIA summary report Local Housing Strategy EIA SEA Screening
Wards Affected:	All

Appendix 1

WEST DUNBARTONSHIRE COUNCIL
HRA REVENUE BUDGETARY CONTROL 2021/2022

PERIOD END DATE **30 September 2021**

Subjective Summary	Total Budget 2021/22 £000	Spend to Date 2021/22 £000	Forecast Spend £000	Forecast Variance 2021/22 £000	%	Annual RAG Status
Employee Costs	6,272	2,787	6,182	(90)	-1%	↑
Property Costs	1,917	869	1,837	(80)	-4%	↑
Transport Costs	110	41	83	(27)	0%	↑
Supplies, Services And Admin	394	193	388	(6)	-2%	↑
Support Services	2,677	1,350	2,599	(78)	-3%	↑
Other Expenditure	498	259	498	0	0%	→
Repairs & Maintenance	12,872	6,960	12,672	(200)	-2%	↑
Bad Debt Provision	1,060	474	948	(112)	-11%	↑
Void Loss (Council Tax/Lost Rents)	648	640	1,132	484	75%	↓
Loan Charges	19,699	9,850	19,699	0	0%	→
Total Expenditure	**46,147**	**23,423**	**46,038**	**(109)**	**0%**	↑
House Rents	44,417	20,838	44,267	150	0%	↓
Lockup Rents	210	95	210	0	0%	↑
Factoring/Insurance Charges	1,235	421	1,263	(28)	-2%	↑
Other rents	114	50	115	(1)	-1%	↑
Interest on Revenue Balance	71	19	58	13	18%	↓
Miscellaneous income	100	40	131	(31)	-31%	↑
Total Income	**46,147**	**21,463**	**46,044**	**103**	**0%**	↑
Net Expenditure	**0**	**1,960**	**(6)**	**(6)**		

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 2**
HRA REVENUE BUDGETARY CONTROL 2021/2022
ANALYSIS FOR VARIANCES OVER £50,000

MONTH END DATE	**30 September 2021**
PERIOD	**6**

Budget Details	Variance Analysis				
Subjective Analysis	**Budget**	**Forecast Spend**	**forecast Variance**		**RAG Status**
	£000	**£000**	**£000**	**%**	
PROPERTY COSTS	1,917	1,837	(80)	-4%	↑

Subjective Description	
This budget covers electricity, gas, rates, rents, cleaning and insurance costs.	
Variance Narrative	
Main Issues	The main reasons for this underspend relates to the expectation that the year end recharge for the cost of property insurance will be more in line with last year's actual than assumed within budget.
Mitigating Action	No mitigating action is required.
Anticipated Outcome	A year end underspend is anticipated

Budget Details	Variance Analysis				
Subjective Analysis	**Budget**	**Forecast Spend**	**forecast Variance**		**RAG Status**
SUPPORT SERVICES	2,677	2,599	(78)	-3%	↑

Subjective Description	
This budget covers central support recharges to the HRA	
Variance Narrative	
Main Issues	The year end recharge for the use of central support services is anticipated to be similar to last year and lower than budgeted resulting in a favourable variance.
Mitigating Action	No mitigating action is required.
Anticipated Outcome	A year end underspend is anticipated

Budget Details	Variance Analysis				
Subjective Analysis	**Budget**	**Forecast Spend**	**forecast Variance**		**RAG Status**
	£000	**£000**	**£000**	**%**	
REPAIRS & MAINTENANCE	12,872	12,672	(200)	-2%	↑

Service Description	
This budget covers all repair and maintenance expenditure to houses and lockups	
Variance Narrative	
Main Issues	The projected underspend is attributable to lower than budgeted costs for maintenance contracts.
Mitigating Action	No mitigating action is required.
Anticipated Outcome	A year end underspend is anticipated.

WEST DUNBARTONSHIRE COUNCIL
HRA REVENUE BUDGETARY CONTROL 2021/2022
ANALYSIS FOR VARIANCES OVER £50,000

APPENDIX 2

MONTH END DATE 30 September 2021

PERIOD 6

Budget Details	Variance Analysis				
Subjective Analysis	Budget	Forecast Spend	forecast Variance		RAG Status
	£000	£000	£000	%	
BAD DEBT PROVISION	1,060	948	(112)	-11%	↑

Service Description	
This budget allows for the provision for bad and doubtful debts to be maintained at an appropriate level	
Variance Narrative	
Main Issues	It is anticipated that the Bad Debt Provision will be more in line with last year's actual, as opposed to budget, resulting in a favourable variance.
Mitigating Action	No mitigating action is required.
Anticipated Outcome	A year end underspend is anticipated

Budget Details	Variance Analysis				
Subjective Analysis	Budget	Forecast Spend	forecast Variance		RAG Status
	£000	£000	£000	%	
VOID LOSS	648	1,132	484	75%	↓

Service Description	
This budget covers the rents lost on void houses and lockups and the cost of council tax on void properties.	
Variance Narrative	
Main Issues	The main reason for this adverse variance relates to the number of void properties being higher than budgeted. Despite restrictions being lifted and best efforts to relet properties towards the end of 20/21, the recovery to normal numbers was not possible. Therefore, void numbers are starting higher in 21/22 than assumed within the budget. This is reflected in a higher cost for void rent loss and void council tax against budget.
Mitigating Action	HMTA and Housing are working together to facilitate having void properties ready for re - letting
Anticipated Outcome	A year end overspend is anticipated.

Budget Details	Variance Analysis				
Subjective Analysis	Budget	Forecast Spend	forecast Variance		RAG Status
	£000	£000	£000	%	
HOUSE RENTS	44,417	44,267	150	0%	↓

Service Description	
Rental income from houses	
Variance Narrative	
Main Issues	This budget is based on the expected numbers of stock available for rent. The 21/22 budget assumed a provision for some of the new builds becoming available to rent part way through the financial year. However, delays to the progress on site due to Covid-19 and adverse weather, will mean that some of these properties will not be ready until later than originally assumed within the budget.
Mitigating Action	No mitigation possible. Any income shortfall will be contained within the overall HRA Budget.
Anticipated Outcome	There will be a shortfall in rental income.

WEST DUNBARTONSHIRE COUNCIL
HRA CAPITAL PROGRAMME
OVERALL PROGRAMME SUMMARY

MONTH END DATE 30 September 2021

PERIOD 6

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	18.5%	2,058	2.5%	5	18.5%	1,433	7.4%
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	1	3.7%	66,311	81.9%	1	3.7%	5,266	27.3%
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	21	77.8%	12,561	15.5%	21	77.8%	12,561	65.2%
The in-year adverse variance reflects the 20/21 Scottish Governr	**27**	**100%**	**80,930**	**100%**	**27**	**100%**	**19,260**	**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	20,843	2,058	20,843	0	6,205	2,058	4,206	(1,999)	(1,999)	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	135,876	66,311	136,226	350	20,281	5,266	20,631	350	0	350
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	88,886	12,561	88,886	0	21,842	12,561	21,842	0	0	0
TOTAL EXPENDITURE	**245,605**	**80,930**	**245,955**	**350**	**48,328**	**19,885**	**46,679**	**(1,649)**	**(1,999)**	**350**
TOTAL RESOURCES	**245,605**	**80,930**	**245,955**	**(350)**	**48,328**	**19,885**	**46,679**	**1,649**		
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 **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
1	**Doors/window component renewals**						
	Project Life Financials	10,539	1,150	11%	10,539	0	0%
	Current Year Financials	3,831	1,150	30%	2,300	(1,531)	-40%
	Project Description	Doors/Windows Component Renewals					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	Installs are behind original planned targets, however the combined internal and external contractor resources are showing an upturn in completions and an overall improving position. Officers will continue to monitor and support this position to maintain improvements.						
	Mitigating Action						
	No mitigation available at this time.						
	Anticipated Outcome						
	Slippage anticipated and required to be carried forward into 22/23.						
2	**Statutory/regulatory compliance works (lifts/electrical/legionnella/fire etc)**						
	Project Life Financials	683	625	92%	1,583	900	132%
	Current Year Financials	236	625	265%	1,136	900	381%
	Project Description	This budget will be used to upgrade / replace components / installations in order to comply with					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	The works in relation to the smoke detector installation programme has been continuing in connection with gas heating annual servicing and continues to gather pace. However an issue regarding the level of budget available has been identified in that installation costs have been higher than anticipated at time of budget setting, resulting in an estimated overspend of £0.900m at this time, which is being offset by the £0.900m underspend in the MSF Fire Risk Assessment Works project. A virement request was submitted to Council on 27th October to vire this £0.900m into this budget						
	Mitigating Action						
	No mitigation available at this time.						
	Anticipated Outcome						
	Project to complete as planned however now with expected overspend.						
3	**Defective structures/component renewals**						
	Project Life Financials	3,429	283	8%	3,429	0	0%
	Current Year Financials	746	283	38%	470	(276)	-37%
	Project Description	Defective structures					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No significant issues. Programme continues albeit there are challenges with vacating tenants in next block to commence, impacted by COVID and suitable decant locations. Housing officers working to resolve this. Overall programme behind where we wanted to be at this stage and officers and team will work to maximise on opportunities to catch up on programme.						
	Mitigating Action						
	No mitigation available at this time.						
	Anticipated Outcome						
	Slippage anticipated and required to be carried forward into 22/23.						

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
4	**Airport Noise Insulation Scheme**						
	Project Life Financials	192	0	0%	192	0	0%
	Current Year Financials	192	0	0%	0	(192)	-100%
	Project Description	Noise Insulation Project					
	Project Lifecycle	Planned End Date		31-Mar-22	Forecast End Date		31-Mar-23
	Main Issues / Reason for Variance						
	Glasgow Airport has committed to develop and implement a Noise Insulation Policy to mitigate noise for residents most affected by aviation noise. To develop this the Council has committed to working jointly with the Airport to procure a leading expert in the field to manage the trial on behalf of our collective organisations and ultimately develop a phased programme of works in parallel with existing window replacement and insulation programmes to mitigate the noise experienced by tenants within a specified area. With the challenges facing the Airport as a result of the pandemic, this programme has been paused at the request of Glasgow Airport.						
	Mitigating Action						
	There is regular dialogue between the Council and Glasgow Airport, and there is the basis of an agreed delivery plan which was ready to be implemented prior to the pausing of the project. This can be re-established immediately by both parties, however it has to be recognised the nature of works and with the indication that it will not commence until Q3 2021/22 there is a strong likelihood that this project will not complete until 2022/23, however both parties still remain committed to its delivery.						
	Anticipated Outcome						
	Full delivery and spend is unlikely to be achieved in 2021/22, however the phasing for future years is yet to be confirmed.						
5	**MSF Fire Risk Assessment Works**						
	Project Life Financials	6,000	0	0%	5,100	(900)	-15%
	Current Year Financials	1,200	0	0%	300	(900)	-75%
	Project Description	High Rise Fire Safety Measures					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	An update report on this project is on the agenda for 27th October 2021 Council . This advises that the expected spend on replacing Spandrel panels will no longer be required but instead a variety of issues affecting Multi Stories will be reviewed and incorporated into the 2022 High Rise strategy. The resulting underspend of £0.900m will be used to offset the overspend related to the smoke detector installation programme under the statutory/ regulatory compliance works project. A virement request was submitted to Council on 27th October to transfer this amount .						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Progress on this programme will be closely monitored on a regular basis through the Better Homes Project Board.						
	TOTAL RED						
	Project Life Financials	20,843	2,058	10%	20,843	0	0%
	Current Year Financials	6,205	2,058	33%	4,206	(1,999)	-32%

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
1	**Affordable Housing Supply Programme**						
	Project Life Financials	135,876	66,311	49%	136,226	350	0%
	Current Year Financials	20,281	5,266	26%	20,631	350	2%
	Project Description	Affordable Housing Supply Programme					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26

Main Issues / Reason for Variance

Updated revised cashflow positions are currently being sought for each site. However, as it currently stands, it is anticipated that this programme will complete on project life budget. Further details are provided within appendix 8. Site updates are as follows:

St Andrews - Project is complete with all properties being handed over.
Haldane - Project is complete with all properties being handed over.
Aitkenbar Primary School - Project is complete with all properties being handed over.

Clydebank East - A decision over the materials being used has now been made, the Planning Application has been made and will be heard at the next available Planning Committee.

Creveul Court - Project is complete with all properties being handed over.

Dumbarton Harbour Ph 3 - The shortage in labour and materials being experienced throughout the country has pushed prices up on the final work required on this site . It is expected that around £0.155m of this £0.350m overspend will be met by additional Scottish Executive funding although this has still to be agreed.

Queens Quay Site B - Project is moving on and timber kit is progressing. The project is on track for completion in March 2022.

Future Sites - Sites have been identified and are at various different stages, with some having their designs and feasibilities progressing. An exercise will be carried out to determine viability of a number of gap sites for future housing development within the ownership of HRA.

Mitigating Action
None required at this time.
Anticipated Outcome
Project to complete as planned and meet spend targets.

TOTAL AMBER						
Project Life Financials	135,876	66,311	49%	136,226	350	0%
Current Year Financials	20,281	5,266	26%	20,631	350	2%

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
1	**Special needs adaptations**						
	Project Life Financials	2,540	287	11%	2,540	0	0%
	Current Year Financials	575	287	50%	575	0	0%
	Project Description	Adaptations to Housing for Special Needs					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues to report at this time. Due to impacts of COVID last year unspent budget was carried forward. This will place additional challenges on achieving full spend, however project officers and delivery team will endeavour to catch up with installs. Additional resources back-up contractor in-place and monthly numbers of installations/completions are positive in terms of assisting to meet spend targets. Overall performance is on an improving trend.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
2	**Capitalised minor works**						
	Project Life Financials	2,480	395	16%	2,480	0	0%
	Current Year Financials	691	395	57%	691	0	0%
	Project Description	This is a budget to undertake specific minor ad hoc capital projects that arise on demand throughout the financial year.					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
3	**Better Homes Priority Budget**						
	Project Life Financials	1,319	4	0%	1,319	0	0%
	Current Year Financials	446	4	1%	446	0	0%
	Project Description	Priority projects as prioritised by the Better Homes Group					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	While pandemic restrictions stalled some proposed initiatives throughout 2020/21, it is anticipated that this will not be a concern throughout 2021/22. A number of priority initiatives, supported by the Better Homes Project Board, are already being investigated and are envisaged to have a positive impact on the current council housing stock, however these will still be subject to ongoing volatility with supply chains and labour markets that could impact on delivery. These include an Internet of Things pilot Project with AICO for Housing First properties, that will provide sensors to properties to measure temperature, humidity and air quality with training to be arranged; a pilot project to improve the efficiency of the electric storage heating systems in our multi-storey flats, initially starting with one block with the potential rollout to further blocks; and merging 2 flats into one property for a large family that cannot be accommodated elsewhere within the housing stock. The board are also investigating a number of energy efficiency and zero emission pilots to help us identify best practice for improvements across the wider stock for example under floor insulation.						
	Mitigating Action						
	No mitigation required at this time.						
	Anticipated Outcome						
	It is anticipated that the accelerated proposals will result in this budget achieving all targets, but will continue to monitor market conditions.						

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
4	**QL Development**						
	Project Life Financials	26	14	54%	26	0	0%
	Current Year Financials	26	14	54%	26	0	0%
	Project Description	This budget relates to the costs associated with the development of the Integrated Housing Management System					
	Project Lifecycle	Planned End Date		31-Mar-22	Forecast End Date		31-Mar-22
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
5	**Gypsy Travellers Site**						
	Project Life Financials	91	0	0%	91	0	0%
	Current Year Financials	91	0	0%	91	0	0%
	Project Description	Gypsy/ Traveller Site improvements					
	Project Lifecycle	Planned End Date		31-Mar-22	Forecast End Date		31-Mar-22
	Main Issues / Reason for Variance						
	This budget is made up of Scottish Government grant which requires to be legally committed to improvement works on existing Gypsy Travellers sites by the end of March 2022. Initially the funding should have been committed a year earlier but as a result of the pandemic the timeline has been extended across Scotland. A condition of the grant requires that spend mirrors tenant priorities, and as such we have had a number of consultative engagements with the existing community to assess priorities. A project has been identified, estimated costs have been reported to Better Homes Group and officers are developing delivery plans for this work.						
	Mitigating Action						
	No mitigation required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
6	**Community Safety Projects**						
	Project Life Financials	17	0	0%	17	0	0%
	Current Year Financials	17	0	0%	17	0	0%
	Project Description	Community Safety Projects					
	Project Lifecycle	Planned End Date		31-Mar-22	Forecast End Date		31-Mar-22
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
7	**Targeted SHQS compliance works**						
	Project Life Financials	100	0	0%	100	0	0%
	Current Year Financials	100	0	0%	100	0	0%
	Project Description	This budget is to focus on work required to maintain the SHQS compliance with WDC housing stock.					
	Project Lifecycle	Planned End Date		31-Mar-22	Forecast End Date		31-Mar-22
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
8	**Targeted EESSH compliance works**						
	Project Life Financials	20,504	4,203	20%	20,504	0	0%
	Current Year Financials	5,076	4,203	83%	5,076	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-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues currently. EWI programme continues into 21/22 and should work be able to continue with no further lockdowns, it is anticipated that the programme will be completed as planned. Monthly numbers tracking and work continues positively, although caution should remain with regards to emerging COVID increases and the effect that may have on labour and materials supply chain.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
9	**Building external component renewals, roofs/chimneys/flashings/fascias/gutters/svp**						
	Project Life Financials	16,430	2,418	15%	16,430	0	0%
	Current Year Financials	4,088	2,418	59%	4,088	0	0%
	Project Description	Building external component renewals					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues currently. Roof renewal programme continues into 21/22 and should work be able to continue with no further lockdowns, it is anticipated that the programme will be completed as planned. Monthly tracking slightly behind however additional installs by support contractor is underway and this should help with completions to target. Recent completions incorporating those by support contractor are showing an improving position.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
10	**External stores/garages/bin stores/drainage component renewals**						
	Project Life Financials	304	67	22%	304	0	0%
	Current Year Financials	125	67	54%	125	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-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
11	**Secure entry component renewals**						
	Project Life Financials	379	143	38%	379	0	0%
	Current Year Financials	200	143	72%	200	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-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
12	**Heating improvement works:**						
	Project Life Financials	4,972	617	12%	4,972	0	0%
	Current Year Financials	948	617	65%	948	0	0%
	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-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues. Install programme tracking ahead of targets.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
13	**Energy improvements/energy efficiency works**						
	Project Life Financials	331	54	16%	331	0	0%
	Current Year Financials	108	54	50%	108	0	0%
	Project Description	Energy improvements/ efficiency works (e.g. loft insulation, pipe/tank insulation, draught exclusion)					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
14	**Improvement works (Risk St)**						
	Project Life Financials	170	85	50%	170	0	0%
	Current Year Financials	170	85	50%	170	0	0%
	Project Description	Risk Street Over clad					
	Project Lifecycle	Planned End Date		31-Mar-22	Forecast End Date		31-Mar-22
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
15	**Void house strategy programme**						
	Project Life Financials	8,645	1,459	17%	8,645	0	0%
	Current Year Financials	2,101	1,459	69%	2,101	0	0%
	Project Description	Spend on Void Properties to bring them up to letting standard					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
16	**Contingencies**						
	Project Life Financials	500	0	0%	500	0	0%
	Current Year Financials	100	0	0%	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-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
17	**Environmental renewal works, paths/fences/walls/parking area's**						
	Project Life Financials	5,089	644	13%	5,089	0	0%
	Current Year Financials	1,289	644	50%	1,289	0	0%
	Project Description	Environmental renewal works, paths/fences/walls/parking areas					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
18	**Asbestos management works**						
	Project Life Financials	1,104	222	20%	1,104	0	0%
	Current Year Financials	210	222	106%	210	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-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
19	**Buy Backs**						
	Project Life Financials	7,106	420	6%	7,106	0	0%
	Current Year Financials	1,706	420	25%	1,706	0	0%
	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-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
20	**Salaries/central support/offices**						
	Project Life Financials	12,776	818	6%	12,776	0	0%
	Current Year Financials	2,455	818	33%	2,455	0	0%
	Project Description	Allocation of costs from other WDC services who support the HRA capital programme					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						
21	**Modern facilities and services**						
	Project Life Financials	4,003	711	18%	4,003	0	0%
	Current Year Financials	1,320	711	54%	1,320	0	0%
	Project Description	New Kitchens, Bathrooms and Showers					
	Project Lifecycle	Planned End Date		31-Mar-26	Forecast End Date		31-Mar-26
	Main Issues / Reason for Variance						
	No Issues. Additional resources back-up contractor in-place and early numbers of installations/completions are positive in terms of spend targets. Performance is not caught up to cumulative year target position, however output of back-up contractor combined with in-house team is improving the output overall. Ledger spend is lagging behind completions, officers working on clearing work in progress (WIP) values to level this up.						
	Mitigating Action						
	Additional back-up contracts in place to assist in delivery.						
	Anticipated Outcome						
	Project to complete as planned and meet spend targets.						

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

MONTH END DATE **30 September 2021**

PERIOD **6**

Budget Details	Project Life Financials					
	Budget	Spend to Date		Forecast Spend	Variance	
	£000	£000	%	£000	£000	%
TOTAL GREEN						
Project Life Financials	88,886	12,561	14%	88,886	0	0%
Current Year Financials	21,842	12,561	58%	21,842	0	0%

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

MONTH END DATE **30 September 2021**

PERIOD **6**

	Budget Details	Project Life Financials					
		Budget	Spend to Date		Forecast Spend	Variance	
		£000	£000	%	£000	£000	%
1	**NEW BUILD GRANT**						
	Project Life Financials	(39,600)	(23,814)	60%	(40,623)	(1,023)	3%
	Current Year Financials	(5,000)	0	0%	(5,150)	(150)	3%
	Project Description	Grant to facilitate the building of new build housing					
	Project Lifecycle	Planned End Date			Forecast End Date		

Main Issues / Reason for Variance

Overall, there is a favourable project life variance of £1.023m which relates to additional grant income successfully negotiated by Officers in relation to the increased grant per unit at Aitkenbar, Haldane and Dumbarton Harbour and the additional grant generated from the buyback scheme. Current year favourable variance of £0.155m relates to additional income anticipated to be received from Scottish Executive in relation to increase of costs at Dumbarton Harbour.

Mitigating Action

None required at this time.

Anticipated Outcome

The project life overall variance will be favourable by £1.023m due to additional Scottish Government Grant Income.

TOTAL RESOURCES						
Project Life Financials	245,604	80,877	33%	245,954	(350)	0%
Current Year Financials	48,327	19,831	41%	46,678	1,649	3%

WEST DUNBARTONSHIRE COUNCIL **APPENDIX 8**
HRA CAPITAL PROGRAMME
ANALYSIS OF AFFORDABLE HOUSING SUPPLY PROGRAMME

MONTH END DATE **30 September 2021**

PERIOD **6**

Site	Project Life Financials					
	Budget	Spend to Date	Forecast Spend	Variance		
	£000	£000	£000	£000	%	RAG Status
St Andrews	22,647	21,699	22,647	-	0%	→
Haldane PS	11,572	11,342	11,572	-	0%	→
Aitkenbar PS	10,669	9,941	10,669	-	0%	→
Clydebank East	21,645	3,576	21,645	-	0%	→
Creveul Court	3,811	3,751	3,811	-	0%	→
Dumbarton Harbour	8,124	8,282	8,474	350	4%	↓
Queens Quay (site B)	6,925	5,270	6,925	-	0%	→
Future Developments	46,132	1,216	46,132	-	0%	→
Fees and Staffing Costs	4,351	1,232	4,351	-	0%	→
Total Expenditure	**135,876**	**66,309**	**136,226**	**350**		↓

WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Officer - Resources

Housing and Communities Committee: 3 November 2021

Subject: Housing Revenue Account Budgetary Control Report to 30 September 2021 (Period 6)

1. Purpose

1.1 The purpose of the report is to provide members with an update on the financial performance to 30 September 2021 (Period 6) of the HRA revenue and capital budgets for 2021/22.

2. Recommendations

2.1 Members are asked to:

i) note the revenue analysis shows a projected annual favourable variance of £0.006m; and

ii) note the net projected annual position in relation to the capital plan is highlighting an in-year variance of £1.649m which is made up of slippage of £1.999m (4.14%) and overspend of £0.350m (0.72%) as detailed in Appendix 3.

3. Background

Revenue

3.1 At the meeting of West Dunbartonshire Council on 3 March 2021, Members agreed the revenue estimates for 2021/2022 and a total budget of £46.147m.

Capital

3.2 At the meeting of Council on 3 March 2021, Members also agreed the updated Capital Plan for 2021/22 which has been augmented by slippage from 2020/21 to produce a total planned spend for 2021/22 of £48.328m.

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 favourable variance of £0.006m.

Capital

4.2 The HRA capital summary position is shown in Appendix 3. Information on projects that are highlighted as being within the Red category is provided in Appendix 4. Appendix 5 provides information on the project at Amber and Appendix 6 lists all the remaining projects which are categorised as being within the Green category. A summary of anticipated resources is shown in Appendix 6. The analysis shows that there is currently a projected in-year favourable variance of £1.649m which relates to anticipated slippage of £1.999m and overspend of £0.350m.

4.3 A virement request was submitted to Council on 27Th October which ,if approved , will transfer £0.900m between The MSF Fire Risk budget and the Smoke detectors budget since they have offsetting under and over spends . Further information on these two projects can be seen in Appendix 4.

4.4 From the analysis within Appendix 4, it can be seen that the projects reporting slippage are as follows:-

Project Name	**Slippage (£m)**
Doors/ Window component renewals	1.531
Defective structures/component renewals	0.276
Airport Noise Insulation Scheme	0.192

Reasons for slippage are explained in Appendix 4 and Appendix 5. The overspend of £0.350m relates to the Dumbarton Harbour Site within the Affordable Housing Supply Programme as explained in Appendix 5..

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 Housing management and Legal services have been requested on this report and both have advised there are neither any issues nor concerns with the proposal.

10. Strategic Assessment

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

Stephen West
Chief Officer – Resources
Date: 12 October 2021

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

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

Background Papers: None

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2021/2022
HOUSING & COMMUNITIES SUMMARY

Appendix 1

MONTH END DATE **30th September 2021**

Actual Outturn 2020/21	Service / Subjective Summary	Total Budget 2021/22	YTD Spend 2021/22	Forecast Spend 2021/22	Annual Variance 2021/22		Annual RAG Status	Net Variance Attributable to Covid	Underlying Variance Excluding Covid
£000		£000	£000	£000	£000	%		£000	£000
2,721	Working 4 U	2,700	608	2,732	32	1%	↓	0	32
876	Communities	860	381	870	10	1%	↓	0	11
500	Homeless Persons	586	482	619	33	6%	↓	39	(6)
41	Private Sector Housing	39	20	39	0	0%	→	0	0
0	Private Sector Housing Grant	78	149	79	1	1%	↓	0	1
434	Anti Social Behaviour	439	145	452	13	3%	↓	0	12
0	Housing Asset and Investment	80	14	32	(48)	-60%	↑	0	(48)
(724)	Housing Maintenance Trading A/c	(1,400)	(531)	(1,413)	(13)	-1%	↑	0	(13)
3,849	**Total Net Expenditure**	**3,382**	**1,268**	**3,410**	**28**	**0.83%**	↓	**39**	**(11)**

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2021/2022
HOUSING AND COMMUNITIES COMMITTEE DETAIL

Appendix 2

YEAR END DATE 30th September 2021

PERIOD 6

Actual Outturn 2020/21	Service Summary	Total Budget 2021/22	YTD Spend 2021/22	Forecast Spend 2021/22	Annual Variance 2021/22		RAG Status
£000	**All Services**	£000	£000	£000	£000	%	
17,918	Employee	18,360	8,726	17,836	(524)	-3%	↑
2,837	Property	2,231	950	2,231	0	0%	→
1,114	Transport and Plant	1,173	576	1,182	9	1%	↓
11,655	Supplies, Services and Admin	10,091	5,057	10,652	560	6%	↓
3,808	Payments to Other Bodies	5,845	1,631	5,824	(21)	0%	↑
(8)	Other	0	0	0	0	0%	→
37,325	**Gross Expenditure**	**37,701**	**16,940**	**37,725**	**25**	**0%**	↓
(33,476)	**Income**	(34,319)	(15,672)	(34,316)	3	**0%**	↓
3,849	**Net Expenditure**	**3,382**	**1,268**	**3,410**	**29**	**1%**	↓
£000	**Working 4 U**	£000	£000	£000	£000	%	
2,496	Employee	2,802	1,363	2,823	20	1%	↓
0	Property	2	0	2	0	0%	→
4	Transport and Plant	23	3	24	1	3%	↓
102	Supplies, Services and Admin	241	49	245	3	1%	↓
1,494	Payments to Other Bodies	3,182	578	3,169	(13)	0%	↑
0	Other	0	0	0	0	0%	→
4,096	**Gross Expenditure**	**6,251**	**1,994**	**6,262**	**12**	**0%**	↓
(1,375)	**Income**	**(3,550)**	**(1,385)**	**(3,530)**	**20**	**1%**	↓
2,721	**Net Expenditure**	**2,700**	**608**	**2,732**	**32**	**1%**	↓
£000	**Communities**	£000	£000	£000	£000	%	
618	Employee	598	299	589	(9)	-2%	↑
282	Property	275	105	275	0	0%	→
4	Transport and Plant	4	1	4	0	0%	→
7	Supplies, Services and Admin	4	6	4	1	26%	↓
173	Payments to Other Bodies	146	35	138	(8)	-5%	↑
0	Other	0	0	0	0	0%	→
1,084	**Gross Expenditure**	**1,026**	**446**	**1,010**	**(17)**	**-2%**	↑
(208)	**Income**	**(167)**	**(64)**	**(140)**	**27**	**16%**	↓
876	**Net Expenditure**	**860**	**381**	**870**	**10**	**1%**	↓
£000	**Homeless Persons**	£000	£000	£000	£000	%	
2,121	Employee	2,420	1,115	2,430	10	0%	↓
2,397	Property	1,633	797	1,633	0	0%	→
24	Transport and Plant	33	15	39	6	18%	↓
236	Supplies, Services and Admin	83	31	69	(14)	-17%	↑
789	Payments to Other Bodies	1,136	401	1,136	0	0%	→
0	Other	0	0	0	0	0%	→
5,567	**Gross Expenditure**	**5,305**	**2,360**	**5,307**	**2**	**0%**	↓
(5,067)	**Income**	**(4,719)**	**(1,877)**	**(4,688)**	**31**	**1%**	↓
500	**Net Expenditure**	**586**	**482**	**619**	**33**	**6%**	↓
£000	**Private Sector Housing**	£000	£000	£000	£000	%	
0	Employee	0	0	0	0	0%	→
0	Property	0	0	0	0	0%	→
0	Transport and Plant	0	0	0	0	0%	→
0	Supplies, Services and Admin	0	0	0	0	0%	→
41	Payments to Other Bodies	39	20	39	0	0%	→
0	Other	0	0	0	0	0%	→
41	**Gross Expenditure**	**39**	**20**	**39**	**0**	**0%**	→
0	**Income**	**0**	**0**	**0**	**0**	**0%**	→
41	**Net Expenditure**	**39**	**20**	**39**	**0**	**0%**	→

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2021/2022
HOUSING AND COMMUNITIES COMMITTEE DETAIL

Appendix 2

YEAR END DATE 30th September 2021

PERIOD 6

Actual Outturn 2020/21	Service Summary	Total Budget 2021/22	YTD Spend 2021/22	Forecast Spend 2021/22	Annual Variance 2021/22		RAG Status
£000	**Private Sector Housing Grant**	£000	£000	£000	£000	%	
38	Employee	38	19	39	1	3%	↓
83	Property	241	7	241	0	0%	→
0	Transport and Plant	0	0	0	0	0%	→
0	Supplies, Services and Admin	0	(1)	0	0	0%	→
243	Payments to Other Bodies	245	124	245	0	0%	→
0	Other	0	0	0	0	0%	→
364	**Gross Expenditure**	**524**	**149**	**525**	**1**	**0%**	↓
(364)	**Income**	**(446)**	**0**	**(446)**	**0**	**0%**	→
-	**Net Expenditure**	**78**	**149**	**79**	**1**	**1%**	↓
£000	**Anti Social Behaviour**	£000	£000	£000	£000	%	
280	Employee	277	141	290	14	5%	↓
0	Property	0	0	0	0	0%	→
2	Transport and Plant	1	2	3	2	266%	↓
4	Supplies, Services and Admin	11	2	7	(4)	-36%	↑
149	Payments to Other Bodies	151	0	151	0	0%	→
0	Other	0	0	0	0	0%	→
434	**Gross Expenditure**	**440**	**145**	**452**	**12**	**3%**	↓
0	**Income**	**(1)**	**0**	**(0)**	**0**	**43%**	↓
434	**Net Expenditure**	**439**	**145**	**452**	**13**	**3%**	↓
£000	**Housing Asset and Investment**	£000	£000	£000	£000	%	
317	Employee	526	182	371	(155)	-29%	↑
0	Property	0	0	0	0	0%	→
1	Transport and Plant	2	1	2	0	0%	→
1	Supplies, Services and Admin	1	1	2	1	100%	↓
0	Payments to Other Bodies	0	0	0	0	0%	→
0	Other	0	0	0	0	0%	→
319	**Gross Expenditure**	**529**	**184**	**375**	**(154)**	**-29%**	↑
(319)	**Income**	**(449)**	**(170)**	**(343)**	**106**	**24%**	↓
-	**Net Expenditure**	**80**	**14**	**32**	**(48)**	**-60%**	↑
£000	**Housing Maintenance Trading A/c**	£000	£000	£000	£000	%	
12,049	Employee	11,699	5,606	11,294	(405)	-3%	↑
75	Property	81	41	81	0	0%	→
1,079	Transport and Plant	1,110	555	1,110	0	0%	→
11,305	Supplies, Services and Admin	9,751	4,969	10,324	573	6%	↓
919	Payments to Other Bodies	946	473	946	0	0%	→
(8)	Other	0	0	0	0	0%	→
25,419	**Gross Expenditure**	**23,587**	**11,644**	**23,755**	**168**	**1%**	↓
(26,143)	**Income**	**(24,987)**	**(12,175)**	**(25,168)**	**(181)**	**-1%**	↑
(724)	**Net Expenditure**	**(1,400)**	**(531)**	**(1,413)**	**(13)**	**1%**	↑

WEST DUNBARTONSHIRE COUNCIL **Appendix 3**

REVENUE BUDGETARY CONTROL 2021/2022

ANALYSIS FOR VARIANCES OVER £50,000

YEAR END DATE **30th September 2021**

Budget Details	Variance Analysis				
	Total Budget	Forecast Spend	Variance		RAG Status
	£000	£000	£000	%	
Housing Asset and Investment	80	32	(48)	-60%	↑
Service Description	This service manages capital investment across council and private sector housing stock.				
Main Issues / Reason for Variance	Employee costs are showing a favourable variance due to vacant posts within the service. This is partially offset by a reduction in the level of income being recharged to the Housing Revenue Account.				
Mitigating Action	None Required				
Anticipated Outcome	Underspend forecast at year end				
Housing Maintenance Trading A/c	(1,400)	(1,413)	(13)	1%	↑
Service Description	This service delivers maintenance and investment services to the council's housing stock.				
Main Issues / Reason for Variance	Employee cost underspend due to vacant posts within the service. Supply cost adverse variance due Increased use of specialist contractors Additional net costs are offset by additional income				
Mitigating Action	None Required				
Anticipated Outcome	Surplus slightly above target at year end				

WEST DUNBARTONSHIRE COUNCIL
MONITORING OF EFFICIENCIES AND MANAGEMENT ADJUSTMENTS 2021/22 **Appendix 4**

Efficiency reference	Efficiency Detail	Budgeted Amount £	Projection of Total Saved £	Projection of Total Not Saved £	Comment
MA2	Move CCTV monitoring in-house	Housing & Employability	20,000	20,000	

WEST DUNBARTONSHIRE COUNCIL
GENERAL SERVICES CAPITAL PROGRAMME
OVERALL PROGRAMME SUMMARY

APPENDIX 5

MONTH END DATE 30 September 2021

PERIOD 6

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	3	100%	811	100%	3	100%	23	100%
TOTAL EXPENDITURE	**3**	**100%**	**811**	**100%**	**3**	**100%**	**23**	**100%**

	Project Life Financials				Current Year Financials					
	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Slippage £000	Over/ (Under) £000
Red										
Projects are forecast to be overspent and/or significant delay to completion	0	0	0	0	0	0	0	0	0	0
Amber										
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	0	0	0	0	0	0	0	0	0	0
Green										
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	1,247	811	1,247	0	89	23	89	0	0	0
TOTAL EXPENDITURE	**1,247**	**811**	**1,247**	**0**	**89**	**23**	**89**	**0**	**0**	**0**

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

PERIOD END DATE **30 September 2021**

PERIOD **6**

	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	912	795	87%	912	0	0%
	Current Year Financials	41	14	35%	41	0	0%
	Project Description	Capital budget to support the roll out of Your Community, an initiative designed to achieve coordinated service delivery in response to community need. This is complimented by community capacity building, empowering WD citizens to do more for their own communities (leading to less reliance on council). Also included is the implementation of participatory budgeting to support and build capacity in communities.					
	Project Manager	Elaine Troup					
	Chief Officer	Peter Barry					
	Project Lifecycle	Planned End Date		31-Mar-23	Forecast End Date		31-Mar-23
	Main Issues / Reason for Variance						
	The fund remains closed to any new applications to allow time for successful projects to draw down funds. Contact will be made with those groups who have been offered funds but have yet to draw down to establish the likelihood of progress. New applications received will be held on file and a decision made as soon as uncommitted budget is known.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Full spend is anticipated on this year's budget.						
2	**Integrated Housing Management System**						
	Project Life Financials	110	16	14%	110	0	0%
	Current Year Financials	23	8	37%	23	0	0%
	Project Description	Development of IHMS system.					
	Project Manager	Graham Watters					
	Chief Officer	Peter Barry					
	Project Lifecycle	Planned End Date		31-Mar-30	Forecast End Date		31-Mar-30
	Main Issues / Reason for Variance						
	Development of system progressing, with budget spend anticipated to be incurred in 2021/22.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Development of IHMS system.						
3	**Dennystoun Forge Site Improvements**						
	Project Life Financials	225	0	0%	225	0	0%
	Current Year Financials	25	0	0%	25	0	0%
	Project Description	Dennystoun Forge Site Improvements					
	Project Manager	John Kerr					
	Chief Officer	Peter Barry					
	Project Lifecycle	Planned End Date		31-Mar-30	Forecast End Date		31-Mar-30
	Main Issues / Reason for Variance						
	Project was initially stalled due to COVID-19 restrictions, however as these are easing Officers have now carried out a consultative exercise and initiated a site inspection to develop the work programme for 2021/22, and provided there are no further pandemic impacts it is expect works commence in late summer.						
	Mitigating Action						
	Officers carried out some proactive consultative work to establish the tenant priorities this will allow the work programme to be developed timeously.						
	Anticipated Outcome						
	It is expected the works programme for 2021/22 be delivered within Quarter 4.						

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Officer – Housing and Employability

Housing and Communities Committee: 3 November 2021

Subject: Financial Report 2021/22 as at Period 6 (30 September 2021)

1. Purpose

1.1 The purpose of the report is to provide the Committee with an update on the financial performance to 30 September 2021 (Period 6) of those services under the auspices of the Housing and Communities Committee.

2. Recommendations

2.1 Members are asked to:

i) note the contents of this report which shows the revenue budget forecast to overspend against budget by £0.028m (0.83%) at the year-end, of which £0.039m is COVID-19 related

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 2021/22.

3. Background

3.1 Revenue Budget

At the meeting of West Dunbartonshire Council on 22 March 2021, Members agreed the revenue estimates for 2021/22.

A total net budget of £3.224m 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 £3.382m as per below.

Description	**£m**
Starting Position	**3.224**
Staff transfer	0.032
Savings applied	(0.037)
Procurement savings	(0.015)
Recurring Variances	(0.036)
Working4U	(0.063)
Homeless Prevention	0.277
Revised budget	**3.382**

Capital

3.2 At the meeting of Council on 4 March 2021, Members also agreed the updated 10 year General Services Capital Plan for 2021/2022 to 2030/31. The next three years from 2021/22 to 2023/24 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 £1.247m.

4. Main Issues

Revenue Budget

4.2 Appendix 1 shows the probable outturn for the services at £3.410m. As the revised annual budget is £3.382m there is a projected adverse variance currently projected of £0.028m, of which £0.039m is COVID-19 related. 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 2021/21 budget.

Capital Budget

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

5. People Implications

5.1 There are no people implications.

6. Financial Implications

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

6.2 Agreed management adjustments for 2021/22 are monitored with current indications being that the saving of £0.020m will be achieved (see Appendix 4).

7. Risk Analysis

7.1 The present variances should be viewed in the knowledge that there are a number of variable factors which could arise between now and 31 March and which could affect the year end results for both the revenue and capital budgets – particularly in light of COVID-19.

7.2 Assumptions around service demand and timing of nationally agreed changes through the phasing out of lockdown change regularly and therefore there is a significant risk that the projected year end budgetary position will change from that reported.

8. Equalities Impact Assessment (EIA)

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

9. Consultation

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

10. Strategic Assessment

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

Peter Barry
Chief Officer, Housing and Employability

Date: 12 October 2021

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

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

Background Papers: None

Wards Affected: All

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2021/2022
HOUSING & COMMUNITIES SUMMARY

Appendix 1

MONTH END DATE **30th September 2021**

Actual Outturn 2020/21	Service / Subjective Summary	Total Budget 2021/22	YTD Spend 2021/22	Forecast Spend 2021/22	Annual Variance 2021/22		Annual RAG Status	Net Variance Attributable to Covid	Underlying Variance Excluding Covid
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500	Homeless Persons	586	482	619	33	6%	↓	39	(6)
41	Private Sector Housing	39	20	39	0	0%	→	0	0
0	Private Sector Housing Grant	78	149	79	1	1%	↓	0	1
434	Anti Social Behaviour	439	145	452	13	3%	↓	0	12
0	Housing Asset and Investment	80	14	32	(48)	-60%	↑	0	(48)
(724)	Housing Maintenance Trading A/c	(1,400)	(531)	(1,413)	(13)	-1%	↑	0	(13)
3,849	**Total Net Expenditure**	**3,382**	**1,268**	**3,410**	**28**	**0.83%**	↓	**39**	**(11)**

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2021/2022
HOUSING AND COMMUNITIES COMMITTEE DETAIL

Appendix 2

YEAR END DATE 30th September 2021

PERIOD 6

Actual Outturn 2020/21	Service Summary	Total Budget 2021/22	YTD Spend 2021/22	Forecast Spend 2021/22	Annual Variance 2021/22		RAG Status
£000	**All Services**	£000	£000	£000	£000	%	
17,918	Employee	18,360	8,726	17,836	(524)	-3%	↑
2,837	Property	2,231	950	2,231	0	0%	→
1,114	Transport and Plant	1,173	576	1,182	9	1%	↓
11,655	Supplies, Services and Admin	10,091	5,057	10,652	560	6%	↓
3,808	Payments to Other Bodies	5,845	1,631	5,824	(21)	0%	↑
(8)	Other	0	0	0	0	0%	→
37,325	**Gross Expenditure**	**37,701**	**16,940**	**37,725**	**25**	**0%**	↓
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4	Transport and Plant	23	3	24	1	3%	↓
102	Supplies, Services and Admin	241	49	245	3	1%	↓
1,494	Payments to Other Bodies	3,182	578	3,169	(13)	0%	↑
0	Other	0	0	0	0	0%	→
4,096	**Gross Expenditure**	**6,251**	**1,994**	**6,262**	**12**	**0%**	↓
(1,375)	**Income**	**(3,550)**	**(1,385)**	**(3,530)**	**20**	**1%**	↓
2,721	**Net Expenditure**	**2,700**	**608**	**2,732**	**32**	**1%**	↓
£000	**Communities**	£000	£000	£000	£000	%	
618	Employee	598	299	589	(9)	-2%	↑
282	Property	275	105	275	0	0%	→
4	Transport and Plant	4	1	4	0	0%	→
7	Supplies, Services and Admin	4	6	4	1	26%	↓
173	Payments to Other Bodies	146	35	138	(8)	-5%	↑
0	Other	0	0	0	0	0%	→
1,084	**Gross Expenditure**	**1,026**	**446**	**1,010**	**(17)**	**-2%**	↑
(208)	**Income**	**(167)**	**(64)**	**(140)**	**27**	**16%**	↓
876	**Net Expenditure**	**860**	**381**	**870**	**10**	**1%**	↓
£000	**Homeless Persons**	£000	£000	£000	£000	%	
2,121	Employee	2,420	1,115	2,430	10	0%	↓
2,397	Property	1,633	797	1,633	0	0%	→
24	Transport and Plant	33	15	39	6	18%	↓
236	Supplies, Services and Admin	83	31	69	(14)	-17%	↑
789	Payments to Other Bodies	1,136	401	1,136	0	0%	→
0	Other	0	0	0	0	0%	→
5,567	**Gross Expenditure**	**5,305**	**2,360**	**5,307**	**2**	**0%**	↓
(5,067)	**Income**	**(4,719)**	**(1,877)**	**(4,688)**	**31**	**1%**	↓
500	**Net Expenditure**	**586**	**482**	**619**	**33**	**6%**	↓
£000	**Private Sector Housing**	£000	£000	£000	£000	%	
0	Employee	0	0	0	0	0%	→
0	Property	0	0	0	0	0%	→
0	Transport and Plant	0	0	0	0	0%	→
0	Supplies, Services and Admin	0	0	0	0	0%	→
41	Payments to Other Bodies	39	20	39	0	0%	→
0	Other	0	0	0	0	0%	→
41	**Gross Expenditure**	**39**	**20**	**39**	**0**	**0%**	→
0	**Income**	**0**	**0**	**0**	**0**	**0%**	→
41	**Net Expenditure**	**39**	**20**	**39**	**0**	**0%**	→

WEST DUNBARTONSHIRE COUNCIL
REVENUE BUDGETARY CONTROL 2021/2022
HOUSING AND COMMUNITIES COMMITTEE DETAIL

Appendix 2

YEAR END DATE 30th September 2021

PERIOD 6

Actual Outturn 2020/21	Service Summary	Total Budget 2021/22	YTD Spend 2021/22	Forecast Spend 2021/22	Annual Variance 2021/22		RAG Status
£000	**Private Sector Housing Grant**	£000	£000	£000	£000	%	
38	Employee	38	19	39	1	3%	↓
83	Property	241	7	241	0	0%	→
0	Transport and Plant	0	0	0	0	0%	→
0	Supplies, Services and Admin	0	(1)	0	0	0%	→
243	Payments to Other Bodies	245	124	245	0	0%	→
0	Other	0	0	0	0	0%	→
364	**Gross Expenditure**	**524**	**149**	**525**	**1**	**0%**	↓
(364)	**Income**	**(446)**	**0**	**(446)**	**0**	**0%**	→
-	**Net Expenditure**	**78**	**149**	**79**	**1**	**1%**	↓
£000	**Anti Social Behaviour**	£000	£000	£000	£000	%	
280	Employee	277	141	290	14	5%	↓
0	Property	0	0	0	0	0%	→
2	Transport and Plant	1	2	3	2	266%	↓
4	Supplies, Services and Admin	11	2	7	(4)	-36%	↑
149	Payments to Other Bodies	151	0	151	0	0%	→
0	Other	0	0	0	0	0%	→
434	**Gross Expenditure**	**440**	**145**	**452**	**12**	**3%**	↓
0	**Income**	**(1)**	**0**	**(0)**	**0**	**43%**	↓
434	**Net Expenditure**	**439**	**145**	**452**	**13**	**3%**	↓
£000	**Housing Asset and Investment**	£000	£000	£000	£000	%	
317	Employee	526	182	371	(155)	-29%	↑
0	Property	0	0	0	0	0%	→
1	Transport and Plant	2	1	2	0	0%	→
1	Supplies, Services and Admin	1	1	2	1	100%	↓
0	Payments to Other Bodies	0	0	0	0	0%	→
0	Other	0	0	0	0	0%	→
319	**Gross Expenditure**	**529**	**184**	**375**	**(154)**	**-29%**	↑
(319)	**Income**	**(449)**	**(170)**	**(343)**	**106**	**24%**	↓
-	**Net Expenditure**	**80**	**14**	**32**	**(48)**	**-60%**	↑
£000	**Housing Maintenance Trading A/c**	£000	£000	£000	£000	%	
12,049	Employee	11,699	5,606	11,294	(405)	-3%	↑
75	Property	81	41	81	0	0%	→
1,079	Transport and Plant	1,110	555	1,110	0	0%	→
11,305	Supplies, Services and Admin	9,751	4,969	10,324	573	6%	↓
919	Payments to Other Bodies	946	473	946	0	0%	→
(8)	Other	0	0	0	0	0%	→
25,419	**Gross Expenditure**	**23,587**	**11,644**	**23,755**	**168**	**1%**	↓
(26,143)	**Income**	**(24,987)**	**(12,175)**	**(25,168)**	**(181)**	**-1%**	↑
(724)	**Net Expenditure**	**(1,400)**	**(531)**	**(1,413)**	**(13)**	**1%**	↑

WEST DUNBARTONSHIRE COUNCIL **Appendix 3**

REVENUE BUDGETARY CONTROL 2021/2022

ANALYSIS FOR VARIANCES OVER £50,000

YEAR END DATE **30th September 2021**

Budget Details	Variance Analysis				
	Total Budget	Forecast Spend	Variance		RAG Status
	£000	£000	£000	%	
Housing Asset and Investment	80	32	(48)	-60%	↑
Service Description	This service manages capital investment across council and private sector housing stock.				
Main Issues / Reason for Variance	Employee costs are showing a favourable variance due to vacant posts within the service. This is partially offset by a reduction in the level of income being recharged to the Housing Revenue Account.				
Mitigating Action	None Required				
Anticipated Outcome	Underspend forecast at year end				
Housing Maintenance Trading A/c	(1,400)	(1,413)	(13)	1%	↑
Service Description	This service delivers maintenance and investment services to the council's housing stock.				
Main Issues / Reason for Variance	Employee cost underspend due to vacant posts within the service. Supply cost adverse variance due Increased use of specialist contractors Additional net costs are offset by additional income				
Mitigating Action	None Required				
Anticipated Outcome	Surplus slightly above target at year end				

WEST DUNBARTONSHIRE COUNCIL
MONITORING OF EFFICIENCIES AND MANAGEMENT ADJUSTMENTS 2021/22 **Appendix 4**

Efficiency reference	Efficiency Detail	Budgeted Amount £	Projection of Total Saved £	Projection of Total Not Saved £	Comment
MA2	Move CCTV monitoring in-house	Housing & Employability	20,000	20,000	

WEST DUNBARTONSHIRE COUNCIL
GENERAL SERVICES CAPITAL PROGRAMME
OVERALL PROGRAMME SUMMARY

APPENDIX 5

MONTH END DATE 30 September 2021

PERIOD 6

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	3	100%	811	100%	3	100%	23	100%
TOTAL EXPENDITURE	**3**	**100%**	**811**	**100%**	**3**	**100%**	**23**	**100%**

	Project Life Financials				Current Year Financials					
	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Budget £000	Spend to Date £000	Forecast Spend £000	Forecast Variance £000	Slippage £000	Over/ (Under) £000
Red										
Projects are forecast to be overspent and/or significant delay to completion	0	0	0	0	0	0	0	0	0	0
Amber										
Projects are either at risk of being overspent and/or delay in completion (although this is unquantifiable at present) or the project has any issues that require to be reported at this time	0	0	0	0	0	0	0	0	0	0
Green										
Projects are on target both in relation to overall budget and the forecast stages in the project life cycle and no issues are anticipated at this time	1,247	811	1,247	0	89	23	89	0	0	0
TOTAL EXPENDITURE	**1,247**	**811**	**1,247**	**0**	**89**	**23**	**89**	**0**	**0**	**0**

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

PERIOD END DATE **30 September 2021**

PERIOD **6**

	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	912	795	87%	912	0	0%
	Current Year Financials	41	14	35%	41	0	0%
	Project Description	Capital budget to support the roll out of Your Community, an initiative designed to achieve coordinated service delivery in response to community need. This is complimented by community capacity building, empowering WD citizens to do more for their own communities (leading to less reliance on council). Also included is the implementation of participatory budgeting to support and build capacity in communities.					
	Project Manager	Elaine Troup					
	Chief Officer	Peter Barry					
	Project Lifecycle	Planned End Date		31-Mar-23	Forecast End Date		31-Mar-23
	Main Issues / Reason for Variance						
	The fund remains closed to any new applications to allow time for successful projects to draw down funds. Contact will be made with those groups who have been offered funds but have yet to draw down to establish the likelihood of progress. New applications received will be held on file and a decision made as soon as uncommitted budget is known.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Full spend is anticipated on this year's budget.						
2	**Integrated Housing Management System**						
	Project Life Financials	110	16	14%	110	0	0%
	Current Year Financials	23	8	37%	23	0	0%
	Project Description	Development of IHMS system.					
	Project Manager	Graham Watters					
	Chief Officer	Peter Barry					
	Project Lifecycle	Planned End Date		31-Mar-30	Forecast End Date		31-Mar-30
	Main Issues / Reason for Variance						
	Development of system progressing, with budget spend anticipated to be incurred in 2021/22.						
	Mitigating Action						
	None required at this time.						
	Anticipated Outcome						
	Development of IHMS system.						
3	**Dennystoun Forge Site Improvements**						
	Project Life Financials	225	0	0%	225	0	0%
	Current Year Financials	25	0	0%	25	0	0%
	Project Description	Dennystoun Forge Site Improvements					
	Project Manager	John Kerr					
	Chief Officer	Peter Barry					
	Project Lifecycle	Planned End Date		31-Mar-30	Forecast End Date		31-Mar-30
	Main Issues / Reason for Variance						
	Project was initially stalled due to COVID-19 restrictions, however as these are easing Officers have now carried out a consultative exercise and initiated a site inspection to develop the work programme for 2021/22, and provided there are no further pandemic impacts it is expect works commence in late summer.						
	Mitigating Action						
	Officers carried out some proactive consultative work to establish the tenant priorities this will allow the work programme to be developed timeously.						
	Anticipated Outcome						
	It is expected the works programme for 2021/22 be delivered within Quarter 4.						

West Dunbartonshire Performance Report Q2 - 1st July - 30th September 2021

SCOTTISH FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Working together for a safer Scotland

West Dunbartonshire COUNCIL

West Dunbartonshire Performance Report

Table of Contents

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West Dunbartonshire Activity Summary	4
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Domestic Safety - Accidental Dwelling Fire Casualties	6
Unintentional Injury and Harm	7
Deliberate Fire Setting	8
Non-Domestic Fire Safety	9
Unwanted Fire Alarm Signals	10

Local Fire and Rescue Service Plan Priorities

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

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

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

	Accidental Dwelling Fires	Accidental Dwelling Fire Casualties	Unintentional Injury and Harm	Deliberate Fire Setting	Non-Domestic Fire Safety	Unwanted Fire Alarm Signals
Clydebank Central Ward	10	2	5	10	0	22
Clydebank Waterfront Ward	7	0	2	18	1	38
Dumbarton Ward	3	0	3	24	1	13
Kilpatrick Ward	2	0	0	13	1	24
Leven Ward	5	0	0	26	3	28
Lomond Ward	1	0	1	15	0	9
Total Incidents	**28**	**2**	**11**	**106**	**6**	**134**
Year on Year Change	47%	0%	10%	28%	20%	68%
3 Year Average Change	-5%	0%	-12%	6%	-18%	16%
5 Year Average Change	4%	8%	5%	5%	-20%	4%

About the statistics within this report

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

Activity levels have reduced by more than 5%

Activity levels have reduced by up to 5%

Activity levels have increased overall

West Dunbartonshire Activity Summary

148 fires primary & secondary — 30% (34)

84 special services — 2% (23)

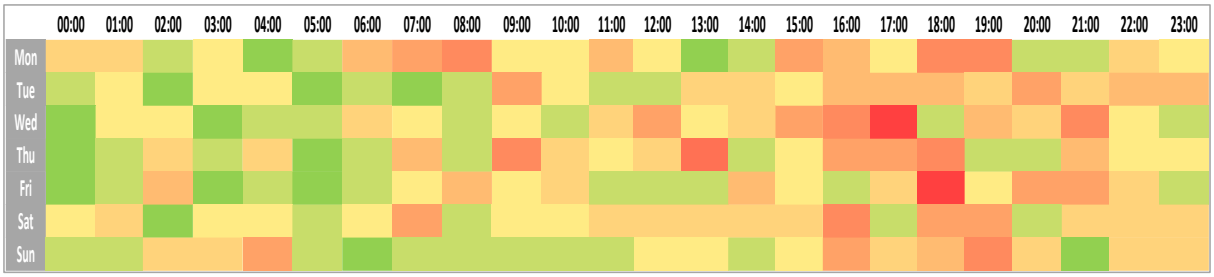
198 false alarms — 28% (43)

430 total number of incidents — 30% (100)

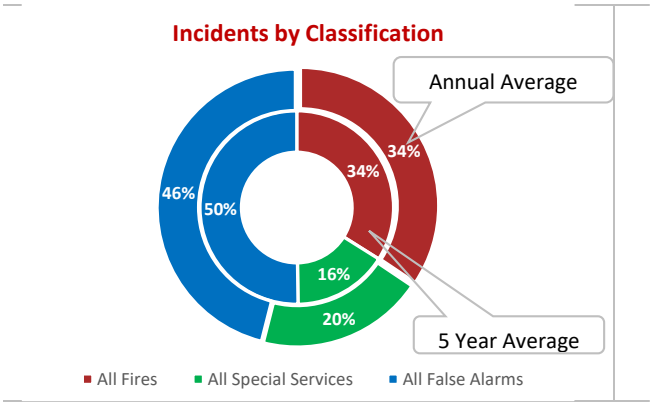
14 fire & non-fire casualties — 0% (0)

£263,980 economic cost of ufas incidents

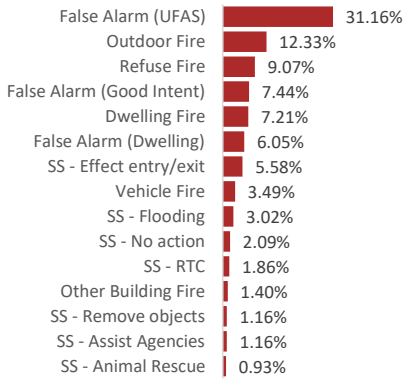
Activity by Time of Day



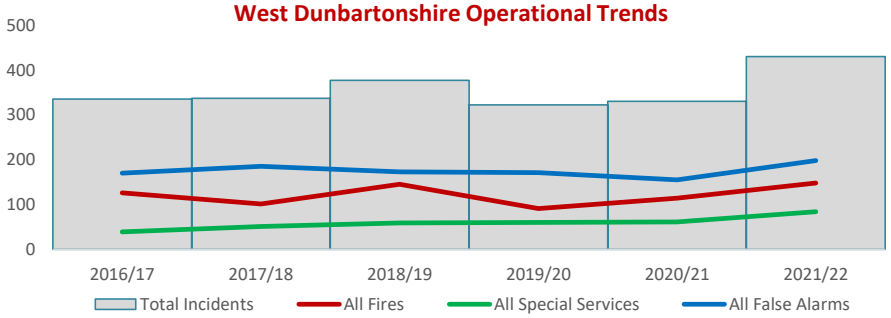
Incidents by Classification



Top 15 Incident Types by % of Total Incidents



West Dunbartonshire Operational Trends



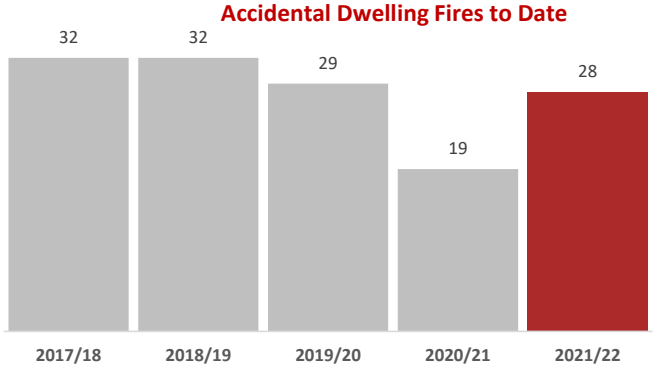
	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
All Fires	134	101	145	91	114	148
All Special Services	45	51	59	60	61	84
All False Alarms	154	185	173	171	155	198
Total Incidents	333	337	377	322	330	430

Domestic Safety - Accidental Dwelling Fires

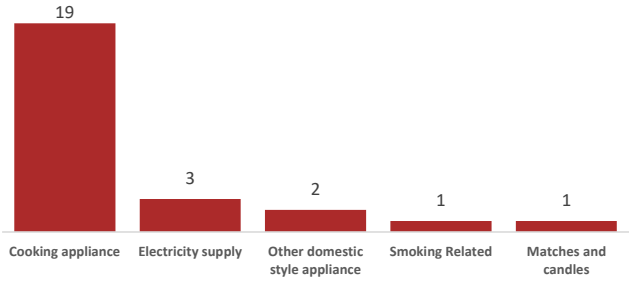
Performance Summary

Year on Year	3 Year Average	5 Year Average
47%	-5%	4%

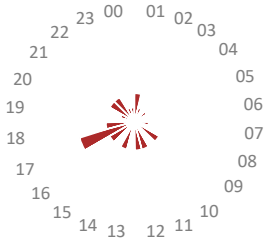
Accidental Dwelling Fires to Date



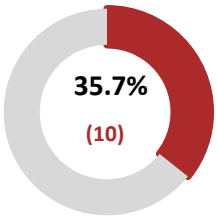
Main Source of Ignition



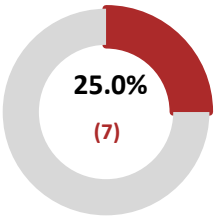
Accidental Dwelling Fires by Time of Day



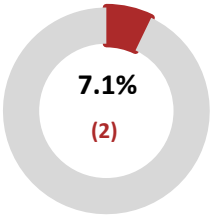
Accidental Dwelling Fires Activity by Ward (% share)



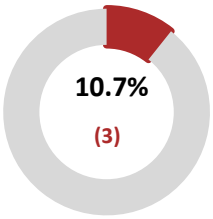
Clydebank Central Ward



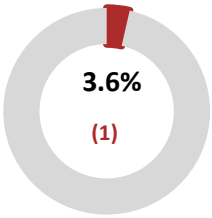
Clydebank Waterfront Ward



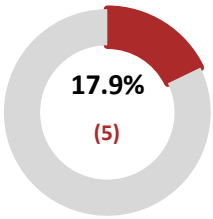
Kilpartick Ward



Dumbarton Ward



Lomond Ward



Leven Ward

Severity of Accidental Dwelling Fires

No Firefighting Action
75% (21)

Direct Firefighting
25% (7)

Heat/Smoke Damage
75% (21)

No Fire Damage
25% (7)

Human Factors

Distraction
50% (14)

Alcohol/Drug Impairment
21% (6)

Automatic Detection & Actuation

Detection Present
93% (26)

Detection Actuated
88% (23)

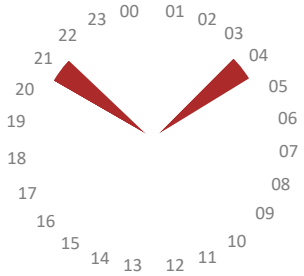
Calls Made via Linked Alarms
4% (1)

Domestic Safety - Accidental Dwelling Fire Casualties

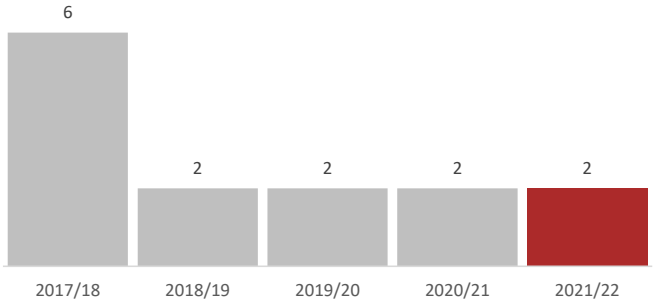
Performance Summary

Year on Year	3 Year Average	5 Year Average
0%	0%	8%

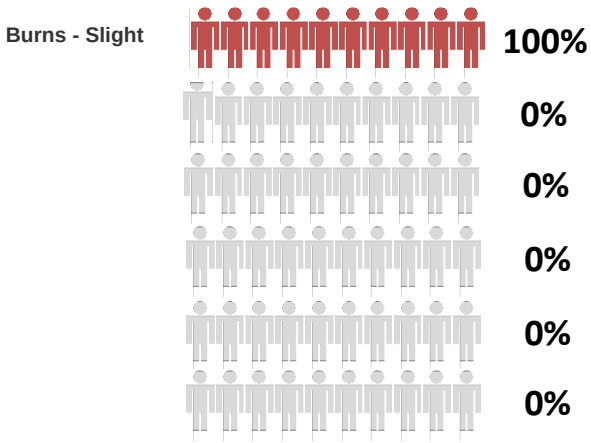
Fire Casualties by Time of Day



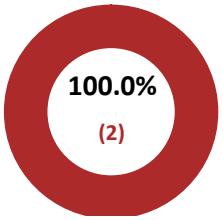
Accidental Dwelling Casualties



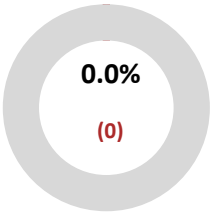
Nature of Injury



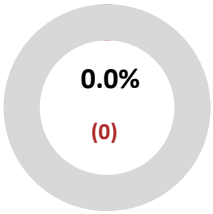
Accidental Dwelling Fire Casualties by Ward (% share)



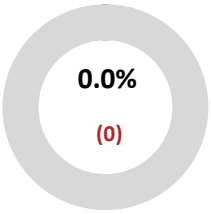
Clydebank Central Ward



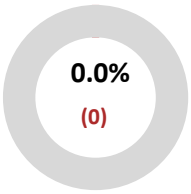
Clydebank Waterfront Ward



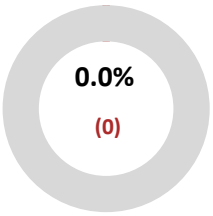
Kilpartick Ward



Dumbarton Ward



Lomond Ward



Leven Ward

Extent of Harm

Fatality
0% (0)

Hospital - Serious Injuries
0% (0)

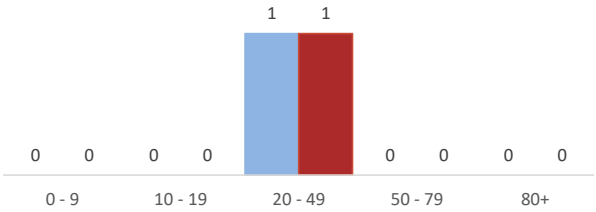
Hospital - Slight Injuries
0% (0)

First Aid at Scene
100% (2)

Age / Gender Profile

Male
50%

Female
50%

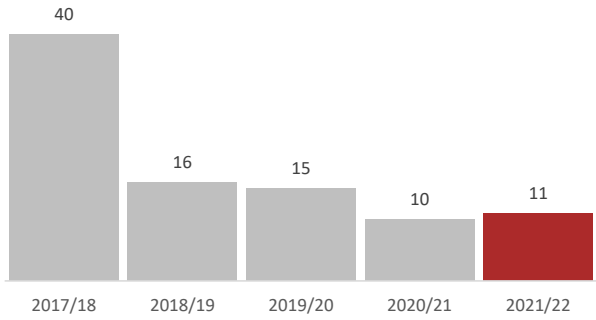


Unintentional Injury or Harm

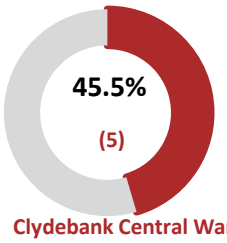
Performance Summary

Year on Year	3 Year Average	5 Year Average
10%	-12%	5%

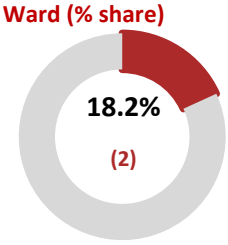
Non-Fire Casualties



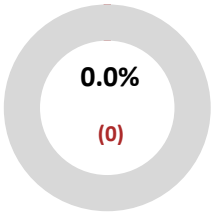
Non-Fire Casualties by Ward (% share)



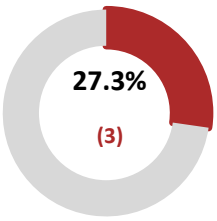
Clydebank Central Ward



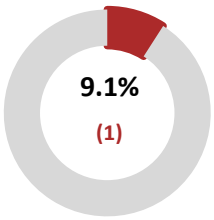
Clydebank Waterfront Ward



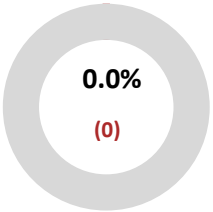
Kilpatrick Ward



Dumbarton Ward

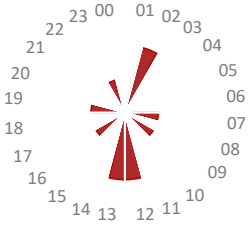


Lomond Ward



Leven Ward

Non-Fire Casualties by Time of Day



Nature of Injury

Fatality
18% (2)

Hospital - Serious Injuries
0% (0)

Hospital - Slight Injuries
45% (5)

First Aid at Scene
36% (4)

Non-Fire Emergency Activity

Road Traffic Collision
55% (6)

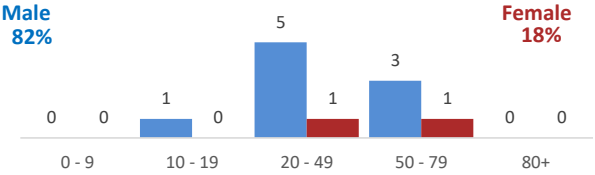
Assisting Other Agencies
36% (4)

Water Rescue
9% (1)

Age / Gender Profile

Male
82%

Female
18%

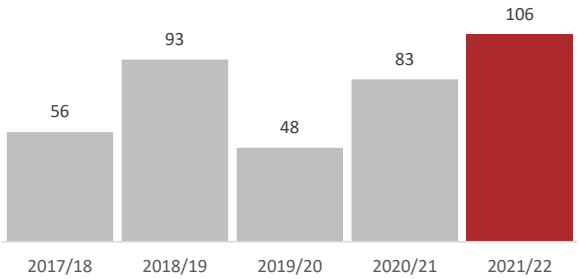


Deliberate Fire Setting

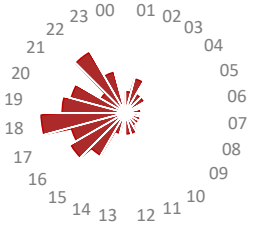
Performance Summary

Year on Year	3 Year Average	5 Year Average
28%	6%	5%

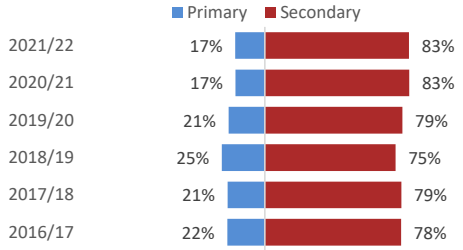
Deliberate Fires



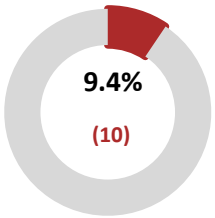
Deliberate Fires by Time of Day



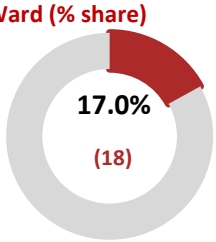
Deliberate Fires by Classification



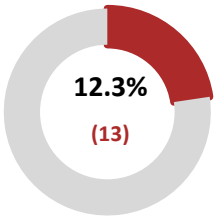
Deliberate Fires by Ward (% share)



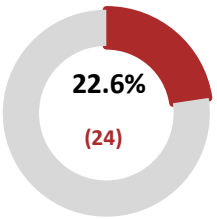
Clydebank Central ward



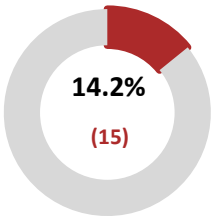
Clydebank Waterfront Ward



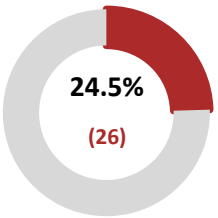
Kilpatrick Ward



Dumbarton Ward

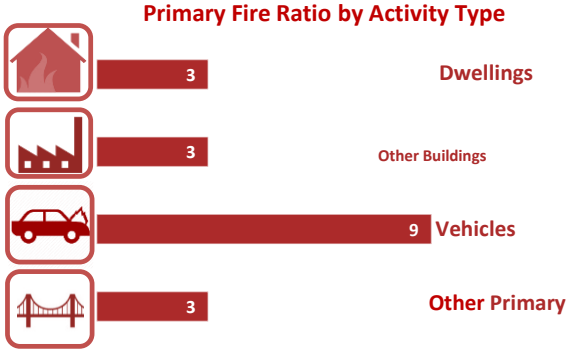


Lomond Ward

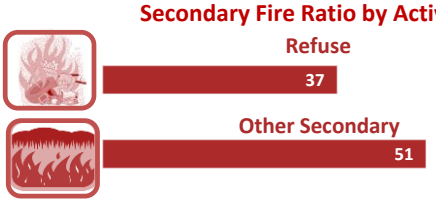


Leven Ward

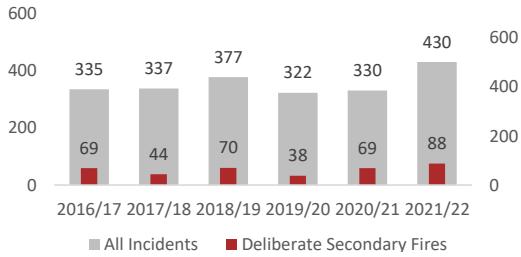
Primary Fire Ratio by Activity Type



Secondary Fire Ratio by Activity Type



Deliberate Fires Compared to Operational Activity

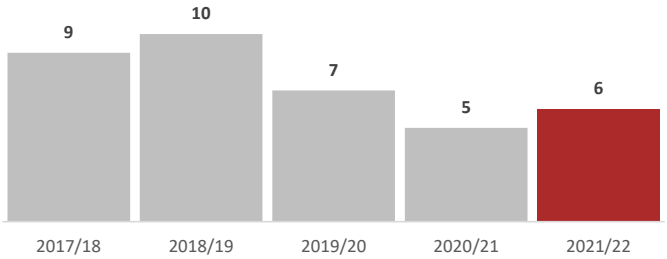


Non Domestic Fire Safety

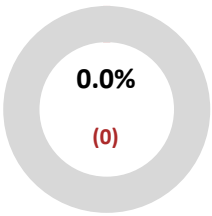
Performance Summary

Year on Year	3 Year Average	5 Year Average
20%	-18%	-20%

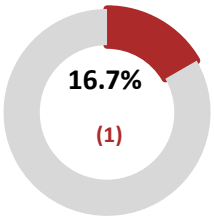
Non-Domestic Fires



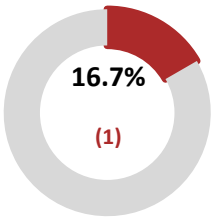
Non-Domestic Fires by Ward (% share)



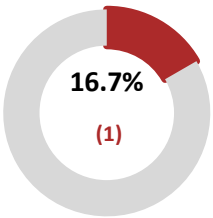
Clydebank Central Ward



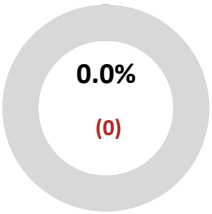
Clydebank Waterfront Ward



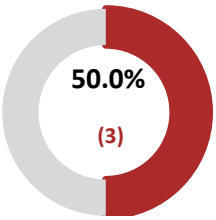
Kilpatrick Ward



Dumbarton Ward

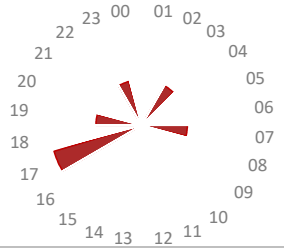


Lomond Ward

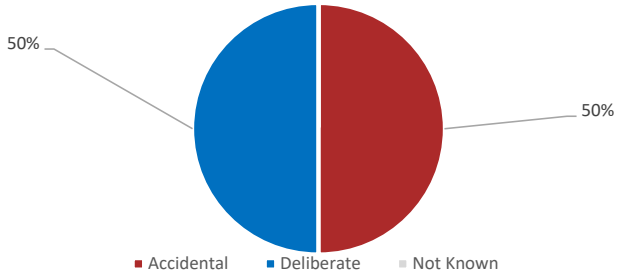


Leven Ward

Non-Domestic Fires by Time of Day



Non-Domestic Fires by Nature of Origin



Severity of Non-Domestic Fires

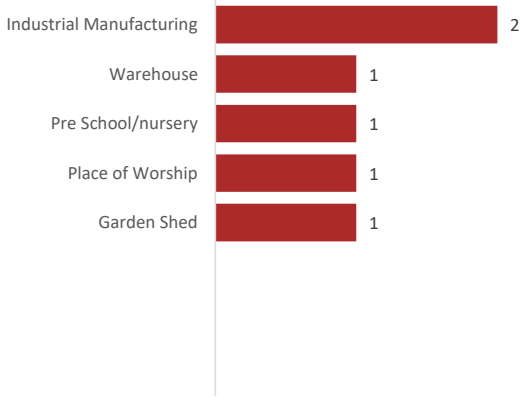
No Firefighting Action
33% (2)

Direct Firefighting
67% (4)

Heat/Smoke Damage
33% (2)

Whole Building
0% (0)

Non-Domestic Fires by Premises Type

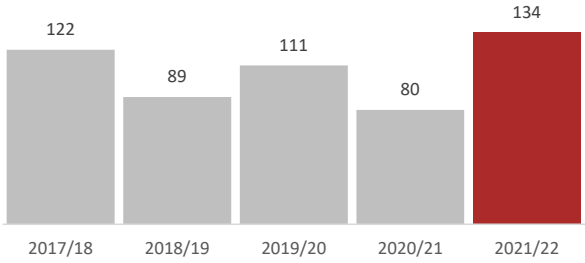


Unwanted Fire Alarm Signals

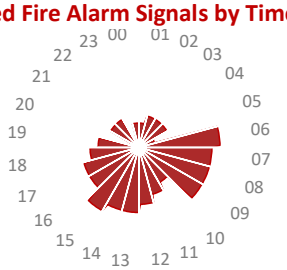
Performance Summary

Year on Year	3 Year Average	5 Year Average
68%	16%	4%

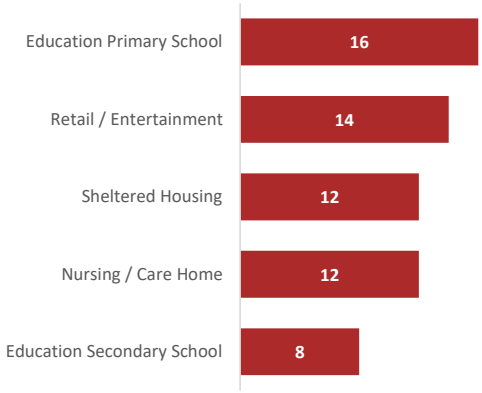
Unwanted Fire Alarm Signals



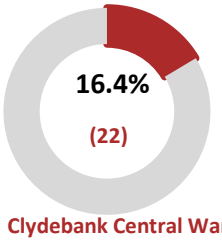
Unwanted Fire Alarm Signals by Time of Day



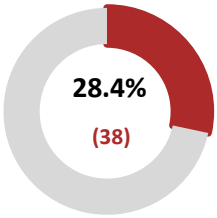
Unwanted Fire Alarm Signals - Top 5 Premises



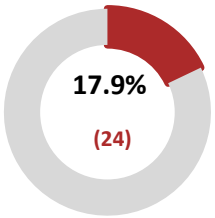
Unwanted Fire Alarm Signals by Ward (% share)



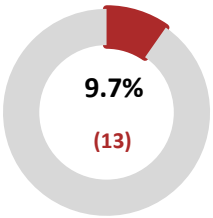
Clydebank Central Ward



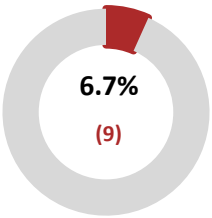
Clydebank Waterfront Ward



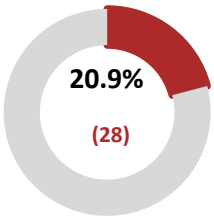
Kilpatrick Ward



Dumbarton Ward



Lomond Ward



Leven Ward

Unwanted Fire Alarm Signals Activity Ratios

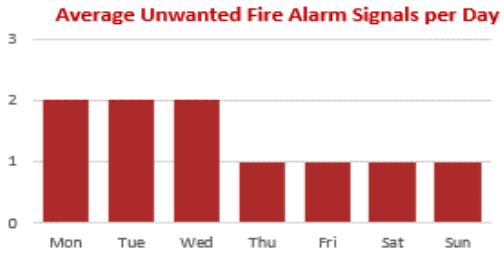
UFAS Percentage Against all Incidents

31% (134)

UFAS Percentage Against all False Alarms

68%

Human Influence and Alarm Activations

22% (30)

Average Unwanted Fire Alarm Signals per Day