



---

## **Communities Committee**

**Tuesday, 17 December 2019**

**NOTICE IS HEREBY GIVEN** that a Meeting of the **Communities Committee** is to be held at **Council Chambers, Council Office, High Street, Elgin, IV30 1BX** on **Tuesday, 17 December 2019** at **09:30**.

### **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 14 to 18 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 Written Questions \*\***

**5 Minute of meeting dated 9 October 2019** **7 - 10**

**6 The Moray Affordable Housing Programme** **11 - 18**

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

**7 Scottish Social Housing Charter Compliance** **19 - 26**

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

- |           |   |                |
|-----------|---|----------------|
| <b>8</b>  | <b>Rapid Rehousing Transition Plan</b><br>Report by the Depute Chief Executive (Economy, Environment and Finance)                                   | <b>27 - 38</b> |
| <b>9</b>  | <b>Housing and Property Services - Service Plan 2019/20</b><br>Report by the Depute Chief Executive (Economy, Environment and Finance)              | <b>39 - 46</b> |
| <b>10</b> | <b>Housing and Property Services Budget Monitoring - 31 October 2019</b><br>Report by the Depute Chief Executive (Economy, Environment and Finance) | <b>47 - 56</b> |
| <b>11</b> | <b>Strategic Housing Investment Plan 2020/2021 - 2024/2025</b><br>Report by the Depute Chief Executive (Economy, Environment and Finance)           | <b>57 - 62</b> |
| <b>12</b> | <b>Housing Investment 2019/20</b><br>Report by the Depute Chief Executive (Economy, Environment and Finance)  | <b>63 - 80</b> |
| <b>13</b> | <b>Question Time ***</b><br>Consider any oral question on matters delegated to the Committee in terms of the Council's Scheme of Administration.    |                |

**Items which the Committee may wish to consider with the Press and Public excluded**

- 14 Council New Build - Report on Tender - Banff Road Keith [Para 9]**
- Information on terms proposed or to be proposed by or to the Authority;

**15 Council New Build - Report on Tender - Stynie Road  
Mosstodloch Phase 2 [Para 9]**

- Information on terms proposed or to be proposed by or to the Authority;

**16 Report on Tender - Consultancy – Bilbohall Elgin [Para 9]**

- Information on terms proposed or to be proposed by or to the Authority;

**17 Report on Tender - Consultancy – Former Spynie  
Hospital Elgin [Para 9]**

- Information on terms proposed or to be proposed by or to the Authority;

**18 Building Services Trading Operation Budget 2019/20 -  
Budget Monitoring [Para 9]**

- Information on terms proposed or to be proposed by or to the Authority;

**Summary of the Communities Committee functions:**

To deal with matters relating to Housing/HMOs, Housing Regeneration, Homelessness, Social Inclusion, Equalities, Community Safety, Anti-Social Behaviour (including road accidents) and Community Liaison.

**Any person attending the meeting who requires access assistance should contact customer services on 01343 563217 in advance of the meeting.**

\* **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.

Clerk Name: Caroline Howie

Clerk Telephone: 01343 563302

Clerk Email: caroline.howie@moray.gov.uk

**THE MORAY COUNCIL**  
**Communities Committee**

**SEDERUNT**

Councillor Louise Laing (Chair)  
Councillor Paula Coy (Depute Chair)  
Ms Anna Bamforth (Member)  
Ms Jane Bartecki (Member)  
Mrs May McGarrie (Member)  
Councillor George Alexander (Member)  
Councillor Theresa Coull (Member)  
Councillor Gordon Cowie (Member)  
Councillor Lorna Creswell (Member)  
Councillor Ryan Edwards (Member)  
Councillor Donald Gatt (Member)  
Councillor Aaron McLean (Member)  
Councillor Maria McLean (Member)  
Councillor Ray McLean (Member)  
Councillor Derek Ross (Member)  
Councillor Sonya Warren (Member)

Clerk Name: Caroline Howie  
Clerk Telephone: 01343 563302  
Clerk Email: [caroline.howie@moray.gov.uk](mailto:caroline.howie@moray.gov.uk)



**Minute of Meeting of the Communities Committee**

**Wednesday, 09 October 2019**

**Council Chambers, Council Office, High Street, Elgin, IV30 1BX**

**PRESENT**

Ms Jane Bartecki, Councillor Theresa Coull, Councillor Gordon Cowie, Councillor Paula Coy, Councillor Lorna Creswell, Councillor Ryan Edwards, Councillor Donald Gatt, Councillor Louise Laing, Mrs May McGarrie, Councillor Aaron McLean, Councillor Derek Ross

**APOLOGIES**

Councillor George Alexander, Councillor Maria McLean, Councillor Ray McLean, Councillor Sonya Warren

**IN ATTENDANCE**

The Acting Head of Housing and Property; the Building Services Manager; the Housing Needs Manager; Gillian Henly, Senior Housing Officer (Policy); Daska Murray, Senior Housing Officer (Policy) and Caroline Howie, Committee Services Officer as Clerk to the meeting.

**1 Chair of Meeting**

The meeting was chaired by Councillor Louise Laing.

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

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

**3 Resolution**

The meeting resolved that in terms of Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting during consideration of the items of business appearing at the relevant paragraphs of this minute as specified below, so as to avoid disclosure of exempt information of the class described in the appropriate paragraphs of Part 1 of Schedule 7A of the Act.

Paragraph Number of  
Minute

15 and 16

Paragraph Number of Schedule 7A and Reason

9 Information on terms proposed or to be proposed by or  
to the Authority

#### **4 Written Questions \*\***

The Committee noted that no written questions had been submitted.

#### **5 Minute of Meeting dated 27 August 2019**

The Minute of the Communities Committee dated 27 August 2019 was submitted and approved.

#### **6 Homelessness Policy Review**

Under reference to paragraph 5 of the Minute of the meeting dated 23 April 2013 a report by the Corporate Director (Economic Development, Planning and Infrastructure) provided the Committee with an update on the coming into force of provisions within the Homelessness etc. (Scotland) Act 2003 and amendments to the Homelessness Policy to align with the new provisions. It informed Committee of national policy development and future legislative changes.

Following consideration the Committee agreed:

- i. to note that the legal duty to carry out an intentionality investigation as part of an assessment of homelessness will become a power;
- ii. that the Council uses its power to investigate intentionality as part of a homeless assessment;
- iii. to approve the revised Homelessness Policy as set out in Section 4 and appendix 1 of the report;
- iv. to note the national policy developments and future legislative changes set out in Section 6 of the report; and
- v. to note that further changes will be required to the Homelessness Policy in accordance with the changes set out in Section 6 of the report.

#### **7 Housing Investment 2019-20**

A report by the Corporate Director (Economic Development, Planning and Infrastructure) informed the Committee of the budget position to 31 August 2019 for the Housing Investment Programme for 2019/20.

Following consideration the Committee agreed to note the position as at 31 August 2019 for the Housing Investment Programme for 2019/20.

#### **8 Housing and Property Services Budget Monitoring - 31 August 2019**

Under reference to paragraph 6 of the Minute of the special meeting dated 27 February 2019 a report by the Corporate Director (Economic Development, Planning and Infrastructure) presented the budget position for the Housing Revenue Account and General Services Other Housing Budget for the period up to 31 August 2019.



Following consideration the Committee agreed to note the budget monitoring report for the period to 31 August 2019.

## **9 Question Time \*\*\***

Under reference to paragraph 14 of the Minute of the meeting dated 27 August Councillor Gatt sought an update on his concern that minutes were a record of decisions rather than a record of discussions.

In response, the Chair advised that the Manager was still on long term sick and this would be raised with her on her return.

The Clerk advised the Head of Service had taken the decision that this should wait until the manager's return and offered to raise this again with the Head of Service.

Councillor Gatt advised he would raise the matter with the Head of Service.

## **10 Building Services Trading Operation Budget 2019-20 - Budget Monitoring [Para 9]**

Under reference to paragraph 19 of the Minute of the meeting dated 2 April 2019 a report by the Corporate Director (Economic Development, Planning and Infrastructure) presented the budget monitoring information for the period to 31 August 2019 for the Building Services Trading Operation.

Following consideration the Committee agreed to note the:

- i. financial information for the period to 31 August 2019, as detailed in appendix I of the report;
- ii. Building Services operating performance, Business Plan 2017 - 2020 and financial improvement update as set out in sections 6 and 7 of the report; and
- iii. Building services Direct Labour Organisation Improvement Plan 2019/20, as detailed in appendix II of the report.





**REPORT TO: COMMUNITIES COMMITTEE ON 17 DECEMBER 2019**

**SUBJECT: THE MORAY AFFORDABLE HOUSING PROGRAMME**

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

## **1. REASON FOR REPORT**

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

## **2. RECOMMENDATION**

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

- i) **considers and notes progress on the Moray Strategic Local Programme 2019/20;**
- ii) **agrees to bring forward the development opportunities detailed at paragraph 4.8 into the 2019/20 programme;**
- iii) **considers and notes progress on the Bilbohall masterplan area; and**
- iv) **agrees that further reports on programme progress will be presented to this Committee.**

## **3. BACKGROUND**

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

milestones by which progress on delivery will be measured. The Council and Registered Social Landlords (RSLs) are the principal developers of affordable housing in Moray.

- 3.2 On 28 May 2019, the Communities Committee considered a report detailing the 2018/19 outturn on the Strategic Local Programme (SLP) for 2018/19, progress on the SLP for 2019/20, and progress on the procurement of consultants to develop a planning application for houses and infrastructure within the Bilbohall Masterplan area (paragraph 9 of the Minute refers).

#### **4. MORAY STRATEGIC LOCAL PROGRAMME 2019/20**

- 4.1 On 30 April 2019, the Scottish Government wrote to the Council confirming that the Council's Resource Planning Assumption (RPA) for the 2019/20 Moray affordable programme would be £9.080m. The Government also confirmed a resource allocation of £9.633m for 2020/21.
- 4.2 As in previous years, the Moray programme will be delivered by a combination of the Council and the RSLs, Hanover Housing Association, Grampian Housing Association, Cairn Housing Association, and Osprey Homes.
- 4.3 There have been significant changes to the previously reported programme:
- 4.3.1 The planned purchase of the former Spynie Hospital site, Elgin has been postponed pending development of detailed planning application and revaluation of the site. This development is the subject of a separate report elsewhere on this agenda.
- 4.3.2 Some sites have progressed well and have spent more than previously anticipated i.e. Elgin South Glassgreen, Mosstodloch Phase 1, Hopeman and Highland Yard, Buckie. Spend on Spynie/Hamilton Gardens is likely to be more than anticipated but this is in part due to the increased number of units from 37 to 45.
- 4.3.3 A tender for the first phase of development at Banff Road, Keith has come forward and is the subject of a separate report on this agenda. Significant service diversions are required prior to the commencement of the housing itself. Pending approval, it is expected that works will commence in February 2020 with the housing completed in March/April 2021.
- 4.3.4 The former Bishopmill House site, Elgin has a reduced projected spend from £648k to £150k, as it is likely that only a site acquisition will be achieved this financial year.
- 4.3.5 Progress with affordable housing at Speyview, Aberlour has been delayed pending agreement between the developer and Scottish Water on the extent of infrastructure improvements.
- 4.4 The impact of these changes on the Strategic Local Programme is shown at **APPENDIX I**. Taken together, these changes to the programme would result in a projected spend of £8.931m at year-end, an underspend of £820k on 2019/20 RPA.

- 4.5 Officers have investigated options for bringing projects forward to compensate for this underspend. However, the assessment has indicated that most of the projects identified in the Acquisitions and Shadow programme are not at a sufficiently advanced stage to be brought forward. Although a developer has been appointed, the Phase 1 development at Findrassie has not yet achieved detailed planning consent. Taigh Farraiss, Forres has now been excluded from the programme as the site has been sold for a non-affordable housing use. The delivery of affordable housing at Sunbank, Lossiemouth is not expected until 2021/22.
- 4.6 The only project suitable to be brought forward from the Acquisition and Shadow Programme is the purchase of the site at Garmouth Road, Lhanbryde. On 27 November 2019, Moray Council approved the sale of the site to Grampian Housing Association, who plan to provide specialist housing for people with learning disabilities in this location (Paragraph 17 of the draft Minute refers). It is anticipated that the sale will be concluded before March 2020.
- 4.7 Officers have investigated options amongst those projects identified as high priority in the Strategic Housing Investment Plan (SHIP) and have identified the second phase of development at Mosstodloch and the purchase of R12/6 Bilbohall, Elgin as opportunities that can achieve spend in 2019/20. It is anticipated that Mosstodloch Phase 2 could commence in January 2020 with phased completions expected up to July 2021. The Bilbohall acquisition would be added to the Council's landbank and developed as part of the wider Bilbohall Masterplan area, on a phased basis, over several years. Mosstodloch Phase 2 and Bilbohall are both the subject of separate reports on this agenda.
- 4.8 It is proposed that the development opportunities at Garmouth Road, Lhanbryde, Mostodloch Phase 2 and R12/6, Bilbohall are added to the 2019/20 Strategic Local Programme. The impact of these additional items on the programme is detailed at **APPENDIX I**.
- 4.9 The value of the amended projected spend, including those projects brought forward into the 2019/20 programme, would total £10.535m and comfortably exceed the Resource Planning Assumption. This over-commitment has the support of the Scottish Government as an opportunity to take advantage of programme slippage in other local authority areas and to contribute to the Scottish Government's target to build 50,000 new affordable homes by March 2021.
- 4.10 As a contingency against slippage, officers and local development partners will continue to take steps to ensure that a sufficient pipeline of alternative development opportunities is available. These will be mainly sites already in the programme.
- 4.11 Progress on programme delivery will be reported to this Committee during 2020/21.

## **5. BILBOHALL MASTERPLAN**

- 5.1 The Scottish Government have provided an approval in principle on Moray Council's Expression of Interest to the Housing Infrastructure Fund. Following this approval, the Bilbohall Consortium have concluded procurement of a multi-disciplinary design team, pending tender approval, with the aim of achieving detailed planning consent for the infrastructure and housing by March 2020 at the latest. The Bilbohall development now includes the opportunity to acquire an additional site (R12/6) from Scotia Homes for affordable housing. This tender and potential acquisition is the subject of a separate report elsewhere on this agenda. When full planning consent has been achieved, it will be possible to provide more details on the phasing and timing of development of housing, in conjunction with provision of the infrastructure. It is anticipated that works at Bilbohall will not commence on site until autumn/winter 2020/21 at the earliest.

## **6. SUMMARY OF IMPLICATIONS**

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

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

The affordable housing programme supports the aims of the 10 Year Plan by providing new affordable housing for an increasing population and a growing and diversifying economy. The target of 70 Council house completions per annum will be delivered within the investment planning and funding framework provided by the programme.

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

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

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

The report provides details of the resources being made available by the Scottish Government to fund affordable housing in Moray.

The Council has agreed that 50 new council houses will be built per annum over the next three years. The Housing Business Plan has made provision for the level of borrowing required to fund the Council's housebuilding programme.

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

There are no risk implications arising from this report.

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

There are no staffing implications arising from this report.

### **(f) Property**

There are no property implications arising from this report.

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

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

**(h) Consultations**

This report has been subject to wider consultation with the Depute Chief Executive (Economy, Environment and Finance), the Acting Head of Housing and Property, the Head of Direct Services, the Head of Development Services, the Legal Services Manager, Deborah O'Shea (Principal Accountant), the Payments Manager, the Strategic Planning and Development Manager, the Transportation Manager and Caroline Howie (Committee Services Officer). Any comments received have been reflected in the report.

**7. CONCLUSIONS**

- 7.1 The report provides an update of progress on the Moray affordable housing programme 2019/20 and makes recommendations to bring forward development opportunities into the programme. The report provides an update of progress on delivery of housing in the Bilbohall Masterplan area.**

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





	Project	Agent	Units	Site Start	Complete	Target Spend at May 2019	Projected Spend 2019/20	Change
Main programme	Buckie, Archibald Grove	Osprey	6	2019/20	2019/20	£295,429	£189,000	-£106,429
	Elgin South Ph1 (South Glassgreer	MC	50	2019/20	2020/21	£1,700,000	£2,623,426	£923,426
	Mosstodloch Phase 1	MC	30	2019/20	2020/21	£1,442,000	£1,638,710	£196,710
	Buckie, Highland Yard	Hanover	31	2019/20	2020/21	£1,500,000	£1,517,000	£17,000
	Elgin, Spynie/Hamilton Gardens	Hanover	45	2019/20	2020/21	£900,000	£1,300,000	£400,000
	Hopeman	MC	22	2019/20	2020/21	£1,046,206	£1,112,753	£66,547
	Keith, Banff Road, Phase 1	MC	33	2019/20	2020/21	£800,000	£400,000	-£400,000
	Elgin Bishopmill	Cairn	14	2020/21	2021/22	£648,000	£150,000	-£498,000
	former Spynie hospital Elgin	MC	65	2020/21	2021/22	£1,100,000	£0	-£1,100,000
	Speyview, Aberlour	MC	32	2020/21	2021/22	£320,000	£0	-£320,000
<b>Main Programme Total</b>						<b>£9,751,635</b>	<b>£8,930,889</b>	<b>-£820,746</b>
Additional projects	Bilbohall R12/6, Elgin	MC	85	2020/21	2021/22	£0	£680,000	£680,000
	Garmouth Road, Lhanbryde	MC	0	2020/21	2021/22	£0	£325,000	£325,000
	Mosstodloch Phase 2	MC	46	2019/20	2021/22	£0	£600,000	£600,000
<b>Additional projects Total</b>						<b>£0</b>	<b>£1,605,000</b>	<b>£1,605,000</b>
Acquisitions and Shadow Programme	Dufftown	MC	6	tbc	tbc	£0	£0	£0
	Elgin, Lesmurdie Field	Hanover	0	2020/21	2021/22	£0	£0	£0
	Findrassie Ph1, Elgin	MC	0	tbc	tbc	£0	£0	£0
	Pinegrove, Elgin	Hanover	0	tbc	tbc	£0	£0	£0
	Sunbank, Lossiemouth Phase 1	Osprey	0	tbc	tbc	£0	£0	£0
	Taigh Farrais, Forres	Hanover	0	removed	removed	£120,000	£0	-£120,000
<b>Acquisitions and Shadow Programme Total</b>						<b>£120,000</b>	<b>£0</b>	<b>-£120,000</b>
<b>Total</b>						<b>£9,871,635</b>	<b>£10,535,889</b>	<b>£664,254</b>





**REPORT TO: COMMUNITIES COMMITTEE ON 17 DECEMBER 2019**

**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 landlord report from the Scottish Housing Regulator (SHR) and progress on the Annual Performance Report to tenants and other customers.
- 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 for the Communities Services.

## **2. RECOMMENDATION**

### **2.1 It is recommended that the Communities Committee:**

- i) **reviews the Council's performance against the Scottish Social Housing Charter in 2018/19; and**
- ii) **considers and notes the 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. Using a range of performance indicators, the SHR monitors, and assesses landlords' performance against the Charter.
- 3.2 Each year, social landlords must submit an Annual Return on the Charter (ARC) to the SHR. On 27 August 2019, this Committee was informed that the Council's ARC was submitted in May 2019 and that the results for all social landlords would be published during August 2019 (paragraph 11 of the Minute

refers). The Council submitted its first assurance statement to the SHR prior to the 31 October deadline.

#### **4. LANDLORD REPORT**

- 4.1 On 31 August 2019, the SHR published the landlord reports for 2018/19. The Council's landlord report can be found in **APPENDIX I**.
- 4.2 The landlord report compares the Council's performance on the key Charter indicators with the Scottish average. 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). Where appropriate, both are included in this report to provide further context.
- 4.3 The 2018/19 performance is summarised below under 6 themes:

##### **Overall Satisfaction**

- 4.4 The 2018 tenant survey found that 79.6% of tenants were satisfied with the overall service. The Scottish average was 90.1% and the local authority average was 85.7%. Improvement actions relating to the 2018 survey were reported to this Committee on 27 August 2019 (paragraph 12 of the Minute refers).

##### **The Customer/Landlord Relationship**

- 4.5 The 2018 tenant survey identified that 76.3% of tenants felt that the Council was good at keeping them informed about services and decisions. This is lower than the Scottish average (91.6%) and the local authority average (81.4%). Tenants are informed about services and decisions through a range of methods including a six-monthly newsletter, a comprehensive tenant handbook, an extensive range of leaflets, an annual performance report and also through the Council's website and social media.
- 4.6 In 2018/19, the Housing Service responded to 78.7% of 1<sup>st</sup> stage complaints within the Scottish Public Sector Ombudsman (SPSO) timescale of 5 working days. This is below the Scottish average of 86.9% but close to the local authority average of 80%. For 2<sup>nd</sup> stage complaints, 64.4% were responded to within the SPSO timescale of 20 working days. This is below the Scottish average of 83.8% and the local authority average of 71.3%. During 2018/19, 58.9% of 1<sup>st</sup> stage complaints and 42.2% of 2<sup>nd</sup> stage complaints were upheld. The Scottish average was 55.6% and 51.3% respectively. There were no complaints relating to equalities issues in 2018/19.
- 4.7 The 2018 tenant survey found that 68.8% of tenants were satisfied with the options to participate in their landlord's decision making processes. However, just over a quarter of respondents were 'neither satisfied nor dissatisfied' and therefore performance was below the Scottish average (86.5%) and the local authority average (76.6%). The Council's Tenant Participation Strategy was reviewed in 2017/18 and the Tenants' Voice newsletter regularly contains information on tenant participation opportunities and updates on how tenant feedback has been used to improve services.

### **Housing Quality and Maintenance**

- 4.8 At 31 March 2018, 92.5% of properties met the Scottish Housing Quality Standard (SHQS) which is below the Scottish average of 94.1%. There were 241 properties which did not meet the SHQS but the remainder were exempt (220 properties) because they were either 'hard to treat' or classed as an abeyance (where work cannot be done for 'social' reasons such as the tenant refusing remedial works). It is intended to reduce the non-compliant properties to 141 during 2019/20 with the aim of completing the remainder during the following year.
- 4.9 All social landlords must meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020. At 31 March 2019, 57.4% of properties met the EESH which is below the Scottish average (87.6%) and the local authority average (78%).
- 4.10 Tenants satisfied with the standard of their home when moving in (80.7%) was below the Scottish average (90.8%) and the local authority average (82.7%). However, out of the 109 responses received in 2018/19, just 14 tenants expressed dissatisfaction with the standard of their home when moving in.
- 4.11 The 2018 survey found that 73.9% of tenants were satisfied with the quality of their home. This is below the Scottish average (88.1%) and the local authority average (85.2%).
- 4.12 In 2018/19, the average time to complete emergency repairs was 2.6 hours which places the Council within the upper quartile of local authorities (Scottish average 3.7 hours, local authority average 4.1 hours). Non-emergency repairs were completed within an average of 7.5 working days (Scottish average 6.6 working days, local authority average 8.1 working days).
- 4.13 The Council completed 82.7% of non-emergency repairs right first time in 2018/19 (Scottish average 92.5%, local authority average 91.6%). This indicator remains complex to measure and officers believe that the calculation of this indicator does not truly reflect the Council's performance.
- 4.14 The Council kept 93% of non-emergency repairs appointments. This was similar to both the Scottish average (95.6%) and the local authority average (94.9%).
- 4.15 At 31 March 2019, 100% of the Council's properties which required a gas safety record had a gas safety check completed by the anniversary date. This performance was better than the Scottish average (99.9%).
- 4.16 The 2018 Tenant Survey found that 78.6% of tenants were satisfied with the repairs service. This was below the Scottish average (91.7%) and the local authority average (86.9%).

### **Neighbourhood and Community**

- 4.17 The 2018 tenant survey found that satisfaction with the management of the neighbourhood at 80.3% was below the Scottish average (87.8%) and the local authority average (84.1%).

- 4.18 In 2018/19, 87.1% of antisocial behaviour cases were resolved within local target timescales which is similar to the Scottish average (87.9%).
- 4.19 The percentage of tenancy offers refused (32.2%) was better than the Scottish average (36.3%) and placed the Council within the upper quartile of local authorities. A low refusal rate helps to minimise void periods and rent loss.

### **Access to Housing and Support**

- 4.20 Tenancy sustainment, where tenancies lasted for more than 12 months, was higher in Moray (93.5%) than the Scottish average (88.8%). The Council is within the upper quartile of local authorities.
- 4.21 The turnover of properties in Moray (6.9%) was lower than the Scottish average (8.6%) and for local authorities only (7.8%). Low turnover can reduce opportunities for housing list applicants to be rehoused.
- 4.22 The Council approved 69.2% of medical adaptations and completed these within an average of 45 days. By comparison the Scottish average was 84.7% and 49 days respectively. The governance arrangements for adaptations have now transferred to the Integration Joint Board which has established a governance group to drive improvements in the delivery of adaptations. The Housing service is represented in this group.
- 4.23 The proportion of court actions resulting in eviction in Moray (17.2%) was lower than the Scottish average (19.9%) but similar to the local authority average (17.7%). All court actions in 2018/19 were for rent arrears with 10 resulting in eviction. The Housing Service only uses eviction as a last resort where all efforts to engage with the tenant have been unsuccessful.
- 4.24 The average stay in temporary accommodation (85 days) was shorter than the Scottish average (102 days). The Council made an offer of temporary accommodation to all homeless households who required it. The refusal rate for temporary accommodation (7.6%) is better than the Scottish average (10%). Most refusals were for a private sector hostel used by the Council but it is expected that performance will improve since the contract ended on 31 March 2019. The most common reason for refusing a property was location.
- 4.25 Although temporary accommodation survey response rates remains low, 85.5% of households accommodated were satisfied with the quality of their temporary accommodation which is similar to the Scottish average (88.5%).

### **Getting Good Value from Rents and Service Charges**

- 4.26 The overall average weekly rent for a Council home in Moray (£59.88) remains significantly lower than both the Scottish average (£79.08) and the local authority average (£74.30). Moray has the lowest overall average weekly rent of all local authorities and housing associations.
- 4.27 The 2018 survey found that 83% of tenants feel their rent is good value for money which was the same as the Scottish average. The local authority average is 82.4%.

- 4.28 The rent lost through properties being vacant in Moray was 0.9%, which is the same as both the Scottish average and the local authority average. The time to re-let empty properties in Moray (48 days) was higher than the Scottish average (32 days) and the local authority average (39 days).
- 4.29 The Council collected 99.2% of the total rent due which is similar to the Scottish average (99.1%) and the local authority average (98.9%).
- 4.30 The Council had the lowest rent arrears (2.4%) of all local authorities. The Scottish average was 5.7% and the local authority average was 6.6%.

## **5. ANNUAL PERFORMANCE REPORT**

- 5.1 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. The Annual Performance Report can be found on the Council's website at:  
[www.moray.gov.uk/downloads/file95927.pdf](http://www.moray.gov.uk/downloads/file95927.pdf)
- 5.2 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 and also from tenant feedback on the 2017/18 performance report. The report mirrors the key themes of the Charter.
- 5.3 The Annual Performance Report has been promoted through social media and also within the Summer Tenants' Voice newsletter where tenants were given the option to request a paper copy. Copies have also been issued to access points, homeless hostels and to tenant representatives.

## **6. SUMMARY OF IMPLICATIONS**

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

Moray 2026 and the Service Plan (Priority 4) identify the need to involve tenants in improving service quality. Good quality services for social housing tenants will help promote healthier citizens and adults living in healthier, sustainable independent lives safeguarded from harm.

### **(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**

There is a small cost associated with producing and sending out the Annual Charter Performance Report, which will be met within existing resources. Tenant feedback indicated that paper copies of the report should only be available on request and therefore ensuring that costs are minimal.

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

The Scottish Housing Regulator requires that tenants are provided with meaningful opportunities to participate in the management of their

homes and decision making processes. Failure to develop an appropriate tenant involvement structure presents a regulatory risk along with a failure to provide a customer focussed service.

**(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**

Equalities issues have been considered as part of the development of the ARC and the Annual Performance Report to tenants and other customers.

**(h) Consultations**

Consultation on this report has taken place with the Acting Head of Housing and Property, senior managers within Housing and Property, the Committee Services Officer (Caroline Howie), Senior Solicitor (Property and Contracts), the Principal Accountant (Deborah O'Shea) and the Equal Opportunities Officer. Their comments have been incorporated in this report.

**7. CONCLUSION**

**7.1 The report provides the Committee with an update on the Council's compliance with the Scottish Social Housing Charter.**

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





## Landlord report

### How your landlord told us it performed in 2018/2019

#### Moray Council

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2018/2019.

#### Homes and rents

At 31 March 2019 your landlord owned 6,121 homes. The total rent due to your landlord for the year was £18,410,789. Your landlord increased its weekly rent on average by 0.00% from the previous year.

Average weekly rents				
Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	47	£37.77	£70.22	46.2%
2 apartment	1,743	£50.91	£76.10	33.1%
3 apartment	2,863	£59.82	£77.70	23%
4 apartment	1,320	£69.16	£84.44	18.1%
5 apartment	148	£88.13	£93.49	5.7%

#### Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **79.6%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.1%.
- » **76.3%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.6%.
- » **68.8%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 86.5%.

## Quality and maintenance of homes

- » **92.5%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.1%.
- » The average time your landlord took to complete **emergency repairs** was **2.6 hours**, compared to the Scottish average of 3.6 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **7.5 days**, compared to the Scottish average of 6.6 days.
- » Your landlord completed **82.7%** of **reactive repairs** 'right first time' compared to the Scottish average of 92.5%.
- » Your landlord does operate a **repairs appointment system**. It kept **93%** of **appointments** compared to the Scottish average of 95.6%.
- » **78.6%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 91.7%

## Neighbourhoods

- » For every 100 of your landlord's homes, **6.8 cases** of **anti-social behaviour** were reported in the last year.
- » **87.1%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

## Value for money

- » The amount of money your landlord collected for current and past rent was equal to **99.2%** of the **total rent** it was due in the year, compared to the Scottish average of 99.1%.
- » It did not collect **0.8%** of rent due because **homes were empty**, compared to the Scottish average of 0.9%.
- » It took an average of **47.5 days** to **re-let homes**, compared to the Scottish average of 31.9 days.

### Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



**REPORT TO: COMMUNITIES COMMITTEE ON 17 DECEMBER 2019**

**SUBJECT: RAPID REHOUSING TRANSITION PLAN**

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

## **1. REASON FOR REPORT**

- 1.1 To inform the Committee of progress on development of Moray's Rapid Rehousing Transition Plan.
- 1.2 This report is submitted to Committee in terms of Section III G (10) of the Council's Scheme of Administration relating to the implementation of the Council's strategic housing plan.

## **2. RECOMMENDATION**

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

- (i) **considers and notes the level of funding made available by the Scottish Government to deliver the Council's Rapid Rehousing Transition Plan (RRTP);**
- (ii) **consider and agrees the revisions to the RRTP Action Plan, as detailed at Section 4 of the report;**
- (iii) **agrees that officers can prepare a revised RRTP for submission to the Scottish Government;**
- (iv) **agrees that the revised RRTP can be presented to this Committee at its meeting on 3 March 2020; and**
- (v) **notes that progress on the RRTP will be reported to this Committee as part of the review of the Local Housing Strategy.**

## **3. BACKGROUND**

- 3.1 The Homelessness and Rough Sleeping Action Group (HARSAG) was set up by Scottish Government in October 2017 to produce short and long-term solutions to end homelessness and rough sleeping. HARSAG recommended that "Each local authority area to develop and cost a 5-year 'Rapid Rehousing Transition Plan' by December 2018."

- 3.2 The Scottish Government asked that Rapid Rehousing Transition Plans (RRTP) aim to end rough sleeping, transform the use of temporary accommodation and end homelessness in Scotland in a 5 year period.
- 3.3 The Government initially announced investment in support of rapid rehousing transition following the publication of the HARSAG recommendations in June 2018. An initial £2m was made available to local authorities to support production of the plans. In June 2019, following discussions between the Scottish Government and COSLA, funding for rapid rehousing was increased from £15m to £24m over the first three years of rapid rehousing (£8m per annum from 2019/20). Funding will be paid through the Local Government General Revenue Grant in March 2021 for RRTP implementation undertaken in 2020/21.
- 3.4 The Scottish Government has indicated that whilst the use of RRTP funding will not be ring-fenced, it should not be used to backfill any funding requirements in running homelessness services. Local authorities will be expected to use the funding for the intended purpose of supporting the implementation of transformational change.
- 3.5 The RRTP is part of the suite of strategic documents which form the Local Housing Strategy (LHS) 2019-24. The Council's approach to rapid rehousing is reflected in the LHS and the Strategic Housing Investment Plan (SHIP). It will also be reflected in Health and Social Care Moray's Strategic Plan and Housing Contribution Statement.
- 3.6 On 20 November 2018, this Committee approved a draft RRTP (paragraph 5 of the Minute refers), which was subsequently submitted to the Scottish Government by the required deadline of 31 December 2018.
- 3.7 In February 2019, the Council received a feedback report from the Scottish Government on its RRTP, which made suggestions for improvement including provision of costings for the measures proposed in the plan, and clarification of mitigation actions included in the Equality Impact Assessment. The RRTP was amended in the light of this feedback.
- 3.8 In March 2019, the Council submitted an updated version of the RRTP to the Scottish Government. The revised version included a fully costed Action Plan setting the funding required to deliver the plan over a 5 year period. Details of the funding sought are provided below:

<b>Implementation Year</b>	<b>Financial year</b>	<b>Bid submission</b>
YEAR 1	2019/20	£182,657
YEAR 2	2020/21	£597,037
YEAR 3	2021/22	£598,051
YEAR 4	2022/23	£597,037
YEAR 5	2023/24	£597,037
<b>Total</b>		<b>£2,571,819</b>

- 3.9 The Bid submission included funding for an additional Housing Occupational Therapist, additional housing support workers, a Homelessness Policy Officer,

an enhanced family mediation service, a basic furniture service and compensation to the Housing Revenue Account for void rent loss associated with holding lets for 'Housing First' clients. Officers believed this funding bid to be modest and proportionate.

- 3.10 In July 2019, the Scottish Government notified councils of their RRTP allocations for the first year 2019/20. The Council's allocation was only £97,000, significantly lower than the £182,657 identified in its Action Plan. On 2 December 2019, the Scottish Government confirmed that the Council's allocation for 2020/21 would be £93,000, again significantly lower than the £597,037 sought. In considering the level of the gap, it should be noted that a substantial proportion of the funding detailed in the original proposals were recurring costs.
- 3.11 The Scottish Government has advised that the 2019/20 and 2020/21 distributions of funding to local authorities did not take account of the costs and proposals set out in their RRTPs but rather was calculated on the basis of a three year average of homelessness assessments from published national homelessness statistics (HL1). The Scottish Government has advised that its approach to allocating funding has been a response to the significantly higher level of resources set out in local authorities' RRTPs than available for rapid rehousing and also to the wide variation in approaches and costings within plans.
- 3.12 Further Scottish Government funding of £8m for RRTPs remains to be allocated for 2021/22 but it is possible that it could be allocated on a plan-based approach. If this approach is adopted, officers would expect that the Council would receive a higher level of funding than the previous two years. However, assuming that there is no change, the Council would receive the same allocation for 2021/22 as the previous year and this would result in a total allocation for the first three years of the plan of **£283,000**. The decision to allocate funding over only a 3 year period whilst RRTPs have been developed for a 5 year period will create a further challenge to delivery and will require careful management. There is no indication at this stage of the level of funding expected for 2022/23 and 2023/24. It is now evident that the Council will not receive the level of funding it needs to deliver its RRTP and that meeting the initial ambitions of the plan will not be possible.

#### **4. REVISED MORAY RRTP**

- 4.1 The RRTP states that where homelessness cannot be prevented, the Council would implement its Rapid Rehousing Transition Plan where appropriate. This means that homeless households would get:

- A settled, mainstream housing outcome as quickly as possible;
- Time in any form of temporary accommodation kept to a minimum; and
- Where temporary accommodation is required, the optimum type is mainstream, furnished and within a community.

- 4.2 The RRTP strategic document sets out priorities for the next 5 years, which are:

- 1) Vulnerabilities/Support/Housing First/Housing Options
- 2) Reconfiguring temporary Accommodation

### 3) Provision of permanent accommodation

- 4.3 Officers have reviewed the RRTP taking account of the resources available to deliver plan priorities. Understandably, this has necessitated a major scaling down of the level of transformational change in homelessness services set out in the original plan (available at [http://www.moray.gov.uk/moray\\_standard/page\\_1917.html](http://www.moray.gov.uk/moray_standard/page_1917.html)). Details of the amended RRTP Action Plan are provided at **APPENDIX I**. In revising the plan, officers have assumed that Council's funding allocation for 2019/20, 2020/21 and 2021/22 will be £283,000. The revised plan covers only these 3 years and not the 5 year period of the original plan. It is anticipated that there will be no expenditure on the plan in 2019/20 and that the funding allocation will be carried forward to the next year.
- 4.4 The Housing Occupational Therapist post and the family mediation service have been omitted in the revised Action Plan. The Homeless Policy Officer is reduced from a full to a part-time post. The number of Housing Support staff working on Housing First has been reduced from 5 to 2 posts, supporting 10 tenancies per year instead of 15. The reduced resources will clearly impact the targets detailed in the RRTP, including those reducing homelessness in Moray, the use of temporary accommodation, additional tenancy sustainment and reduced evictions and the fast tracking of health/homelessness assessments.
- 4.5 It should be noted that a significant level of activity proposed in the Action Plan did not form part of the bid submission as there were no costs. This included:
- increasing the quota of housing allocations to homeless applicants to 50%;
  - working closely with partner housing providers and to review eviction policies to try and reduce the number of tenancy breakdowns/failures;
  - accessing specialist homeless prevention training for staff which will be funded through the North East, Highlands and Islands Hub Group; and
  - continuing to reconfigure the stock of temporary accommodation to ensure that the profile meets the service requirements.
- 4.6 It is proposed that, on the basis of the updated Action Plan, officers prepare a revised RRTP and associated performance indicators for submission to the Scottish Government. Whilst it is recognised that achieving the aims of the original RRTP was resource dependent, the revised plan will still seek to contribute to the transformation in homelessness services in Moray. The revised RRTP will be presented to this Committee at its meeting in March 2020.

## 5. **SUMMARY OF IMPLICATIONS**

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

The Local Housing Strategy focuses on a set of outcomes that contribute to the achievement of the Council's wider strategic aims and priorities, in particular meeting statutory obligations to homeless households.

**(b) Policy and Legal**

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

**(c) Financial implications**

The RRTP has been revised to take account of the resources made available by the Scottish Government to deliver the plan proposals in 2019/20 and 2020/21. An assumption has been that the Council will receive the same level of resources in 2020/21 and in 2021/22. Officers are confident that the Council can be expected to receive this level of resources.

Whilst not ring-fenced, the Scottish Government has advised local authorities that the funding allocation should be used for no other purpose than the delivery of RRTPs.

The RRTP Action Plan will be reviewed annually. This review will include a review of the financial implications at that time.

**(d) Risk Implications**

There are no risk implications arising directly from this report.

**(e) Staffing Implications**

Staffing proposals are included in the Action Plan (**APPENDIX I**). Staffing posts will be met from the Scottish Government's funding allocation. As the funding is for a fixed-term, any appointments made would also be made on a fixed term basis only. Human Resources will be consulted to agree appropriate contracts of employment. The RRTP Action Plan will be reviewed annually. This review will include a review of the staffing implications at that time.

**(f) Property**

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

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

The housing needs of equalities groups are identified in the Local Housing Strategy (LHS). A RRTP Equalities Impact Assessment has been developed and published.

The increase in the Allocations Policy quota for Homeless List applicants is necessary in order to meet the urgent housing needs of statutorily homeless people. The increase is modest to achieve an appropriate balance between the Homeless List and Waiting/Transfer List applicants, which include older people, people with a disability, and children living in overcrowded households.

**(h) Consultations**

Consultation on this report has taken place with the Depute Chief Executive (Economy, Environment and Finance), the Acting Head of Housing and Property, the Chief Officer of Moray Integration Joint Board, the Acting Housing Strategy and Development Manager, the Housing Operations Manager, Deborah O'Shea (Principal Accountant), Legal

Services Manager (Property and Contracts), Equal Opportunities Officer, Caroline Howie (Committee Services Officer) and any comments have been incorporated into the report.

## **6. CONCLUSION**

- 6.1 The Council's RRTP has been revised to take account of the resources made available by the Scottish Government to deliver it. This report asks the Communities Committee to agree the revisions of the plan prior to submission to the Scottish Government.**

Author of Report: Gordon McCluskey, Housing Needs Manager

Background Papers: with author

Ref:



## RAPID REHOUSING TRANSITION PLAN

## APPENDIX I

### FINANCIAL SUMMARY

### BID SUBMISSION

YEAR 1	2019/20	£0
YEAR 2	2020/21	£135,180
YEAR 3	2021/22	£144,194
		£279,374

## YEAR 1

What is in Place Already	Resources Required	Bid(£)	Other Comments or Future Action
Training is currently ad-hoc but will now be supported by a Training Plan developed through the HUB	No cost envisaged	0	Year 1 to include poverty and how this impacts on vulnerable households
The training proposed will be aimed at those working with homeless households across the HUB areas		0	Year 1 to include physical/mental health and how this impacts on vulnerable households
Training will be delivered by Corporate Training Team/Financial Inclusion Teams	No cost envisaged	0	Year 1 -awareness of financial services/benefit advice/Income Maximisation
The new service will be based around the Council's scatter flat initiative with minor adjustments	Housing Policy Officer to develop the Council's approach with partners (See line 15)	0	The policy needs to be in place by 1 April 2020
Training is delivered in an adhoc manner. The Training Plan will focus on good practice and be mandatory for relevant staff.	Housing Policy Officer will develop the Training Plan (See line 15)	0	The plan will be developed during Year 1 and will become a mandatory requirement for relevant staff
The Council provides £30k per annum to provide independent advice to those who are homeless or at risk of homelessness	Service Managers will meet with CAB to agree revised prevention targets	0	This may lead to further prevention targets in future years
RSL's have their own policies relating to each service area but these now need to reflect a prevention agenda	Policy Officer will update both documents (see line 15)	0	RSL's will be asked to take on a greater role in terms of homeless prevention
At 1 April 2019 the Council had 173 units of temporary accommodation	Reduction will be achieved using existing resources	0	
RSL rents are higher than rents charged for Council T/A. Most RSL properties are subsidised by the Council	Senior Managers to discuss with RSL's with the aim of reducing costs	0	Cheaper accommodation will reduce poverty levels for households on low incomes placed in T/A
Potential increases/decreases in homelessness will help inform a realistic target for reducing time spent in temporary accommodation	Policy Officer in consultation with service managers will determine target for 2020/21	0	No additional cost
Allocation Policy and Quotas agreed on an annual basis	35 additional properties in Year 1 will be generated as part of the revised quotas	0	No additional resources required
Both these agreements are in place but need to be updated to reflect the priorities set out in the RRTP	Policy Officer will update both documents (see line 15)	0	The revision of these policies is expected to increase the number of permanent lets to homeless households
Housing Liaison Group in place; Good links with MIJB; Collective approach to be developed for homeless households	Housing/MIJB Managers to develop joint approach to support vulnerable households	0	This approach will consider the possibility of co-location of resources
Enhanced Service Provision (to include basic furniture) with MFS	Discussions will be progressed with MFS in 2019/20 to agree approach	0	A new service will need to be in place by 1 April 2020
The Council attends the Moray Poverty Forum and there is a willingness to further develop services for those in poverty		0	Food Poverty will be an area progressed by the Council and Moray Foodbank in 2019/20
	<b>YEAR 1</b>	<b>Total Bid £0</b>	

## YEAR 2

Recurring Costs carried forward from the previous year

Prevention

Temporary Accommodation

Permanent Accommodation

Working with Partners

Action	What is in Place Already	Resources Required	Bid	Other Comments or Future Action
<b>Prevention</b>				
Enhance Housing Support for vulnerable households to prevent homelessness	Housing Support Service currently work with 192 vulnerable households. This additional resource will allow the Council to do more prevention activities with more households	Housing Support Assistant x 1 (Grade 7)	37,856	Reduce Evictions - Target 25 households
Policy and Procedures relating to Housing Options/Homelessness to be updated as part of RRTP	The Council's Policy Team in funded mainly from the HRA. This post will concentrate on Homeless Services	Housing Policy Officer x 0.5 FTE (Grade 9)	25,672	Post will develop and review policies relating to homelessness and the RRTP
Review of annual vulnerability indicators (linked to Housing First)	Reviews will be completed by the Policy Officer	Policy Officer (already in place)	0	No additional cost
<b>Temporary Accommodation</b>				
Temporary Accommodation to be reduced by 10 units - Natural Rotation of tenancies 3+ years	Annual reconfiguration of temporary accommodation delegated to the Head of Housing and Property	Reduction to be achieved within existing resources	0	Review will completed using existing resources
Set annual reduction target for time spent in temporary accommodation based on homelessness outcomes 2020/21	Potential increases/decreases in homelessness will help inform a realistic target for reducing time spent in temporary accommodation	Policy Officer in consultation with service managers will determine target for 2021/22	0	No additional cost
<b>Permanent Accommodation</b>				
Housing First in place providing 10 properties for households with complex needs	Implment Housing First Model developed in Year 1	Housing Support Worker (2 x FTE) @ Grade 4 (Basic salary)	52,610	These posts to be recruited by 1 April 2020. The number of units assumes no significant increase in the number of households requiring Housing First
Void Rent Loss to the HRA linked directly linked to Housing First	Average Weekly Rent for 1 bedroom = £50.69 - Costs assessed over 15 properties anticipating an average 4 weeks delay		3,042	Costs associated with potential rent loss deemed reasonable

Properties will be decorated in line with the Council's decoration policy relating to vulnerable households	Costs for these works are currently met in full by the Housing Revenue Account	No additional resources required	0	Costs per unit is anticipated to be in the region of £1,800 per unit = £18,000 for 10 units
Review Housing Allocation Quotas for 2020/21	Allocation Policy and Quotas agreed on an annual basis	Review to be completed within existing resources	0	Number of additional properties in Year 2 to homeless lets to be determined as part of the revised quotas
<b>Working with Partners</b>				
Basic Furniture included within the starter packs provided by Moray Fresh Start	Costs linked to Scotland Excel Furniture Contract	10 x 1 bedroom properties @ £1,600 per unit	16,000	
Prevention of Homelessness Target agreed with Citizens Advice Bureau	Service is already funded but revised target needs to be agreed with CAB	The Homelessness Service already funds the service (£30k per annum)	0	Any target agreed may influence future allocation quotas

<b>YEAR 2</b>	<b>Total Bid £135,180</b>
---------------	-------------------------------

## YEAR 3

### Recurring Costs carried forward from the previous year

#### Prevention

#### Temporary Accommodation

#### Permanent Accommodation

#### Working with Partners

Action	What is in Place Already	Resources Required	Bid	Other Comments or Future Action
		<b>Recurring Costs carried forward from the previous year</b>	<b>£135,180</b>	
<b>Prevention</b>				
Review Housing Options and Homelessness Approach (Mid-Point Review)	Review key actions implemented as part of the RRTP (YEARS 1 and 2)	Work to be completed by the Policy Officer	0	No additional cost
Review annual Training Needs for Housing Options and Homelessness staff	Update Training Plan for Housing Options and Homelessness staff in consultation with Highlands and Islands HUB	Work to be completed by the Policy Officer	0	No additional cost
Review of annual vulnerability indicators (linked to Housing First)	Reviews will be completed by the Policy Officer	Policy Officer (already in place)	0	No additional cost
<b>Temporary Accommodation</b>				
Reduce Temporary Accommodation to be reduced by 20 units - Natural Rotation of tenancies 3+ years	Annual reconfiguration of temporary accommodation delegated to the Head of Housing and Property	Reduction to be achieved within existing resources	0	Increase to reflect potential closure of Guildry House
Set annual reduction target for time spent in temporary accommodation based on homelessness outcomes 2021/22	Potential increases/decreases in homelessness will help inform a realistic target for reducing time spent in temporary accommodation	Policy Officer in consultation with service managers will determine target for 2022/23	0	No additional cost
<b>Permanent Accommodation</b>				
Housing First in place providing 10 properties for households with complex needs	Increase linked to possible closure of Guildry House	Possible impact on HRA in Year 3 - (additional rent loss)	1014	Increase applied for 1 year only. The number of units assumes no significant increase in the number of households requiring Housing First
Review Housing Allocation Quotas for 2021/22	Allocation Policy and Quotas agreed on an annual basis	Review to be completed within existing resources	0	Number of additional properties in Year 4 to homeless lets to be determined as part of the revised quotas

<b>Working with Partners</b>				
Basic Furniture included within the starter packs provided by Moray Fresh Start	Costs linked to Scotland Excel Furniture Contract	5 additional 1 bedroom properties @ £1,600 per unit	8,000	
Review of Partner contributions in delivering the RRTP - (Mid-Point Review)	Policy Officer will complete this review	Cost of Policy Officer already factored into the RRTP	0	Areas for Improvement identified and factored into YEARS 4 & 5

<b>YEAR 3</b>	<b>Total Bid £144,194</b>
---------------	-------------------------------




---

**REPORT TO: COMMUNITIES COMMITTEE ON 17 DECEMBER 2019**

**SUBJECT: HOUSING AND PROPERTY SERVICES – SERVICE PLAN  
2019/20**

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

**1. REASON FOR REPORT**

- 1.1 To ask the Committee to consider the proposed Housing and Property Services Service Plan for 2019/20.
- 1.2 This report is submitted to Committee in terms of Sections III (A) (4) and III (G) (15) of the Council's Scheme of Administration relating to public performance reporting; and developing and monitoring the Council's Performance Management Framework for the Communities Services.

**2. RECOMMENDATION**

- 2.1 **It is recommended that Communities Committee considers and approves the draft Housing and Property Services Service Plan for 2019/20, as set out in APPENDIX I.**

**3. BACKGROUND**

- 3.1 On 28 May 2019, this Committee considered and noted the progress achieved at year-end on the Housing and Property Service Improvement Plan for 2018/19 (paragraph 10 of the Minute refers).
- 3.2 On 7 August 2019, the Council approved a new Performance Management Framework (paragraph 7 of the Minute refers). This followed a comprehensive review of the performance management framework led by the Corporate Management Team (CMT)/Senior Management Team (SMT) and supported by the Improvement Service. The new framework has strengthened the “golden thread” linking the outcomes and priorities of the Council's strategic plans to service plans and has simplified the approach to service planning by avoiding duplication with other performance management systems. To allow Corporate Plan priorities to be embedded in the service planning process, service plans are to be considered by service committees during Quarter 3 of 2019/20.
- 3.3 On 2 October 2019 the Council approved the draft Corporate Plan 2019-2024 for public engagement (paragraph 9 of the Minute refers). Whilst it is

recognised that the corporate plan will be refined through the engagement work, the overarching priorities of the draft plan will allow services to prepare their service plans for 2019/20 on the basis of its core aspects. Service Plans for 2020/21 will be updated to reflect changes emerging from the engagement process or as other priorities change (e.g. Local Outcomes Improvement Plan (LOIP) or national priorities).

- 3.4 Given that there has not been a significant change in the challenges facing the Council and Moray as a whole, the draft Corporate Plan 2019-24 builds on the high level priorities of the previous plan and the LOIP and continues to address the ongoing issue of creating a financially sustainable Council.
- 3.5 The LOIP (10 year plan) and the Corporate Plan 2023 are the key documents that influence the development of the Housing and Property Services Service Plan 2019/20.

#### **4. HOUSING AND PROPERTY SERVICES SERVICE PLAN 2019/20**

- 4.1 The draft plan has sought to contribute to the delivery of the following specific Corporate Plan/LOIP outcomes:
- Our People: opportunities for people to be the best they can be (Corporate Plan); Building a better future for our children and young people (LOIP)
  - Our Future: create a vibrant economy (Corporate Plan); Growing a diverse and sustainable economy (LOIP)
  - A Sustainable Council that provides valued services to our communities (Corporate Plan)
- 4.2 The actions and outcomes identified in the plan are not only closely linked to corporate priorities but are also intended to be achievable and measurable and can be delivered with the resources available to the service.
- 4.3 The plan uses the new service plan template and identifies the resources and budget for the service, the key improvements the service will undertake (Section 3) and the strategic priorities to which the plan will contribute (Section 4). The plan also identifies service actions that are not directly linked to the strategic priorities but which are important for service improvement and development (Section 5).
- 4.4 The plan takes account of a range of factors used by service managers to identify the improvements planned for services, including the resource position, the legislative framework, risk, customer needs and expectations, performance drivers and the regulatory framework. The development of the plan has followed the guidance set out in the Council's new Performance Management Framework and focusses on strategic priorities and outcomes in the approach to managing service performance.
- 4.5 The plan will be reviewed and updated annually and a six monthly progress reported to this Committee. The first progress report will be presented to this Committee at its next meeting on 3 March 2020.



## **5. SUMMARY OF IMPLICATIONS**

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

The Housing and Property Services Service Improvement Plan has been structured to support the Corporate Plan 2019-24 and the LOIP. The plan sets out how service objectives and strategies will contribute to the achievement of the Council priorities around Our People, Our Place and Our Future.

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

Statutory requirements and Council policies are considered by managers when preparing service plans for the year ahead.

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

The plan takes account of the financial resources available to Housing and Property Services to deliver its objectives.

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

Up to date risk registers are maintained and considered by managers as part of the service planning process.

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

The service plan is a key driver of workforce planning undertaken by managers in Housing and Property Services. The plan will ensure that work plans for staff align with corporate and service objectives.

### **(f) Property**

There are no Property implications arising from this report.

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

Managers consider equalities issues for staff and service users when assessing current service delivery arrangements and future arrangements.

### **(h) Consultations**

This report has been prepared in consultation with service managers and Caroline Howie (Committee Services Officer) who agree the content of the report where it relates to their area of responsibility.

## **6. CONCLUSION**

### **6.1 The Housing and Property Services Service Plan contributes to the achievement of the corporate priorities set out in the draft Corporate Plan 2019-24 and identifies the key service improvements that will be undertaken during the year. The plan takes account of the resources available to the service to deliver priorities.**

Author of Report: Graeme Davidson, Acting Head of Housing and Property

Background Papers: With author

Ref:



## APPENDIX I

<b>1. Service Definition:</b> Management and maintenance of Council housing stock, local strategic housing function, statutory duties in relation to homelessness and fuel poverty, development and delivery of the Moray Affordable Housing Supply Programme, maintenance of the Council's corporate buildings, management of the Council's corporate property portfolio and the industrial estate, Building Service DLO, Property Design, Asset Management and Estates functions.	
<b>2. Service Resources:</b> 321 FTE, Budget: HRA (£19.4m), EESSH (£1.189m), Affordable Housing Investment Programme Allocation (£9.08m), Home Energy Efficiency Programme Allocation (£1.043m), Rapid Rehousing Transition Plan (awaiting approval).	
<b>3. What have we identified for improvement in 2019/20</b>	<b>What evidence did we use to identify this improvement? Please add benchmark information wherever available and relevant to the improvement.</b>
1. Increased supply of affordable housing across Moray	1. Housing Needs and Demand Assessment (HNDA) 2017 identifies ongoing shortfall of affordable housing to meet housing need in Moray. 2,120 (424 p.a.) new affordable housing units required between 2018 and 2024. As at 31 March 2019, 3,137 households registered on Council's Waiting List (8 applicants for every vacancy).
2. Actions to address fuel poverty in Moray	2. Scottish Housing Condition Survey estimates that 42% of households in Moray are in fuel poverty, higher than the Scottish average of 27%.
3. Approach to addressing Homelessness	3. HNDA 2017 and Council House Waiting List.
4. Improve Council's housing stock to Energy Efficiency Standard for Social Housing (EESH)	4. Housing Stock Condition Database. 57% of Council stock EESH compliant as 31 March 2019.
5. Implement the recommendations of the Property Asset Management Appraisal (PAMA).	5. Property Asset Management Appraisal.
6. Improve performance of Building Services DLO.	6. Building Services DLO Improvement Plan 2019/20. Review of DLO key performance indicators. Implementation of Change Management Plan.
7. Enable Property Services to fulfil landlord role for School Estate.	7. Implementation of Asset Management Change Management Plan.
8. Sale of property assets	8. Ongoing appraisal of Property Portfolio and use of capital receipts to improve Council's budgetary position.
9. Climate Change Strategy and Action Plan	9. Council's Declaration of Climate change Emergency in June 2019.

## APPENDIX I

4. Strategic Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 high 3 low and 4 for ongoing, 5 for on hold?)
(CP) A Sustainable Council: that provides valued services to our communities	Implement Property Asset Management Appraisal Improvement Plan (PAMA)	A sustainable Property Portfolio and better use of property assets  Reduced financial burden of maintaining the Council's property assets	Report on Improvement Action Plan	31 March 2020	Transformation Officer	1
(CP) A Sustainable Council: that provides valued services to our communities	Develop and Implement Change Management Plans for Property Services and Building Services DLO	Improved repairs and maintenance service for Council buildings  Improved performance of DLO	Delivery of Change Management Plans  Approval of plans by Council	31 March 2020	Transformation Officer	1
(CP) A Sustainable Council: that provides valued services to our communities	Dispose of surplus Council properties	Sales receipts received by the Council  Deliver Council budget savings	£1m of sales receipts.	31 March 2020.	Design Manager	4
(L) Growing, diverse & sustainable economy. (CP) Our Future: Create a vibrant economy	Prepare a Climate Change Strategy and Action Plan	Achieve carbon neutrality for Council activities by 2030	Approval of strategy and action plan with performance indicators by P&R Committee	31 March 2020	Head of Housing and Property	1
5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating

## APPENDIX I

Provide an adequate supply of affordable housing in Moray	Deliver the Moray Affordable Housing Supply Programme 2019/20	Meet housing need in Moray, including older people and those requiring specialist housing  Prevent and alleviate homelessness	Achieve completion of 72 new affordable houses (28 Council)  Deliver 30% of programme as specialist housing  Spend Scottish Government funding allocation of £9.08m  Deliver 50 new Council houses per annum over the next 3 years  Prepare Strategic Housing Investment Programme 2019-22	31 March 2020  31 March 2020 and annual  31 March 2020  31 March 2021 and annual  31 December 2019	Housing Strategy and Development Manager	1
Transform the approach to addressing homelessness in Moray	Deliver Rapid Rehousing Transition (RRTP) Plan 2019-2024	Homeless people get a settled mainstream housing option as quickly as possible  Time spend in temporary accommodation is kept to a minimum  Reduction in repeat homelessness and tenancy breakdown for people with complex health and care needs	Reduce the number of households in temporary accommodation by 20 in 2019/20 and 10 in 2020/21  50% Council house allocations to Homeless List  Provide additional housing support for tenancy sustainment to 30 households  Funding secured from Scottish Government to deliver a sustainable plan.	31 March 2024 but annual monitoring of progress.  31 March 2020  31 March 2021  31 March 2020 (Years 1to3)	Housing Needs Manager	1
Reduce fuel poverty in Moray	Deliver Moray Home Energy Efficiency Programme (HEEPS)	As many households as possible live in a warm, comfortable home they can afford to heat; people live in energy efficient homes	Spend Scottish Government funding allocations of £1.453m (2018/19) by 31 October 2019 and £1.437m (2019/20) by 30 June 2020	30 June 2020	Housing Strategy & Development Manager	2
Improve the energy efficiency of the Council's housing stock	Deliver Energy Efficiency Standard for Social Housing (EESH) programme for Council housing	The standard of Council housing meets regulatory and statutory requirements	All Council houses EESH compliant by December 2020 (63% by 31 March 2020)	31 December 2020	Asset Manager	2
Improve management of void Council houses	Implement and assess Void Improvement Pilot	Reduction in timescales to repair void properties	Average time to let empty houses reduced to 32 days  Rent loss due to voids reduced to 0.63% of rent due	31 March 2020	Asset Manager	1

## APPENDIX I

The condition of Council houses is good and meets required standards.	Complete Stock Condition Survey of Council houses	Better understanding of condition of Council housing stock and a fully costed investment programme to meet required standards	New Stock condition database to inform and develop planned maintenance programme	31 May 2020	Asset Manager	1
Improve financial performance of the Building Services DLO	Implement the DLO Improvement Plan 2019/20	Financially sustainable DLO	DLO budget statement at 31 March 2020	31 March 2020	Building Services Manager	1
Compliance with new fire and smoke alarm legislation in all Council houses	Deliver a programme of fire and alarm upgrades to all Council houses by February 2021	Compliance with legislative requirement as social housing landlord  Increased standard of fire and carbon monoxide protection for Council tenants	All Council housing upgraded to legislative standard.	1 February 2021	Asset Manager	2
Make the best use of the Council's property assets	Implement Property Asset Management Appraisal Improvement Plan (PAMA)	A sustainable Property Portfolio that will meet service needs of Moray's community into the future.  Reduced financial burden of maintaining the Council's property assets.	Report on Improvement Action Plan  £1m in sales receipts for surplus Council properties  Deliver Council budget savings: £250k capital £200k revenue	31 March 2020  31 March 2020  31 March 2021 31 October 2020	Transformation Officer  Design Manager  Transformation Officer/Head of Housing and Property Services	1
Make best use of staff resources and reshape functions to meet service requirements	Develop and Implement Change Management Plans for Property Services and Building Services DLO	Improved repairs and maintenance service for Council buildings.  Improved performance of DLO.	Delivery of Change Management Plans  Approval of plans by Council	31 March 2020	Transformation Officer	2



**REPORT TO: COMMUNITIES COMMITTEE ON 17 DECEMBER 2019**

**SUBJECT: HOUSING AND PROPERTY SERVICES BUDGET MONITORING – 31 OCTOBER 2019**

**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 31 October 2019.
- 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 Communities Committee considers and notes the budget monitoring report for the period to 31 October 2019.**

## **3. BACKGROUND**

- 3.1 The Council agreed the HRA Budget for 2019/20 at a special meeting on 27 February 2019 (paragraph 6 of the Minute refers). Housing and Property budget monitoring reports are presented to each cycle of meetings.

## **4. HOUSING REVENUE ACCOUNT TO 31 October 2019**

- 4.1 **APPENDIX I** details the HRA budget position to 31 October 2019.
- 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 £297k. There were underspends in reduced insurance premiums (£184k) due to a new council insurance contract, staffing (£167k), training (£6k), tenant participation (£2k), and other minor cumulative net underspends (£12k). These underspends were reduced by overspends in void rent loss (£68k) and council tax (£6k).
  - 4.2.2 **Sheltered Housing** – there was an underspend of £4k due to lower than expected energy costs. This position will change over the winter period.

- 4.2.3 **Repairs and maintenance** – there was an overspend of £273k in the repairs and maintenance budgets. The overspend includes void works (£25k), response repairs (101k) and planned/cyclical works (£147k).
- 4.2.4 **Bad and doubtful debts** – there was an underspend of £36k to date due to fewer write offs than expected being approved in the period.
- 4.2.5 **Downsizing Incentive Scheme** – there was an underspend of £8k with fewer transfers than expected completed by 31 October 2019.
- 4.2.6 **Service Developments** – the budget of £39k included provision for ICT improvements (£5k), a review of the Housing Business Plan (£12k) and funding for the Research and Information Officer within the Community Safety Team (£22k). The budget is showing a minor underspend of £6k to date.
- 4.2.7 The income at 31 October 2019 was £6k lower than originally projected.

## 5. **HRA PROJECTED OUTTURNS 2019/20**

- 5.1 **APPENDIX I** also details projected outturns for 2019/20.
- 5.2 Expenditure
  - 5.2.1 **Supervision and management** - an underspend of £440k is projected. This variance results from projected underspends in staffing (£296k), Insurance (£168k), shared accommodation costs (£45k) and other minor cumulative net underspends (£18k). This is reduced by a projected overspend in voids (£87k)
  - 5.2.2 **Sheltered Housing** - an underspend of £10k is projected due to lower energy costs and the transfer of the rates liability for the communal facilities at Gurness Circle to the Moray Integration Joint Board. This is an appropriate transfer given that these facilities are now being used to provide day care services for older people.
  - 5.2.3 **Repairs and Maintenance** - an underspend of £411k is projected. Planned/ Cyclical works are projected to underspend (£733k) but this will be reduced by overspends in response repairs (£269k) and voids (£53k).
  - 5.2.4 **Financing costs** - an underspend of £469k is projected due to lower borrowing requirements, lower expenditure on new build and the continued level of Capital from Current Revenue (CFCR) used to keep borrowing to a minimum.
  - 5.2.5 **Bad and Doubtful debts** - an underspend of £125k is projected due to lower write-offs than originally expected.
  - 5.2.6 **CFCR** - the level of CFCR is projected to increase by £1.5m due to underspends elsewhere across the HRA budget.
  - 5.2.7 **Downsizing Incentive Scheme** – it is currently projected that the full budget (£72k) will spend by year end.



5.2.8 **Service Developments** – an underspend of £5k is currently projected due to the Business Plan costing less than expected and there is also a small underspend in the ICT budget.

5.2.9 **Total expenditure on the HRA** - is projected to be £41k higher than budgeted.

### 5.3 Income

5.3.1 Minor variations are projected for income on non-dwelling rents, house rents and other income during 2019/20.

5.3.2 Total income to the HRA is projected to be £41k higher than originally budgeted for 2019/20.

5.4 Overall, a surplus balance of £1.172m is projected for the HRA budget in 2019/20.

## 6. **OTHER HOUSING BUDGET**

6.1 **APPENDIX II** provides details of the budget position to 31 October 2019.

6.2 **Planning and Development** consists of Improvement Grants and Affordable Housing budgets. There were underspends of £70k to date. This includes underspends in discretionary grants (£51k), admin costs (£5k) and income (£14k).

6.3 **Housing Management** relates to the Gypsy/Traveller budget. The position at 31 October 2019 shows that it is currently on budget.

6.4 **Homelessness/Allocations** comprises of Homelessness and Housing Support services. There was an overspend of £9k in this budget. Overspends in housing support (£6k) and temporary accommodation (£20k) are reduced by an underspend in the other homelessness budget (£17k). Homelessness is a “high risk” budget and pressures can quickly arise if homelessness increases. Service Managers continue to closely monitor this budget.

6.5 **Miscellaneous General Services Housing** comprises of House Loans, a maintenance bond from Grampian Housing Association and the new complex needs development at Urquhart Place, Lhanbryde. The budget is showing an underspend of £16k with the underspend at Urquhart Place (£25k) reduced by an overspend in the maintenance bond (£9k) which is now exhausted.

6.6 **The Building Services Budget** is reported in detail separately on this Committee’s agenda and any surplus achieved will return to the HRA.

6.7 **The Property Services Budget** includes the budgets for the Design Team and Property Resources. There was an underspend of £206k to date with Design showing an underspend of £60k across a range of budgets and Property Resources also underspent by £146k.

6.8 As at 31 October 2019, the Other Housing budget shows a net underspend of £284k.

## **7. OTHER HOUSING PROJECTED OUTTURNS 2019/20**

- 7.1 **APPENDIX II** also indicates the projected outturns for 2019/20.
- 7.2 **Planning and Development** is projected to underspend by £23k. This assumes, based on current projections, that discretionary grants are likely to underspend.
- 7.3 **Housing Management** is projected to underspend by £4k. The main reason for this is end of year recharges – the Housing Revenue part funds the staffing element (£2k) and other minor recharges (£2k) are also anticipated.
- 7.4 **Homelessness/Allocations** projects an underspend of £1k. An overspend in housing support (£16k) is reduced by an underspend in the homelessness budget (£17k)
- 7.5 **Miscellaneous General Services Housing** –projects an underspend of £14k. The main reason for this is lower than anticipated repairs and maintenance costs relating to Urquhart Place.
- 7.6 **Building Services** projected outturn is considered in further detail in the separate report on the Committee's agenda.
- 7.7 **Property Services** projects an underspend of £99k. The main underspend is within Industrial Estates (£437k) which is reduced by an overspend in Property Services (£338k) due mainly to reduced property fee income.
- 7.8 **Housing and Property Savings** – Staffing savings (£86k) are projected to be achieved by year end.
- 7.9 **Housing and Property Allocations** – is projected to overspend (£32k) due to lower than expected service recharges.
- 7.10 Overall, it is now projected that the Other Housing Budget in General Services will underspend by £196k on the agreed budget.

## **8. SUMMARY OF IMPLICATIONS**

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

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

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

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

### **(c) Financial Implications**

The financial implications of this report are considered in Sections 4 and 5 of this report and detailed in **APPENDICES I and II**.

**(d) Risk Implications**

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

**(e) Staffing implications**

None.

**(f) Property**

None.

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

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

**(h) Consultations**

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

**9 CONCLUSION**

**9.1 This report sets out the budget position for the HRA and General Services Housing budgets to 31 October 2019 and also comments on the variances on these budgets.**

Author of Report:	Graeme Davidson, Acting Head of Housing and Property
Background Papers:	Held by author
Ref:	CC/JS/LS – Housing Budgets –



## Budget Monitoring to 31 October 2019

Service Description	Annual Budget 2019-20	Budget to 31 October 2019	Actual to 31 October 2019	Variance to 31 October 2019	Projected Outturn to 31 March 2020	Projected Variance to 31 March 2020
<b>Expenditure</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>
Supervision & Management	4,272	1,981	1,684	297	3,832	440
Sheltered Housing	33	16	12	4	23	10
Repairs and Maintenance	6,707	3,302	3,575	(273)	6,296	411
Financing Costs	4,325	0	0	0	3,856	469
Bad & Doubtful Debts	250	58	22	36	125	125
CFCR	3,705	0	0	0	5,206	(1,501)
Downsizing Incentive Scheme	72	42	34	8	72	0
Service Development	39	23	17	6	34	5
<b>Total Gross Expenditure</b>	<b>19,403</b>	<b>5,422</b>	<b>5,344</b>	<b>78</b>	<b>19,444</b>	<b>(41)</b>
<b>Income</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>	<b>£,000</b>
Non-dwelling rents	214	164	164	0	214	0
House rents	19,062	11,532	11,522	(10)	19,100	38
IORB	35	0	0	0	38	3
Other income	92	54	58	4	92	0
<b>Total Income</b>	<b>19,403</b>	<b>11,750</b>	<b>11,744</b>	<b>(6)</b>	<b>19,444</b>	<b>41</b>
<b>Surplus / (Deficit) for the year</b>	<b>0</b>	<b>6,328</b>	<b>6,400</b>	<b>72</b>	<b>0</b>	<b>0</b>
<b>Accumulated Surplus Balance brought forward</b>			<b>1,172</b>		<b>1,172</b>	
<b>Estimated Surplus Balance at 31 March</b>			<b>1,172</b>		<b>1,172</b>	



## Monitoring to 31 October 2019

Service Description	Annual Budget 2019-20 £'000	Budget to 31 October 2019 £'000	Actual & Committed to 31 October 2019 £'000	Variance at 31 October 2019 £'000	Projected Outturn 2019-20 £'000	Projected Variance 2019-20 £'000
Planning & Development	274	79	9	70	251	23
Housing Management	16	19	19	0	12	4
Homelessness / Allocations	1952	1232	1241	(9)	1951	1
Miscellaneous General Services Housing	(20)	(12)	(28)	16	(34)	14
Building Services	0	0	(1)	1	(1)	1
Property Services	1007	584	378	206	908	99
General Services Housing & Property Savings	86	0	0	0	0	86
General Services Housing & Property Allocations	(170)	0	0	0	(138)	(32)
<b>General Services Housing &amp; Property Total</b>	<b>3145</b>	<b>1902</b>	<b>1618</b>	<b>284</b>	<b>2949</b>	<b>196</b>







**REPORT TO: COMMUNITIES COMMITTEE ON 17 DECEMBER 2019**

**SUBJECT: STRATEGIC HOUSING INVESTMENT PLAN 2020/2021 – 2024/2025**

**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) 2020/21-2024/25.
- 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 Communities Committee:-**

- i) considers and comments on the draft SHIP;
- ii) notes that the draft SHIP was submitted to the Scottish Government in November 2019; 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 contained 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 5 February 2019, the Communities Committee approved the Council's most recent SHIP (2019-24) for submission to the Scottish Government (paragraph 6 of the Minute refers).

- 3.3 In August 2019, the Scottish Government issued local authorities with revised guidance for preparing their SHIPs for 2020/21 -2024/25.
- 3.4 As part of the 'More Homes Scotland' initiative, the Scottish Government has committed to increasing the supply of affordable housing as a key national strategic priority. To support this priority, the Housing Minister has set aside £3 billion to fund the building of at least 50,000 affordable homes by March 2021. The Scottish Government has confirmed that SHIPs will be the key documents for identifying the strategic housing projects that will contribute to the achievement of the national supply target.
- 3.5 To help meet the target, the Scottish Government has provided local authorities with substantially increased resources to fund their local affordable housing programmes. Details of the resources being made available for the Moray programme are provided at Paragraph 4.12 of this report

#### **4. THE MORAY SHIP 2020/21 – 2024/25**

- 4.1 The draft SHIP submission is available on the Council's website at [http://www.moray.gov.uk/moray\\_standard/page\\_95565.html](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 The investment priorities set out in the SHIP have been developed to fit with the Local Housing Strategy 2019-24, which was approved by Communities Committee on 2 April 2019 (Paragraph 8 of the Minute refers).
- 4.4 In terms of geographical priorities, the SHIP seeks to allocate investment to areas where the demand for affordable housing is greatest. Accordingly, a significant level of funding has been directed to the Elgin Housing Market Area. The high priority projects for this area are Bilbohall, Findrassie; Spynie/Hamilton Gardens; Sunbank, Lossiemouth, Stynie Road, Mosstodloch and the former Spynie Hospital site. 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 where ever possible i.e. in the Buckie, Forbes, Keith and Speyside Housing Market Areas. The high priority projects for these areas are Banff Road, Keith; Speyview, Aberlour; Highland Yard and Muirton R7, Buckie and the former Pedigree Cars site, Forbes.
- 4.5 On 28 May 2019, this Committee considered the challenges of delivering new affordable housing outside the main towns and settlement areas and particularly in rural areas in Speyside and in coastal villages (paragraph 9 of

the Minute refers). In preparing the SHIP, officers undertook to carry out a review of potential affordable housing delivery opportunities at these locations. Following this review, and in consultation with Planning colleagues, a number of development sites outwith the main settlement areas have been added to the current SHIP, including sites in Dufftown, Craigellachie, Rothes, Cullen, Portknockie and Buckie (R7/R8).

- 4.6 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 has been driven by the arrangements and timescales agreed with developers for the delivery of affordable obligations. Consequently, any change in the plans of private developers could impact adversely on the delivery of the SHIP programme with impacts greater and more serious for major sites with large obligations, e.g. Findrassie and Sunbank, Lossiemouth.
- 4.7 The SHIP includes provision for the advance purchase of sites for affordable housing at the former Spynie Hospital site and R12/6 Bilbohall, Elgin and Garmouth Road, Lhanbryde. 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.
- 4.8 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 Council and Housing Association Housing Lists (mid-market rent). Accordingly, the proposals for the large sites at Bilbohall, Findrassie, the former Spynie Hospital site, Elgin; Banff Road, Keith, Stynie Road, Mosstodloch, include intermediate tenures (mid-market rent and/or shared equity) to promote tenure diversification.
- 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 (LD). 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 also seeks to contribute to the aims of Health and Social Care Moray's LD Service with the inclusion of developments with on-site support for people with LD at Highland Yard, Buckie and Garmouth Road, Lhanbryde. The supply of new specialist housing through the SHIP is a key element of the Housing Contribution Statement of Health and Social Care Moray's Strategic Plan.
- 4.10 To help achieve LHS fuel poverty and climate outcomes, the SHIP aims to ensure that all housing delivered by the Moray Affordable Housing Programme is built to "greener" standards for energy efficiency. Therefore, the SHIP makes provision for all projects to receive the additional £2k per unit grant subsidy for meeting this standard.

- 4.11 The LHS and Moray Local Development Plan are developed in tandem, and share common priorities relating to affordable housing, accessible housing and public health, and creating sustainable communities. The Council expects that projects funded through the affordable housing programme will comply with design guidance set out in local planning policy and will achieve a “green” standard in the Quality Audit carried out as part of the planning application process.
- 4.12 On 30 April 2019, the Scottish Government provided the Council with a Resource Planning Assumption (RPA) of £9.633m for 2020/21. The Government has not provided a RPA for beyond 2021, but current SHIP guidance suggests that local authorities assume the same RPA in future years when developing their forward plans.
- 4.13 The Scottish Government’s RPAs have been used as the key funding driver of the SHIP programme. 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.
- 4.14 In line with the Council’s Housing Business Plan assumptions, the programme set out in the SHIP will support the delivery of 50 council houses per annum over the next 3 years. The SHIP assumes that the balance of the Moray programme will be delivered by housing association partners whose contribution will be essential in ensuring that the funding is fully deployed to deliver the maximum number of affordable houses. As part of the programme management arrangements, the Council will be working closely with the housing associations, as well as the local office of More Homes Scotland, to address any issues and constraints that could cause slippage or delay.
- 4.15 The SHIP provides details of other sources of funding that can be used to support the Moray programme (Table 5 of the SHIP), including Council Tax discount from empty homes of around £600k per annum and developer obligations required by planning policy. Whilst it is likely that funding from the latter source will continue to remain negligible, it could be deployed to support project viability, particularly in rural areas where developments are generally smaller scale and costs can be higher.
- 4.16 The SHIP makes provision for financial support from the Scottish Government’s Housing Infrastructure Fund (HIF) (Tables 2 and 3 of the SHIP) to address the transportation infrastructure constraints affecting the key strategic site at Bilbohall, Elgin. The Bilbohall Masterplan was approved by Planning and Regulatory Services Committee on 13 November 2018 (paragraph 12 of the Minute refers). The Council has made a Notification of Interest to HIF for funding of £5.355m towards the cost of infrastructure that will service the Bilbohall Masterplan area. Subject to approval of the application, the Council and its partners in the Bilbohall Consortium will progress the first phase of housing and associated infrastructure as a key investment priority. The development of Bilbohall is the subject of a separate report elsewhere on this agenda.

- 4.17 The SHIP has been developed as a collaborative process involving other Council services, particularly Planning colleagues, Health and Social Care Moray, partner housing associations and local housing developers.

## **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)) Moray 2027 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 carried out in 2019.

### **(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) Consultations**

This report has been subject to wider consultation with the Depute Chief Executive (Economy, Environment And Finance), the Acting Head of Housing and Property, the Head of Development Services, the Head of Community Care, the Chief Officer (Health and Social Care Moray), Deborah O'Shea (Principal Accountant), the Legal Services Manager, the Housing Needs Manager, the Housing Services Manager, the Strategic Planning and Development Manager and Caroline Howie

(Committee Services Officer). Any comments received have been reflected in the report.

## **6. CONCLUSION**

- 6.1 This report provides the Committee with details of the Council's draft SHIP 2020/21-2024/25. The Committee is asked to note that the draft SHIP was submitted to the Scottish Government in November 2019, in accordance with SHIP Guidance and is asked to consider and comment on the consultative draft SHIP submission.**

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



**REPORT TO: COMMUNITIES COMMITTEE ON 17 DECEMBER 2019**

**SUBJECT: HOUSING INVESTMENT 2019/20**

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

## **1. REASON FOR REPORT**

- 1.1 This report informs the Communities Committee of the budget position to 31 October 2019 for the Housing Investment Programme for 2019/20.
- 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 considers and notes the position as at 31 October 2019 with regards to the Housing Investment Programme for 2019/20.**

## **3. BACKGROUND**

### **Investment Programme**

- 3.1 **APPENDIX I** shows income and expenditure for 2019/20. The Appendix includes expenditure on the Council house new build programme as 'Other Capital Expenditure'. This, however, is now the subject of a separate monitoring report and the figure is provided for information only. Spend of £6.286m was achieved on the Housing Investment Programme to 31 October 2019, which represents 46% of the agreed programme. Commitments are currently standing at £9.919m, which represents 73% of the programme. This commitment will increase further during the year as more projects are progressed. The level of expenditure within the individual budget headings which make up the programme are shown in paragraphs 3.2 to 3.5 below. The expenditure figure represents all payments which have progressed through the finance system to 31 October 2019. The Housing Investment Programme for 2019/20 continues to reflect investment required to maintain the housing stock at the Scottish Housing Quality Standard (SHQS), attain the Moray Standard (TMS) and replace life expired elements such as kitchens, heating and windows on a lifecycle basis. It also includes capital expenditure aimed at achieving the Energy Efficiency Standard for Social Housing (EESSH) by 2020 and moving towards EESSH2.

- 3.2 **APPENDIX II** shows expenditure on Response and Void Repairs. Spend was £2.284m to 31 October 2019 and represents 50% of the agreed programme. Commitment currently stands at £3.242m and represents 71% of the budget. Analysis of this expenditure has indicated that there has been 14% more response repairs (7,927) completed than at this point in the previous year (6,929). However, the average cost of a repair has reduced. This increase in response repairs expenditure is partially offset by a 12.5% reduction in expenditure in void repairs in comparison to the same point last year. Officers will continue to monitor this budget closely over the remainder of the financial year.
- 3.3 **APPENDIX III** shows expenditure on Estate Works. Spend of £234k was achieved to 31 October 2019 and represents 36% of the agreed programme level. Commitment currently stands at £312k and represents 48% of the programme.
- **Asbestos** – During the current financial year, a total of 42 properties had asbestos removal work. This includes 15 properties with asbestos tanks and 27 properties with associated debris or other asbestos containing materials (ACM's). It is anticipated that the number of tank removals will increase in the remaining part of the year. However, since the introduction of a new Asbestos Survey Strategy, the number of asbestos surveys being carried out as part of planned maintenance contracts has reduced significantly and it is expected that this will result in an underspend in the budget heading.
  - **Estates/Forum Upgrades** – Although commitment is low at this stage, project priorities for this year's programme are progressing towards site start. Estate walkabouts have taken place during September and new priorities identified for 2020/21. Prioritised projects will progress early in 2020, which will include additional roof and gutter cleaning, however a significant budget under-spend is predicted given the current expenditure total of £55k.
- 3.4 **APPENDIX IV** shows expenditure on Cyclic Maintenance. Spend of £436k was achieved to 31 October 2019 and represents 46% of the agreed programme level. Commitment currently stands at £807k and represents 85% of the budget.
- **Smoke Detector Servicing** – A programme to upgrade smoke alarms in all Council properties will be completed following changes to fire safety regulations. This upgrade contract is currently being procured and will include all Council houses. As a result, smoke detector servicing is now on hold and a budget year end surplus of £80k is anticipated. Building Services (DLO) resources will be redirected to new smoke alarm installations in accordance with the latest legislation, with a target compliance date of February 2021. The new requirements are expected to have a significant financial impact on budgets during the next financial year with estimate of total cost in excess of £2m.
- 3.5 **APPENDIX V** shows expenditure on Planned Maintenance and Other Investments. Spend of £3.332m was achieved to 31 October 2019 and represents 45% of the agreed programme level. Commitment currently stands at £5.558m and represents 75% of the programme.
- **Central Heating** – a major part of the programme now includes "one-off" unplanned heating and boiler replacements which were identified for



upgrade at servicing or void stage. This has impacted on the delivery of upgrades planned as part of both the central heating and EESSH programmes. Officers are currently reviewing both programmes to identify the scope of heating systems that require upgrading due to age, condition and EESSH compliance. It is anticipated that the number of heating upgrades will increase as part of the 2020/21 programme and that this will be a significant budget pressure.

- **EESSH Programme** - Officers are currently updating the EESSH programme of works on the basis of the progress made to date. The programme includes mainly heating upgrades. The EESSH programme will also include £200,000 for more central heating upgrades instructed through the Warm Homes Fund scheme. The updated proposals and investment for achieving EESSH compliance by December 2020 will form part of the HRA budget for 2020/21.
- **Plumbing Upgrades** – The expenditure within plumbing upgrades exceeds the commitment figure however this will be analysed and recoded to central heating where appropriate.

### **General Programme Updates**

- 3.6 A Stock Condition Survey of the Council's housing stock will be carried out early next year. The survey, which will cover a sample of 25% of the housing stock, will assess the internal and external condition of the stock and provide a costed programme of planned maintenance over the next 30 years. As well as lifetime component replacement, the programme will include improvements to meet the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing.
- 3.7 Contractors involved in the Warm Homes Fund heating project being carried out in conjunction with Perth and Kinross Council, Scottish and Southern Energy (SSE) and Scotia Gas Networks (SGN) have now commenced work on site and have completed 69 installations to date. The remaining 36 installations are now expected to be completed by March 2020 following delays relating to the new gas supplies and drop-outs due to tenant refusals.
- 3.8 The Council has been successful in its application to the Warm Homes Fund Round 4 with £1.072m awarded for heating upgrades to a further 245 Council properties. The upgrades will involve the replacement of electric or solid fuel heating with gas systems. It is anticipated that work will begin in January 2020. This funding will make a significant contribution to meeting EESSH compliance for Council properties.

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

- 3.9 **APPENDIX VI** shows the position with regard to grant expenditure for Private Sector Housing Grant to 31 October 2019. This budget in Category B is now the responsibility of the Moray Integration Joint Board and the information is only for noting at this Committee. The legally committed figure of £408k represents 82% of the allocated budget. Spend to 31 October 2019 was £307k which represents 61% of the allocated budget. The legally committed figure in Category C of £71k represents 68% of the allocated budget. Spend to 31 October 2019 was £14k which represents 13% of the allocated budget. There has been £24k repaid to this budget which has impacted on the legally committed and spend figures. There is every expectation that the budget figures will be met.

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

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

This proposal relates to:

Priority 1 - Creating a growing, diverse and sustainable economy; and  
Priority 2 - Empowering and connecting communities.

**(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 3.9 above, with details of the Council house new build programme now being the subject of a separate monitoring report.

**(d) Risk implications**

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

**(e) Staffing implications**

There are no staffing implications associated with this report.

**(f) Property**

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

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

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

**(h) Consultations**

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

## **5. CONCLUSION**

- 5.1 Housing investment for both the Council's housing stock and the private sector enables the Council to address the identified priorities to improve the quality of housing stock in Moray. More specifically, the 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: Daska Murray, Senior Housing Officer (Information)  
Background Papers: Held on file/sharepoint  
Ref:



## INVESTMENT PROGRAMME INCOME AND EXPENDITURE 2019/20

31 October 2019  
(all amounts in £'000)

## HOUSING INVESTMENT PROGRAMME

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance
<b><u>Expenditure</u></b>						
Response & Void Repairs	4,568	3,242	71%	2,284	50%	2,284
Estate Works	651	312	48%	234	36%	417
Cyclic Maintenance	955	807	85%	436	46%	519
Planned Maintenance (Revenue)	1,125	915	81%	728	65%	397
Planned Maintenance (Capital)	5,884	4,333	74%	2,454	42%	3,430
Other Investment (Revenue)	10	2	20%	2	20%	8
Other Investment (Capital)	350	308	88%	148	42%	202
<b>Sub Total</b>	<b>13,543</b>	<b>9,919</b>	<b>73%</b>	<b>6,286</b>	<b>46%</b>	<b>7,257</b>
<b><u>Other Capital Expenditure</u></b>						
New Build - Capital Costs	17,131			5,545		
<b>Total</b>	<b>30,674</b>			<b>11,831</b>		
<b><u>Funded by</u></b>						
HRA Revenue	7,309			3,684	50%	
Government Grant	6,898			2,904	42%	
Use of Council Tax Discount	525			0	0%	
Prudential Borrowing	12,237			5,243	43%	
Capital Receipts	0			0	n/a	
Useable Capital Receipts	0			0	n/a	
C.F.C.R	3,705			0	0%	
<b>Total</b>	<b>30,674</b>			<b>11,831</b>	<b>39%</b>	



## INVESTMENT PROGRAMME EXPENDITURE 2019/20

31 October 2019  
(all amounts in £'000)

Item 12

## RESPONSE AND VOIDS REPAIRS

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
West Area Office	1,453	846	58%	823	57%	630
East Area Office	1,126	1,004	89%	551	49%	575
Void House Repairs	1,429	1,221	85%	739	52%	690
Gas Heating Repairs	560	171	31%	171	31%	389
	<b>4,568</b>	<b>3,242</b>	<b>71%</b>	<b>2,284</b>	<b>50%</b>	<b>2,284</b>





INVESTMENT PROGRAMME EXPENDITURE 2019/20

31 October 2019  
(all amounts in £'000)

ESTATE WORKS

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance
Garage Upgrades	25	11	44%	6	24%	19
Asbestos	258	82	32%	69	27%	189
Landscape Maintenance	35	20	57%	15	43%	20
Estates/Forum Upgrades	258	110	43%	55	21%	203
Miscellaneous	75	89	119%	89	119%	-14
	651	312	48%	234	36%	417



INVESTMENT PROGRAMME EXPENDITURE 2019/20

31 October 2019  
(all amounts in £'000)

CYCLIC MAINTENANCE

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus commitments to date	Expenditure to date	% Budget spent to date	Budget balance
Gas Servicing	213	192	90%	141	66%	72
Solid Fuel Servicing	41	37	90%	16	39%	25
Air Source Heat Pump Servicing	82	74	90%	7	9%	75
Smoke Detector Servicing	120	167	139%	35	29%	85
PPR & External Painterwork	271	249	92%	202	75%	69
General Servicing	88	88	100%	35	40%	53
Inspections/House Surveys	140	0	0%	0	0%	140
	955	807	85%	436	46%	519



## INVESTMENT PROGRAMME EXPENDITURE 2019/20

31 October 2019  
(all amounts in £'000)

## PLANNED MAINTENANCE &amp; OTHER INVESTMENTS

	Annual Budget 2019/20	Expenditure plus commitments to date	% expenditure plus committed to date	Expenditure to date	% Budget spent to date	Budget balance
Kitchens and Bathrooms	1,375	1,257	91%	746	54%	629
Central Heating	2,527	1,457	58%	804	32%	1,723
EESHS Programme	1,189	810	68%	284	24%	905
Doors and Windows	793	809	102%	620	78%	173
<b>Sub Total (Capital)</b>	<b>5,884</b>	<b>4,333</b>	<b>74%</b>	<b>2,454</b>	<b>42%</b>	<b>3,430</b>
Rainwatergoods	200	138	69%	33	17%	167
Roof and Fabric Repairs	225	160	71%	113	50%	112
Plumbing Upgrades	200	278	139%	410	205%	-210
Electrical Upgrades	150	184	123%	64	43%	86
Safety & Security	20	23	115%	1	5%	19
Common Stairs	20	32	160%	7	35%	13
Insulation	200	5	3%	5	3%	195
Sheltered Housing	10	0	0%	0	0%	10
Decoration Vouchers	50	34	68%	34	68%	16
Shower Installations	50	61	122%	61	122%	-11
<b>Sub Total (Revenue)</b>	<b>1,125</b>	<b>915</b>	<b>81%</b>	<b>728</b>	<b>65%</b>	<b>397</b>
Disabled Adaptations	350	308	88%	148	42%	202
<b>Sub Total (Other Capital)</b>	<b>350</b>	<b>308</b>	<b>88%</b>	<b>148</b>	<b>42%</b>	<b>202</b>
Enabling Projects	10	2	20%	2	20%	8
<b>Sub Total (Other Revenue)</b>	<b>10</b>	<b>2</b>	<b>20%</b>	<b>2</b>	<b>20%</b>	<b>8</b>
<b>Total</b>	<b>7,369</b>	<b>5,558</b>	<b>75%</b>	<b>3,332</b>	<b>45%</b>	<b>4,037</b>



PRIVATE SECTOR HOUSING GRANT  
SCHEME OF ASSISTANCE - 2019/20

31 October 2019  
(all amounts in £'000)

	Budget Allocation 2019/20	Spend to date	Balance	Legally Committed	Completed Cases
<b>CATEGORY</b>					
<b>Independent Living</b>					
Category A (Revenue)	8	0	8	8	0
Category B	500	307	193	408	41
Category C	105	14	91	71	8
<b>Overall Total</b>	<b>613</b>	<b>321</b>	<b>292</b>	<b>487</b>	<b>49</b>

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

