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## Housing and Community Safety Committee

Tuesday, 21 June 2022

**NOTICE IS HEREBY GIVEN** that a Meeting of the **Housing and Community Safety Committee** is to be held at **Council Chambers, Council Office, High Street, Elgin, IV30 1BX** on **Tuesday, 21 June 2022** 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 Items 12 and 13 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 the Meeting of 22 March 2022** 7 - 10
5. **Written Questions \*\***
6. **Housing and Property Services - Unaudited Outturn as at 31 March 2022** 11 - 20  
Report by Depute Chief Executive (Economy, Environment and Finance)
7. **Local Housing Strategy 2019 - 2024 Mid Term Review** 21 - 30  
Report by Depute Chief Executive (Economy, Environment and Finance)

8. **Housing Investment 2021-22** **31 - 48**  
 Report by Depute Chief Executive (Economy, Environment and Finance)
9. **Allocations Policy Annual Performance Report 2021-22** **49 - 58**  
 Report by Depute Chief Executive (Economy, Environment and Finance)
10. **Performance Report (Housing and Property Services) -** **59 - 68**  
**Period to March 2022**  
 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. **Decommissioning of Temporary Homeless Accommodation**
- Information relating to any particular occupier or former occupier of, or applicant for, accommodation provided by or at the expense of the Authority;
  - Information relating to staffing matters;
13. **Building Services Trading Operation Budget 2021-22 - Budget Monitoring**
- Information on terms proposed or to be proposed by or to the Authority;
- Summary of the Housing and Community Safety Committee functions:**
- To deal with matters relating to Housing/HMOs, Housing Regeneration, Homelessness, Social Inclusion, Equalities, Community Safety, Anti-Social Behaviour (including road accidents) and Community Liaison.

**Any person wishing to attend the meeting should contact customer services on 01343 563217 prior to the meeting as the number of attendees is restricted due to the recent Covid pandemic**

You can however watch the webcast of the meeting by going to :  
[http://www.moray.gov.uk/moray\\_standard/page\\_43661.html](http://www.moray.gov.uk/moray_standard/page_43661.html)

## 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 Amber Dunbar (Chair)  
Councillor Donald Gatt (Depute Chair)

Councillor James Allan (Member)  
Councillor Theresa Coull (Member)  
Councillor John Divers (Member)  
Councillor Jérémie Fernandes (Member)  
Councillor David Gordon (Member)  
Councillor Sandy Keith (Member)  
Councillor Scott Lawrence (Member)  
Councillor Paul McBain (Member)  
Councillor Shona Morrison (Member)  
Councillor Bridget Mustard (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, 22 March 2022**

**Various Locations via Video-Conference**

**PRESENT**

Councillor George Alexander, Councillor James Allan, Councillor Theresa Coull, Councillor Lorna Creswell, Councillor John Divers, Councillor Donald Gatt, Councillor Marc Macrae, Councillor Aaron McLean, Councillor Louise Nicol, Councillor Laura Powell, Councillor Derek Ross

**APOLOGIES**

Ms Anna Bamforth, Ms Jane Bartecki, Councillor David Bremner, Councillor Ryan Edwards, Councillor Maria McLean, Mr Ronald Tolmie

**IN ATTENDANCE**

Head of Housing and Property Services, Acting Housing Strategy and Development Manager, Building Services Manager, Legal Services Manager and Mrs L Rowan, Committee Services Officer as Clerk to the Committee.

**1 Chair**

Councillor Nicol, being chair of the Housing and Community Safety Committee, chaired the meeting.

**2 Acknowledgements**

The Chair acknowledged that this was the last meeting of the Housing and Community Safety Committee prior to the constitution of the new Council in May 2022 and thanked the Committee and Officers for their input over the last 5 years.

**3 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.

Councillor Divers declared an interested in Item 10 "Council New Build – Report on Tender – South Glassgreen Fyvie Green, Elgin" as his son is an employee of the Developer. There were no further declarations of Member's interests in respect of any item on the agenda.

**4 Resolution**

The Meeting resolved 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 13 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
11, 12 and 13	9

## **5 Minute of Meeting dated 8 February 2022**

The minute of the meeting of the Housing and Community Safety Committee dated 8 February 2022 was submitted and approved.

## **6 Written Questions**

The Committee noted that no written questions had been submitted.

## **7 Housing and Property Services Service Plan 2022-23**

Councillor A McLean joined the meeting during discussion of this item.

Under reference to paragraph 14 of the Minute of the meeting of Moray Council dated 19 January 2022, a report by the Depute Chief Executive (Economy, Environment and Finance) invited the Committee to consider the Housing and Property Services Service Plan for 2022-23.

Following consideration, the Committee agreed to approve the Service Plan for Housing and Property Services as set out in Appendix 1 of the report.

## **8 Housing Investment 2021-22**

A report by the Depute Chief Executive (Economy, Environment and Finance) informed the Committee of the budget position to 31 December 2021 for the Housing Investment Programme for 2021/22.

Following consideration, the Committee agreed:

1. the position as at 31 December 2021 with regards to the Housing Investment Programme for 2021/22, as detailed in Section 3 and Appendices I to VI of the report; and
2. the revised Housing Investment Programme projected outturn to 31 March 2022, as detailed in Section 3 and Appendices I to VI of the report.

## **9 Housing and Property Services Budget Monitoring - 31 December 2021**

Under reference to paragraph 5 of the Minute of the meeting of Moray Council dated 22 February 2022, a report by the Depute Chief Executive (Economy, Environment and Finance) presented the budget position for the Housing Revenue



Account (HRA) and General Services Other Housing Budget for the period up to 31 December 2021.

Following consideration the Committee agreed:

1. to note the budget monitoring report for the period to 31 December 2021; and
2. the service developments of £47,799 as detailed within paragraph 8.4 of the report.

## **10 Question Time**

Councillor A McLean sought clarification as to where tenants should seek advice in relation to energy efficiency and support with the rising cost of living and asked if this information could be displayed on the Council's social media platforms.

In response, the Head of Housing and Property Services advised that this information would be highlighted through the Housing Newsletter.

Councillor A McLean further thanked Mrs Matheson, Benefits and Money Advice Manager and her team for their continued work in providing an excellent service.

## **11 Council New Build - Report on Tender - South Glassgreen Fyvie Green, Elgin [Para 9]**

Councillor Divers, having declared an interest in this item, took no part in its consideration or decision.

Under reference to paragraph 14 of the Minute of the meeting of Moray Council dated 23 February 2022, a report by the Depute Chief Executive (Economy, Environment and Finance) presented an evaluation of the tender received from the Council New Build Programme Phase 9 project at South Glassgreen/Fyvie Green, Elgin.

During discussion surrounding encouraging communities to grow their own food, it was queried whether gardens in Council new build houses could be provided with at least 1ft of top soil so that tenants can grow their own food.

In response, the Acting Housing Strategy and Development Manager advised that consideration would be given to amending the design guide to reflect that at least 1ft of topsoil is provided for tenants wishing to grow their own food.

Thereafter, the Committee agreed:

1. to accept the tender received from Springfield Properties PLC for South Glassgreen/Fyvie Green, Elgin;
2. to note that progress on the delivery of the Council's new build programme will be reported to a future meeting of this Committee; and
3. that consideration would be given to amending the design guide to reflect that at least 1ft of topsoil is provided for tenants wishing to grow their own food.

## **12 Council New Build Tender - Bilbohall, Elgin Phase 1 [Para 9]**

Councillor Divers re-joined the meeting at this juncture.

Under reference to paragraph 8 of the Minute of the meeting of the Housing and Community Safety Committee dated 7 December 2021, a report by the Depute Chief Executive (Economy, Environment and Finance) presented an update of the tender for the Council New Build Programme Phase 9 project at Bilbohall, Elgin.

Following consideration, the Committee agreed:

1. to grant the Head of Housing and Property delegated authority to accept the most advantageous tender for construction;
2. the financial implications of including passivhaus features within the housing specification; and
3. to note that progress on the delivery of the Council's new build programme will be reported to a future meeting of this Committee.

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

A report by the Depute Chief Executive (Economy, Environment and Finance) presented the budget monitoring information for the period to 31 December 2021 for the Building Services Trading Operation.

Following consideration, the Committee agreed to note:

1. the financial information for the period to 31 December 2021, as detailed in section 5 and Appendix I of the report;
2. Building Services operating performance for the period to 31 December 2021, as set out in section 6 of the report; and
3. the revised projected outturn to 31 March 2022, as detailed in section 7 and Appendix I of the report.



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**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 21 JUNE 2022**

**SUBJECT: HOUSING AND PROPERTY SERVICES – UNAUDITED OUTTURN AS AT 31 MARCH 2022**

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

**1. REASON FOR REPORT**

- 1.1 This report presents the unaudited outturn position for the Housing Revenue Account (HRA) and General Services Other Housing Budget for the period up to 31 March 2022.
- 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 considers and notes the unaudited outturn for 2021/22 for the period to 31 March 2022.**

**3. BACKGROUND**

- 3.1 The Council agreed the HRA Budget for 2022/23 at a Moray Council meeting on 22 February 2022 (paragraph 5 of the Minute refers). Housing and Property budget monitoring reports are presented quarterly.
- 3.2 The COVID-19 pandemic and subsequent lockdown period has impacted on the budget spend as the service has sought to recover from the impact of restrictions.

**4. HOUSING REVENUE ACCOUNT TO 31 MARCH 2022**

- 4.1 **APPENDIX I** details the provisional and unaudited HRA budget position to 31 March 2022.
- 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 £43k. The main underspends were in staffing (£85k), due to unfilled vacancies, central support services/shared accommodation (£75k) and insurance (17k). These were partially offset by an overspend in voids (£103k), due to the increased level of recovery activity, pool car recharges (£23k) and other minor overspends (£8k).
- 4.2.2 **Sheltered Housing** – there was an overspend of £5k arising from energy, repairs & maintenance costs.
- 4.2.3 **Repairs and maintenance** – there was an underspend of £277k net in the repairs and maintenance budgets, which comprised of planned/cyclical (£823k) and the DLO surplus return (£46k – estimated at this stage). The planned/cyclical underspend was due to reduced output in insulation programmes being undertaken due to pandemic impact and market conditions (£562k), roof and fabric repairs (£238k), asbestos works (£118k) and rainwater goods (£80k). An overspend in disabled adaptations of £349k arose due to having been budgeted under capital spend, but moved to revenue following a review of the nature of the expenditure, with many of the adaptations being minor works. The cumulative underspends were partially offset by overspends in response repairs (£377k, with £171k relating to damage caused by Storm Arwen) and voids (£215k).
- 4.2.4 **Financing Costs** – there was an overspend of £418k due to the higher than anticipated cost of borrowing following interest rate increases.
- 4.2.5 **Bad and doubtful debts** – there was an underspend of £79k, arising from lower write-offs and following a previous increase in bad debt provision.
- 4.2.6 **CFCR** – There was an underspend of £47k based on the estimated balancing figure to maintain level of HRA reserves.
- 4.2.7 **Downsizing Incentive Scheme** – there was an underspend of £28k with fewer transfers than expected completed during the year, with a number of moves suspended due to COVID-19 and prioritisation of lets to homeless households in line with Scottish Government guidance.
- 4.2.8 **Service Developments** – there was an underspend of £58k arising from a vacant post and the later commissioning of the Housing Need and Demand Assessment.
- 4.2.9 The income at 31 March 2022 was £61k lower than expected. This is due mainly to revenue from new build housing in Keith being delayed due to restriction of works and fewer reactive repairs invoiced to tenants at the year end, partially offset by higher income from interest on revenue balances due to increased interest rates.
- 4.2.10 The estimated HRA surplus at 31 March 2022 was £48k, increasing the HRA balance to £2.449m. This compares with a projected outturn at Q3 of £2.401m.

## 5 **OTHER HOUSING BUDGET**

- 5.1 **APPENDIX II** provides details of the provisional and unaudited budget position to 31 March 2022.
- 5.2 **Planning and Development** consists of Improvement Grants and Affordable Housing budgets. There was an overspend of £3k arising from a shortfall in grant income against budgeted target (£68k). This was partially offset by and underspend in discretionary grants and admin costs (£65k). Discretionary grants are given to homeowners for disabled adaptations with this budget managed by the Moray Integration Joint Board.
- 5.3 **Housing Management** relates to the Gypsy/Traveller budget. This shows an underspend of £11k due to reduced staffing expenditure (£9k) and reduced expenditure on supplies and services (£2k).
- 5.4 **Homelessness/Allocations** comprises of Homelessness and Housing Support services. There were variations across a range of budgets within this heading resulting in an overspend of £41k in this budget. This is comprised of an overspend of £5k in Housing Support, mainly due to sheltered housing staff costs and an overspend of £217k in temporary accommodation budgets, mainly due to additional repairs and furniture costs (£76k), loss of income due to arrears/voids (£71k), storage and low occupancy rates at a property which is being considered for closure in 2022/23. These were partially offset by an underspend of £181k in other Homelessness budgets, predominantly £190k against the rapid rehousing transition plan due to delays in implementing Housing First on account of recruitment challenges, which is ear-marked Scottish Government funding which will therefore be carried forward.
- 5.5 **Miscellaneous General Services Housing** comprises of House Loans and the complex needs development at Urquhart Place, Lhanbryde. There was an underspend of £30k across these three budgets. The main reason for this was lower than anticipated repairs and maintenance costs relating to Urquhart Place (£36k), supplemented by an underspend in mortgage repayments (1k); these underspends were partially offset by an overspend in grounds maintenance (£7k), which had been funded by a now exhausted maintenance bond with an RSL.
- 5.6 **The Building Services Budget** is reported in detail separately on this Committee's agenda. Whilst not finalised a modest £5k underspend is anticipated at this point.
- 5.7 **The Property Services Budget** includes the budgets for the Design and Property Resources. There was an underspend of £428k at year end, arising primarily from lower administrative and management costs (£153k), lower central repairs and maintenance charges (£146k), increased rental income/lower costs in industrial estates (£121k) and other miscellany (£21k). This cumulative underspend of £441k in Property Resources was partially offset by a £17k overspend in Design, predominantly due to software costs.
- 5.8 **Housing and Property Savings** – Staffing savings (£19k) above target were achieved by year end. These savings arose mainly to due to unfilled vacancies.

- 5.9 **Housing and Property Allocations** – there was an overspend (£28k) primarily due to less income than budgeted for shared building service recharges. This budget will be reviewed in 2022/23.
- 5.10 **COVID-19** – there was a service underspend of £33k attributable to the Tenant Hardship Fund balance being carried forward (£39k) as ear-marked reserves- and an overspend of £6k due to building reconfiguration costs.
- 5.11 As at 31 March 2022, the Other Housing Budget shows an unaudited net underspend of £454k.

## **6 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 and 5 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) Climate Change and Biodiversity Impacts**

There are no climate change/biodiversity impacts arising from this report.

**(i) Consultations**

**This report has been prepared in close consultation with Finance staff. Consultation on this report has been carried out with Deborah O'Shea (Interim Chief Financial Officer Moray Integration Joint Board), 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.**

**7 CONCLUSION**

**7.1 This report sets out the provisional and unaudited budget position for the HRA and General Services Housing budgets to 31 March 2022 and also comments on the variances on these budgets.**

Author of Report: Edward Thomas, Head of Housing and Property Services  
Background Papers: Held by author  
Ref: SPMAN-1285234812-1086





## Housing Revenue Account

## Appendix I

## Budget Monitoring to 31st March 2022

Service Description	Annual Budget 2021-22	Actual to 31 March 2022	Variance to 31 March 2022
<b>Expenditure</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>
Supervision & Management	4,297	4,254	43
Sheltered Housing	22	27	(5)
Repairs and Maintenance	7,678	7,401	277
Financing Costs	3,880	4,298	(418)
Bad & Doubtful Debts	225	146	79
CFCR	4,910	4,863	47
Downsizing Incentive Scheme	72	44	28
Service Development	119	61	58
<b>Total Gross Expenditure</b>	<b>21,203</b>	<b>21,094</b>	<b>109</b>
<b>Income</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>
Non-dwelling rents	229	228	(1)
House rents	20,880	20,847	(33)
IORB	4	26	22
Other income	90	41	(49)
<b>Total Income</b>	<b>21,203</b>	<b>21,142</b>	<b>(61)</b>
<b>Surplus / (Deficit) for the year</b>	<b>0</b>	<b>48</b>	<b>48</b>
<b>Accumulated Surplus Balance brought forward</b>		<b>2,401</b>	
<b>Estimated Surplus Balance at 31 March 2022</b>		<b>2,449</b>	



<b>General Services Housing &amp; Property</b>			<b>Appendix II</b>
<b>Monitoring to 31st March 2022</b>			
<b>Service Description</b>	<b>Annual Budget 2021-22 £'000</b>	<b>Actual to 31 March 2022 £'000</b>	<b>Variance at 31 March 2022 £'000</b>
<b>Planning &amp; Development</b>	251	254	(3)
<b>Housing Management</b>	18	7	11
<b>Homelessness / Allocations</b>	2250	2291	(41)
<b>Miscellaneous General Services Housing</b>	(20)	(50)	30
<b>Building Services</b>	-	(5)	5
<b>Property Services</b>	915	487	428
<b>General Services Housing &amp; Property Savings</b>	19	0	19
<b>General Services Housing &amp; Property Allocations</b>	(161)	(133)	(28)
<b>Covid 19 - GS Housing &amp; Property</b>	87	54	33
<b>General Services Housing &amp; Property Total</b>	<b>3359</b>	<b>2905</b>	<b>454</b>





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**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 21 JUNE 2022**

**SUBJECT: LOCAL HOUSING STRATEGY 2019-2024 MID TERM REVIEW**

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

**1. REASON FOR REPORT**

- 1.1 To inform the Committee of progress made in achieving the outcomes of the Local Housing Strategy 2019-2024 and of progress made with the development of the next Housing Need and Demand Assessment.
- 1.2 This report is submitted to Committee in terms of Section III G (11) of the 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) considers and notes progress made on the outcomes of the Local Housing Strategy 2019-2024;**
- (ii) considers and approves the Local Housing Strategy Action Plan 2022/23 - 2023/24;**
- (iii) consider and note progress made on development of the next Housing Need and Demand Assessment (HNDA); and**
- (iv) agrees the service developments of £46k per annum detailed at paragraph 5.3.**

**3. BACKGROUND**

- 3.1 The Housing (Scotland) Act 2001 requires local authorities to produce a Local Housing Strategy (LHS) supported by an assessment of housing need and demand.
- 3.2 The LHS was approved by Communities Committee on 2 April 2019 and is available on the Council's website at [http://www.moray.gov.uk/moray\\_standard/page\\_1917.html](http://www.moray.gov.uk/moray_standard/page_1917.html)

- 3.3 Due to COVID-19, annual reporting has not been completed but progress against targets has been reported regularly as part of the Service Plan. This is a mid-term review of the LHS based on the Action Plan for 2019/20, along with an updated Action Plan for 2022-24 for consideration and approval (**APPENDIX I**). Due to COVID-19 and the need to reprioritise workloads, some LHS Actions have been continued into the new Action Plan.
- 3.4 The priorities the LHS set out to achieve are:
- Priority 1: To improve access to housing across all tenures and address housing need
- Priority 2: To prevent and alleviate homelessness
- Priority 3: To assist people requiring specialist housing
- Priority 4: To improve the condition and energy efficiency of housing, and minimise fuel poverty
- 3.5 On 16 February 2021, the Economic Growth, Housing and Environmental Sustainability Committee were advised that, following consultation with the Moray Tenants' Forum and Scottish Housing Regulator, the review of the Tenant Participation Strategy would be delayed until 2022/23 but would commence at the earliest opportunity (paragraph 11 of the Minute refers).
- 3.6 On 8 February 2022, the findings of the 2021 Tenant Survey along with a Tenant Survey Improvement Plan were presented to Housing and Community Safety Committee (paragraph 8 of the Minute refers).

#### **4. PROGRESS ON LHS ACTIONS**

##### **LHS Priority 1: To improve access to housing across all tenures and address housing need**

##### **New Build affordable housing**

- 4.1 Since April 2019, 320 new affordable homes have been completed and occupied, with a further 126 expected during 2022/23, illustrated in the table below:

<b>Compl Year</b>	<b>Landlord</b>	<b>Buckie HMA</b>	<b>Elgin HMA</b>	<b>Forres HMA</b>	<b>Keith HMA</b>	<b>Speyside HMA</b>	<b>Total</b>
2019/20	Moray Council	28					<b>28</b>
	Hanover HA		46				<b>46</b>
2020/21	Moray Council		102				<b>102</b>
2021/22	Moray Council		46				<b>46</b>
	Cairn HA		16				<b>16</b>
	Hanover HA	31	41				<b>72</b>
	Osprey Housing		10				<b>10</b>
2022/23	Moray Council				33		<b>33</b>
	Cairn HA		28	28			<b>56</b>
	Grampian HA			37			<b>37</b>
<b>Total</b>		<b>59</b>	<b>289</b>	<b>65</b>	<b>33</b>	<b>0</b>	<b>446</b>
		<b>13.2%</b>	<b>64.8%</b>	<b>14.6%</b>	<b>7.4%</b>	<b>0%</b>	<b>100%</b>

- 4.2 Progress on the Moray Affordable Housing Programme is reported to Committee twice a year, most recently in December 2021 (Paragraph 9 of minute refers).

#### **Moray Council's Allocations Policy**

- 4.3 The operation of the Council's Allocations Policy is reported to Committee annually, with Housing List quotas reviewed and agreed each time. The last report was considered by Economic Growth, Housing and Environmental Sustainability Committee on 8 June 2021. There is an upward trend in the relet rate of Council housing following implementation of the Allocations Policy in May 2019, which is positive as the increased availability of permanent housing options assists the Council to deliver its Rapid Rehousing Transition Plan (RRTP) (see Para 4.2.1 below).
- 4.4 During 2022/23, work will begin on a revised Allocations Policy, using current good practice and the findings of the Housing Need and Demand Assessment (see Section 5 below) with the aim of implementing a new Policy during 2024.

#### **Downsizing Incentive Scheme**

- 4.5 The scheme's activity has been impacted by COVID-19, through the cessation of house moves and also the reluctance of some households to consider moving, especially those in shielding groups. Despite these obstacles the numbers of tenancies created under the Downsizing Scheme are:

<b>Year</b>	<b>No of new tenancies</b>
2019/20	22
2020/21	14
2021/22	19
Total	55

Officers anticipate that the numbers of tenancies created through the Downsizing Incentive Scheme will return to pre-COVID levels during 2022/23.

### **LHS Priority 2: To prevent and alleviate homelessness**

#### **Rapid Rehousing Transition Plan review**

- 4.6 The Rapid Rehousing Transition Plan (RRTP) is currently being reviewed and will be submitted to the Scottish Government by the end of June 2022. Officers intend to update Committee on the RRTP during summer/autumn 2022.
- 4.7 At 31 March 2022, 99 units of temporary accommodation were in occupation, with zero B&B in use. We are also on course to achieve a further 10 unit reduction during 2022. This is a significant achievement as the majority of other local authorities have seen a rise in the use of temporary accommodation.
- 4.8 A report detailing the operation of the Council's Allocations Policy, including allocations to homeless households, is elsewhere on this agenda.
- #### **Development of Housing First**
- 4.9 In common with many other support and health and social care providers, recruitment of appropriately skilled housing support workers has been

challenging and has been an obstacle to progress. Two Housing Support worker posts have recently been recruited through secondment. Officers anticipate that the first Housing First tenancies will start during summer 2022.

### **LHS Priority 3: To assist people requiring specialist housing**

- 4.10 During the LHS term to date i.e. since April 2019, the aim to provide 30-40% of new building affordable housing as specialist/amenity housing through the Strategic Housing Investment Plan has been achieved, as illustrated in the table below:

Compl Year	Land lord	1 bed gen needs	2 Bed Amenity	2 Bed Gen needs	2 Bed WC	3 Bed Amenity	3 Bed Gen needs	4+ Bed Gen needs	4 Bed WC	Extra care	Total
2019/20	Moray Council	8			2	1	6	11			28
	Hanover HA		14					1		31	46
2020/21	Moray Council	32	32		2	2	18	15	1		102
2021/22	Moray Council	12	8	6			18	2			46
	Cairn HA	14					2				16
	Hanover HA	22	11		1	5	19	14			72
	Osprey Housing	4					6				10
2022/23	Moray Council	16	14			1	2				33
	Cairn HA	8	20	12			10	6			56
	Grampian HA	8	14	8	1	1		5			37
<b>Total</b>		<b>124</b>	<b>113</b>	<b>26</b>	<b>6</b>	<b>10</b>	<b>81</b>	<b>54</b>	<b>1</b>	<b>31</b>	<b>446</b>
		<b>27.8%</b>	<b>25.3%</b>	<b>5.8%</b>	<b>1.3%</b>	<b>2.2%</b>	<b>18.2%</b>	<b>12.1%</b>	<b>0.2%</b>	<b>7.0%</b>	<b>100%</b>

### **Housing for people with learning disabilities**

- 4.11 Officers continue to work proactively in partnership with Health and Social Care Moray and NHS Grampian in the delivery of additional specialist housing with support for people with learning disabilities. Provision has already been made at Highland Yard, Buckie and Spynie, Elgin. Further provision is planned at Garmouth Road, Lhanbryde and Pinegrove, Elgin. The planning consent at Bilbohall, Elgin granted in March 2021 includes a “care village” which will make provision for this group in Phase 2 of development.

### **LHS Priority 4: To improve the condition and energy efficiency of housing, and minimise fuel poverty**

#### **EESH/EESH2**

- 4.12 Moray Council’s progress on compliance with the Energy Efficiency Standard in Social Housing (EESH) is behind schedule and we must comply with EESH2 by 2032. A large scale stock condition survey was completed in March 2021. This detailed information has provided Officers with the base to begin to develop an Investment Plan which will ensure EESH2 is achieved.

#### **Energy Efficient Scotland Area Based Scheme (EES:ABS)**

- 4.13 The Council has been administering the Scottish Government’s EES:ABS (formerly HEEPS:ABS) funding since the fund’s inception 9 years ago. The



Council receives an annual allocation of funding from the Scottish Government for provision of “grant in kind” via EES:ABS to private owners, with a focus on the alleviation of fuel poverty.

- 4.14 During the term of the LHS, 228 properties have been improved under the scheme, in locations right across Moray.

Year	Tenure	Internal Wall Insulation	Cavity Wall Insulation	Loft insulation	Under floor Insulation	Total
2019/20	Council owned	25	21	1	1	48
	Private sector	70				70
2020/21	Council owned	10				10
	Private sector	97		3		100
<b>Total</b>		<b>202</b>	<b>21</b>	<b>4</b>	<b>1</b>	<b>228</b>

- 4.15 The Scheme is now managed by Changeworks as the Council’s contractor, and offers insulation improvements targeted to households who meet qualifying criteria. The criteria are published on the Council’s website at [http://www.moray.gov.uk/moray\\_standard/page\\_132310.html](http://www.moray.gov.uk/moray_standard/page_132310.html). The EES:ABS scheme is reported to Committee annually, most recently on 7 December 2021 (paragraph 8 of Minute refers).
- 4.16 Energy advice is available to all via Home Energy Scotland (administered by SCARF, Aberdeen), but the Council also supports the charity REAP (Rural Environmental Action Project) to provide locally based energy advice with the added value of home visits to those who need them.

## **5 TENANT PARTICIPATION**

- 5.1 Section 9 of the published LHS refers to Tenant Participation. The Scottish Social Housing Charter sets out the outcomes and standards that all social landlords are expected to achieve, which includes publication of a Tenant Participation (TP) Strategy and to take account of the views and priorities of tenants in shaping services. Moray Council’s Tenant Participation Strategy is available at [www.moray.gov.uk/tenantparticipation](http://www.moray.gov.uk/tenantparticipation)
- 5.2 Since the Charter’s introduction in 2012, there have been two significant performance failures reported to the Scottish Housing Regulator about other social landlords. It is notable that both were relating to tenant participation and both were upheld.
- 5.3 The HRA budget set by Moray Council on 22 February 2022 (Paragraph 9 of Minute refers) included provision for service developments totalling £456k, which included recruitment of a dedicated Tenant Participation (TP) Officer and ancillary equipment. Officers are now seeking approval to recruit to this new post. The post-holder will be required to develop and implement a new Tenant Participation Strategy and ensure compliance with statutory obligations. It is expected that this additional resource would have a positive impact on the areas listed below:

- The Moray Tenants Forum, the body that represent Moray Council Tenants, have been unable to meet as a group since the onset of the

pandemic. Current tenant representatives have been unable to attend digital meetings, due to tenants' lack of capacity and facilities. As a result, throughout the pandemic, engagement has taken place on a one-to-one basis by telephone and/or by post. Similarly, the Service Improvement Panel has been unable to carry out scrutiny of housing services.

- The 2021 Tenant Survey showed that the main reason for dissatisfaction in relation to tenant participation was mainly due to a lack of awareness of the opportunities to get involved (45%). The TP Officer would be responsible for increasing awareness and participation, and for implementing the Improvement Plan.
- The TP Officer will be required to innovate to help remove barriers, and encourage greater diversity amongst participating tenants. For example amongst traditionally hard to reach groups such as younger people, ethnic minorities, people with disabilities or caring responsibilities and those living in rural areas.
- Promotion of digital engagement opportunities could fit well with the Council's environmental aims in terms of carbon reduction and reduced costs travelling to meetings etc.
- The additional resource provided by the TP Officer aligns well with development of participatory budgeting and community capacity building.
- Moray Council was one of 8 social landlords chosen to take part in the Next Steps Programme, which aims to support landlords to develop their tenant participation strategies, scrutiny arrangements and improve their performance against the outcomes and standards of the Scottish Social Housing Charter. Moray's Action Plan was finalised in 2019 but the majority of the recommendations are yet to be implemented. The Action Plan identified the Council would benefit from the appointment of a dedicated Participation Officer.
- The development of the new Tenant Participation Strategy will be reported via the Service Plan reporting mechanisms.

## **6 HOUSING NEED AND DEMAND ASSESSMENT 2022/23**

- 6.1 Arneil Johnston have been appointed to complete the next Housing Need and Demand Assessment (HNDA), following a mini-competition completed with the support of the Procurement Team. The work will include primary research facilitated by Research Resource who recently completed our Tenants Survey. This work will progress throughout 2022/23 and the outputs will support the development of the next Local Development Plan and the next Local Housing Strategy (LHS).

## **7 SUMMARY OF IMPLICATIONS**

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

All of the LHS Outcomes are closely aligned with the objectives of the Corporate Plan and 10 Year Plan.

**(b) Policy and Legal**

It is a requirement of the Housing (Scotland) Act 2001 that local authorities have a Local Housing Strategy. Detailed guidance has been produced by the Scottish Government.

**(c) Financial implications**

The financial implications are detailed in para 5.2 above and will be a cost to the Housing Review Account in 2022/23 of £46,264 per annum.

**(d) Risk Implications**

Since the Social Housing Charter's introduction in 2012, there have been two significant performance failures reported to the Scottish Housing Regulator about other social landlords. It is notable that both were relating to tenant participation and both were upheld. Therefore there is a risk that Moray Council would be subject to similar scrutiny from the Scottish Housing Regulator, mitigated by the recruitment of a TP Officer.

**(e) Staffing Implications**

Approval of the service development detailed in paragraph 5.3 will result in a 1.0 FTE increase in the Housing Management service. The required post will go to HR for consultation if approval is granted by the Committee.

**(f) Property**

There are no property requirements/implications arising directly from this report.

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

It is a statutory requirement that equality issues should be addressed in the LHS. Data and evidence about the particular housing and support needs of equality groups was gathered as part of the Council's Housing Need and Demand Assessment. The LHS sets out how the Council intends to address these needs. The LHS includes an Equality Impact Assessment. Equality groups were consulted as part of the preparation of the LHS.

**(h) Climate Change and Biodiversity Impacts**

The LHS Outcomes and Actions on fuel poverty and energy efficiency are closely aligned to the Council's Climate Change Strategy, and Local Heat and Energy Efficiency Strategy (LHEES).

**(i) Consultations**

Consultation on this report has taken place with the Depute Chief Executive (Economy, Environment and Finance), Head of Housing and Property, Head of Development Services, Head of Environmental Services, the Strategic Planning and Development Manager, The Head of Community Care, the Chief Officer Health and Social Care Moray, the Chief Financial Officer, Legal Services Manager, Equal Opportunities Officer, Lindsey Robinson (Committee Services Officer), and senior managers within Housing and Property Services.

## **8 CONCLUSION**

- 8.1 This report provides the Committee with details of the achievements of the Local Housing Strategy 2019-2024 to date, a revised Action Plan for its remaining term. The report provides details of actions already taken on development of a Housing Need and Demand Assessment which will support the next Local Housing Strategy and Local Development Plan. The report seeks approval to recruit a Tenant Participation Officer.**

Author of Report: Fiona Geddes, Acting Housing Strategy and Development Manager  
Background Papers: Held by author  
Ref: SPMAN-1285234812-1096

Action		Responsibility	Timescale	Status
<b>Priority 1: Improve access to housing in all tenures and alleviate housing need</b>				
Increase the supply of affordable rented housing		Moray Council/ RSLs	Annual	SHIP published annually
Deliver updated Housing Need and Demand Assessment (2022/23 based)		Moray Council	2022-24	
Make the best use of existing social housing	Revise the Council's Allocations Policy	Moray Council	2023-24	
	Regularly review allocations quotas	Moray Council/ RSLs	Annual	RRTP sets Homelessness List quota for 2022/23 at 45% +/-5%
	Review RSL Nominations Agreements	Moray Council	2022/23	
	Minimise the time taken to relet vacant social housing	Moray Council/ RSLs	Annual (ARC)	
	Complete RSL Nominations Agreement review	Moray Council	2023-24	
	Complete Moray Council Sheltered Housing review	Moray Council	2023-24	
	Implement Moray Council's Downsizing Incentive Scheme	Moray Council	2019-24	Ongoing
<b>Priority 2: Prevent and alleviate homelessness</b>				
Provide a high quality Housing Options Service		Moray Council	ongoing	
Implement the Rapid Rehousing Transition Plan incl Housing First		Moray Council/ RSLs	ongoing	
Ensure provision of high quality Housing Support		Moray Council	ongoing	
Revise the Temporary Accommodation Charging Policy		Moray Council	2022-23	

Action		Responsibility	Timescale	Status	
<b>Priority 3: Assist people requiring specialist housing</b>					
People with physical disabilities	Increase the supply of ambulant disabled housing for affordable rent		Moray Council	2019-24	See Housing Supply Target. 30-40% of funding is allocated to development of amenity housing, although this varies from site to site.
	Increase supply of extra care housing		SHIP	2019-24	Progress led by Health and Social Care Moray
	Increase tenure choice for older people	Support implementation of the LDP 2020 Accessible Housing Policy (DP2 (f))	Moray Council	2019-24	
People with learning disabilities	Increase supply of appropriate housing with care for people with learning disabilities		Health and Social Care Moray	2019-24	Contribute to aims of the LD Accommodation Review, led by Health and Social Care Moray
Gypsy/ Travellers	Implement the Protocol and Guidelines for the Response to Unauthorised Camping in Moray		Moray Council	Ongoing	
<b>Priority 4: Improve the condition and energy efficiency of housing, and minimise fuel poverty</b>					
Stock condition - Private sector	Implement the Scheme of Assistance		Moray Council	Ongoing	
	Minimise empty homes in the private sector		Moray Council	Ongoing	
	Target support under the Scheme of Assistance to owners of BTS stock or those who cannot afford the cost of essential repairs		Moray Council	Ongoing	Support available, including interest-free loans.
	Develop a Corporate approach to the use of available enforcement powers, including Compulsory Purchase Orders (CPOs), and designation of Housing Renewal Areas.		Moray Council	2019-24	
	Implement the Private Landlord Registration Scheme Repairing Standard		Moray Council	Ongoing	



**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 21 JUNE 2022**

**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 actual unaudited outturn to 31 March 2022 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 the Housing Investment Programme unaudited outturn to 31 March 2022, as detailed in Section 3 and Appendices I to VI.**

**3. BACKGROUND**

**Investment Programme**

3.1 **APPENDIX I** shows income and expenditure for 2021/22. The Appendix includes expenditure of £4,976k 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. The figures show that an overall year-end expenditure of £14,218k was achieved, which represents a spend of 76% against the £18,655k annual budget, and a shortfall of £4,437k. The shortfall in investment is attributable to Coronavirus restrictions during 2021/22, which presented a number of issues that included supply chain and internal staff resourcing delays progressing a number of work activities.

3.2 The level of expenditure within the individual budget headings that 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 31 March 2022, which is £754k higher than the most recent projection.

3.3 **APPENDIX II** shows expenditure on Response and Void Repairs. Spend was £4,943k to 31 March 2022 and represents a £573k overspend of the agreed

programme. An overspend of £359k occurred in repairs following a back log of non-emergency repairs after Covid restrictions eased, as well as unanticipated emergency and make good repair costs following Storm Arwen and Malik in late 2021. Void repairs costs also outturned £214k over budget, as a result of an upturn in void repair numbers following the easing of Covid restrictions, which saw a substantial increase in properties requiring repairs in advance of relet.

- 3.4 **APPENDIX III** shows expenditure on Estate Works. Spend of £486k was achieved to 31 March 2022 and represents 87% of the agreed programme level.
- 3.5 **APPENDIX IV** shows expenditure on Cyclic Maintenance. Spend of £547k was achieved to 31 March 2022 and represents 81% of the agreed programme level. The shortfall in investment is attributable to underspends in the cyclical serving and external painter work programmes that occurred due to internal staff resource and no access issues during the pandemic.
- 3.6 **APPENDIX V** shows expenditure on Planned Maintenance and Other Investments. Spend of £8,242k was achieved to 31 March 2022 and represents 63% of the agreed programme level. A significant underspend of £4,810k occurred as a result of Coronavirus restriction during 2021/2022, which presented a number of issues that included availability of contractors, supply chain issues and internal staff resourcing issues.
- 3.7 The Energy Efficiency Standard for Social Housing (ESSH) programme expenditure figures are very low in relation to budget. The main reason for this is delay in concluding a major contract for Warm Homes Round 4 grant funding with OVO Energy Limited (OVO), with COVID lockdown periods resulting in heating installation work being suspended for several months. The recent takeover of Scottish and Southern Energy Limited (SSE) by OVO has delayed progress on 245 new heating systems. Surveys are ongoing and 31 installations have taken place up to 31 March 2022 we are targeting completion of the programme for November 2022. This is however dependent of the availability of Air Source Heat Pumps and boilers which are also being affected industry shortages.
- 3.8 The Low Carbon Infrastructure Transformation Programme LCITP project received approval of grant funding of £1.3m to Moray Council at the end of July 2021. The COVID-19 pandemic has impacted upon this project and caused delays, procurement has now taken place and contractor appointed. Surveys are underway, however the industry is experiencing long lead in periods for Air Source Heat Pumps which will impact on the completion date for the project now anticipated to be March 2023.

#### **General Programme Updates**

- 3.9 A major stock condition survey was carried out in early 2021. This has provided essential information on prioritised investment programmes for the next 30 years and gives advice on requirements to meet standards for ESSH and SHQS compliance.



- 3.10 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 completed 4,658 house upgrades to 31 March 2022. Building Services DLO is also carrying out upgrades to properties as part of void and planned maintenance works, with a further 859 properties upgraded to 31 March 2022. This means that 5517 (88%) of properties were completed to the new standard at 31 March 2022. The target for compliance was February 2022 and has subsequently been relaxed by Scottish Government and at 31 March 2022, 706 properties still require to be completed (253 properties require building warrants to be in place before works can commence, with no access the main reason for delays in the remainder).
- 3.11 As a result of the no access issues experienced, we are now considering moving to forced entry to gain access to undertake this work, which will only take place after all reasonable access attempts are exhausted, and will be carried out in accordance with our agreed forced entry procedure.

#### **Income and Expenditure for Private Sector Housing**

- 3.12 **APPENDIX VI** shows the position with regard to grant expenditure for Private Sector Housing Grant to 31 March 2022. The budget in Category B is the responsibility of the Moray Integration Joint Board and the information is only for noting at this Committee. The legally committed figure of £477k represents 95.40% of the allocated budget. Spend to 31 March 2022 was £318k which represents 63.60% of the allocated budget. The underspend of this budget was due to COVID-19 restrictions.
- 3.13 The legally committed figure in Category C of £100k represents 95.20% of the allocated budget. Spend to 31 March 2022 was £49k which represents 46.60% of the allocated budget. The underspend of this budget was 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 3.11 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 stock at the SHQS, replace life expired elements and attain the 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) Climate Change and Biodiversity Impacts**

The continued investment in the Council Owned Housing Stock identified in this report will assist the Council to achieve its climate change targets by utilising a range of energy saving measures that incorporate zero or low carbon into design, construction materials and systems that support the Council in achieving The Energy Efficiency Standard for Social Housing (EESH).

**(i) Consultations**

Consultations have taken place with the Head of Housing and Property Services, Building Services Manager, Legal Services Manager, Principal Accountant (Deborah O'Shea), Lindsey Robinson (Committee Services Officer), and Home Improvement Services Manager, who all 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 during the Coronavirus pandemic. Financial information highlighted shows that housing investment has slightly recovered following the easing of Coronavirus restrictions, however, delays to a number of a key planned investment programmes has led to a 24% (£4,437k) shortfall in overall investment . 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.**

Background Papers:  
Ref:

Held on file/sharepoint  
SPMAN-1285234812-1102



## INVESTMENT PROGRAMME INCOME AND EXPENDITURE 2021/22

31 March 2022  
(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	4,943	113%	4,943	113%	-573
Estate Works	557	529	95%	486	87%	71
Cyclic Maintenance	676	547	81%	547	81%	129
Planned Maintenance (Revenue)	2,062	1,086	53%	1,086	53%	976
Planned Maintenance (Capital)	10,620	6,793	64%	6,793	64%	3,827
Other Investment	370	363	98%	363	98%	7
<b>Sub Total</b>	<b>18,655</b>	<b>14,261</b>	<b>76%</b>	<b>14,218</b>	<b>76%</b>	<b>4,437</b>
<b>Other Capital Expenditure</b>						
New Build - Capital Costs	16,305			4,976		
<b>Total</b>	<b>34,960</b>			<b>19,194</b>		
<b>Funded by</b>						
HRA Revenue	7,675			7,425	97%	
Government Grant	10,489			1,166	11%	
Use of Council Tax Discount	550			662	120%	
Prudential Borrowing	10,336			5,081	49%	
Other Grants	1,000			0	0%	
Capital Receipts	0			0	0%	
C.F.C.R	4,910			4,860	99%	
<b>Total</b>	<b>34,960</b>			<b>19,194</b>	<b>55%</b>	



## INVESTMENT PROGRAMME EXPENDITURE 2021/22

31 March 2022  
(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	1,797	130%	1,797	130%	-411
East Area Office	1,074	1,012	94%	1,012	94%	62
Void House Repairs & Dec Vouchers	1,385	1,599	115%	1,599	115%	-214
Gas Heating Repairs	525	535	102%	535	102%	-10
	<b>4,370</b>	<b>4,943</b>	<b>113%</b>	<b>4,943</b>	<b>113%</b>	<b>-573</b>





## INVESTMENT PROGRAMME EXPENDITURE 2021/22

31 March 2022  
(all amounts in £'000)

## ESTATE WORKS

	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance
Garage Upgrades	25	1	4%	1	4%	24
Asbestos	260	179	69%	142	55%	118
Landscape Maintenance	42	48	114%	43	102%	-1
Estates/Forum Upgrades	230	242	105%	242	105%	-12
Miscellaneous	0	59	0%	58	0%	-58
	<b>557</b>	<b>529</b>	<b>95%</b>	<b>486</b>	<b>87%</b>	<b>71</b>



## INVESTMENT PROGRAMME EXPENDITURE 2021/22

31 March 2022  
(all amounts in £'000)

## CYCLIC MAINTENANCE

	Outturn					Budget balance
	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	
Gas Servicing	335	286	85%	286	85%	49
Solid Fuel Servicing	21	14	67%	14	67%	7
Air Source Heat Pump Servicing	25	35	140%	35	140%	-10
Smoke Detector Servicing	35	5	14%	5	14%	30
PPR & External Painterwork	210	178	85%	178	85%	32
General Servicing	50	29	58%	29	58%	21
Inspections/House Surveys	0	0	0%	0	0%	0
	<b>676</b>	<b>547</b>	<b>81%</b>	<b>547</b>	<b>81%</b>	<b>129</b>



## INVESTMENT PROGRAMME EXPENDITURE 2021/22

31 March 2022  
(all amounts in £'000)

## PLANNED MAINTENANCE &amp; OTHER INVESTMENTS

	Outturn					Budget balance
	Annual Budget 2021/22	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	
Kitchens and Bathrooms	1,470	781	53%	781	53%	689
Central Heating	2,000	1,399	70%	1,399	70%	601
Doors and Windows	950	508	53%	508	53%	442
Smoke Alarms/Co Upgrades	2,300	1,969	86%	1,969	86%	331
EESH	3,900	2,136	55%	2,136	55%	1,764
<b>Sub Total (Capital)</b>	<b>10,620</b>	<b>6,793</b>	<b>64%</b>	<b>6,793</b>	<b>64%</b>	<b>3,827</b>
Rainwatergoods	250	170	68%	170	68%	80
Roof and Fabric Repairs	400	162	41%	162	41%	238
Plumbing Upgrades	50	9	18%	9	18%	41
Electrical Upgrades	350	375	107%	375	107%	-25
Safety & Security	20	1	5%	1	5%	19
Common Stairs	40	25	63%	25	63%	15
Insulation	800	238	30%	238	30%	562
Energy Performance Certs (EPC)	0	31	0%	31	0%	-31
Sheltered Housing	30	0	0%	0	0%	30
Decoration Vouchers	72	37	51%	37	51%	35
Shower Installations	50	38	76%	38	76%	12
<b>Sub Total (Revenue)</b>	<b>2,062</b>	<b>1,086</b>	<b>53%</b>	<b>1,086</b>	<b>53%</b>	<b>976</b>
Disabled Adaptations	360	349	97%	349	97%	11
Enabling Projects	10	14	140%	14	140%	-4
<b>Sub Total (Other Investment)</b>	<b>370</b>	<b>363</b>	<b>98%</b>	<b>363</b>	<b>98%</b>	<b>7</b>
<b>Total</b>	<b>13,052</b>	<b>8,242</b>	<b>63%</b>	<b>8,242</b>	<b>63%</b>	<b>4,810</b>



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

31 March 2022  
(all amounts in £'000)

<b>CATEGORY</b>	Budget Allocation 2021/22	Spend to date	Balance	Item 8. Legally Committed	Completed Cases
<b>Independent Living</b>					
Category A (Revenue)	8	0	8	8	0
Category B	500	318	182	477	30
Category C	105	56	49	100	15
<b>Overall Total</b>	<b>613</b>	<b>374</b>	<b>239</b>	<b>585</b>	<b>45</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







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**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 21 JUNE 2022**

**SUBJECT: ALLOCATIONS POLICY ANNUAL PERFORMANCE REPORT 2021/22**

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

**1. REASON FOR REPORT**

1.1 To inform the Committee of the performance of the Council's Allocations Policy during 2021/22.

1.2 This report is submitted to Committee in terms of Section III G (11) of the 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) considers and notes the performance identified within the report;**

**(ii) agrees the allocations quotas for 2022/23 detailed at Paragraph 5.4 of this report; and**

**(iii) agrees the service developments of £41k per annum detailed at paragraph 7.4.**

**3. BACKGROUND**

3.1 The Council has considered performance monitoring information on the operation of its Housing Allocation Policy annually since 2005. The most recent report was presented to Economic Growth, Housing and Environmental Sustainability Committee on 8 June 2021 (Paragraph 16 of the Minute refers).

3.2 The Communities Committee approved the Moray Local Housing Strategy (LHS) 2019-2024 on 2 April 2019 (Paragraph 8 of the Minute refers). The LHS sets out the Council's approach to addressing housing need and homelessness, property condition and fuel poverty. The operation of the Allocations Policy is a key factor in the delivery of LHS outcomes.

3.3 The Communities Committee approved a revised Allocations Policy on 5 February 2019 (Paragraph 9 of the Minute refers) for implementation from 1 May 2019. A further review of the Allocations Policy is included in the Local Housing Strategy Action Plan 2022-24 presented elsewhere on this agenda.

#### 4. **ANALYSIS OF HOUSING LIST ALLOCATION AND DEMAND TRENDS**

4.1 Statistical information on the operation of the policy is presented in **APPENDIX I**. The statistics for 2020/21 and 2021/22 should be viewed in the context of the national response to the COVID-19 pandemic and associated restrictions in activity.

4.2 **Table 1** provides details of the housing list for the last 5 years. This shows that the Transfer List and Waiting List have increased but there has been a reduction in the Homeless List over the last 5 years. However, these reductions may have been affected by the COVID-19 pandemic. Also, it is possible that persons in shielding categories may have been deterred from making an application during the pandemic. With the exception of 2020/21, the Transfer List has been increasing consistently since 2013/14 and this has been attributed to the new build housing programme with its emphasis on accessible housing and larger family-sized accommodation. Housing List trends were considered in depth as part of the development of Housing Needs and Demand Assessment (HNDA) 2017 and the Local Housing Strategy (LHS) 2019-2024, and were reflected in the revised Allocations Policy implemented on 1 May 2019.

4.3 **Table 2** details the size and type of housing required by applicants on the housing list. Over the past 5 years, there have been significant increases in demand for larger 4+ bed family sized housing and also amenity/accessible housing. The latter is consistent with the projected demographic changes in Moray and the ageing population. Demand for sheltered housing has reduced despite demographic changes.

4.4 **Table 3** provides summarised information on the 1st area preferences of current housing list applicants. It shows that area preferences are broadly in proportion to the number of dwellings (all tenures) in each Housing Market Area.

4.5 Applicants who apply for housing are able to state where they want to live. This allows them the choice of any, or all, of the 62 lettings areas across Moray. These choices can be driven by urgency and availability, rather than a desire to live in a particular area, settlement or town. To support strategic planning for affordable housing, applicants are asked separately to state their 1st, 2nd and 3rd areas of preference (i.e. where they would ideally choose to live). This second, strategic question is the source used to inform the Council's approach to delivery of new affordable housing across geographical areas, and is reflected in the Strategic Housing Investment Plan (SHIP).

4.6 **Table 4** provides details of the number of re-lets from Council stock in 2021/22. When this is compared to the housing list as at 31 March 2022, it shows that there were 8 applicants on the list per re-let (8:1) during 2021/22. However this pressure varies greatly across house types and sizes:

- 1 bed general needs (27:1);
- 2 bed general needs (4:1); and
- 4 bed (69:1).

4.7 The table also shows that there is no evidence of significant migration between Housing Market Areas (HMA).

4.8 **Table 5** shows that there is an increasing trend in re-let rates, as intended, with the introduction of the revised Allocations Policy in May 2019. Increasing the numbers of vacancies from existing stock will assist the Council to successfully deliver the Rapid Rehousing Transition Plan. Although the number of relets reduced in 2020/21, this can be attributed to the COVID-19 restrictions on house-moves in all tenures for part of 2020.

## **5. ALLOCATIONS QUOTAS FOR THE HOUSING LIST**

5.1 The housing list consists of three separate lists (waiting, transfer and homelessness). The Homeless List includes those who have been assessed as statutorily homeless, the Waiting List consists of applicants who are waiting for a council house, and includes current RSL tenants; and the Transfer List of those who are current Council tenants and who need or want to move. The proportion of allocations to be made to each list is determined annually by Committee.

5.2 **Table 6** shows the proportion of allocations made to applicants from the 3 housing lists, over the last 5 years.

5.3 The Rapid Rehousing Transition Plan aims to minimise the use of temporary accommodation and provide permanent housing options to homeless households as quickly as possible. The Homeless List quota proposed below is intended to strike an appropriate balance between the need to implement the Rapid Rehousing Transition Plan, and the need to minimise any unintended consequences of increased quota i.e. that the Homeless List would be seen by applicants as the quickest route into permanent housing, and would significantly increase as a result.

5.4 Historically the Council has taken a pragmatic view and agreed quotas intended to strike an acceptable balance between all lists. The quotas proposed for 2022/23 remain unchanged from the 2020/21 targets and are:

<b>List</b>	<b>Target</b>	<b>Tolerance</b>
Homeless List	50%	+/-5%
Waiting List	32%	+/-5%
Transfer List	18%	+/-5%

## **6. NEW BUILD LETTINGS PLAN**

6.1 The new build lettings plan was introduced in 2015. A revised Lettings Plan was approved by Housing and Community Safety Committee on 8 February 2022 (Para 7 of the draft Minute refers). The Plan sets out how the Council will deviate from the Allocations Policy in identifying the first tenant in new

build properties, with the aim of establishing successful, sustainable new communities, and this includes deviation from Housing List quotas.

- 6.2 **Table 7** shows there were 57 Council new lets during 2021/22. There were new build handovers at the end of 2020/21 which were not let until the start of 2021/22.
- 6.3 **Table 8** shows the proportions of allocations from each List, and that 47% of new lets were allocated to Transfer List applicants.

## **7. HOUSING INFORMATION SYSTEMS ASSISTANT**

- 7.1 The housing management system, supplied by Northgate, comprises various modules specific to our business areas. The system is central to the day to day operations of the Housing and Property service. Northgate invest in the system on an on-going basis, to take account of statutory duties, legislative changes and the need for reporting and measuring performance. Consequently, two product releases are made each year which include new modules and enhancements. Northgate will continue to provide produce support whilst we continue to install product releases and keep the system up to date.
- 7.2 The Housing Online module was introduced in June 2021. Housing Online allows Housing List applicants to complete and maintain their application online. This module has the potential to be further developed to provide a wider range of online services to applicants and tenants.
- 7.3 The review of the Council's Allocations Policy referred to in Paragraph 3.3 above will require changes to be made to the Northgate system. This will involve scenario testing as the new policy interventions evolve as well as system changes required to implement any new policy. Since May 2019, the Housing Information Systems Officer has been the only staff member with the skills and experience to complete these client role tasks, and this has already been identified as a business continuity risk.
- 7.4 The HRA budget set in February 2022 included provision for service developments, which included recruitment of a 1.0 FTE Housing Information Systems Assistant. Officers seek approval to progress recruitment to this post. This would mitigate the business continuity risk and would provide the resource required to develop and implement ICT related service enhancements for housing list applicants and tenants, potentially increasing efficiency, as well as delivery of training to system users and facilitating knowledge transfer.

## 8. **SUMMARY OF IMPLICATIONS**

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

Moray 2027 and the Service Plan identify the need to address the shortage of affordable housing and tackle homelessness. The Allocations Policy seeks to make the best use of the Council's housing stock and promote healthier citizens and more people living well in their communities.

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

The primary legislation governing allocations of Council housing is contained within the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001, the Homelessness etc. (Scotland) Act 2003 and the Housing (Scotland) Act 2014. This legislation provides the Council with the discretion to develop allocation and local letting policies in line with local priorities.

The Scottish Social Housing Charter sets out standards against which the Scottish Housing Regulator will assess local authorities as part of its inspection regime.

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

The financial implications of this report were included in the HRA Budget monitoring report considered by Housing and Community Safety Committee on 22 March 2022 (para 9 of the Minute refers). This cost of this post will be up to £13,622 from the 2022/23 budget and £40,865 per annum from 2023/24 onward.

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

Recruitment to the post detailed in Para 7.4 would mitigate a previously identified business continuity risk.

### **(e) Staffing Implications**

There are no staffing implications arising from this report.

### **(f) Property**

There are no property implications arising from this report.

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

There are no impacts in relation to equal opportunities or the socio-economic duty as the purpose of the report is to inform Committee on performance.

### **(h) Climate Change and Biodiversity Impacts**

There are no climate change implications arising from this report.

### **(i) Consultations**

Consultation on this report has taken place with the Corporate Director (Economic Development, Planning and Infrastructure), the Head of Housing and Property, Housing Needs Manager, Housing Services Manager, Acting Chief Financial Officer, Equal Opportunities Officer,

Legal Services Manager, and Lindsey Robinson (Committee Services Officer).

**9. CONCLUSION**

- 9.1 This report presents the annual review of the operation of the Council's Housing Allocations Policy. It presents proposed allocations quotas for 2022/23, unchanged from 2021/22. The quotas proposed are intended to complement implementation of the Rapid Rehousing Transition Plan.**
- 9.2 The report also seeks approval to recruit a 1.0 FTE Housing Information Systems Assistant to mitigate the existing business continuity risk and facilitate ICT related service improvements.**

Author of Report: Fiona Geddes, Acting Housing Strategy and Development Manager  
Background Papers: with author  
Ref: SPMAN-1285234812-1098

Table 1: No of applicants on the Housing List at year end

List	2017/18	2018/19	2019/20	2020/21	2021/22	Change since 2017/18 (No)	Change since 2017/18 (%)
Homeless List	112	121	92	101	97	-15	-13.4%
Housing Waiting List	2,434	2,474	2,989	2,425	2,754	320	13.1%
Transfer List	521	552	628	533	621	100	19.2%
<b>Total</b>	<b>3,067</b>	<b>3,147</b>	<b>3,709</b>	<b>3,059</b>	<b>3,472</b>	<b>405</b>	<b>13.2%</b>

Table 2: Size and type of property sought by applicants at year end

Property size and type	2017/18	2018/19	2019/20	2020/21	2021/22	Change since 2017/18 (No)	Change since 2017/18 (%)
1 bed general needs	1,210	1,210	1,427	1,180	1,347	137	11.3%
1 bed amenity/ wheelchair accessible	325	325	526	418	487	162	49.8%
2 bed general needs	701	701	713	590	682	-19	-2.7%
2 bed amenity/ wheelchair accessible	108	108	152	123	138	30	27.8%
3 bed general needs	437	437	518	442	466	29	6.6%
3 bed amenity/ wheelchair accessible	27	27	34	31	37	10	37.0%
4 bed general needs	146	146	201	168	195	49	33.6%
4 bed amenity/ wheelchair accessible	13	13	7	7	11	-2	-15.4%
5+ bed all types	42	42	58	48	68	26	61.9%
sheltered	58	58	73	52	41	-17	-29.3%
<b>Total</b>	<b>3,067</b>	<b>3,067</b>	<b>3,709</b>	<b>3,059</b>	<b>3,472</b>	<b>405</b>	

Table 3: Where applicants wish to live – 1<sup>st</sup> Area Preference as at 31 March 2019

List	Buckie HMA	Elgin HMA	Forres HMA	Keith HMA	Speyside HMA	CNP HMA	Total
Homeless List	10	64	20	3			97
Transfer List	117	339	83	51	24	7	621
Housing Waiting List	391	1,552	453	184	147	27	2,754
<b>Total</b>	<b>518</b>	<b>1,955</b>	<b>556</b>	<b>238</b>	<b>171</b>	<b>34</b>	<b>3,472</b>
	<b>14.9%</b>	<b>56.3%</b>	<b>16.0%</b>	<b>6.9%</b>	<b>4.9%</b>	<b>1.0%</b>	<b>100.0%</b>
% dwellings (Source: HNDA Appendix 2)	16.8%	47.6%	18.0%	8.3%	8.0%	1.2%	100.0%

Table 4: Re-lets by property size and type 2020/21 (secure tenancies only)

Property size and type	Buckie HMA	Elgin HMA	Forres HMA	Keith HMA	Speyside HMA	CNP HMA	Total	ratio/ relative pressure (lets vs demand)
Bedsit			3				3	n/a
1 bed general needs	4	29	10	1	5		49	27.5
1 bed amenity/ wheelchair accessible	21	53	8	8	13		103	4.7
2 bed general needs	40	79	10	13	14		156	4.4
2 bed amenity/ wheelchair accessible	12	12	2	5	3		34	4.1
3 bed general needs	15	27	2	9	2	1	56	8.3
3 bed amenity/ wheelchair accessible	4	6	3	1			14	2.6
4 bed all types	1	2					3	68.7
5+ bed all types							0	n/a
sheltered	6	16	5				27	1.5
<b>Total</b>	<b>103</b>	<b>224</b>	<b>43</b>	<b>37</b>	<b>37</b>	<b>1</b>	<b>445</b>	<b>7.8</b>
	<b>23.1%</b>	<b>50.3%</b>	<b>9.7%</b>	<b>8.3%</b>	<b>8.3%</b>	<b>0.2%</b>	<b>100.0%</b>	
% dwellings (Source: HNDA Appendix 2)	16.8%	47.6%	18.0%	8.3%	8.0%	1.2%	100.0%	



**Table 5: Rate of relets to Council stock (turnover) (new lets excluded)**

<b>Council stock</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Change since 2017/18 (No)</b>	<b>Change since 2017/18 (%)</b>
Council stock	6,053	6,122	6,149	6,251	6,297	244	4.0%
No of relets	371	377	470	340	445	74	19.9%
<b>Rate of relets</b>	<b>6.1%</b>	<b>6.2%</b>	<b>7.6%</b>	<b>5.4%</b>	<b>7.1%</b>		

**Table 6: Allocations by Housing list (secure tenancies)(relets and new lets)**

<b>List</b>	<b>2017/18</b>		<b>2018/19</b>		<b>2019/20</b>		<b>2020/21</b>		<b>2021/22</b>	
Homeless List	214	51.2%	187	42.0%	256	51.4%	212	49.2%	264	52.6%
Housing Waiting List	117	28.0%	149	33.5%	143	28.7%	92	21.3%	150	29.9%
Transfer List	87	20.8%	109	24.5%	99	19.9%	127	29.5%	88	17.5%
<b>Total</b>	<b>418</b>	<b>100.0%</b>	<b>445</b>	<b>100.0%</b>	<b>498</b>	<b>100.0%</b>	<b>431</b>	<b>100.0%</b>	<b>502</b>	<b>100.0%</b>

**Table 7: Moray Council new build completions 2020/21 (new lets)**

House type	Buckie HMA	Elgin HMA	Forres HMA	Keith HMA	Speyside HMA	CNP HMA	Total	
1 bed general needs		19					19	33.3%
2 bed general needs		6					6	10.5%
2 bed amenity/wheelchair accessible		11					11	19.3%
3 bed general needs		18					18	31.6%
3 bed amenity/wheelchair accessible		1					1	1.8%
4+ bed all types		2					2	3.5%
<b>Total</b>	<b>0</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>57</b>	<b>100.0%</b>

**Table 8: Moray Council new lets**

List	2018/19		2019/20		2020/21		2021/22	
Homeless List	18	26.5%	5	17.9%	11	12.1%	10	17.5%
Housing Waiting List	28	41.2%	6	21.4%	37	40.7%	27	47.4%
Transfer List	22	32.4%	17	60.7%	43	47.3%	20	35.1%
<b>Total</b>	<b>68</b>	<b>100.0%</b>	<b>28</b>	<b>100.0%</b>	<b>91</b>	<b>100.0%</b>	<b>57</b>	<b>100.0%</b>



**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 21 JUNE 2022**

**SUBJECT: PERFORMANCE REPORT (HOUSING AND PROPERTY SERVICES) – PERIOD TO MARCH 2022**

**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 31 March 2022.
- 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;**
- (ii) notes the actions being taken to improve performance where required; and**
- (iii) delegates authority to the Head of Housing and Property Services to submit the Annual Assurance Statement on behalf of committee, following a briefing for members as detailed in paragraph 6.9.**

**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).

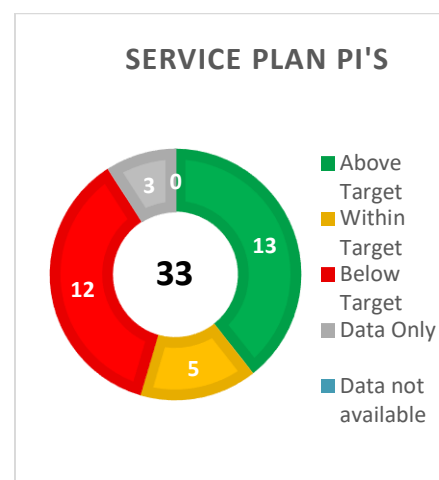
**4. SERVICE PLANNING**

- 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, links to Service Plan Actions and Performance Indicators can be accessed within the Backing Papers of this report.

SERVICE PLAN PRIORITIES		RAG
<b>STRATEGIC LEVEL</b>	Assess and respond to the housing needs of older people in partnership with IJB	80%
	Prepare a Climate Change Strategy and Action Plan	100%
	Investigate and better understand the reasons for poor satisfaction rates as identified in the Best Value Audit (BV)	100%
<b>SERVICE LEVEL</b>		
<b>SERVICE LEVEL</b>	Provide an adequate supply of affordable housing in Moray	95%
	Transform the approach of addressing homelessness in Moray	80%
	Reduce fuel poverty in Moray	40%
	Improve the energy efficiency of the Council's housing stock	60%
	Improve management of void Council houses	45%
	Improve performance of response repairs to Council houses	60%
	Review Housing Maintenance Partnership Agreement	30%
	The condition of Council houses is good and meets required standards	100%
	Compliance with new fire and smoke alarm legislation in all Council houses	86%
	Make the best use of the Council's property assets	70%
	<b>RECOVERY &amp; RENEWAL</b>	
Infrastructure Development	86%	
<b>OVERALL PLAN PROGRESS</b>		<b>77%</b>



### Strategic Outcomes – Successes

4.3 To better understand tenant satisfaction, findings from the 2021 tenant survey were presented to this Committee in February 2022 (item 8 of the Minute refers). Tenant satisfaction with housing services is reported across seven indicators each applying a target of 90% satisfaction; two indicators achieved target with the remaining five reporting satisfaction levels of above 80%. A revised improvement plan will be submitted to this Committee for consideration in August 2022. (ACTION HPS20-22.S4.3.1 INDICATORS H1.3, 1.6)

### **Strategic Outcomes – Challenges and Actions to Support**

- 4.4 Responding to the housing needs of older people is well progressed, albeit out with the original due date. The Housing Need and Demand Assessment is developed in partnership with the Integration Joint Board and budgetary provision has been carried forward and scheduled within the 2022/23 Service Plan. (ACTION HPS20-22.S4.1.1)

### **Service Level Outcomes - Successes**

- 4.5 With the effects of COVID-19 on the programme lessening, the Scottish Government funding allocation of £9.633m has been committed. An additional £0.742m funding was secured as a result of authorities being unable to spend allocations extending the programme being delivered. (ACTION HPS20-22.S5.01.1.3)

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

- 4.6 The impact of the pandemic on the service has delayed and disrupted the delivery of many Service Plan priorities, however progress continues to be made out with original due dates as detailed.
- 4.7 In the year to March 2022, 46 new council houses were delivered, with a further 33 delayed into 2022/23, the HRA Business Plan will determine the forward programme. (ACTION HPS20-22.S5.01.1.4)
- 4.8 Recruitment of three Housing Support Workers to support delivery of the Housing First Project has been unsuccessful. The vacancies have been reconfigured and in the interim the Housing First Project will launch with existing officers supporting initial tenancies scheduled to be in place mid-May. (ACTION HPS20-22.S5.02.1.3)
- 4.9 As at 31 March 2022, £778k (36%) of the Scottish Government Home Energy Efficiency Programme Area Based Scheme (HEEPS:ABS) 2020/21 funding allocation has been spent. The 2021/22 funding allocation of £1.9m is to be drawn down by June 2022. The contract for delivery of the Scheme has been awarded and householder engagement procedures are being established. (ACTION HPS20-22.S5.03.1.1)
- 4.10 Improving the energy efficiency of the Council's housing stock has progressed, with full compliance with Energy Efficiency Standard for Social Housing (EESH) anticipated by March 2023. At the end of March 2022, 60% of properties are now meeting standard with significant programmes of work approved for the year ahead. Recently published Local Government Benchmarking Framework (LGBF) results for 2020/21 report Moray ranked 26<sup>th</sup> of 32 local authorities in the percentage of council dwellings that are energy efficient, therefore a similar ranking can be anticipated for 2021/22. (ACTION HPS20-22.S5.04.1.1-2)
- 4.11 The management of void properties has improved with an average re let timescale of 62 days, down from 72 days last year but still significantly above target of 32 days. The percentage of rent lost due to voids, at 1.25% is double the target value (0.63%). The high number of voids since the easing of lockdown restrictions have placed pressure on teams with ongoing issues such as labour resource, utility provider delays and high levels of repairs. With void numbers reducing, it is anticipated that performance will improve

during 2022/23. The Void Improvement Group meets regularly to improve process and procedure in a bid to accelerate improvements. (ACTIONS HPS20-22.S5.05.1.1-2 INDICATORS H2.10e, 5.4, 5.6)

- 4.12 Limited progress has been made on reviewing repairs targets, the Housing Management Team have agreed proposals and a revised project plan aims to consult with tenants and representatives by summer 2022. A report on the findings will be submitted to this Committee in late 2022 with implementation planned from April 2023. (ACTION HPS20-22.S5.06.1.1 INDICATORS H2.9b, 2.10b, 2.10d)
- 4.13 The review of the Housing Maintenance Partnership will be undertaken in the second half of 2022/23 which ties in with the revised 3 year Housing Investment Plan to demonstrate that best value is being achieved from the partnership. A project board will oversee the review, as well as monitor the progress against the Housing Investment Plan to ensure delivery as planned. (ACTION HPS20-22.S5.07.1.1)
- 4.14 Compliance with new fire and smoke legislation, subject to slippage, is anticipated to be completed by September 2022 with consideration being given to no access measures in order to meet the statutory requirement. As at March 2022, 862 (14%) properties remain outstanding, principally due to no access issues, which is similar to the experiences across other local authorities. The Scottish Housing Regulator has confirmed that there will be no challenge for non-compliance. (ACTION HPS20-22.S5.09.1.1)
- 4.15 The Property Asset Management Appraisal (PAMA) is progressing with an update due to be submitted to Committee in August 2022. The Depot and Store will be considered in a wider review of non-office assets with an update also due for submission to Committee within a similar timeframe. Changes to working practices during COVID are being further considered to maximise the efficiencies within the office estate over the next 12 months, significantly broadening the scope of the original work stream. (ACTION HPS20-22.S5.10.1.1)
- 4.16 As stated in para 4.3 above, five measures of tenant satisfaction fell just short of target in 2021/22. These will be addressed within the revised Improvement Plan. (INDICATORS H1.1, 2.3, 2.4, 2.14, 4.9)
- 4.17 The percentage of council housing stock meeting the Scottish Housing Quality Standard decreased to 47.3% in 2021/22. The requirement for stock to be ESSH compliant, introduced in January 2021 and amended fire safety regulations from February 2022, both contributory factors to not achieving target. It is anticipated that the completion of fire safety upgrades and focus on heating installations planned for the coming year will improve performance results in this area. (INDICATOR H2.1)

### Renewal and Recovery Successes

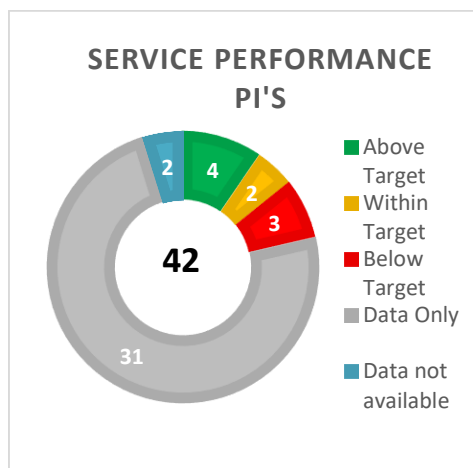
- 4.18 Infrastructure development has progressed with high-level business cases prepared for sites at Forres and Rothes, approved by the Asset Management Working Group in November 2021. Purchase prices have been received for Forres and options of land purchase and infrastructure delivery discussed for Rothes. (ACTION HPS20-22.S6.01.1.2-3)

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

- 4.19 In the provision of employment land and industrial units, designs and costings for joint working with the Highlands and Islands Enterprise have been delayed due to resourcing. Funding has been allocated in the Council's capital plan for 2022/23. (ACTIONS HPS20-22.S6.01.1.1, 1.4-5)

## 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 Initial publication of 2020-21 Local Government Benchmarking Framework Indicators in February 2022 will be refreshed in early June. The full suite can be viewed using the [My Local Council](#) tool. Published indicators for this service have been incorporated within the relevant section of this report depending on whether results are used to evidence progress against strategic, service level or operational priorities.
- 5.3 The narrative included in this report is by exception, links to Service Performance Indicators can be accessed within the Background Papers at the end of this report.



### **Operational Indicators - Successes**

- 5.4 The percentage of new tenancies being sustained for more than one year continues to exceed 90% inferring that appropriate support is in place. (INDICATORS H4.1a, 1c, 1f)
- 5.5 The completion of medical adaptations shows a return to pre-pandemic performance levels, average times to complete applications and undertake the work required have improved and there has been a significant reduction in the number of households waiting for adaptations to their home. (INDICATORS H4.4, 4.4a-d)

### **Operational Indicators - Challenges and Actions to Support**

- 5.6 In 2021/22, 54.7% of housing applications were admitted to the list within 10 days against an expectation that all applications meet the target timescale. Performance in quarters 2 and 3 showed a significant drop which coincides with easing of COVID-19 regulations and the additional pressures that placed on resources as a result. (INDICATOR H4.15)
- 5.7 In 2021/22, gross rent arrears were 3.8% of rent due, a year on year increase and above target (2.8%) performance. LGBF indicator results for 2020/21 allow comparison across all local authorities. Despite not meeting the local target, Moray continues as the top performing authority in relation to gross rent arrears with the national average for that period 8.19%. Increasing current tenants' arrears of 4.5% against a target of 3.5%, perhaps suggests the cost of living crisis, increasing inflation, fuel and energy costs may be contributory factors that will pose further challenge in 2022/23. (INDICATORS H5.3, 5.5)

## **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. Detailed tables can be accessed within the Background Papers section of this report.
- 6.2 In the half year to March 2022, 80 complaints were closed by Housing and Property Services, of which 69 (86%) were frontline stage, 7 (9%) were investigative stage and 4 (5%) were escalated.
- 6.3 Of those closed at frontline stage, 42 (61%) were either upheld or part upheld. 77% of frontline complaints were completed within the target of 5 working days; on average taking 4.4 days to complete.
- 6.4 Of those closed at investigative and escalated, 8 (73%) were either upheld or part upheld. 73% of investigative and escalated complaints were completed with the target of 20 working days; on average taking 24 days to complete.
- 6.5 The majority of upheld or part-upheld complaints relate to repairs, capital, planned maintenance, with corrective actions put in place for each.
- 6.6 In the second half of 2021/22, 104 enquiries were dealt with, the majority relating to housing needs.



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

### **Annual Assurance Statement**

- 6.7 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.
- 6.8 Each year social landlords must submit an Annual Return on the Charter (ARC) to the SHR and an Assurance Statement by 31 October. The Annual Assurance Statement assures the SHR and our tenants and other service users that we comply with our regulatory and statutory obligations.
- 6.9 National ARC data for comparison will be published on 31 August 2022, allowing insufficient time for the analysis required to inform the Assurance Statement to be included in the agenda for the 6 September 2022 meeting of this committee. It is therefore intended that a briefing for committee members will be arranged in October 2022 in order to present the performance data and draft Assurance Statement prior to the deadline for submission on 31 October 2022. In order that it can be approved on behalf of committee prior to the subsequent meeting on 15 November 2022, delegated authority is sought for the Head of Housing and Property to approve the draft following consultation with members at the briefing and for the Chair & Vice-chair to sign the statement on behalf of committee.

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

- 6.10 The SHR also 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.
- 6.11 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.
- 6.12 Similar to the Assurance Statement, the Annual Performance report is dependent on access to the national ARC data, accordingly it is intended that the report will be prepared by officers in consultation with tenants/stakeholders and will be presented to members at the briefing in October 2022, prior to publication in advance of the deadline.

### **Consultation and Engagement**

- 6.13 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 were presented to members of this committee in a briefing on 19 January 2022 and reported to the committee meeting on 8 February 2022. The findings will inform the future investment priorities and service delivery plans for tenants over the next 3 years and a

Tenant Survey Improvement Plan will be reported to the committee meeting on 15 November 2022.

## **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) Climate Change and Biodiversity Impacts**

None.

### **(i) 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 March 2022, overall progress against planned actions was 77% complete. The service has been significantly challenged in delivering improvement work around energy efficiency of the Council's housing stock and management of void council houses due to COVID-19 restrictions, as these have eased the pace of improvement activity has increased with further improvement anticipated during 2022/23.**

Author of Report: Christopher Dewhurst, Research & Information Officer  
Background Papers: [Service Plan Actions](#)  
[Service Plan Performance Indicators](#)

[Service Performance Indicators](#)  
[Service Complaints](#)  
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