



Housing and Community Safety Committee

Tuesday, 15 November 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, 15 November 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 Meeting of the Housing and Community Safety Committee on 6 September 2022** 5 - 12
5. **Written Questions ****
6. **Performance Report (Housing and Property Services) Period to September 2022** 13 - 20
Report by Depute Chief Executive (Economy, Environment and Finance)
7. **Housing and Property Budget Monitoring to 30 September 2022** 21 - 30
Report by Depute Chief Executive (Economy, Environment and Finance)

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| 8. | Housing Investment 2022-23 to 30 September 2022 | 31 - 48 |
| | Report by Depute Chief Executive (Economy, Environment and Finance) | |
| 9. | Scottish Social Housing Charter Compliance | 49 - 70 |
| | Report by Depute Chief Executive (Economy, Environment and Finance) | |
| 10. | Strategic Housing Investment Plan (SHIP) 2023-24 - 2027-28 | 71 - 76 |
| | 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

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| 12. | Building Services Trading Operation Budget 2022-23 - Budget Monitoring [Para 9] |
| | <ul style="list-style-type: none"> • Information on terms proposed or to be proposed by or to the Authority; |
| 13. | Housing Needs Section Service Development [Para 1 and 2] |
| | <ul style="list-style-type: none"> • Information relating to staffing matters; • Information relating to any particular occupier or former occupier of, or applicant for, accommodation provided by or at the expense of 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.

* **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 Theresa Coull (Member)
Councillor John Divers (Member)
Councillor Jérémie Fernandes (Member)
Councillor Sandy Keith (Member)
Councillor Scott Lawrence (Member)
Councillor Marc Macrae (Member)
Councillor Shona Morrison (Member)
Councillor Bridget Mustard (Member)
Councillor Kathleen Robertson (Member)
Councillor Derek Ross (Member)
Councillor Draeyk Van Der Horn (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:	committee.services@moray.gov.uk

Minute of Meeting of the Housing and Community Safety Committee**Tuesday, 06 September 2022****Council Chambers, Council Office, High Street, Elgin, IV30 1BX****PRESENT**

Councillor Theresa Coull, Councillor John Divers, Councillor Amber Dunbar, Councillor Jérémie Fernandes, Councillor Donald Gatt, Councillor Sandy Keith, Councillor Scott Lawrence, Councillor Marc Macrae, Councillor Shona Morrison, Councillor Bridget Mustard, Councillor Kathleen Robertson, Councillor Derek Ross, Councillor Draeyk Van Der Horn

APOLOGIES

Ms Anna Bamforth, Ms Jane Bartecki, Mr Ronald Tolmie

IN ATTENDANCE

Also in attendance at the above meeting were the Depute Chief Executive (Economy, Environment and Finance), Head of Housing and Property Services, Acting Housing Strategy and Development Manager, Building Services Manager, Housing Services Manager, Housing Needs Manager, Property Asset Manager, Georgina Anderson, Senior Solicitor, and Lindsey Robinson, Committee Services Officer, as Clerk to the Committee.

1. Chair

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

2. Declaration of Group Decisions and Members Interests *

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

3. Resolution

The Committee 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 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.

Paragraph Number of Minute	Paragraph Number of Schedule 7a and Reason
12	9 - Information on terms proposed or to be proposed by or to the Authority.

13	1 - Information relating to staffing matters. 2 - Information relating to any particular occupier or former occupier of, or applicant for, accommodation provided by or at the expense of the Authority.
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4. Minute of Meeting of the Housing and Community Safety Committee on 21 June 2022

The minute of the meeting of the Housing and Community Safety Committee dated 21 June 2022 was submitted and approved subject to a review of the notes of the meeting being undertaken in regard to why the discussion on moss on properties specifically in New Elgin between Councillor Divers and Officers did not appear on the minute and the outcome advised accordingly

Under reference to paragraph 6 of the Minute Councillor Dunbar stated that at the previous Committee on 21 June 2022, Councillor Keith had raised a question on the policy in regards to spending the Housing Revenue Account (HRA) surplus and the plans on how this would be spent and what were the plans of the administration.

She stated that in terms of the methodology for setting the HRA balance, while a number of factors have historically informed the level of balance budgeted for, there has not been a defined policy. Officers are now working on a policy which is aligned with the General Services approach, taking into account of particular risks and other risk factors when determining the budget.

She further stated that there was a significant backlog in maintenance due to the pandemic as well as the need to improve the housing stock, the Administration would be keen to see any available funding in the budget used to ensure this overdue work is carried out.

She continued that the Administration was keen on collaboration and that strategic direction ultimately would be decided by all members of the Committee and by others if necessary. She asked that, if any Councillors had any specific ideas on this point or anything else relevant to the Committee, they should raise them with her directly and they can be explored further.

5. Written Questions **

The Committee noted the following written question submitted by Councillor Keith and the Council's response thereto:

What consideration has been given to introducing a Furniture Rental style scheme for tenants of socially rented accommodation in Moray similar to those scheme operating in Aberdeen and Newcastle?

RESPONSE

We do not currently have a furniture leasing scheme. The Council did have a scheme in 2005 which was established as a means of matching surplus furniture which had been purchased (and no longer required) following local flooding incidents in the area and those who may benefit from receiving it. This scheme was resource limited and therefore ended when the furniture ran out.

Currently at time of allocation, our Housing Support Team will guide clients through the process of applying for Community Care Grants from the Scottish Welfare Fund. This has become an established and successful way of ensuring that homeless applicants are moving into properties with furniture, where they do not have the means to independently fund it. Our current tenancy sustainment rates for homeless applicants are in the top quartile nationally, which indicates that tenants are generally being housed in appropriate accommodation with the resources and skills they require to maintain the tenancy.

This is however an area we are not complacent about and we will engage with applicants and monitor trends of households struggling to acquire furniture at the moving in stage, to inform whether operation of a Furniture Leasing Scheme may be of assistance.

There were no supplementary questions asked by Councillor Keith.

The Committee noted the following written question submitted by Councillor Mustard and the Council's response thereto:

Recently I had a neurodivergent constituent contact me about the Transport Scotland Survey on the A96 which they found difficult to complete because of the wording within some of the questions. They felt some of the questions were vague, i.e. without definitions or making assumptions about the interpretation of the questions, and therefore found it difficult to respond. The work I have been involved in shows that when issues arise which prevents the person from understanding the question, they do not continue to complete the survey and therefore their potential input is lost. Taking lessons from this constituent's concerns and looking at some of the phraseology within the questions within the housing needs assessment, some questions may create difficulties for some people.

For instance, neurodivergent people may struggle with questions which ask 'could you' and then ask for details such as the income questions. The phrase 'could you' implies a yes/no answer, as in 'yes, I could provide you with details'. Instead, something more direct as such "Please provide" may be better.

This type of vague language also does not assist people whose first language is not English, such as British Sign Language (BSL) users. From the training provided to members by the British Deaf Association, written surveys pose difficulties for BSL users, and they would recommend an alternative format such as access to signed questions.

Additionally, the Scottish Government are consulting on a draft plan to improve and strengthen Scotland's equality evidence base. The consultation runs until 21 September 2022. As part of the strategy, new guidance on sex, gender identity and trans status was published by the Chief Statistician in September 2021. Therefore, the housing needs assessment should follow that guidance

These are just a few examples of what may be problematic to some people within our community whose voices are important, and their input is valuable to gain an accurate picture of the housing need in Moray.

What consideration was given to equalities in the phrasing of the questions and what mitigating action is in place to assist people to complete the survey?

RESPONSE

Firstly in terms of methodology, the Housing Need and Demand Assessment survey is being undertaken using a hybrid research methodology, incorporating both telephone and online survey methods.

For the telephone methodology, it is one which allows the consultant Research Resource to readily support residents to 'talk through' the interview meaning that any who have difficulty in reading or understanding can be supported through the process. It also allows them to identify any other particular needs when they are speaking to respondents and do what they can to provide for these. If any respondents have hearing difficulties they can utilise TypeTalk technology if required. Moreover, those individuals selected for the survey have been notified by letter and on that letter there is a telephone number and email address for Research Resource where they can get in touch to make arrangements for interview. These arrangements may include appointments at particular dates, times or in a particular way. They can, and are happy to, liaise with support workers, interpreters and family members to facilitate inclusion in the research process.

The consultant has augmented this with an online methodology in order to broaden access and participation in the survey. The online methodology allows respondents to use text readers, increase font size, use online translation facilities or change background colours in order to make the screen more accessible when completing. The survey is also developed as a multi-mode online survey and is screen adaptive meaning that respondents can take part on PC, tablet or mobile phone and the survey will adapt, which has been found to help response and inclusion.

In terms of questionnaire design, the consultant has been very mindful of inclusion, but happy to respond to feedback. A large number of the survey questions used are tried and tested and have been successfully used in other similar surveys. They are Market Research Society Company Partners and follow their guidelines with respect to questionnaire design. This means asking questions in a clear and unbiased way, to ask questions that are within the frame of reference of the respondent and can be easily responded to and delivering these in an accessible structure.

As a supplementary question, Councillor Mustard sought clarification on how people access help if they need it.

In response, the Head of Housing and Property Services advised that guidance would be added to the web pages.

6. Housing and Property Budget Monitoring to 30 June 2022

A report by the Depute Chief Executive (Economy, Environment and Finance) presented the Committee with the budget position for the Housing Revenue Account and General Services Other Housing Budget for the period to 30 June 2022.

Following consideration, the Committee agreed to note the budget monitoring report for the period to 30 June 2022.

7. Housing Investment 2022-23

A report by the Depute Chief Executive (Economy, Environment and Finance) informed the Committee of the progress of the Housing Investment Programme 2022/23 to 30 June 2022.

Following consideration, where Officers answered questions relating to moss removal, electrical testing and the forced entry to properties, the Committee agreed to:

- i. note the progress of the Housing investment Programme to 30 June 2022, as detailed in Section 3 and appendices I to VI of the report; and
- ii. approve the service developments outlined in paragraph 3.10 of the report.

8. Rapid Rehousing Transition Plan

A report by the Depute Chief Executive informed the Committee of progress on development on Moray's revised Rapid Rehousing Transition Plan and sought approval for a service development in line with the priorities.

Councillor Coull in referring to Appendix 1 of the report and in particular to those households where a lack of life skills featured highly, sought clarification on whether Education could help with improving the life skills of young people.

In response, the Housing Needs Manager advised that housing staff used to attend the secondary schools twice a year, but this was suspended due to the pandemic, but that he could look at the possibility of restarting this .

Councillor Robertson stated that she wished to commend the staff for their hard work in the significant reduction in temporary accommodation.

Following further discussion Councillor Morrison sought clarification on what support was available to council tenants during the current cost of living crisis.

In response, the Head of Housing and Property Services agreed to arrange a briefing for Members on the approach being taken to support tenants through the current financial crisis; .

Thereafter, the Committee agreed:

- i. to note the most recent iteration of the Rapid Rehousing Transition Plan in appendix 1 of the report, which was submitted to the Scottish Government on 3 August 2022;
- ii. the service development of £46K per annum detailed in paragraph 4.1 of the report;
- iii. that the Housing Needs Manager investigate with Education reinstating housing staff visits to secondary schools which were suspended due to the pandemic;
- iv. that the Head of Housing and Property Services arranges for a briefing for Members on the approach being taken to support tenants through the current financial crisis; and
- v. to commend staff for the work undertaken in regard to the significant reduction in temporary accommodation and the approach taken in regard to dealing with people in crisis.

9. Moray Affordable Housing Investment Programme

A report by the Depute Chief Executive (Economy, Environment and Finance) informed the Committee of progress on the Affordable Housing Investment Programme in Moray.

Following consideration, the Committee agreed to:

- i. note the progress on the Moray Affordable Housing Investment Programme;
- ii. note progress on the delivery of the Council's new build and acquisition programme;
- iii. the potential for accelerated delivery within the Council's own new build programme; and
- iv. note progress on delivery of housing at Bilbohall, Elgin.

10. Housing Management Review and Service Developments

A report by the Depute Chief Executive (Economy, Environment and Finance) provided the Committee with the progress on the review of Housing Management. It also included recommendations for service developments which arise from it and provided an overview of service developments within the 2022/23 budget.

Following consideration, the Committee agreed:

- i. to note the progress of reviewing the Housing Management structure and resources;
- ii. that the budget set aside for a Housing Inspector post is amended to recruit 1 FTE mainstream Housing Officer instead;
- iii. to the addition of a further 1 FTE Area Housing manager and 2.1 FTE Housing Officers to the Housing Management structure; and
- iv. to note the overview of the service developments within the Housing Revenue Account budget for 2022.23 as detailed in paragraph 5.2 of the report.

Councillor Van der Horn left during the discussion of this item due to connection issues.

11. Question Time ***

Councillor Gatt sought clarification as to when estate walk-about by Housing Officers would be reinstated.

In response, the Housing Services Manager confirmed that some visits have restarted but not in all areas. He confirmed he would get back to Members with a full response.

Councillor Fernandes raised a concern that house prices in Moray have increased by 17.3% in the last year, making it one of the highest in Scotland. He stated that the house prices in Moray were still below the national average, but that Moray had a low wage economy.

He was of the opinion that some people moving into the area for work were having to stay in Air BnB for up to six months before finding suitable long term accommodation due to investors buying up properties for rentals or short term lets.

He was further of the opinion that the shortage of housing was having a negative impact on local people wanting to stay in the area and on young professionals wanting to move to Moray and sought clarification on the view of officers on this issue and what more the Council could do to meet the housing needs of the local population.

In response, the Head of Housing and Property advised that there was a Housing Need and Demand Assessment currently underway that includes a particular focus on key workers and incoming workers, and will evidence the extent of the unmet need in the current housing market.

He further advised that this comprehensive approach would be used to inform the subsequent affordable housing development programme, any changes required to the allocations policy, and the local plan for future developments.

He clarified that although the full report would not be available until Spring 2023, if there was evidence of any emerging trends they would be responded to.

12. Building Services Trading Operation Budget 2022-23 Annual Budget and Budget Monitoring [Para 9]

A confidential report by the Depute Chief Executive (Economy, Environment and Finance) presented the Committee with the Building Services Trading Operation Budget for 2022/23 and budget monitoring information for the period to 30 June 2022.

Following consideration, the Committee agreed to:

- i. note the proposed Building Services Trading Operation Budget for 2022/23 as detailed in section 5 and Appendix I of the report;
- ii. note the service development proposals at a cost of £208k as detailed in section 6 of the report;
- iii. note the 2022/23 Building Services business priorities highlighted in section 7 of the report;
- iv. note the financial information for the period to 30 June 2022, as detailed in section 8 and Appendix II of the report; and
- v. note Building Services operating performance for the period to 30 June 2022, as set out in section 9 of the report.

13. Provision of Temporary Homeless Accommodation [Para 1 and 2]

A confidential report by the Depute Chief Executive (Economy, Environment and Finance) informed the Committee of the intent to cease commissioning a supported accommodation service in Elgin for the purpose of providing temporary accommodation to people who are homeless, as defined in Housing (Scotland) Act 1987, Part II, (Homeless Persons), as amended.

Following consideration, the Committee agreed:

- i. to the proposed closure of the temporary accommodation property detailed in paragraph 4.1 of the report;
- ii. to note that the Council will monitor and reconfigure our stock of temporary accommodation, where required, in order to mitigate the impact of the aforementioned closure; and
- iii. to note that officers will work with Sacro to manage the transition to the new model, including exploration of future employment opportunities for affected employees.



**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 15
NOVEMBER 2022**

**SUBJECT: PERFORMANCE REPORT (HOUSING AND PROPERTY
SERVICES) – PERIOD TO SEPTEMBER 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 30 September 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) **Scrutinises performance in the areas of Service Planning, Service Performance and other related data to the end of September 2021; and**
- (ii) **Notes the actions being taken to improve performance where required.**
- (iii) **Notes compliance with the Scottish Social Housing Charter with inclusion of the Annual Assurance statement and publication of the Scottish Landlords Annual Performance Report.**

3. BACKGROUND

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

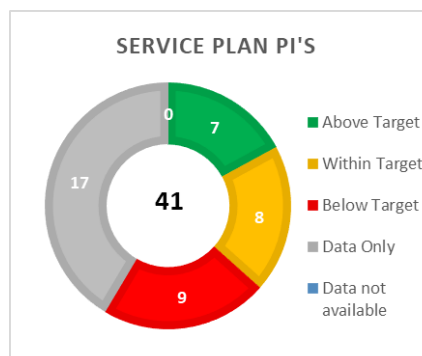
4. SERVICE PLANNING

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

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

- 4.2 The narrative included is by exception, links to Service Plan Actions and Performance Indicators can be accessed within the Backing Papers of this report.

SERVICE PLAN PRIORITIES		RAG
STRATEGIC LEVEL	Implementation of Property Asset Management Appraisal (PAMA)	76%
	Purchase land for industrial development	33%
	Enhance Tenant Participation	2%
	Best Value review of Housing Maintenance Partnership	40%
SERVICE LEVEL	Systemic Review of Voids	70%
	Rent Setting Policy Review	8%
	Review of Rapid Rehousing Transition Plan (RRTP)	33%
	Annual reviews of asset valuations for financial reporting	46%
	Improvements to ICT systems within Asset Team	13%
	Effective Delivery of Housing Management Service	83%
OVERALL PLAN PROGRESS		40%



Strategic Outcomes – Successes

- 4.3 Progress against recommendations set out in the Property Asset Management Appraisal (PAMA) was reported to the Corporate Committee in August 2022 (item 7 of the Agenda refers) with revised timescales and future reporting arrangements detailed. **(ACTION: HP23-4.1aiii)**
- 4.4 Purchase of land for industrial development in Forres is progressing well with negotiations at an advanced stage, although it is anticipated that completion of conveyancing will slip back slightly beyond the 31 March target completion date. **(ACTION: HP23-4.2)**

Strategic Outcomes – Challenges and Actions to Support

- 4.5 Revision of the Depot Review to incorporate climate change was not completed within the due date of August 2022. A progress report was submitted to the Economic Development and Infrastructure Services Committee on 6 September (item 7e of the Agenda refers) reporting an outline business case is in development with recommendations anticipated by March 2023 with actions taken meantime to deliver early savings within the portfolio. **(ACTION: HP23-4.1aii)**
- 4.6 Land purchase for industrial development in Speyside will not progress as planned due to site planning and access restrictions. Alternative sites in Speyside are being explored, if identified a new timeline will be prepared. **(ACTION: HP23-4.2)**

- 4.7 Enhancing tenant participation is dependent on the recruitment of Customer Engagement Officers. With posts approved in June, job evaluation processes are pending but likely to be delayed due to capacity issues within Human Resources. The timeline for completion of this priority of March 2023 will be subject to significant slippage. (**ACTION:** HP23-4.3)

Service Level Outcomes - Successes

- 4.8 A systemic review of voids to reduce overall timescales to re-let void properties and associated void rent loss is progressing. The Review Group meet regularly and a number of improvements have been implemented over the last six months resulting in a slight improvement in performance despite the challenges of ongoing labour shortages, utility provider issues and concurrent repairs. However, significant improvement is still required to meet performance targets and it is unlikely this will be achieved in the current year. (**ACTION:** HP23-5.1, H5.4, 5.6)
- 4.9 The review of the Rapid Rehousing Transition Plan was completed as planned, submitted to the Scottish Government in August 2022 and presented to this Committee on 6 September 2022 (item 8 of the Agenda refers). (**ACTION:** HP23-5.3a)
- 4.10 Annual reviews of asset valuations are progressing with both formal and informal engagements around best practise ongoing with final valuation proposals to be delivered to the Chief Financial Officer and external auditor as scheduled by April 2023. Work on the new Asset Management and Asbestos modules is due to complete in October allowing the build, training and implementation to begin. (**ACTIONS:** HP23-5.4, 5.5)

Service Level Outcomes – Challenges and Actions to Support

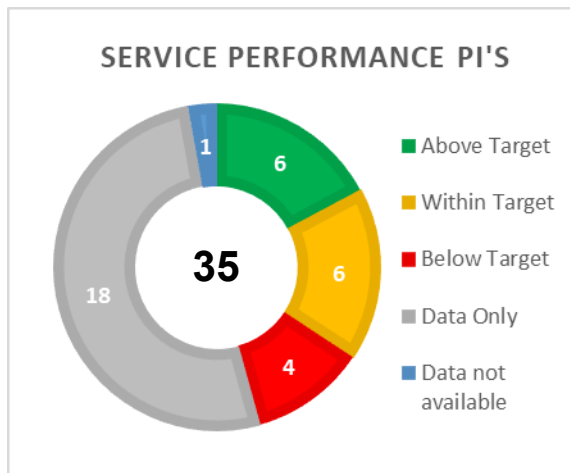
- 4.11 Officers are considering new rental structure options presented by consultants ahead of putting forward a final approach to tenants for consultation early next year, slightly adrift of the original due date of September 2022. This is distinct from the annual rent consultation which will take place in December 2022. (**ACTION:** HP23-5.2).
- 4.12 As at September 2022, gross rent arrears totalled £1.146m, 5.5% of rent due, the highest result recorded to date. The cost of living crisis with increasing inflation, fuel and energy costs are key contributory factors to this worsening trend. Housing Officers are increasing engagement with tenants to assist in resolving challenges with maintaining rental payments and this is a key focus in the forthcoming enhancement of the area teams. (**INDICATORS:** H5.3, 5.5)
- 4.13 Following implementation of the new online housing application in May 2021, performance against processing has been erratic as around 3,000 applicants had to re-register. The percentage of housing applications admitted to list within 10 days has improved in the last quarter from 45.9% to 85.3%, however performance remains just below target. (**INDICATOR:** H4.15)

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 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

- 5.3 The number of repairs made to non-void properties within target time has decreased by around 20% compared to the same period last year but the percentage of those completed on time has improved. There has been general improvement across all repairs indicators in the first half of 2022-23, albeit some indicators remain below target. (**INDICATORS:** H2.7, 2.8, 2.9a, 2.9b, 2.10b, 2.10c, 2.10d, 2.11, 2.12)

Operational Indicators - Challenges and Actions to Support

- 5.4 The percentage of reactive repairs to void properties completed within timescale at 17%, shows a slight improvement. To address and further understand delays, the service is now tracking the time between the keys being handed to the contractor and completion of works. (**INDICATOR:** H2.10e)
- 5.5 As at September 2022, 90% of emergency repairs were completed with 4 hours, below target but on an improving trend over the last six months. (**INDICATOR:** H2.10a)
- 5.6 There was one failure in meeting statutory gas safety checks due to scheduling, this has since been completed. (**INDICATOR** H2.13a)
- 5.7 There were six unauthorised traveller encampments in the reporting quarter, all have been visited, albeit four out with target timescales. (**INDICATOR:** H6.2)

6. OTHER PERFORMANCE RELATED DATA

Complaints & MP/MSP Enquiries

- 6.1 In line with the Performance Management Framework, complaints are reviewed quarterly by departmental management in terms of time taken to respond, outcome and learning points. Links to complaints tables can be accessed within the Backing Papers of this report.
- 6.2 In the half year to September 2022, 83 complaints were closed, of which 73 (88%) were frontline stage, 7 (8%) were investigative stage and 3 (4%) were escalated. This compares to 81 closed in the same period last year, 70% at frontline stage, 22% at investigative stage and 7% escalated.
- 6.3 Of those closed at frontline stage, 51 (70%) were either upheld or part upheld. 90% of frontline complaints were completed within the target of 5 working days, on average taking 5.1 days to complete.
- 6.4 Of those closed at investigative and escalated, 5 (90%) were either upheld or part upheld. 92% of investigative and escalated complaints were completed within the target of 20 working days; on average taking 19.2 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. There has been considerable work undertaken to address factors which have contributed to these issues, including the implementation of a change management plan in relation to asset management and approval to enhance the team in order to effectively manage the increased volume of improvement work.
- 6.6 In the same reporting period, 103 MP/MSP were dealt with compared to 92 in the same period last year.

Other Performance (not included within Service Plan)

7 Annual Assurance Statement

- 7.1 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.
- 7.2 Each year, social landlords must submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator. The SHR requires social landlords to submit an Assurance Statement by 31 October each year which assures the SHR, our tenants and other service users that we comply with our regulatory and statutory obligations. In preparation for this submission, officers delivered a briefing to Elected Members and the Assurance Statement and Annual Performance Report is being presented as an agenda item to this Committee.

8 Social Landlords Annual Performance Report

- 8.1 The SHR requires social landlords to produce an annual report on their performance against the Charter and make it available to tenants and other customers by no later than 31 October.
- 8.2 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.

9. 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.

10 CONCLUSION

- 10.1 **As at the end of September 2022, the overall plan is 39% complete. Actions subject to slippage will be progressed over the second half of 2022-23.**

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

Ref:



**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 15
NOVEMBER 2022**

**SUBJECT: HOUSING AND PROPERTY SERVICES BUDGET MONITORING –
30 SEPTEMBER 2022**

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

1. REASON FOR REPORT

- 1.1 This report presents the budget position for the Housing Revenue Account (HRA) and General Services Other Housing Budget for the period up to 30 September 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 scrutinises and notes the budget monitoring report for the period to 30 September 2022.**

3. BACKGROUND

- 3.1 Full Council agreed the HRA Budget for 2022/23 at the meeting on 22 February 2022 (paragraph 5 of the Minute refers). Housing and Property budget monitoring reports are presented quarterly.

4. HOUSING REVENUE ACCOUNT TO 30 SEPTEMBER 2022

- 4.1 **APPENDIX I** details the HRA budget position to 30 September 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 £78k. This includes underspends in staffing (£89k), arising from vacancies and the budget provision for pay award, £10k for software due to invoice timing and £5k for other minor cumulative underspends including training. This was partially offset by an overspend in relation to voids (£26k).

- 4.2.2 **Sheltered Housing** – there was an overspend of £18k in the sheltered housing budget, which is comprised of repairs and maintenance related to fire protection and other works (£7k), rates for a property previously occupied by a day service (£6k), increased energy costs (£4k) and other minor cumulative spend of £1k.
- 4.2.3 **Repairs and maintenance** – there was an underspend of £477k in the repairs and maintenance budget, which arises from reduced activity in planned/cyclical maintenance (£398k), an underspend in voids (£54k) and response repairs (£25k). It should be noted that this underspend in voids reflects the ledger position at the end of quarter and does not include accruals. Actual activity levels in this area are in line with budgeted provision. The planned/cyclical position included main variance underspends in asbestos (£104k), external decoration and fabric repairs (£211k), rainwater goods (£104k), roof moss clearance (£83k) and disabled adaptations (£29k). These arose due to the timing of programming the works and limitations within the service, which were partially offset by an overspend of £149k in electrical upgrades.
- 4.2.4 **Bad and doubtful debts** – there was an underspend of £7k against provision for bad & doubtful debts.
- 4.2.5 **Downsizing Incentive Scheme** – there was an underspend of £18k, with fewer transfers taking place. Work has commenced on increasing the uptake following restrictions easing, which is expected to increase spend as the year progresses.
- 4.2.6 **Service Developments** – there is an underspend of £209k, with recent committee approval for a number of posts progressing through evaluation and recruitment processes.
- 4.2.7 The income at 30 September 2022 was £57k lower than expected. This is due mainly to the revised completion of the new development at Keith (£46k), fewer tenant recharges (£9k) and lower yield of non-dwelling rents (£2k).

5. HRA PROJECTED OUTTURNS 2022/23

- 5.1 **APPENDIX I** also details projected outturns for 2022/23.

Expenditure

- 5.2 **Supervision and management** - An overspend of £168k is projected. This variance results from projected increases in staffing costs (£165k) following the higher than budgeted pay award, increased void costs (£49k), increased Council Tax costs (£9k), which are anticipated to be partly offset by an underspend in software (£55k).
- 5.3 **Sheltered Housing** – There is a projected overspend of £42k anticipated due to excess energy costs due to higher unit costs (£27k), responsibility for rates for a former day service property (£6k), repairs and maintenance (£8k) and other minor cumulative overspends (£1k).

- 5.4 **Repairs and Maintenance** - An overspend of £163k is projected. This is composed of a deficit in the DLO of £187k against a £100k budgeted surplus, arising from higher staff costs, additional sub-contracting and elevated material and fuel costs, in addition to an overspend in voids (£200k). These are partially offset by a projected underspend in planned/cyclical maintenance of £324k, arising from lower activity levels due to service capacity.
- 5.5 **Financing costs** - An overspend of £705k is projected due to estimated higher interest costs on borrowing. It is acknowledged that there is considerable volatility in relation to interest rates at present, therefore this position is likely to vary prior to the year end.
- 5.6 **Bad and Doubtful debts** - An underspend of £65k is projected due to lower write-offs, however the position remains uncertain following the impact of the pandemic on arrears, the cost of living outlook and the recent restrictions placed on evictions.
- 5.7 **CFCR** - The level of Capital from Current Revenue (CFCR) is projected to be £740k higher due to underspends elsewhere across the HRA budget, which will offset anticipated borrowing.
- 5.8 **Downsizing Incentive Scheme** – An underspend of £22k is projected due to fewer transfers taking place.
- 5.9 **Service Developments** – An underspend of £192k is currently projected due to the lead-in time from approval of new posts to recruitment processes concluding.
- 5.10 **Total expenditure on the HRA** - Projected to be £59k lower than budgeted.

Income

- 5.12 Total income to the HRA is projected to be £59k lower than originally budgeted for 2022/23, with £118k additional interest on revenue balances projected due to the higher interest rates, partially offset by £44k lower rental income due to the delayed completion of new build properties in Keith and £15k lower yield in other income.
- 5.13 Overall, a surplus balance of £2.465m is projected for the HRA budget in 2022/23.

6. OTHER HOUSING BUDGET

- 6.1 **APPENDIX II** provides details of the budget position to 30 September 2022.
- 6.2 **Planning and Development** - consists of Improvement Grants and Affordable Housing budgets, including disabled adaptations. The position at 30 September 2022 shows an underspend of £57k, arising from an underspend in discretionary grants (£48k) and £9k higher than anticipated grant income.

- 6.3 **Housing Management** - relates to the Gypsy/Traveller budget. The position at 30 September 2022 shows an underspend of £2k, arising from lower site clearance costs than budgeted.
- 6.4 **Homelessness/Allocations** - comprises of Homelessness and Housing Support services. There was an overspend of £103k in this budget, comprised of overspends in Temporary Accommodation (£80k), Housing Support (£15k) and general Homelessness (£8k). Given the significant changes in the service whilst service charges have been frozen in recent years, a review predicated on full cost recovery will take place from 2023/24.
- 6.5 **The Building Services Budget** - is reported in detail separately on this Committee's agenda and any surplus achieved or deficit will be returned to the HRA.
- 6.6 **The Property Services Budget** - includes the budgets for the Design Team and Property Resources. There is an overall overspend of £12k to date. Within the Design Team there was an underspend in consultancy (£8k) and an overspend in software (£11k). Within Property Asset Management there were underspends in shared buildings (£19k), central repairs & maintenance (£34k) and other cumulative underspends (£7k), which were offset by overspends in Industrial Estates (£39k), school repairs and maintenance (£28k) and management of corporate surplus property (£2k).
- 6.7 The service has also holds a £4k underspend in relation to the Tenant Hardship Fund, set up by the Scottish Government to assist tenants struggling as a direct consequence of the pandemic, which will be utilised in the course of the year.
- 6.8 As at 30 September 2022, the Other Housing budget shows a net overspend of £46k.

7. OTHER HOUSING PROJECTED OUTTURNS 2022/23

- 7.1 **APPENDIX II** also indicates the projected outturns for 2022/23.
- 7.2 **Planning and Development** - Projected to underspend by £13k. This is based on an anticipated underspend in discretionary grants and admin.
- 7.3 **Housing Management** - Projected to underspend by £7k. This arises from end of year recharges to the Housing Revenue Account (£4k) and lower site clearance costs (£3k).
- 7.4 **Homelessness/Allocations** - Projects an underspend of £137k. An anticipated overspend in housing support (£22k) and temporary accommodation (£150k) is expected to be offset by an underspend of £309k in the wider homelessness budget. This budget position does however include a carry-forward of £319k for the Rapid Rehousing Transition Plan to 2025/26, therefore the in-year position is an overspend which is being managed.

- 7.5 **Miscellaneous General Services Housing** - Projects an underspend of £9k. The main reason for this is lower than anticipated repairs and maintenance costs relating to Urquhart Place.
- 7.6 **Building Services** - Projected outturn is considered in further detail in the separate report on the Committee's agenda.
- 7.7 **Property Services** - Projects an overspend of £74k. This is comprised of anticipated overspends of £12k in Property Design and £62k in Industrial Estates, arising from additional costs.
- 7.8 **Housing and Property Savings** – Staffing savings are anticipated to be £101k less than the budgeted provision, being dependent on vacancy levels.
- 7.9 Overall, it is now projected that the Other Housing Budget in General Services will overspend by £17k on the agreed budget, noting that £319k is to be carried forward for the Rapid Rehousing Transition Plan.

8. **SUMMARY OF IMPLICATIONS**

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

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

(b) **Policy and Legal**

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

(c) **Financial Implications**

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

(d) **Risk Implications**

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

(e) **Staffing implications**

There are no staffing implications arising from this report.

(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 Lorraine Paisey (Chief Financial Officer), Georgina Anderson (Legal Services Senior Solicitor), 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 budget position for the HRA and General Services Housing budgets to 30 September 2022 and also comments on the variances on these budgets.

Author of Report:	Edward Thomas, Head of Housing and Property
Background Papers:	Held by author
Ref:	SPMAN-1285234812-1180

Budget Monitoring to 30th September 2022

Service Description	Annual Budget 2022-23	Budget to 30 Sept 2022	Actual to 30 Sept 2022	Variance to 30 Sept 2022	Projected Outturn to 31 Mar 2023	Projected Variance to 31 Mar 2023
Expenditure	£,000	£,000	£,000	£,000	£,000	£,000
Supervision & Management	4,533	1,774	1,696	78	4,701	(168)
Sheltered Housing	25	13	31	(18)	67	(42)
Repairs and Maintenance	7,956	3,357	2,880	477	8,119	(163)
Financing Costs	4,096	0	0	0	4,801	(705)
Bad & Doubtful Debts	225	37	30	7	160	65
CFCR	4,303	0	0	0	3,563	740
Downsizing Incentive Scheme	72	36	18	18	50	22
Service Development	456	228	19	209	264	192
Total Gross Expenditure	21,666	5,445	4,674	771	21,725	(59)
Income	£,000	£,000	£,000	£,000	£,000	£,000
Non-dwelling rents	242	135	133	(2)	242	0
House rents	21,335	11,113	11,067	(46)	21,291	(44)
IORB	2	0	0	0	120	118
Other income	87	42	33	(9)	72	(15)
Total Income	21,666	11,290	11,233	(57)	21,725	59
Surplus / (Deficit) for the year	0	5,845	6,559	714	0	0
Accumulated Surplus Balance brought forward			2,465		2,465	
Estimated Surplus Balance at 31 March			2,465		2,465	

Monitoring to 30 September 2022

Service Description	Annual Budget 2022-23 £'000	Budget to 30 Sept 2022 £'000	Actual & committed to 30 Sept 2022 £'000	Variance at 30 Sept 2022 £'000	Projected Outturn 2022-23 £'000	Projected Variance 2022-23 £'000
Planning & Development	250	125	68	57	237	13
Housing Management	18	18	16	2	11	7
Homelessness / Allocations	2440	1094	1197	(103)	2303	137
Miscellaneous General Services Housing	(20)	(10)	(16)	6	(29)	9
Building Services	0	(65)	(65)	0	8	(8)
Property Services	2315	1671	1683	(12)	2389	(74)
General Services Housing & Property Savings	(101)	0	0	0	0	(101)
General Services Housing & Property Allocations	(161)	0	0	0	(161)	0
Covid 19 - GS Housing & Property	39	39	35	4	39	0
General Services Housing & Property Total	4780	2872	2918	(46)	4797	(17)



REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 15 NOVEMBER 2022

SUBJECT: HOUSING INVESTMENT 2022/23 TO 30 SEPTEMBER 2022

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

1. REASON FOR REPORT

- 1.1 This report informs the Committee of the progress of the Housing Investment Programme 2022/23 to 30 September 2022.
- 1.2 This report is submitted to Committee in terms of Section III G (3) of the Council's Scheme of Administration relating to the maintenance of the Council's housing stock.

2. RECOMMENDATION

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

- (i) **the progress of the Housing Investment Programme to 30 September 2022, as detailed in Section 3 and Appendices I to VI; and**
- (ii) **the revised Housing Investment Programme projected outturn to 31 March 2023, as detailed in Section 3 and Appendices I to VI of the report.**

3. BACKGROUND

Investment Programme

- 3.1 **APPENDIX I** shows income and expenditure up to 30 September 2022. The figures show an overall spend to 30 September 2022 of £4,384k was achieved, which represents a spend of 24% against the £18,539k annual budget.
- 3.2 The Housing Investment Programme is a series of individual programmes of works which are designed to maintain and improve the quality of the Council's housing stock. The Council has a requirement to meet standards set by the Scottish Government in relation to the basic standard of the properties we let along with their energy performance. This information is reported annually to the Housing Regulator indicating our performance against various standards.

- 3.3 A stock condition survey was undertaken in 2021 to establish the overall condition of our residential properties and from this survey the programme for 2022/23 and beyond was developed. As reported to the Moray Council on 22 February 2022 there is significant spend required to improve and then maintain the housing stock (paragraph 5 of the minute refers). The report in February indicated that investment of over £20million per annum will be required from next financial year and thereafter. There are many challenges in delivering this multi project and year programme not least ensuring there is capacity within the Council to deliver, monitor and review the projects but also the capacity in the in-house and external contractors required to deliver the works efficiently and to appropriate standards.
- 3.4 The level of expenditure within the individual budget headings that make up the programme are shown in paragraphs 3.5 to 3.13 below. The expenditure figure represents all payments which have progressed through the finance system to 30 September 2022.
- 3.5 **APPENDIX II** shows expenditure on Response and Void Repairs. Spend was £1,974k to 30 September 2022. This budget includes reactive repairs (£1,434k) undertaken by the Council's Building Services (DLO) which are generally triggered by a tenant contacting the Council's contact centre and requesting a repair to their property. Repairs to void properties (£540k) as a result of tenancy changes, are also included.
- 3.6 **APPENDIX III** shows expenditure on Estate Works. Spend of £193k was achieved to 30 September 2022. This area of work is general works to the landscaping and external areas within Council owned housing areas. Included within the area is asbestos works and surveys with significant spend required over the next few years to ensure we have accurate surveys of our properties.
- 3.7 **APPENDIX IV** shows expenditure on Cyclic Maintenance. A spend of £187k was achieved to 30 September 2022. This area of work includes regular annual servicing of heating systems installed within our properties that includes gas, solid fuel, and air source heating systems. External paintwork is also included under this budget head, which is an area which has lacked investment. A 7 year programme for external decoration by location has been developed with all external decoration within the Housing portfolio to be completed over that timeframe. The programme will then roll into the future to ensure that no property goes longer than 7 years without redecoration.
- 3.8 **APPENDIX V** shows expenditure on Planned Maintenance and Other Investments. A spend of £2,151k was achieved to 30 June 2022. This is the main section of the overall programme that looks to undertake significant improvements to the housing stock in order to meet the regulator requirements. Significant programmes at the moment include installation of new heating systems to approximately 500 properties. These are identified in the appendix as EESSH Warm Homes R4 and LCITP which have both been carried forward from last year due to issues with delivery of materials and components. These works along with EESSH Insulation, central heating upgrades, and window and door replacements are all designed to improve the energy performance of our housing stock. In addition this area includes significant spend in relation to electrical installations. There is a regulator requirement that every dwelling within the portfolio is regularly electrically

tested at least every 5 years. A periodic programme of full electrical testing has not been in place previously. However, investment works over the past decade have involved key elements of electrical upgrade work as part of planned/cyclical maintenance programmes. This was recorded on partial electrical certificates rather than full Electrical Installation Condition Reports (EICRs), meaning that most of the Council's properties are slightly below the required certification standard. A significant programme of full electrical testing is being implemented over the next 12 to 18 months which will require the focusing of budget and resource in this area during this period.

General Programme Updates

- 3.9 A programme to upgrade smoke alarms in all Council properties in accordance with new legislation in the aftermath of the Grenfell tragedy is drawing to a conclusion. The appointed contractor completed 4,986 house upgrades to 30 September 2022. Building Services DLO is also carrying out upgrades to properties as part of void and planned maintenance works, with a further 920 properties upgraded to 30 September 2022. This means that 5,906 (95%) of properties were completed to the new standard at 30 September 2022. The target for compliance was February 2022. This has subsequently been relaxed by the Scottish Government (currently no new deadline yet confirmed) and as at 30 September 2022, 324 properties still require to be completed, all of which have had attempted access attempts, without success.
- 3.10 As a result of the no access issues experienced, we have now moved to forced entry to gain access to undertake this work, which is being carried out in accordance with our agreed forced entry procedure. Forced entries commenced on 24 October 2022, with the majority of tenants allowing access, after receiving prior warning of our intention to enter 7 days in advance of forcing entry.
- 3.11 The Committee approved service developments at the meeting on 6 September 2022 (paragraph 10 of the minute refers) and progress is being made in finalising the new job descriptions with the intention to have some of these posts advertised prior to the end of this financial year. The priority is to secure the tenant liaison officer to help the team be more proactive in its communication with tenants.

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 30 September 2022. The legally committed figure in Category C of £55k represents 48.7% of the allocated budget. Spend to 30 September 2022 was £10k which represents 0.08% of the allocated budget. £15k has been repaid to this budget (repayment of grant to remove conditions) which will affect both the spend and legally committed figures. It is anticipated that this budget will fully commit by 31 March 2023.

Investment Programme - Projected Outturn to 31 March 2022

- 3.13 **APPENDICES I to VI** also include revised outturn projections to 31 March 2023 for each budget heading of the Housing Investment Budget 2022/23. The current projection anticipates year-end expenditure to be £15,858k, which represents spend of 86% against the £18,539k annual budget. This is £2,681k less than the agreed budget, with the anticipated shortfall in

investment attributable to a number of factors that include design, supply chain and procurement issues, accompanied by internal staff resourcing issues in Building Services (DLO), as well as lack of resources and a key absence in the Asset Team. Key underspends are highlighted throughout the report, with the key underspends highlighted in **APPENDIX I** of the report. Service Managers are continue to meet regularly to closely monitor this budget, and a number of risks are still evident that may reduce the actual outturn further.

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'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

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 3.13 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

As detailed in paragraph 3.11 there is the intention to extend the Housing Asset Management Team to meet the demands of the investment programme with the cost of these additional resources being met by the Housing Revenue Account from the Service Development budget approved at Council on 22 February 2022.

(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, Design Manager, Principal Quantity Surveyor, 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 Council's progress in respect of Housing investment for both the Council's housing stock and the private sector has been adversely impacted due to a number of factors. The outturn forecast provided anticipates a £2,691k (14%) underspend in the 2022/23 Housing Investment Programme. Recovery of programmes is essential to enable the Council to address the identified priorities to improve the quality of housing stock in Moray. More specifically, the ongoing investment in the Council's housing stock enables it to be maintained at the Scottish Housing Quality Standard, allows for replacement of life expired elements and makes progress towards the attainment of both the Moray Standard and the Energy Efficiency Standard for Social Housing.**

Author of Report:	Neil Strachan, Property Asset Manager
Background Papers:	Held on file/sharepoint
Ref:	SPMAN-1285234812-1208

APPENDIX I

INVESTMENT PROGRAMME INCOME AND EXPENDITURE 2022/23

30 September 2022
(all amounts in £'000)

HOUSING INVESTMENT PROGRAMME

	Annual Budget 2022/23	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	Projected outturn
Expenditure							
Response, Gas & Void Repairs	4,487	1,974	44%	1,974	44%	2,513	4,687
Estate Works	665	241	36%	193	29%	472	500
Cyclic Maintenance	857	212	25%	187	22%	670	515
Planned Maintenance (Revenue)	1,550	1,655	107%	533	34%	1,017	1,753
Planned Maintenance (Capital)	10,610	9,153	86%	1,497	14%	9,113	8,053
Other Investment	370	121	33%	0	0%	370	350
Sub Total	18,539	13,356	72%	4,384	24%	14,155	15,858
Other Capital Expenditure							
New Build - Capital Costs	14,099			1,362			
Total	32,638			5,746			
Funded by							
HRA Revenue	7,929			2,887	36%		
Government Grant	11,200			1,011	9%		
Use of Council Tax Discount	600			0	0%		
Prudential Borrowing	6,866			1,848	27%		
Other Grants	1,740			0	0%		
Capital Receipts	0			0	0%		
C.F.C.R	4,303			0	0%		
Total	32,638			5,746	18%		

APPENDIX II

INVESTMENT PROGRAMME EXPENDITURE 2022/23

30 September 2022
(all amounts in £'000)

RESPONSE AND VOIDS REPAIRS

	Annual Budget 2022/23	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	Projected Outturn
West Area Office	1,386	768	55%	768	55%	618	1,386
East Area Office	1,074	480	45%	480	45%	594	1,074
Void House Repairs	1,427	540	38%	540	38%	887	1,627
Gas Heating Repairs	600	186	31%	186	31%	414	600
	4,487	1,974	44%	1,974	44%	2,513	4,687

APPENDIX III

INVESTMENT PROGRAMME EXPENDITURE 2022/23

30 September 2022
(all amounts in £'000)

ESTATE WORKS

	Annual Budget 2022/23	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	projected outturn
Garage Upgrades	25	0	0%	0	0%	25	0
Asbestos	360	94	26%	46	13%	314	200
Landscape Maintenance	50	5	10%	5	10%	45	50
Estates/Forum Upgrades	230	111	48%	111	48%	119	200
Miscellaneous	0	31	0%	31	0%	-31	50
	665	241	36%	193	29%	472	500

APPENDIX IV

INVESTMENT PROGRAMME EXPENDITURE 2022/23

30 September 2022
(all amounts in £'000)

CYCLIC MAINTENANCE

	Projected Outturn						
	Annual Budget 2022/23	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	Projected outturn
Gas Servicing	360	159	44%	137	38%	223	320
Solid Fuel Servicing	15	1	7%	1	7%	14	15
Air Source Heat Pump Servicing	59	13	22%	10	17%	49	59
Smoke Detector Servicing	15	2	13%	2	13%	13	5
PPR & External Painterwork	358	26	7%	26	7%	332	111
General Servicing	50	11	22%	11	22%	39	5
Inspections/House Surveys	0	0	0%	0	0%	0	0
	857	212	25%	187	22%	670	515

APPENDIX V

INVESTMENT PROGRAMME EXPENDITURE 2022/23

30 September 2022

(all amounts in £'000)

PLANNED MAINTENANCE & OTHER INVESTMENTS

	Projected Outturn						Projected outturn
	Annual Budget 2022/23	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance	
Kitchens and Bathrooms	1,000	1,000	100%	300	30%	700	1,000
Bathroom Replacements	175	111	63%	54	31%	121	111
Central Heating	1,500	1,388	93%	392	26%	1,108	1,388
Doors and Windows	1,100	755	69%	390	35%	710	755
Smoke Alarms/Co Upgrades	375	539	144%	222	59%	153	539
EESHH - Insulation	1,000	0	0%	0	0%	1,000	0
EESHH - Warm Homes R4 c/f	1,860	2,010	108%	0	0%	1,860	2,010
EESHH - Lcitr c/f	2,600	2,600	100%	68	3%	2,532	1,500
EESHH/EESHH 2	1,000	750	75%	71	7%	929	750
Sub Total (Capital)	10,610	9,153	86%	1,497	14%	9,113	8,053
Rainwatergoods	250	50	20%	0	0%	250	50
Rainwatergoods - Roof Moss Cleaning	200	0	0%	0	0%	200	50
Roof and Fabric Repairs	500	278	56%	120	24%	380	278
Plumbing Upgrades	51	57	112%	0	0%	51	57
Electrical Upgrades	396	1,021	258%	314	79%	82	1,021
Safety & Security	21	30	143%	25	119%	-4	30
Common Stairs	0	40	0%	30	0%	-30	40
Energy Performance Certs (EPC)	0	7	0%	7	0%	-7	20
Sheltered Housing	10	97	970%	7	70%	3	97
Decoration Vouchers	72	25	35%	25	35%	47	60
Shower Installations	50	50	100%	5	10%	45	50
Sub Total (Revenue)	1,550	1,655	17	533	3	1,017	1,753
Disabled Adaptations	360	121	34%	121	34%	239	345
Enabling Projects	10	1	10%	1	10%	9	5
Sub Total (Other Investment)	370	121	33%	121	33%	249	350
Total	12,530	10,929	87%	2,151	17%	10,379	10,156

APPENDIX VI

PRIVATE SECTOR HOUSING GRANT
SCHEME OF ASSISTANCE - 2022/23

(all amounts in £'000)

CATEGORY	Budget Allocation 2022/23	Spend to date	Balance	Legally Committed	Anticipated Year end Spend	Completed Cases
Independent Living						
Category C	113	10	103	55	113	8
Overall Total	113	10	103	55	113	8

CATEGORY DESCRIPTIONS

Category C



REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 15 NOVEMBER 2022

SUBJECT: SCOTTISH SOCIAL HOUSING CHARTER COMPLIANCE

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

1. REASON FOR REPORT

- 1.1 To inform the Committee of the details of the Council's 2021/22 performance following data published by the Scottish Housing Regulator and compliance with both the Scottish Social Housing Charter and Regulatory Framework.
- 1.2 This report is submitted to Committee in terms of Section III (G) (15) of the Council's Scheme of Administration relating to the Council's performance management framework.

2. RECOMMENDATION

- 2.1 It is recommended that the Housing and Community Safety Committee:
 - i) reviews the Council's performance against the Scottish Social Housing Charter in 2021/22; and
 - ii) considers and notes the content of the Assurance Statement and Annual Performance Report to tenants and other customers.

3. BACKGROUND

- 3.1 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.
- 3.2 Each year, social landlords must submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR). Using a range of performance indicators, the SHR monitors, and assesses landlords' performance against the Charter. To meet regulatory requirements, social landlords must also produce a performance report for tenants and service users and submit an Assurance Statement by 31 October each year.

4. PERFORMANCE BENCHMARKING

- 4.1 A summary of the Council's performance on key Charter indicators can be found in **APPENDIX I** and includes data published by the SHR and Scotland's Housing Network (SHN). It should be noted that the average performance for local authorities tends to be below the Scottish average, which includes all social landlords (local authorities, housing associations and housing co-operatives). The 2021/22 performance is summarised below under 6 themes:

Overall Satisfaction

- 4.2 The 2021 tenant survey found that 82.8% of tenants were satisfied with the overall service provided by their landlord (indicator 1). This was slightly below the Scottish average (87.7%) but was in line with the local authority (82.2%) and peer group averages (83.1%). The Tenant Survey improvement plan has been updated and can be found in **APPENDIX II**.

The Customer/Landlord Relationship

- 4.3 The 2021 tenant survey identified that 91.3% of tenants felt that the Council was good at keeping them informed about services and decisions (indicator 2). This was similar to the Scottish average (91.2%) but above the local authority (84.7%) and peer group average (86.5%).
- 4.4 In 2021/22, the average time to respond to a complaint (indicator 3-4) was 5 working days for 1st stage complaints and 22 working days for 2nd stage complaints. This is better than the Scottish average (1st stage 6 days, 2nd stage 27 days) and peer group average (1st stage 7 days, 2nd stage 24 days).
- 4.5 The 2021 tenant survey identified that 96.2% of tenants were satisfied with the opportunities given to them to participate in their landlord's decision making processes (indicator 5). This performance is significantly higher than both the Scottish average (86.8%) and peer group average (80.3%) and places the Council in the upper quartile for local authorities.

Housing Quality and Maintenance

- 4.6 Several changes have been made to the Scottish Housing Quality Standard (SHQS) in recent years. From January 2021, the energy efficiency element was updated to reflect the Energy Efficiency Standard for Social Housing (ESSH). Additional changes were introduced in early 2022 to comply with the amended fire safety regulations and to the tolerable standard relating to electrical safety.
- 4.7 After the ARC submission, in late July 2022 the SHR invited landlords to reassess their SHQS compliance in relation to electrical inspections. Following a review of the Council's position, the SHR was notified that the majority of properties fell slightly below the required electrical testing standard and therefore at 31 March 2022, 6.3% of properties met the SHQS (indicator 6). There were 4,653 properties which did not meet the SHQS and 1,245 properties which were exempt due to being 'hard to treat' or in abeyance (where work cannot be done for 'social' reasons such as the tenant refusing remedial works). SHQS has been included within the annual assurance statement under section 5 of this report along with details of how the Council will address the non-compliant properties. The averages within **APPENDIX I**

are based on data produced prior to the SHR's approach to all landlords and therefore may be overstated.

- 4.8 All social landlords must meet the Energy Efficiency Standard for Social Housing (ESSH). At 31 March 2022, 60.4% of properties met the ESSH (indicator C10) which is below the Scottish average (83.1%) and the peer group average (83.2%). ESSH has also been included within the annual assurance statement under section 5 of this report.
- 4.9 The 2021 survey found that 82.7% of tenants were satisfied with the quality of their home (indicator 7). This was close to the Scottish average of (85.4%), but more in line with the local authority (80.7%) and peer group average (82.4%).
- 4.10 In 2021/22, the average time to complete emergency repairs (indicator 8) was 3.1 hours which was better than the Scottish average of 4.2 hours and the peer group average of 5 hours. Non-emergency repairs (indicator 9) were completed within an average of 8 working days which was also better than the Scottish average and peer group average which were both 9 days.
- 4.11 The Council completed 85.5% of non-emergency repairs right first time (indicator 10) in 2021/22 which was slightly below the Scottish average of 88.3% and the peer group average of 86.1%.
- 4.12 During 2021/22, only 4 of the Council's properties did not have a gas safety check completed by the anniversary date (indicator 11). This performance was better than the peer group average (33) which includes local authorities with less than 9,000 properties. Gas safety has been included within the annual assurance statement under section 5 of this report.
- 4.13 The 2021 tenant survey found that 83.7% of tenants were satisfied with the repairs service (indicator 12). This was slightly below the Scottish average and peer group average which were both 88%.

Neighbourhood and Community

- 4.14 The 2021 tenant survey found that satisfaction with the management of the neighbourhood (indicator 13) at 89.6% was above the Scottish average of 85.1% and the peer group average of 83.1%. This performance places the Council in the upper quartile for local authorities.
- 4.15 Applicants refused 27.2% of tenancy offers (indicator 14) which was better than the Scottish average (32.9%) and peer group average (35.2%). A low refusal rate helps to minimise void periods and rent loss.
- 4.16 In 2021/22, 74.4% of antisocial behaviour cases were resolved within local target timescales (indicator 15) which is below than the Scottish average (94.7%) and peer group average (90.5%).

Access to Housing and Support

- 4.17 Tenancy sustainment (indicator 16), where tenancies lasted for more than 12 months, was slightly higher in Moray (91.9%) than the Scottish average (90.8%) and peer group average (90.9%).

- 4.18 The turnover of properties (indicator 17) in Moray (7.3%) was similar to the Scottish average (7.8%) and peer group average (7.0%).
- 4.19 The proportion of court actions resulting in eviction (indicator 22) in Moray (50%) was higher than the Scottish average (21.9%) and peer group average (13.0%). This performance appears unusually high but is distorted by the low numbers involved. In 2021/22 just 2 court actions were initiated with 1 resulting in eviction. The Housing Service only uses eviction as a last resort where all efforts to engage with the tenant have been unsuccessful.

Getting Good Value from Rents and Service Charges

- 4.20 The 2021 survey found that 86.4% of tenants feel their rent is good value for money (indicator 25). This is above the Scottish average (82.5%) and peer group average (81.3%) and places the Council in the upper quartile for local authorities.
- 4.21 The Council collected 99% of the total rent due (indicator 26) which is similar to the Scottish average of 99.3% and peer group average 100.1%. This indicator includes both current and former tenant arrears in the calculation. At 3.8%, the Council had the lowest level of gross rent arrears (indicator 27) of all local authorities. The Scottish average was 6.3% and the peer group average was 8.2%.
- 4.22 The rent lost through properties being vacant (indicator 18) in Moray was 1.3%, which is better than the Scottish average of 1.4% and peer group average of 1.5%. The time to re-let empty properties reduced from 76 days in 2020/21 to 62 days in 2021/22 but remains higher than the Scottish average (51 days) and peer group average (55 days). This has also been noted within the annual assurance statement under section 5.

5. SCOTTISH SOCIAL HOUSING CHARTER COMPLIANCE

- 5.1 The Scottish Housing Regulator (SHR) requires landlords to monitor progress against the outcomes and standards of the Scottish Social Housing Charter. The Council's Annual Return on the Charter (ARC) was submitted in May 2022.

Annual Assurance Statement

- 5.2 Each year by 31 October, the SHR requires social landlords to submit a statement to assure the regulator and tenants/service users that they are meeting statutory and regulatory requirements. The statement informs the SHR's risk assessment process and level of engagement with the landlord. The statement must:
- confirm the landlord meets all of the relevant requirements set out in its regulatory framework which can be found online at www.housingregulator.gov.scot/for-landlords/regulatory-framework;
 - set out any areas of material non-compliance and describe improvement actions and timeframes for these;
 - confirm that appropriate evidence has been considered to support the level of assurance given by the governing body or Committee; and
 - confirm the date of the meeting of the governing body or Committee.

- 5.3 In reaching a decision about non-compliance, the Committee must decide whether the issue is material. The Committee should consider whether an issue:
- seriously affects the interests and safety of tenants or other service users;
 - threatens the stability, efficient running or viability of service delivery arrangements; or
 - brings the landlord into disrepute, or raises public or stakeholder concern about the organisation or the social housing sector.
- 5.4 On 21 June 2022, this Committee was informed that the Scottish Housing Regulator (SHR) would publish the landlord reports and national results for all social landlords on 31 August 2022. On 21 June 2022, this Committee granted delegated authority to the Head of Housing and Property Services to submit the annual Assurance Statement on behalf of the Committee, following a briefing for Members prior to the SHR's deadline of 31 October 2022 (paragraph 10 of the Minute refers).
- 5.5 In line with the guidance issued by the SHR on the content, the Assurance Statement which can be found in **APPENDIX III** was considered by Elected Members at a briefing on 26 October 2022. This identified the areas where the service is working towards compliance:
- properties have been identified which fail to meet the Scottish Housing Quality Standard as detailed in section 4.7;
 - properties have been identified which fail to meet the Energy Efficiency Standard as detailed in section 4.8;
 - some gas safety checks were not carried out within the 12 month timeframe for properties as detailed in section 4.12;
 - further improvement is needed in the time taken to re-let empty homes as detailed in section 4.22; and
 - the Housing Service is in the process of implementing recent guidance published by the Scottish Federation of Housing Associations relating to equalities. The SHR has asked landlords to update them on the stage they are at within this year's statement.

Annual Performance Report

- 5.6 Social landlords must produce an annual report on their performance for tenants and other service users which details how they are achieving or progressing towards the outcomes and standards of the Charter. 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 report has been based on discussions with tenant representatives and also from feedback forms from the previous year's report. The report mirrors the key themes of the Charter and is available on the Council's website at: www.moray.gov.uk/moray_standard/page_101335.html. The report has been publicised through the Tenants' Voice newsletter and through the Moray Council Tenants Facebook group. As has been the case in previous years, paper copies are issued to tenants on request.

6. **SUMMARY OF IMPLICATIONS**

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

Moray Council's Corporate Plan 2019-24 aims to empower local communities by understanding what they need and building their capacity to work with the Council and other partners to deliver and improve services and outcomes for people. This priority is reflected within the Housing and Property Service Plan.

(b) Policy and Legal

Reporting on Scottish Social Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

(c) Financial implications

Any costs associated with implementing improvements will be met from within existing budgets.

(d) Risk Implications

The annual assurance statement and annual performance report are requirements under the Scottish Housing Regulator's regulatory framework. In addition tenants and service users must be provided with meaningful opportunities to participate in the management of their homes and decision making processes. Failure to meet these requirements presents a regulatory risk.

(e) Staffing Implications

There are no staffing implications associated with this report.

(f) Property

There are no property implications associated with this report.

(g) Equalities/Socio Economic Impact

There are no equalities implications directly arising from this report. The Housing Service is working towards compliance on recently published guidance from the Scottish Federation of Housing Associations relating to equalities.

(h) Climate Change and Biodiversity Impacts

The service delivery aims of the Housing Service 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 been carried out with the Head of Housing and Property, senior managers within the Housing and Property service, Senior Solicitor (Georgina Anderson), Research and Information Officer (Christopher Dewhurst), the Equal Opportunities Officer and Committee Services Officer (Lindsey Robinson). Their comments, where relevant to their areas of responsibility, have been incorporated in this report.

7. CONCLUSION

- 7.1 This report provides the Committee with an update on the Council's performance and compliance with the Scottish Social Housing Charter.**

Author of Report:	Daska Murray, Senior Housing Officer (Information)
Background Papers:	With author
Ref:	SPMAN-1285234812-1189

ARC Indicator Number	Description	Moray 2021/22	Scottish Average 2021/22	Local Authority Average 2021/22	SHN Peer Group Average 2021/22	
OVERALL SATISFACTION						
1	Percentage of tenants satisfied with the overall service provided by their landlord	82.8	87.7	82.2	83.1	
THE CUSTOMER/LANDLORD RELATIONSHIP						
2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	91.3	91.2	84.7	86.5	
3&4	The average time in working days for a full response					
	1st stage (5 working days)	5	6	6	7	
	2nd stage (20 working days)	22	27	34	24	
5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	96.2	86.8	78.7	80.3	
HOUSING QUALITY AND MAINTENANCE						
6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	6.3	74.6	64.0	67.3	
C10	Percentage of properties meeting the Energy Efficiency Standard for Social Housing (EESH)	60.4	83.1	80.9	83.2	
7	Percentage of existing tenants satisfied with the quality of their home	82.7	85.4	80.7	82.4	
8	Average length of time taken to complete emergency repairs (hours)	3.1	4.2	5.1	5.0	
9	Average length of time taken to complete non-emergency repairs (working days)	8	9	9	9	
10	Percentage of reactive repairs carried out in the last year completed right first time	85.5	88.3	86.4	86.1	
11	No. of times you did not meet your statutory duty to complete a gas safety check	4	78	72	33	
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	83.7	88.0	86.8	88.0	
NEIGHBOURHOOD AND COMMUNITY						
13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	89.6	85.1	80.9	83.1	
14	Percentage of tenancy offers refused during the year	27.2	32.9	36.6	35.2	
15	Percentage of anti-social behaviour cases reported in the last year which were resolved	74.4	94.7	90.1	90.5	
ACCESS TO HOUSING AND SUPPORT						
16	Percentage of new tenancies sustained for more than a year (all sources)	91.9	90.8	91.1	90.9	
17	Percentage of lettable houses that became vacant in the last year	7.3	7.8	7.0	7.0	
22	Percentage of court actions initiated which resulted in eviction	50.0	21.9	31.1	13.0	
24	Percentage of referrals under Section 5 and other referral routes	21.5	27.4	30.4	16.2	
GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES						
18	Percentage of rent due lost through properties being empty during the last year	1.3	1.4	1.4	1.5	
25	Percentage of tenants who feel that the rent for their property represents good value for money	86.4	82.5	80.8	81.3	
26	Rent collected as percentage of total rent due in the reporting year	99.0	99.3	98.7	100.1	
27	Gross rent arrears as a percentage of rent due for the reporting year	3.8	6.3	8.4	8.2	
30	Average length of time taken to re-let properties in the last year (calendar days)	62	52	62	55	

	same as or better than the peer group average
	within 5% of the peer group average
	more than 5% below the peer group average

Housing and Property Tenant Survey Improvement Plan 2022-24

Status Update Report – September 2022



Action Complete 




Improvement Area – Repairs

Outcome – Repairs are delivered on time and repair appointments kept

Improvement Actions	Measures	Target Completion	Lead	Reporting	Progress
Meet target timescales for repairs	Repairs met within target time	March 2023 and annual 	Housing Asset Manager/Building Services DLO Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee Performance Report; Tenants Voice	Target timescales for all ARC repairs categories achieved in 2021/22. ARC indicator closely monitored as part of Housing performance framework.
Review target across all repairs categories	Review complete	March 2023	Housing Asset Manager/Building Services DLO Manager/Repairs Working Group	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee Performance Report; Tenants Voice	Consideration given to aligning Council's targets with other social landlords. Revised project plan aims to consult with tenants and representatives in early 2023. A report on the findings will be submitted to this Committee in early 2023 with implementation planned during 2023/24.
Review repairs processes and implement improvement plan	Review complete	March 2023 and ongoing	Housing Asset Manager/Building Services DLO Manager/Repairs Working Group	Housing & Property Management Team	Repairs Working Group reviewing processes to identify improvements. A number of improvements have identified that include changing repair scripts, reconfiguring DRS system (repair scheduling) and additional staff training. These are being progressed during 2022/23.

Improvement Actions	Measures	Target Completion	Lead	Reporting	Progress
Review ICT systems used by DLO to identify improvements in appointments	Review complete Repairs appointments kept	March 2023 and ongoing 31 March 2023 and annual	Building Services DLO Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee Performance Report; Tenants Voice	ICT are currently reviewing repairs ICT systems to ensure that they are fit for purpose, being used to full capacity and are sustainable. This review will be complete by March 2023. Annual performance for 2021/22 on keeping appointments was 100%.
Improve approach to measuring tenant satisfaction with repairs service	Increase feedback response rate to 30%	March 2023 and ongoing 	Building Services DLO Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee Performance Report; Tenants Voice	Response rate for 2021 tenant survey was 39% which exceeds acceptable levels of customer feedback for inclusion in ARC submissions.
Implement best practice solutions to improving repairs service, learning from high performing local authorities	Tenants satisfied with the repairs service exceeds local authority average Officer participation in best practice groups on repairs and maintenance.	March 2023 and ongoing 	Building Services DLO Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee Performance Report; Tenants Voice; Tenant Survey 2021	2021/22 local authority average – 87% Moray – 84% (source 2021 tenant survey) Council continues to be member of SHN and APSE to access best practice guidance from social landlords and peer groups.

Improvement Area – Housing Stock Condition**Outcome – Tenants live in better quality and more energy efficient homes**

Improvement Actions	Measures	Target Completion	Lead	Reporting	Progress
Deliver programme of energy efficiency improvements to Council houses, including heating and insulation	All Council houses EESSH1 compliant by December 2020	Dec 2024	Housing Asset Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee; Tenants Voice; Moray Tenants Forum	At 31 March 2022, 60% of the Council's properties were EESSH1 compliant, below the target of 67%. Substantial increase in funding allocated to programme in 2020/21 and 2021/22 but delivery has been delayed by Covid, shortage of materials and labour. Completed Stock Condition Survey being used to identify programmes of works to meet EESSH1 and EESSH2 standards. Prime focus on ensuring the poorest performing properties are improved first. Due to delays target date amended.
Make improvements to housing management system in relation to asset management module	Programme in place for EESSH2	March 2023 and annual	Housing Asset Manager		
	Implement Asset Management Module	March 2023	Housing Asset Manager		Project plan due to commence on 15 November with ICT supplier and key stakeholders.
Tenants' priorities taken into account in identifying details of planned maintenance programme	All Council houses meet SHQS	March 2023 and annual	Housing Asset Manager	Tenants Voice; Moray Tenant Forum; Housing and Community Safety Committee; Annual Return on Charter (ARC); Annual Performance Report	Housing investment programmes reflect tenant survey priorities of energy efficiency, including heating and insulation improvements, and kitchen and window upgrades. Annual Performance Report to tenants provides information on how the Council has addressed their investment priorities in the delivery of planned maintenance programme.
	Satisfaction with quality of the home exceeds local authority average	March 2023 and annual 	Housing Asset Manager	Tenants Survey 2021; Tenants Voice; Housing and Community Safety Committee; Annual Return on Charter (ARC); Annual Performance Report	2021/22 local authority average – 81% Moray – 83% Consultation with tenants on priorities for future investment programme and Council's proposals in response to the SCS findings to formed part of the 2021 Tenant Survey. Details of the planned maintenance programme and progress on delivery reported in the Tenants Voice/Annual Performance Report/online.

Improvement Actions	Measures	Target Completion	Lead	Reporting	Progress
Carry out Best Value review of Housing Maintenance Partnership on service and costs in conjunction with review of the Housing Revenue Account Business Plan	Review complete	December 2022	Housing Asset Manager	Housing and Community Safety Committee	Implementation of a 5 year Housing Maintenance Partnership that provides best value for the council and its tenants. Initial review continuing still intend on completing by 31 December 2022.

Improvement Area – Communication and customer service

Outcome - Tenants receive a better response to service requests and enquiries

Improvement Actions	Measures	Target Completion	Lead	Reporting	Progress
Introduce tenant liaison officers within Capital Programmes Team/DLO as part of Change Management Plan	CMP Implemented	March 2023	Housing Asset Manager/Building Services DLO Manager	Housing and Community Safety Committee; Tenants Voice; Moray Tenant Forum	Following implementation of Change Management Plan Capital Programmes Team now changed to Housing Asset Management Team. Approval for this post was gained at the Housing and Community Safety Committee in September 2022 and post is currently progressing through internal processes prior to advertising.
Implement revised housing management structure and performance framework to improve level of service to tenants	New structure and performance framework implemented	December 2023	Housing Services Manager	Housing and Community Safety Committee; Tenants Voice; Moray Tenant Forum	Revised structure for Housing Management agreed with additional staff being recruited including an additional Area Housing Manager and 3.5 FTE Area Housing Officers. Training programme being arranged for new and existing staff. Performance framework has been developed. Implementation scheduled for January 2023.


Improvement Area – Rents and affordability

Outcome - Tenants can afford to pay their rents and heat their homes

Improvement Actions	Measures	Target Completion	Lead	Reporting	Progress
Consult with tenants on annual rent increase	Rent levels 2023/24	March 2023 and annual	Head of Housing & Property	Tenants Voice; Moray Tenant Forum; Housing and Community Safety Committee; Tenant Rent Consultation; Full Council	Revising schedule for 2023/24 rent consultation following recent emergency legislation, noting this will be provisional depending on Scottish Government decision on limiting increases.
Consult with tenants on review of rent setting policy	Review complete	July 2023	Head of Housing & Property	Tenants Voice; Moray Tenants Forum; Housing and Community Safety Committee; Tenant Rent Consultation; Full Council	Work has commenced on this review. The Council's consultants have presented modelled scenarios of options to be considered by officers, before presenting a final approach to tenants in 2023.
Reduce tenants heating costs by making Council houses more energy efficient	Council houses EESSH compliant	Dec 2020	Housing Asset Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee Performance Report; Tenants Voice; LHS	Dec 2020 target set by Scottish Government has not been achieved. This is a key improvement priority for the Housing Service during 2023/24 and beyond.
	Fewer than 35% of tenants consider they are at risk of fuel poverty	March 2022 		Tenant Survey 2021	Over 700 new build properties built since 2011 with high levels of energy efficiency. 22% in 2021 survey stated in the last 12 months they have wanted to put their heating on but chosen not to because they could not afford to. However, the survey was carried out prior to the increase in energy costs might have on their household and therefore position may have changed.

Improvement Area – Tenant Participation

Outcome - Tenants have greater opportunities to engage with their landlord on service development and decision-making.

Improvement Actions	Measures	Target Completion	Lead	Reporting	Progress
Consult and involve stakeholders in a review of the Tenant Participation Strategy, incorporating actions identified within the Scottish Government's Next Steps Programme to identify areas for improving tenant participation opportunities and engagement levels	Review complete Tenants satisfied with the options to participate in decision making exceeds local authority average	June 2023 March 2023 and annual 	Housing Strategy & Development Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee; Moray Tenants Forum; Tenants' Voice; Tenant Participation Strategy	Progress is dependent on the recruitment of a Customer Engagement Officer approved by Housing and Community Safety Committee in June 2022. Job evaluation processes pending. 2021/22 local authority average – 79% Moray - 96%
Development and commencement of PB approach	Participatory budgeting implemented in housing services	March 2023 and ongoing	Head of Housing & Property	Housing and Community Safety Committee; Tenant Participation Strategy	Progress is dependent on the recruitment of a Customer Engagement Officer approved by Housing and Community Safety Committee in June 2022. Job evaluation processes pending.
Implement best practice solutions to improve participation, learning from high performing local authorities and Registered Social Landlords (RSLs)	Officer participation in best practice groups	March 2023 and ongoing	Housing Strategy & Development Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee; Tenants Voice; Moray Tenant Forum; Tenant Participation Strategy	Officers attend SHN and TPAS meetings and ongoing membership of North East Tenant, Residents and Landlords Together (NETRALT) and Northern Tenant Partnership (including Moray and Highlands), formerly the Moray Tenants Partnership. Progress is dependent on the recruitment of a Customer Engagement Officer approved by Housing and Community Safety Committee in June 2022. Job evaluation processes pending.

Improvement Area – Neighbourhood Management

Outcome - Tenants are satisfied with quality and management of their neighbourhoods in relation to issues of litter, parking and traffic management, landscape maintenance, play areas for children, crime and antisocial behaviour.

Improvement Actions	Measures	Target Completion	Lead	Reporting	Progress
Develop new ways of working with tenant and resident groups, other Council services and partners to address local neighbourhood issues	Tenants satisfied with the landlord's contribution to management of neighbourhood exceeds local authority average	March 2023 and ongoing	Housing Services Manager	Annual Return on Charter (ARC); Annual Performance Report; Housing and Community Safety Committee; Tenants Voice; Moray Tenant Forum; Tenant Survey 2021	Progress is dependent on the recruitment of a Customer Engagement Officer approved by Housing and Community Safety Committee in June 2022. Job evaluation processes pending. 2021/22 local authority average – 81% Moray – 90%
Fund grass-cutting within Council estates	Annual maintenance programme agreed	March 2023 and annual	Housing Asset Manager	Full Council; Housing and Community Safety Committee; Moray Tenant Forum	Funding being provided from HRA. Future maintenance of HRA ground currently being reviewed with Open Space Services to ensure General Fund receives appropriate payment for work undertaken and ensure service delivery to HRA tenants.
The Estates Budget for environmental improvements within neighbourhoods to be included as part of the Council's Participatory Budget arrangements	Participatory Budget agreed	March 2023 and annual	Head of Housing and Property	Full Council; Housing and Community Safety Committee; Moray Tenant Forum	Progress is dependent on the recruitment of a Customer Engagement Officer approved by Housing and Community Safety Committee in June 2022. Job evaluation processes pending. Annual estate walkabouts to commence during 2023 once Housing Asset Management tenant liaison officer is in post.



Moray Council Housing and Property Service Assurance Statement

We comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework with the exception of the areas set out below.

We achieve all but the following outcomes and standards in the Scottish Social Housing Charter:

- **Outcome 1 - Equalities**

We are working towards compliance in relation to the recently published SFHA guidance on equalities. We are in the process of implementing an effective approach to the collection of equalities information. However, we routinely complete Equalities Impact Assessments on all of our strategies, policies and plans which form an integral part of our decision making process.

Moray Council has initiated work on development of improved equalities and human rights outcomes as part of the Local Outcome Improvement Plan, Corporate Plan and its Equality Outcomes. Progress on the Equality Outcomes are now reported through the Council's performance reporting framework. This will improve mainstreaming of response to equalities and human rights issues throughout the Council.

- **Outcome 4 – Quality of Housing**

Scottish Housing Quality Standard (SHQS)

At 31 March 2022, 4,653 of our 6,297 properties did not meet the SHQS. An additional 1,003 properties were classed as exempt and 242 properties were in abeyance. The main areas of non-compliance are:

- Energy Efficiency Standard for Social Housing (EESH);
- Fire Safety; and
- Electrical Safety.

Our Housing Investment Programme was significantly delayed due to the pandemic but we have approved a 30 year plan which will allow us to make improvements to our housing stock. This will be supported by the implementation of an asset management module for our housing management system within the next 18-24 months to improve compliance monitoring and make better informed investment decisions. In addition, we have reviewed our Asset Management Team structure and are recruiting additional officers to manage the projects and target future works to ensure compliance with legislation.

Energy Efficiency Standard for Social Housing (EESH)

At 31 March 2022, we reported that 1,399 of our 6,297 properties do not meet the EESH, reduced by 560 properties from March 2021. We continue to focus on a range of energy efficiency upgrades including installation of more efficient/renewable heating systems. Our business plan provides for a significant expansion of this in the period ahead, subject to market conditions, with over 500 properties due to benefit from this in 2022/23.

Fire Safety

At 31 March 2022, 862 properties did not meet the updated fire safety regulations. The main reasons for the delay are access issues and the need for building warrants for certain types of properties. We are actively working to gain access to each of the remaining properties. At 30 September 2022, this had reduced to 324 properties. A programme is in place which aims to complete the remaining upgrades by the end of the reporting year.

Electrical Safety

At 31 March 2022, 5,413 properties did not have a valid Electrical Installation Condition Report (EICR) although some of these were in abeyance. Housing Investment works over the past decade or so involved key elements of electrical upgrade work as part of planned/cyclical maintenance programmes. However, this work was recorded on partial electrical certificates rather than full EICRs, meaning that most of our properties are slightly below the required standard. We have set aside additional investment to ensure the non-compliant properties are inspected to the required standard by 31 March 2024.

• Outcome 13 – Value for Money

Void Management

Our average re-let time reduced by 13 days in 2021/22 to 62 days. Labour resources and utility company issues have both been a factor in our overall performance. Our void working group continue to review processes with a view to minimise the time our properties are empty. Whilst we are encouraged that our recovery efforts following the pandemic have brought us closer to the local authority average, we have a plan in place to deliver further improvements. Our focus remains on achieving our ambitious target of 32 days.

We comply with all relevant legislative duties, including our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety with the exception of:

Gas safety

In 2021/22 we did not meet our statutory duty to complete a gas safety check within the required timescale for 4 properties but this was rectified at the earliest opportunity and all are now compliant. The reasons for the checks not being carried out on time related to the pandemic:

No of failures	Reason
3	Tenant/household member with Covid symptoms so safety check/forced entry was postponed.
1	Covid restrictions prevented tenant from returning home from another country. Forced entry was carried out late and meter was capped.

We confirm that we have seen and considered appropriate evidence to give us this assurance.

We approved our Assurance Statement on 26 October 2022 and sign this statement on behalf of the Housing and Community Safety Committee.

Councillor Amber Dunbar
Chair of Housing and Community Safety

Councillor Donald Gatt
Depute Chair of Housing and Community Safety



REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 15 NOVEMBER 2022

SUBJECT: STRATEGIC HOUSING INVESTMENT PLAN (SHIP) 2023/2024 - 2027/2028

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

1. REASON FOR REPORT

- 1.1 To ask the Committee to approve the Council's draft Strategic Housing Investment Plan (SHIP) 2023/2024 - 2027/2028.
- 1.2 This report is submitted to Committee in terms of Section III G (10) Council's Scheme of Administration relating to the preparation and implementation of strategic housing plans.

2. RECOMMENDATION

2.1 It is recommended that the Committee:-

- i) considers and comments on the draft SHIP;
- ii) approves the consultative draft SHIP submitted to the Scottish Government on 21 October 2022; and
- iii) agrees that further progress reports on the SHIP are presented to this Committee as required.

3. BACKGROUND

- 3.1 The Council has submitted its SHIP to Scottish Government annually since 2007. The SHIP sets out the Council's priorities for investment in affordable housing to meet the housing supply targets and outcomes stated in the Local Housing Strategy (LHS). In setting local investment priorities, the SHIP is intended to guide the allocation of resources available for affordable housing in Moray. At a detailed level, the SHIP identifies the housing projects that the Council considers are priorities for inclusion in the Moray Affordable Housing Programme.

- 3.2 On 19 October 2021, the Committee approved the Council's current SHIP (2022/2023-2026/27) for submission to the Scottish Government (paragraph 5 of the Minute refers).
- 3.3 SHIPs are the key documents for identifying the strategic housing projects that will contribute to the achievement of national housing supply targets. The Scottish Government provides local authorities with guidance for preparing their SHIPs, and has provided substantially increased resources to fund local affordable housing programmes to contribute to the aims and targets detailed in Housing to 2040. Details of the resources being made available for the Moray programme are provided at Paragraph 4.12 of this report.

4. THE MORAY SHIP 2023/2024 - 2027/2028

- 4.1 The consultative draft SHIP submission is available on the Council's website at http://www.moray.gov.uk/moray_standard/page_95565.html.
- 4.2 In summary, the SHIP:
- sets out the Council's strategic investment priorities for affordable housing;
 - demonstrates how these outcomes will be delivered;
 - identifies the resources required to deliver the investment priorities;
 - enables the involvement of key local stakeholders in the development and implementation of proposals; and
 - prioritises projects for inclusion in the Moray Affordable Housing Programme (Table 1 of the SHIP).
- 4.3 For the first time, the SHIP includes details of affordable housing completions over the last 5 years, disaggregated by location, and house size and type.
- 4.4 The investment priorities set out in the SHIP have been developed to fit with the Local Housing Strategy 2019-24, as approved by Communities Committee on 2 April 2019 (Paragraph 8 of the Minute refers).
- 4.5 Delivery of the affordable housing programme has been affected by issues affecting the construction industry at a national level, in terms of supply chain disruption, volatile materials pricing and workforce shortages, as well as COVID-19 safe operating procedures.
- 4.6 In terms of geographical priorities, the SHIP seeks to allocate investment to areas where the demand for affordable housing is greatest. Accordingly, a significant proportion of funding has been directed to the Elgin Housing Market Area. The high priority projects for this area are Bilbohall; Findrassie; several character areas in Elgin South; Garmouth Road, Lhanbryde and Kinneddar Meadows, Lossiemouth. However, with high levels of demand across Moray, the SHIP seeks to apportion provision across all housing market areas in accordance with the number of households wherever possible i.e. in the Buckie, Forres, Keith and Speyside Housing Market Areas. The high priority projects for these areas are Banff Road, Keith; Ferrylea and Knockomie, Forres; Speyview, Aberlour.

- 4.7 A key consideration in the SHIP's approach to programme prioritisation has been the availability and deliverability of development opportunities. With most of Moray's housing land in private ownership, the programme continues to be largely dependent on affordable housing obligations required by planning policy, currently set at 25%. This means that the phasing of much of the SHIP programme is driven by the timescales of landowners and private developers for the delivery of affordable housing obligations. Consequently, any change in the plans of private developers could impact adversely on the delivery of the SHIP programme with impacts greater for major sites with large obligations, e.g. Findrassie, Elgin South, and Kinneddar Meadows, Lossiemouth.
- 4.8 The land banking of affordable housing sites provides a valuable resource for planning affordable housing provision and helps reduce the programming uncertainties associated with developer driven opportunities. The SHIP includes provision for the advance purchase of the former Spynie Hospital site. The land for developments proposed at Banff Road, Keith and Bilbohall, Elgin, are already in the ownership of either the Council or Grampian Housing Association.
- 4.9 The LHS aims to meet the needs of households in need of specialist housing, especially older people, wheelchair users and people with learning disabilities. The SHIP makes provision for approximately 30% of units to be delivered in the form of amenity bungalows and wheelchair accessible bungalows in the vast majority of the developments listed. The SHIP makes provision for housing with specialist support for people with learning disabilities at Garmouth Road, Lhanbryde; Bilbohall and Pinegrove, Elgin.
- 4.10 The approach to the size and type of properties that will be funded is set out in Section 3 of the draft SHIP and is unchanged from the previous year.
- 4.11 The LHS Affordable Housing Supply Target includes a target of approximately 12% of affordable units met as intermediate tenure. Intermediate tenure housing aims to provide an opportunity for low income households to purchase a home, or an equity share in a home, or which aims to provide affordable rented accommodation to households in lower priority need categories on Housing Lists. The proposals at Findrassie, Elgin; Ferrylea, Forres and Banff Road, Keith include intermediate tenures (mid-market rent and/or shared equity) to promote tenure diversification.
- 4.12 On 15 July 2021, the Scottish Government provided the Council with a Resource Planning Assumption (RPA) of £46.2m for 2021/22 to 2025/26.

Year	2021/22	2022/23	2023/24	2024/25	2025/26	Total
Moray	£10.357m	£8.927m	£8.902m	£8.933m	£9.981m	£46.200m

In accordance with the Scottish Government's recommendations, the SHIP includes a minimum slippage factor of 25% to compensate for programme delays, or to bring projects forward should additional resources become available.

- 4.13 In line with the current Council's Housing Revenue Account Business Plan assumptions, the programme set out in the SHIP will support the delivery of

50 council houses per annum. A Business Plan review was completed in February 2022. The Council's development programme has been tailored to fit the revised Business Plan and the RPA, using this SHIP as a framework for prioritisation of resources. At 50 units per year, the Council's programme will not be sufficient to maximise use of available grant funding (see Para 4.11 above). The balance of the Moray programme must be delivered by RSL partners. However the level of available grant per property, and volume of opportunities has resulted in RSL partners reporting that their own capacity for borrowing to invest has been maximised in this SHIP. This means that a few projects listed in SHIP Table 1 do not have an identified RSL at this stage. In turn, this means that some developments may be delayed and the Scottish Government's delivery targets may not be met.

- 4.14 The SHIP provides details of other sources of funding that can be used to support the Moray programme, including Council Tax levy on empty homes totalling around £600k per annum, and commuted payments in lieu of affordable housing as required by planning policy. Whilst it is likely that income from commuted payments will continue to remain comparatively low, it could be used to support project viability, particularly in rural areas where economies of scale are reduced, and development costs can be higher. The approach to seeking commuted payments is set out in Section 8 of the draft SHIP.
- 4.15 The SHIP has been developed through a collaborative process involving primarily the Scottish Government, partner RSLs and local housing developers but also other Council services, particularly Planning colleagues and Health and Social Care Moray.

5. SUMMARY OF IMPLICATIONS

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

Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) identifies an increase in the supply of affordable housing as one of the key components of a growing, diverse and sustainable economy in Moray. The SHIP reflects priorities for investment in the provision of new affordable housing to meet need identified in the Local Housing Strategy.

(b) Policy and Legal

The production of the Council's SHIP helps the Council to meet statutory duties in respect of addressing housing need in Moray.

(c) Financial implications

There are no direct financial implications to the Council arising from this report. The SHIP provides details of the resources available to fund the supply of affordable housing in Moray.

(d) Risk Implications

The major risks to the delivery of the Moray affordable housing programme have been assessed as part of the development of the SHIP. The SHIP provides high level details of proposed future investment in Council house building. The financial risks of funding the Council's programme has been assessed as part of the review of the

Housing Business Plan completed in Feb 2022, however given the significant economic impact in the aftermath of the subsequent invasion of Ukraine, affordability is being kept under review and the potential for projects not to proceed is greater.

(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

The housing needs of equalities groups are identified in the LHS. The LHS is subject to an Equalities Impact Assessment. The Moray Affordable Housing Programme seeks to deliver the housing priorities contained in the LHS.

(h) Climate Change and Biodiversity Impacts

The aims of this SHIP are closely aligned to the Council's Climate Change Strategy, and Local Heat and Energy Efficiency Strategy (LHEES).

(i) Consultations

This report has been subject to consultation with the Depute Chief Executive (Economy, Environment and Finance), the Head of Housing and Property, the Head of Economic Growth and Development, Strategic Planning and Development Manager, the Head of Community Care, the Chief Officer (Health and Social Care Moray), the Chief Financial Officer, the Principal Climate Change Strategy Officer, Georgina Anderson (Senior Solicitor), the Housing Needs Manager, the Housing Services Manager and the Committee Services Officer.

6. CONCLUSION

6.1 This report provides the Committee with details of the Council's consultative draft SHIP 2023/2024 - 2027/2028 as submitted to the Scottish Government, in accordance with SHIP Guidance. The Committee is asked to consider and comment on the draft SHIP.

Author of Report: Fiona Geddes, Acting Housing Strategy and Development Manager

Background Papers: http://www.moray.gov.uk/moray_standard/page_95565.htm

Ref: SPMAN-1285234812-1187

