



---

## Housing and Community Safety Committee

**Tuesday, 07 December 2021**

**NOTICE IS HEREBY GIVEN** that a Meeting of the **Housing and Community Safety Committee** is to be held at **various locations via video-conference**, on **Tuesday, 07 December 2021 at 14:00**.

### BUSINESS

**1. Sederunt**

**2. Declaration of Group Decisions and Members Interests \***

**3. Resolution**

Consider, and if so decide, adopt the following resolution:  
"That under Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting for Item 12 of business on the grounds that it involves the likely disclosure of exempt information of the class described in the relevant Paragraphs of Part 1 of Schedule 7A of the Act."

**4. Minute of Meeting 19 October 2021**

5 - 10

**5. Written Questions \*\***

**6. Performance Report (Housing and Property Services) - Period to September 2021**

11 - 20

Report by Depute Chief Executive (Economy, Environment and Finance).

**7. Moray Home Energy Efficiency Programme**

21 - 26

Report by Depute Chief Executive (Economy, Environment and Finance).

- 8. Moray Affordable Housing Programme** 27 - 38  
Report by Depute Chief Executive (Economy, Environment and Finance).
- 9. Housing and Property Service Budget Report - 30 September 2021** 39 - 48  
Report by Depute Chief Executive (Economy, Environment and Finance).
- 10. Housing Investment 2021-22** 49 - 66  
Report by Depute Chief Executive (Economy, Environment and Finance).
- 11. Question Time \*\*\***  
Consider any oral question on matters delegated to the Committee in terms of the Council's Scheme of Administration.

**Item(s) which the Committee may wish to consider with the Press and Public excluded**

- 12. Building Services Trading Operation Budget 2021-22 -Budget Monitoring Report**
- Information on terms proposed or to be proposed by or to the Authority;

**Moray Council Committee meetings are currently being held virtually due to Covid-19. If you wish to watch the webcast of the meeting please go to:**  
**[http://www.moray.gov.uk/moray\\_standard/page\\_43661.html](http://www.moray.gov.uk/moray_standard/page_43661.html)**  
**to watch the meeting live.**

## GUIDANCE NOTES

\* **Declaration of Group Decisions and Members Interests** - The Chair of the meeting shall seek declarations from any individual or political group at the beginning of a meeting whether any prior decision has been reached on how the individual or members of the group will vote on any item(s) of business on the Agenda, and if so on which item(s). A prior decision shall be one that the individual or the group deems to be mandatory on the individual or the group members such that the individual or the group members will be subject to sanctions should they not vote in accordance with the prior decision. Any such prior decisions will be recorded in the Minute of the meeting.

\*\* **Written Questions** - Any Member can put one written question about any relevant and competent business within the specified remits not already on the agenda, to the Chair provided it is received by the Proper Officer or Committee Services by 12 noon two working days prior to the day of the meeting. A copy of any written answer provided by the Chair will be tabled at the start of the relevant section of the meeting. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than 10 minutes after the Council has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he or she can submit it in writing to the Proper Officer who will arrange for a written answer to be provided within 7 working days.

\*\*\* **Question Time** - At each ordinary meeting of the Committee ten minutes will be allowed for Members questions when any Member of the Committee can put a question to the Chair on any business within the remit of that Section of the Committee. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than ten minutes after the Committee has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he/she can submit it in writing to the proper officer who will arrange for a written answer to be provided within seven working days.

# THE MORAY COUNCIL

## Housing and Community Safety Committee

### SEDERUNT

Councillor Louise Nicol (Chair)

Councillor George Alexander (Member)

Councillor James Allan (Member)

Councillor Theresa Coull (Member)

Councillor Lorna Creswell (Member)

Councillor John Divers (Member)

Councillor Ryan Edwards (Member)

Councillor Donald Gatt (Member)

Councillor Marc Macrae (Member)

Councillor Aaron McLean (Member)

Councillor Maria McLean (Member)

Councillor Laura Powell (Member)

Councillor Derek Ross (Member)

Ms Anna Bamforth (Non-Voting Member)

Ms Jane Bartecki (Non-Voting Member)

Mr Ronald Tolmie (Non-Voting Member)

Clerk Name:	Lindsey Robinson
Clerk Telephone:	07966 120593
Clerk Email:	<a href="mailto:committee.services@moray.gov.uk">committee.services@moray.gov.uk</a>

**Minute of Meeting of the Housing and Community Safety Committee**

**Tuesday, 19 October 2021**

**Various Locations via Video-Conference,**

**PRESENT**

Councillor George Alexander, Councillor James Allan, Councillor Paula Coy, Councillor Lorna Creswell, Councillor John Divers, Councillor Ryan Edwards, Councillor Donald Gatt, Councillor Marc Macrae, Councillor Aaron McLean, Councillor Louise Nicol, Councillor Laura Powell

**APOLOGIES**

Ms Anna Bamforth, Ms Jane Bartecki, Councillor Theresa Coull, Mrs May McGarrie, Councillor Maria McLean, Councillor Derek Ross

**IN ATTENDANCE**

Also in attendance at the above meeting were the Depute Chief Executive (Economy, Environment and Finance), Head of Housing and Property, Legal Services Manager, Building Services Manager and Lindsey Robinson, Committee Services Officer as Clerk to the Committee.

**1. Chair**

Councillor Nicol, as Chair of the Housing and Community Safety Committee, chaired the meeting.

**2. Declaration of Group Decisions and Members Interests \***

In terms of Standing Order 20 and the Councillors' Code of Conduct, there were no declarations from Group Leaders or Spokespersons in regard to any prior decisions taken on how Members will vote on any item on the agenda or any declarations of Member's Interests in respect of any item on the agenda.

**3. Resolution**

The meeting resolved in terms of Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting for Item 9 of business on the grounds that it involves the likely disclosure of exempt information of the class described in the relevant Paragraphs of Part 1 of Schedule 7A of the Act.

Paragraph Number of Minute	Paragraph Number of Schedule 7a and Reason
9	9 Information on terms proposed or to be proposed by or to the Authority.

**4. Written Questions \*\***

The Committee noted that there were no written questions.

## **5. Strategic Housing Investment Plan (SHIP) 2022-23 to 2026-27**

A report by the Depute Chief Executive (Economy, Environment and Finance) asked the Committee to approve the Council's draft Strategic Housing Investment Plan (SHIP) 2022/23 - 2026/27.

During consideration the Chair moved the recommendations as printed with Section 7 of the Draft SHIP report amended to include the following:

Moray Council will consider individual open market purchases if the following criteria are met:

- There is a need for the size and type of housing offered in the town/settlement (the approaches detailed in Section 3 above will apply).
- The purchase will not result in homelessness.
- The purchase price reflects the statutory condition requirements placed upon Council housing (SQHS/ EESSH or similar).

Open Market purchases will be prioritised as follows:

1. Where the purchase will assist the Council with delivery of SQHS/EESSH/Capital improvements.
2. Where the purchase will assist the Council to meet specialist housing need.
3. Where the purchase will bring an empty property back into occupation.

Each property considered will be subject to a value for money assessment to ensure that the capital costs for acquisition and required upgrades/improvements can be met through the rental stream of the property without a negative impact on the Housing Revenue Account. Each property will require a property condition report by the Council's Housing and Property officers. Purchases must be approved by the Head of Housing and Property. Vendors must pay their own costs. All properties purchased will become part of the Council's housing stock. Allocations will be made to Housing List applicants in accordance with the Council's Allocations Policy. This was seconded by Councillor A McLean.

The Legal Service Manager advised that in making the agreed changes to Section 7 of the SHIP, delegation should be given to the Head of Housing and Property to confirm in that section how valuations of potential properties will be arrived at.

There being no one otherwise minded, the Committee agreed:

- (i) to approve the draft SHIP for submission to the Scottish Government by 29 October 2021 with an amendment to Section 7 of the draft SHIP report to state that:

Moray Council will consider individual open market purchases if the following criteria are met:

- There is a need for the size and type of housing offered in the town/settlement (the approaches detailed in Section 3 above will apply).
- The purchase will not result in homelessness.
- The purchase price reflects the statutory condition requirements placed upon Council housing (SQHS/ EESSH or similar).

Open Market purchases will be prioritised as follows:

1. Where the purchase will assist the Council with delivery of SQHS/EESSH/Capital improvements.
2. Where the purchase will assist the Council to meet specialist housing need.
3. Where the purchase will bring an empty property back into occupation.

Each property considered will be subject to a value for money assessment to ensure that the capital costs for acquisition and required upgrades/improvements can be met through the rental stream of the property without a negative impact on the Housing Revenue Account. Each property will require a property condition report by the Council's Housing and Property officers. Purchases must be approved by the Head of Housing and Property. Vendors must pay their own costs. All properties purchased will become part of the Council's housing stock. Allocations will be made to Housing List applicants in accordance with the Council's Allocations Policy."

- (ii) that in making the agreed changes to Section 7 of the SHIP, delegation is given to the Head of Housing and Property to confirm in that section how valuations of potential properties will be arrived at; and
- (iii) that further progress reports on the SHIP are presented to this Committee as required.

Councillor Allan joined the meeting during consideration of this item.

## **6. Local Lettings Plan 2022-27**

A report by the Depute Chief Executive (Economy, Environment and Finance) presented the Committee with a Local Lettings Plan for approval prior to consultation with stakeholders.

Following consideration the Committee agreed:

- (i) to approve the Local Lettings Plan 2022-2027 as set out in Section 4 and Appendix 1.
- (ii) that a consultation exercise on the revised Local Lettings Plan is undertaken with key stakeholders as set out in section 5; and
- (iii) that following the consultation exercise a further report will be presented to this Committee.

## **7. Housing and Property Services Budget Monitoring - 31 August 2021**

Under reference to paragraph 7 of the Minute of the meeting of the Council dated 18 February 2021, a report by the Depute Chief Executive (Economy, Environment and Finance) presented the budget position for the Housing Revenue Budget (HRA) and General Services Other Housing Budget for the period up to 31 August 2021.

Following consideration, where the Officers answered question relating to the plans to increase spend in the relevant budget areas now that Covid restrictions are easing and how the inflation rate for building supplies is impacting on services, the Committee agreed to note the contents of the report.

## **8. Question Time \*\*\***

Councillor Alexander sought clarification on whether there was any indication on the impact of the Council Tax levy on empty properties and if it had helped to bring properties back into use, and if the Service had any plans to replace gas boilers with air source pumps.

In response, the Head of Housing and Property advised that he would provide a report to a future meeting of the Committee on the impact of the Council Tax levy. He further advised that it was not current policy to replace gas boilers in Council houses with air source heat pumps. He further added that there is an ongoing programme to replace electric and oil fired systems with air source heating as the need arises.

Councillor Aaron McLean sought an update on the Council's position as a landlord with regards to meeting the new legislation for fire and smoke alarms. He further requested information on what enforcement action the Council can take on behalf of private renters to ensure that private landlords are complying with the new legislation.

In response, the Head of Housing and Property assured the Committee that the Council would be in a position to achieve the required standards by February 2022. He further added that colleagues in Environmental Health deal with private landlords via landlord registration and he would arrange for a written response to be sent to Councillor McLean to confirm the position with regards to private landlords and the enforcement action available to the Council.

In regards to the recently published Scottish Government's Heat and Buildings Strategy, Councillor Gatt sought clarification on what discussions/correspondence Officers have had with the Scottish Government with regards to reducing building heating emissions by 68% by 2030. In particular he sought clarification on what tax payer funding the Scottish Government is going to provide to achieve this in the Moray Council area and what timeline is projected to achieve this.

In response, the Head of Housing and Property advised that he would have to check with colleagues as he has had no direct contact with the Scottish Government since he has been in post. He further confirmed that the Housing Revenue Account business plan is currently being refreshed to ensure the investment profile is available to achieve the standards within the deadline.

He assured Councillor Gatt that there are a number of schemes the Council are already participating in, in terms of grants from the Scottish Government and other associated schemes.



He further advised that he would provide a more detailed response following the Committee on the different schemes and grants available from the Scottish Government which are being utilised.

He further added that consultants have been engaged to look at the climate change approach for all Council buildings, including council housing and this work will provide a pathway to ensure that all funding opportunities are being utilised.

#### **9. Building Services Trading Operation Budget 2021-22 - Budget Monitoring [Para 9]**

Under reference to paragraph 21 of the Minute of the meeting of the Economic Growth, Housing and Environmental Sustainability Committee dated 8 June 2021, a report by the Depute Chief Executive (Economy, Environment and Finance) presented the budget monitoring information for the period to 31 August 2021 for the Building Services Trade Operation.

Following consideration, where Officers answered questions on the impact trade vacancies are having on the service and the projected budget forecast allowing for changing priorities in the upgrade programme, the Committee agreed to note:

- (i) the financial information for the period to 31 August 2021, as detailed in section 5 and Appendix 1 of the report; and
- (ii) the Building Services operating performance for the period to 31 August 2021, as set out in section 6 of the report.





---

**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 7  
DECEMBER 2021**

**SUBJECT: PERFORMANCE REPORT (HOUSING AND PROPERTY  
SERVICES) – PERIOD TO SEPTEMBER 2021**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND  
FINANCE)**

**1. REASON FOR REPORT**

- 1.1 To inform the Committee of the performance of the service for the period to 30 September 2021.
- 1.2 This report is submitted to Council in terms of Section III (A) (4) of the Council's Scheme of Administration to monitor performance of the services within the Committee's remit in accordance with the Council's performance management framework.

**2. RECOMMENDATION**

**2.1 It is recommended that Committee:**

- (i) Scrutinise and note performance in the areas of Service Planning, Service Performance and other related data to the end of September 2021; and**
- (ii) Notes the actions being taken to improve performance where required.**
- (iii) Notes compliance with the Scottish Social Housing Charter with inclusion of the Annual Assurance statement and publication of the Scottish Landlords Annual Performance Report.**

**3. BACKGROUND**

- 3.1 On 7 August 2019, the Moray Council, approved a revised Performance Management Framework for services (para 5 of the minute refers).

**4. SERVICE PLANNING**

- 4.1 Each service plan sets out the planned strategic and service level priorities and outcomes it intends to deliver in the coming year aligning closely with financial planning, corporate and community planning partnership strategic

priorities. This report provides an interim update on progress on the service plan, key outcomes and performance indicators. Committee is invited to review progress to secure assurance that is satisfactory and to provide scrutiny and further direction where performance requires attention.

- 4.2 The narrative included is by exception, however links to backing tables for all Housing and Property Services [Service Plan Actions](#) and [Service Plan Performance Indicators](#) are provided.

SERVICE PLAN PRIORITIES		RAG
STRATEGIC LEVEL	Assess and respond to the housing needs of older people in partnership with IJB	80%
	Prepare a Climate Change Strategy	100%
	Investigate and better understand the reasons for poor satisfaction rates as identified in Best Value Audit	30%
SERVICE LEVEL	Ten actions – 1 complete, 7 overdue	62%
RECOVERY & RENEWAL	Work to progress provision of employment land and industrial units in Forres and expansion or development of industrial units in Speyside / east of Moray	31%
<b>OVERALL PLAN PROGRESS</b>		<b>54%</b>
<b>Comment</b> Progress is measured over the 3-year plan period. Annual progress is measured by milestone achievements. At the half way point there is evidence of slippage in some areas.		

**SERVICE PLAN PIS**

33

- Achieving Target
- Within Target
- Below Target
- Data Only
- Data not available

### Strategic Outcomes – Successes

- 4.3 The Strategic Housing Investment Plan makes a commitment to deliver 30% of new build affordable housing as specialist housing, accessible to households with medical needs and/or impaired mobility. During 2021/22, 37 projected completions will be delivered as specialist housing, 36% of the total programme. (**ACTIONS** HPS20-22.S4.1.1, S5.01.1.2)

### Strategic Outcomes – Challenges and Actions to Support

- 4.4 Nothing to report as the remaining strategic outcome progresses within target due date.

### Service Level Outcomes - Successes

- 4.5 The service is on programme to deliver 79 new council houses during 2021/22, exceeding the delivery target of 50 houses. The forward programme will be determined by the ongoing HRA Business Plan review. (**ACTION** HPS20-22.S5.01)
- 4.6 The stock condition survey, undertaken to assess that the condition of Council houses meets required standards, is complete. The investment plan for 2022/23 onwards is being considered and together these will inform the review of the HRA Business Plan. (**ACTION** HPS20-22.S5.08)

### Service Level Outcomes – Challenges and Actions to Support

- 4.7 The impact of Covid-19 restrictions is reflected in spend against Scottish Government funding, although rising to £3.2m at end of Quarter 2, it remains

at around one-third of the allocated £9.633m. Details of the programme are contained within the Moray Affordable Housing Programme report. **(ACTION HPS20-22.S5.01.1.3)**

- 4.8 The appointment of three Housing Support Workers required for tenancy sustainment to 30 households is progressing out with the original due date. One senior post and two support workers should be recruited by the end of January 2022 with the Housing First project expected to begin in March 2022. **(ACTION HPS20-22.S5.02.1.3)**
- 4.9 As at September 2021, expenditure of £885k against £2.1m Scottish Government funding to reduce fuel poverty in Moray has been achieved. Delivery of energy efficiency measures were severely constrained by Covid-19 restrictions as well as shortages of materials and trades. The contract for delivery of the Area Based Scheme funding allocation has been awarded to Changeworks Resources for Life. **(ACTION HPS20-22.S5.03.1.1)**
- 4.10 The most recent council house stock survey reports 56% compliance in meeting Energy Efficiency Standard for Social Housing (ESSH) standards, below the target of 63% to be achieved by June 2021. Following suspension of works during restrictions, the heating replacement programmes resumed in line with Scottish Government guidance. Going forward, underspends in the 2021/2022 investment programme will be utilised and reallocated to target an additional 170 properties requiring central heating replacements in an attempt to increase the number of properties meeting ESSH in 2021/2022 **(ACTION HPS20-22.S5.04.1.1 INDICATOR H2.2b)**.
- 4.11 Meeting void council house targets continues to be challenging, an increase in void numbers following resumption of allocations, knock-on effect of new-build handovers as restrictions eased, supply chain delays and ongoing social distancing restrictions have all been contributory factors to below target performance. As at September 2021, the average time taken to re-let empty properties was 61 days and 1.34% of rent was lost due to voids, significantly above targets of 32 days and 0.63% respectively. Reactive repairs completed within timescales improved slightly to 32% but also remains well below target (98%). The voids working group continues to meet, explore and implement improvement actions to reduce overall re-let timescales. Nationally, the average re let timescale is 55 days for the same period, suggesting others face similar challenges **(ACTIONS HPS20-22.S5.05.1.1-2 INDICATORS H2.10e, H5.4, H5.6)**
- 4.12 In Quarter 2, 3,612 (92%) repairs were completed within target timescale, falling just short of target (98%). Similarly, 91.4% of reactive emergency repairs within 4 hours and 84.8% of ordinary repairs within 20 days fell short of target. Improving performance of response repairs has been challenging over a period of years. The Housing Management Team having reviewed repair target timescales will consult with tenants and tenant representatives on revisions. It is anticipated that a report on the proposals and tenant feedback will be presented to this Committee early in 2022 with changes, subject to approval, implemented from 1 April 2022. **(ACTION HPS20-22.S5.06.1.1 INDICATORS H2.9b, H2.10a, H2.10d)**.
- 4.13 The Best Value review of the Housing Maintenance Partnership has been delayed due to competing priorities but is scheduled to commence in early

2022. In advance, work with external consultants around long term investment planning that will be essential in the review of the Partnership, is ongoing.

- 4.14 The Property Asset Management Appraisal continues; an update was presented to Full Council on 30 June 2021. The Depot Review completion has been extended to allow the collection of information on electrical charging points for vehicles and the Stores Review is on hold pending the return of the Records Manager from maternity leave (**ACTION** HPS20-22.S5.10.1.1).

### Renewal and Recovery Successes

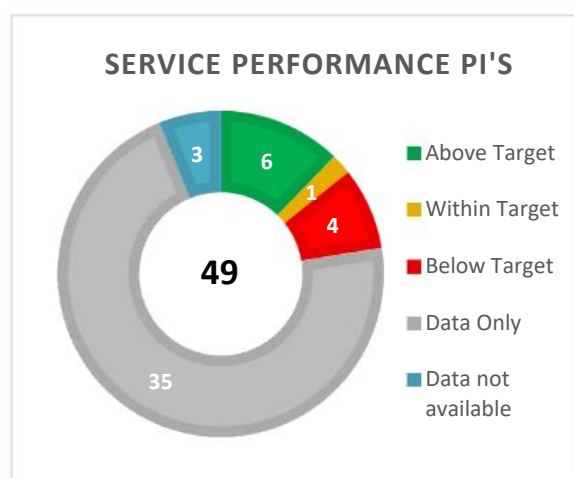
- 4.15 Indicative designs and a Business Case for land at Forres Business Park are being progressed and will be presented to Asset Management Working Group on completion. As the opportunity to purchase only became apparent in March 2021, original timescales will not be met. (**ACTION** HPS20-22.S6.01.1).

### Recovery and Renewal - challenges and actions to support

- 4.16 Nothing to report as the remaining actions progress within target due dates.

## 5. SERVICE PERFORMANCE

- 5.1 In line with the Performance Management Framework, operational performance is reviewed quarterly by departmental management. Areas performing well and/or areas subject to a decreasing trend or where benchmarking results show performance significantly below comparators will be reported to this committee for member scrutiny.
- 5.2 Report is by exception. However, a link to the backing tables for all Housing and Property Services [Service Performance Indicators](#) is provided.



### Operational Indicators - Successes

- 5.3 In Quarter 2, 35.4% of housing allocations were taken from the waiting list, an improvement on last quarter (26.1%) and above target (32.0%). (**INDICATOR** H4.18b)

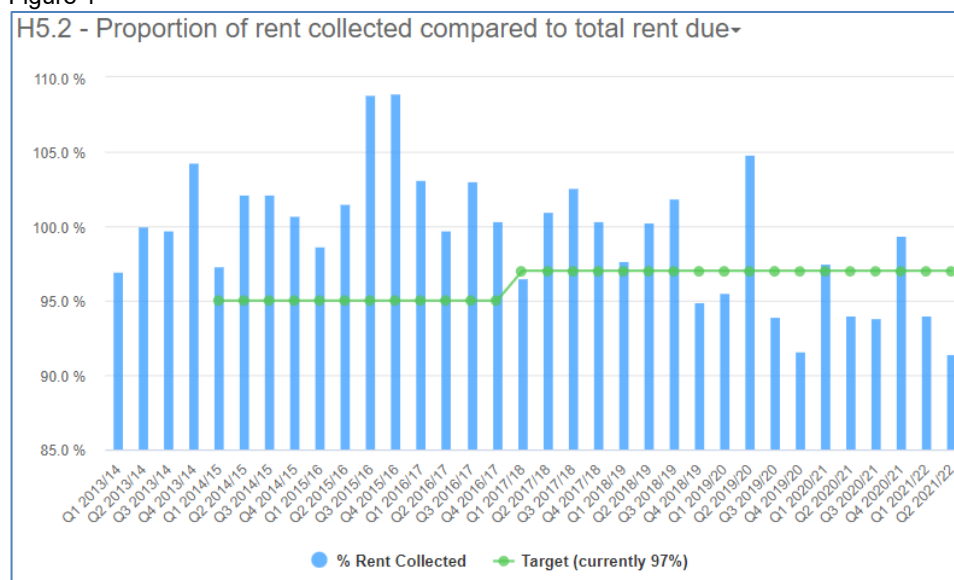
5.4 In the year to date, there were 12 new unauthorised encampments, all were visited within target timescales (**INDICATORS** H6.1a, H6.2).

### Operational Indicators - Challenges and Actions to Support

5.5 In terms of access to housing and support, there has been a significant increase in the average length of time spent in temporary accommodation when compared to the last quarter and the same period last year. This is attributable to a reduced turnover in social housing constraining the number of available permanent lets and also the impact of restrictions on void turnaround times. Those housed in temporary accommodation spent on average 161 days in housing associations, registered social landlords (RSL) type accommodation, 215 days in council owned hostel or 95 days RSL owned hostel. In addition, just 16% of housing applications were admitted to list within the 10 day target timescale, a drop in performance from quarter 1 due to the introduction of a new housing application system. Existing applicants have had to re-apply meaning a substantial but temporary increase in workload (**INDICATORS** H4.6k, H4.6l, H4.6m, H4.15)

5.6 In Quarter 2, 91.4% of total rent due had been collected, below the target of 97% (Figure 1). With the exception of three quarters, collection has been below target since quarter 3 2018/19. In the same period gross rent arrears as a percentage of rent due has risen from 2.6% to 4.1%, equating to a financial value of £840k. As a comparison, the National Report on the Scottish Social Housing Charter Headline Findings 2020-21 was published in August 2021 and reported a national average of 8.2% arrears for local authorities as a percentage of rent due. (**INDICATORS** 5.2, 5.3)

Figure 1



5.7 Current tenants' arrears as a percentage of net rent due has also risen, particularly over the last 18 months to 4.6% in Quarter 2. Most tenants in arrears owed £500 or less (Table 1). The total amount owing each quarter in the £0-£100 band fluctuates quarter to quarter but remains broadly similar over time at around £25,000. Similarly, the amount owed by former tenants' remains around £122,000.

Table 1

Arrears Band	Total Owed	Number of Tenants
£0-£100	£26,765	527
£100-£250	£72,058	420
£250-£500	£117,887	337
£500-£750	£97,292	160
£750-£1,000	£70,719	81
£1,000+	£304,889	172
Former tenants	£122,635	N/A

- 5.8 There has been a gradual, but steady, increase over time in tenants owing over £100 for the bands up to £1,000, more notable is the increase in the band owing more than £1,000 in which the total owed has trebled since April 2019. The number of tenants in this category has risen from 75 to 172 over the same period. This is largely attributable to the suspension of court actions from March 2020 and officers are continuing to engage with tenants to assist with maximising welfare benefit assistance and make sustainable repayment arrangements.
- 5.9 Although the level of current arrears increased from 1.8% in 2019/20 to 2.4% in 2020/21, the Council's performance in this area remains significantly high compared with other authorities, the average for which increased from 4.6% to 5.4% over the same period.

## 6. OTHER PERFORMANCE RELATED DATA

### Complaints & MP/MSP Enquiries

- 6.1 In line with the Performance Management Framework, complaints are reviewed quarterly by departmental management in terms of time taken to respond, outcome and learning points. Links to backing tables for all [Service Complaints](#) is provided.
- 6.2 In the half year to September 2021, 81 complaints were closed by Housing and Property Services, of which 57 (70%) were frontline stage, 18 (22%) were investigative stage and 6 (7%) were escalated. This compares to 44 closed in the same period last year, 57% at frontline stage, 39% at investigative stage and 5% at escalated.
- 6.3 Of those closed at frontline stage, 26 (46%) were either upheld or part upheld. 70% of frontline complaints were completed within the target of 5 working days; on average taking 4.5 days to complete.
- 6.3 Of those closed at investigative and escalated, 14 (58%) were either upheld or part upheld. 67% of investigative and escalated complaints were completed with the target of 20 working days; on average taking 26 days to complete.
- 6.4 The majority of upheld or part-upheld complaints relate to repairs, capital, planned maintenance, with corrective actions put in place for each.
- 6.5 Ninety-two MP/MSP enquiries were dealt with in the first half of 2021-22; during the same period last year 59 such enquiries were dealt with.



## **Other Performance (not included within Service Plan)**

### **Annual Assurance Statement**

- 6.6 The Scottish Social Housing Charter came into force on 1 April 2012. The aim of the Charter is to improve the quality and value of the services provided by social landlords. The Charter sets out the minimum standards and outcomes that tenants can expect from their landlord, including the quality of and value for money of services, the standard of homes and the opportunities to participate in their landlord's decision-making processes. Using a range of performance indicators, the Scottish Housing Regulator (SHR) monitors, and assesses landlords' performance against the Charter.
- 6.7 Each year, social landlords must submit an Annual Return on the Charter (ARC) to the SHR. On 9 June 2021, this Committee was informed that the Council's ARC was submitted in May 2021. The SHR requires social landlords to submit an Assurance Statement by 31 October each year. The Annual Assurance Statement assures the SHR and our tenants and other service users that we comply with our regulatory and statutory obligations. In preparation for this submission, officers delivered a briefing on the performance indicators included in the ARC to the Chair and Vice-chair of this committee, who confirmed that they had considered appropriate evidence on 2020/21 performance and associated improvement plans. The Annual Assurance Statement was submitted to the SHR on 27 October 2021 and is available at [http://www.moray.gov.uk/moray\\_standard/page\\_101335.html](http://www.moray.gov.uk/moray_standard/page_101335.html)

### **Social Landlords Annual Performance Report**

- 6.8 The SHR requires social landlords to produce an annual report on their performance against the Charter and make it available to tenants and other customers by no later than 31 October.
- 6.9 The SHR expects the report to be developed in partnership with tenants and other customers, rather than exclusively by the Council. The format, content and design of the Council's report has been developed in discussion with the Moray Tenants' Forum. The report mirrors the key themes of the Charter.
- 6.10 The Annual Performance Report has been promoted through the Council's social media and is available at:  
[http://www.moray.gov.uk/moray\\_standard/page\\_101335.html](http://www.moray.gov.uk/moray_standard/page_101335.html)

### **Case Studies**

- 6.11 To improve and enhance service provision to our tenants and applicants during ongoing restrictions, the Housing service has implemented a new safe and secure video appointment system called Near Me, a system originally developed for the NHS. Following completion of an initial pilot in October, the system is being rolled out across housing. All tenants using the system reported it was easy to use, saved work, travel time and money in not having to attend a face to face appointment. Feedback also concluded that appointments took less time overall, provided a more convenient alternative and helped keep people safe. The Scottish Government has funded the use

of Near Me for all public services until March 2022 with a possible extension to March 2023.

## **Consultation and Engagement**

- 6.12 During August to November 2021, the Council carried out a 3-yearly, large scale, Tenants Survey. This is a requirement of the Scottish Housing Regulator and the results will be reported in the ARC 2021/22. The survey involved telephone interviews with a random sample of around 30% of Council tenants. The final results are expected in November/December 2021 and will inform the future investment priorities and service delivery plans for tenants over the next 3 year.

## **7. SUMMARY OF IMPLICATIONS**

**(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in both the Corporate Plan and the LOIP.

**(b) Policy and Legal**

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

**(c) Financial implications**

None.

**(d) Risk Implications**

None.

**(e) Staffing Implications**

None.

**(f) Property**

None.

**(g) Equalities/Socio Economic Impact**

An Equality Impact Assessment is not required as this report is to inform the Committee on performance.

**(h) Consultations**

The Head of Housing and Property Services, Depute Chief Executive (Economy, Environment and Finance) and Service Managers have been consulted with any comments received incorporated into this report.

## **8. CONCLUSION**

**8.1 As at the end of September 2021, the overall plan is 54% complete.**

**8.2 Many of the activities and functions undertaken by the Housing and Property Services were disrupted, or put on hold, due to the restrictions**

introduced to control the spread of COVID-19, and these disruptions have impacted the Services' capacity to complete improvement work around energy efficiency of the Council's housing stock, management of void council houses and infrastructure development within original target timescales. However, the Services have made progress in some important areas, such as delivering the Climate Change Strategy and Action Plan. New affordable homes are being built as planned and the Council is on track to meet its annual build targets to meet the demand for affordable housing.

**8.3 The report provides the Housing and Community Safety Committee with an update on the Council's compliance with the Scottish Social Housing Charter.**

Author of Report: Carl Bennett, Research & Information Officer  
Background Papers: Held by Author  
Ref: SPMAN-1285234812-965





---

**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 7  
DECEMBER 2021**

**SUBJECT: MORAY HOME ENERGY EFFICIENCY PROGRAMME**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND  
FINANCE)**

**1. REASON FOR REPORT**

- 1.1 This report provides the Housing and Community Safety Committee with details of progress on the Moray Home Energy Efficiency Programme.
- 1.2 This report is submitted to Committee in terms of Section III G (2) of the Council's Scheme of Administration relating to the exercise of all the functions of the Council as a housing authority.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Housing and Community Safety Committee scrutinises and notes the progress made on the delivery of the Moray Home Energy Efficiency Programme.**

**3. BACKGROUND**

- 3.1 The Home Energy Efficiency Programme for Scotland (HEEPS) is a Scottish Government initiative to tackle fuel poverty by improving the energy efficiency of existing private sector homes. The programme offers home insulation to people who are at risk of fuel poverty. The cost of the measures to households is discounted by a combination of Scottish Government grant and Energy Company Obligation (ECO) funding provided by utility companies. Only private sector households are eligible for HEEPS funding but ECO is available to all tenures, including council housing.
- 3.2 Since 2013/14, the Scottish Government has provided the Council with an annual funding allocation from the Home Energy Efficiency Programme Scotland: Area-Based Schemes (HEEPS:ABS) for energy efficiency improvements to homes in Moray. Details of the last 5 years allocations are provided below:

2015/16	£1.015m
2016/17	£0.906m
2017/18	£1.286m
2018/19	£1.453m
2019/20	£1.436m

Over the years, the Moray HEEPS programme has generally spent all, or almost all, of its budget allocation.

3.3 On 3 March 2020, Communities Committee was provided with details of the HEEPS ABS programme for 2019/20/21 grant funding.

3.4 The Scottish Government’s guidance on the HEEPS scheme expected that programmes will focus mainly on insulation measures to solid wall properties with no or “hard-to-treat” cavities. During 2013/14 to 2018/19, the Moray programme has delivered measures to over 1,000 properties as shown below:

Year	Private sector	Council	Grampian Housing Assoc	Total
2013/14	275	43		<b>318</b>
2014/15	151	53		<b>204</b>
2015/16	135			<b>135</b>
2016/17	128	33		<b>161</b>
2017/18	96	30	10	<b>136</b>
2018/19	196			<b>196</b>
<b>Total</b>	<b>981</b>	<b>159</b>	<b>10</b>	<b>1,150</b>

3.5 The UK Government’s Flexible Eligibility Scheme allows councils to secure higher levels of ECO funding for energy efficiency improvements to households at the highest risk of fuel poverty and “vulnerability to cold”. The Council has produced a Statement of Intent (Sol) which provides details of the households in Moray, which are eligible for “LA-flex”. The key criteria are a combination of household income/qualifying welfare benefits and the type of construction of the property. The Council’s Sol is published on its website at <http://www.moray.gov.uk/downloads/file120919.pdf>.

3.6 The COVID-19 pandemic has caused significant delays in the delivery of measures. As a consequence, the 2019/20 funded programme was concluded in January 2021, and the 2020/21 funded programme has only just been concluded in October 2021. Therefore the outturn for 2 years are presented in this report.

#### **MORAY HEEPS:ABS PROGRAMME 2019/20 – 2020/21 OUTTURN**

4.1 The Scottish Government’s HEEPS guidance required councils to focus their HEEPS:ABS programmes on improving solid wall and hard-to-treat properties with measures to be targeted to fuel poor households, specifically those living in Council Tax bands A-C properties.

- 4.2 Officers used the Energy Savings Trust’s Home Analytics database to identify properties that may be suitable for HEEPS:ABS measures. Before properties can be included in the programme, they receive a technical survey to confirm their construction type and their suitability for either external wall insulation (EWI) or internal wall insulation (IWI). Where cavity wall insulation is required, householders are signposted to Home Energy Scotland’s helpline for advice.
- 4.3 The Council’s proposals for the 2019/20/21 programme sought to continue delivery of IWI to properties of stone construction, but also included a residual number of properties suitable for EWI.
- 4.4 Delivery of the 2 year IWI contract was severely impacted by COVID-19. Many households were understandably reluctant to participate due to the indoor nature of the works. Latterly, delivery has been impacted by shortages of both skilled labour and materials. Despite this, the full 2019/20 grant allocation of £1.436m was spent by January 2021. Only 37% of the 2020/21 grant allocation has been spent.
- 4.5 IWI works by adding a layer of insulation boarding to the inside of the external walls. The IWI programme focussed on pre-1930 and period properties with a stone facing appearance, which, for planning and heritage reasons, are not considered suitable for EWI. Due to the cost, time and disturbance involved in removing fixtures and fittings, kitchen and bathroom areas are excluded from the scope of works. Similarly, period details such as corncicing and fireplaces are excluded from the scope of works.
- 4.6 The following measures were delivered over the 2 year programme.

Measure	2019/20		2020/21		Total
	Council	Private	Council	Private	
IWI	21	124	10	101	256
EWI	30	21	0	0	51
<b>Total</b>	<b>51</b>	<b>145</b>	<b>10</b>	<b>101</b>	<b>307</b>

## **5. MORAY HEEPS:ABS PROGRAMME 2021/22 – 2022/23**

- 5.1 On 29 June 2021, the Scottish Government advised that the Council’s HEEPS:ABS offer of grant would be £1.914m, and that the target group for measures should continue to be those fuel poor households in most need of assistance. The Government have issued revised guidance associated with this funding. The key changes are that the range of measures eligible for HEEPS ABS funding has been extended to include zero and low carbon heating and micro-generation measures, and to support this the maximum grant available has been increased from £8k per property to £14k per property. The primary focus of the programme will be on insulation measures and “fabric first”, with a secondary focus on “zero carbon first” through heating measures and microgeneration, where feasible and where it will result in reduced fuel poverty. HEEPS ABS funding should help secure an EPC rating of C or better by 2030 for all eligible homes.

5.2 The Council's 2021/22 HEEPS:ABS proposals, submitted to the Government on 17 May 2021, set out details of an insulation programme to properties of solid wall construction across Moray.

5.3 The planned outputs for the 2021/22 HEEPS programme are as follows:

Measure	Private sector	Council	Total
Council off-gas retrofit - private sector infill (LCITP)	42	150	192
IWI plus ASHP/Solar PV/Battery storage	39	0	39
CWI plus ASHP/Solar PV/Battery storage	35	0	35
IWI	10	0	10
<b>Total</b>	<b>126</b>	<b>150</b>	<b>276</b>

IWI = internal wall insulation

CWI = cavity wall insulation

ASHP = air source heat pump

PV = Solar photovoltaic panels

LCITP = Scottish Government's Low Carbon Infrastructure Transition Fund

5.4 The total cost of the programme is estimated at £4.453m as follows:

HEEPS ABS grant	ECO	Home Owner Contribution	Moray Council Contribution	LCITF	Total
£1.914m	£0.756m	£0.063m	£1.200m	£1.200m	<b>£4.453m</b>

5.5 In August 2021, the Council published a tender for a managing agent service who will manage and deliver the HEEPS ABS programme for 2 years with an option of an extension for a 3<sup>rd</sup> year. This service is funded from within the Scottish Government grant. The procurement was managed with the assistance of the Procurement Team using an open market tendering procedure. The successful tenderer, Changeworks, was appointed on 3 November 2021 and it is anticipated that household engagement will begin early in 2022. The agent is required to provide an end to end service from identifying and engaging with targeted householders; procurement of contractors; to quality assurance, monitoring, evaluation and reporting. The agent will provide the resource and expertise required to procure and deliver a multi-measure programme involving specialist contractors, and provide specialist advice and support to householders. The agent will continue to use the Energy Saving Trust's Home Analytics database as the primary source of data to target properties at greatest risk of fuel poverty. There will be an opportunity to identify Council owned properties of similar construction where HRA funded works might be delivered in conjunction with HEEPS ABS works in a tenure-neutral manner.

#### **Qualifying Criteria and Customer Contributions**

5.6 The measures in the 2021/22 – 2022/23 programme will continue to be targeted to fuel poor households living in properties within Council Tax bands A-C. The qualifying criteria are available on the Council's website at [http://www.moray.gov.uk/moray\\_standard/page\\_41080.html](http://www.moray.gov.uk/moray_standard/page_41080.html).



- 5.7 Home owners will be expected to accept installation of all the measures required to bring their property up to the required EPC rating of C or as close to it as technically possible. Where the HEEPS ABS grant does not cover the full cost, households will be required to make up the difference from their own resources. Partial measures will not qualify for the scheme. Owners seeking to raise funding for their contribution will be directed to the Scottish Government's HEEPS Loan Scheme. This Scheme offers homeowners interest-free loans to help them meet the cost of measures.

## **6. ENERGY ADVICE SERVICES**

- 6.1 The HEEPS:ABS funding allocation makes provision for a small proportion of funds to be used for enabling activities. Some of this activity is delivered in the form of local energy advice services. Since 2018/19 officers have provided funding to the Keith-based Rural Environmental Action Project (REAP) to provide energy advice services to householders to include home visits. This activity will complement the services available via Home Energy Scotland (HES), which does not include home visits. REAP and HES have a well established cross-referral arrangement providing advice and support on energy supplier switching, energy saving and fuel debt advice, access to emergency/hardship grants, as well as signposting to provision of insulation measures, on a tenure-neutral basis. Funding to REAP will continue during the 2021/22 programme, up to September 2022.

## **7. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Addressing poverty and promoting healthy communities is a key priority of the Corporate Plan and the 10 Year Plan. Delivery of the HEEPS:ABS programme will contribute to the achievement of this priority, as well as contributing towards corporate carbon reduction targets by helping reduce energy consumption from domestic buildings.

### **(b) Policy and Legal**

Part 4 of the Climate Change (Scotland) Act 2009 places duties on public bodies relating to climate change. Moray Council has declared a Climate Change Emergency. Delivery of the HEEPS:ABS programme will contribute to the achievements of these aims and requirements.

### **(c) Financial implications**

The report provides details of progress in delivering energy efficiency measures to housing stock in Moray, including Council houses, funded from external sources, mainly the Scottish Government's Home Energy Efficiency Programme for Scotland (HEEPS). Any ECO funding secured for Council properties will help reduce expenditure on energy efficiency measures from Housing Revenue Account.

### **(d) Risk Implications**

There are no risk implications arising from this report.

**(e) Staffing Implications**

There are no staffing implications arising from this report.

**(f) Property**

This report provides details of improvements carried out to Council houses to meet statutory standards of energy efficiency.

**(g) Equalities/Socio Economic Impact**

The energy efficiency proposals set out in this report will be targeted to the homes of fuel poor and older person households.

**(h) Consultations**

This report has been subject to wider consultation with the Head of Housing and Property Services, the Housing Strategy and Development Manager, the Principal Quantity Surveyor, the Housing Asset Manager, the Home Improvement Services Manager, the Principal Climate Change Strategy Officer, Deborah O'Shea, Principal Accountant, the Legal Services Manager, the Payments Manager and Lindsey Robinson (Committee Services Officer).

**8. CONCLUSION**

**8.1 This report provides details of progress on the delivery of the Moray Home Energy Efficiency Programme.**

Author of Report: Fiona Geddes, Acting Housing Strategy and  
Development Manager  
Background Papers: Held by author  
Ref: SPMAN-1285234812-945



---

**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 7  
DECEMBER 2021**

**SUBJECT: MORAY AFFORDABLE HOUSING PROGRAMME**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND  
FINANCE)**

**1. REASON FOR REPORT**

- 1.1 To inform the Committee of progress on the Affordable Housing Programme in Moray.
- 1.2 This report is submitted to Committee in terms of Section III G (10) Council's Scheme of Administration relating to the preparation and implementation of strategic housing plans.

**2. RECOMMENDATION**

**2.1 It is recommended that the Committee:-**

- i) scrutinises and notes progress on the Moray Strategic Local Programme 2021/22 programme;**
- ii) scrutinises and notes progress on the delivery of the Council's new build programme;**
- iii) scrutinises and notes progress on delivery of housing at Bilbohall, Elgin; and**
- iv) agrees that the site at Elgin South (Fyvie Green) is added to the main programme.**

**3. BACKGROUND**

- 3.1 The Council receives an annual resource allocation from the Scottish Government to fund the supply of new affordable housing in Moray. The Council's Strategic Housing Investment Plans (SHIP) determines how this funding will be used to plan and deliver the affordable housing priorities of the Local Housing Strategy. The investment and project priorities set out in the SHIP form the basis of an annual Strategic Local Programme Agreement between the Council and the Scottish Government. The agreement details the projects that will be funded during the year, the affordable housing

developers who will deliver them, the targets for grant expenditure and the milestones by which progress on delivery will be measured. The Council and Registered Social Landlords (RSLs) are the principal developers of affordable housing in Moray.

- 3.2 On 8 June 2021, the Economic Growth, Housing and Environmental Sustainability Committee considered a report detailing the 2019/20 outturn on the Strategic Local Programme (SLP), progress on the SLP for 2020/21 and the Resource Planning Assumption (RPA) for the 2021/22 programme (paragraph 17 of the Minute refers).
- 3.3 On 19 October 2021, this Committee approved the Council's Strategic Housing Investment Plan (SHIP) for submission to the Scottish Government (paragraph 5 of the Minute refers).

#### **4. MORAY STRATEGIC LOCAL PROGRAMME 2021/22**

- 4.1 The Scottish Government have issued the Council with a Strategic Local Programme Agreement (SLP) for 2021/22 based on the resource allocation of £10.357m. On 16 July 2021, Officers submitted a signed SLP to the Scottish Government, which detailed the use of this funding.
- 4.2 As in previous years, the Moray programme will be delivered by a combination of the Council and the RSLs, Grampian Housing Association, Cairn Housing Association, Hanover Housing Association and Osprey Housing.
- 4.3 There have been some underspends on the previously reported programme i.e. Findrassie, Elgin Phase 1, Knockomie, Forres mainly due to delays in achieving contractual agreements between developers and RSLs; but conversely some sites have progressed well and have spent more than previously anticipated i.e. Keith, Banff Road Phase 1 and Village Garden, Elgin South. Changes in the Council's own programme are detailed in Section 5.
- 4.4 The impact of these changes on the Strategic Local Programme are shown at **APPENDIX I**. Taken together, these changes to the programme would result in a projected spend of £10.573m at end March 2022, i.e. 2.1% over 2021/22 RPA.
- 4.5 The Scottish Government have indicated that there is significant slippage in other local authority areas e.g. Highland. Therefore, officers have considered options for bringing projects forward to take advantage of this opportunity. The assessment has indicated that most of the projects identified in the Acquisitions and Shadow programme are not at a sufficiently advanced stage to be brought forward.
- 4.6 The only project suitable to be brought forward from the Acquisition and Shadow Programme is a development of 17 units adjacent to the Council's recent completions at Elgin South (Fyvie Green). This project is included in the Strategic Housing Investment Plan approved by this Committee on 9 October 2021. To date a partner landlord has not been identified due to the

development capacity of all partners, including the Council, being fully committed on the main programme.

- 4.7 Despite this, it is proposed that, as a minimum, the acquisition of the site at Elgin South (Fyvie Green), by a landlord still to be identified, is added to the 2021/22 Strategic Local Programme. The impact of this additional item on the programme is detailed at **APPENDIX I**.
- 4.8 The value of the amended projected spend, including those projects brought forward into the 2021/22 programme, would total £11.243m, well in excess of the RPA. This over-commitment has the support of the Scottish Government as an opportunity to take advantage of programme slippage in other local authority areas and to contribute to the aims of Housing to 2040.
- 4.9 Officers and local development partners will continue to take steps to ensure that a sufficient pipeline of alternative development opportunities is available as a contingency against slippage. These will be mainly sites already in the programme. Full details of the 2022/23 forward programme are available in **APPENDIX II**.
- 4.10 Progress on programme delivery will be reported to this Committee on a biannual basis.

## **5. COUNCIL NEW BUILD PROGRAMME PROGRESS**

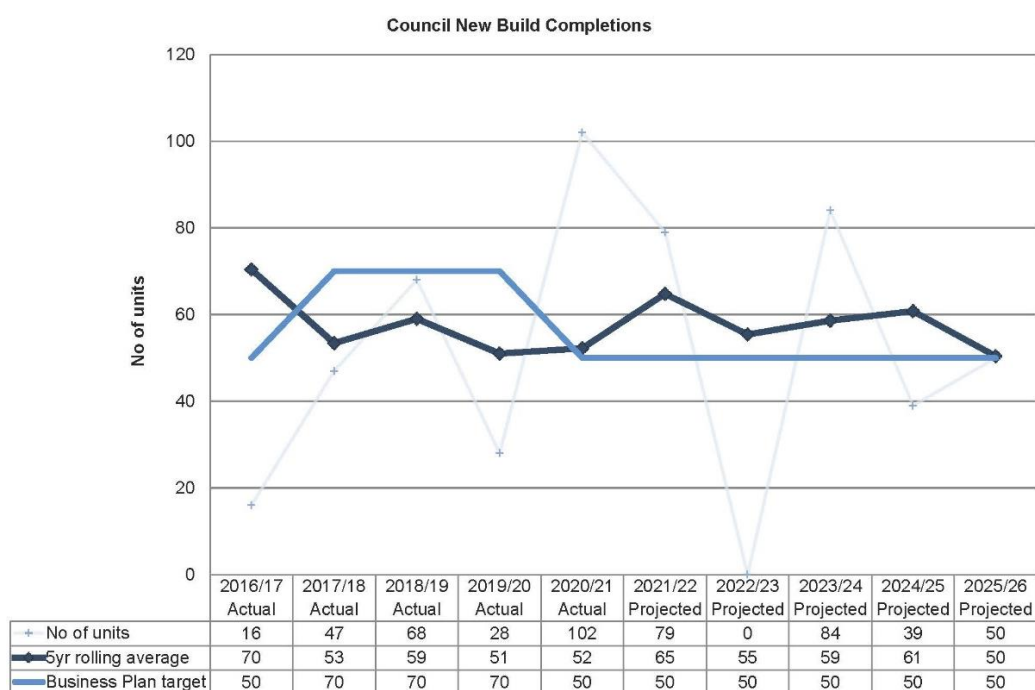
- 5.1 Since submission of the signed SLP in July 2021, Moray Council projects have been delayed i.e. Bilbohall, Elgin, Speyview, Aberlour and the acquisition of the former Spynie Hospital site. These changes are detailed at **APPENDIX III**. The changes result in a 30% underspend on the previously agreed Council programme (£1.994m). Therefore, grant funding would be available to bring a project into the 2021/22 programme to compensate, if there were capacity within the Council's prudential borrowing.

### **Bilbohall, Elgin Update**

- 5.2 At a meeting of the Planning and Regulatory Services Committee on 23 March 2021, full planning consent was granted for 194 units and associated shared infrastructure, subject to conclusion of a legal agreement (Paragraph 6a of the Minute refers). The consented site is owned by Moray Council and Grampian Housing Association. On 16 April 2021, the Council published a tender for 84 units on the Council owned site, and all the associated shared infrastructure. The tender deadline was 7 July 2021 but no tenders were received. Contractors who had previously indicated keen interest have since commented that they were unable to accept the risk of a fixed price contract in the context of the volatility of the price of materials being experienced by the construction industry at a national level.
- 5.3 The tender exercise for development of 84 units at Bilbohall Phase 1 will be repeated. Since the original process we have had positive engagement with potential developers and it is anticipated that a contractor will be appointed by 31 March 2022.

## **HRA Business Plan and Prudential Borrowing**

- 5.4 Following review of the Housing Business Plan in 2019, the Council agreed that 50 council houses will be built per annum over the three-year period up to and including 2021/22.
- 5.5 A review of the HRA Business Plan is ongoing with a final report expected in February 2022, and will make recommendations in respect of the scale of the Council's new build programme in future years. The recommendations will be informed by the Scottish Government's recent review of the level of grant to made available to fund Council new build programmes.
- 5.6 The timing of the delivery of new Council housing will be limited by the capacity for prudential borrowing identified within the forthcoming HRA Business Plan review. As a result, it may be necessary to landbank sites and delay site start until HRA prudential borrowing becomes available.
- 5.7 The number of Council completions varies from year to year. The chart below illustrates the rolling average completion rate compared to successive HRA Business Plan targets, projected to 2025/26. The chart shows completion of Bilbohall Phase 1 in 2023/24; Speyview, Aberlour in 2024/25, Banff Road, Keith Phase 2 in 2025/26, and Spynie Hospital in 2026/27.



## 6. **SUMMARY OF IMPLICATIONS**

### (a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Addressing the shortage of affordable housing in Moray is a key priority of the Corporate Plan and 10 Year Plan, the Council's Local Housing Strategy and Strategic Housing Investment Plan (SHIP) and the Housing and Property Service Plan. The Strategic Local Programme reflects priorities for investment in the provision of new affordable housing to meet need identified in the Local Housing Strategy.

The affordable housing programme supports the aims of the 10 Year Plan by providing new affordable housing for an increasing population and a growing and diversifying economy. The target of 50 Council house completions per annum will be delivered within the investment planning and funding framework provided by the programme.

**(b) Policy and Legal**

The affordable housing supply programme contributes to meeting the Council's statutory duties to address housing need in Moray.

**(c) Financial implications**

The report provides details of the resources being made available by the Scottish Government to fund affordable housing in Moray. The Council has agreed that 50 new council houses will be built per annum over the three-year period up to and including 2021/22. The current HRA Business Plan has made provision for the level of borrowing required to fund the Council's housebuilding programme.

**(d) Risk Implications**

There are no specific risks arising from this report, however the programme may be impacted by market conditions and site specific issues as developments proceed. There are processes in place to manage these risks and mitigations considered.

**(e) Staffing Implications**

There are no staffing implications arising from this report.

**(f) Property**

The report details the ongoing programme for development of additional affordable housing in Moray in response to strategic needs and specifically the Council new build programme to enhance the Council's stock.

**(g) Equalities/Socio Economic Impact**

The housing needs of equalities groups are identified in the Local Housing Strategy (LHS). The Moray Affordable Housing Programme seeks to deliver the housing priorities contained in the LHS.

**(h) Consultations**

This report has been subject to consultation with the Depute Chief Executive (Economy, Environment and Finance), the Head of Housing and Property, the Legal Services Manager, the Housing Strategy and Development Manager, the Head of Economic Growth and Development, the Strategic Planning and Development Manager, Deborah O'Shea (Principal Accountant) and the Committee Services Officer.

**7. CONCLUSIONS**

**7.1 The report provides details of an update on the 2021/22 affordable housing programme, and an indication of the 2022/23 programme. The report seeks approval of an addition to the 2021/22 programme. The**

**report also provides an update on the Council's own new build programme, including an update on procurement of housing at Bilbohall, Elgin.**

Author of Report: Fiona Geddes, Acting Housing Strategy and  
Development Manager  
Background Papers: with author  
Ref: SPMAN-1285234812-939



	Project	Agent	Units	Site Start	Complete	Target Spend at June 2021	2021/22 (projected)	Change
<b>Main programme</b>	Mosstodloch ph2	Moray Council	46	2019-2020	2021-2022	£0	£0	£0
	Keith, Banff Road ph1	Moray Council	33	2019-2020	2021-2022	£693,573	£893,701	£200,128
	Elgin, Spynie (Robertsons) ph 1&2	Hanover HA	30	2019-2020	2021-2022	£179,503	£193,666	£14,163
	Elgin, Spynie (Robertsons) ph 3	Hanover HA	15	2019-2020	2021-2022	£89,751	£89,751	£0
	Elgin, Bishopmill	Cairn HA	16	2020-2021	2021-2022	£183,990	£182,670	-£1,320
	Elgin, Alba Place	Osprey HA	10	2020-2021	2021-2022	£350,218	£350,218	£0
	Forres, Ferrylea R3	Grampian HA	37	2021-2022	2022-2023	£2,849,000	£2,922,408	£73,408
	Lhanbryde, Garmouth Road	Grampian HA	30	2021-2022	2022-2023	£0	£0	£0
	Elgin, Findrassie ph1	Cairn HA	28	2021-2022	2022-2023	£2,072,000	£1,760,622	-£311,378
	Forres, Knockomie R1	Cairn HA	28	2021-2022	2022-2023	£2,232,000	£1,500,000	-£732,000
	Elgin, Village Garden	Hanover HA	25	2021-2022	2022-2023	£0	£914,576	£914,576
	Lossiemouth, Sunbank ph1	Osprey Housing	20	2021-2022	2022-2023	£1,401,128	£1,401,128	£0
	Elgin, Hamilton Drive	Osprey Housing	4	2021-2022	2022-2023	£292,000	£364,340	£72,340
	Elgin, Bilbohall, ph1	Moray Council	84	2022-2023	2023-2024	£1,500,000	£0	-£1,500,000
	Aberlour, Speyview	Moray Council	39	2022-2023	2023-2024	£500,000	£0	-£500,000
<b>Main Programme Total</b>						<b>£12,343,163</b>	<b>£10,573,080</b>	<b>-£1,770,083</b>
	Elgin South (Fyvie Green)	TBA	17	2022-2023	2023-2024	£0	£170,000	£170,000
	Elgin, Bilbohall ph2	Grampian HA	102			£0	£0	£0
	Elgin, NHS Spynie site	Moray Council	50			£800,000	£800,000	£0
	Elgin, Pinegrove	Osprey Housing	14			£0	£0	£0
	Buckie, Muirtown	Osprey Housing	12			£0	£0	£0
<b>Acquisitions and Shadow Programme Total</b>						<b>£800,000</b>	<b>£970,000</b>	<b>£170,000</b>
<b>Total</b>						<b>£13,143,163</b>	<b>£11,543,080</b>	<b>-£1,600,083</b>

Resource Planning Assumption (RPA) = £10,357,000



Programme	Project	Stage	Agent	Units	Site Start	Complete	Projected spend 2022/23
Main Programme	Forres, Ferrylea R3	Completion	Grampian	37	2021/22	2022/23	£0
	Elgin, Findrassie ph1	Completion	Cairn HA	28	2021/22	2022/23	£469,000
	Elgin, Village Garden	Completion	Hanover HA	25	2021/22	2022/23	£1,863,000
	Lossiemouth, Sunbank ph1	Completion	Osprey Housing	20	2021/22	2022/23	£1,401,128
	Elgin, Hamilton Drive	Completion	Osprey Housing	4	2021/22	2022/23	£292,000
	Forres, Knockomie R1	Site Start	Cairn HA	28	2021/22	2022/23	£732,000
	Elgin, Bilbohall, ph1	Site Start	Moray Council	84	2022/23	2023/24	£1,500,000
	Lhanbryde, Garmouth Road	Site Start	Grampian	30	2022/23	2023/24	£1,700,000
	Aberlour, Speyview	Tender	Moray Council	39	2022/23	2023/24	£500,000
	Village Green/Bain Ave Elgin	Tender	Osprey Housing	25	2022/23	2023/24	£1,350,000
<b>Main Programme Total</b>				<b>320</b>			<b>£9,807,128</b>
Acquisition and shadow	Elgin, Pinegrove	Acquisition	Osprey Housing	14	2022/23	2023/24	£1,092,000
	Elgin, Spynie hospital site	Acquisition	Moray Council	50	2023/24	2024/25	£500,000
	Findrassie, Elgin (Duffus Road)	Acquisition	Grampian HA	70			
	Kinneddar Meadows/Sunbank, Lossiemouth	Shadow	TBC	24	2022/23	2023/24	
	Elgin South (Fyvie Green)	Shadow	TBC	17	2022/23	2023/24	£1,120,000
	Bilbohall, Elgin Phase 2 (R3)	Shadow	Grampian HA	102	2023/24	2024/25	
	Elgin South (Birnie Road)	Shadow	Osprey Housing	48	2023/24	2024/25	
	Forres, former Pedigree Cars	Shadow	Cairn HA	32			
<b>Acquisition and Shadow Programme Total</b>				<b>357</b>			<b>£2,712,000</b>

Resource Planning Assumption (RPA) = £8,927,000



Moray Council New Build Housing Programme

Grant funding agreed July 2021 = £1,994,000

	Project	Agent	Units	Site Start	Complete	Target Spend at July 2021	2021/22 (projected)	Change
<b>Main programme</b>	Mosstodloch ph2	Moray Council	46	2019-2020	2021-2022	£0	£0	£0
	Keith, Banff Road ph1	Moray Council	33	2019-2020	2021-2022	£893,701	£893,701	£0
	Elgin, Bilbohall, ph1	Moray Council	84	2022-2023	2023-2024	£100,000	£0	-£100,000
	Aberlour, Speyview	Moray Council	39	2022-2023	2024-2025	£500,000	£0	-£500,000
<b>Main Programme Total</b>						<b>£1,493,701</b>	<b>£893,701</b>	<b>-£600,000</b>
<b>Acquisitions and Shadow Programme</b>	Elgin, NHS Spynie site	Moray Council	50			<b>£800,000</b>	<b>£500,000</b>	<b>-£300,000</b>
<b>Total</b>						<b>£2,293,701</b>	<b>£1,393,701</b>	<b>-£900,000</b>





**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 7  
DECEMBER 2021**

**SUBJECT: HOUSING AND PROPERTY SERVICES BUDGET MONITORING –  
30 SEPTEMBER 2021**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND  
FINANCE)**

## **1. REASON FOR REPORT**

- 1.1 This report presents the budget position for the Housing Revenue Account (HRA) and General Services Other Housing Budget for the period up to 30 September 2021.
- 1.2 This report is submitted to Committee in terms of Section III G (1) of the Council's Scheme of Administration relating to the management of budgets.

## **2. RECOMMENDATION**

- 2.1 **It is recommended that the Committee scrutinises and notes the budget monitoring report for the period to 30 September 2021.**

## **3. BACKGROUND**

- 3.1 The Council agreed the HRA Budget for 2021/22 at the meeting on 18 February 2021 (paragraph 7 of the Minute refers). Housing and Property budget monitoring reports are presented to each cycle of meetings.
- 3.2 The COVID-19 pandemic and subsequent lock down period has impacted on the budget spend as the service concentrated on responding to the immediate crisis.

## **4. HOUSING REVENUE ACCOUNT TO 30 SEPTEMBER 2021**

- 4.1 **APPENDIX I** details the HRA budget position to 30 September 2021.
- 4.2 The main expenditure variances relate to:–
  - 4.2.1 **Supervision and management** – there are a range of variations within this budget resulting in a net underspend of £77k. This includes underspends in staffing (£122k), arising from vacancies and the budget provision for pay award not being paid yet and other minor cumulative

spend (£9k). This was partially offset by an overspend in relation to voids (£54k).

4.2.2 **Repairs and maintenance** – there was an underspend of £457k in the repairs and maintenance budget, which is partly attributable to the restrictions in non essential repairs at the start of the financial year. Underspends include planned/cyclical maintenance (£308k) and voids (£180k), whilst there was an overspend of £31k in response repairs.

4.2.3 **Bad and doubtful debts** – there was an underspend of £10k against provision for bad & doubtful debts.

4.2.4 **Downsizing Incentive Scheme** – there was an underspend of £22k, with fewer transfers taking place.

4.2.5 **Service Developments** – there is an underspend of £41k, with £21k arising from a vacancy that has not yet been filled, £14k on consultancy allocated for the Housing Need and Demand Assessment/Tenant Satisfaction Survey and £6k for software costs.

4.2.6 The income at 30 September 2021 was £45k lower than expected. This is due mainly to fewer rechargeable repairs being invoiced.

## **5 HRA PROJECTED OUTTURNS 2021/22**

5.1 **APPENDIX I** also details projected outturns for 2021/22.

### **Expenditure**

5.2 **Supervision and management** - An underspend of £164k is projected. This variance results from projected underspends in staffing (£160k), shared accommodation costs (£75k) and other minor cumulative net underspends (£20k). This is reduced by a projected overspend in voids (£91k)

5.3 **Sheltered Housing** – There is no major variance anticipated.

5.4 **Repairs and Maintenance** - An underspend of £1,181k is projected. Planned/Cyclical works are projected to underspend (£1,275k) and voids (£11k), which will be reduced by overspends in response repairs (£105k).

5.5 **Financing costs** - An underspend of £207k is projected due to lower than estimated interest rates and the continued level of Capital from Current Revenue (CFCR) used to keep borrowing to a minimum. There was also a change in the loans pool method, with the first repayment in following year as opposed to half repayment in current year for new borrowing.

5.6 **Bad and Doubtful debts** - An underspend of £20k is projected due to lower write-offs, however the position remains uncertain following the impact of the pandemic on arrears.

5.7 **CFCR** - The level of Capital from Current Revenue (CFCR) is projected to increase by £1,569k due to underspends elsewhere across the HRA budget.



- 5.8 **Downsizing Incentive Scheme** – An underspend of £32k is projected due to fewer transfers taking place.
- 5.9 **Service Developments** – An underspend of £56k is currently projected due to staffing vacancies and lower than anticipated expenditure on consultancy, with £17k being carried forward to 22/23 for the Housing Need and Demand Assessment.
- 5.10 **Total expenditure on the HRA** - Projected to be £91k lower than budgeted.

### **Income**

- 5.11 Minor variations are projected for income on non-dwelling rents, house rents and other income during 2021/22.
- 5.12 Total income to the HRA is projected to be £91k lower than originally budgeted for 2021/22.
- 5.13 Overall, a surplus balance of £2.401m is projected for the HRA budget in 2021/22.

## **6 OTHER HOUSING BUDGET**

- 6.1 **APPENDIX II** provides details of the budget position to 30 September 2021.
- 6.2 **Planning and Development** - consists of Improvement Grants and Affordable Housing budgets, including disabled adaptations. The position at 30 September 2021 shows an overspend of £61k, attributable to a shortfall in grant income against budget of £121k, partially offset by underspends in discretionary grants (£55k) and admin (£5k). This budget is administered by the Integrated Joint Board.
- 6.3 **Housing Management** - relates to the Gypsy/Traveller budget. The position at 30 September 2021 shows an underspend of £17k, mainly due to staffing.
- 6.4 **Homelessness/Allocations** - comprises of Homelessness and Housing Support services. There was an overspend of £80k in this budget, comprised of £9k for Housing Support, £66k for temporary accommodation and £5k in other homelessness services. This includes one-off legal costs and reflects the fluid nature of service demands.
- 6.5 **Miscellaneous General Services Housing** - comprises of House Loans, a maintenance bond from Grampian Housing Association and the complex needs development at Urquhart Place, Lhanbryde. The budget is showing an overall underspend of £11k which is attributable to an underspend of £17k in repairs & maintenance for the property and a £6k overspend due to the maintenance bond being exhausted.
- 6.6 **The Building Services Budget** - is reported in detail separately on this Committee's agenda and any surplus achieved or deficit will return to the HRA.
- 6.7 **The Property Services Budget** - includes the budgets for the Design Team and Property Resources. There was an overall underspend of £127k to date.

Within the Design Team there were underspends in Industrial Estates (£56k) and £7k in energy efficiency due to delays in receiving renewable heat incentive payments, partially offset by a £9k overspend in Architects due to software costs. Property Resources underspent by £71k, of which £31k related to central repairs and maintenance planned works, £5k staffing, £4k for maintenance section and £30k for shared buildings.

- 6.8 The service has also incurred £2k of expenditure to date directly relating to the response to the COVID-19 pandemic. This relates to building alterations/recommissioning works.
- 6.9 As at 30 September 2021, the Other Housing budget shows a net underspend of £12k.

## **7 OTHER HOUSING PROJECTED OUTTURNS 2021/22**

- 7.1 **APPENDIX II** also indicates the projected outturns for 2021/22.
- 7.2 **Planning and Development** - Projected to overspend by £50k. This is based on an anticipated overspend in improvement grants.
- 7.3 **Housing Management** - Projected to underspend by £8k. The main reason for this is a vacancy and end of year recharges to the Housing Revenue Account.
- 7.4 **Homelessness/Allocations** - Projects an underspend of £47k. An overspend in housing support (£13k) and temporary accommodation (£99k) is expected to be offset by and underspend of £159k in the wider homelessness budget, arising due to vacancies within the service.
- 7.5 **Miscellaneous General Services Housing** - Projects an underspend of £15k. The main reason for this is lower than anticipated repairs and maintenance costs relating to Urquhart Place.
- 7.6 **Building Services** - Projected outturn is considered in further detail in the separate report on the Committee's agenda.
- 7.7 **Property Services** - Projects an underspend of £239k. This is comprised of an underspend of £20k in Property and £219k in Property Resources, principally due to lower repairs and maintenance costs.
- 7.8 **Housing and Property Savings** – Staffing savings (£63k) are projected not to be achieved by year end.
- 7.9 **Housing and Property Allocations** – Projected to overspend (£30k) due to lower than expected service recharges.
- 7.10 The service is expected to incur £5k of expenditure relating to the response to the COVID-19 pandemic which relates to building alterations/recommissioning works.
- 7.11 Overall, it is now projected that the Other Housing Budget in General Services will underspend by £161k on the agreed budget.

## **8 SUMMARY OF IMPLICATIONS**

**(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The provision of new affordable housing, the maintenance of the Council's housing stock and dealing with homelessness are priorities identified within the Corporate Plan, the Council's Local Housing Strategy, the Strategic Housing Investment Plan (SHIP) and the Housing and Property Service Plan.

**(b) Policy and Legal**

There are no policy or legal implications arising from this report.

**(c) Financial Implications**

The financial implications of this report are considered in Sections 4 to 7 of this report and detailed in **APPENDICES I and II**.

**(d) Risk Implications**

Budget Managers are aware of their responsibilities for managing budget allocations and approval for variance will be sought from the Committee in line with Financial Regulations.

**(e) Staffing implications**

None.

**(f) Property**

None.

**(g) Equalities/Socio Economic Impact**

There are no equalities/socio economic impacts arising from this report.

**(h) Consultations**

This report has been prepared in close consultation with Finance staff. Consultation on this report has been carried out with Deborah O'Shea (Principal Accountant), the Legal Services Manager, Senior Managers within Housing and Property Services and Lindsey Robinson (Committee Services Officer) who all agree the content of the report where it relates to their area of responsibility.

## **9. CONCLUSION**

**9.1 This report sets out the budget position for the HRA and General Services Housing budgets to 30 September 2021 and also comments on the variances on these budgets.**

Author of Report: Edward Thomas, Head of Housing and Property  
Background Papers: Held by author  
Ref: SPMAN-1285234812-943



## Budget Monitoring to 30th September 2021

Service Description	Annual Budget 2021-22	Budget to 30 Sept 2021	Actual to 30 Sept 2021	Variance to 30 Sept 2021	Projected Outturn to 31 Mar 2022	Projected Variance to 31 Mar 2022
<b>Expenditure</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>
Supervision & Management	4,297	1,651	1,574	77	4,133	164
Sheltered Housing	22	9	10	(1)	22	0
Repairs and Maintenance	7,678	3,241	2,784	457	6,497	1,181
Financing Costs	3,880	0	0	0	3,673	207
Bad & Doubtful Debts	225	38	27	11	205	20
CFCR	4,910	0	0	0	6,479	(1,569)
Downsizing Incentive Scheme	72	36	14	22	40	32
Service Development	119	71	30	41	63	56
<b>Total Gross Expenditure</b>	<b>21,203</b>	<b>5,046</b>	<b>4,439</b>	<b>607</b>	<b>21,112</b>	<b>91</b>
<b>Income</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>
Non-dwelling rents	229	125	127	2	229	0
House rents	20,880	10,821	10,810	(11)	20,861	(19)
IORB	4	0	0	0	2	(2)
Other income	90	42	6	(36)	20	(70)
<b>Total Income</b>	<b>21,203</b>	<b>10,988</b>	<b>10,943</b>	<b>(45)</b>	<b>21,112</b>	<b>(91)</b>
<b>Surplus / (Deficit) for the year</b>	<b>0</b>	<b>5,942</b>	<b>6,504</b>	<b>562</b>	<b>0</b>	<b>0</b>
<b>Accumulated Surplus Balance brought forward</b>			<b>2,401</b>		<b>2,401</b>	
<b>Estimated Surplus Balance at 31st March</b>			<b>2,401</b>		<b>2,401</b>	



## Monitoring to 30 September 2021

Service Description	Annual Budget 2021-22 £'000	Budget to 30 Sept 2021 £'000	Actual & Committed to 30 Sept 2021 £'000	Variance at 30 Sept 2021 £'000	Projected Outturn 2021-22 £'000	Projected Variance 2021-22 £'000
Planning & Development	244	125	186	(61)	294	(50)
Housing Management	17	17	0	17	9	8
Homelessness / Allocations	2160	1011	1091	(80)	2113	47
Miscellaneous General Services Housing	(20)	(10)	(21)	11	(35)	15
Building Services	0	(156)	(156)	0	0	0
Property Services	939	929	801	128	700	239
General Services Housing & Property Savings	(63)	0	0	0	0	(63)
General Services Housing & Property Allocations	(161)	0	0	0	(131)	(30)
COVID-19 - GS Housing & Property	0	0	3	(3)	5	(5)
<b>General Services Housing &amp; Property Total</b>	<b>3116</b>	<b>1916</b>	<b>1904</b>	<b>12</b>	<b>2955</b>	<b>161</b>







**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 7  
DECEMBER 2021**

**SUBJECT: HOUSING INVESTMENT 2021/22**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND  
FINANCE)**

**1. REASON FOR REPORT**

- 1.1 This report informs the Committee of the budget position to 30 September 2021 for the Housing Investment Programme for 2021/22.
- 1.2 This report is submitted to Committee in terms of Section III G (3) of the Council's Scheme of Administration relating to the maintenance of the Council's housing stock.

**2. RECOMMENDATION**

**2.1 It is recommended that the Committee consider and notes:-**

- (i) **the position as at 30 September 2021 with regards to the Housing Investment Programme for 2021/22; and**
- (ii) **that a revised Housing Investment Programme projected outturn to 31 March 2022 will be presented to this Committee on 1 February 2022.**

**3. BACKGROUND**

Investment Programme

- 3.1 **APPENDIX I** shows income and expenditure for 2021/22. The Appendix includes expenditure of £3,059k on the Council house new build programme as 'Other Capital Expenditure'. This, however, is now the subject of a separate monitoring report and the figure is provided for information only. Spend of £5,433k was achieved on the Housing Investment Programme to 30 September 2021, which represents 29% of the agreed programme. The level of expenditure within the individual budget headings, which make up the programme are shown in paragraphs 3.2 to 3.5 below. The expenditure figure represents all payments, which have progressed through the finance system to 30 September 2021. Expenditure has been severely impacted by COVID restraints, with a number of works delayed following the easing of COVID-19 restrictions in late April 2021. Officers are currently working on a revised outturn projection to establish the impact this is likely to have on the overall

Housing Investment Programme to 31 March 2022. This will be presented to this Committee on 1 February 2022.

- 3.2 **APPENDIX II** shows expenditure on Response and Void Repairs. Spend was £1,656k to 30 September 2021 and represents 38% of the agreed programme. A full repairs service recommenced in late April 2021 and the annual repairs budget is anticipated to be spent. COVID-19 restrictions also led to a reduction in void properties allocated to new tenants during quarter 1, as well as a number of delays that include utility and material supply issues throughout the year to date. Void numbers and relets have now increased and it is anticipated that the voids budget will be spent.
- 3.3 **APPENDIX III** shows expenditure on Estate Works. Spend of £166k was achieved to 30 September 2021 and represents 30% of the agreed programme level.
- 3.3.1 Asbestos – During the current financial year, a total to date of 43 properties had asbestos removal work. This includes 7 properties with asbestos tanks and 36 properties with associated debris or other asbestos containing materials (ACM's). A survey programme of properties is ongoing and ACMs will be removed on a planned basis when found.
- 3.4 **APPENDIX IV** shows expenditure on Cyclic Maintenance. Spend of £328k was achieved to 30 September 2021 and represents 49% of the agreed programme level.
- 3.5 **APPENDIX V** shows expenditure on Planned Maintenance and Other Investments. Spend of £3,283k was achieved to 30 September 2021 and represents 25% of the agreed programme. A number of key underspends are anticipated over a number of budget headings that include kitchen and bathrooms, doors and windows and roof and fabric repairs. To mitigate the financial impact on this budget, a number of additional gas heating upgrades (200) has recently been awarded to an external framework contractor to offset this under spend and assist improve Energy Efficiency Standard for Social Housing (EESH) compliance.
- 3.5.1 The Energy Efficiency Standard for Social Housing (EESH) programme expenditure figures are still to be confirmed in relation to the budget. A delay in concluding a major contract for Warm Homes Round 4 grant funding with SSE, due to COVID lockdown periods resulted in heating upgrades being suspended for several months. The recent takeover of SSE by OVO has also delayed progress on 245 new heating systems. However, progress is now being made on this and other EESH works. A revised projection to financial year-end will be presented to this Committee on 1 February 2022, to provide an update on the financial implications on EESH and the overall Planned Maintenance budget.

#### General Programme Updates

- 3.6 A major stock condition survey was carried out in early 2021. This provided essential information on prioritised investment programmes for the next 30

years and gives advice on requirements to meet standards for EESSH and SHQS compliance.

- 3.7 A programme to upgrade smoke alarms in all Council properties in accordance with new legislation in the aftermath of the Grenfell tragedy is underway. The appointed contractor has completed around 3,944 house upgrades to date. The Building Services DLO are also carrying out upgrades to properties as part of void and planned maintenance works (602 house upgrades to date). This means that 4,546 (73%) of properties are now complete. The deadline for compliance has now been moved to February 2022 and it is anticipated that all properties will be completed, albeit there is a risk that multiple no access properties may have to progress to forced entry to achieve this.
- 3.8 In November 2020, Moray Council submitted an application to the Scottish Government's Low Carbon Infrastructure Transition Programme (LCITP) Social Housing Net Zero Heat Fund 2020. This application was successful in achieving 50% grant funding (£1,301k) towards a suite of upgrades to 245 properties located off the mains gas grid. Measures include air source heat pumps, solar photovoltaics, infrared heating and battery storage and aim to alleviate fuel poverty and decarbonise heating which will support the Council in achieving EESSH/EESSH2. This programme has been delayed due to COVID restrictions, but the majority of works are anticipated to be completed by March 2022.

#### Income and Expenditure for Private Sector Housing

- 3.9 **APPENDIX VI** shows the position with regard to grant expenditure for Private Sector Housing Grant to 30 September 2021. The budget in Category B is now the responsibility of the Moray Integration Joint Board and the information is only for noting at this Committee. The legally committed figure of £280k represents 56% of the allocated budget. Spend to 30 September 2021 was £97k which represents 19.40% of the allocated budget. It is anticipated that this budget will under commit by £150k and underspend by £200k due to COVID-19 restrictions.
- 3.10 The legally committed figure in Category C of £92k represents 87.60% of the allocated budget. Spend to 30 September 2021 was £7k which represents 0.06% of the allocated budget. It is anticipated that this budget will be fully committed, but an underspend of £30k is anticipated due to COVID-19 restrictions.

#### **4. SUMMARY OF IMPLICATIONS**

##### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The provision of new affordable housing, the maintenance of the Council is housing stock and dealing with homelessness are priorities identified within the Corporate Plan, the Council's Local Housing Strategy, the Strategic Housing Investment Plan (SHIP) and the Housing and Property Service Plan.

##### **(b) Policy and Legal**

Maintenance and improvement works are carried out in order to meet statutory legal requirements and in accordance with current relevant policies.

**(c) Financial implications**

The financial implications associated within this report are dealt with in paragraphs 3.1 to 3.10 above, with details of the Council house new build programme now being the subject of a separate monitoring report.

**(d) Risk implications**

Failure to expend agreed budgets may affect the Council's ability to maintain its stock to meet the Scottish Housing Quality Standard (SHQS), and replace life expired elements and attain EESSH. Budget Managers are aware of responsibilities for managing budget allocations and approval for variance will be sought from Committee in line with the Financial Regulations.

**(e) Staffing implications**

There are no staffing implications associated with this report.

**(f) Property**

The improvement and maintenance of the housing stock will ensure that it remains sustainable in the longer term both physically and environmentally.

**(g) Equalities/Socio Economic Impact**

There are no equalities issues associated with this report, as it is to inform the Committee on budget monitoring.

**(h) Consultations**

Consultations have taken place with the Head of Housing and Property Services, Asset Manager, Building Services Manager, Legal Services Manager, Principal Accountant (Deborah O'Shea), Lindsey Robinson (Committee Services Officer) and the Home Improvement Services Manager and the Legal Services Manager, who agree with the sections of the report relating to their areas of responsibility.

**5. CONCLUSION**

- 5.1 The report shows that the Councils progress in respect of Housing investment for both the Council's housing stock and the private sector has been adversely impacted because of delays since restrictions eased. Financial information highlighted shows that housing investment has recovered following the easing of COVID-19 restrictions. However, a number of planned investment programmes have been delayed since restrictions eased. The Committee should note that a revised year-end projection will be provided on 1 February 2022 to highlight both the financial and EESSH compliance impact of these delays. Recovery of programmes is essential to enable the Council to address the identified priorities to improve the quality of housing stock in Moray. More specifically, the ongoing investment in the Council's housing stock enables it to be maintained at the Scottish Housing Quality Standard, allows for replacement of life expired elements and**

**makes progress towards the attainment of both the Moray Standard and the Energy Efficiency Standard for Social Housing.**

Author of Report: Mike Rollo, Building Services Manager  
Background Papers: Held on file/sharepoint  
Ref: SPMAN-1285234812-958



## INVESTMENT PROGRAMME INCOME AND EXPENDITURE 2021/22

30 September 2021  
(all amounts in £'000)

## HOUSING INVESTMENT PROGRAMME

	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
<b>Expenditure</b>						
Response, Gas & Void Repairs	4,370	1,656	38%	1,656	38%	2,714
Estate Works	557	166	30%	166	30%	391
Cyclic Maintenance	676	328	49%	328	49%	348
Planned Maintenance (Revenue)	2,062	572	28%	572	28%	1,490
Planned Maintenance (Capital)	10,620	2,541	24%	2,541	24%	8,079
Other Investment (Revenue)	10	3	30%	3	30%	7
Other Investment (Capital)	360	167	46%	167	46%	193
<b>Sub Total</b>	<b>18,655</b>	<b>5,433</b>	<b>29%</b>	<b>5,433</b>	<b>29%</b>	<b>13,222</b>
<b>Other Capital Expenditure</b>						
New Build - Capital Costs	16,305			3,059		
<b>Total</b>	<b>34,960</b>			<b>8,492</b>		
<b>Funded by</b>						
HRA Revenue	7,675			2,725	36%	
Government Grant	10,489			718	7%	
Use of Council Tax Discount	550			0	0%	
Prudential Borrowing	10,336			5,049	49%	
Other Grants	1,000			0	0%	
Capital Receipts	0			0	0%	
C.F.C.R	4,910			0	0%	
<b>Total</b>	<b>34,960</b>			<b>8,492</b>	<b>24%</b>	





## INVESTMENT PROGRAMME EXPENDITURE 2021/22

30 September 2021  
(all amounts in £'000)

## RESPONSE AND VOIDS REPAIRS

	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
West Area Office	1,386	671	48%	671	48%	715
East Area Office	1,074	400	37%	400	37%	674
Void House Repairs & Dec Vouchers	1,385	396	29%	396	29%	989
Gas Heating Repairs	525	189	36%	189	36%	336
	<b>4,370</b>	<b>1,656</b>	<b>38%</b>	<b>1,656</b>	<b>38%</b>	<b>2,714</b>



**INVESTMENT PROGRAMME EXPENDITURE 2021/22**

30 September 2021  
(all amounts in £'000)

ESTATE WORKS

	<b>Annual Budget 2021/22</b>	<b>Expenditure plus commitments to date</b>	<b>% expenditure plus commitments to date</b>	<b>Expenditure to date</b>	<b>% Budget spent to date</b>	<b>Budget balance</b>
Garage Upgrades	25	1	4%	1	4%	24
Asbestos	260	56	22%	56	22%	204
Landscape Maintenance	42	21	50%	21	50%	21
Estates/Forum Upgrades	230	58	25%	58	25%	172
Miscellaneous	0	30	0%	30	0%	-30
	<b>557</b>	<b>166</b>	<b>30%</b>	<b>166</b>	<b>30%</b>	<b>391</b>



## INVESTMENT PROGRAMME EXPENDITURE 2021/22

30 September 2021  
(all amounts in £'000)

## CYCLIC MAINTENANCE

	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance
Gas Servicing	335	135	40%	135	40%	200
Solid Fuel Servicing	21	11	52%	11	52%	10
Air Source Heat Pump Servicing	25	6	24%	6	24%	19
Smoke Detector Servicing	35	3	9%	3	9%	32
PPR & External Painterwork	210	161	77%	161	77%	49
General Servicing	50	12	24%	12	24%	38
Inspections/House Surveys	0	0	0%	0	0%	0
	<b>676</b>	<b>328</b>	<b>49%</b>	<b>328</b>	<b>49%</b>	<b>348</b>



## INVESTMENT PROGRAMME EXPENDITURE 2021/22

30 September 2021  
(all amounts in £'000)

## PLANNED MAINTENANCE &amp; OTHER INVESTMENTS

	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
Kitchens and Bathrooms	1,470	145	10%	145	10%	1,325
Central Heating	2,000	1,261	63%	1,261	63%	739
Doors and Windows	950	167	18%	167	18%	783
Smoke Alarms/Co Upgrades	2,300	968	42%	968	42%	1,332
ESSH	3,900	0	0%	0	0%	3,900
<b>Sub Total (Capital)</b>	<b>10,620</b>	<b>2,541</b>	<b>24%</b>	<b>2,541</b>	<b>24%</b>	<b>8,079</b>
Rainwatergoods	250	144	58%	144	58%	106
Roof and Fabric Repairs	400	49	12%	49	12%	351
Plumbing Upgrades	50	6	12%	6	12%	44
Electrical Upgrades	350	78	22%	78	22%	272
Safety & Security	20	1	5%	1	5%	19
Common Stairs	40	0	0%	0	0%	40
Insulation	800	231	29%	231	29%	569
Energy Performance Certs (EPC)	0	15	0%	15	0%	-15
Sheltered Housing	30	0	0%	0	0%	30
Decoration Vouchers	72	16	22%	16	22%	56
Shower Installations	50	32	64%	32	64%	18
<b>Sub Total (Revenue)</b>	<b>2,062</b>	<b>572</b>	<b>28%</b>	<b>572</b>	<b>28%</b>	<b>1,490</b>
Disabled Adaptations	360	167	46%	167	46%	193
<b>Sub Total (Other Capital)</b>	<b>360</b>	<b>167</b>	<b>46%</b>	<b>167</b>	<b>46%</b>	<b>193</b>
Enabling Projects	10	3	30%	3	30%	7
<b>Sub Total (Other Revenue)</b>	<b>10</b>	<b>3</b>	<b>30%</b>	<b>3</b>	<b>30%</b>	<b>7</b>
<b>Total</b>	<b>13,052</b>	<b>3,283</b>	<b>25%</b>	<b>3,283</b>	<b>25%</b>	<b>9,769</b>





**PRIVATE SECTOR HOUSING GRANT  
SCHEME OF ASSISTANCE - 2021/22**

30 September 2021  
(all amounts in £'000)

<b>CATEGORY</b>	Budget Allocation 2021/22	Spend to date	Balance	Legally Committed Item 10.	Completed Cases
<b>Independent Living</b>					
Category A (Revenue)	8	0	8	8	0
Category B	500	97	403	280	11
Category C	105	7	98	92	4
<b>Overall Total</b>	<b>613</b>	<b>104</b>	<b>509</b>	<b>380</b>	<b>15</b>

<b>CATEGORY DESCRIPTIONS</b>	
Category A	External agency running costs
Category B	Grant Assistance to aid Independent Living - Adaptations
Category C	Grant Assistance to aid Independent Living - House Condition Works

