



**Clackmannanshire
Council**

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Comhairle Siorrachd
Chlach Mhanann

Kilncraigs, Greenside Street, Alloa, FK10 1EB (Tel.01259-450000)

Place Committee

Thursday 12 September 2019 at 9.30 am

**Venue: Council Chamber, Kilncraigs,
Greenside Street, Alloa, FK10 1EB**

Date	Time
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Place Committee

The remit of the Place Committee is:

- (1) To determine policies for the environment, development and facilities and assets
- (2) To set standards for service delivery in the above mentioned areas
- (3) To secure best value in the provision of these services
- (4) To monitor performance in the delivery of services including consideration of:
 - quarterly service performance reports
 - inspection or other similar reports
 - financial performance
- (5) To keep under review the impact of the Committee's policies on Clackmannanshire
- (6) To take decisions on applications for Community Asset Transfer.

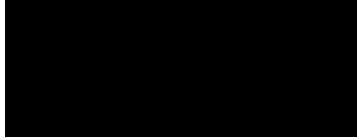
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3 September 2019

A MEETING of the PLACE COMMITTEE will be held within the Council Chamber, Kilncraigs, Greenside Street, Alloa, FK10 1EB, on THURSDAY 12 SEPTEMBER 2019 at 9.30 AM.



PETE LEONARD
Strategic Director (Place)

B U S I N E S S

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1. Apologies	--
2. Declaration of Interests Members should declare any financial or non-financial interests they have in any item on this agenda, identifying the relevant agenda item and the nature of their interest in accordance with the Councillors' Code of Conduct. A Declaration of Interest form should be completed and passed to the Committee Officer.	--
3. Confirm Minutes of Meeting held on 6 June 2019 (Copy herewith)	05
4. Financial Performance 2018/19 – June Outturn – report by the Chief Finance Officer (Copy herewith)	09
5. Scottish Housing Regulator Annual Return of the Charter (ARC) – report by the Strategic Director (Place) (Copy herewith)	21
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7. Wimpy Park Walled Garden Update Report – report by the Strategic Director (Place) (Copy herewith)	131
8. Scottish Materials Brokerage Service for Residual Waste Treatment/Disposal - report by the Strategic Director (Place) (Copy herewith)	137

Place Committee – Committee Members (Membership 8 - Quorum 4)

Councillors

Wards

Councillor	Craig Holden (Convenor)	4	Clackmannanshire South	SNP
Councillor	Donald Balsillie (Vice Convenor)	2	Clackmannanshire North	SNP
Councillor	Tina Murphy	1	Clackmannanshire West	SNP
Councillor	Les Sharp	1	Clackmannanshire West	SNP
Councillor	Martha Benny	2	Clackmannanshire North	CONS
Councillor	Derek Stewart	3	Clackmannanshire Central	LAB
Councillor	Kenneth Earle	4	Clackmannanshire South	LAB
Councillor	Bill Mason	5	Clackmannanshire East	CONS



**MINUTES OF MEETING of the PLACE COMMITTEE held within the Council Chamber,
Kilncraigs, Greenside Street, ALLOA, FK10 1EB, on THURSDAY 6 JUNE 2019 at 1.30
pm.**

PRESENT

Councillor Craig Holden (Convenor)
Councillor Donald Balsillie (Vice Convenor)
Councillor Martha Benny
Councillor Kenneth Earle
Councillor Les Sharp
Councillor Derek Stewart
Councillor Tina Murphy

IN ATTENDANCE

Garry Dallas, Strategic Director (Place)
Kate Fleming, Senior Housing Strategy Officer
Wilson Lees, Homelessness and Supporting People Manager
Scott Walker, Team Leader
Lawrence Hunter, Energy and Sustainability Strategy Officer
Ian Doctor, Service Manager Regulation
Judi Richardson, Performance and Information Officer
Lee Robertson, Solicitor, Legal and Democracy (Clerk to the Committee)
Melanie Moore, Committee Services

PLC(19)16 APOLOGIES

Apologies were received from Councillor Bill Mason.

PLC(19)17 DECLARATIONS OF INTEREST

None.

PLC(19)18 MINUTE OF PLACE COMMITTEE HELD ON 21 MARCH 2019

The minute of the meeting of the Place Committee held on Thursday 21 March 2019 were submitted for approval.

Decision

The Minutes of the meeting of the Place Committee held on Thursday 21 March 2019 were agreed as a correct record and signed by the Vice Convenor.

Moved by Councillor Donald Balsillie. Seconded by Councillor Tina Murphy.

PLC(19)19 DRAFT CLACKMANNANSHIRE HOUSING STRATEGY 2018-2023 AND STRATEGY AND REGENERATION UPDATE

The report, submitted by the Strategic Director (Place) sought approval of the Clackmannanshire Housing Strategy 2018-2023 and make amendments to the Strategic Housing Investment Plan (SHIP), previously approved by Place Committee on 8 November 2018.

Decision

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Craig Holden. Seconded by Councillor Donald Balsillie.

Decision

The Committee approve the Clackmannanshire Local Housing Strategy 2018-2023 (Appendix A) and

- a) Note that an annual update of the LHS will be brought to committee reporting the progress of the LHS and reflecting changes in legislation and statistical evidence that arise and
- b) Approve the amendment to the Strategic Housing Investment Plan, previously approved by the Place Committee on 8 November 2018 to include development of 36 additional units at Brook Street, Alva to utilise additional Scottish Government funding that has recently been announced.

Action

Strategic Director (Place)

PLC(19)20 PROPOSED TRANSFER AND LEASE OF WALLED GARDEN, PINE GROVE, ALLOA

The report, submitted by the Strategic Director (Place), which provided committee with a proposal to transfer a property at Pine Grove, Alloa from the HRA to the General Fund to facilitate a lease to the Wimpy Park Community Group (WPCG). The WPCG proposed to enhance the property including the creation of a community garden and play park.

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Craig Holden. Seconded by Councillor Donald Balsillie.

Decision

The Council approve:

- a) The transfer of the Walled Garden at Pine Grove (shown outlined in red on the plan at Appendix A) ("property") from the HRA to General Fund at market value. This aspect of the recommendation is required to be remitted to Council for approval as the Committee does not have the delegated authority in relation to budget allocation.
- b) A lease of the property to the WPCG at a nominal cost for up to 25 years and based on the Councils standard lease term and conditions.

- c) That a further report is brought to the Place Committee on the possible lease of additional lock-ups and/or toilet facilities once a proper option appraisal is completed in consultation with the WPCG.

Action

Strategic Director (Place)

PLC(19)21 KERBSIDE GLASS COLLECTION

The report, submitted by the Strategic Director (Place), reviewed the options available for kerbside box recycling following the Place Convenor's Report to the meeting of Clackmannanshire Council on 18 April 2019.

Motion

That Committee agrees the recommendations set out in the report.

Moved by Councillor Craig Holden. Seconded by Councillor Donald Balsillie.

Decision

The Committee:

- a) Note that the Council decided on 8 March 2018 to withdraw the kerbside box collection service.
- b) Agree that the provision of the service to residents qualifying for the Assisted Collection Service should now be retained (Option 2a) subject to Council approval as it partially reverses the previous Council decision, and
- c) Note the announcement of the Scottish Government's Deposit Return Scheme and the subsequent requirement for a future review of service delivery.

Action

Strategic Director (Place)

PLC(19)22 GARTMORN DAM MANAGEMENT PLAN

The report, submitted by the Strategic Director (Place), updated Committee on the production of an updated Management Plan for Gartmorn Dam in conjunction with key stakeholders.

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Craig Holden. Seconded by Councillor Donald Balsillie.

Decision

The Committee:

- a) Note the updated Gartmorn Dam Management Plan, and
- b) Support the development of partnerships in order to enable its effective implementation.

Action

Strategic Director (Place)

PLC(19)23 17/18 LOCAL GOVERNMENT BENCHMARKING – PLACE EXTRACT

The report, submitted by the Strategic Director (Place) presented performance information, from the Local Government Benchmarking Framework (LGBF), focusing on the performance of Clackmannanshire Council's Place Directorate in the 2017/18 financial year, in relation to other Scottish local authorities.

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Craig Holden. Seconded by Councillor Les Sharp

Decision

Having challenged and commented on the report, the Committee agreed to note the report.

Ends 1457 hours

Report to: Place Committee

Date of Meeting: 12 September 2019

Subject: Financial Performance 2019/20 – June Outturn

Report by: Chief Finance Officer

1.0 Purpose

- 1.1. This paper provides an update on the financial performance for the Place Division of the Council in respect of Revenue spend for General Fund and Revenue and Capital spend for Housing Revenue Account (HRA) for the current financial year 2019/20. This is based on forecast information at June 2019. General Fund Capital expenditure will be reported to the Audit Committee on 26 September 2019 as part of the overall Council's financial performance report.

2.0 Recommendations

- 2.1. The Committee is asked to note this report, commenting and challenging as appropriate on:
- the forecast General Fund revenue underspend relating to the Place Division for the year of £(0.343)m;
 - progress on delivering planned savings in the year;
 - the Housing Revenue Account underspend of £(0.369m), and
 - the Housing Revenue Account Capital underspend of £(0.016)m.

3.0 Background

- 3.1. The following portfolios are within the remit of the Place Division:

Table1

PLACE
DEVELOPMENT
PROPERTY
HOUSING
ENVIRONMENT

4.0 General Fund Revenue

- 4.1. Overall the Division's net service expenditure is forecasting an underspend of £(0.343)m for the year ended 31st March 2020.
- 4.2. The table below provides an overview of the financial outturn position within each Service Expenditure area.

Table 2

<i>Place Division</i>	<i>Annual Budget 2019/20</i>	<i>Forecast to March 2020</i>	<i>Variance Forecast to Budget</i>
	<i>£'000</i>	<i>£'000</i>	<i>£'000</i>
Strategy & Customer Services	377	330	(47)
Executive Team	128	124	(4)
Development & Environmental	13,226	13,582	357
Housing & Community Safety	4,138	3,489	(649)
Division Expenditure	17,868	17,525	(343)

Underspend

- 4.3 The table below sets out the main variances which make up the table above:

Table 3 – Variances

<i>Place</i>	<i>Annual Budget 2019/20</i>	<i>Forecast to March 2020</i>	<i>Variance Forecast to Budget</i>	<i>Narrative</i>
	<i>£'000</i>	<i>£'000</i>	<i>£'000</i>	
Strategy & Customer Services	377	330	(47)	Staffing underspends due to vacancies
Executive Team	128	124	(4)	Small variance on staffing
Development & Environmental	13,226	13,582	357	Waste Management- overspent by £0.080m for bulky uplift materials, unachieved saving for recycling centre £0.026m, Transfer loading station overspent by £0.032m, partially offset by vacancies of £(0.066)m Streetcare- Overtime overspend £0.035m relating to an unachieved saving from 18/19 and £0.013m due to increased demand for the service. Internal recharges are overspent by £0.010m for avoidable repairs, waste management & H&S Officer. Maintenance is overspent by £0.006m. Unachieved income for litter collection £0.004m

Place	Annual Budget 2019/20	Forecast to March 2020	Variance Forecast to Budget	Narrative
				<p>Fleet - small overspend variance £0.001m</p> <p>Grounds Maintenance- Shortfall of £0.039m in burial grounds income, partially related to 19/20 saving (PLC MEF 012 £0.016m). Shortfall of £0.038m in grounds maintenance external income as a result of reduced demand.</p> <p>Development Services - OLP shortfall of £0.114m due to residual OLP income budget, shortfall of Kilncraigs income £0.089m as a result of 5th floor lease ending and delayed saving of Kilncraigs income (HCSR01 £0.050m). Partially offset by underspend in staffing £(0.070)m, underspend in BID charges £(0.010), increased rental income £(0.010)m and various small underspends £(0.009)m.</p> <p>Building Operations - Shortfall in rental income £0.026m, shortfall in internal recharge £0.042m (HRA). Offset by underspend in utilities £(0.017)m.</p> <p>Facilities - Overspend on staffing £0.018m and various small overspends £0.017m.</p> <p>Head of Service - Various small overspends £0.003m.</p> <p>Catering - Underspend on staffing due to vacancies £(0.050)m, shortfall in income of £0.012m (demand led), overspend on cash collection £0.008m, overspend on parent pay £0.004m, overspend on provision of food £0.003 and overspend on cleaning materials £0.001m.</p> <p>Regulatory - Underspend on staffing due to vacancies £(0.015)m and underspend on equipment £(0.002)m.</p> <p>Roads - Underspend in street lighting due to the lower cost of materials £(0.085)m, overspend in street lighting electricity due to rising prices and expansion of the network £0.014m, overspend for the hire of winter maintenance vehicles £0.040m.</p>

Place	Annual Budget 2019/20	Forecast to March 2020	Variance Forecast to Budget	Narrative
Housing & Community Safety	4,138	3,489	(649)	<p>Building operations - Unrealisable income £0.357m for capitalisation of salaries, there is a historic element that has not been realised in previous years but also an unknown for current year as a service agreement has not been reached on what is an appropriate charge to capital projects. This is partially offset by staffing underspend due to HRA shared posts £(0.090)m, underspend in rates £(0.033)m and a small underspend in supplies and services £(0.010)m</p> <p>Housing operations – Overachieved income £(1.057)m, this is a combination in the continued reduction in the use of B&B's and higher economic recovery on homeless properties, offset by overspend on costs for furniture, cleaning, security etc £0.146m. There was a demand pressure of £0.495m for anticipated welfare reform changes that has not yet materialised, this budget remains in the service. Staffing vacancy £(0.024)m.</p> <p>Community safety - small overspends £0.008m</p>
Division Movement	17,868	17,525	(343)	Underspend

5.0 2019/20 Savings Progress

- 5.1 The 2019/20 budget incorporated approved savings of £4.810m. Of this total £0.562m is attributable to the Place Division.
- 5.2 Based on analysis to date, savings of £0.411m (73.1%) are forecast to be achieved with £0.151m being forecast as at risk or unachievable in 2019/20.
- 5.3 The table below summarises the position:

Table 4: Budgeted 2018/19 savings progress

Summary By Type	2019/20 £	Achieved /Likely to be achieved £	Amber £	Red £
Management Efficiencies	222,806	206,806	0	16,000
Policy	126,667	41,667	0	85,000
Prior Years	212,761	162,761	0	50,000
Total Division	562,234	411,234	0	151,000
		73.1%	0.0%	26.9%

5.4 Appendix A provides further detail of the savings that have been identified as either Amber or Red. These relate to timing issues, income reduction and contract management. Services supported by the accountancy team are working to ensure the full savings are achieved by the end of the financial year.

6.0 Housing Revenue Account

6.1 Appendix B to this paper sets out the summary budget for the Housing Revenue Account for this year in accordance with its Business Plan. It is forecast that the Service will achieve a surplus in the year of £(5.263)m which is £(0.369)m greater than budgeted.

6.2 The table below sets out the main variances for June:

Table 5: HRA variances

Service	Over/ (under spend) £000s	Narrative
Housing Revenue Account		
Employee Expenditure	(612)	The Service redesign process continues with all vacancies being assessed for replacement when they arise. The Service has concluded that there is a requirement to fill the aforementioned vacancies and appropriate authorisation has been sought.
Premises Expenditure	(113)	The Service continues to review all repair requests that are carried out by Private contractors to decide whether these repairs can be carried out in-house, this has resulted in an underspend along with lower property insurance premiums. These are offset by a forecasted overspend on Void Rent Loss which the service are looking to reduce.
Transport Expenditure	(16)	Forecasted reduction in staff travel costs from the move to use of electric pool cars.

Service	Over/ (under spend) £000s	Narrative
Supplies and Services	25	The materials budget is forecasting an overspend of £0.092m within Property Contracts. This is offset by underspends in professional fees, mobile telephones and computer maintenance.
Third Party Payments	150	Third party payments have increased due to condition and staffing requirements, the service has had to use subcontractors to refurbish void properties that are returned in poor condition. This is being partially mitigated by advertising vacancies (11 posts), which it is anticipated will reduce the requirement to outsource work.
Capital Financing Costs	(1)	Small underspend.
Total Gross Expenditure	(567)	Underspend
Income	198	Income from general fund properties on Capital projects and public building repairs is less than anticipated due to resource capacity. The service continues to focus on its core business. This shortage of income is compensated by the reduced staff expenditure above for the trades people.
Total Net Expenditure	(369)	Underspend

7.0 Housing Revenue Account Capital

- 7.1 Appendix C to this paper details the HRA capital programme for the current year, where individual projects are listed within the various asset management plans.
- 7.2 The current net HRA Capital Budget is £9.488m. This is inclusive of the carry forward of £0.787m as approved in the 2019/20 Budget which is spread across various projects.
- 7.3 Projects within the HRA Capital Programme are forecast on budget with additional income generated of £(0.016)m from council house sales.

8.0 Conclusions

- 8.1 The Place Division revenue spend is anticipated to record an underspend of £(0.343)m.
- 8.2 Of the associated approved savings of £0.562m, £0.411m is forecast to be achieved by the end of the year.
- 8.3 The HRA Revenue is anticipating an underspend of £(0.369)m.
- 8.4 The HRA Capital Programme indicates a forecast underspend of £(0.016)m.

9.0 Sustainability Implications

9.1 None

10.0 Resource Implications

10.1 Financial Details

10.2 The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

10.3 Finance have been consulted and have agreed the financial implications as set out in the report. Yes

10.4 Staffing

11.0 Exempt Reports

11.1 Is this report exempt? Yes (please detail the reasons for exemption below) No

12.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

Clackmannanshire will be attractive to businesses & people and ensure fair opportunities for all
Our families; children and young people will have the best possible start in life
Women and girls will be confident and aspirational, and achieve their full potential
Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

13.0 Equalities Impact

13.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?
Yes No

14.0 Legality

14.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

15.0 Appendices

15.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix A - Amber & Red Savings Place

Appendix B - HRA Service Summary

Appendix C - HRA Capital Forecast

16.0 Background Papers

16.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Elizabeth Hutcheon	Management Accountancy Team Leader	Ext 6214

Approved by

NAME	DESIGNATION	SIGNATURE
Lindsay Sim	Chief Finance Officer	
Pete Leonard	Strategic Director (Place)	

Forecast Amber or Red

Management Efficiencies

Service Reference	Division	Description of Saving	General ledger code	2019/20 £	Amber £	Red £	June outturn Accountancy comments
PLC MEF 012	Place	Land services increased income budget for burials	1045-1099-50052	16,000		16,000	Income is forecast to be £39k short of budget. There is a new crematorium opened in Stirling (June 2019) that may be affecting this.
Total		Management Efficiencies		16,000	0	16,000	

Policy

Service Reference	Division	Description of Saving	General ledger code	2019/20 £	Amber £	Red £	June outturn Accountancy comments
PLC POL 020	Place	Full Cost Recovery for Commercial Waste	1297-1069-50009	35,000		35,000	This has not been implemented to date so any saving is likely to be in 2020/21. Also, due to increased competition our customer base has reduced so unlikely to achieve full saving.
PLC POL 023	Place	Service charge for cost sharing agreement for part of Kilncraigs	1081-1518-50062	50,000		50,000	Delayed implementation, will be implemented part way through 20/21.
Total		Policy		85,000	0	85,000	

Prior Years

Service Reference	Division	Description of Saving	General ledger code	2019/20 £	Amber £	Red £	June outturn Accountancy comments
HCSR01	Place	Contract management savings		50,000		50,000	currently actual spend greater than budget in property contracts
Total		Prior Years		50,000	0	50,000	

Summary By Type			2019/20 £	Amber £	Red £
Management Efficiencies			16,000	0	16,000
Policy			85,000	0	85,000
Prior Years			50,000	0	50,000
Total Division			151,000	0	151,000

check

Service Summary - Housing Revenue Account

Description	Annual Budget for 2019/20	Budget to end of June	Actual to end of June	Annual forecast for 2019/20	Forecast v Budget
Employee Related Expenditure					
Chief Officers Gross Salaries	57,091	14,273	0	0	(57,091)
Chief Officers Employers Superann	16,675	4,169	0	0	(16,675)
Chief Officers Employers NIC	2,600	650	0	0	(2,600)
Single Status Gross Salaries	5,586,366	1,396,591	1,188,680	5,074,979	(511,387)
Single Status Employers Superann	1,193,527	298,382	254,328	1,064,238	(129,289)
Single Status Employers NIC	508,223	127,056	122,564	513,733	5,510
Single Status Overtime	222,220	55,555	76,064	296,288	74,068
Single Status Absence Pay	0	0	30,964	30,402	30,402
Agency Staff Costs	0	0	0	0	0
Long Service Awards	900	225	0	900	0
Childcare Vouchers Admin Costs	2,160	540	95	2,220	60
Employee Management Costs	1,000	250	0	0	(1,000)
Conference Expenses And Subsistence	2,000	500	0	2,000	0
Recruitment Expenses	0	(0)	0	0	0
Staff Training	81,060	20,265	10,749	77,050	(4,010)
Employee Related Expenditure Total	7,673,822	1,918,455	1,683,443	7,061,809	(612,013)
Premises Related Expenditure					
Annual Maintenance External Providers	240,000	60,000	5,934	90,000	(150,000)
Grounds Maintenance	30,250	7,563	1,351	32,250	2,000
Service Charge	0	0	0	0	0
Cleaning & Hygiene Materials	1,500	375	162	1,500	0
Gas	4,000	1,000	867	4,000	(0)
Electricity	17,250	4,313	4,144	19,900	2,650
Void Rent Loss	450,000	112,500	135,163	500,000	50,000
Rates	2,736	684	2,732	2,736	0
Council Tax	10,000	2,500	0	10,000	0
Property Insurance	203,000	50,750	169,762	169,762	(33,238)
Bad Debt Provision	500,000	125,000	0	500,000	0
Building Costs - Recharges Internal	87,620	21,905	0	103,040	15,420
Cleaning Services Internal recharge	0	(0)	0	0	0
Premises Related Expenditure Total	1,546,356	386,589	320,115	1,433,188	(113,168)
Transport Related Expenditure					
Short Term Vehicle Hire	2,500	625	0	2,500	0
Staff Travel Mileage Expenses	23,500	5,875	1,661	7,643	(15,857)
Vehicles - Maintenance Recharges	344,430	86,107	0	344,430	0
Vehicles - General Consumables	0	0	0	0	0
Transport Related Expenditure Total	370,430	92,607	1,661	354,573	(15,857)
Supplies and Services					
Purchase Of Equipment	23,070	5,767	1,119	22,500	(570)
Purchase Of Furniture	500	125	191	690	190
Storage & Removal Charges	2,000	500	0	2,000	0
Materials (issued from Stock)	657,620	164,405	186,669	750,000	92,380
Materials - Direct purchases from suppliers	496,550	124,138	114,389	496,550	0
General Consumables (small items)	35,500	8,875	7,233	33,500	(2,000)
Per Capita Teaching Materials	0	0	0	0	0
Equipment Maintenance	10,000	2,500	1,816	10,000	0
Equipment Rental/Leasing	20,000	5,000	2,645	20,000	0
Scaffold Hire	25,000	6,250	4,775	25,000	0
Medical Supplies	1,100	275	96	0	(1,100)
Hospitality	100	25	10	60	(40)
Uniforms & Clothing	6,280	1,570	493	2,000	(4,280)
Office Equipment - Purchases	3,650	912	0	2,500	(1,150)
Printing & Photocopying	6,800	1,700	25	4,265	(2,535)
Stationery	6,260	1,565	1,266	6,010	(250)
Publications	500	125	0	500	0
Insurance	32,120	8,030	28,312	28,311	(3,809)
Professional Fees	40,145	10,036	1,394	31,000	(9,145)
Performing Rights	300	75	0	0	(300)
Postages	8,000	2,000	0	0	(8,000)
Legal Expenses	32,000	8,000	4,841	33,000	1,000
Subscriptions	20,587	5,147	11,107	15,448	(5,139)
Telephones	150	38	0	150	0
Mobile Telephones	33,810	8,453	3,214	24,450	(9,360)
Computer Hardware Purchase	3,400	850	0	0	(3,400)
Computer Software Purchase	150,000	37,500	0	150,000	0
Computer Software Maint.	96,450	24,113	77,950	78,902	(17,548)
Supplies and Services Total	1,711,892	427,973	447,545	1,736,836	24,944

Third Party Payments					
Other Council Accounts	546,920	136,730	62,874	583,590	36,670
Property - Internal Recharges	0	0	30	0	0
Voluntary Organisations Payment	67,370	16,842	1,205	67,370	(0)
Payments To Contractors	78,950	19,738	7,849	36,600	(42,350)
Payment To Subcontractor	351,500	87,875	126,702	506,800	155,300
Bank Charges	0	0	131	500	500
Payments to Individuals (services provided to	0	0	0	0	0
Third Party Payments Total	1,044,740	261,185	198,790	1,194,860	150,120
Transfer Payments					
Payments To Individuals (no service provision	0	0	0	0	0
Transfer Payments Total	0	0	0	0	0
Support Services					
Accountancy	1,204,000	301,000	0	1,204,000	0
IT	0	(0)	0	0	0
Human Resources	0	(0)	0	0	0
Legal	0	(0)	0	0	0
Support Services Total	1,204,000	301,000	0	1,204,000	0
Capital Financing Costs					
Loans Fund Interest	1,359,000	339,750	0	1,253,870	(105,130)
Debt Management Expenses	25,000	6,250	0	25,880	880
Principal Repayments	1,487,000	371,750	0	1,589,530	102,530
Capital Financing Costs Total	2,871,000	717,750	0	2,869,280	(1,720)
Total Gross Expenditure	16,422,240	4,105,560	2,651,555	15,854,545	(567,695)
Income					
Charges for Services Standard VAT	(61,408)	(15,352)	(5,762)	(73,240)	(11,832)
Subscriptions	0	0	0	0	0
Other Income	(5,740)	(1,435)	70,778	(6,180)	(440)
Housing Rents	(19,560,998)	(4,890,250)	(5,464,003)	(19,557,600)	3,398
General Rents	(62,342)	(15,585)	(14,090)	(62,342)	(0)
Interest (Revenue Balance)	(43,148)	(10,787)	0	(43,148)	0
Other Council Accounts Income	0	0	0	(145,000)	(145,000)
Internal Trading Contract	(1,582,370)	(395,593)	(155,446)	(1,200,000)	382,370
Capitalisation of Salaries	0	0	0	(30,000)	(30,000)
Income Total	(21,316,006)	(5,329,001)	(5,568,523)	(21,117,510)	198,496
Net Expenditure	(4,893,766)	(1,223,441)	(2,916,969)	(5,262,965)	(369,199)

Housing Capital Programme 2019-20 Period to June 2019	Project Code	Additional c/w/d	Approved Capital Programme 19-20	Total Budget Including Carry Forward	Virements	19-20 Budget Expenditure	19-20 Budget Income	19-20 Net Budget	Net Expenditure to 30/06/19	Forecast as at 30/06/19	Forecast to Budget Variance	Comment	C/F to 2020-21
SCOTTISH HOUSING QUALITY STANDARD													
TACKLING SERIOUS DISREPAIR PRIMARY BUILDING ELEMENTS													
Structural Works													
Structural Upgrades	10192		170,000	170,000		170,000		170,000	0	170,000	0	Brickwork contract at procurement with work identified ready to instruct	
Asbestos Testing for Council Houses	10071		15,000	15,000		15,000		15,000	777	15,000	0	As and when identified.	
Asbestos Removal Works for Council Houses	10072		65,000	65,000		65,000		65,000	10,889	65,000	0	As and when identified.	
		0	250,000	250,000	0	250,000	0	250,000	11,657	250,000	0		
SECONDARY BUILDING ELEMENTS													
Damp/Rot													
Damp & Rot Works	10074		100,000	100,000		100,000		100,000	0	100,000	0	New Contract in place.	
Damp/Rot		0	100,000	100,000	0	100,000	0	100,000	0	100,000	0		
Roofs / Rainwater / External Walls													
Roof & Render Upgrading Works	10076		1,500,000	1,500,000		1,500,000		1,500,000	906	1,500,000	0	New Contract with works in Alloa instructed to Contractor	
Roofs / Rainwater / External Walls		0	1,500,000	1,500,000	0	1,500,000	0	1,500,000	906	1,500,000	0		
Windows													
Window Replacement	10078	(24,000)	1,960,000	1,936,000		1,936,000		1,936,000	374,573	1,936,000	0	Programme in Place and working well	
Windows		(24,000)	1,960,000	1,936,000	0	1,936,000	0	1,936,000	374,573	1,936,000	0		
Secondary Building Elements		(24,000)	3,560,000	3,536,000	0	3,536,000	0	3,536,000	375,479	3,536,000	0		
ENERGY EFFICIENCY													
Central Heating - Design and Installation 2019-22	10193		325,000	325,000	(23,150)	301,850		301,850	0	301,850	0	New Contract in Operation	
Central heating Replacement 2017-19	10157		0	0	23,150	23,150		23,150	23,151	23,151	0	Final payment for Contract	
Weir Multicon Upgrade 2018-2020	10178		750,000	750,000		750,000		750,000	0	750,000	0	Other Options being tested by Structural engineers. Take up was low on internal cladding section.	
Full Efficient Central Heating		0	1,075,000	1,075,000	0	1,075,000	0	1,075,000	23,151	1,075,001	1		
MODERN FACILITIES & SERVICES													
Kitchen Renewal													
Kitchen Replacement 2017-20	10158		750,000	750,000		750,000		750,000	90,663	750,000	0	Property Contracts working well on this.	
Kitchen Renewal		0	750,000	750,000	0	750,000	0	750,000	90,663	750,000	0		
Bathrooms													
2016-20 Bathroom Replacements PCU Team	10141		50,000	50,000		50,000		50,000	7,742	50,000	0	Property Contracts working well on this.	
Bathrooms		0	50,000	50,000	0	50,000	0	50,000	7,742	50,000	0		
		0	800,000	800,000	0	800,000	0	800,000	98,405	800,000	0		
HEALTHY, SAFE & SECURE													
Safe Electrical Systems / CO Detectors													
Safe Electrical systems 2018-22	10171		1,000,000	1,000,000		1,000,000		1,000,000	5,289	1,000,000	0	New Contractor requires close management to ensure that this budget spends this year.	
Safe Electrical Systems		0	1,000,000	1,000,000	0	1,000,000	0	1,000,000	5,289	1,000,000	0		
Communal Areas (Environmentals)													
External Works : Fencing, Gates, Paths	10090		125,000	125,000		125,000		125,000	0	125,000	0	Work identified and with Contractor	
Door Entry Upgrade Term Contract 2016-20	10160		196,000	196,000		196,000		196,000	0	196,000	0	Contract in place.	
Communal Areas (Environmentals)		0	321,000	321,000	0	321,000	0	321,000	0	321,000	0		
		0	1,321,000	1,321,000	0	1,321,000	0	1,321,000	5,289	1,321,000	0		
NON-SHS ELEMENTS PARTICULAR NEEDS HOUSING (CITC)													
Conversions & Upgradings													
Conversions & Upgradings	10092		150,000	150,000		150,000		150,000	0	150,000	0	Together with Social Services work has been identified on a priority basis.	
		0	150,000	150,000	0	150,000	0	150,000	0	150,000	0		
Disabled Adaptations													
Aids & Adaptations 2017-20	10161		100,000	100,000		100,000		100,000	5,006	100,000	0	Property Contracts working well	
Disabled Adaptations		0	100,000	100,000	0	100,000	0	100,000	5,006	100,000	0		
Environmental Improvements													
HRA Roads & Footpaths Improvements	10099		100,000	100,000		100,000		100,000	0	100,000	0	Together with Roads work has been identified to provide Best Value.	
MCB Tenant Community Improvement Fund	10100		366,000	366,000		366,000		366,000	10,385	366,000	0	Awaiting contracts to go through Procurement to allow identified priorities to proceed.	
Environmental Improvements		0	466,000	466,000	0	466,000	0	466,000	10,385	466,000	0		
		0	716,000	716,000	0	716,000	0	716,000	15,391	716,000	0		
Council New Build Housing													
New Build - Tilly Community Centre Phase 2	10109	20,000		20,000		20,000		20,000	0	20,000	0	Anticipating completion this year.	
Off The Shelf Purchase	10105	791,000	700,000	1,491,000		2,191,000	(700,000)	1,491,000	-41,247	1,491,000	0	Assuming required at present. Strategy required to complement RSL's	
Council New Build Housing		811,000	700,000	1,511,000	0	2,211,000	(700,000)	1,511,000	-41,247	1,511,000	0		
		811,000	700,000	1,511,000	0	2,211,000	(700,000)	1,511,000	-41,247	1,511,000	0		
OTHER													
Other Costs / HBMS													
Construction Design Management	10143		20,000	20,000		20,000		20,000	0	20,000	0	As and when required to support contracts	
Computer Equipment - New (HBMS)	10111		64,000	64,000		64,000		64,000	0	64,000	0	Work started on identifying alternative systems	
Lock Up Strategy	10185		100,000	100,000		100,000		100,000	0	100,000	0	Sites identified for demolition	
Westhaugh Travelling Site - Alva	10186		75,000	75,000		75,000		75,000	0	75,000	0	Still awaiting transfer to HRA. Consultation work to begin in July for ministerial approval	
IT Infrastructure - Clacks IT	10188		20,000	20,000		20,000		20,000	0	20,000	0	Contribution to Council wide networks	
Other Costs / HBMS		0	279,000	279,000	0	279,000	0	279,000	0	279,000	0		
TOTAL CAPITAL EXPENDITURE		787,000	8,701,000	9,488,000	0	10,188,000	(700,000)	9,488,000	488,125	9,488,001	-1		
Sale of Council Property													
Sale of Council Houses	10112			0				0	-16,392	(16,392)	(16,392)	Last ever Council House Sale.	
Sale of Council Land	10148			0				0	3	3	3		
Sale of Council Property		0	0	0	0	0	0	0	-16,389	(16,389)	(16,389)		
NET EXPENDITURE		787,000	8,701,000	9,488,000	0	10,188,000	(700,000)	9,488,000	471,736	9,471,612	(16,388)		0

Report to: Place Committee

Date of Meeting: 12th September 2019

Subject: Scottish Housing Regulator Annual Return of the Charter (ARC)

Report by: Strategic Director (Place)

1.0 Purpose

- 1.1. This report asks members to note the council's annual submission of the Scottish Housing Regulator's Annual Return of Charter (ARC), attached in Appendix 1.

2.0 Recommendations

- 2.1 It is recommended that the Committee:
- 2.1.1 Retrospectively approve the submission of the 2018/19 Annual Return of the Charter (ARC) sent to the Scottish Housing Regulator on 31st May 2019, noting the relevant performance results and measures for scrutiny purposes.
- 2.1.2 Note the requirements of the Scottish Housing Regulator Annual Governance Statement (AGS), and that in future a full members briefing will be held on the ARC as close to the submission date as possible (3.5).

3.0 Considerations

- 3.1. As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Ministers set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.
- 3.2. The Charter was approved by resolution of the Scottish Parliament in 2012, taking effect from 1 April 2012.
- 3.3. Purpose of the Charter

The Charter aims to improve the quality and value of the services that social landlords deliver for their tenants and other customers, and supports the Scottish Government's strategic objective of a safer and stronger Scotland. It does so in the following ways:

- By providing tenants and other customers with a clear statement of what they can expect from social landlords, and helping them to hold landlords to account.
 - Focuses the efforts of social landlords on achieving outcomes that matter to their tenants and other customers.
 - Provides the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This enables the Regulator, tenants and other customers, and social landlords to identify areas of strong performance and areas where improvement is needed.
- 3.4. Reporting on performance against the Charter is undertaken via the Annual Return of Charter (ARC), which all social landlords are required to return annually by 31st May. This return is submitted to the Scottish Housing Regulator who monitors landlord performance against the Charter.
- 3.5. The Housing Regulator is introducing the requirement for landlords to produce an Annual Governance Statement (AGS), which is to be submitted by the end of October each year. This is highlighting a requirement for the ARC submission to be approved by committee, or for an RSL by their governing Board. In future years a full elected members briefing will be held as close to the submission date as possible, with the final submission being presented to committee as close to the submission date as possible.
- 3.6. The Councils response to the AGS will be presented to council on the 24th of October for approval.
- 3.7. Some key highlights from the return for 2018-19 include an excellent SHQS compliance position of 97.7% of stock meeting the standard, highlighting the significant investment made. Moreover, 98.3% of tenants were satisfied with the standard of their home when moving in, which highlights the change in practice to the Void process made over the last few years. Gas safety compliance remains steady at 100% compliant.
- 3.8. A new Allocations Policy approved by Council in February 19 allowed for a full waiting list review to be completed substantially reducing the size of the waiting list, the numbers reported in the ARC reflect this.

4.0 Sustainability Implications

- 4.1. The information contained within the ARC demonstrates that housing priorities contribute positively to sustainability.

5.0 Resource Implications

5.1. Financial Details

Finance have been consulted and have agreed the financial implications as set out in the report. Yes

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box)

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No

9.0 Legality

9.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

Appendix 1 - Annual Return of Charter (ARC) 2018/19

11.0 Background Papers

11.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

Yes

No

(please list the documents below)

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Andrew Buchanan	Team Leader Business Improvement	5169
Murray Sharp	Service Manager	5113

Approved by

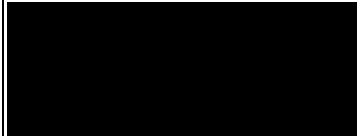
NAME	DESIGNATION	SIGNATURE
Pete Leonard	Strategic Director (Place)	

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37. Average length of time taken to complete non-emergency repairs (Indicator 12)

38. Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)
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72. Percentage of rent due lost through properties being empty during the last year (Indicator 34)
73. Rent increase (Indicator C21)
74. The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)
75. Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)



76. Comments (Getting good value from rents and service charges)

77. Other Customers

78. Gypsies/travellers – Average weekly rent per pitch (Indicator 36)

79. For those who provide sites – percentage of gypsies/travellers satisfied with the landlord's management of the site (Indicator 37)

80. Comments (Other customers)



Social landlord contextual information

The information you give us here will allow us to build a profile of you as a landlord and the housing sector. We will use this information to assess performance against the Charter.

Lets

The information you give us here will allow us to build a profile of your lets.

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C7)

Please state, excluding mutual exchanges:

C7.1 The number of 'general needs' lets during the reporting year

432

C7.2 The number of 'supported housing' lets during the reporting year

14

The number of lets during the reporting year by source of let (Indicator C8)

Please state:

C8.1 The number of lets to existing tenants

89

C8.2 The number of lets to housing list applicants

137

C8.3 The number of mutual exchanges

49

C8.4 The number of lets from other sources

3

C8.5 The number of lets to homeless applicants

217

Types of tenancies granted for lets during the reporting year (Indicator C9)

Please state, excluding mutual exchanges:

C9.1 The number of occupancy agreements granted in the reporting year

0

C9.2 The number of short SSTs granted in the reporting year

0

C9.3 The number of SSTs granted in the reporting year

446

Housing lists (Indicator C10)

Please state:

C10.1 What type of housing list do you operate (select all that apply)

Your own housing list
Common housing register
Mutual exchange scheme

C10.2 The number of new applicants added to the housing list(s)

1177

C10.3 The number of applicants on the housing list(s) at end of reporting year

1195

C10.4 The number of suspensions from the housing list at end of reporting year

0

C10.5 The number of applications cancelled from the housing list during the reporting year

1514



Stock

The information you give us here will allow us to build a profile of your stock and your average weekly rents.

The landlord's wholly owned stock (Indicator C14)

Self contained dwellings are properties where the household has exclusive use of WC, bathroom and kitchen facilities contained within the property.

Non-self contained units/bedspaces are properties where WC, bathroom or kitchen facilities are communal or shared.

Non-housing units are properties that could be used for respite care; commercial activities; office space.

Please note, parts (a), (b) and (c) of indicator C14 are located at the 'Organisation details' section on the Portal and are not included in the ARC return itself. Further information on this is available in the FAQs at the 'Help & Guidance' section.

Please state:

		Of the stock at year end:					
		(d) Low Demand		(e) unlettable		(f) used for temporary accommodation	
For the landlord's wholly owned stock	C14.1 The number of self-contained units	0		22		136	
	C14.2 The number of non self-contained units / bedspaces	0	0	0	0	2	3

Stock by house types, apartment sizes and average weekly rents (Indicator C17)

The stock by type and apartment size reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

The average weekly rent in this indicator includes service or other charges and is calculated for lettable stock only. For all wholly owned stock, please state:

C17 Stock by type, apartment size and rent	House	High rise	Tenement	4 in a block	Other flat / maisonette	Total	Nos. of lettable units	Average weekly rent £
1 Apt	13	0	0	0	18	31	27	68.94
2 Apt	569	0	0	356	432	1357	1296	70.59
3 Apt	1040	0	0	565	597	2202	2140	72.39
4 Apt	933	0	0	143	139	1215	1184	74.23
5 Apt +	130	0	0	7	1	138	138	76.32
Total SC	2685	0	0	1071	1187	4943	4785	72.45

Number of lettable non self contained units at year end

0

Number of lettable non self contained bed spaces at year end

0

Average weekly rent charge per bed space for the reporting year

The number of self-contained and non self-contained units and bedspaces, at the year end by age band (Indicator C19)

The stock by age band reported in this indicator are wholly owned by the landlord and should match the totals provided at C14.

For all wholly owned stock, please state:

	(a) pre- 1919	(b) 1919 - 1944	(c) 1945 - 1964	(d) 1965 - 1982	(e) 1983 - 2002	(f) Post- 2002	Total
C19.1 The number of self-contained units	104	1160	1699	1793	99	88	4943
C19.2 The number of non self-contained units	0	0	0	2	0	0	2
C19.2 The number of non self-contained bed spaces	0	0	0	3	0	0	3

The number of self-contained properties void at the year end and of those, the number that have been void for more than six months (Indicator C20)

Please state the number of self-contained properties that:

C20.1 were void at the year end

C20.2 have been void for more than six months

Comments (Social landlord contextual information)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Social landlord contextual information" section.

Housing Lists (Indicator C10)

Our Allocations Policy was reviewed and then approved at Council on 21 February 2019. Following this we carried out a waiting list review which accounts for the large movement in the number of applications cancelled. If any applicant contacts us within six month of the review we will re-open their application.

Overall satisfaction

The information you give us here will tell us how satisfied your tenants are with the overall service you provide.

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1 In relation to the overall tenant satisfaction survey carried out, please state:

1.1.1 the number of tenants who were surveyed

901

1.1.2 the fieldwork dates of the survey

July 2019

1.1.3 the method(s) of administering the survey

Face-to-Face

1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:

1.2.1 very satisfied

368

1.2.2 fairly satisfied

481

1.2.3 neither satisfied nor dissatisfied

17

1.2.4 fairly dissatisfied

16

1.2.5 very dissatisfied

8

1.2.6 no opinion

11

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)	94.23	%
--	-------	---

Comments (Overall satisfaction)

Please use the comment field below to tell the regulator about any exceptional circumstances regards the figures supplied in the "Overall satisfaction" section.

The data for 2018/19 satisfaction was collected through our Council Tenant Satisfaction and Aspiration Survey 2016.

The housing service have once again this year procured a contractor to undertake a tenant satisfaction survey to ascertain tenant views on the services that we provide, the information that we provide and satisfaction with these services. The last survey of this type was undertaken in 2016 and was very successful in harvesting tenant opinion. All questions are in line with the Scottish Social Housing Charter Outcomes. Survey is due to run from 20th May through to 1st July.



The Customer/Landlord relationship

The information you give us here will tell us about the relationships you have with your tenants and other service users.

Ethnic origins and disability details of service users, staff and for RSLs only, governing body members (Indicator 2)

Ethnic origins are as based on The Scottish Government and General Register Office for Scotland official Ethnicity Classification for Scottish Official Statistics.

Disability is as defined under the Equality Act 2010.

Please state:

2.1 The ethnic origins of:

		(b) existing tenants	(c) applicants on housing list	(d) new tenants
2.1.1	White (total)	5177	1163	436
	(a) Scottish	2699	803	287
	(b) Other British	2359	320	132
	(c) Irish	6	2	0
	(d) Gypsy/traveller	2	1	1
	(e) Polish	41	16	12
	(f) any other white background	70	21	4
2.1.2	Mixed or multiple ethnic background	2	0	0
2.1.3	Asian, Asian Scottish, Asian British (total)	17	6	2
	(a) Indian	0	2	0
	(b) Pakistani	4	1	2
	(c) Bangladeshi	1	0	0
	(d) Chinese	10	2	0
	(e) Any other Asian background	2	1	0



2.1.4	Black, Black Scottish, Black British (total)	6	2	1
	(a) Caribbean	0	0	0
	(b) African	3	1	1
	(c) Any other black background	3	1	0
2.1.5	Other ethnic background	47	11	4
	(a) Arab, Arab Scottish or Arab British	2	1	1
	(b) any other group	45	10	3
2.1.6	Unknown	555	13	3
2.1.7	Total	5804	1195	446

2.2 The number of people who consider themselves to have a disability by:

		(b) existing tenants	(c) applicants on housing list	(d) new tenants	
		242	402	19	

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)

In relation to satisfaction with how well their landlord keeps tenants informed about their services, please state:

3.1 "How many tenants answered the question How good or poor do you feel your landlord is at keeping you informed about their services and decisions?" 899

3.2 Of the tenants who answered, how many said that their landlord was:
3.2.1 very good at keeping them informed 225

3.2.2 fairly good at keeping them informed 606

3.2.3 neither good nor poor at keeping them informed 46

3.2.4 fairly poor at keeping them informed 15

3.2.5 very poor at keeping them informed 7

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 3)	92.44	%
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Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)

In relation to satisfaction with opportunities given to tenants to participate in their landlord's decision making process, please state:

6.1 "How many tenants answered the question How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	901
6.2 Of the tenants who answered, how many said that they were:	
6.2.1 very satisfied	271
6.2.2 fairly satisfied	532
6.2.3 neither satisfied nor dissatisfied	70
6.2.4 fairly dissatisfied	26
6.2.5 very dissatisfied	2

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 6)	89.12	%
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Comments (The customer / landlord relationship)

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Housing Quality and Maintenance

The information you give us here will tell us about the quality of the housing you provide and the repairs service you offer.

Quality of Housing

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

**Scottish Housing Quality Standard (SHQS) – Stock condition survey
information (Indicator C24)**

Please state:

C24.1 The date your organisation's stock was last surveyed or assessed for compliance with the SHQS

March 2019

C24.2 What percentage of stock did your organisation fully assess for compliance in the last four years?

50

C24.3 The date of your next scheduled stock condition survey or assessment

March 2020

C24.4 What percentage of your organisation's stock will be fully assessed in the next survey

10

C24.5 How did your organisation use the survey data stated at C24.2 to establish how the stock complied overall with the SHQS

March 2019 through to March 2020, rolling annual survey programme.
We have established a rolling programme of SHQS surveying and assessment within our asset management programme aiming to survey 500 properties per year which equates to 10% of our total stock, through analysing the survey data collected we are able to confirm and assess properties for SHQS compliance.
We have surveyed 539 properties through our programme this year with a dedicated council employed surveyor undertaking all stock condition surveys. Utilising our own in house surveyor ensures consistent and accurate information is gathered across our domestic housing portfolio. We are aware of our priorities for investment moving forward, the survey data collected feeds into and helps inform our overall Capital Planning process. We are closely monitoring our external fabric elements such as wall and roof and secure door entry systems and have established a 15 year rolling kitchen replacement programme.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C25)

Please state:

	End of the reporting year	End of the next reporting year
C25.1 Total self-contained stock at the end of the reporting year	4943	4958
C25.2 Self-contained stock exempt from SHQS	0	0
C25.3 Self-contained stock in abeyance from SHQS	0	0
C25.4.1 Self-contained stock failing SHQS for one criterion	112	0
C25.4.2 Self-contained stock failing SHQS for two or more criteria	0	0
C25.4.3 Total self-contained stock failing SHQS	112	0
C25.5 Stock meeting the SHQS	4831	4958

**Scottish Housing Quality Standard (SHQS) – Stock failing by criterion
(Indicator C26)**

How many of your organisation's properties did not meet the Standard at the end of the reporting year, and how many are projected to not meet the Standard at the end of the next reporting year?

	End of the reporting year	End of the next reporting year
C26.1 Because they were Below the tolerable standard	0	0
C26.2 Because they were in serious disrepair	10	0
C26.3 Because they were not energy efficient	17	0
C26.4 Because they did not have modern facilities and services	0	0
C26.5 Because the were not healthy, safe and secure	0	0
C26.6 If any properties are failing SHQS at the end of the reporting year, or are projected to fail for the next reporting year, then explain what actions your organisation is taking or planning to take to address these	<ul style="list-style-type: none"> The 85 healthy safe and secure failings are due to defective secure door entry systems located within areas that require large scale regeneration. Full programmes of works are being developed for these areas and will include SDES upgrade. Owner occupiers have refused to engage in the process of shared cost repair. We are starting process early 2019. Six properties failing due to 	



	<p>serious disrepair are due to wall render failures within a mixed tenure common block of flats, we will attempt to upgrade this financial year.</p> <ul style="list-style-type: none"> • Four properties failing due to serious disrepair a external staircase collapse. This is currently awaiting building control sign off after completion of work to replace. • 17 Properties in Alva failed energy efficiency standards due to building type. Currently a programme of work has commenced to clad with thermal render system or alternatively internal wall insulation <p>The Council have created a cross department joint working group to address issues around progressing of external fabric works in mixed tenure properties. The group is made up of staff from the council's housing and legal services and has been tasked with exploring methods by which we can enable works which require private owner participation (i.e. external door entry system upgrade, external roof/wall render upgrade)</p>	
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**Scottish Housing Quality Standard (SHQS) – Working towards the standard
(Indicator C27)**

Please state:

C27.1 How many properties did your organisation plan to bring fully up to the SHQS during the reporting year?

372

C27.2 How many properties did your organisation fully bring up to the SHQS during the reporting year?

277

C27.3 If C27.1 and C27.2 are not the same, please provide an explanation for the difference

The difference between planned and actual upgraded numbers is 95.

85 properties in mixed tenure blocks in abeyance for secure door entry upgrade, these require owner occupier engagement and permissions.

10 properties failing on external wall fabric condition due to lack of progress in repairing external fabric (a number of differing stakeholders involved requiring engagement).

C27.4 How many properties does your organisation plan to bring fully up to the SHQS during the next reporting year?

127

C27.5 The number of properties at C27.4 should equal the difference between the projected pass rates for the end of the reporting year and the end of the next reporting year (as reported at C25.5). If it does not, please explain the difference

N/A the difference in number of properties matches. The rolling programmes carried out are preventative work to help maintain figures.

Scottish Housing Quality Standard (SHQS) (Indicator C28.1)

Please state:

C28.1.1 The number of self-contained properties with anticipated exemptions

0

C28.1.2 The range of elements not met

C28.1.3 The reason(s) the elements are not met

C28.1.4 What action is your organisation taking or planning to take to address these exemptions

N/A

**Scottish Housing Quality Standard (SHQS) – Abeyances at the year end
(Indicator C28.2)**

Please state:

C28.2.1 The number of self-contained properties with anticipated exemptions

0

C28.2.2 The range of elements not met

E Healthy, Safe & Secure: 54 Secure common external front door entry system (and / or concierge)

C28.2.3 The reason(s) the elements are not met

(b) Work cannot be done because owners object to common repairs

C28.2.4 What action is your organisation taking or planning to take to address these exemptions

Engagement process to be continued for SDES upgrade with private owners in mixed tenure common blocks. Legal discussions on taking action previously discounted

The Council have created a cross department joint working group to address issues around progressing of external fabric works in mixed tenure properties. The group is made up of staff from the council's housing and legal services and has been tasked with exploring methods by which we can enable works which require private owner participation (i.e. external door entry system upgrade, external roof/wall render upgrade)

Scottish Housing Quality Standard (SHQS) – Actual and projected investment by criteria/element (Indicator C29)

Please state:

	(i) in the reporting year		(ii) projected for the next reporting year	
	(a) the actual number of homes improved	(b) the amount invested (£s)	(a) the actual number of homes to be improved	(b) the amount to be invested (£s)
C29.1 Because they were/are below the tolerable standard	76	131095	80	125000
C29.2 Because they were/are in serious disrepair	198	1134532	175	1000000
C29.3 Because they were/are not energy efficient	73	165432	125	1075000
C29.4 Because they did/do not have modern facilities and services	257	924249	260	850000
C29.5 Because they were/are not healthy, safe and secure	277	826840	450	186000
C29.6 The total number of properties improved	881	3182148	1090	3236000
C29.7 The number of properties demolished as a direct result of the SHQS and the cost of demolition	1	100000	0	0

**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)
(Indicator 7)**

For properties within scope of the SHQS, please state:

7.1 The total number of properties within scope of the SHQS:

7.1.1 at the end of the reporting year

4943

7.1.2 projected to the end of the next reporting year

4958

7.2 The number of properties meeting the SHQS:

7.2.1 at the end of the reporting year

4831

7.2.2 projected to the end of the next reporting year

4958

Percentage of stock meeting the SHQS at the end of the reporting year (Indicator 7)	97.73	%
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Percentage of stock meeting the SHQS projected to the end of the next reporting year (Indicator 7)	100.00	%
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Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year (Indicator 8)

8.1 The total number of properties within scope of the SHQS:

8.1.1 at the end of the reporting year

4943

8.1.2 projected to the end of the next reporting year

4958

8.2 The number of properties meeting the appropriate NHER or SAP ratings specified in element 35 of the SHQS:

8.2.1 at the end of the reporting year

4943

8.2.2 projected to the end of the next reporting year

4958

Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year (Indicator 8)	100.00	%
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Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS projected to the end of the next reporting year (Indicator 8)	100.00	%
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Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

In relation to tenant satisfaction with the standard of their home when moving in this year, please state:

9.1 Of the tenants who moved into their property in the last year, how many answered the question "Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

411

9.2 Of the tenants who answered, how many said that they were:

9.2.1 very satisfied

309

9.2.2 fairly satisfied

95

9.2.3 neither satisfied nor dissatisfied

6

9.2.4 fairly dissatisfied

1

9.2.5 very dissatisfied

0

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9)

98.30

%

Percentage of tenants satisfied with the quality of their home (Indicator 10)

In relation to tenant satisfaction with the quality of their home, please state:

10.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"

901

10.2 Of the tenants who answered, how many said that they were:

10.2.1 very satisfied

388

10.2.2 fairly satisfied

413

10.2.3 neither satisfied nor dissatisfied

69

10.2.4 fairly dissatisfied

24

10.2.5 very dissatisfied

7

Percentage of tenants satisfied with the quality of their home (Indicator 10)	88.90	%
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Repairs, Maintenance & Improvements

The information you give us here will tell us about the quality and energy efficiency of the housing you provide and the repairs service you offer.

***Average number of reactive repairs completed per occupied property
(Indicator C13)***

Please state:

C13.1 The total number of reactive repairs completed during the reporting year

18158.0

C13.2 The number of occupied properties during the reporting year

4893

Average number of reactive repairs completed per occupied property (Indicator C13)	3.71	
---	------	--

Average length of time taken to complete emergency repairs (Indicator 11)

Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

Please state:

11.1 The number of emergency repairs completed in the reporting year

6671

11.2 The total number of hours taken to complete emergency repairs

22571

Average length of time taken to complete emergency repairs (Indicator 11)	3.38	hours
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Average length of time taken to complete non-emergency repairs (Indicator 12)

Please state:

(i) The number of non-emergency repairs completed in the reporting year

(ii) The total number of working days taken to complete non-emergency repairs in the reporting year

12.1 The total number of non-emergency repairs completed in the reporting year

11487

12.2 The total number of working days taken to complete non-emergency repairs

71474

Average length of time taken to complete non-emergency repairs (Indicator 12)	6.22	days
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)

Please state:

13.1 The number of reactive repairs completed right first time during the reporting year

10679

13.2 The total number of reactive repairs completed during the reporting year

11274

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)	94.72	%
--	-------	---

Percentage of repairs appointments kept (Indicator 14)

Please state:

14.1 Does your organisation operate a repairs appointment system?

Yes

14.2 The number of reactive repairs appointments made in the reporting year

8220

14.3 The number of reactive repair appointments kept in the reporting year

7910

Percentage of repairs appointments kept (Indicator 14)

96.23

%

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)

Please state:

15.1 As at the end of the reporting year, how many properties required gas safety records

6189

15.2 For properties which had current gas safety records in place at the end of the reporting year, how many had been renewed by their anniversary dates

6189

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)	100.00	%
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

In relation to tenant satisfaction with the repairs service provided for those with a repair carried out in the reporting year, please state:

16.1 Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"

153

16.2 Of the tenants who answered, how many said that they were:

16.2.1 very satisfied

128

16.2.2 fairly satisfied

20

16.2.3 neither satisfied nor dissatisfied

2

16.2.4 fairly dissatisfied

2

16.2.5 very dissatisfied

1

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

96.73

%

Comments (Housing quality and maintenance)

Failed appointments can be attributed to the below noted areas –

- Inclement weather for external repair works (leading to cancellations)
- Pressure demand on the repairs service leading to failure to complete appointments scheduled
- IT system constraints leading to creation of appointments which are not able to be kept

The IT constraints issue is one which we are currently working with our service provider to find a solution to this problem ensuring improved operational delivery for our customers.

Neighbourhood and Community

The information you give us here will tell us about the neighbourhoods and communities you manage.



Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

The information you give us here will tell us about the neighbourhoods and communities you manage.

***Percentage of 1st and 2nd stage complaints resolved by the landlord
(Indicators 4 & 5)***

Equalities related issues:

	4.1.1 1st Stage complaints		4.1.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	1	N/a	0	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.1.3 Complaints responded to in full by the landlord in the reporting year	1	100.0	0	0
4.1.4 Complaints upheld by the landlord in the reporting year	0	0.0	0	0
5.1 Complaints responded to in full within the timescales set out in the SPSO Model CHP	1	100.0	0	0

Other issues:

	4.2.1 1st Stage complaints		4.2.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	26	N/a	6	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.2.3 Complaints responded to in full by the landlord in the reporting year	26	100.0	6	100.0

4.2.4 Complaints upheld by the landlord in the reporting year	5	19.23	0	0.0
5.2 Complaints responded to in full within the timescales set out in the SPSO Model CHP	26	100.0	6	100.0

All complaints:

	4.3.1 1st Stage complaints		4.3.2 2nd Stage complaints	
	Number	Percentage	Number	Percentage
Received in the reporting year	27	N/a	6	N/a
Carried forward from the previous reporting year	0	N/a	0	N/a
4.3.3 Complaints responded to in full by the landlord in the reporting year	27	100.0	6	100.0
4.3.4 Complaints upheld by the landlord in the reporting year	5	18.52	0	0.0
5.3 Complaints responded to in full within the timescales set out in the SPSO Model CHP	27	100.0	6	100.0

Percentage of 1st stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%
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Percentage of 1st stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%
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Percentage of 1st stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0.0	%
--	-----	---

Percentage of 1st stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	19.23	%
Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord (Indicators 4 & 5)	0	%
Percentage of 2nd stage complaints on other issues responded to in full by the landlord (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on equalities issues upheld by the landlord (Indicators 4 & 5)	0	%
Percentage of 2nd stage complaints on other issues upheld by the landlord (Indicators 4 & 5)	0.0	%
Percentage of 1st stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%
Percentage of 2nd stage complaints on equalities issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	0	%
Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales (Indicators 4 & 5)	100.0	%

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)

In relation to tenant satisfaction with their landlord's management of the neighbourhood in which they live, please state:

17.1 How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?"	901
17.2 Of the tenants who answered, how many said that they were:	
17.2.1 very satisfied	277
17.2.2 fairly satisfied	531
17.2.3 neither satisfied nor dissatisfied	58
17.2.4 fairly dissatisfied	31
17.2.5 very dissatisfied	4

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17)	89.68	%
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Percentage of tenancy offers refused during the year (Indicator 18)

Please state:

18.1 The number of tenancy offers made during the reporting year

649

18.2 The number of tenancy offers that were refused

203

Percentage of tenancy offers refused during the year (Indicator 18)	31.28	%
--	-------	---

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)

Please state:

19.1 The number of cases of anti-social behaviour reported in the reporting year

262

19.2 Of those at 19.1, the number of cases resolved in the reporting year

207

19.3 Of those at 19.1, the number of cases resolved within locally agreed targets in the reporting year

202

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19)	77.10	%
---	-------	---

77.10

%

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 24)

Court actions are initiated by the landlord following the issue of a Notice of Proceedings and raising of a court order.

Please state:

24.1 The total number of court actions initiated during the reporting year

106

24.2 The number of properties recovered:

24.2.1 because rent had not been paid

35

24.2.2 because of anti-social behaviour

0

24.2.3 for other reasons

1

Percentage of the court actions initiated which resulted in eviction because rent had not been paid (Indicator 24)

33.02

%

Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour (Indicator 24)

0.0

%

Percentage of the court actions initiated which resulted in eviction for other reasons (Indicator 24)

0.94

%

Percentage of the court actions initiated which resulted in eviction (Indicator 24)

33.96

%

Abandoned properties (Indicator C11)

As defined by the Housing (Scotland) Act 2001, a property is abandoned where the landlord has reasonable grounds to believe that:

the property is unoccupied; and

the tenant does not intend to occupy the property as their home

Please state:

C11.1 The number of properties abandoned during the reporting year

36

Number of notices of proceedings issued and court action initiated (Indicator C12)

Notices of Proceedings are legal documents issued during the first stage in the process of evicting tenant. Orders for recovery of possession are issued by the court and give a landlord the right to repossess a property.

Please state:

C12.1 The number of notices of proceedings issued during the reporting year

363

C12.2 The number of orders for recovery of possession granted during the reporting year

34

Comments (Neighbourhood & community)

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Access to housing and support

The information you give us here will tell us about how people access your housing stock and how you support new and existing tenants.



Housing Options and Access to Social Housing

The information you give us here allows us to monitor the arrangements your organisation has for providing service users access to its housing, and managing its re-lets.

Percentage of lettable houses that became vacant in the last year (Indicator 21)

Please state:

21.1 The number of empty dwellings that arose during the reporting year in self-contained lettable stock

470

Percentage of lettable houses that became vacant in the last year (Indicator 21)	9.82	%
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Average time to re-let properties in the last year (Indicator 35)

Please state:

35.1 The total number of properties re-let in the reporting year

438

35.2 The total number of calendar days properties were empty

16851

Average time to re-let properties in the last year (Indicator 35)	38.47	days
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Percentage of approved applications for medical adaptations completed during the reporting year and the average time to complete applications (Indicators 22 & 23)

Please state:

22.1 The number of approved applications on the list for medical adaptations at the start of the reporting year plus any new, approved applications made during the reporting year

22.2 The number of approved applications completed between start and end of the reporting year

23.1 The total number of days taken to complete approved applications

23.2 The number of medical adaptations completed in the reporting year

Percentage of approved applications for medical adaptations completed during the reporting year (Indicator 22)	83.54	%
---	-------	---

Average time to complete approved applications for medical adaptations in the reporting year (Indicator 23)	77.20	days
--	-------	------

***Percentage of new tenancies sustained for more than a year, by source of let
(Indicator 20)***

Please state:

20.1 The number of tenancies which began in the previous reporting year by:

20.1.1 existing tenants

64

20.1.2 applicants who were assessed as statutory homeless by the local authority

216

20.1.3 applicants from your organisation's housing list

144

20.1.5 others

0

20.2 The number of tenants at 20.1 who remained in their tenancy for more than a year by:

20.2.1 existing tenants

60

20.2.2 applicants who were assessed as statutory homeless by the local authority

190

20.2.3 applicants from your organisation's housing list

133

20.2.5 others

0



Percentage of new tenancies to existing tenants sustained for more than a year (Indicator 20)	93.75	%
--	-------	---

Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year (Indicator 20)	87.96	%
---	-------	---

Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year (Indicator 20)	92.36	%
---	-------	---

Percentage of new tenancies to others sustained for more than a year (Indicator 20)	0.0	%
--	-----	---



Homeless people

The information you give us here will tell us about the services you offer homeless people.

***Average length of time in temporary or emergency accommodation by type
(Indicator 25)***

For cases that were closed in the reporting year, please state:

25.1 The total number of days households spent in temporary or emergency accommodation by:	
25.1.1 Ordinary local authority dwelling	42469
25.1.2 RSL dwelling	0
25.1.3 Local authority-owned hostel	0
25.1.4 RSL-owned hostel	0
25.1.5 Other hostel	0
25.1.6 Bed and breakfast	0
25.1.7 Women's refuge	0
25.1.8 Private sector lease	0
25.1.9 Other	3416

25.2 The total number of different households who occupied temporary or emergency accommodation by:

25.2.1 Ordinary local authority dwelling	384
25.2.2 RSL dwelling	0
25.2.3 Local authority-owned hostel	0
25.2.4 RSL-owned hostel	0
25.2.5 Other hostel	0
25.2.6 Bed and breakfast	0
25.2.7 Women's refuge	0
25.2.8 Private sector lease	0
25.2.9 Other	125

Average length of time in temporary or emergency accommodation (ordinary local authority dwelling) (Indicator 25)	110.60	days
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Average length of time in temporary or emergency accommodation (RSL dwelling) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (local authority- owned hostel) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (RSL-owned hostel) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (other hostel) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (bed and breakfast) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (women's refuge) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (private sector lease) (Indicator 25)	0.0	days
Average length of time in temporary or emergency accommodation (other) (Indicator 25)	27.33	days
Average length of time in temporary or emergency accommodation (all types) (Indicator 25)	90.15	days

Percentage of households requiring temporary or emergency accommodation to whom an offer was made and offers refused in the last year by accommodation type (Indicators 26 & 27)

Please state:

26.1 The number of households where the landlord was required to make an offer of temporary or emergency accommodation in the reporting year	682
26.2 The number of offers of temporary or emergency accommodation made in the reporting year by:	
26.2.1 Ordinary local authority dwelling	440
26.2.2 RSL dwelling	0
26.2.3 Local authority-owned hostel	0
26.2.4 RSL-owned hostel	0
26.2.5 Other hostel	0
26.2.6 Bed and breakfast	0
26.2.7 Women's refuge	0

26.2.8 Private sector lease

0

26.2.9 Other

241

27.1 The number of offers of temporary or emergency accommodation refused in the reporting year
by:

27.1.1 Ordinary local authority dwelling

35

27.2.2 RSL dwelling

0

27.2.3 Local authority-owned hostel

0

27.2.4 RSL-owned hostel

0

27.2.5 Other hostel

0

27.2.6 Bed and breakfast

0

27.2.7 Women's refuge

0

27.2.8 Private sector lease

0

27.2.9 Other

110

26.2

681

Percentage of households requiring temporary or emergency accommodation to whom an offer was made (Indicator 26)	99.85	%
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Percentage of offers of temporary or emergency accommodation refused (ordinary local authority dwelling) (Indicator 27)	7.95	%
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Percentage of offers of temporary or emergency accommodation refused (RSL dwelling) (Indicator 27)	0.0	%
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Percentage of offers of temporary or emergency accommodation refused (local authority-owned hostel) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (RSL-owned hostel) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (other hostel) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (bed and breakfast) (Indicator 27)	0.0	%
--	-----	---

Percentage of offers of temporary or emergency accommodation refused (women's refuge) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (private sector lease) (Indicator 27)	0.0	%
---	-----	---

Percentage of offers of temporary or emergency accommodation refused (other) (Indicator 27)	45.64	%
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Percentage of offers of temporary or emergency accommodation refused (all types) (Indicator 27)	21.29	%
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Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)

Please state:

28.1 For each placement in temporary or emergency accommodation in the last year, how many households answered the question How satisfied or dissatisfied were you with the overall quality of the temporary or emergency accommodation you were provided?

254

28.2 Of the households who answered, how many said that they were:

28.2.1 very satisfied

143

28.2.2 fairly satisfied

71

28.2.3 neither satisfied nor dissatisfied

16

28.2.4 fairly dissatisfied

10

28.2.5 very dissatisfied

14

Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (Indicator 28)

84.25

%



Comments (Access to housing and support)

Getting good value from rents and service charges

The information you give us here will tell us about your charges and the value for money you achieve.

Value for money

The information you give us here will tell us about the value for money you achieve.

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)

In relation to tenant satisfaction with the value for money provided by the rent they pay, please state:

29.1 How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"

901

29.2 Of the tenants who answered, how many said that their rent represented:

29.2.1 very good value for money

197

29.2.2 fairly good value for money

643

29.2.3 neither good nor poor value for money

39

29.2.4 fairly poor value for money

16

29.2.5 very poor value for money

6

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 29)	93.23	%
---	-------	---

**Percentage of factored owners satisfied with the factoring service they receive
(Indicator 33)**

In relation to tenant satisfaction with the factoring services provided, please state:

33.1 How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"

33.2 Of the factored owners who answered, how many said that they were:

33.2.1 very satisfied

33.2.2 fairly satisfied

33.2.3 neither satisfied nor dissatisfied

33.2.4 fairly dissatisfied

33.2.5 very dissatisfied

Percentage of factored owners satisfied with the factoring service they receive (Indicator 33)	0.0	%
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Rents and service charges

The information you give us here will tell us about how you maximise your income.

Rent collected as percentage of total rent due in the reporting year (Indicator 30)

Please state:

30.1 The total amount of rent collected in the reporting year

17431442

30.2 The total amount of rent due to be collected in the reporting year (annual rent debit)

17835287

Rent collected as percentage of total rent due in the reporting year (Indicator 30)	97.74	%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)

Please state:

31.1 The total value (£) of gross rent arrears as at the end of the reporting year

1632129

31.2 The total rent due for the reporting year

18042803

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 31)

9.05

%

Average annual management fee per factored property (Indicator 32)

A factored property is where a landlord is responsible for the delivery of a management service to the owner of the property.

32.1 The number of residential properties factored

32.2 The total value of management fees invoiced to factored owners in the reporting year

Average annual management fee per factored property (Indicator 32)	£	0.0
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Percentage of rent due lost through properties being empty during the last year (Indicator 34)

Please state:

34.1 The total amount of rent due for the reporting year

18042803

34.2 The total amount of rent lost through properties being empty during the reporting year

206096

Percentage of rent due lost through properties being empty during the last year (Indicator 34)	1.14	%
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Rent increase (Indicator C21)

Please state:

C21.1 The percentage average weekly rent increase to be applied in the next reporting year

2.2

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C22)

Please state:

C22.1 The number of households the landlord received housing costs directly for during the reporting year

3433

C22.2 The value of direct housing cost payments received during the reporting year

9371958

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)

Please state:

C23.1 The total value of former tenant arrears at year end

1027096

C23.2 The total value of former tenant arrears written off at year end

44047

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C23)	4.29	%
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Comments (Getting good value from rents and service charges)

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Other Customers

The information you give us here will tell us about the services you offer to Gypsies/Travellers.

Gypsies/travellers – Average weekly rent per pitch (Indicator 36)

A pitch is a defined serviced area provided by a landlord for mainly Gypsies and Travellers to place their homes.
Please state:

36.1 The total amount of rent set for all pitches during the reporting year

71604

36.2 The total number of pitches

15

Gypsies/travellers - Average weekly rent per pitch (Indicator 36)	£	91.8	
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For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)

In relation to the satisfaction question on the management of sites provided to gypsies/travellers, please state:

37.1 How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"

37.2 Of the Gypsies/Travellers who answered, how many said that they were:
37.2.1 very satisfied

37.2.2 fairly satisfied

37.2.3 neither satisfied nor dissatisfied

37.2.4 fairly dissatisfied

37.2.5 very dissatisfied

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord’s management of the site (Indicator 37)	0.0	%
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Comments (Other customers)

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Report to: Place Committee

Date: 12th September 2019

Subject: Corporate Buildings Update

Report by: Strategic Director (Place)

1.0 Purpose

- 1.1. Following a corporate redesign, the Housing Service inherited responsibility for the Building Management of the Public Buildings Asset Portfolio in January 2017. This remit has been associated with the Housing Team Leader Planned Works & Compliance since September 2017.
- 1.2. This report outlines the current position to members in terms of improvement actions that have been actioned and works that are underway.

2.0 Recommendations

- 2.1 It is recommended that the Committee:
- 2.2 Note the progress made with corporate buildings and that further improvements are underway;
- 2.3 Note the continuing resource requirement and review of the budget savings to be netted against savings identified during the budget process (4.2);
- 2.4 Note that the Service will be seeking via business case to appoint a Building Surveyor to carry out a rolling stock condition survey programme of the General Fund Public Buildings. This will build up specific information on our General Fund Assets and develop Capital Investment priorities, and ensure Council can make informed decisions on retentions and disposals (4.5);
- 2.5 Note the remainder of the report.

3.0 Background

- 3.1. As highlighted above Building Management and Maintenance for the Public Buildings Asset portfolio was passed to the expanded Housing Service in early 2017. At that time, extensive Planned Preventative Maintenance and compliance matters were being instructed through a Facilities Management (FM) Contract with one external supplier.

- 3.2. Unfortunately, no formal handover took place when this work transferred to the Housing Service, which has made information gathering a lengthy and painstaking process with information, certification, and clarification of areas of responsibility held in different spreadsheets. For example, it was recently discovered that the service is responsible for a significant number of boundary walls, which were not listed in the corporate asset register as they have no financial value. This could represent a significant demand pressure from the service.
- 3.3. In addition, as members are aware, in March 2018 an internal audit report could only provide limited assurance to members over the management and monitoring over the lifetime of the FM contract, which had resulted in GF overspends.
- 3.4. With this background much work has been taken forward to ensure corporate building information is where we require it in order to make informed decisions going forward.

4.0 Housing Service Approach

- 4.1. A specific Compliance Management team which cover the Public Buildings portfolio has been established, which included the recruitment of two project coordinators in September 2017. A public buildings help desk was also created to ensure a central response for building and equipment failures and to progress repairs.
- 4.2. This team and process has, for the first time in many years, provided clarity as to the progress being made in meeting the council's legal requirements in respect of equipment and building inspections and maintenance. Therefore, in this context, it was imperative that the five maintenance officers previously identified through Targeted Voluntary Redundancy were kept employed by the council to fully resource this requirement and subsequently staff were removed from the TVR pool. The Place Directorate will consider management of the budget pressure to be netted against any identified savings during this year's budget process.
- 4.3. The team working in conjunction with colleagues delivering capital works at PCU has led to a more joined up approach, as opposed to teams working within silos. Key priorities are now being identified through maintenance and inspection and then progressed as a Capital Application if required. The clearer link between revenue repairs and capital spend will ensure that members are receiving greater clarity on costs when decisions are required on retention or sale of corporate buildings. Moreover, it should enable greater control over costs to ensure resources are not wasted.
- 4.4. The team leader has started preparation work on an Asset Management Plan for Public and School buildings. However, some recent validation work of the surveys carried out in 2016 and 2017 has highlighted some errors and omissions. It is therefore a concern that forming a future Capital Plan or asking members to make decisions based upon these results could be flawed. Resource capacity to fully undertake this exercise has been difficult but it is seen as business critical, especially for the Council's Learning Estate Strategy

which will ensure that future decisions can be made with correct and robust information.

- 4.5. The service is therefore recommending that a post is created specifically to carry out a rolling programme of condition surveys of the council's non-domestic assets and school buildings. Collation of valuable information through our own council resources will avoid the procurement and reliance on external consultants. Crucially information gained will inform the Capital Planning process and report on our statutory duties to the Scottish Government in terms of the School Buildings.

5.0 Key Corporate Buildings Updates

- 5.1. **Asbestos Management** – Previously asbestos survey information was internally commissioned, and a subsequent review discovered that these reports had certain deficiencies. The Housing Service Manager, in co-operation with the Strategic Directors of Place and Partnership & Performance, oversaw a programme of replacement surveys. This work has been carried out by UKAS and UKATA approved asbestos contractors within our Public Buildings. These surveys have provided the level of knowledge which is required for maintenance and refurbishment purposes as well as day to day running of the building.
- 5.2. In addition, the council engaged with the globally renowned asbestos expert Professor Roger Willy on a consultancy basis for specialist, impartial advice and to carry out training.
- 5.3. The Council now has an asbestos management plan which was devised following the collation of the survey reports, and has been set up to manage and monitor known asbestos within Public Buildings. Moving forward, regular building inspections will be carried out to manage known asbestos within the portfolio.
- 5.4. **Gas Compliance** – From May 2018, a programme was devised to carry out Gas Safety Checks and statutory inspections to all our corporate asset buildings and the council now has full certification. These buildings, like the housing stock, will be assessed and revised at 12 monthly. The service have used this more robust information to carry out a number of boiler and heating upgrades or repairs, and a separate contract is now being procured for boiler replacement to secure better value. The profile of the boilers in many school and corporate buildings are aged and impacting on revenue costs through maintenance. Two of the three boilers at Kilncraigs were upgraded in December 2018 and April 2019.
- 5.5. **Electrical Compliance** – In November 2018 the council awarded a term contract for Safe Electrical Testing and Upgrades for the public building portfolio. This incorporates portable appliance testing (PAT), statutory inspection of emergency lighting, fixed wire testing, and repairs. There has been good progress with this contract to date with remedial works and a fixed wire testing programme established and started. We have now appointed a dedicated Electrical Project Coordinator who is leading on this programme, with a remit to maximise use of our own trade's resource where possible.

- 5.6. Electrical Safety was subject to an Internal Audit report in January 2019. There were known specific weaknesses in the regime previously, with some work back-programmed. The audit team were satisfied with the plan of action going forward with the contracts and dedicated specialised resource leading on this programme. There are no breaches of statutory items and work has been prioritised to address the highest risks in terms of building users, particularly those identified by the Fire Service.
- 5.7. **Water Management** – The management of the water system covers many facets from the distribution of the incoming mains water for drinking and food preparation, to the storage and provision of hot water for bathing and sanitation, and the control of Legionella bacteria in water systems.
- 5.8. A term contract has been procured with water management experts, to provide Legionella risk assessments for our Corporate Buildings to cover this requirement.
- 5.9. **Flood Prevention & Pump Maintenance** – The Council has a contract with specialist pump maintenance and inspection contractor Weir Pumps to perform the monitoring and monthly maintenance at the pumping stations across the county. These are located at Elistoun Drive Tillicoultry, Dumyat Menstrie, Redwell Primary School and Longcarse. In addition to the above, we have carried out a number of flood prevention upgrades at Menstrie House in an attempt to prevent a repeat of the 2012 flood. Having taken advice from the Scottish Flood Forum, we have installed a number of door flood guards which can be deployed in the event that they are needed.
- 5.10. By appointing Weir Pumps Ltd we are sustaining a local supplier based in Alloa and the response times via this contract are understandably much better, with a significant cost saving of around 35% in terms of what we the council were previously paying. This contract is creating and sustaining local jobs with a local supplier.
- 5.11. **Fire Risk Assessment Remedial Works**- Trades resource at Kelliebank undertook catch up “fire risk assessment recommendations remedial actions”, with works completed by April 2019. Some £70,000 of revenue repairs costs can be attributed to this programme undertaking 435 outstanding remedial jobs.
- 5.12. **Fire and Security** – A considerable amount of work has been carried out across a number of our Public Buildings in relation to fire, security and CCTV, providing system upgrades, renewal and repairs to ensure compliance. Completely new fire alarm systems were installed at Strathdevon, Coalsnaughton and Fishcross Primary Schools as well as a full system renewal within the Land Services workshop at Kelliebank. Remediation works were required to ensure the operation of the sprinkler system at Kilncraigs. The service and inspection of over 1200 fire extinguishers was carried out between July and August 2018, and this is now an annual programme with work progressing well this year. A replacement Fire Curtain was also organised within Kilncraigs with this being a long standing action point.
- 5.13. **Lifts Maintenance** – There was no maintenance regime in place for the lifts prior to 2018. We have however undertaken a number of repairs and services on lifts within the public buildings. The required legal inspections were carried

out in April 2019, and moving forward a contract will be put in place for ongoing service, maintenance and repair.

5.14. **Kelliebank Upgrade** – Following consultation with staff and unions, urgent Health and Safety Work was required at Kelliebank Depot and Fleet Workshops to ensure the safety of staff and visitors. This included the following-

- Re-surfacing and lining out of the front staff and visitors car park.
- The resurfacing and lining out of specific areas of car park to the rear of the depot to remove tripping hazards.
- Heating Replacement within the Fleet Workshops.
- Additional CCTV and Security Cameras.
- The provision of a dedicated safe walk way enabling the safe transit of staff and visitors around the depot.
- The introduction of a video surveillance system outside the fleet workshops provides considerable improvements in the safe access and egress of vehicles from the workshops. This is complimented with a verbal 'audible warning' across a public address system to inform pedestrians of potential hazard.
- A replacement roof and wall cladding at the Land services workshop to address a water ingress problem.
- New LED high level floodlighting has been installed providing a well lit and safer environment for staff during periods of darkness.
- Additional Lockers for Maintenance Operatives.

This programme of work has been successfully completed on time and on budget. However, as reported to the Capital Operating Group, significant risks remain at Kelliebank due to the layout of the yard and in particular there is a "choke point" in terms of access and egress from the operational yard.

5.15. **High Level Inspections and Repairs** – As a result of carrying out a series of high level building inspections at Kilncraigs, Speirs Centre and Alloa Town Hall it was identified that considerable remediation works to the masonry was required. Some of these were essential & urgent such as lightning conductors, and fall arrest systems were instructed, completed and successfully carried out. The remaining works will be completed over the coming months as these are weather dependant. This is good pro-active work, monitoring and assessing high risk older Public Buildings and tackling problems before they materialise.

5.16. **Speirs Centre Alloa-** A central heating upgrade was carried out to a known cold spot within the Library area. This had been a long standing issue within the service that impacted on both customers and staff working within the building. This was completed in the autumn of 2018 before the onset of winter. Furthermore the defective windows to the front of the Speirs were

replaced by the contractor Marshalls at zero cost through a latent defect through the previous upgrade contract. This had been a long standing issue of concern following the incorrect window frontage being fitted during the contract carried out in 2012 to refurb the building.

- 5.17. **Gymnasium Equipment** – The gymnasium equipment used in the schools has been inspected and a new contract for this school year is being worked on to ensure the continued inspection and repair.
- 5.18. **LOLER Inspections** – Servicing and inspections of the lifting equipment used within the care homes, resource centre, primary schools and nurseries have been carried out and those equipment's presented for inspection are fully compliant. A new term contract covering a four year period is currently being developed to cover this requirement.
- 5.19. **Emergency Evacuation Equipment** – Over the past twelve months we have completed the necessary service and inspections of the emergency evacuation chairs and equipment throughout the public buildings and schools
- 5.20. **Local Exhaust Ventilation** – Over the past twelve months we have undertaken a robust program of cleaning and inspection of kitchen extraction units to ensure the safe operation within these environments. In addition the localised dust and fume extraction within the fleet and joinery workshops in depots and schools have also been serviced and inspected.
- 5.21. **Murray Square Clock Tillicoultry** – An inspection was carried out at the Murray Square Clock, which was found in an unstable condition and in risk of collapse. This had been a longstanding outstanding action that had been reported previously. Further inspections were arranged with Structural engineers and a scope of works for repair was developed, which was successfully undertaken and managed through to a successful conclusion in September 2018.

6.0 Finance Update 2018/19

- 6.1. Despite some significant “catch up” works being undertaken, there has been a slight reduction in terms of spend to external private contractors following the ending of the previous FM contract. Spend comparisons are as follows:
 - 2017-18 - £722,721 spend on Private Contractors.
 - 2018-19 - £720,737 spend on Private Contractors.
- 6.2. Contracts being stringently scoped out and managed through a specific agreed set of rates have delivered a slight saving.
- 6.3. Overall Repairs and Maintenance spend has reduced over the past financial year (2018/19) despite significant “catch-up” works being undertaken. The comparison from the previous year is as follows:
 - Year 2017-18 – Total Spend on Maintenance and Compliance Matters for Public Buildings - £1,149,316.
 - Year 2018-19 – Total Spend - £1,055,847.

- 6.4. As stated earlier there are still significant areas to be caught up on such as Electrical Testing and upgrade, however like the others this will be managed with an agreed set of rates at the outset with costs monitored and “lessons learned” reviewed from previous contracts. This can be seen as a positive in terms of the slight saving on the previous year, particularly given the context of the “catch-up” works.
- 6.5. We are utilising trades resources at Kelliebank where possible and looking to train and expand on this to minimise the dependency on external suppliers. We have highlighted this in our liaison meetings with the Trade Unions. In general the Procurement catch up works have been a key item undertaken within the last 12 months and the council are in a much stronger position moving forward with separate compliance contracts being managed more stringently.

7.0 Resource Implications – Staffing

- 7.1. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate.
- 7.2. Finance has been consulted and has agreed the financial implications as set out in the report. Yes
- 7.3. The Project Coordinator took up post on the 16th of April 2018 and has settled well in the council. The postholder has brought a wealth of experience within Facilities Management to the council, and has brought a structure to his team who are now being very well led. The postholder is being assisted by Maintenance Officers who were previously on TVR. Training needs have been assessed and implemented particularly with high risk items such as water management and asbestos management.
- 7.4. The other Project Coordinator is a Qualified Contract QS and commenced employment with the council on the 6th of November 2017. This role is half funded through the HRA and the postholder is leading on the Procurement of essential contracts both for General Fund activity and HRA.
- 7.5. The Post of Electrical Project Coordinator was filled in March 2019, with internal promotion being successfully recruited. This role was previously titled “Project Coordinator” however given the scope of Electrical “catch up” works required, this role now requires a specific skillset with an expertise in Electrical Compliance and Mechanical and Electrical.
- 7.6. Crucially the people employed have the skills and expertise in Building Maintenance and Compliance and Quantity Surveying to strengthen the council moving forward. There has also been development of existing staff through improved management and skills development, evidenced by the training undertaken.
- 7.7. We continue to strive to develop the trade’s skill bases here at Kelliebank where possible to utilise existing trade’s resources.

8.0 Conclusions

- 8.1. Good progress has been made with key staff being recruited and appointed, leading on Public Building Maintenance and Compliance.
- 8.2. Key procurements still have to be undertaken, however greater value is being achieved through breaking down the requirement previously undertaken by the FM contract into separate more manageable contracts led by Project Coordinators, focussing on Time /Cost and Quality with a customer focus.
- 8.3. Work requirements are being assessed with a view maximising the trades resource at Kelliebank where possible. Recruitment of vacant trades posts were approved by the SLG in July 2019.
- 8.4. Procurement of key contracts continues to be a challenge as this is being carried out within the service along with other duties.
- 8.5. "Catch up" work continues on the Asset Portfolio, with a renewed focus now on Capital Planning and resourcing. The service is hopeful that this renewed focus will allow more information to be made available to members when determining whether to retain or dispose of buildings.

9.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box)

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

10.0 Equalities Impact

- 10.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?
Yes No

11.0 Legality

- 11.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

12.0 Appendices

12.1. Please list any appendices attached to this report. If there are no appendices, please state "none".

None

13.0 Background Papers

13.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

Yes

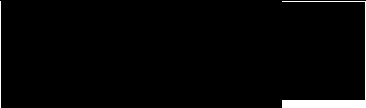
No

Internal Audit Progress Report 2017/18 – Audit & Finance Committee, March 2018

Author(s)

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Murray Sharp	Service Manager	5113

Approved by

NAME	DESIGNATION	SIGNATURE
Pete Leonard	Strategic Director (Place)	

Report to: Place Committee

Date of Meeting: 12th September 2019

Subject: Wimpy Park Walled Garden Update Report

Report by: Strategic Director (Place)

1.0 Purpose

- 1.1. This report seeks to provide committee members with an update on the progress made on the lease of the Walled Garden, Pine Grove Alloa. The report also highlights to members future considerations to enable the Wimpy Park Community Group to develop the site to meet their aspirations, in particular with regards to toilet provision.

2.0 Recommendations

- 2.1 It is recommended that Committee notes:
- 2.2 the progress made to date on the lease of the Walled Garden,
- 2.3 the practical steps and indicative costs of works required to meet the ambitions of the Wimpy Park Community Group,
- 2.4 the officer view that General Fund (GF) Council expenditure (up to £143k) on the proposed projects set out in paragraph 3.12 and 3.15 would not represent Best Value for the council and therefore are not recommended for approval;
- 2.5 that officers will continue to engage with Wimpy Park Community Group as it reviews its business plan and seeks to identify alternative sources of funding.

3.0 Considerations

3.1. *Background*

- 3.2. At the Place Committee meeting on 6th June, the committee agreed the lease of the Walled Garden in Pine Grove Alloa, to the Wimpy Park Community Group (WPCG) at a nominal rent of £1.00 per annum. On 27th June 2019 at the meeting of Clackmannanshire Council, it was agreed to transfer the Walled Garden site from the Housing Revenue Account (HRA) to the General fund at market value, to enable the lease of the site to WPCG. It was agreed that a further report would be brought to the next Place Committee meeting on the possible lease of additional lock-ups and/or toilet facilities once a full appraisal of options had been completed.

3.3. ***Lease Arrangements***

- 3.4. In May 2019 council officers put in place a License to Occupy for the Walled Garden to WPCG. This License to Occupy enabled access to the site over the summer months to hold community fun days and events. At the time of writing this report, the formal lease for the site had been issued to the group for consideration, and for them to seek their own independent legal advice on the lease provisions.
- 3.5. If agreed the lease will run for a period of 19 years less one day, with break clauses every 5 years so either party can end the agreement. A longer lease could have been offered, however if the lease had been over 20 years the community group would have had to cover the cost of registering the lease with the Land Registry. The annual rent for the site will include the land and the perimeter wall.

3.6. ***Business Plan & Funding Opportunities***

- 3.7. Wimpy Park community group are a registered charity and have an appropriately constituted management board. The group has developed a financial business plan, which was last updated in August 2018. The group has sought advice from Clackmannanshire Third Sector Interface (CTSI) regarding potential funders for the development of the site, but has yet to submit any funding bids. As members are aware the group required a long term lease of the site to be in place to enable them to do this. It is planned to encourage the group to seek further advice and submit funding bids over the coming months.
- 3.8. If funding bids are successful then this may allow work on the site to commence during 2020, and enable the group to demonstrate the viability of the site. The group would like additional financial input from the council and access to HRA assets (see below). They are aware though of the council's financial constraints. Council officers are continuing to provide advice and support to the group on funding applications, and would be keen to see a revised business plan from the group at the earliest opportunity.

3.9. ***Toilet Provision***

- 3.10. The Walled Garden site currently has no toilet facilities on or close to the site. The group has requested assistance from the council to obtain facilities for the site. As noted in the previous committee report the group had requested access to the street cleansing storage facility in Pine Grove. This had been investigated but discounted as an option due to the condition of the unit and also because the facility continues to be required by the Council's Cleansing Services. Re-location of one of the moveable portaloos in either Tullibody or Tillicoultry has been considered, however, the group has advised they would be unwilling to accept this as a solution. This option therefore, has also been discounted.
- 3.11. Other potential options for the provision of toilets were;

3.12. *Lease or Purchase of a Portable Modular Toilet Building to be Placed Within the Site of the Walled Garden*

3.13. An initial quote for this option has been obtained, with an estimated monthly rental of £265, or £8,100 including VAT to purchase outright. Additional siting costs (a crane for example would be required for installation), upkeep and planning regulations would need to be considered for this option. The group has expressed that this would be an option they would be willing to consider. Should a permanent electrical and sewer connection be required costs would increase by approximately £25,000 as highlighted at paragraph 3.24 below.

- Although detailed costings have not yet been calculated a guide price of £40,000 would be considered reasonable for this option.

3.14. Officers do not consider that this option represents value for money.

3.15. *Conversion and Refurbishment of the 15 Lock Up Garages in Pine Grove*

3.16. This is WPCG's preferred option, as they would like to acquire access to the row of lock ups to install toilet facilities and to further develop the lock ups in the longer term. Three are currently tenanted by council tenants, and the group were previously given access to a further 3 at a nil rental charge by the service. Following an inspection of the lock-ups in May 2019 it was found that the roofs in particular are in very poor condition, and in the short term will require upgrade works estimated at £8,419. Further upgrading works to the wall fabric condition, doors and timber facings are also required in the short to medium term at an estimated cost of £14,735.

- In addition, to be used as toilet facilities the monies identified at paragraph 3.24, below would also require to be spent.

3.17. It should be noted that Council agreed in December 2014 to the demolition of the lock-ups at Pine Grove owing to lack of demand and/or the cost of maintenance. Given this, and the proposed use of the lock-ups by a community group, it would be extremely difficult to justify the use of HRA resources to refurbish the garage units. Members have been kept up to date with developments regarding the lock up strategy via update papers to Committees.

3.18. Moving forward with this option would, therefore, require the transfer of the asset from the HRA to the General Fund. Officers have valued each unit at £1,000 giving a total value of £15,000.

3.19. Although detailed costings have not yet been calculated a guide price of £63,000 would be considered reasonable to transfer ownership and bring the block to a position where it could, further, be converted to toilet facilities.

3.20. Officers do not consider that this option represents value for money.

3.21. The group has advised they would like the council to provide them with full access to all 15 lock ups once short to medium term repairs have been completed. They would like all utilities including electricity and water installed in the lock ups along with toilet facilities. Their plan is to redevelop the lock ups into useable space, to include office space and space to develop social

enterprises. They have requested input into any decision making process on upgrades and refurbishment, as they would like internal walls removed and doors bricked up and windows installed. The nature, and extent, of such works are likely to require planning approval for the change of use, and a building warrant ensuring that the unit meets all current applicable building standards. The costs associated with this are likely to be very significant (officers have conservatively estimated an additional £80,000 for this additional work) and it is, therefore, the view of officers that this approach will fail to demonstrate value for money.

3.22. As the site would need to be transferred from the HRA to the General Fund all associated costs within the site would need to be met from the General Fund. At present the HRA has retained the 15 lock ups. Options for the group obtaining funding for this work outwith the councils GF revenue budget will be explored in the coming months.

3.23. ***Water & Electrical Connections***

3.24. The lockups currently have no electricity supply and are not connected to mains water supply. The community group has requested these facilities be in place should they take over use of the lock ups. Initial investigations suggest this could be costly to achieve, as significant work would be required to redirect current supplies which do not go into the site. Estimates have put this cost at approximately £25,000. Officers can work to continue to establish the exact location of current services, costs and work which would be required should this be seen as a viable option, however, it is the view of officers, again, that the costs are such that this option will struggle to demonstrate value for money.

3.25. ***Planning Consent & Change In Use***

3.26. Any development on the site, including a modular toilet block, would require full planning consent as it is likely there are no permitted development rights. Applications would also be required for appropriate building warrants. WPCG will need to obtain independent advice on the planning process.

3.27. It is likely that any change in use of the lock ups would also require full planning consent. Consideration would also need to be given to the lock ups and any change in use, for example any social enterprise business may then become subject to non domestic rates. The rateable value of the developed premises would then need to be determined by the assessor. WPCG may be able to apply for rates relief however, as they are a registered charity. Going forward WPCG will need to explore all available funding options to progress development of the site.

4.0 **Sustainability Implications**

None

5.0 Resource Implications

5.1. *Financial Details*

5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate.

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

The options considered in the paper range in cost from an estimated £40,000 to £143,000. Officers do not consider that these options represent best value and are unable to recommend them.

5.4. *Staffing*

5.5. No Staffing implications

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box)

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No

9.0 Legality

- 9.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

- 10.1. Please list any appendices attached to this report. If there are no appendices, please state "none".

None

11.0 Background Papers

- 11.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

Yes No

(please list the documents below)

Author(s)

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Wilson Lees	Team Leader	2357

Approved by

NAME	DESIGNATION	SIGNATURE
Pete Leonard	Strategic Director Place	

Report to Place Committee

Date of Meeting: 12th September 2019

Subject: Scottish Materials Brokerage Service for Residual Waste Treatment/Disposal

Report by: Strategic Director (Place)

1.0 Purpose

The Council have been disposing of residual waste at Avondale's landfill facility near Polmont for around 15 years. From 1 Jan 2021, landfill operators in Scotland will be prohibited from accepting Biodegradable Municipal Waste for disposal at landfill.

- 1.1. To detail how the Council has moved to (1) put in place a legally compliant short-term secure contractual arrangement for the processing and treatment of its 8,000 tonnes (per annum) of residual waste (2) and, begin to undertake market insight into a longer-term treatment solution, optionally as part of a potential Local Authority collaboration.

2.0 Recommendations

- 2.1. It is recommended that the Committee notes :
- 2.2. The Service has signed an Agency Agreement for the 'Scottish Materials Brokerage Service for Residual Waste Treatment/Disposal' to permit Scottish Procurement to contract on behalf of the Council, which has enabled the Council to enter into contract until 1st October 2022, with the potential for 2 further 1 year extensions.
- 2.3. The requirement to explore a long term best value and secure residual waste treatment solution, potentially through Local Authority partnership arrangements (by inter-authority agreement or collaborative procurement process).

3.0 Considerations

- 3.1. From January 2021 there will be a ban on landfilling of biodegradable municipal waste in Scotland. In addition to this future Scottish Government targets set that only 5% of waste to be landfill by 2025, coupled with 70% recycling and composting target. Even with maximum levels of recycling and reuse, and the promotion of waste prevention there will remain a considerable amount of waste that alternative treatment must be identified for.

- 3.2. A 2019 Waste Market Study (commissioned by the Scottish Government) identified a treatment capacity gap when the ban is introduced in 2021 of between 1 and 2.4 million tonnes (dependent on recycling rates at the time). The capacity gap in Scotland and the increased demand this will place on remaining capacity in England and continental Europe is likely to drive the cost of securing capacity up. This places some urgency on Scottish local authorities to identify and secure treatment capacity for non-recyclable waste to limit future financial consequences.
- 3.3. The Scottish Government are potentially reviewing the timescales of the Ban given national concerns regarding compliance and related fiscal matters. A further Government statement is expected in the near future.
- 3.4. The Scottish Materials Brokerage Service was set up in 2014 to help local authorities get a better deal for the recycled materials and non-recyclable waste collected in their areas. It is sponsored by the Scottish Government and is a partnership between the Scottish local authorities, Zero Waste Scotland and Procurement Scotland. The brokerage service places and manages contracts for the service. It uses the combined tonnages of all the Councils involved to negotiate competitive prices.
- 3.5. In October 2017 a collaborative residual waste service contract was established by the Materials Brokerage Service. The contract remains open to Local Authority entrants with Falkirk, Stirling and Perth & Kinross having already signed up. In April 2019, Clackmannanshire Council was one of nine Scottish Local Authorities without a residual waste treatment contract solution to ensure compliance under the upcoming Bio-Ban. This has now been resolved.
- 3.6. The Brokerage Service was awarded to Avondale in Falkirk which is advantageous for Clackmannanshire given its geographic location, particularly with regard to waste transfer costs and subsequently our carbon footprint. Avondale has been the Council's primary residual waste disposal provider for a number of years.
- 3.7. Clackmannanshire Council signed up to the Materials Brokerage Service for residual waste treatment/disposal on 1 July 2019 through Delegated Authority.
- 3.8. At present, Clackmannanshire's residual waste continues to be disposed of within Avondale's landfill facility at Polmont. Avondale will re-open their 'Materials Recovery Facility' (MRF) at the same site from 1 October 2019.
- 3.9. A Materials Recovery Facility is a specialised plant that receives, separates (through a series of conveyor belts and picking stations) and prepares materials for marketing to end-user manufacturers.
- 3.10. Under this contract from 1 October 2019, residual waste will be taken to this Material Recovery Facility where it is understood it will be processed into Refuse Derived Fuel (RDF) by being sorted (recyclable materials removed), shredded and then baled. The separation stage allows the recovery of all recyclables within the waste stream, which currently would be sent to landfill.

- 3.11. Avondale's business model, based on sector experience, works on the assumption that 28% of the materials sent to the Material Recovery Facility are recyclates, which will be recovered from the residual waste stream. The remaining material will then be shipped to Sweden where it is used as fuel in Combined Heat and Power (CHP) plants. All of these plants generate electricity and heat is utilised via district heating systems.
- 3.12. The Service has been in discussion with Zero Waste Scotland, industry consultants and senior waste officers in neighbouring authorities regarding the available disposal opportunities for residual waste. If the Council had alternatively undertaken a tender exercise either through Scotland Excel's 'Dynamic Purchasing System' or as an OUEU level tender direct to the market, the results would likely be (1) limited bid responses (2) unfavourable contract terms or price to the disproportionate benefit of the contractor (3) an unbudgeted for increase in treatment and haulage costs and (4) another RDF export treatment solution due to no merchant capacity being available in existing 'Energy from Waste' plants.
- 3.13. Due to Clackmannanshire Council's comparatively low residual waste tonnage, there is recognition of the requirement to enter into Local Authority collaboration to produce economies of scale and value for money both for (1) the immediate residual waste treatment contract solution (2) and, any long-term residual waste treatment contract solution.
- 3.14. While this Contract provides a short-term solution for the disposal of Clackmannanshire's residual waste in accordance with Legislation, further consideration is required on the longer term method of disposal and the end-of-life destination of the waste.
- 3.15. Council Officers are in discussions with several other local authorities regarding potential options for longer-term solutions for non-recyclable material post 2022. As with the Brokerage Service, the combined tonnages across all the parties involved would allow the negotiation of competitive prices.
- 3.16. A detailed evaluation report (probably supported by external consultancy) will be brought to Council, looking at all the options in order that Council can make an informed decision on its long term residual waste disposal preference.

4.0 Sustainability Implications

- 4.1. The reduction in waste to landfill, through recovery of additional recyclable materials, supports the Scottish Government's Zero Waste Plan.
- 4.2. Energy from waste will contribute to Scotland's renewable heat and electricity targets under the Climate Change (Scotland) Act 2009. The Scottish Government proposes to introduce regulatory measures to ensure that energy from waste is truly sustainable. Doing so will make sure that only wastes offering no greater environmental or economic benefits through reuse or recycling are incinerated.

5.0 Resource Implications

Financial – The revenue cost of residual waste treatment sits within the existing Waste Services disposal budget. The changeover to the short-term Contract through the Scottish Material Brokerage is cost neutral.

There are no additional resource implications.

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

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Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

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Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations? Yes

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

None

11.0 Background Papers

- 11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered) Yes ✓

Landfill Scotland Regulations 2003

<http://www.legislation.gov.uk/ssi/2003/235/contents/made>

Waste (Scotland) Regulations 2012

<http://www.legislation.gov.uk/ssi/2012/148/contents/made>

New Climate Change Plan <https://www.gov.scot/publications/scottish-governments-climate-change-plan-third-report-proposals-policies-2018-9781788516488/>

SEPA Guidance: Biodegradable Municipal Waste Ban

https://www.sepa.org.uk/media/352595/sepa_bmw_landfill_ban_guidance_note.pdf

Zero Waste Scotland: Scottish Materials Brokerage Service

<https://www.zerowastescotland.org.uk/brokerage>

Public Contract Scotland – Scottish Materials Brokerage Service contract award notice

https://www.publiccontractsscotland.gov.uk/Contracts/Contracts_View.aspx?id=514180

WRAP Gate Fees Report 2017

http://www.wrap.org.uk/sites/files/wrap/Gate%20Fees%20report%202017_FINAL_clean.pdf

SEPA – Frequently asked questions about Energy from Waste facilities

https://www.sepa.org.uk/media/28979/energy-from-waste_faqs.pdf

Department for Environment, Food & Rural Affairs – Energy from Waste (Guide to the debate)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/284612/pb14130-energy-waste-201402.pdf

European Commission – The role of waste-to-energy in the circular economy

<http://ec.europa.eu/environment/waste/waste-to-energy.pdf>

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